

**JUAN F. OUTCOME MEASURES (OM):**

- OM 2 (Completion of Investigation/FAR)
- OM 3 (Case Plans)
- OM 4 (Children's Needs Met)
- OM 5 (Worker-Child Visitation (In-Home))
- OM 6 (Caseload Standards)

**GOALS IN BRIEF:**

1. Safety + Well-Being
2. Quality Case Planning
3. Sufficiency of Service Array
4. Safety + Provision of Need for In-home
5. Caseload Standards Maintenance

**KEY THEMES:**

- CQI /Qualitative Reviews + Oversight
- Accountability
- Partnerships (e.g., SAC/RAC, Youth Advisory Board, Citizen Review Panel + Other Advisory Bodies)
- Data Informed Decision Making (ex: operationalized by SAW work to support efficacious resource allocations)
- Efficiency (e.g., LEANs, Time Studies + Technology)
- Equitable, positive outcomes (ex: permanency + service enhancements) (Racial Justice mandate undergirding)

**KEY INTERVENTIONS:**

- CT Child Welfare Information System (CCWIS), Technology + Data/Reports Improvements (ex: mobility + workload reduction)
- Differential Response System (DRS) oversight
- Structured Decision Making redesign
- Increased + Stable Social Worker (SW) + SW Supervisor staff
- Eckerd Rapid Safety Feedback (Quality Reviews + Predictive Analytics)
- Special Qualitative Reviews + Ongoing Professional Development
- Safety Culture + Wellness
- Active Contract Management, Enhanced Service Coordination + Universal Referral Form
- Service Array Expansions + Improvements (ex: Fatherhood Engagement Services + Service Area Lead Agencies)
- Internal Oversight Infrastructure (Senior Administrators' Meeting, Service Array Resource Allocation(SARA)/SARA Action Workgroup (SAW) + Change Management/Communities of Practice