

Drop-off Intro Video Script

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Hello, this presentation introduces the drop-off analysis. What it is, how to do one, and how it can help your program.

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A drop-off analysis is an implementation strategy that uses data to visualize and discuss system performance.

It is a method of analyzing your program by looking at the series of sequential, and conditional steps that make up your program.

Where you follow that data as participants moves from one part of a process or program to the next part. It is called a drop-off because between steps participants drop-off or leave the program and that is what you are analyzing. Why people drop-off.

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The process starts with gathering data for each of the points in the system that would be considered a step or a stage.

Once the data is collected, there is guided team discussions where your team gives a narrative to the numbers. The team asks, "Why are we losing people at these different stages? What additional information do we need?"

Then the team decides on changes that can help reduce the drop off. You set goals, implement the change, and, finally, repeat the drop-off analysis.

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Here is a visual. Dependency is a sequential process that is perfect for a drop-off analysis. It starts with calls to the hotline and ends with how many are completing the program.

Take a look at the different steps or stages presented here. These are not set in stone. In your county, you may have an additional step between these listed here. For example, between referred and admitted there is a screening process that you want to analyze.

It is important for your team, while collecting the data, to make sure you are gathering information for all the stages of the process in your county.

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So, when looking at the drop-off, the first part of the analysis is really looking at the front end of the system. What is happening to families when they first enter the system? For this part of the analysis, you may want to engage with your local child welfare office and bring them into the discussion. It is helpful to know how your families enter the system and where there may be missed opportunities to engage with families early.

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The second half of the drop-off analysis is looking at families that are eligible for our programs and what is happening to them through the program.

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This can be further broken down into enrollment.

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And treatment.

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Let's take a look at two of our programs, Family Treatment Courts and Early Childhood Courts. I focused on the enrollment section of the drop-off here. These are the statewide numbers available in 2023. Keeping in mind that statewide numbers are only as good as the local data entry.

Let's look at the drop-offs.

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Not every county has a treatment court. The first drop-off between petitions statewide and cases eligible starts with that difference. Next, Next, not everyone with a dependency case in a county with an FTC or ECC is eligible. A possible discussion your team may start with is eligibility requirements. What are the eligibility requirements in your county? Who decided on them? Who is determining if the family fits those requirements? Are eligible families notified about the program?

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The drop-off would need a deeper dive with your team. Who is referring the families? How are the families notified that they are eligible? How and by whom is the program explained to them? What is your screening process, who is doing it, how are we interacting with parents? When a parent doesn't want to do the program are we finding out why?

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For this stage, why are some families choosing to enter the therapeutic court and others saying no? Once in, why are some families successful and others not? Is it services? Transportation? Housing? Are we operating our program with compassion? Are we culturally competent? Trauma informed?

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What can we do to increase the enrollment? Collecting the data and discussing the numbers with your team can help.

Another thing that should be pointed out is data accuracy. It is possible that the drop-off isn't reflecting participants, but issues with the numbers themselves. First and foremost, sites need to talk about their data collection and the accuracy of the data.

However, even if the number of children is off because some cases weren't entered in correctly or a few sites did not turn in their performance measures, it is not going to be off by hundreds. Typically, even when data is rough, we can still see things like trends. For example, is the gap between eligible and enrolled going up, going down, staying the same?

So, while yes, we want our data to be as accurate as possible, it is important to note that getting stuck on accuracy alone isn't going to address the gap and saying "this data isn't right" is not enough.

Your team may need to spend some time addressing the issues of data accuracy and collection.

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Additionally, we can also look at these numbers by different indicators like Race. When presenting data that show we are providing services for predominately white families I frequently get asked:

Is that representative of the families coming in?

And,

Why are we providing services to more white families? What is happening to the families of color?

Well, a drop-off analysis is something that can aide our sites in answering these questions because we can include those indicators in the discussions. Not just the number of those completing treatment, but the number of those completing treatment by race. Part of a drop-off is to determine if certain families are dropping off at different rates than others and why that might be the case.

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Drop-offs can be used for ongoing data monitoring. You can walk-through your system. Is your data lining up with what is actually happening in the court? Is it being recorded properly? Is your team discussing what is happening to participants at different stages? Are you setting goals to improve your program?

The analysis itself will not improve the performance of the programs unless it is paired with effective improvement strategies. So, your analysis will include additional discussion components to make change.

Including changes to address disparities.

Remember the process. You collect the data, discuss the data, set goals to make a change, measure the change, and repeat the drop-off.

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There are many resources available to start a drop-off analysis in your county. Explore the documents and links provided on the website for more information. There are additional videos and tools that can help you and your team complete this analysis. And I am available for additional support.