Private Provider
Quarterly Outcome & Output Measure Reporting

Division of Juvenile Justice Services
(DJJS)
Contents

Introduction .................................................................................................................................. 3
The Measures in Brief .................................................................................................................. 6
The DJJS Outcome Measures Team ............................................................................................ 7
The Schedule ............................................................................................................................... 8
The DJJS Data-Collection Form ................................................................................................ 10
Final Words .................................................................................................................................. 20
Appendix A. Item Descriptions .................................................................................................. 22
Introduction

This presentation gives a brief introduction to the *Private Provider Quarterly Outcome & Output Measure Reporting* process.

Starting in 2016, agencies providing **residential (group home)** or **proctor care (family based)** services under contract with the Utah Department of Human Services (DHS) will be required to submit regular reports for several outcome and output measures.

DHS Divisions of Juvenile Justice Services (DJJS) & Child and Family Services (DCFS) both are active participants in this effort.
Introduction

The overall goal of the reporting process is to improve youth outcomes. Specific DJJS objectives are to (1) Increase youth competence; (2) Enhance the treatment process, (3) Promote family involvement in the treatment process, & (4) Enhance youth & community safety.

Measurement is not new of course. Contracting agencies currently receive regular financial & quality assurance audits focused on compliance with policies, procedures, & contracts. These efforts are important & will continue. However, it is clear from the research literature that agencies also need to perform regular reviews of important outcome and output measures if youth outcomes are to improve.
Introduction

Measures collected through the new process will complement results of traditional evaluations to better identify areas of program strength & areas where improvements are needed. DJJS recognizes that this is a big change for everyone involved. In recognition of this, for the first year of the process, providers will be deemed successful if they reliably submit accurate data on time.

Providers who refuse to participate or who submit inaccurate data will be subject to corrective action, a moratorium for new referrals, or termination of the contract.
The Measures in Brief

The quarterly reporting process requests information for each of 10 different measures from 6 different areas:

1. Education (2 measures)
2. Team Meetings (1 measure)
3. Family Engagement (3 measures)
4. Safety (2 measures)
5. Delinquent Behavior (1 measure)
6. Placement Stability (1 measure; Proctor Only)
# The DJJS Outcome Measures Team

<table>
<thead>
<tr>
<th>Team Member</th>
<th>Role in Process</th>
<th>Phone</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debbie Whitlock</td>
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</tr>
</tbody>
</table>
The Schedule

[1] **In the last week of each calendar quarter**, DJJS will email blank data-collection forms to each contracted provider (i.e., the last week of Mar, Jun, Sep, & Dec).

[2] **Within 30 days of the end of each calendar quarter**, contracted providers should email completed data-collection forms to DJJS (i.e., by the end of Apr, Jul, Oct, & Jan; **email to:** djjsReports@utah.gov).

[3] **Within 60 days of the end of each calendar quarter**, DJJS will review, analyze, & report results. Summary Reports will be emailed back to providers at the end of the month (i.e., by the end of May, Aug, Nov, & Feb).
The Schedule - Details

<table>
<thead>
<tr>
<th>Reporting Quarter *</th>
<th>DJJS Emails to Providers</th>
<th>Provider Emails Completed Forms to DJJS **</th>
<th>DJJS Emails Feedback to Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>20yy Q1 Jan - Mar</td>
<td>March 31</td>
<td>April 30</td>
<td>May 31</td>
</tr>
<tr>
<td>20yy Q2 Apr - Jun</td>
<td>June 30</td>
<td>Jul 31</td>
<td>Aug 31</td>
</tr>
<tr>
<td>20yy Q3 Jul - Sep</td>
<td>Sep 30</td>
<td>Oct 31</td>
<td>Nov 30</td>
</tr>
<tr>
<td>20yy Q4 Oct - Dec</td>
<td>Dec 31</td>
<td>Jan 31</td>
<td>Feb 28</td>
</tr>
</tbody>
</table>

* ‘yy’ represents any given calendar year (e.g, 2016 & 2017).

** DJJS Email Address: djjsReports@utah.gov
The DJJS Data-Collection Form

Outcome & output measurements must be submitted using the DJJS Data-Collection Form.

1. The form will be emailed to providers at the end of each Reporting Quarter.

2. Separate copies will be sent for each residential or proctor service code in the provider’s DHS service contract (e.g., YIB, YPB, YMF, & YSF).
The DJJS Data-Collection Form

Outcome & output measurements must be submitted using the DJJS Data-Collection Form. <continued>

3. Two versions of the form will be sent for each service code; a Microsoft Excel version (blue-colored background) & an Open Office Calc version (rust-colored background). Providers may choose either of these options, but should complete and submit only one version for each service code.

Note: Open Office Calc is a free, open-source spreadsheet. This option is being made available to accommodate providers who do not have access to Microsoft Excel.
The DJJS Data-Collection Form

The *DJJS Data-Collection Form* has 5 key sections:

1. Greeting
2. Title
3. Identifying Information
4. Youth Objectives
5. Notes
The DJJS Data-Collection Form

<table>
<thead>
<tr>
<th>Quarterly Contract Outcome &amp; Output Measures Report</th>
<th>4 the Youth, Inc. (P 85) (A01860) (YIB) Lead Agency: DJJS - 2016 Q1 Jan-Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IDENTIFYING INFORMATION</strong></td>
<td></td>
</tr>
<tr>
<td>Name of Person Reporting:</td>
<td></td>
</tr>
<tr>
<td>Date Submitted:</td>
<td></td>
</tr>
<tr>
<td><strong>MEASURES</strong></td>
<td></td>
</tr>
<tr>
<td># MEETING</td>
<td># ELIGIBLE</td>
</tr>
<tr>
<td>1A. Education Outcomes: Passing Classes</td>
<td>0%</td>
</tr>
<tr>
<td>1B. Education Outcomes: Grade Level</td>
<td>0%</td>
</tr>
<tr>
<td>2A. Team Meeting: Program Staff Attendance</td>
<td>0%</td>
</tr>
<tr>
<td>3A. Family Engagement: Weekly Contact</td>
<td>0%</td>
</tr>
<tr>
<td>3B. Family Engagement: Face-to-Face Visits</td>
<td>0%</td>
</tr>
<tr>
<td>3C. Family Engagement: Therapy Parent Attendance</td>
<td>0%</td>
</tr>
<tr>
<td>4A. Safety: Abuse &amp; Neglect</td>
<td>0%</td>
</tr>
<tr>
<td>4B. Safety: AWOL</td>
<td>0%</td>
</tr>
<tr>
<td>5A. Delinquent Behavior: New Offenses</td>
<td>0%</td>
</tr>
<tr>
<td>6A. PLACEMENT STABILITY: Proctor College</td>
<td>0%</td>
</tr>
</tbody>
</table>

**NOTES:**
1. Mouse over individual "IDENTIFYING INFORMATION" text & "MEASURES" text to view details for an item.
2. When complete, please save & Email a copy of this form to djisreports@statb.gov
3. This email address is solely for the submission of Quarterly Contract Outcome & Output Measures Report. Do not submit any other documents, correspondence, or questions.
4. Do not include information with your submission that could identify an individual client. This includes, but is not limited to, social security numbers, case numbers, & client names.
5. Separate reports should be submitted each quarter for each different residential or proctor service the Contractor provides.
6. Refer to the contract section that requires submission of this report for the definitions of terms and other information regarding this report.
7. Limit data entry to "blue-shaded" cells.
8. Results for "% MEETING EXPECTATION" are calculated automatically.
The DJJS Data-Collection Form

Hover the cursor over Greeting to reveal the message:

The Division has created outcome and output measures that provide a standardized approach for evaluating juvenile justice programs. Results from these measures will be used to determine an individual program's strengths and areas that need improvement. Measurement results may also be used for planning and training purposes. It is believed that this effort will assist all of us in achieving goals of reducing recidivism and improving other outcomes for youth in the Division’s care. For the first year, providers will be considered successful if they submit accurate data on time. Providers who refuse to submit data within 30 days of the last day of each quarter or who submit inaccurate data may be subject to corrective action, moratorium, or termination of the contract.

**For all measures:** (1) include information only for DHS clients and (2) base answers on events and behaviors that occurred while clients were enrolled in a program during a specified reporting quarter.
The DJJS Data-Collection Form

The IDENTIFICATION specifies

1. Provider Name (4 the Youth, Inc.)
2. Provider ID (P 85)
3. Provider Contract Number (A01860)
4. Service code (YIB)
5. Lead Agency (DJJS)
6. Reporting Period (2016 Q1 jan – mar)

Remember, separate Forms will be made available for each of the services in a provider’s DHS service contract. When reporting outcome measures for a particular service, only use the form developed specifically for that service.
The DJJS Data-Collection Form

The **IDENTIFYING INFORMATION** section includes:

1. The name of the person completing the report
2. The date of data submission

*Note:* Hover the cursor over an item’s text displays instructions for the item.
The **MEASURES** section requests data for each of ten items:

1. **# MEETING EXPECTATION** is the number of youth who met requirements;
2. **# ELIGIBLE** is the number of youth eligible for each measure; &
3. **SOURCE OF DATA** is the information source for each measure.

*Note*: % MEETING EXPECTATION is calculated automatically as

\[
\frac{\text{(# MEETING EXPECTATION)}}{\text{(# ELIGIBLE)}} \times 100\%
\]
The full text of the NOTES section is

NOTES:

(1) Hover the cursor over the text of individual 'IDENTIFYING INFORMATION' & 'MEASURES' items to view additional information.

(2) When complete, please save & Email a copy of this form to djjsReports@utah.gov.

(3) This email address is solely for the submission of Quarterly Contract Outcome & Output Measures Report. Do not submit any other documents, correspondence, or questions.
The DJJS Data-Collection Form

(4) Do not include information with your submission that could identify an individual client. This includes, but is not limited to, social security numbers, case numbers, & client names.

(5) Separate reports should be submitted each quarter for each different residential or proctor service the Contractor provides.

(6) Refer to the contract section that requires submission of this report for the definitions of terms and other information about the reporting process.

(7) Limit data entry to "blue-shaded" cells.

(8) Results for "% MEETING EXPECTATION" are calculated automatically.
Final Words

A few final things to keep in mind:

1. New submissions will be reviewed soon after they are received & providers will be contacted if there are questions about the submission.

2. Providers who fail to submit outcome results on the correct form or within 30 days after the end of the quarter will receive a series of reminder emails.

3. Providers who have not served any DHS clients during a specified Reporting Quarter should email (djjsReports@utah.gov) a note that details which contracted services were not provided during the quarter.

4. Compliance with this reporting process is now part of the Annual DJJS Quality Assurance (QA) Contract Audit.

5. For the first year of the project, providers will be deemed successful if they reliably submit accurate data on time.
Final Words

6. Providers who refuse to participate in the process or who submit inaccurate data may be subject to corrective action, a moratorium for new referrals, or termination of the contract.

7. When saving the data-collection form, please do not change the filename.

8. Please feel free to contact members of the DJJS Outcome Measures Team if you have questions or concerns about the process or run into problems.
Appendix A. Item Descriptions

The ten outcome & output measures.

1A. Education Outcomes: Passing Classes
1B. Education Outcomes: Grade Level
2A. Team Meeting: Program Staff Attendance
2B. Family Engagement: Weekly Contact
3A. Family Engagement: Face-to-Face Visits
3B. Family Engagement: Therapy Parent Attendance
4A. Safety: Abuse & Neglect
4B. Safety: AWOL
5A. Delinquent Behavior: New Offenses
6A. Placement Stability <Proctor Only>
Appendix A. Item Descriptions

1A. Education Outcomes: Passing Classes

**Objective:** Increase youth competence.

**Measure:** Percent of clients who passed all of their classes.

**Benchmark:** 75%

**Definitions:** The measure is calculated as \( \frac{\# \text{ MEETING EXPECTATION}}{\# \text{ ELIGIBLE}} \times 100\% \); where:

- \( \# \text{ MEETING EXPECTATION} \) = number of clients who were passing all of their classes with a grade D or better on the day they left the program or on the end date of the reporting quarter;
- \( \# \text{ ELIGIBLE} \) = number of clients served who have not yet obtained their GED or high school diploma.

**Acceptable Data Sources:** Official school records or information from the case manager, such as information provided at the Child & Family Meeting.

**Notes:** (1) Exclude clients who obtained a GED or high school diploma before the start of the reporting quarter. (2) If school is in session and the client is not enrolled in school and has not obtained a GED or high school diploma, they must be counted as passing zero classes.
Appendix A. Item Descriptions

1B. Education Outcomes: Grade Level

Objective: Increase youth competence.

Measure: Percent of clients who were not at grade level and who were engaged in credit recovery.

Benchmark: 90%

Definitions: The measure is calculated as \((\frac{\# \text{ MEETING EXPECTATION}}{\# \text{ ELIGIBLE}}) \times 100\%\); where:

- \# MEETING EXPECTATION = number of clients enrolled in the program who were not at grade level and who were engaged in credit recovery on the day they left the program or on the end date of the reporting quarter;
- \# ELIGIBLE = number of clients served who were not at grade level.

Acceptable Data Sources: Official school records, program files, or information from the case manager, such as information provided at the Child & Family Meeting.

Notes: (1) Exclude clients who were at grade level or who previously obtained their GED or high school diploma. (2) Include all clients who were not at grade level on the end date of the reporting quarter or when they left the program during the reporting quarter regardless of their school enrollment status and regardless of whether school was in session.
Appendix A. Item Descriptions

2A. Team Meeting: Program Staff Attendance

Objective: Enhance the treatment process.

Measure: Percent of clients who participated in at least one Child & Family Team Meeting attended by both program direct care staff and the program clinician.

Benchmark: 98%

Definitions: The measure is calculated as \((\# \text{ MEETING EXPECTATION}) / (\# \text{ ELIGIBLE})) \times 100\%;\) where:

\# MEETING EXPECTATION = number of clients who participated in at least one Child and Family Team meetings attended by both direct care staff and the program clinician while the clients were enrolled in the program during the reporting quarter;

\# ELIGIBLE = overall number of clients who were enrolled in the program during the reporting quarter.

Acceptable Data Sources: Program files or program client files.
Appendix A. Item Descriptions

3A. Family Engagement: Weekly Contact

Objective: Promote family involvement in the treatment process.

Measure: Percent of clients who had weekly contact with their parent(s).

Benchmark: 75%

Definitions: The measure is calculated as 
\[
\left( \frac{\text{# MEETING EXPECTATION}}{\text{# ELIGIBLE}} \right) \times 100;
\]

\text{# MEETING EXPECTATION} = \text{number of clients who had at least one weekly contact with their parent(s) each full week they were enrolled in the program during the reporting quarter;}

\text{# ELIGIBLE} = \text{number of clients served who were enrolled for at least one full week during the reporting period.}

Acceptable Data Sources: Program files or program client files.

Notes: (1) Weekly contact is defined as contact each full Monday to Sunday period during the reporting quarter. (2) Exclude partial weeks. (3) A missed week of contact cannot be made up for by having multiple contacts in a different week. (4) Count (a) face-to-face meetings, (b) attendance at a Child and Family Team meeting, (c) phone calls, (d) video conferencing, and (e) written letters from parent(s).
Appendix A. Item Descriptions

3B. Family Engagement: Face-to-Face Visits

Objective: Promote family involvement in the treatment process.

Measure: Percent of clients who had at least one face-to-face visit with their parent(s) every two full weeks.

Benchmark: 75%

Definitions: The measure is calculated as 
\[
\left( \frac{\text{# MEETING EXPECTATION}}{\text{# ELIGIBLE}} \right) * 100\%;
\]
where:

\text{# MEETING EXPECTATION} = \text{number of clients who had at least one face-to-face contact with their parent(s) every full two weeks they were enrolled in the program during the reporting quarter;}

\text{# ELIGIBLE} = \text{number of clients who were enrolled in the program for at least one full two week period during the reporting quarter.}

Acceptable Data Sources: Program files or program client files.

Notes: (1) Consult the contract for a definition of "parents." (2) Face-to-Face contact is defined as an in person meeting or a video conference. (3) Face-to-face contact does not include phone calls or letters. (4) “Every two weeks” is defined as two consecutive Monday to Sunday periods. (5) Exclude weeks when the client was enrolled in the program for part of the week. (6) A missed contact during a two week period cannot be made up by having multiple contacts in a different two week period.
Appendix A. Item Descriptions

3C. Family Engagement: Therapy Parent Attendance

Objective: Promote family involvement in the treatment process.

Measure: Percent of clients whose parent(s) attended all family therapy sessions.

Benchmark: 75%

Definitions: The measure is calculated as 

\[
\frac{\text{\# MEETING EXPECTATION}}{\text{\# ELIGIBLE}} \times 100\%;
\]

where:

\# MEETING EXPECTATION = number of clients whose parent(s) accompanied them to all family therapy sessions while the clients were enrolled in the program during the reporting quarter;

\# ELIGIBLE = number of clients served during the reporting quarter who had family therapy identified as a service in their Needs Assessment Service Plans.

Acceptable Data Sources: Program files or program client files.

Notes: Consult the contract for a definition of "Parents."
Appendix A. Item Descriptions

4A. Safety: Abuse & Neglect

**Objective:** Enhance client and community safety.

**Measure:** Percent of clients who were not victims or perpetrators in a supported case of abuse or neglect.

**Benchmark:** 100%

**Definitions:** The measure is calculated as 
\[
\left( \frac{\# \text{ MEETING EXPECTATION}}{\# \text{ ELIGIBLE}} \right) \times 100%;
\]

where:

\# MEETING EXPECTATION = number of clients enrolled in the program who were not victims or perpetrators in a supported case of abuse or neglect that occurred while they were enrolled in the program during the reporting quarter.

\# ELIGIBLE = overall number of clients served during the reporting quarter.

**Acceptable Data Sources:** Incident Reports or DJJS Quality Assurance Reports.

**Notes:** The determination of abuse or neglect must be based on official DCFS finding.
Appendix A. Item Descriptions

4B. Safety: AWOL

Objective: Enhance client and community safety.

Measure: Percent of clients who did not AWOL.

Benchmark: 90%

Definitions: The measure is calculated as 
\[
\left( \frac{\# \text{ MEETING EXPECTATION}}{\# \text{ ELIGIBLE}} \right) \times 100\%; \text{ where:}
\]

# MEETING EXPECTATION = number of clients who did not AWOL from the program for more than 24 consecutive hours while enrolled in the program during the reporting quarter;

# ELIGIBLE = overall number of clients served during the reporting quarter.

Acceptable Data Sources: Program files or program client files.
Appendix A. Item Descriptions

5A. Delinquent Behavior: New Offenses

Objective: Enhance client and community safety.

Measure: Percent of clients who were not referred for a new felony, misdemeanor, or contempt offense.

Benchmark: 90%

Definitions: The measure is calculated as \( \frac{\# \text{ MEETING EXPECTATION}}{\# \text{ ELIGIBLE}} \times 100\% \); where:

\# MEETING EXPECTATION = number of clients who were not referred to juvenile court or district court for a new felony, misdemeanor, or contempt offense that occurred while they were enrolled in the program during the reporting quarter.

\# ELIGIBLE = overall number of clients served during the reporting quarter.

Acceptable Data Sources: Program files or program client files.

Notes: (1) Only count offenses with an offense date during the time the client was enrolled in the program during the reporting quarter. (2) Only count offenses that had not previously been referred to the juvenile court or district court. (3) Count offenses regardless of whether they were later dismissed.
Appendix A. Item Descriptions

6A. Placement Stability <Proctor Only>

Objective: Enhance the treatment process.

Measure: Percent of clients who avoided (1) a change in proctor parent, (2) a change to another proctor agency at the same level of care, or (3) placement in a detention facility and subsequent return to the proctor agency.

Benchmark: 75%

Definitions: The measure is calculated as 
\[
\left( \frac{\# \text{ MEETING EXPECTATION}}{\# \text{ ELIGIBLE}} \right) \times 100\%
\]

where:

\# MEETING EXPECTATION = number of clients who avoided (1) a change in proctor parent, (2) a change to another proctor agency at the same level of care or (3) placement in a detention facility and subsequent return to the proctor agency while enrolled in the program during the reporting quarter;

\# ELIGIBLE = overall number of clients served during the reporting quarter.

Acceptable Data Sources: Program files or program client files.