SAS® for Child Well-Being

Analytic insights drive proactive approaches to improving children's health and well-being

With SAS® for Child Well-Being, you can ...

- **Gain a unified child view**. Create and understand a more complete picture of children, their families and their communities by combining data from all available sources – social services, foster care, education, health services, child support enforcement, criminal justice systems and more.

- **Accurately assess a child's level of safety**. Go beyond traditional risk assessment tools by incorporating quantitative analysis across broader sources of data to provide greater insights for workers. Monitor critical information to alert workers when changes in a child's circumstances may affect safety, so workers can intervene more quickly to help keep children safe.

- **Increase child support collection and reduce delinquency**. Provide timely information to proactively improve child support services. Increase collections and reduce child support delinquency through faster and more accurate detection. With new efficiencies, you can manage hundreds of thousands of cases every year.
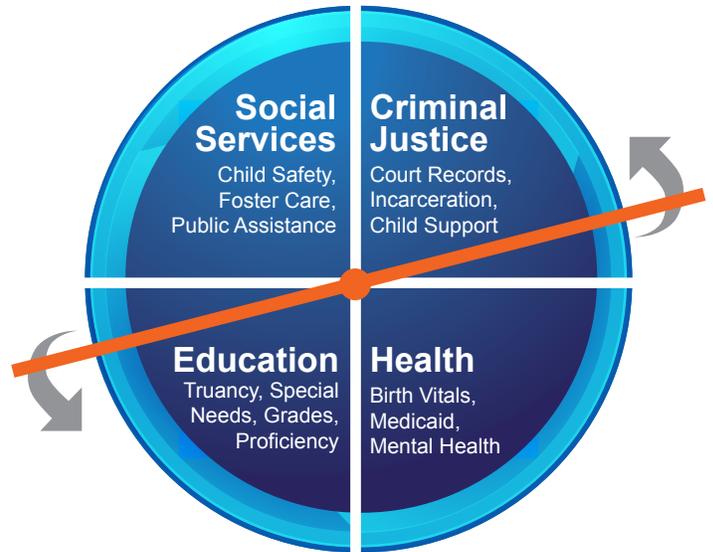
Overview

Many children suffer from abuse and maltreatment or struggle to enjoy the quality of life they deserve; in fact, 21 percent of American children live in poverty. In the US, there are more than 3.6 million reports of child abuse each year, involving over 6.6 million children. We lose an average of four to seven children per day from child abuse and/or neglect-related deaths. And 15.1 million children are served through child support services.

With good intentions, many government social services agencies continue to search for ways to more effectively use the limited resources available to support and protect the children in their care. Changing future outcomes requires new and innovative methods to improve processes and increase capacity for workers who are responsible for our children's well-being. Advanced analytics solutions that strategically use and share data can empower agencies to improve outcomes through proactive, better-informed decisions.

Broader access to data that provides more insight into relationships, behaviors and new circumstances helps workers understand the complex interactions or risk factors that affect child safety. Armed with that information, workers can intervene at a critical juncture to keep children safe before tragedies occur. Shared data can track the prevalent tendencies of delinquent child support, and workers can pinpoint factors shown in the data that keep parents from being able to pay. Then they can provide the services to help those parents better support their children.

Investigators and child welfare professionals need faster, more accurate information to help them make decisions on behalf of at-risk children. Social services programs supporting children can operate more efficiently with decisions based on data and analytics to put people first and focus on outcomes.

Social Services
Child Safety, Foster Care, Public Assistance

Criminal Justice
Court Records, Incarceration, Child Support

Education
Truancy, Special Needs, Grades, Proficiency

Health
Birth Vitals, Medicaid, Mental Health

How SAS® Can Help

Data resides in information silos across and within government agencies. Being able to connect this data to find trends and patterns in a child's situation and environment can make the difference between life and death. Safety and tragedy. Support or neglect.

The powerful combination of data management and analytics gives workers and leaders the insights they need to intervene faster when appropriate and deliver the right services to the right children and families at the right time.

Integrating data and applying advanced analytical methods can help child-serving agencies triage cases and detect situations that might result in negative outcomes. SAS delivers solutions that provide a holistic view of a child or family across systems, assess safety levels for cases, and deliver alerts to workers on changes in circumstances that may affect safety.

Challenges

- **Information overload**. Many agencies are data-rich but lack the tools to conduct meaningful analysis. Too much data makes it hard to know which information is most relevant to an individual case.
- **Rigid and static risk assessment tools**. Traditional risk assessment tools lack quantitative capabilities – so they cannot rank, segment or prioritize cases. Nor are they updated regularly or implemented with fidelity.

- **Information silos**. Data about children and their relationships with others is in many disparate systems, often of poor quality and in formats not conducive to analysis.
- **Limited time and resources**. Heavy workloads and ineffective techniques prevent continuous monitoring of all information on all at-risk children and don't make good use of staff and auditor time.

Our SAS for Child Well-Being offering includes two solutions:

- **SAS for Child Safety** integrates data from a variety of sources to identify key relationships and continually review a child's safety based on the people and circumstances in a child's life.
- **SAS for Child Support Services** examines timely, practical information to increase collections and reduce delinquent payments.

Using these solutions together, social services organizations can efficiently help those most in need, relieve burdened employee workloads and save taxpayer money in the process. We offer these broad, flexible solutions based on proven technologies designed to help child support agencies efficiently manage hundreds of thousands of cases each year.

SAS® for Child Safety

Integrate data from case management systems with child-related data from a variety of sources – social services benefits, education, health care, law enforcement, criminal justice systems, etc. Then apply advanced analytics to understand alleged perpetrator risk, recognize intergenerational behavior patterns and identify key relationships. SAS for Child Safety uses proven predictive models to continually assess the information that may affect a child's safety. Understanding the changing factors and relative safety of cases, workers can use the analysis to prioritize workload and act on the most complex cases. An alert engine automatically notifies workers when a child's safety level may be compromised. With SAS for Child Safety, you can:

- Use all available data to accurately assess each child's safety.
- Help workers prioritize cases and intervene proactively to ensure child safety.
- Use advanced social network analytics to identify individuals associated with an at-risk child to help identify natural supports and placement options.

SAS® for Child Support Services

Get useful, timely information that can help increase child support collections and decrease delinquent payments. Using advanced data management and predictive analytics, SAS for Child Support Services enables agencies to provide workers and managers with timely, high-quality information they can use to improve program outcomes. With this solution, you can:

- Quickly determine the most effective and efficient ways to manage hundreds of thousands of cases every year.
- Identify and predict situations that might result in failure to pay.
- Ease the burden of caseload management by distinguishing occasional irregularities in payment from a systematic refusal to pay.

Case in Point: Orange County, CA

When parents don't – or are unable to – meet their child support obligations, social service agencies often have little recourse. Jailing delinquent parents won't help them pay their bills, and the threat of jail could lead them to further avoid their children – and child support workers. Rather than help the child, these efforts can send parents and their children into a poverty spiral.

California's Orange County Child Support Services is trying something different. It uses analytics to predict who is at high risk of failing to pay support and identifies the factors that could get the parent into compliance more effectively. This new approach is both sensitive and data-driven, based on the county's extensive research into the factors that help parents fulfill their obligations. The ultimate goal is to reduce the number of children living in poverty.

Prior to using predictive analytics, caseworkers tried to figure out how to help parents be in a better position to pay, but the data was not easy to access. Staffers would poke through dozens of screens to scrape together details on parents that might point to a solution. Could they use more education? Did they need social services support themselves?

Steve Eldred, Director of Orange County Child Support Services, says that predictive analytics, used in conjunction with social safety net support tailored to the individual, can help the agency find long-term solutions that help parents support their children. It is an approach that he believes works particularly well in areas like Orange County, where jobs are plentiful, and wages are decent – but the cost of living is high. Eldred's team focuses on finding ways to help noncustodial parents earn enough to pay their child support.

Now, caseworkers can rapidly pinpoint factors that keep parents from being able to pay child support, and then help them get to the point where they can pay. The analytic approach saves time and empowers caseworkers to help people make changes that truly benefit their children.

"We start from the premise that almost all parents want to support their children to the best of their ability," says Eldred. "Let's tailor social support to enhance that ability. Our approach is to concentrate on multigenerational poverty and look at the long term rather than the short term."

The SAS® Difference

Superior data integration and advanced analytics, combined with proven models, help save children's lives. Only SAS delivers software and services to help you:

- **Gain a comprehensive view of all available data for a child**. Data management techniques automatically access and integrate child-related data across all available sources. Data matching and link analysis determine important relationships.

- **Apply multiple analytical methods that address a broad range of vulnerabilities**. After combining and cleansing data from case management systems with data from social benefit, education, health care, law enforcement and criminal justice systems, SAS creates a continuous feedback loop that heightens analytical accuracy over time.

- **Use automatic alerts to help workers more effectively prioritize their cases**. SAS software monitors all available data sources and automatically alerts caseworkers when changes occur that affect a child's safety. Each case is continuously monitored and assessed based on the most up-to-date information.

- **Capture a holistic view with easy-to-use reporting capabilities**. After selecting a case, workers see a detailed screen that outlines the relevant data for that case. Information can be configured to display in a way suitable to the needs of the department. Workers can also view background information such as related cases or payment history.

- **Make real-time decisions and optimize services**. SAS uses analytics to make case management systems smarter, helping workers provide the best protection possible for at-risk children:

  o Identify the services and/or actions most likely to improve outcomes based on the unique characteristics and requirements of individuals and families.

  o Make information accessible through data visualization in a common, open application platform that can be transparently delivered through the most appropriate mobile or application platform, on-site or in-cloud.

  o With real-time reporting, empower staff members to become involved in the decision-making process and incorporate their experience into evidence-based systems.

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