



# Advancing Equity and Outcome Goals through Agency-Provider Co-Creation

The Children's Services Council of Broward County (CSC Broward) has made an explicit commitment to addressing structural racism and eliminating racial disparities in program outcomes for the children and families they serve. CSC Broward has operationalized a series of initiatives to tackle disparities, including: program realignment to prioritize individuals and communities with the highest need, structured engagement with program participants and their families, investment in provider collaboration and sharing decision-making power between CSC Broward and its providers.

CSC Broward piloted improvements to their procurement practices intended to strengthen provider relationships, make data actionable and advance equity. These services seek to reduce the incidence of abuse and neglect and improve family functioning. Together they make up ~\$12 million of CSC Broward's annual budget.

CSC Broward now has replicable processes and organizational capacity for furthering its commitment to equitable relationships with providers. CSC Broward is using their enhanced engagement and procurement model developed with their Family Strengthening program to learn from and scale to other programs.

"We completely revamped the Performance Measure language in our RFP to focus on outcomes... now it is about moving forward to implement learning outcomes in the spirit of partnership with providers."

— Laura Ganci, Director of Research & Evaluation, CSC Broward County

## RESULTS

As co-creators and partners, CSC Broward-funded providers now have:

- 1** Increased access to service delivery data.
- 2** A better understanding of how to use that data to support program success.
- 3** Access to regular co-learning opportunities with CSC Broward to co-create program solutions that improve outcomes for children and their families.

## ACTION

The process of building equitable relationships with Family Strengthening providers had three key components:

- **Qualitative Front-Line Data:** CSC Broward completed a survey of Family Strengthening provider frontline staff. The survey sought to learn how staff uses data in program delivery and how they measure the success of program participants.
- **Collaboration:** CSC Broward hosted a pre-RFP provider training that brought providers together to discuss data and systems barriers to program success.
- **Process Change:** CSC Broward updated the Family Strengthening RFP to include “learning outcomes.” These include program-related data points which have been recognized as valuable to collect. This is a way to foster ongoing learning and to engage providers as partners in the data analysis process. For example, several providers recommended collecting data on fathers since intake information often only captured one parent or caregiver which was rarely not the father. This co-creation of learning outcomes is fostering more equitable and relationship-oriented conversations with providers.

“Attending the Empowering Families cohort convenings and meeting with other states opened our eyes...it made us look critically at our provider contracts, our processes, and where we had been struggling in our relationship with providers.”

– Laura Ganci, Director of Research & Evaluation, CSC Broward



## ABOUT

**The Children’s Services Council of Broward County** is an independent taxing authority committed to enhancing the lives of the children of Broward County and to empower them to become responsible, productive adults through collaborative planning and funding of a continuum of services.

**Empowering Families** was a national cohort of government agencies that received technical assistance from Third Sector to support improved outcomes for children and families through the use of outcomes-oriented contracting. The initiative was funded by a Social Innovation Fund grant from the Corporation for National and Community Service.

**Third Sector** is a 501(c)3 nonprofit organization that is transforming the way communities connect people with human services. We partner with governments, providers, and their partners to generate positive, measurable outcomes for the people they serve.

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