

Appendix C

Sample Data Dashboard

Impact on Children and Families

Number of children served in SFY 2018

242

Number of children exiting in SFY 2018

110

% making substantial Social gains

55.0%

% exiting at age level in Social development

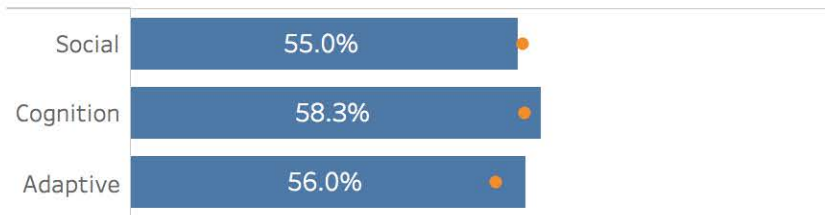
63.5%

% of families who help their children learn

100.0%

Impact is determined by examining the growth children make between their initial and exit assessments with the AEPS. From the assessments, we determine the percentage of children who make substantial gains in their learning and the percentage of children who are functioning within age expectations. The information presented examines impact for children exiting First Steps in SFY 2018.

% of children making substantial gains in SFY 2018
(State target is circle)



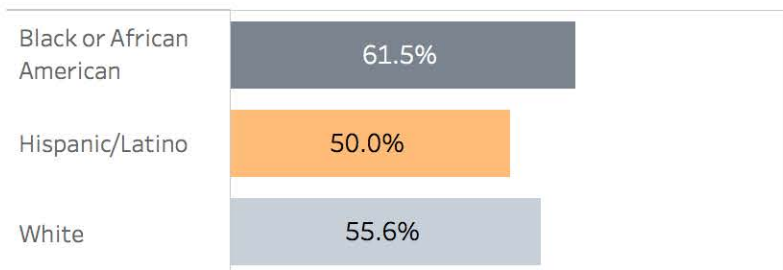
% of children exiting at age level in SFY 2018
(State target is circle)



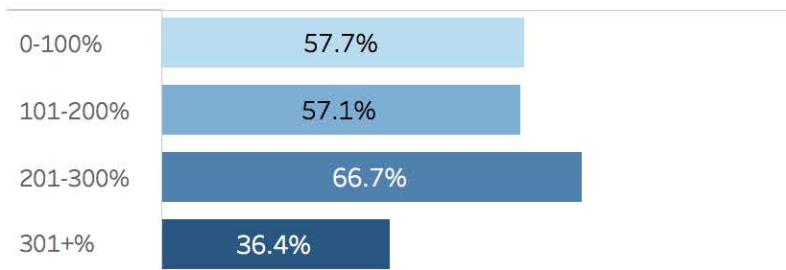
% of children showing impact in social development from SFY 2014-2018
Blue line: Children making substantial gains / Gray line: Children exiting at age level



Substantial gains in social development across race



Substantial gains in social development across family income



Impact on Families

Percentage of families who report that First Steps helped them ...

	Agency %	State %
Know their rights	100.0%	96.9%
Effectively communicate their child's needs	100.0%	96.8%
Help their child develop and learn	100.0%	95.0%



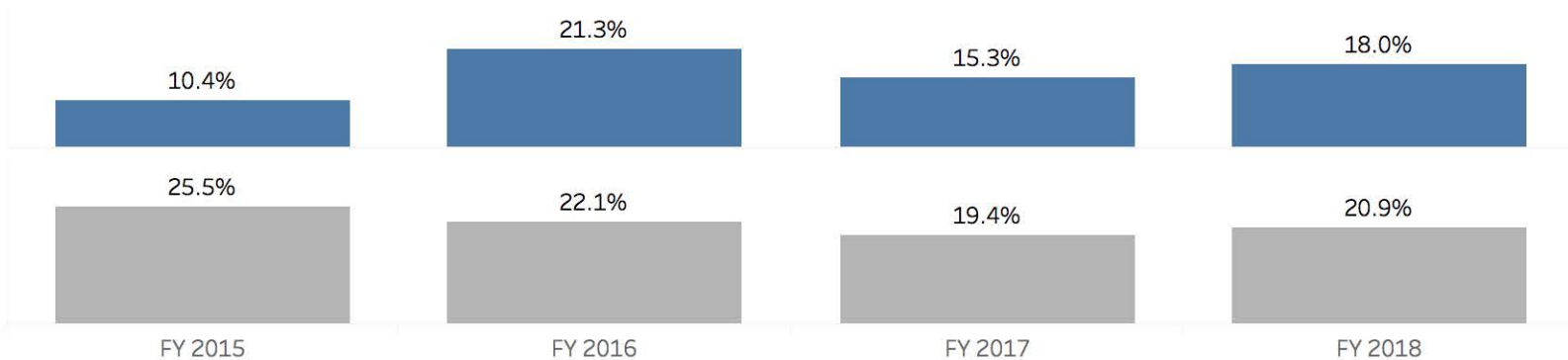
Family Engagement for children and families exiting First Steps in SFY 2018

% of families who refused services	State average of families refusing services	Service utilization for children exiting First Steps	State Average for service utilization
18.0%	20.9%	74.7%	80.4%

Percentage of children exiting First Steps services because their families refused services (SFY 2015-18)

Over the past 5 years, approximately 20% of children and families exit First Steps because families refuse services. Refusal can be explicit such as families choosing to withdraw or implicit when family participation drops off.

Blue Bars: Crossroads Rehabilitation Center Inc. / Gray Bars: State Avg



Service utilization for children exiting First Steps (State average is 80.5%)

Concern has been expressed about the number of service cancelations and no-show's by families. Service utilization looks at individual claims to determine the type and frequency of services provided and divides this by the number and frequency of services authorized.

	Number of children served	Number of Authorizations	Number of services authorized	Number of services provided	% Service Utilization
Crossroads R..	120	463	4,858	3,629	74.7%

To what extent does Service Utilization differ among families based on Family Income?

Family Income	Number of children served	Number of Authorizations	Number of services authorized	Number of services provided	% Service Utilization
0-100%	58	217	2,161	1,602	74.1%
101-200%	25	95	1,122	828	73.8%
201-300%	13	42	406	334	82.3%
301+%	24	109	1,169	865	74.0%

To what extent does Service Utilization differ among families based on Race?

Race	Number of children served	Number of Authorizations	Number of services authorized	Number of services provided	% Service Utilization
Hispanic	19	67	732	482	65.8%
Black	36	155	1,547	1,120	72.4%
White	52	210	2,285	1,812	79.3%
>2 races	6	12	140	112	80.0%

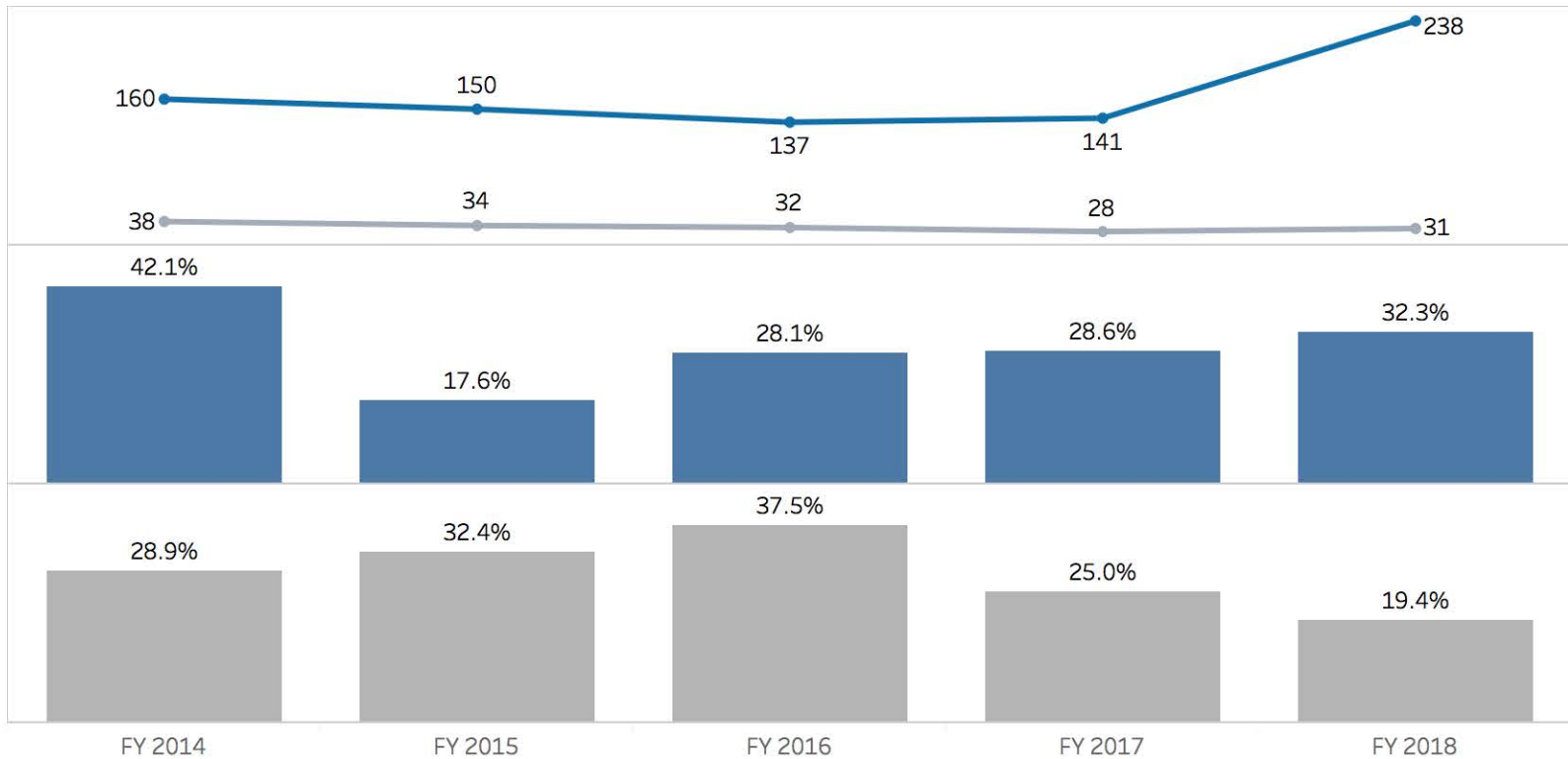
Staff composition

Fostering strong family engagement and positive child outcomes require a well-trained, supported, and stable workforce. Recruitment and retention of a highly qualified workforce is supported through ongoing opportunities for professional learning and advancement, professional support networks, managerial support, and professional recognition.

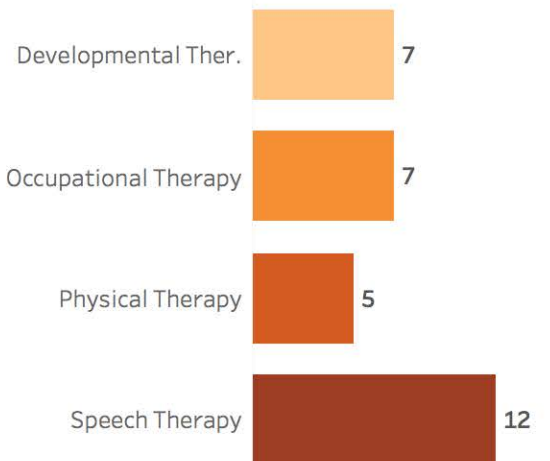
Number of providers in SFY 2018	Median caseload	Median Number of Years in First Steps	Percentage of providers NEW in SFY 2018	Percentage of providers DEPARTING in SFY 2018
31	6	2	32.3%	19.4%

Numbers of children served (blue line) and providers (gray line) across 5 state fiscal years

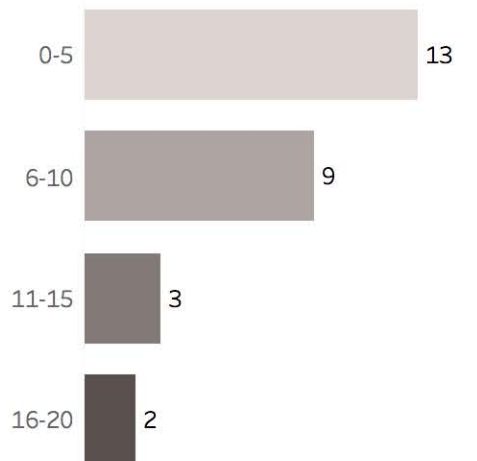
BLUE and LIGHT GRAY columns show the percentage of new and departing providers, respectively



Number of providers by discipline



Caseload sizes and number of providers



% of providers by years of service

