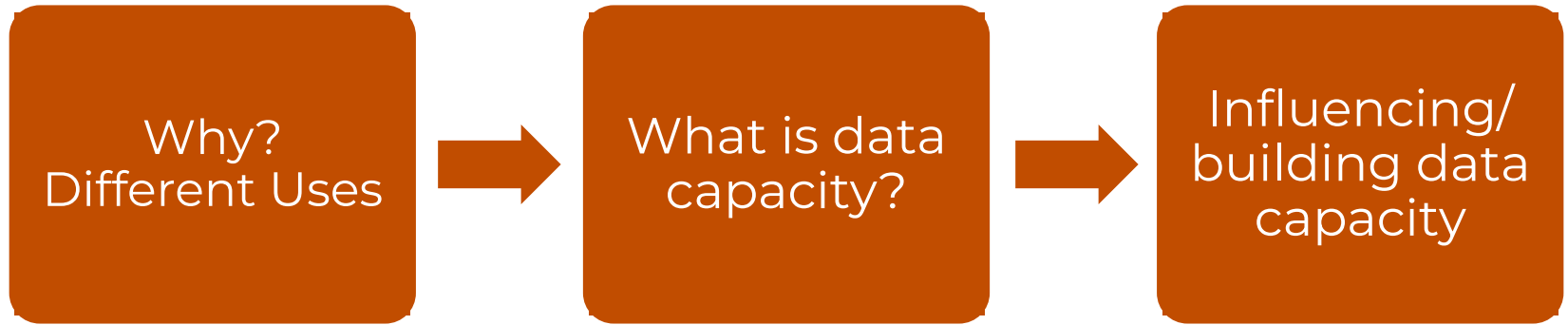


Becoming a Data Driven Organization

Components of Presentation



Actually using data is key to being data driven



There are different kinds of data and ways to use data with different audiences.

Planning Data - Trends and population comparative data

Process Measures - Program/services management

- Descriptive
- i.e.: output and quality/satisfaction data
- Frequency and efficiency measures

Outcome Evaluative Data

- Change in 'participant'
- Analysis: Change for whom, when, why

Communications - Positive data about scope, outcome, quality

Monthly Services Report

Program

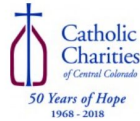
CC - Emergency Assistance, CC - Vehicles, DCC Emergency Assistance, DCCares, Douglas County Hotel Vouchers

Instance

CC - Emergency Assistance @ Catholic Charities- DC (Ongoing), CC - Emergency Assistance @ Elbert County (Ongoing), CC - Emergency Ass...

Date

September, 2018

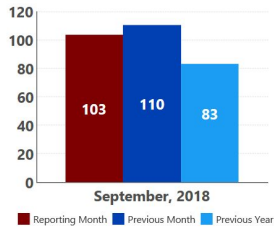


PEACE IN 50

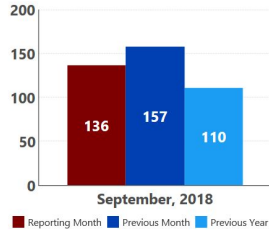
EMPOWERING PEOPLE TO THRIVE | EST. 1968

Changing Lives

Households: **103**



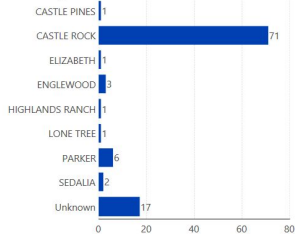
Visits: **136**



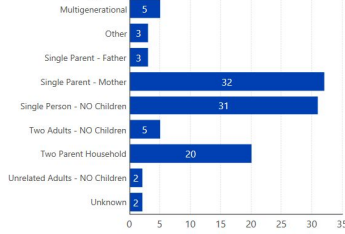
Individuals: **263**
 People Served: **324**
 Amount: **\$4,184**

Services	Units
Grand Total	501
Case Management / Facilitation	95
CC Care Plan	12
Clothing	1
Diapers	13
Emergency Assistance Referral	108
Employment Referral	15
Food Distribution	68
Furniture	33
Gas Card	82
Government Benefit Referral	4
Grocery Card	6
Hotel Voucher - Non-Resident	1
Hotel Voucher - Resident	6
Household Items	16
Housing Referral	4
Legal Referral	1
Mental Health Referral	8
Minor Car Repair	1
Non-Grocery Gift Card	2
Rent Payment - Emergency	1
Shower Voucher	9
Utility Payment	15

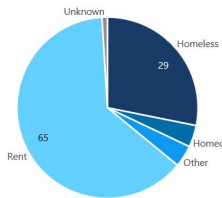
City / Town



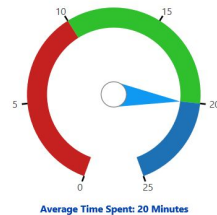
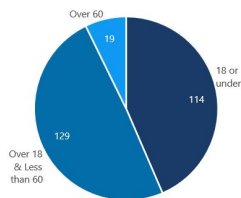
Family Type



Housing Status



Age Range



Educating Young Children



100% of Head Start students receive health, social-emotional, and developmental screenings



Over 80% of four-year-olds in the Head Start program are on target developmentally by the end of the school year

Numbers are based on the previous program year (specific dates vary by program) and are calculated using required reports, survey results, and other reliable data.

Mentoring Youth



Self-confidence and decision-making improves for more than 80% of youth mentored through Big Brother Big Sisters



Over 90% of Foster Grandparents say they feel happier and more satisfied with life because of their participation in the program

Stabilizing Families



Hard-working taxpayers received \$2,978,945 in tax refunds through Free Tax Prep



Energy and Housing Services weatherized 296 homes in Onondaga County



Family Resource Center pantries provided emergency food to 2,007 families

Supporting Seniors



Senior Nutrition served 85,000 meals at 35 sites across the county



90% of seniors who participate at Eastwood Community Center report that their life has improved socially



Senior Supports provides information and referrals to over 100 seniors so they can remain healthy and live independently in their own home

A high-angle, top-down view of a group of people sitting around a light-colored wooden table in a meeting. They are engaged in a discussion, with various business documents, charts, and laptops scattered on the table. One person is holding a card with a world map and the text '03 Profitability'. Another person is holding a card with '01 Retention'. A laptop on the right shows a dashboard with various charts and graphs. There are also coffee cups and sticky notes on the table. The overall atmosphere is professional and collaborative.

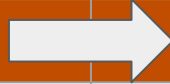
What would your “infographic” for different audiences include?

Data Capacity

The Right Data
to the Right People
in the Right Format
at the Right Time



Right Data



Right Form

Accurate, consistent data that measures what you think it measures; valid tools and data points are understood

Have standard, consistent data points to be able to use as “slicers” (categorical or numeric (converted to ranges) type data that groups people together for comparison) to complete analysis

- HINT: CSBG characteristics
- HINT: Descriptive statistics about “need”

If you want to measure change, then you need data at more than one point in time

Data collected and stored at sufficiently specific (lowest reasonable level of specificity) to be useful for calculation

Aggregating/Analyzing (COUNT and COMPARE)

- Analysis - comparing what to what; i.e.: center, location staff, family type
- Analysis - trying to understand basic # or % (percent of what total, what universe)
- Comparing what to what/context

Right Time and Right People

- Decision making
- Reporting
- Assisting household

Influencing Data Capacity



- Identify purpose/use, audience
- Explicitly identify high level metrics that you will monitor
- Get clear about key data (usually geographic or demographic) for “slicing”
- Inventory your systems
- Rationalize data collection and storage processes
- Identify assumptions being made about data and information
- Tell success stories of using data to make changes in operations or help people
- Identify and support data stewards in your organization
- Create specific times that specific groups will review data

Indicators of Data-Centric Learning Organizational Culture

- ✓ **“Curious”** - Staff at multiple levels *ask for and receive* data to help them support their work
- ✓ **Internal Management** - Expectations including about using data are communicated regularly along with accountability
- ✓ **Iterative/Continuous Improvement** - Tests suggestions for improvement which are based on data and which come from all levels of organization
- ✓ **Strategic and Day-to-Day Operational** decisions are backed up by accurate data (understood by those receiving it) that includes information collected as a part of regular operations

Data-Centered Learning Organizational Culture

- ✓ Believe and advocate ‘that clients own their information’ and that we must be excellent stewards
 - Seek client centered data systems
 - Security policies, confidentiality policies, retention policies
- ✓ Visible steps moving toward **“ask once and use many times”**
 - Get the data to the people who need to have it through systems, as opposed to recollecting
- ✓ Definitive ‘source’/storage of data is known, agreed to, and used
- ✓ Data processes are **“rational and efficient”** and are part standard operations, not something ‘extra’ that is done later; agree on when specific information is collected from who and where it is stored, and then back this up

People

- **Data Stewards** – People who have a talent for logical thinking and data systems, while being supportive of staff
- **Directors/Managers** who understand a part of their role is to utilize data collected for day-to-day decision making, as well as reporting and strategic planning
- **Leadership** supports expenditure of resources on people, systems, and processes
- **Leadership** models making data-based decisions and asks for data and analysis
- **Leadership supports** staff in development (not primarily ‘gotcha mentality’)

Processes: Client's Interaction with Agency



Data Collection

Data
Entry/Storage

Monitor/Data
Quality

Analysis/Reports
(various)

Decision
Making/Sharing

Processes

People

	Data Collection	Data Entry & Monitoring	Data Retrieval & Analysis	Data Sharing & Use
Clients/ Participants	Time/repetition		New insights about my progress or situation	Share with me and get consent
Frontline Staff	Building relationship	Software(s) entry Time	Include me	Make my job easier
Management	Correct consistent information for program management	Structure processes to allow time for data Accurate & efficient entry	“Difficulty” of retrieval process Program requirements	Monitor consent, negotiate MOUs
Leadership	Correct, consistent, useful info	Reduce double data entry	Support capacity Ask about data	Intentional time to analyze & discuss
Funders	Program-specified data	Support data to data exchange	Fund technology	Allow innovative