



Facilitated Collaborative Inquiry

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SAFE STRONG SUPPORTIVE

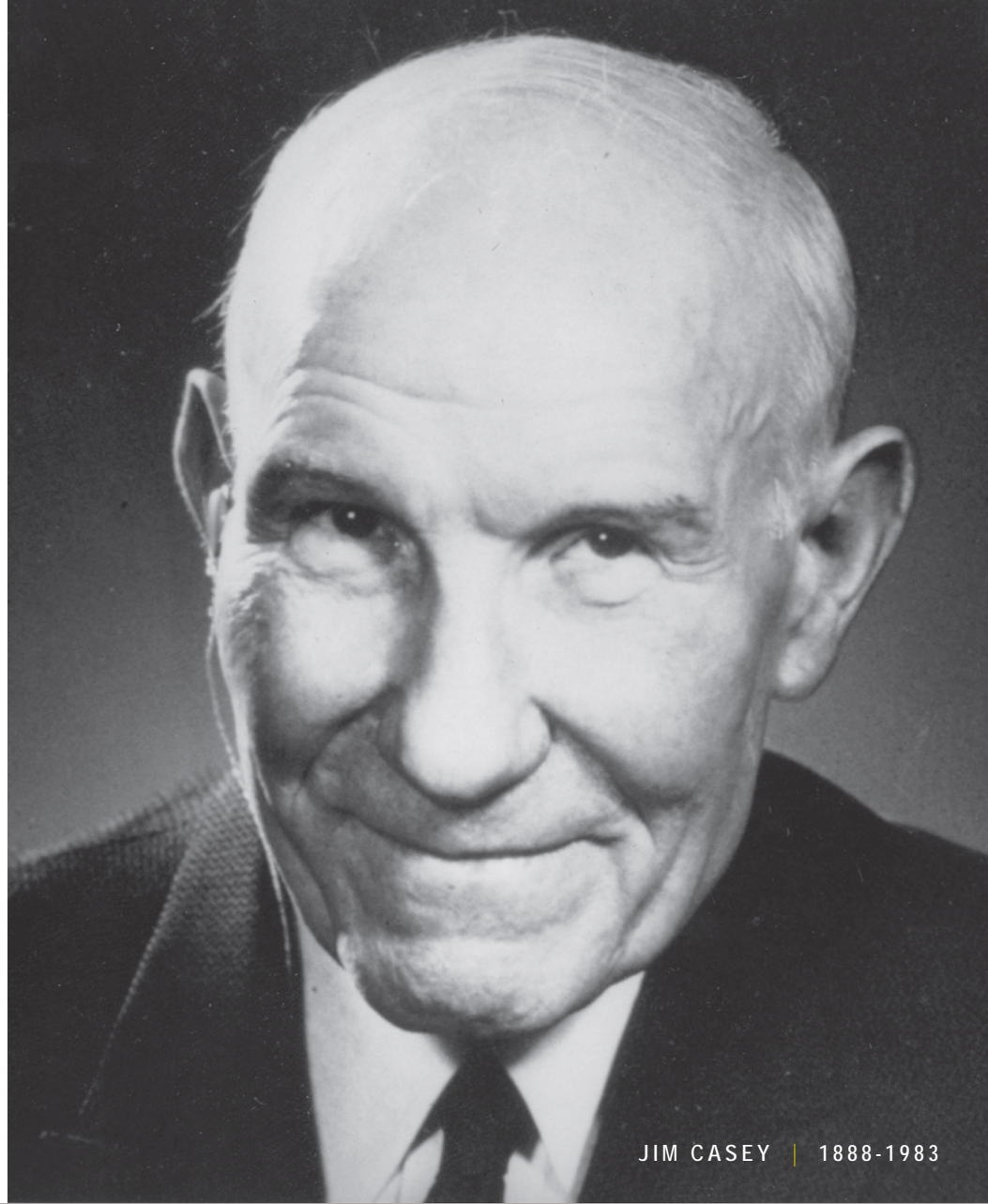
casey family programs

CHILD AND FAMILY SERVICES PRACTICE AND OPERATIONS COMMUNICATION TECHNICAL ASSISTANCE UNIT
SYSTEMS IMPROVEMENT SERVICES STRATEGIC CONSULTING SERVICES KNOWLEDGE MANAGEMENT
PUBLIC POLICY INDIAN CHILD WELFARE PROGRAMS FIELD OFFICES BOARD OF TRUSTEES
EXECUTIVE TEAM STRATEGIC ENGAGEMENT AND INITIATIVES RESEARCH SERVICES TECHNOLOGY SERVICES
LEGAL SERVICES INVESTMENTS FACILITIES PLANNING AND
ANALYSIS FINANCE SERVICES HUMAN RESOURCES
ORGANIZATIONAL DEVELOPMENT

safe children | strong families | supportive communities

Our founder

- Jim Casey, the founder of United Parcel Service, was **a visionary business leader.**
- He founded **Casey Family Programs** in 1966.



JIM CASEY | 1888-1983



Our work

- Direct services
- Consulting
- Public policy

CFS locations





Our values and approach

- Family-centered
- Relationship-based
- Participatory
- Culturally responsive
- Stewardship

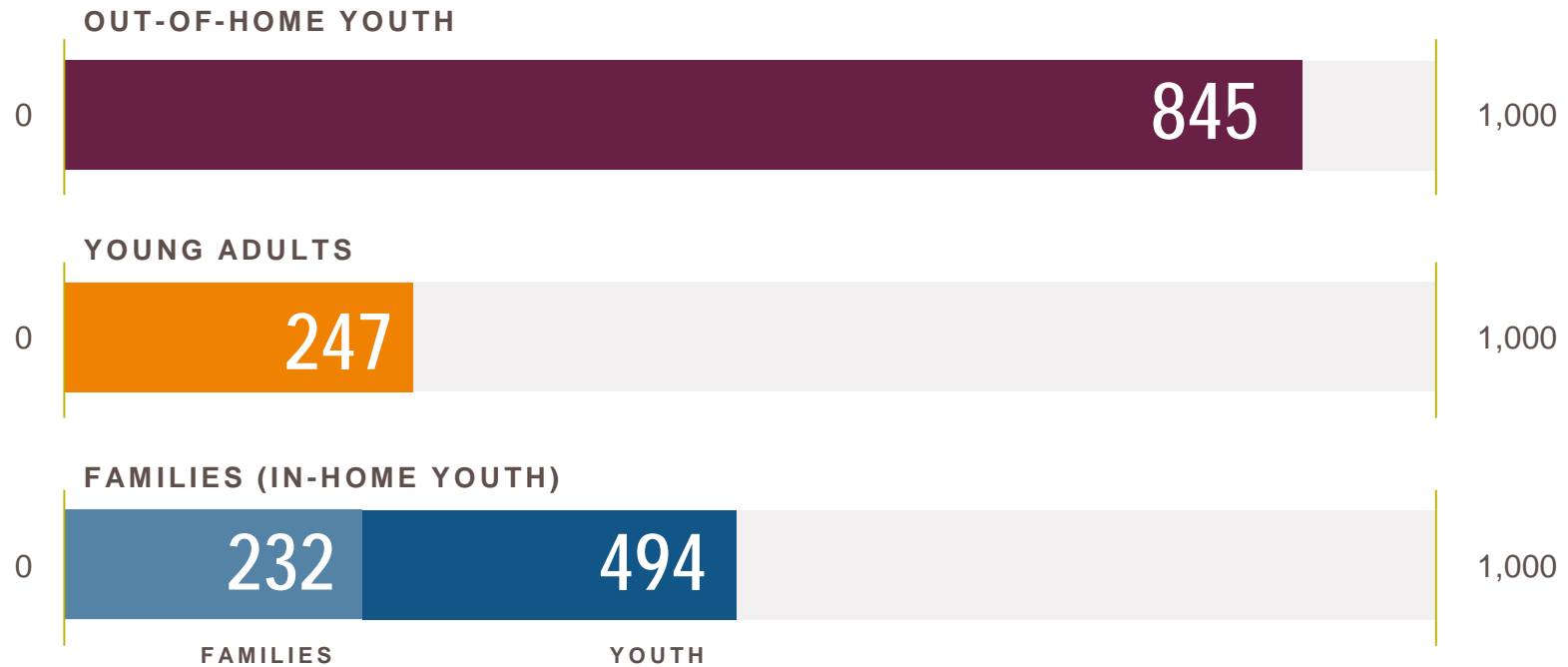


Programs

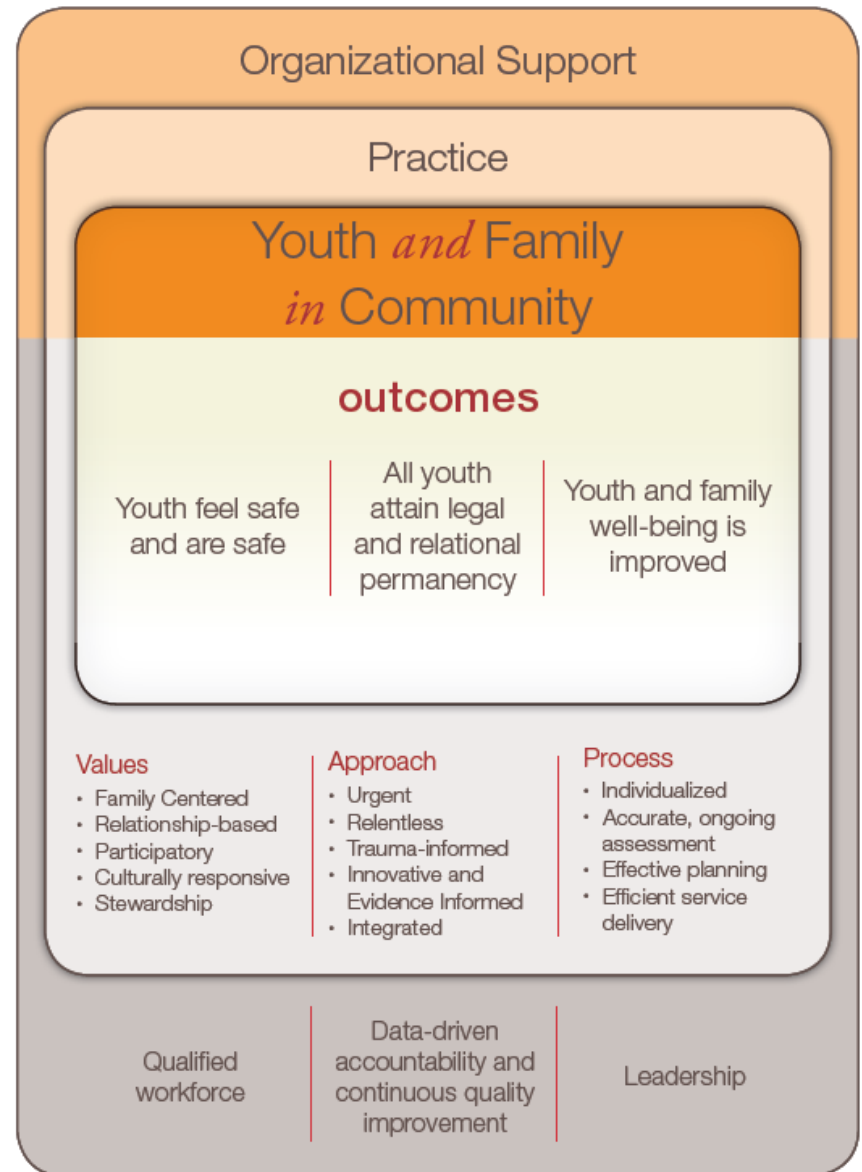
- Out-of-home
- In-home
- Young Adult Transition
- Continuing Education and Job Training (CEJT)

Our direct services today

Total number of youth served in 2016



Our practice model



The Need for Local CQI

- Top down CQI was not working
- Differences across offices were nuanced
- Oversight became “*over-managed*”
- We needed local analysis
- We needed local buy-in

Facilitated Collaborative Inquiry

- **Facilitated:** *FCI aims to shift the traditional role of “researcher” to one of “facilitator.”*
- **Collaborative:** *FCI is a collaborative process that draws on the expertise and insights from all involved. Analysis, sense making, recommendations, etc. come from the collaborative group.*
- **Inquiry:** *FCI is an inquiry process that aims to empower participants in making sense of their data and taking informed action.*

Learning Opportunity



Axiom 1

Every youth and family that comes through our doors is a test of our system.



Axiom 2

Those that exit teach us about the quality and efficiency of our system.



Axiom 3

Those here today, and those yet to come, represent our opportunity to improve.



FCI Framework



Overarching Questions

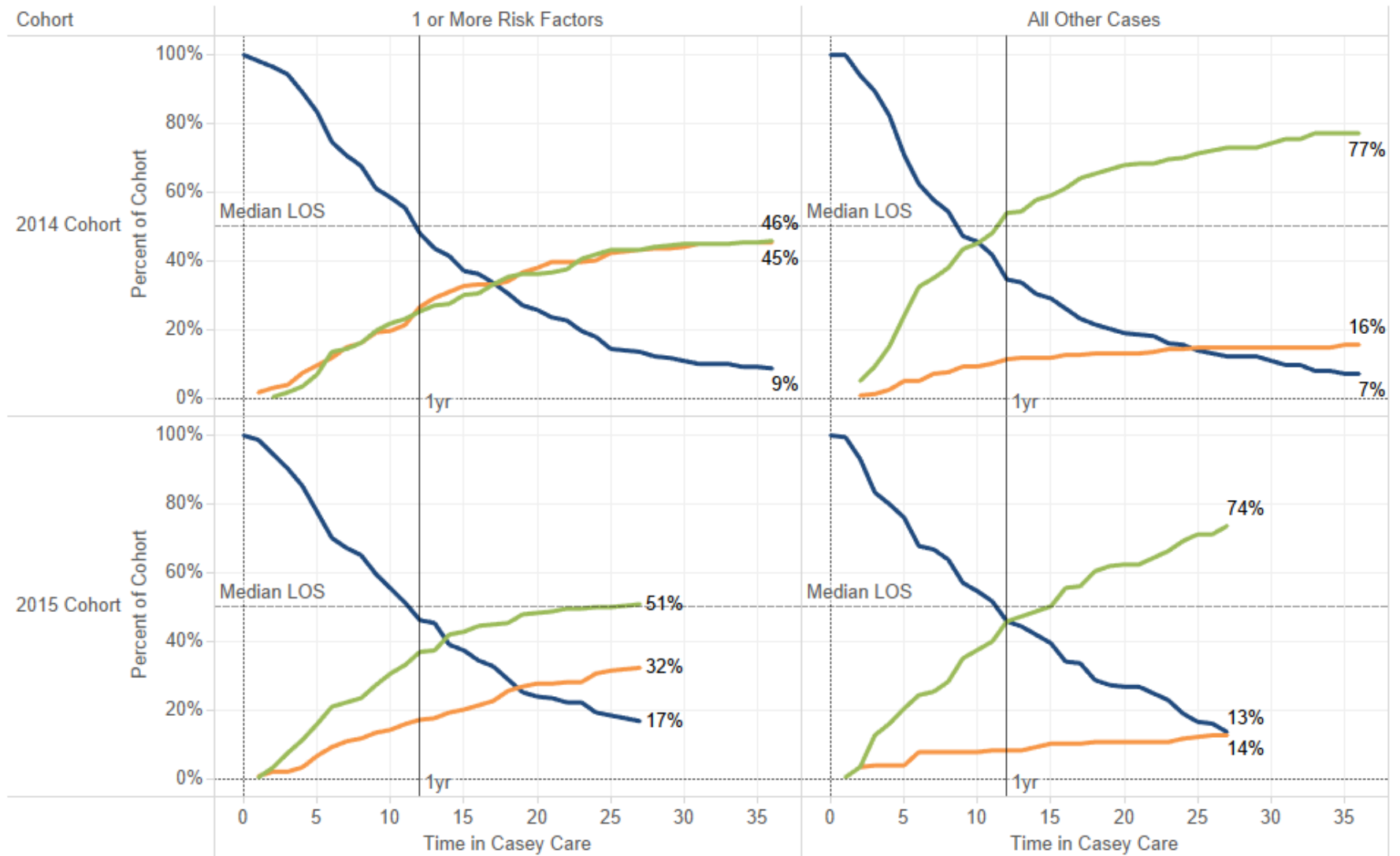
- **Data:** Are there group(s) of youth that have different outcomes than their peers?
- **Stories:** What do we think is behind those differences?
- **Theory:** What can we do differently to change the outcomes?
- **Evidence:** What did we learn? What can we share?

Key Risk Factors

- Age at Entry (15 and older)
- Prior Placements (5 or more)
- Actionable Item (5 or more actionable items in behavioral, risk, and life functioning domains)
- 4 or more Trauma Item with Adjustment to Trauma

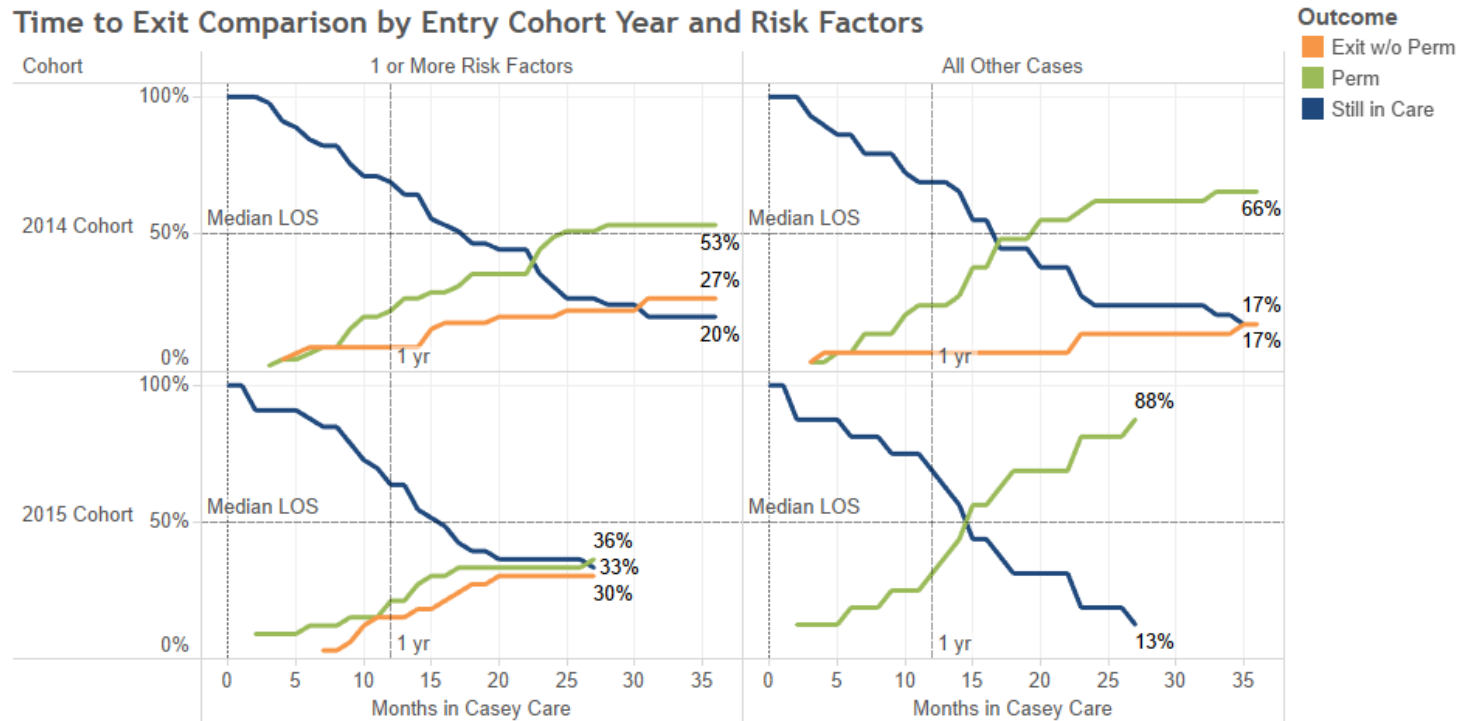


Impact of Risk Factors on Outcomes

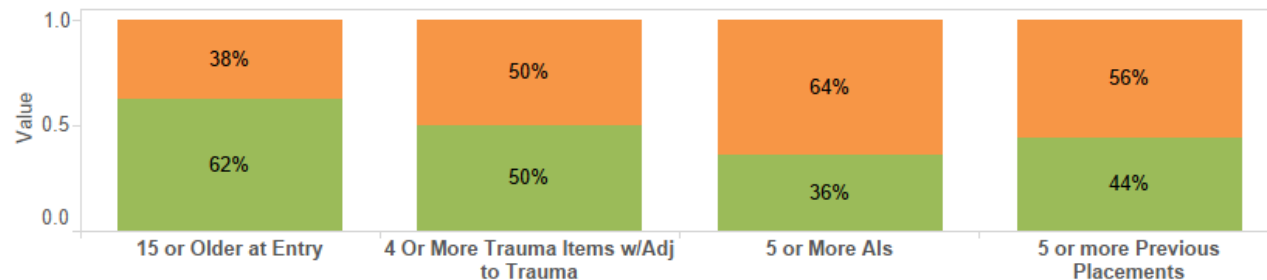


Field Office Specific Data

Time to Exit Comparison by Entry Cohort Year and Risk Factors

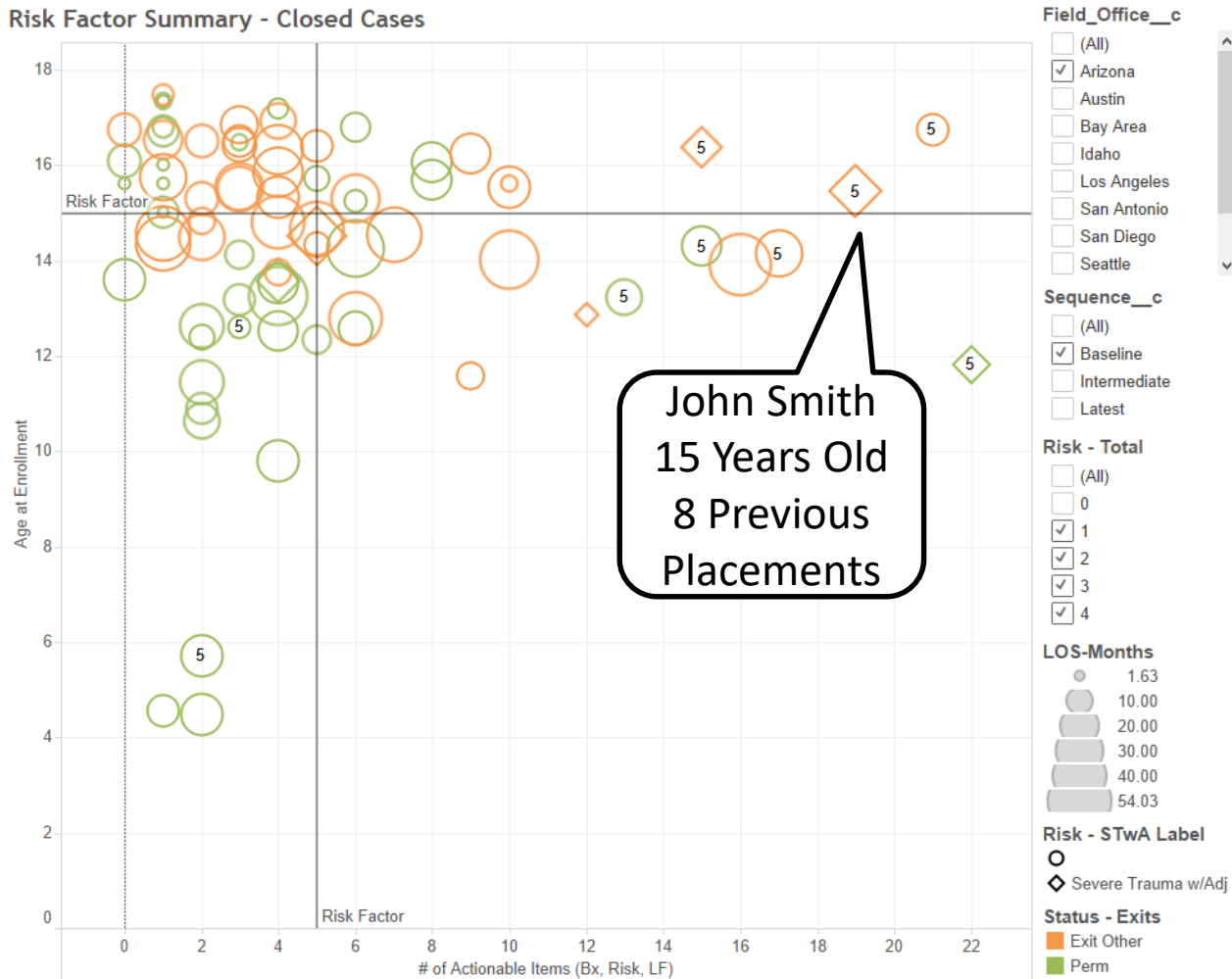


Risk Factors and Outcomes



Collecting Stories

Risk Factor Summary - Closed Cases



Clustering Themes



Baseline and Goal

Less than half (47%) of youth with one or more risk factors is going to a permanent home. If we do nothing different this will hold true for the youth in our care today with one or more risk factors.

Where would you like to be with this sub-population in 18 months?

Arizona Field Office

- **Data:** Cases with that enter Casey at age 15 or older and/or with 5 or more placements have a permanency rate of 47%.
- **Stories:** The stories revealed that there are challenges getting the right services (specifically trauma informed mental health care) in place for youth. Also, some of the Independent Living Service providers are encouraging youth to “age out and take the benefits.”
- **Theory:** We need to identify these cases early in the intake/enrollment process and staff them to generate ideas on how to move forward.

Arizona

Strategies



FCI Case Review

Schedule team staffing for cases identified in the FCI process.



Micro Interventions

Try interventions that are specific to the youth's case then look for connections to other cases if applicable.



NMT for Youth at Risk

Explore the use of NMT brain maps for youth identified in the FCI process.

Arizona FCI Dashboard

Cohort Status

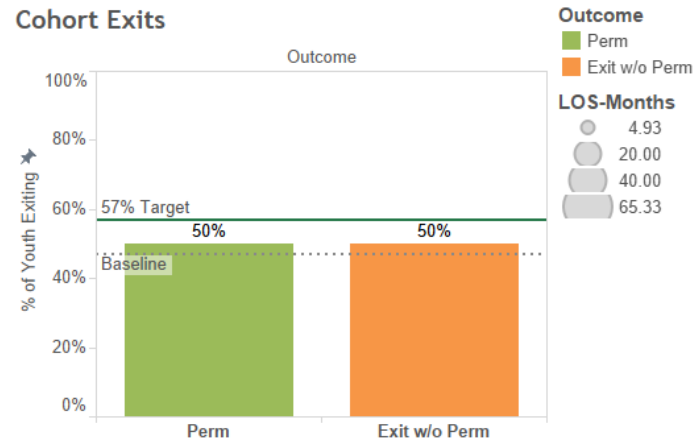
Outcome	
Exit w/o Perm	12
Perm	12
Still in Care	10

Opportunity Summary

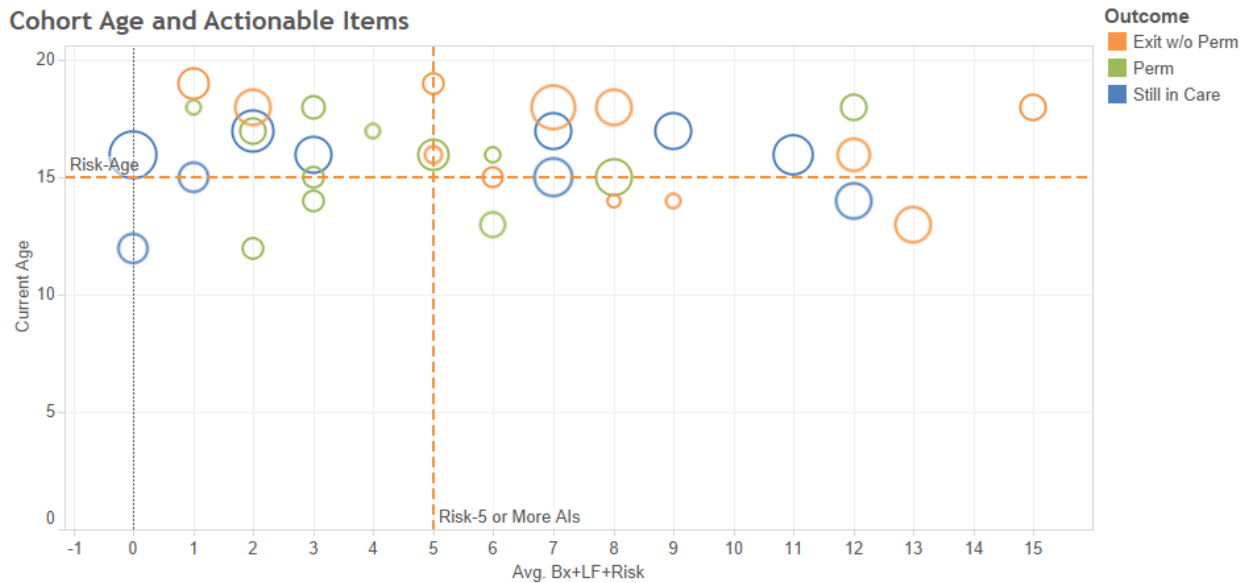
The Arizona Field Office observed that youth who enter Casey care at age 15 and older and/or with 5 or more previous placements, are less likely to achieve permanency. Using data from 2013-2015 it is estimated that these youth achieve permanency only 47% of the time, whereas those under 14 and with less than 5 placements achieve permanency approximately 92% of the time.

As of November 1, 2016 Arizona has 34 youth that are 15 ..

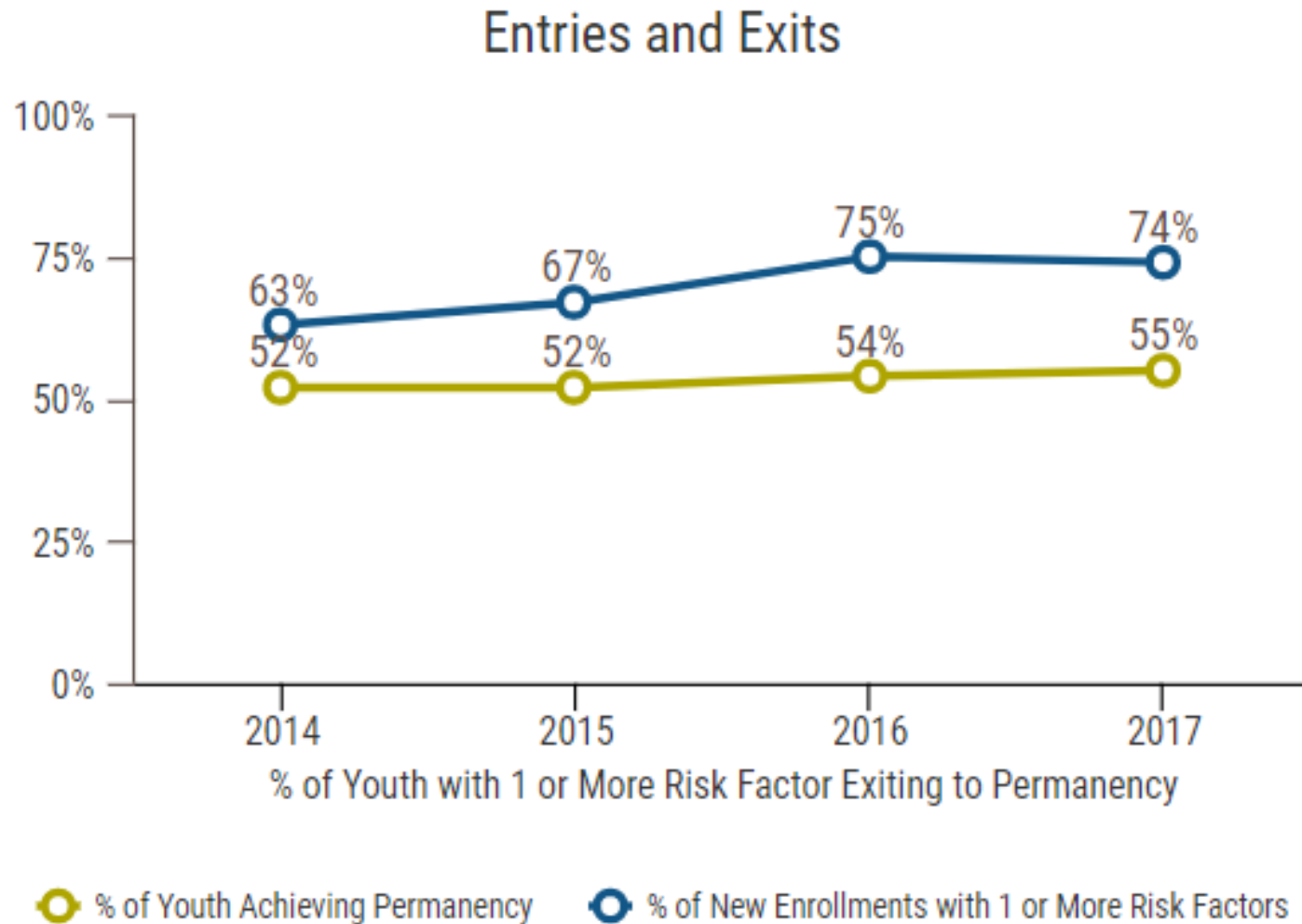
Cohort Exits



Cohort Age and Actionable Items



Overall Trend



Summary

- The “best” is not just in the practice, it’s also in the practitioner.
- We can build cultures that brings out the best in us all.
- We want social workers to be social workers with youth families and social scientists when then return to the office.
- We set “learning goals” not “performance goals.” If a goal is unmet it means our theory needs to be modified.
- Results are not an end-product but rather a bi-product of practitioners getting good at what they do!

An FCI Story

- <https://www.youtube.com/watch?v=XLII9Ep6OWY>

SAFE**STRONG**SUPPORTIVE

DISCUSSION