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Child Care Association of Illinois

Outcome Measures 2002 Summary Report

[Executive Summary](#)[Background](#)[Scope of the Work](#)[Collection and use of the Information](#)[Methodology and Data Limitations](#)[Client and Service Profiles](#)[Acknowledgements](#)[Aggregate Outcome Measures Report](#)[Individual Area Data](#)[Institution / Group Home](#)[Foster Care](#)[Community Based Services](#)[Special Education](#)[Performance Benchmarks](#)

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EXECUTIVE SUMMARY

- * CCA member agencies participated at a rate of 92% of eligible members
- * 45,985 children and families received services from programs reported by CCA member agencies in FY-2002
- * The project collects and aggregates the most critical factors related to services provided to children and families by CCA member agencies
- * Data is measured and tracked across three domains: Satisfaction, Status Change, and Client Functioning
- * CCA member agencies increased and improved outcome reporting data requirements for 2002 and beyond
- * Foster Care Services are now segmented into service groups for comparison:
 - * Traditional Care
 - * Home of Relative Care
 - * Specialized and Treatment Care
- * Special Education Programs report graduation rates and identified academic assessment measures
- * New performance benchmarks were established

INSTITUTION / GROUP HOMES

1. More clients were served (2,431) although three fewer agencies reported serving I/GH clients.
2. Over 5 years CCA members reporting Institution/Group Home services continue to demonstrate very steady performance across all outcome domains.
3. Program satisfaction rates for parents reach an all time high of 95% while referral sources followed with 92% satisfied or very satisfied.
4. Client functional progress has improved over the past three years from 62% to 66% as measured by standardized instruments at the time of discharge.
5. Of the children discharged fewer children returned home following a change in DCFS practice to step-down children to Foster Care, yet 44% of discharges to a less restrictive setting return home.
6. The average length of stay decreased for the first time in 5 years from 15 months to 14.5 months.

FOSTER CARE

1. Status change for Foster Care Services are now segmented into service groups for comparison:
 - a. Traditional Care
 - b. Home of Relative Care
 - c. Specialized and Treatment Care
2. Overall, stakeholder satisfaction is split with youth and foster parent satisfaction remaining stable while birth parents/other caregivers and referral sources decreased. Parents and Caregivers satisfaction declined 14 percentage points to 73% falling back to 1999 levels while referral sources declined 4 percentage points to 81%.
3. Average length of stay increases by the category of care:
 - a. Traditional 18.5 Months
 - b. Home of Relative 22 Months
 - c. Specialized & treatment 30 Months
4. Adoption is most often the form of discharge to a less restrictive setting for children in Foster Care, with 48% of Traditional Foster Care and 55% of Specialized and Treatment discharges to a less restrictive setting ending in adoption.

COMMUNITY-BASED PROGRAMS

1. Thirty-four CCA member agencies reported serving 23,695 children and families, with 6 less agencies reporting, services decreased 22% from last year.
2. Overall satisfaction of youth and families remain high at 91% and 93% respectively. Referral source satisfaction fell back slightly to 85%.

3. Two thirds of the cases are closed in one year or less, with 80% reported as stabilized or requiring less intensive services.

4. The percent of clients showing improvement as measured by standardized test instruments remains steady at 68%.

SPECIAL EDUCATION

1. Parent and referral source overall satisfaction with the services offered by the schools reached a five year high at 93% and 95% respectively, while student satisfaction decreased slightly.

2. Individual Education Plans (IEP) show 87% of the students are maintained or moved to a less restrictive setting, a slight decrease from the all time high of 91% last year.

3. Student functioning improved six percentage points establishing a new five- year high of 85%.

4. School attendance increased three percentage points to 89%.

5. 91 percent of the eligible students graduated from High School or earned a G.E.D.

6. Schools identified academic assessment measures used. The Illinois State Achievement Test, Prairie State Achievement Test, and Portfolio assessments were identified.

BACKGROUND

The Child Care Association took the lead in outcome measurement when uniform outcome measures were developed and collected in 1998. As demands have increased on child welfare providers to demonstrate their impact, value, and effectiveness, so has participation among CCA agencies.

The goals initially established for collecting outcome measures remain the same: to develop and collect uniform outcome measures that can assist member agencies in improving service quality and serve as a basis for defining success for private agencies delivering child welfare services.

The first step in the process was to complete a series of Outcome Measurement Roundtables. As a result of these meetings, CCA has a list of priorities developed by an abbreviated social validation technique. Priorities have been identified for Institutions / Group Homes, Foster Care, Special Education, and Community Based Service programs.

The second step was to form a Steering Committee made up of individuals representing each of the above-mentioned areas. This committee oversees the process and makes recommendations to the CCA President/CEO in regard to the aggregate data collection system. The Steering Committee designed a Guide for Satisfaction Surveying and uniform satisfaction survey tool to assist members implementing this portion of their outcome measurement efforts.

Step three in the process saw the convening of Workgroups, of individuals expressing interest in specific outcome measurement areas. This step formulated the practical and specific measures / indicators for each of the areas.

Revisions to the outcome survey instrument have been minimal until 2002 when several additional indicators were added and Foster Care programs were segmented.

SCOPE OF THE WORK

The CCA Outcome Measures project was designed to collect and aggregate the most critical factors related to quality of services provided to children and families by CCA member agencies. CCA has selected the following three outcome categories as priorities for measurement:

I. **SATISFACTION:** Indicators in this area include Client / Youth, Birth Parents or Other Caregivers, Foster Parents and Referral Sources. Agencies are not required to use the rating categories or survey listed by the CCA Steering Committee and may adjust their own satisfaction data to correspond to the CCA recommended scale.

II. **STATUS CHANGE:** This is designed to measure the number of children and families who move to less restrictive settings or crisis stabilization, or require less intensive services, as measured at discharge or Individual Education Plan (IEP) meetings. Discharge is defined as the day the child left the program.

III. **CLIENT FUNCTIONING:** Measures the percent of clients and families showing improvement as reported by standardized instruments. Agencies list the standardized instruments they use to assess client functioning, and report all types if they use more than one. Reports reflect the total number of clients assessed and how many have shown improvement since the initial assessment as defined by the instrument being used. Agencies are to report only pre-

service at intake and post-service at the time of discharge.

COLLECTION AND USE OF THE INFORMATION

CCA intends to collect outcome information from the membership on an annual basis, using each fiscal year ending June 30. Outcome information from individual member agencies has been aggregated. Individual member agency information is confidential and comparisons of agencies performance are prohibited.

CCA uses the aggregate data on behalf of the member agencies in public policy efforts and in general education, marketing and public relation endeavors. Individual CCA member agencies are provided custom reports and are able to compare their performance with the group thus using the information for quality improvement and program evaluation.

METHODOLOGY AND DATA LIMITATIONS

Member agencies of the Child Care Association provided the information on which this report is based. Survey forms were designed by the Steering Committee to obtain the most critical factors for each priority area. Individual agencies collected and reported outcome data from Fiscal Year 2002. D.D. Fischer Consulting conducted data entry and analysis of the data. The Steering Committee was responsible for developing this final report. The number of children and families reported as served in the survey contains duplications. Clients may be served by one or more programs or agencies during the reporting period. Aggregate findings are based on the number reporting, and do not necessarily represent the entire child welfare population or CCA membership, but serve as a summary based upon the bias and limitations of the samples. In some cases individual sample sizes may be small relative to the total population served. Use of various standardized instruments to measure client functioning may not be comparable due to individual client treatment needs, but are used to reflect improvements in the aggregate. Control groups were not used and the establishment of benchmarks is intended for improvement of services only and not as the sole measure of quality.

CLIENT AND SERVICE PROFILES

Institution and Group Home:

Institution and Group Home services are delivered primarily to wards of the Illinois Department of Children and Family Services, however, the Department of Corrections, local school districts and County Probation Departments purchase services.

Providers of Institution and Group Home services have been asked by purchasers to change from being a long-term living arrangement to becoming a treatment option that provides short-term, aggressive services. There has been a dramatic change in the needs of the youth being placed in I/GH settings as follows:

- " More pronounced severe emotional disturbances,
- " Many present severe behavior management problems and aggression,
- " Providers are expected to effectively serve youths with mild to moderate mental retardation, and
- " Specialized and intensive services are provided to children with sexual behavior problems.

The primary services delivered by Institutions and Group Homes are designed to stabilize, treat, and help children with severe emotional disturbance and/or behavior disorders. I/GH services also include programs designed to serve developmentally disabled youth.

Institution and Group Home data does not include Independent Living, Diagnostic, and Emergency shelter programs. Foster Care:

Foster Care data is collected from several types of Foster Care programs, Traditional, Home of Relative, Treatment, and Specialized. In addition to services provided to children in placement, services are extended to the biological, extended family, and siblings.

Traditional Foster Care: Offers a family setting for children without serious emotional disturbance but are in need of living away from home in a caring family atmosphere.

Home of Relative Care: Provides care for children who must live away from their parents but who have relatives willing to, and capable of, caring for them.

Treatment & Specialized Care: Offer family settings for children diagnosed as needing treatment for emotional disturbance and/or behavior disorders but capable of living, with supports, in a family atmosphere.

Community Based Services:

Community Based Services covers a wide range or array of services, family preservation, youth services, homemaker, counseling, screening assessment and support services (SASS), and intensive treatment services (ITS). Participants combine and report all Community Based Services together.

Family Preservation Services: The purpose for these services is to provide intensive services to families where children are at low to medium risk of being abused and neglected. Services are provided to families who request help from DCFS in order to lower the risk of abuse or neglect in their homes. This program allows families to obtain community services before problems develop. Services are intended to allow a family to remain intact and to learn skills to assist their family with problems.

Youth Services: Services provided to runaway and homeless youth who are at risk of becoming involved with juvenile justice and/or child welfare systems due to runaway or status offending behavior. An array of services is offered: crisis intervention, short-term placement, family preservation or reunification counseling are provided.

Homemaker Services: Assist adults to learn to care for their children and, in some locations and circumstances, to provide transportation so that children may visit with their parents and siblings.

Counseling: Individual, Group, and Family Services as needed. Counseling services are aimed at improving problems of personal, interpersonal, social adjustment, problems of intrapsychic origin, mental disorders, as well as other issues putting a child at risk of involvement in the child welfare or juvenile justice systems or extrusion from their home or community.

Screening Assessment and Support Services (SASS): Pre-Admission/Post-Discharge Screening and Assessment Services to prevent unnecessary psychiatric hospitalization and to provide monitoring and case planning services for children who need hospitalization.

Intensive Treatment Services (ITS): Offers therapeutic intervention and support services to promote a child's emotional and behavioral stability.

Nonpublic Special Education

These specialized educational programs are operated by child welfare agencies to provide educational services to children with severe disabilities who cannot be served in regular public school settings even with supports and accommodations. With the exception of specialized early intervention programs, students must be ages 5 to 21 and must have a disability eligibility determination conducted by the school district prior to referral to the program by the district. The vast majority of these students served by CCA member agency programs have disability designations as severe emotional and behavioral disabilities.

The primary services provided by nonpublic special education facilities are designed to stabilize and educate children with severe disorders. Services include work with parents in their homes.

ACKNOWLEDGMENTS

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Erin Borders - St. Joseph's Carondelet Child Center

Kim Cragg - Lifelink/Bensenville Home Society

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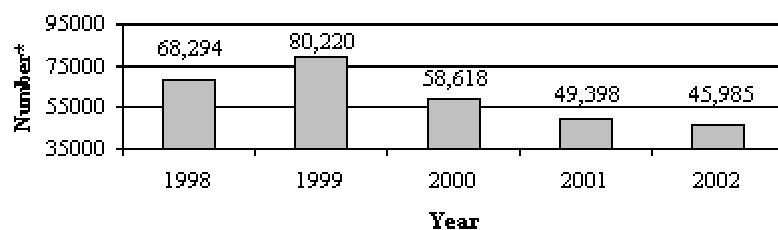
Jan Schoening

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AGGREGATE OUTCOME MEASURES REPORT:CCA, *Outcome Measures Report* 1998 - 2002 Comparison**I. MEMBER AGENCIES REPORTING**

Number of Agencies Reporting	1998	1999	2000	2001	2002
Total Agencies Reporting:	86	94	79	74	71
Return as percent of eligible membership	97%	100%	87%	89%	92%
Institution/Group Home	54	56	49	46	43
Foster Care	61	66	56	51	42
Community – Based	47	55	44	40	34
Special Education	20	20	18	15	16

**Number of Children & Families
Served from all Placement Resources**



*The number of children and families served contains duplications.

Clients may be served by one or more programs or agencies during the reporting period.

II. AGGREGATE SURVEY CONFIDENCE

Confidence Interval and Sample Size Estimations (+/-) 5%

Year	Sample Size	# Returned	Confidence Level
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All Groups: Overall Satisfaction	86%	84%	82%	91%	83%
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Total individuals reporting: 8,833

IV. STATUS CHANGE 2002

Measures length of stay, the movement of children and families to less restrictive settings, permanency, crisis stabilization, or require less intensive services, as measured at discharge or at Individual Education Plan (IEP) meetings.

Status Change	All Programs	Inst./Group Home	Foster Care	Community Based	Special Education
Discharge Rate (%)	51%	49%	39%	64%	N/A
Less Restrictive, Stabilized, or Less Intensive Services (%)	80%	65%	64%	80%	87%
Average Length of Stay (months)	N/A	14.5	22.5	N/A	N/A

Total number discharged: 22,134

V. CLIENT & FAMILY FUNCTIONING 2002

Measures the percent of clients and families showing improvement as reported by standardized test instruments.

Functioning	All Programs	Inst./Group Home	Foster Care*	Community Based	Special Education
Clients and families showing improvement on standardized instruments (%)	66%	66%	61%	68%	85%

Total number reported: 6,777

* Measures Specialized and Treatment Foster Care

Individual Area Data

INSTITUTION / GROUP HOME

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CCA, Outcome Measures Report

Institution / Group Home programs do not include: independent living, diagnostic or emergency shelter programs.
Number of Agencies reporting: 43 Number of Children served: 2,431

SATISFACTION

The overall satisfaction with services provided, as rated by the following groups:

Group Surveyed	Percent Satisfied	Number Surveyed
Child / Youth (12 yrs. and older)	73%	1093
Birth Parents / Other Caregiver	95%	451
Referral Source	92%	522

Total individuals reporting: 2,066

STATUS CHANGE

Measures the percent of children who move to a less restrictive setting at the time of discharge as follows:

Status Change	Overall
Discharge Rate (%)	49%
Discharged to Less Restrictive Setting (%)	65%
... Discharges Return Home (%)	44%
*Average Length of Stay (months)	14.5

Total number reported: 1,491

*note: Average length of stay excludes long term care facilities over 36 months and short term programs less than 3 months.

CLIENT FUNCTIONING

Measures percent of clients showing improvement since the initial assessment, as defined by the standardized instruments. Agencies report only pre-service at intake and post-service at time of discharge:

Functioning	Overall
Clients showing improvement on standardized instruments (%)	66%

Total number reported: 1,123

Standardized Instruments most frequently administered:

§ Child Functional Assessment Rating Scales (CFARS)

§ Ansell-Casey Life Skills Assessment

§ Child and Adolescent Functional Assessment Scale (CAFAS)

§ Children's Global Assessment Scale (CGAS)

§ Child Behavior Checklist (Achenbach)

Total individuals reporting: 2,766

STATUS CHANGE

Measures the percent of children who move to a less restrictive setting at the time of discharge as follows:

Average Length of Stay (months)

18.5

22

30

CLIENT FUNCTIONING

Measures percent of Specialized and Treatment clients showing improvement since the initial assessment, as defined by the standardized instruments. Agencies report only pre-service at intake and post-service at time of discharge in primarily specialized and treatment foster care:

Functioning	Overall
Specialized and treatment clients showing improvement on standardized instruments (%)	61%

Total number reported: 915

Standardized instruments most frequently administered:

§ Child and Adolescent Functional Assessment Scale (CAFAS)

§ Child Behavior Checklist (Achenbach)

§ C - GAS (Children's Global Assessment Scale)

§ Child Functional Assessment Rating Scales (CFARS)

CCA, Outcome Measures Report

Community Based programs reporting include: family preservation, youth services, homemaker, counseling, SASS (screening assessment and support services) and ITS (intensive treatment services).

Number of Agencies reporting: 34 Number of Children and Families served: 23,695

SATISFACTION

The overall satisfaction with services provided, as rated by the following groups:

COMMUNITY BASED SERVICES

Group Surveyed	Percent Satisfied	Number Surveyed
Child / Youth (12 yrs. and older)	91%	1156
Birth Parents / Other Caregiver	93%	1402
Referral Source	85%	460

Total individuals reporting: 3,018

STATUS CHANGE

Measures percent of clients showing improvement since the initial assessment, as defined by the standardized instruments. Agencies report only pre-service at intake and post-service at time of discharge:

	Overall

Discharge Rate (%)	64%
Stabilized or Less Intensive Services Required (%)	80%

Total discharges reported: 13,751

CLIENT FUNCTIONING

Measures percent of clients showing improvement as reported by standardized instruments as follows:

Functioning	Overall
Clients showing improvement on standardized instruments (%)	68%

Total number reported: 4,599

Standardized instruments most frequently administered:

- § Children's Global Assessment Scale (C-GAS)
- § Child Behavior Checklist (Achenbach)
- § Child and Adolescent Functional Assessment Scale (CAFAS)
- § Daniel Memorial Independent Living Assessment for Life Skills

CCA, Outcome Measures Report

Special Education programs include those operated by the CCA member agencies.

Number of Schools reporting: 16 Number of Children served: 1,765

SATISFACTION

The overall satisfaction with services provided, as rated by the following groups:

SPECIAL EDUCATION

Group Surveyed	Percent Satisfied	Number Surveyed
Child / Youth (12 yrs. and older)	74%	578
Birth Parents / Other Caregiver	95%	320
Referral Source	93%	85

Total individuals reporting: 983

STATUS CHANGE

Measures the percent of children who move to a less restrictive setting at the time of discharge or are maintained in current setting as identified at Individual Education Plan (IEP) meetings as follows:

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Status Change	
Discharged to Less Restrictive Setting (%)	13%
Maintained per IEP (%)	74%

Total number reported: 1,535

CLIENT FUNCTIONING

Measures percent of clients / students showing improvement since the initial assessment, as defined by the standardized instruments. Agencies report only pre-service at intake and post-service at time of discharge. The School attendance rate is calculated by dividing the total days of actual attendance by total enrollment days. Graduation rate consists of eligible students graduating from High School or attainment of a GED.

Functioning: Behavioral	Overall
Clients / students showing improvement on standardized instruments (%)	85%
Functioning: Educational	Overall
School Attendance Rate (%)	89%
Graduation Rate (%)	91%

Standardized Instruments most frequently administered for client functioning:

§ Woodcock Johnson - Revised

§ Child Behavior Checklist (Achenbach)

§ Kaufman Test for Educational Achievement

Form of Academic Assessments administered:

§ Illinois State Achievement Test (ISAT)

§ Prairie State Achievement Test

§ Portfolio Assessment

PERFORMANCE BENCHMARKS

Performance standards or benchmarks were determined by using the most recent three-year moving average for each category reported.

Institution / Group Home	3 Year Benchmark	2002	2001	2000	1999
Satisfaction					
Child/Youth (12 yrs and older)	77%	72	70	70	71

Birth Parent/Other Caregiver	92%	95	91	91	85
Referral Source	92%	95	91	91	85
Status Change					
Discharge Rate (%)	48%	49	47	47	45
Discharge to Less Restrictive	63%	65	61	63	60
Discharges Returning Home	48%	44	50	50	41
Average Length of Stay (months)	14.5 months	14.5	15	15	15
Client Functioning					
Showing Improvement (%)	65%	66	66	63	62

Foster Care	3 Year Benchmark	2002	2001	2000	1999
Satisfaction					
Child/Youth (12 yrs and older)	84%	85	83	83	81
Birth Parent/Other Caregiver	78%	73	80	81	74
Foster Parents	83%	81	84	84	82
Referral Source	83%	81	85	82	88
Aggregate Status Change (All forms of Foster Care)					
Discharge Rate (%)	36%	39	34	34	35
Discharge to Less Restrictive (%)	72%	64	71	80	79
Discharges Reunited (%)	27%	29	28	25	24
Discharges Adopted (%)	54%	46	53	55	53

Discharges Subsidized Guardianship (%)	16%	16	16	15	15
Average Length of Stay (months)	23.5 months	22.5	23	25	29
Client Functioning					
Showing Improvement (%)	N/A	61	77		

Benchmarks for Traditional, Home of Relative, Specialized and Treatment Foster Care will be established following three consecutive years of data collection.

Community Based Services	3 Year Benchmark	2002	2001	2000	1999
Satisfaction					
Child/Youth (12 yrs and older)	91%	91	90	91	74
Birth Parent/Other Caregiver	93%	93	93	93	86
Referral Source	85%	85	87	84	85
Status Change					
Discharge Rate (%)	63%	64	60	64	50
Stabilized or Less Intensive Services Required (%)	82%	80	84	83	78
Client Functioning					
Showing Improvement (%)	66%	68	70	64	54

Special Education	3 Year Benchmark	2002	2001	2000	1999
Satisfaction					
Child/Youth (12 yrs and older)	76%	74	77	77	74

Birth Parent/Other Caregiver	89%	95	91	82	89
Referral Source	91%	93	91	90	83
Status Change					
Discharge to Less Restrictive/ Maintained per IEP (%)	87%	87	91	83	85
Functioning: Behavioral					
Showing Improvement (%)	80%	85	79	77	70
Functioning: Educational					
School Attendance Rate (%)	87%	89	86	87	82
Graduation Rate (%)	N/A	91			