

# Differential Response -- Evaluation and Outcomes

## I. Goals of Evaluation

- i. Determine if DRS is being implemented as planned
- ii. Determine if the results in terms of system change are being achieved.

## II. Overarching Results we are Seeking

- i. Reduction in the number of repeat reports and/or maltreatment among DRS families
- ii. Lower Entry and Re-Entry into Care Rates
- iii. Increased Family Engagement and Satisfaction
- iv. Enhanced Effectiveness and Capacity of Community Service System
- v. Increased Worker Satisfaction
- vi. Reduced Aggregate Child Welfare Expenditures Over Time

## III. Categories of Evaluation (A=Automated, CR=Case Review, S=Survey, CN=Contractual)

### a. System Functionality

- i. #/% of accepted reports (A)
- ii. #/% of first reports that are diverted to assessment track (A)
- iii. #/% of reports that change tracks reported by cases with history and those without (A)
- iv. #/% of reports that change tracks by Area Office (A)
- v. #/% of investigations and substantiations by Area Office (A)
- vi. # of Court Petitions (A)
- vii. Timeliness of Safety Assessment (A)
- viii. Utilization Patterns of "Rule-Out" Criteria (A)
- ix. Worker Satisfaction (S)

### b. System Characteristics of DRS

- i. Types of Maltreatment Referred (A)
- ii. Demographics of Children and Caregivers Served (A)
- iii. CPS History of Children and Caregivers Served (A)
- iv. Reporting Source (A)
- v. Presenting Needs and Living Arrangements (A)

### c. Family Engagement and Perspective

- i. #/% of Families Accepting Assessment (A)
- ii. # and Quality of Family Conferences (A/CR)
- iii. Family Satisfaction (S)

### d. Service Delivery

- i. Type, Duration and Timeliness (A)
- ii. Service/Provider Evaluation (CN)
- iii. Correlation of Interventions with Family Outcomes (CR)

### e. Child/Family/System Outcomes

- i. # of Repeat Reports
- ii. #/% of Removals
- iii. % of Repeat Maltreatment
- iv. Aggregate Spending on Child Welfare
- v. System Disproportionality (Disparities within System Functionality Measures)
- vi. Comparisons of Assessment and Investigation Tracks
  - Service Utilization
  - Placement
  - Subsequent Reports
  - Family Satisfaction
  - Spending Patterns