

**Outcome Measurement
in Child Welfare:
The Next Steps**

**Framework Outline for OACAS Quality Assurance
Committee
January 27, 2005**

Preamble: Outcome Measurement in Child Welfare

Team: Bruce Leslie, Daniel Moore

Projected Length: 3 pages

Draft Deadline: February 10

The development of a framework on Outcome Measurement originated from the QACAS Quality Assurance Committee. The Committee felt there was a need to promote the importance of outcome measurement in child welfare as a natural movement reflected in community and field interest, and funding requirements. Simultaneously a framework would maintain momentum in the field since the release of *The Framework for Quality Assurance in Ontario Child Welfare Agencies*.

The framework will be designed to:

- Promote the importance of outcome measurement in child welfare and child-focused interventions.
- Define outcome measurement and its relationships in child welfare.
- Provide Provincial and National perspectives on outcome measurement
- Review why outcome measurement is important to child welfare
- Provide an overview of what outcomes to measure and why
- Provide details of the resources and tools necessary to develop and measure outcomes

The framework will aim to assist key stakeholders: Staff, Foster Parents, Volunteers, Agencies, Board of Directors and the Community, with the development of measurable outcomes for quality interventions and positive client outcomes. The scope of the framework will be in the following areas:

1. Provincial and National Perspectives
2. Child Welfare Strategy and Culture
3. Develop and Implement of Outcome Measurement
4. Ethical Considerations
5. Improve Quality and Maintain Excellence
6. Appendices

Chapter 1: Provincial and National Perspectives

Team: Gail Vandermeylen, Bruce Leslie and Julie Lee

Projected Length: 3-5 pages

Draft Deadline: February 10

This chapter will provide an overview of Provincial and National perspectives on outcome measurement through discussions of work of various initiatives.

- MCYS Ontario Child Welfare Outcomes Project
- MCYS Outcome Advisory Committee
- OACAS Quality Assurance Committee
- Central Zone Agencies Quality Assurance Group
- National Outcomes Committee
- Child Welfare League of Canada
- International Perspectives from United States, United Kingdom, and Australia

In addition, this chapter will provide the field with highlights of recent practice-based research through a current review of the literature.

Chapter 2: Child Welfare Strategy and Culture

Team: Deb Goodman, Rocci Pagnello, Julie lee

Projected Length: 3- 5 pages

Draft Deadline: March 10

Measuring is not new but the measuring of outcomes is new. Thus, this chapter will provide relevant field examples and strategies to assist in the development of structured decision-making.

Research Partnerships with Educational Institutions, Communities, Businesses, other Child Welfare Agencies and Provinces will be discussed focusing on:

- Provide Agencies and research partners an overview of what outcomes to measure and why
- How quality interventions focused directly on improving client outcomes can be obtained
- Determining best outcomes for clients
- Improving confidence in child protection interventions
- Provide an overview of Agency Strategies. i.e. creating a culture, methods of achieving “buy-in” from key stakeholders, cultural shift-how to disseminate

The importance of collecting Quality data as well as the implementation of an Agency Communications Strategy will be reviewed.

Chapter 3: Develop and Implement of Outcome Measurement

Team: Claude Gingras, Patricia Longlade, Rocci Pagnello

Projected Length: 10 pages

Draft Deadline: April 7

This chapter will provide stakeholders with the resources and tools necessary to develop and measure outcomes. The focus will be on four areas: outcome definition, data collection, analysis of data and monitoring and maintaining quality.

Define Outcomes

- Logic model to select outcomes
- QA and Outcome Cycle
- Matrix

Collect Outcome Data

- Staffing and system requirements
- Central Zone Agencies Quality Assurance Group

Analyze Data for Impact

- How to interpret data and how to utilize data to make decisions for clients
- Attach implied meaning to findings

Monitoring and Maintaining Quality Outcomes

Chapter 4: Ethical Considerations

Team: Claude Gingras, Deb Goodman, Gail Vandermeulen

Projected Length: 3 pages

Draft Deadline: March 10

The intent of the chapter will focus on ethical considerations and outcome measurement

Client satisfaction

- What to look for
- Policy draft
- Consent forms
- Clients self determination
- Challenges of pre and post longitudinal measures

Challenges

- Moving to outcome based approach
- Deciding on what is the “expected” outcome for a client
- Confidentiality

Strategy

- Ethics Policy
- Ethics Committee

Chapter 5: Improve Quality and Maintain Excellence

Team: Bruce Leslie, Julie Lee

Projected Length: 3-5 pages

Draft Deadline: April 7

The focus of the chapter is to review quality interventions methods focused directly on improving client outcomes moving towards best-practice outcomes and how to maintain good outcomes.

- Connection with other projects
- Starting where you are . the next steps i.e. Accountability Framework
- Training and support i.e. 1 day curriculum training, staffing levels
- Resources and Technology required i.e. Single Information System
- Putting outcome data in perspective (strategic planning, standards etc)
- Recommendations

Chapter 6: Appendices

Team: Sue Smythe, Daniel Moore

Draft Deadline: May 5

The Appendices will provide stakeholders with the tools to and resources needed to evaluate and measure best practice outcomes for children.

- Bibliography
- Resources
- FAQ
- Examples
- Links
- Tools
- Limitations