

**John B. Mattingly**  
Commissioner

**Valerie Russo**  
Deputy Commissioner

**Ervine Kimerling**  
Executive Director

**Division of Quality Assurance**  
**James Satterwhite**  
Academy  
492 First Avenue -5<sup>th</sup>  
Floor  
New York, NY 10016

646-935-1301 tel  
646-935-1583 fax

## **Description of the ChildStat Initiative**

ChildStat is the Children's Services staff accountability initiative introduced in July 2006 to continuously monitor child protection cases and performance data from those families that are the subjects of abuse and/or neglect allegations. Key indicators are tracked relating to staff performance, outcomes for children and families and decisions made. The goal is to improve agency and staff performance on decision making and practice to keep children safe.

ChildStat occurs on a weekly basis with senior management from across Children's Services in attendance. Child Protective staff (Borough Commissioners, Child Protective Managers, Child Protective Specialist Supervisors II) present a case chosen according to agreed upon criteria by Quality Improvement. The purpose is to review case practice, learn what areas need to be strengthened and hold agency leaders accountable for making necessary changes.

During each ChildStat session the ACS commissioner, Deputy Commissioner for the Division of Child Protection and Associate Commissioner for Child Protection pose questions to the team responsible for the case, who respond along with their key managers. Follow-up actions are then specified based on observations and assessments of strengths and weakness, as well as the need for interventions either at a systemic or individual level.

The weekly session focuses on two general areas: (1) a review of data and indicators for two geographic zones; (2) a review of two cases that are open for investigation from those zones. Cases may be pulled from any of the twenty Child Protection Borough Zones or from the Office of Special Investigations(OSI) which investigates abuse/neglect allegations in foster care and for ACS staff. Emergency Children's Services (ECS) participates in the discussion when they have been involved in some aspect of a case.

The data indicators convey information that allows managers to understand staffing and caseload patterns in the zone. Data also conveys information concerning case practice and profiles which focus on how well safety is assessed for each child, the quality of engagement and practice with families and level of compliance with mandatory regulations and tasks. The case samples allow the senior child protection team to delve more deeply into actual case practice, to highlight strengths and weaknesses and provide a learning laboratory to improve case practice in the agency.