

# Public agency management strategies for improving outcomes of children and families

## Strengthening prevention

1. Prioritize highest-risk families for family-home visiting and other prevention programs rather than filling slots in an ad hoc manner
2. Identify maltreated children not reported to the child welfare agency by comparing trends across human service systems
3. Improve effectiveness of screening and investigatory decision-making through regular adjustments based on analysis of outcomes
4. Systematically review trends of child fatalities to uncover earlier opportunities to intervene, including among families not previously reported to child welfare agency

## Improving child welfare interventions

5. Rebalance service mix by segmenting family needs and tracking demand rather than past utilization alone
6. Make seamless handoffs that match families to the right services
7. Align procurement and contracting with strategic goals
8. Drive real-time improvements to service delivery through active contract management
9. Accelerate permanency by using data to uncover stalled cases and address systematic case management barriers
10. Strengthen foster, kin, and adoptive resources through analytically-informed recruitment, matching, and retention
11. Reduce disproportionality and disparity of families' experiences with the child welfare system
12. Analyze workforce data to improve recruitment, retention, and supervision of frontline staff

## Taking a more coordinated approach

13. Overcome service delivery silos for families involved with child welfare, behavioral health, and other social service systems
14. Provide whole-family supports to the most vulnerable children and families
15. Build linkages to help young people bridge the gap from foster care into adulthood
16. Regularly offer judges family outcomes data that can improve decision-making by the courts
17. Help service providers manage with data and retool their business models

