



Case-Tracking

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Outline



- Why?
 - Our experiences
 - Challenges
 - Hot spots
 - Successes
 - Moving forward
- 



Why?

- ▶ What do you need data for?
 - ▶ Understand who you are serving
 - ▶ Better match services with need
 - ▶ Inform funders
 - ▶ Inform community
 - ▶ Plan staffing and scheduling
- ▶ Ongoing data collection makes year-end summaries (relatively) easy

CAC/CYAC National Guidelines



- ▶ CYACs should collect and have the ability to retrieve case specific information for all CYAC clients. Statistical information should include the following data:
 - ▶ demographic information about the child and family;
 - ▶ types of abuse alleged;
 - ▶ relationship of alleged offender to child;
 - ▶ MDT involvement and outcomes;
 - ▶ charges laid and case disposition in criminal court;
 - ▶ all referrals; and
 - ▶ any other services provided.



Child Witness Centre experience

- Starting from scratch
- Using excel forms
- Development and trial of a database
- Starting over!!
- Expansion of information being tracked
- Monthly reconciliation, review and discussion
- Review assists with planning for resources (staff, space, programs) in the future
- Lots of information now to provide to Partners, Funders, & community

Child Witness Centre experience

Monthly tracking file

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CYAC #	date	joint?	facs	wrps	type	occ #	location	Advocate?	why not	vic	wit	screen	alleged off	charges	cpin (Child Protection file #)
2	assigned by WRPS admin			name	name									relationship to vic		
3																
4																
5																
6																
7																

- child not interviewed
- CYAC
- DVU
- WRPS-other
- N/A
- home
- daycare
- school

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CYAC #	date	joint?	facs	wrps	type	occ #	location	Advocate?	why not	vic	wit	screen	alleged off	charges	cpin (Child Protection file #)
2	assigned by WRPS admin			name	name									relationship to vic		
3																
4																
5																
6																
7																

- advocate not available
- after hours
- FACS only
- other
- after hours
- consent refused
- consent not sought
- school/daycare/home joint

Advocate Program Community Referrals –

	A	B	C	D	E	F	G	H	I
1	AP file#	CYAC file #	Client Type	Assistance with Referral	Agency	Agency: Other	Service Type	Program referred to	Date of Referral
2	12546	6809	Victim	Provided Information	Carizon		Caregiver	Understanding Me; Better Boundaries; Counselling	Jan 07, 2022
3	12546	6809	Victim	Provided Information	K/W Counseling		Caregiver	Counselling Services	Jan 07, 2022
4	12507	6773	Witness	Provided Information	SASC		Caregiver	Family Court Support Program	Jan 14, 2022
5	12508	6773	Witness	Provided Information	SASC		Caregiver	Cool, Calm, Connected	Jan 14, 2022
6	12548	6823	Victim	Provided Information	Carizon		Youth	SHYFT	Jan 14, 2022
7	12548	6823	Victim	Provided Information	Other	YWCA	Youth	Conquering Teen Anxiety; Empowering the Girl in Me	Jan 14, 2022
8	12548	6823	Victim	Provided Information	Woolwich counselling Centre		Youth	OneList	Jan 14, 2022
9	12509	6773	Victim	Provided Information	SASC		Caregiver	Child and Family Therapist	Jan 14, 2022
10	12524	6791	Victim	Provided Information	Other	Waterloo Region	Child	OneList	Jan 20, 2022
11	12524	6791	Victim	Provided Information	WCSWR		Child	Family Therapist and Outreach	Jan 20, 2022
12	12525	6791	screening	Provided Information	Other	Waterloo Region	Child	Inspire Hope 4 the Future	Jan 20, 2022
13	12526	6791	screening	Provided Information	Other	Waterloo Region	Child	SafeTalk	Jan 20, 2022
14	12524	6791	Victim	Provided Direct Referral	WCSWR		Child	Child Witness Counselling Program	Jan 24, 2022
15	12521	6777	Witness	Provided Information	WCSWR		Child	Counselling	Jan 24, 2022
16	12520	6777	Witness	Provided Information	CWC- CWP		Child	FASD Coordination	Jan 24, 2022
17	12561	6845	Witness	Provided Information	WCSWR		Child/Youth & Caregiver	Muslim Social Services	Jan 24, 2022
18	12456	6717	Victim	Provided Direct Referral	WCSWR		Youth	Community Justice Initiatives	Jan 31, 2022
19	12564	6836	Victim	Provided Information	WCSWR		Youth	Child Witness Counselling	Feb 02, 2022
20	12507	6773	Witness	Provided Information	SASC		Caregiver	Outpatient Mental Health Services	Feb 04, 2022

The BC Experience

- Desire to tell a provincial story
- 6 different CYACs (2 additional joined during project)
- Different aims, resources, systems, CYAC structures



British Columbia

Network of Child & Youth Advocacy Centres

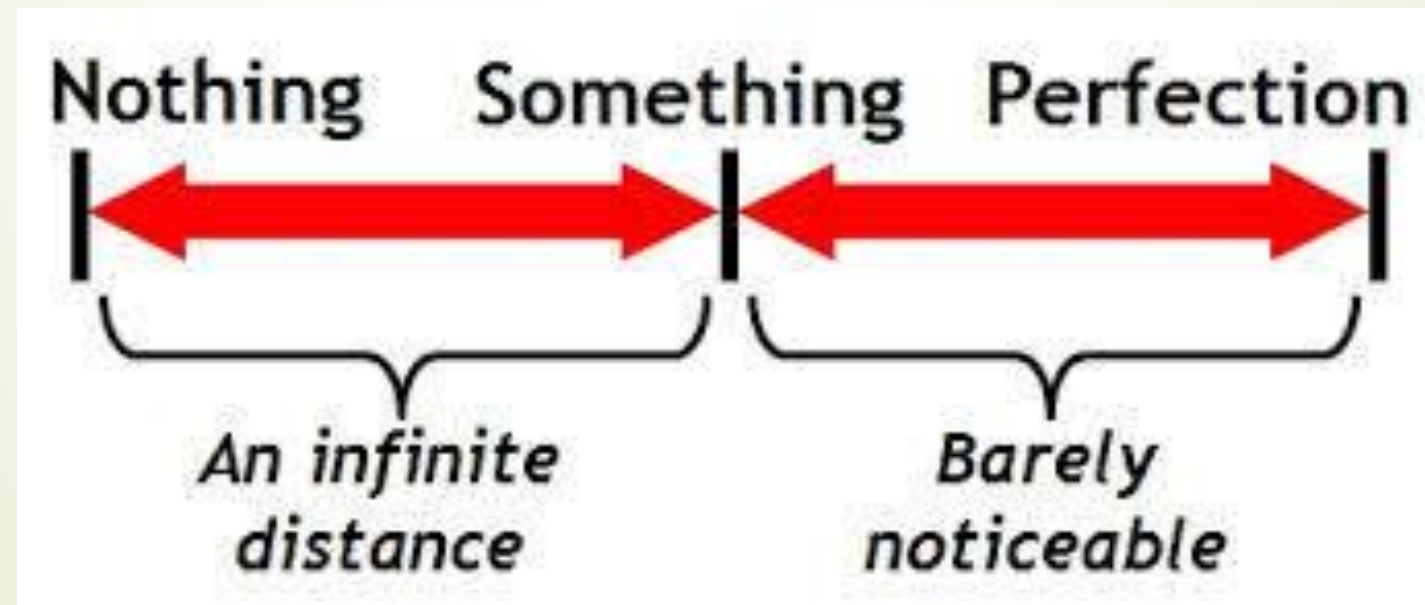


BC Process

- ▶ Compile list of data collection options
- ▶ Discuss data points of commitment
 - ▶ Basic agreement to collect
 - ▶ HOW to record
- ▶ Secondary list of options
 - ▶ If you collect, how
- ▶ Excel shell for data collection

Compromise

- ▶ What we have is not what any individual CYAC would have designed



Yet...

- It is inadequate to simply agree on categories
- Response options must be pre-defined and consistently recorded
 - Drop-downs!
- Think through to how the data will be used
 - Open-ended responses?
 - Data retrieval
- Spacing, typos, capitalizations can all make data compilation challenging

- Practical example: *"We will collect data on age"*



Example: Age

CYAC #1

0-5
6-10
11-15
16-18
19+

CYAC #2

0-4
5-9
10-14
15-18
19+

Q: How many 5 & under?

Example: Age

CYAC #1

0-5

6-10

11-15

16-18

19+

CYAC #2

0-4

5-9

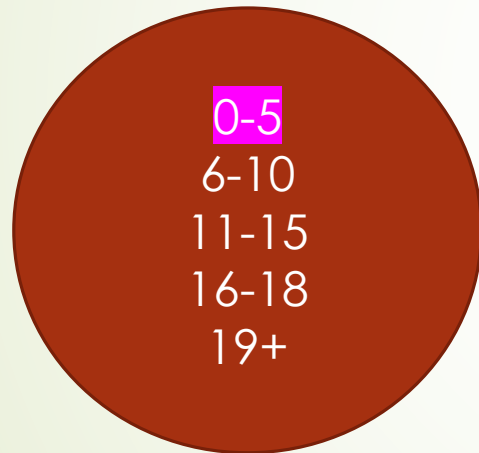
10-14

15-18

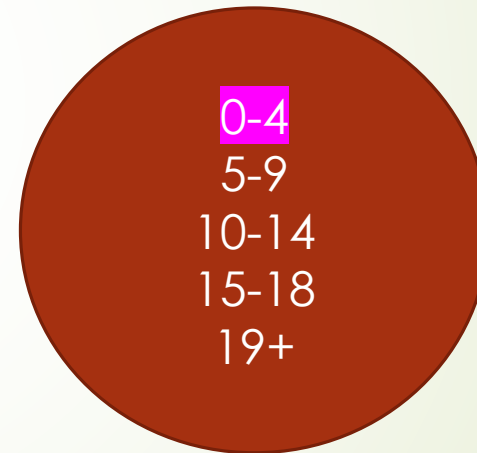
19+

Example: Age

CYAC #1



CYAC #2



Example: Age

➔ Instead:

Enter exact age

CYAC #1

Age	#
3	5
4	7
5	2
Etc.	

CYAC #2

Age	#	Total
3	2	3 yrs = 7
4	6	4 yrs = 13
5	8	5 yrs = 10

Generate reports based on funder needs

BC Excel Shell

Nature of Allegation		Alleged Offender					
Type of Abuse (at referral)	Single/Repeated Incidents?	Total # of Alleged Offenders	Age Category	Gender Identity	Offender's Relationship to Child	Specify Other Relationship	
					father		
					mother		
					step-father		
					step-mother		
					brother		
					sister		
					grandfather		
					grandmother		



BC Excel Shell

S	T	U	V	W	X	Y	Z	AA	AB	AC
CYAC Experience										
Intake Date	Interview Date	Lead Interviewer	Total # of Interviews	Was the child interviewed by a trained interviewer?	Where did the interview(s) take place?	Specify other location	Was a forensic medical examination conducted?	Connections to Service	Services Offered but Declined	Was a referral to counseling made?

Enter all that apply
SAIP, PEACE, CYMH,
Boundaries program/SHIFT,
cultural counselling (non-Indigenous), clinical counselling, spiritual counselling, indigenous



Challenges

- ▶ Are there different reporting periods for each partner?
- ▶ Who is responsible for:
 - ▶ Providing information?
 - ▶ Commitment from partner agencies
 - ▶ Gathering data? From which sources?
 - ▶ Entering data?
 - ▶ Compiling data? Reconciling errors?
 - ▶ Who is the administrator of the database/excel form to ensure updates completed?
- ▶ Costs
 - ▶ Human resource, database/report development
- ▶ Privacy/ data sharing



Hot spots

- ▶ Services offered differ widely by region
 - ▶ Use broad categories rather than specific service name
 - ▶ Hierarchical system – first label as a counselling service, then provide name of specific service
- ▶ Complex characteristics
 - ▶ Confirmed, suspected, informed (consider source), definitions
- ▶ Case outcome data
 - ▶ Reluctance to focus on outcome for some
 - ▶ Difficult data to obtain for some



Successes



- ▶ Supports our work
- ▶ Supports funding
- ▶ Supports education and prevention initiatives
- ▶ Continues to highlight need for resources in community and draw attention to child abuse



5 Takeaways

- 1. Efficient case-tracking is critical
 - Planning services, staffing, scheduling, funding applications, annual reports
- 2. Hard work now, pays off at least annually
- 3. Communication with partners key to success
- 4. Perfection is impossible.
- 5. Consistent data collection allows for a national CYAC story

Thank you



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