Real World System of Care Data: Using Data to Educate, Inform and Sustain

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Development of an Internal Evaluation Process

- Used data from the beginning
- Federal Grant Evaluation
  - Advantages
  - Disadvantages
- Internal Resources

Role of Data at Choices

- Organizational Commitment to Using Data
- Data Driven Decision Making
- Occurs at Multiple Levels
- Includes Latest Research Results

Real-Time Data

- Available now
- Think:
  - Weather forecasts
  - Stock market updates
  - Flight information
- Access to the most current information, whenever you need it

Collecting Real-Time Data

Collected on all clients on an on-going basis
Allows us to answer:
- Who are our clients?
- Where are they?
- How are they doing?
- What services are they receiving?
- How much do those services cost?
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Strategically identify how data should be collected
- TCM - primary data collection tool
- Information Management Team
- Access to TCM maintenance functions limited

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Quality data collection through supervision
- Tools available to help make sure necessary data being collected consistently and accurately
- Making TCM a key performance expectation
- Communicate with Information Management team about additional tools that are needed

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Ongoing communication with partners about data needs
- Understanding impact of missing data on our ability to respond to data requests

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Help us understand your audience
- Opportunities to talk directly to recipient of reports
- Support and guidance from Communications team

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Use the information to modify, improve, and maintain operations

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Child and Adolescent Needs and Strengths Assessment (CANS)
Ohio Scales
Wraparound Fidelity Index
Outcomes

- Strength Development
- Improved functioning
  - At Home
  - In School
  - In the Community
- Behavioral and Emotional Needs Addressed
- Caregiver Strengths and Needs

Results

Reliable Change in at Least One Functioning Dimension

Reports

- Different audiences
- Different goals
- Different formats
- Examples
  - Dawn Project
  - Maryland Choices

Why Do This?

- Accountability
  - To the people we serve
  - The community we work in
  - Partners and funders
- Growth
  - Expanding services
  - Entering new communities and/or markets
  - Local, state and federal grant applications
- Quality Improvement
  - Use the data to continuously improve what we do
  - Within Choices and with our partners
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