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Building Capacity for Evidence Representing Qualitative and Quantitative Data of Monterey County's Child Welfare Services

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Data Dashboard:

Building Capacity for Evidence Representing Qualitative and Quantitative Data of Monterey

County's Child Welfare Services

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Abstract

Current processes for policy development in Monterey County are primarily focused on qualitative data and anecdotes from agency personnel. The Onsite-Review component of the Child and Family Services Review (CFSR) set forth by the Children's Bureau is structured to help Monterey County identify its strengths and areas needing improvement. These quarterly reviews ensure that Monterey County adheres to federal child welfare guidelines, helps to develop a narrative of what children and families experience while engaging with the county's child welfare services, and enhances capacities for positive outcomes for these individuals. A Data Dashboard was developed to visually represent quantitative data in an adequate and accessible format, as part of the County's Continuous Quality Improvement (CQI) plan. Data utilized for this project were gathered from several sources at the federal, state, and county-levels. The Data Dashboard synthesized these complex data sheets into a central user-friendly site that utilized charts, graphs, and narratives to explain the importance of the data to attempt to inform administration on how to address the specific needs of child welfare services in Monterey County. Recommendations following the official implementation of this project are for staff at all levels to review the Dashboard to understand the importance of the data being presented to include practical applications for day-to-day operations within the agency. Data utilized for the Dashboard ought to be updated quarterly at a minimum in order to accurately represent how sustainable the change made is.

Keywords: continuous quality improvement, child and family services review, system of care, child welfare, data visualization

Agency & Communities Served

Monterey County Family and Children's Services (MCFCS) consists of several units working in different capacities that make up the whole of the county's child welfare system. Direct service with clients occurs in the Intake and Ongoing units. Social workers in Intake work in the Referral Screening, Emergency Response, Court Services, and Family Finding units. The Ongoing Unit consists of Family Reunification, Planned Permanency, and Adoptions units. Indirect services in Monterey County consist of Management and Agency Analysts who work in the Federal Case Review Unit. Services offered from MCFCS are child protective services (CPS), foster care, and adoption services as a licensed adoptions agency (MCFCS, 2021). The unifying mission for all units and services provided are "to prevent the occurrence of child abuse and neglect. Service goals strive to keep children and youth safe and within the protection of a permanent family" (MCFCS, 2021). The Referral Screening unit, which includes a 24-hour emergency hotline, receives 4,800 allegations of child abuse annually. Forty-percent of reports come from mandated reporters such as teachers, educators, and other school personnel. Law enforcement makes up 50% of reports made, the rest coming from family, caretakers, friends, and neighbors (MCDSS, 2020). Of these 4,800 allegations, more than 50% involve general neglect, 25% involving physical abuse, and the rest consisting of sexual abuse, substance use, or other forms of maltreatment (MCDSS, 2021). Of substantiated general neglect cases within Monterey County, more than 70% of parents or caretakers utilize substances in the home; the overwhelming majority being the use of meth and alcohol. (MCDSS, 2020).

Of the reports made to MCFCS, many do not meet the legal definitions of the alleged abuse and a report may be evaluated out or indicate that no further investigation is needed. Monterey County offers some of the best preventions of child-removal in the state of California. Reports of families that do not meet the legal definition of abuse may be referred to group

counseling and case management to attempt to keep children in the home and out of the foster care system. Pathways to Safety is one such resource for families considered to have a high-risk of becoming involved in child welfare, in official capacities (MCFCS, 2021). Children who are deemed to be no longer safe in their homes or with their parents are placed into foster care, which consists of temporary shelters, congregate care, and foster homes. As of December, 2021 there are 240 children and youth in Monterey County's foster care system (DHCH, 2021). The overwhelming majority of these minors are identified as being Latino or Hispanic (72%), and are of school-age between the ages of 6 and 17 (60%) (MCDSS, 2021). For these children and youth who are eligible to become adopted, MCFCS heads up the local Family to Family program, which educates and engages the community about foster care and adoption through resources and support (MCDSS, 2021). The department of FCS partners with several agencies around Monterey County to include Aspiranet, Seneca Family of Agencies, CASA, and Hartnell Community College to promote adoptions and recruit and support resource families, parents, and other important connections (MCDSS, 2021).

Within the Management and Agency Analyst sector of the agency is the The Federal Case Review unit with which this intern obtained a position and developed and implemented the Data Dashboard project for.

Problem Description

California Department of Social Services (CDSS) implements Continuous Quality Improvement (CQI) to county agencies to develop plans to address areas of improvement specific to that county. Continuous Quality Improvement is defined by the U.S. Department of Health and Human Services (DHHS) as being "the complete process of identifying, describing, and analyzing strengths and problems of the agency" (2021). Each year Monterey County's FCS

is rated by state and federal measures regarding areas of safety, permanency, and well-being of children and youth who are involved with child welfare. Measures rated during these reviews as Areas Needing Improvement have been consistent since 2016 (Administration for Children and Families, 2021). These performance outcomes that do not conform to federal and state guidelines include recurrence of abuse and neglect, disruptions to placements, delays to permanency, and reentry to the foster system (Monterey County, 2021). As a result, Monterey County developed a 5-year Progress Improvement Plan (PIP), focusing on just one of these outcomes. As of 2021, Monterey County's current PIP attempts to address the federal measure that states that children and youth are to achieve permanency within 12 months of being in the foster care system (Safe Measures, 2021). Permanency is defined as a child or youth having a long term foster home that agrees to have the child live there until they turn 18, reunification with parents or legal guardian, or to become adopted (Administration for Children and Families, 2021). Only 15% of children and youth will achieve permanency within their first year of being in foster care in Monterey County (California Department of Social Services [CDSS], 2021). The Children's Bureau's federal standard for this measure is 45% (Administration for Children and Families, 2021).

This is one example of a federal measure that Monterey County must be in compliance with. As there is no internal system that clearly maps quantitative data with qualitative practice, most agency personnel are unaware of the Federal Case Review process and how it directly relates to and impacts their day-to-day work. Since the Federal Case Review unit operates indirectly with the county's child welfare services, Management and Agency Analysts are the ones who gather this information to present to administration. Sara shared with this intern that attempting to relay the importance of the CFSR process to include Monterey County's quarterly and yearly ratings to leadership and the Deputy Director has been difficult. A lack of

understanding of the processes involved with Federal Case Review leads to another contributing factor leading to policies and guidelines being developed without being adequately informed (Administration of Children and Families, 2021). This lack of understanding is often the result of not having a clear goal between the agency, management, and line staff, such as social workers.

The systemic levels of change that must occur for positive substantial change requires a large amount of time, energy, and resources (Administration for Children and Families, 2021). Due to the COVID-19 pandemic, many social workers and members of administration retired, took significant amounts of time off (many times due to stress), or quit. This meant that the county was severely understaffed from the beginning of the pandemic in 2020, and continues to be as of December, 2021. Staff shortage led to having more resources and support focusing on emergency situations and matters that needed immediate attention. As a result, taking the time to look at what policies are in place as well as how they are developed have been placed in the background of importance. Now so more than ever, direct service personnel within the agency are inundated with high numbers of referrals that need to be investigated, or large caseloads that spread time, energy, and thinking quite thin. Energy and resources expended on situations of emergency and triage have resulted in CQI and the Federal Case Review unit being placed on the backburner of importance across the agency (DHCS, 2021). As a result, patterns of adverse experiences by children, youth, and their families involved with child welfare continue to occur, creating a cycle of need with seemingly no permanent or sustainable solution (Testa and Kelly, 2018). The numbers that are represented at the federal, state, and local levels are real children and youth that experience these outcomes as a result of inaccurate and inadequate policy making. Children and youth within the foster care system experience a lack of stability regarding permanent placement with long term foster parents, renunciation with their families, or becoming

adopted (Chambers, et al., 2020). Following the definition and suggested framework of Continuous Quality Improvement (CQI) given directly from the U.S. DHHS, Monterey County FCS ought to be “proactive and supportive of continuous learning that is grounded in the agency’s mission, vision, and values” (2021).

In order for MCFCS to continue to build capacity for its effectiveness in creating positive change, decisions and policy-making processes must be accurately and adequately informed by raw quantitative data (DHCS, 2021). Including staff at all levels of the agency in the CQI process will allow for better practices of social work to be conducted with children, youth, families, and other stakeholders in the community (DHHS, 2021). The policy and decision-making processes within Monterey County are focused on anecdotal information and will likely continue to fail to address the unique circumstances children and youth in foster care experience. The U.S. Department of Health and Human Services (DHHS) states that one domain impacts practices in other domains and as such having a comprehensive understanding of data and the holistic view of the systems in place are critical to implementing change (2021). The Data Dashboard project will adequately represent child welfare services in Monterey County, so that substantial and sustainable changes can be made to improve performance levels, impact the practices of social workers and direct-service staff, and most importantly improve the lives of the communities’ children, youth, and their families. This will be done so by accurately representing the percentages and exact numbers of children and youth who are impacted by child welfare services in Monterey County. Delivering the data from this project utilizing graphs, charts, and narratives regarding the definitions of each of the federal and state measures being rated will attempt to create a System of Care within the agency. Having the raw quantitative data in a centralized space will allow for easy access and understanding for all personnel involved. This is to attempt

to create an environment of continuous learning that is conducive to teams brainstorming potential change strategies, improved planning, and problem solving for the purposes of continuous quality improvement (DHCH, 2021).

Problem Model

Contributing Factors	Problem Statement	Consequences
Overworked social workers and administration: high levels of emergency situations, large numbers of caseloads	Monterey County Family and Children's Services do not currently have a central database that is accessible to all county personnel.	Continuous Quality Improvement and CFSR are placed on back-burner of importance
Complex data sheets being difficult to locate and analyze on the federal, state, and local levels		Decision-making policies in Monterey County do not adequately address issues faced by children, youth, and their families involved with the child welfare system
		County continues to be rated poorly in Areas Needing Improvement set forth by Federal and State standards and guidelines

Capstone Project Description and Justification

Implementation of the Data Dashboard would begin with taking a close look at what data already existed, where to find the data, and what type of data would need to be included in the project. Identifying resources and support, such as data sources and funding, that are available for the purposes of developing the project are other steps to implementing the Dashboard (California Department of Social Services [CDSS], 2021). Staff within the agency who qualify to be ambassadors for the data presented need to be identified and collaborated with. Working together to assess what had and had not worked before when implementing such a project is

another crucial step in the process (CDSS, 2021). The U.S. DHHS suggests that assessing the function of a system is an important step with implementing a new component of Continuous Quality Improvement (CQI), such as the proposed Data Dashboard (2021). Just as improvements may likely need to be made to the system with which data is presented, so too will the data that is collected and utilized need to be cleaned up and synthesized so that staff at all levels may understand the purposes of the project (DHCS, 2021). Making sure that supervisors and front line workers as well as agency partners and families have access to the Data Dashboard will be very important. This will be done so that effective decision making can be made that is based on solid information identified as a result of this project (DHCS, 2021). The development of a post-presentation survey will need to occur so that the success of the Dashboard may be assessed, and feedback may be utilized to improve the effectiveness of presenting data in this form. The full effectiveness of the project will take at least a full year before it can be properly assessed. This Intern's mentor and Management Analyst ,Sara, shared that implementing any new policy or practice within FCS will take a significant amount of time before the results can be assessed.

Monterey County FCS has a Continuous Quality Improvement team of Management and Agency Analysts which includes the Federal Case Review (FCR) unit consisting of Edward, Belen, Sara, and this intern. This intern would collaborate with his mentors and FCR Director, Edward, to gather ideas for how to design and develop the Data Dashboard project. Edward is a Management Analyst for MCFCS and has several connections with other counties in the state of California and has access to sensitive data that was important to include onto the Dashboard. A full Scope of Work will be addressed later in the paper and is provided in Appendix A. As stated above, lasting change within child welfare requires significant investments of time and funds (DHCS, 2021). Sustaining such change is done so through clear definitions of issues that need to

be addressed, and thoroughly looking at what does and does not work. Monterey County began to address issues emerging from the CFSR by the utilization of Program Improvement Plans (PIP); a 5-year plan developed to address federal measures that the county is consistently rated as Areas Needing Improvement.

Other Counties that have taken a Systems of Care approach to their Continuous Quality Improvement (CQI) process, have had success when working with children, youth, and families involved in child welfare (DHCS, 2021). A Systems of Care approach as defined by The U.S. Department of Health and Human Services is the “development of a strong infrastructure of collaboration, individualized care practices, culturally appropriate services and supports, and involvement of children and families in all aspects of the systems and the measures for accountability” (2021). As The Children’s Bureau’s federal standards and goals are to maintain the safety, permanency of placement, and well-being of children and families, they strongly encourage that states and county agencies take advantage of existing data sources. Accurately recording and presenting this data leads to systemic change that will fundamentally transform policies and practices within Monterey County’s FCS (DHCS, 2021).

The role of Federal Case Review within Monterey County’s FCS is to gather the raw data from the different databases and to accurately present their analyses to administration and the Deputy Director so they can be informed regarding how services and resources are being utilized and how effective they are at addressing community needs. The utilization of the Data Dashboard as part of the Continuous Quality Improvement process is to attempt to inform and positively influence the policy and decision-making processes within FCS. Since quality improvement is an established value of Monterey County FCS, a project that makes the raw quantitative data easy to understand will help to build a bridge between the work of the Case

Reviewers and Analysts and direct practice in child welfare. In order for such a project to be successful, organizations will need to form a team that have knowledge of the system that is needing improvement, define a clear aim, understand the needs of those served by the system, and identify and define measures of success (DHCS, 2021). This intern will work directly with Sara for this project. The FCR Director and Management Analyst, Edward, will give this intern and Sara direction and feedback when needed. Belen, the unit's Case Reviewer, will assist with interpreting data for the Dashboard. The draft and final presentations were planned to be to Family and Children's Services Program Managers Jessica Perez-Martinez and Eva Otiz, as well as the Deputy Director, Laura Neal. This project would represent data from the Federal, State, and County levels to give accurate data to utilize for the Dashboard (Safe Measures, 2021).

Orientation for data and research would be the first step to implementing the final Data Dashboard project. Gathering information at the federal, state, and local levels would need to be done so by collaborating with the Federal Case Review team and gaining access to data sources to be utilized in the project. Sara and this intern planned to brainstorm how to track outcomes after the project was implemented. This intern and Sara would need to develop a feedback survey to measure for effectiveness of the Data Dashboard across the agency. This will be done so by utilizing the developed website's analytics for how often the site will be accessed, viewed, and utilized by agency staff at all levels. A priority list of these sources were to be developed and presented to the agency's management team, to include Monterey County's Deputy Director, Laura Neal. Feedback from this initial presentation would guide the project moving forward, as it would inform this intern, Sara, and the rest of the Federal Case Review team of what administration were wanting from the implementation of the project, as well as expectations for how the Dashboard should look and what specific information should be included. This would

also be done so by conducting a pre-development survey that would be planned to be administered to the agency that would include a specific questionnaire with the option for detailed feedback. With this feedback from the agency, team, and management, and a few months' time, a draft of the Dashboard would be developed, and a final presentation scheduled to be in November of 2021 would be given to all leadership within the agency to include the Deputy Director, Laura Neal.

Project Results

The goal of this project when it began in May of 2021 was to take complex data from several sources and synthesize it so that it may be viewed and understood by all agency personnel within Monterey County's FCS and all applicable stakeholders (DHCS, 2021). Because of this, this Intern and Sara had to first gather the information and data that is currently available. This intern collaborated with Sara to request and gain access to several data sources to include at the federal level through the Child and Family Services Review website, the state level through the California Children's Welfare Indicators Project (CCWIP) with the University of Berkeley, California, and the county level with Monterey County's Safe Measures website (2021). Once access was given, this intern and Sara collaborated to identify the data that was going to be the most appropriate for the project. This included having to research the databases to see what narratives were provided for the respective data sets. Measures that Monterey County are rated on by federal, state, and local standards and as such have different emphases of importance regarding different aspects of a child's safety and wellbeing. This intern created a table on Microsoft Word that mapped out where measures could be located, as well as any data that overlapped. After gathering the applicable information to include the number of years back that would be included in the Dashboard, this intern collaborated with Sara to brainstorm what

mode would be best to accurately and effectively present the data. Researching how other CQI projects have been implemented in other counties in California gave good ideas for how the Dashboard should visually look. Recommendations were taken for the data to be simple and easy to understand and be presented with the use of attractive graphs and charts that bring the story and purpose of the project to life (Child Welfare Information Gateway, 2021). Utilizing the System of Care model will allow for the data to be seen as valuable to the day-to-day work of agency personnel at all levels. Once all of the Data was collected and a game plan was developed for how this intern and Sara wanted the Dashboard to look, weekly meetings were held to discuss next steps. The initial idea for developing the project was to utilize Excel by creating Pivot Tables, as the graphs and tables needed to be dynamic and able to change with the input of new data as time went on. Sara and this intern spent weeks researching how to develop Pivot Tables on Excel utilizing the data sets by reading and watching tutorials online. This presented a bit of a road block as both parties were unsure how to proceed. Sara discovered a website called ‘Data Wrapper’ that turned out to be extremely useful and simplified the process significantly (2021). This intern was finally able to develop interactive graphs and charts by inputting the data gathered from the different sources. In addition to the data that was now adequately presented visually, this intern wanted to include definitions of the different measures that were being represented, as well as qualitative narratives for what implications the data had on social worker practices and services delivered by the agency. Once a rough draft of the Dashboard was complete, this intern and Sara completed an initial presentation of the functions and mechanics of the project as well as the intended purposes and expected goals to management in July of 2021. The Program Manager for the Ongoing Unit, Eva Martinez, and the Deputy Director, Laura Neal stated that the project would be a big success and was exactly what was needed for

the agency. Laura Neal stated that the Data Dashboard is going to change the way social work is conducted in Monterey County. Edward also shared with this intern that no other county that he was aware of had developed a project that clearly bridges the quantitative data with the qualitative narratives the way the Data Dashboard does. A second and final presentation of the Dashboard was scheduled to be given in December of 2021, however this was postponed several times by administration. A post-presentation questionnaire located in Appendix B was to be given after this final presentation, but Sara still plans to send out the questionnaire to all staff via email in the near future, after the conclusion of the internship.

A Data Dashboard was successfully developed which accurately represents complex data provided by the California Child Welfare Indicators Project (CCWIP), CFSR, and Monterey County's Safe Measures (2021). A centralized Sharepoint page that is accessible to agency personnel at all levels was created. Due to the COVID-19 pandemic, several departments within the County were severely understaffed, and the 2 Federal Case-Reviewers (which included this intern's first mentor, Belen) were reassigned to supervise line staff, as Emergency Response took priority. Despite this setback, this intern and Sara continued to develop the Data Dashboard and finalize the Sharepoint page. Over the course of this project, Sara echoed several times what Laura Neal had independently stated during the initial presentation that this Dashboard will "be incredibly useful with how we do social work in Monterey County." Sara confidently reassured this intern by stating that while the project was not able to be presented officially to leadership in the proposed timeline, the intended purpose of the Data Dashboard was accomplished, and that her expectations were exceeded. An implementation and sustainability plan were developed by this intern along with the guidance of Sara in order to maintain the Dashboard after the conclusion of the internship in December of 2021. This plan recommends that Monterey County

update the Dashboard on a minimum of a quarterly basis, and to orient all social workers and agency personnel on the importance of this information, and how it impacts their day-to-day work in child welfare. Recommendations also include that policies and decisions for services provided to children and families be developed by including input from all levels of staff.

Oftentimes original policies and guidelines appear to be effective, in theory, but once put into practice unforeseen issues and complications may arise. One of the main components of Continuous Quality Improvement (CQI) is to never be satisfied with current ways of doing child welfare, and to always be taking initiatives to create positive change for the unique communities Monterey County serves (Administration for Children and Families, 2021).

Conclusion and Recommendations to Monterey County

As stated by the U.S. Department of Health and Human Services, regardless of how well a program is working it is important to be measuring outcomes regularly as well as the manner with which tools are utilized (Child Welfare Information Gateway, 2021). Short-term data and feedback can assist with developing longer-term goals as implementation of new policies and practices often take a significant amount of time to be accurately assessed for success. This intern recommends that the goals of the agency at the administrative level are compatible with available resources and services that exist within Monterey County. As stated, a main contributing factor for the issues discussed in this paper are overworked social workers and other line personnel. In order for sustainable significant change to occur within Monterey County's Family and Children's Services, energy, time, and focus ought to be on what the actual experiences of children and families involved with child welfare are. Further adopting a System of Care approach within the agency will attempt to unify staff at all levels and allow for an environment of continuous improvement and learning (DHCS, 2021).

Personal Reflection

At the beginning of my internship I was excited to be learning about the federal, state and county-level measures regarding child welfare. During my interview for this position, one of the veteran social workers involved, Patricia, informed me that Federal Case review is in a sense a “cheat sheet” for what the government and state look for in the quality of services that a social worker provides. She mentioned that she wished she had known about Federal Case Review when she first started working as a social worker. Patricia informed me that most social workers do not learn about the functions of Federal Case Review until after their Master’s degree and they have been working for the county for a while. I attempted to keep all of what she was saying in mind the longer I was assisting this unit, as it eventually started to become monotonous and seemed to be disconnected from the practice of social work. This internship consisted mostly of reading reports, gathering information, and writing up reviews that would then be assessed by the Case Reviewer. My personal growth came about 4 months into my internship where I saw how the work we were doing in this unit was in fact impacting the policies and decision making processes. My full-time job at the time of this paper is very direct-service, so I began to appreciate my internship experience as providing me with a more holistic view of child welfare, and to understand how the meso- and macro-levels effect practices being done and resources that are available “on the ground.”

Strengths and Successes

All of the data that is utilized for the Dashboard exists from several data sources from the federal, state, and county-levels. These numbers are accurate and are updated quarterly and

annually. A primary goal of this project was to make all of that data that is scattered across the different sources available in one succinct SharePoint page, and this goal was accomplished. The Dashboard is user-friendly and consists of easy-to-read charts and graphs and includes definitions for each of the federal and state measures, and why each are important to the day-to-day work of agency personnel on all levels.

Limitations and Challenges

Certain members of the administration do not prefer analyzing quantitative data, and have voiced that they tend to have difficulty gathering applicable information from complex data sets and visual representations such as graphs, charts, etc. The Data Dashboard attempted to succinctly present complex data gathered by research in a manner that is user-friendly and accessible to all agency personnel. When discussing quantitative data in the social service field, much of the qualitative information and stories from communities served are lost in what often appears to be random numbers/ complicated data. In a similar way that this project attempted to simplify quantitative data, this intern and his mentors ensured to include the definitions for each of the federal and state measures, why they are important to measure, and what the numbers represent at the state and county levels, and how it could uniquely impact Monterey County. Including the qualitative piece attempts to keep the focus of the communities we serve, and for administration to develop policies that adequately address areas that need improvement.

What More Could Be Done

The purpose of developing this project was to adequately and accurately represent raw data to attempt to influence the decision and policy making processes in Monterey County. Once the Data Dashboard has been presented to the Deputy Director and the management team, it will be up to them to utilize the data to inform policy. Recommendations for the furthering of the

project would be to continually assess how the Dashboard is being utilized and how management is converting the quantitative data in ways that address the qualitative piece of social work.

Please provide advice that you think would be beneficial for future capstone students working in your agency and/or on this type of project.

Connect with individuals who have more technical knowledge of data systems and statistics than you may have, and inquire about what programs and software they utilize in their work. Several hours were spent by myself and Sara attempting to use Excel to create and implement the Data Dashboard. Neither of us had extensive knowledge of how to utilize Excel to create interactive and dynamic Pivot tables, leading to quite a bit of frustration and what turned out to be unnecessary stress and expended energy. Through Sara's connection with a fellow Analyst, she was able to identify a very easy to use website that perfectly formatted the data we input into clean graphs and charts that could be used for the Data Dashboard. We in the human service field may not have technical knowledge with software and computers, and that's okay - everyone has their specialties and expertise, which is why connecting with colleagues and networking is crucial for implementing a new project.

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Appendix A**Scope of Work**

Activities	Deliverables	Timeline/Deadlines
Orientation for Data and Research	Accessibility and Login for Safe Measures and CCID	May 10, 2021
Develop List of Data Resources	Priority List for Agency	May 30, 2021
Initial Presentation of Contents to Unit and Agency Management	Feedback from Dashboard Content	Jul 1, 2021
Develop Pre-Survey for Dashboard	Results from Initial Survey	Jul 15, 2021
Develop Draft of Dashboard	Solid Template/ Skeleton to Continue to Develop and Edit	Oct 1, 2021
Develop Post-Survey	Feedback and Results from Post-Survey	October 15
Launch of Data Dashboard	Data Dashboard website accessible to all agency personnel	Nov 15, 2021
Final Presentation to Management and Agency	Final Edit for Presentation	Nov 30, 2021
Final Product that Integrates Qualitative and Quantitative Data About Child Welfare Services in Monterey County	Results from Post-Survey	Dec 30, 2021
Document How the Data Was Found/ Develop Maintenance Plan for Continuing Project	Final Feedback from Presentation of Final Product	Dec 30, 2021

Appendix B

Post-Presentation Survey

MCDSS Data Dashboard Feedback

Thank you for taking the time to look at the Data Dashboard linked to this survey that Sara and I created as part of my CSUMB Capstone Project. I would be very appreciative if you took a moment to give any feedback related to the Data Dashboard.

MCDSS



How satisfied were you with the Data Dashboard? *

	1	2	3	4	5	
Not very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very much

How relevant do you feel this Dashboard is to your work at MCDSS? *

	1	2	3	4	5	
Not Relevant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Relevant

How helpful to you is this way of presenting data?

	1	2	3	4	5	
Not Helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Helpful

How satisfied were you with the graphics? *

1 = Very dissatisfied 4 = Very satisfied

	1	2	3	4
Presentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Color Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Presentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Year Comparison Effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Standard Comparison Effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How User-Friendly is the Data Dashboard?

Both presented and pre-read material

	1	2	3	4	5	
Not at All	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very

Any overall feedback for the Dashboard?

Your answer

Name (optional)

Your answer

Submit

Clear form