How client-centric family services can manage change

Webinar Agenda

1. Introductions

2. Acknowledgement of Country

3. The context of Family Support Newcastle
   - purpose, mission & values
   - multi-program multi-funded organisation

4. Examples of recent program changes
   - Family Preservation reforms / InfoShare reporting
   - New program to respond to gaps in support for children & yp impacted by family violence

5. Client assessments & outcomes

6. Client-centric views, program & organisation-wide monitoring & reports

7. Supporting staff during implementation and change

8. How we work together

9. Q&A

Family Support Newcastle (FSN)
Whole of organisation Mission & Values

*The safety and wellbeing
of children and families are
at the centre
of everything we do*

*Integrity
Justice
Diversity
Generosity*

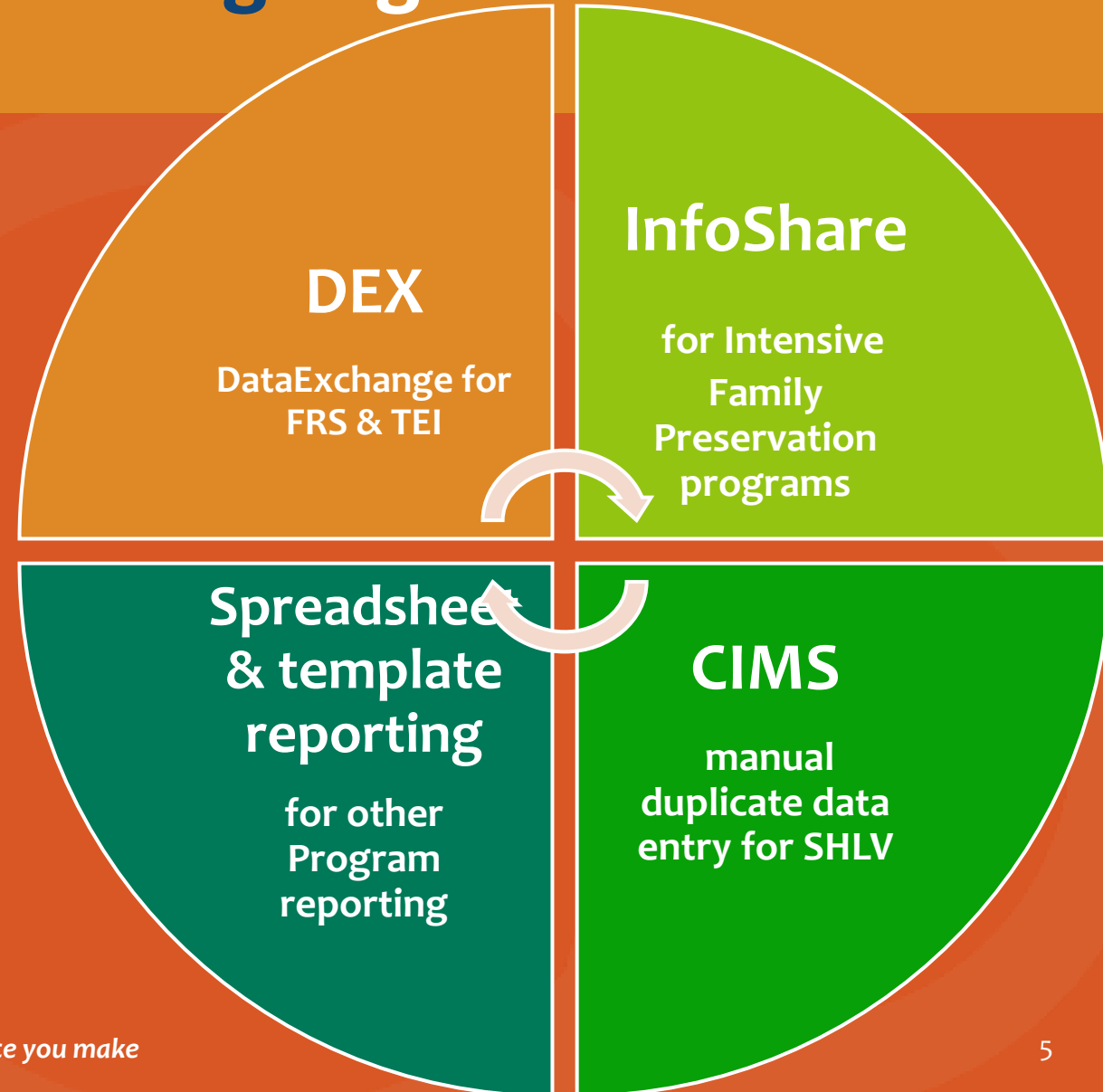# FSN is a multi-program **services** organisation

Our services include:

- *Intensive assistance to families where there is serious risk to children*

- *Counselling and individual assistance either in the home, a centre or agreed venue*

- *Therapeutic group programs with associated child development activities*

- *Supported playtime activities*

- *Support to women leaving domestic violence*

- *Support to men in their fathering role and in their relationships*

- *Approaches that are informed by research, evidence and best practice*

Client & Family

1. Referral & Intake

2. Intensive Family Preservation (IFP) Family Work

3. IFP Group Work

4. Family Support Program (FSP) Family Work

5. FSP, Playtime Group Work

6. Staying Home Leaving Violence (SHLV) Family Work

7. Family Relationship Services (FRS) Family Work

8. FRS Group Work

9. Family Violence Child Specialist Worker (FVCSW)

10, Community Engagement

FSN is a multi-program reporting organisation

- Three + different government reporting systems

- Four + different government program minimum data sets

- Spreadsheets, templates and duplicate manual data entry required where no 'upload' is possible

DEX

DataExchange for FRS & TEI

InfoShare

for Intensive Family Preservation programs

Spreadsheet & template reporting

for other Program reporting

CIMS

manual duplicate data entry for SHLV

Since 2016 FSN has partnered with Community Services.net (CSnet)

- A whole of organisation client information & outcomes measurement cloud system
- A solution to meet multi-program organisational changes over time
- Keeping a focus on the clients and families who need holistic support
- Working together when change and improvement is needed

Example of Program Changes – Family Preservation reforms & InfoShare reporting

Program knowledge, practice and technical input are needed to solve multi-program challenges to 'join things up' from past to future

- IFP minimum data sets review

- Mapping to other program minimum data sets - using 'common data sets'

- New and 'continuing data' fields

- Review of the Universal Referral Form (URF) fields

- Review of InfoShare reporting requirements

- Preparing to use the InfoShare 'report' template

The solution built using CSnet

Enter referral details directly **into CSnet from URF Referral form**
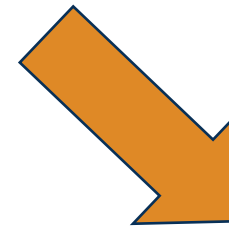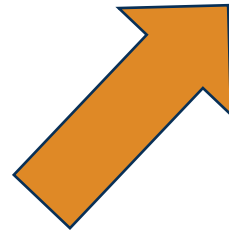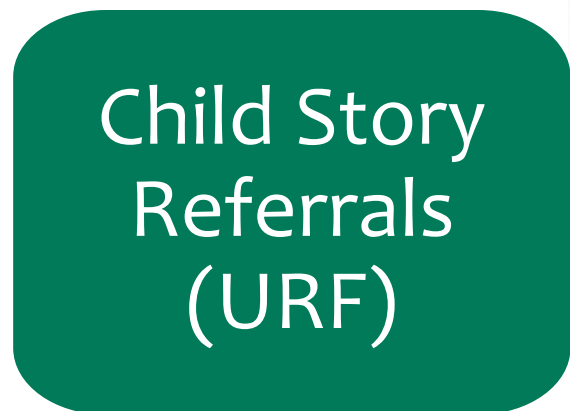
Run the InfoShare spreadsheet directly **from CSnet and upload seamlessly to InfoShare**

CSnet

Child Story Referrals (URF)

InfoShare Reporting

Future options for streamlining organisational multi-program data collection & reporting

Future technical options using CSnet –

- Streamlining referrals directly **into CSnet** – uploading email pdf URF / receiving data via FSN website

- Streamlining external reporting to InfoShare **out of CSnet**

Aim to –
- *Reduce duplicate manual data entry*
- *Improve quality & management of time-sensitive data*
- *Streamline directly to intake processes*

CSnet

Child Story Referrals (URF)

InfoShare Reporting
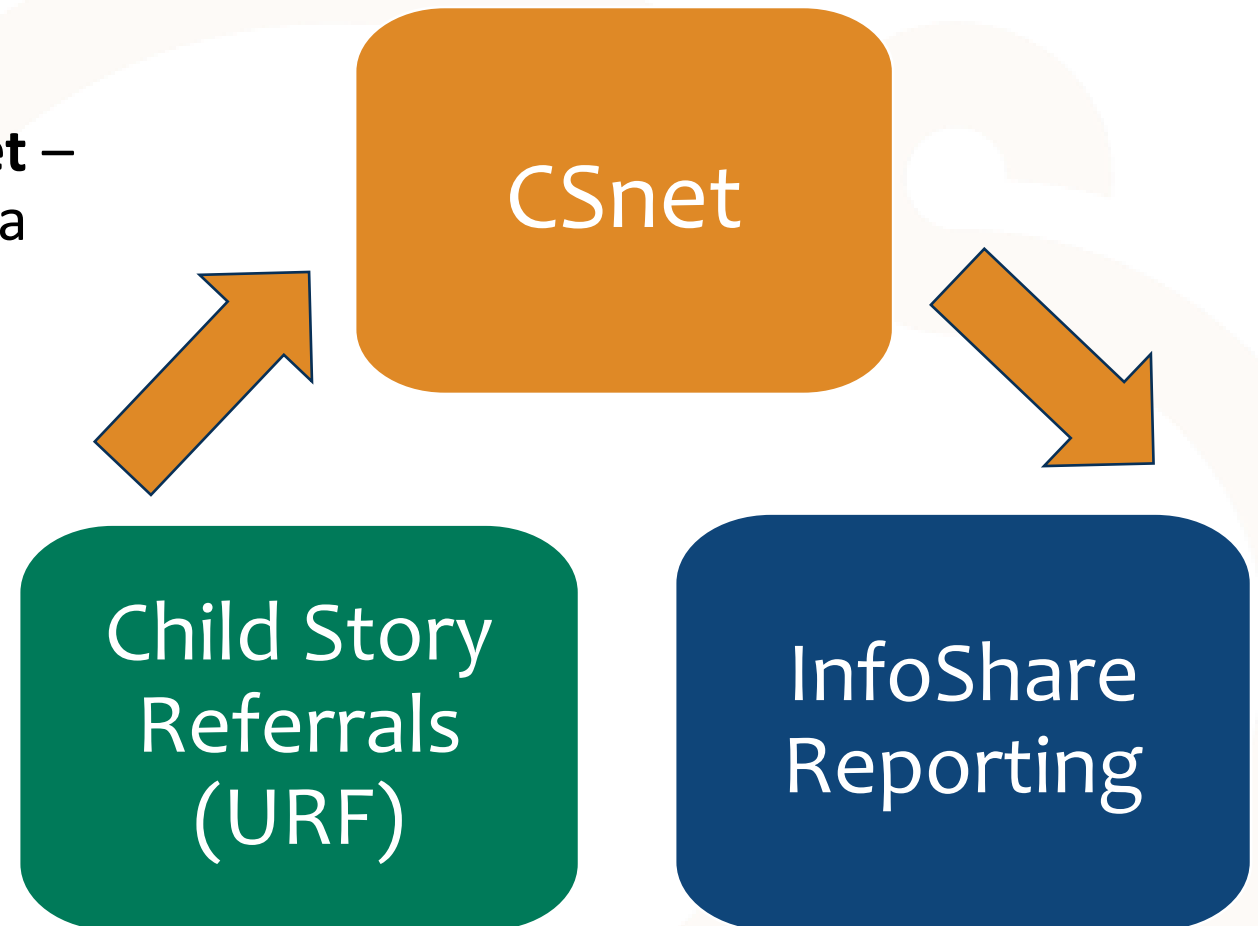
Example of Program Changes – Family Violence Child Specialist Worker

Identifying a 'gap' in support for children & yp impacted by family violence

- Identifying ways to fund the work eg co-funding

- Minimum data sets review

- Mapping to other program minimum data sets - using 'common data sets'

- Identifying new and 'continuing data' fields

- Review of SHLV reporting requirements

- Ensuring FSN collects data about what matters to FSN and child / yp clients in this new program

Client Assessments & Outcomes

Any measurement instrument is supported in CSnet –

- Strengths & Stressors – measuring 'change' for families in IFP Program

- DSS SCORE goals, circumstances, satisfaction

- Worker's view of change

- Client Feedback (common client survey across all programs)

Not just numbers - the worker narrative notes sit 'alongside' the survey measurement which is important context to understand what is really changing for the family over time

Client-centric views, Program & Organisation-wide Reports

Program and organisational level monitoring & reporting in CSnet

On-screen

- Search & find clients quickly
- Client History Tab – see all support and the client journey across programs over time

Reports

- Client Sessions History (can also be used for subpoenas)
- Client Activity Summary – sessions, time, participation
- Client and Family Centric reports – multi-program participation
- Annual Reports – easily accessed for the whole organisation

ACTIVITY TYPE	PROGRAM	TOTAL CLIENT COUNT		ADULT COUNT	CHILD COUNT	FAMILY COUNT	CONTACT COUNT	SESSION COUNT	SESSION TIME (INCLUDES ADMIN TIME)
	**ABORIGINAL OR TORRES STRAIT ISLANDER								
		CLIENT							
		COUNT	%						
Carer Family S									) m
Carer Family S									) m
Carer Family S									) m
Child, Youth &									m
Child, Youth &									) m
Child, Youth &									) m
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Child, Youth &									) m
Child, Youth &									7 m
Group Work									) m
Group Work									) m
Group Work									) m
Group Work									) m
Group Work									) m
Group Work							3	7	12	2	1 h 20 m
Group Work							12	16	8	4	3 h 40 m
Group Work									0 h 0 m
Group Work	Playgroup								0 h 0 m
Group Work	POP Groups	4	1	3	4				0 h 0 m
Group Work	Settlement Program								0 h 0 m
Group Work	WA team								0 h 0 m
Group Work Total		188	140	44	149	384	68		93 h 40 m

Dropdown / legend list:
- No
- Aboriginal
- Torres Strait Islander
- Aboriginal and Torres Strait Islander
- Not stated/Inadequately described
- [No value entered]

Total

Clients by ***Aboriginal or Torres Strait Islande

Legend:
- No
- Aboriginal
- Torres Strait Isl
- Aboriginal and Islander
- Not stated/Ina
- [No value ente

Aggregated Outcome Indicators Change % (UAT)

	INCREASE	NO CHANGE	DECREASE	TOTAL
K10 Questions				
1. About how often did you feel tired out for no good reason?	3	0	3	6
2. About how often did you feel nervous?	4	1	1	6
3. About how often did you feel so nervous that nothing could calm	3	2	1	6
4. About how often did you feel hopeless?	4	0	4	8
5. About how often did you feel restless or fidgety?	3	0	2	5
6. About how often did you feel so restless you could not sit still?	4	0	2	6
7. About how often did you feel depressed?	5	1	1	7

Staff support for change

Supporting staff during implementation and change

- Use of CSnet test site – play and test
- Decide when to go live
- Share CSnet information with staff about 'what's changing'
- Internal processes to support staff – team meetings, info sharing in the team about the review & changes to processes, ongoing super-user support

How we work together

- A whole of organisation client information & outcomes measurement cloud system

- A solution to meet multi-program organisational changes over time

- Keeping the focus on clients and families who need holistic support

- Working & learning together when change and improvement is needed

Q&A

Know the difference you make