

# Judicial Branch - Court Support Services Division

## Contractor Data Collection System

October 14, 2010

The Contractor Data Collection System (CDCS) is a web based data system developed by CSSD to collect client-level data about services delivered by its CSSD's network of contracted providers. While the data elements vary by service model, typical data elements include information about referral, intake assessment, types and duration of services provided, service and program completion and outcome information such as employment. CSSD's contractors are being phased into CDCS. As of October 2010, the following service models enter data into CDCS: Alternative in the Community (AIC), Youth Equipped for Success (YES), Family Support Centers (FSC), Center for Assessment, Respite and Enrichment (CARE), Family Violence Education Programs (FVEP), Domestic Violence Intervention Service (DVIS), and Evolve and Explore (family violence programs). Adult Behavior Health Services (ABHS) will be added in the Fall/Winter 2010. Implementation of other models will continue into 2011.

CDCS allows a variety of aggregated data to be examined both through standardized reports and ad hoc reporting. Standardized aggregate reports include:

- trends in referrals, intakes, and discharges
- demographic summaries
- risk and need summaries
- utilization
- completion rates
- employment outcomes

A cornerstone of CSSD's risk reduction initiative is the selection and periodic review of indicators with associated goals that indicate how well a program is performing and if clients are better off. Risk reduction indicator reports provide statewide and location aggregate numbers and feature a drill down feature that allow examination of the underlying client level data. Unique Indicators are selected for each model. Examples include:

- recidivism rates for program completers (all models)
- group service completion rates (AIC, YES) and program completion rates (FVEP, Evolve and Explore)
- client gaining employment (AIC)
- clients referred to community based services (YES)
- wait time to enter services (FVEP)
- client engagement (FSC) and no show rates (Evolve and Explore)