


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


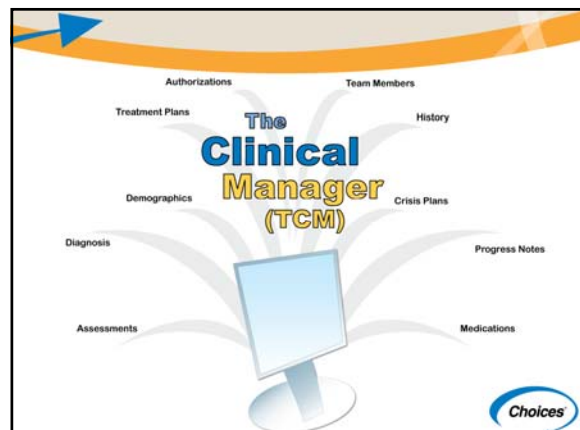


Collecting Real-Time Data

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?

Data-Based Decision-Making Loop for Managing Day to Day Operations

```

    graph TD
      A[Identify data needs] --> B[Collect data]
    
```

- Strategically identify how data should be collected
- TCM - primary data collection tool
- Information Management Team
- Access to TCM maintenance functions limited

Choices

Data-Based Decision-Making Loop for Managing Day to Day Operations

```

    graph TD
      A[Identify data needs] --> B[Collect data]
    
```

- 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

Choices

Data-Based Decision-Making Loop for Managing Day to Day Operations

```

    graph TD
      A[Identify data needs] --> B[Collect data]
      B --> C[Issue arises or question identified]
      C --> D[Analyze data]
      D --> A
      C -- "Necessary data not available" --> A
      D -- "Necessary data available" --> C
    
```

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

Choices

Data-Based Decision-Making Loop for Managing Day to Day Operations

```

    graph TD
      A[Identify data needs] --> B[Collect data]
      B --> C[Issue arises or question identified]
      C --> D[Analyze data]
      D --> A
      C -- "Necessary data not available" --> A
      D -- "Necessary data available" --> C
      E[Share the results in the appropriate manner with the appropriate people] --> A
      E --> C
    
```

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

Choices

Data-Based Decision-Making Loop for Managing Day to Day Operations

```

    graph TD
      A[Identify data needs] --> B[Collect data]
      B --> C[Issue arises or question identified]
      C --> D[Analyze data]
      D --> A
      C -- "Necessary data not available" --> A
      D -- "Necessary data available" --> C
      E[Use the information to modify, improve, and maintain operations] --> A
      F[Share the results in the appropriate manner with the appropriate people] --> A
      F --> C
    
```

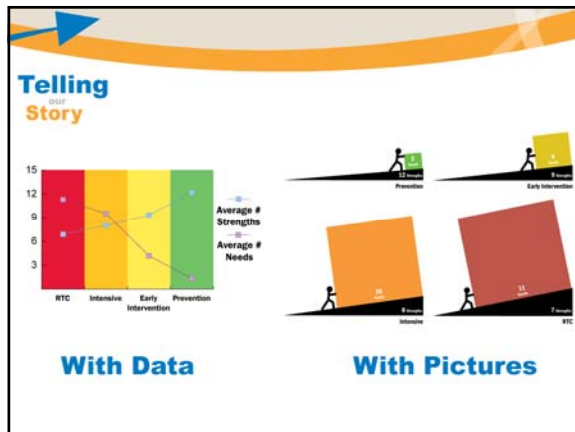
Quality Improvement


Choices

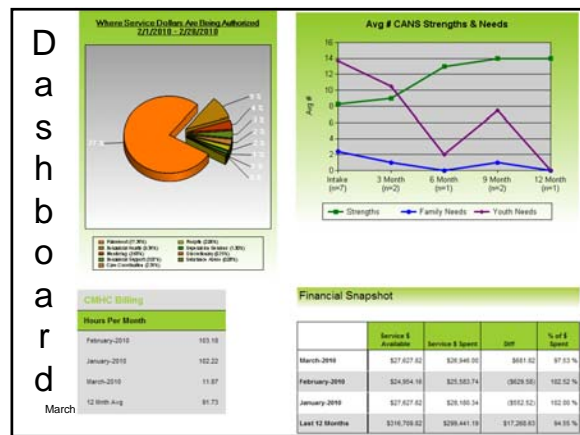
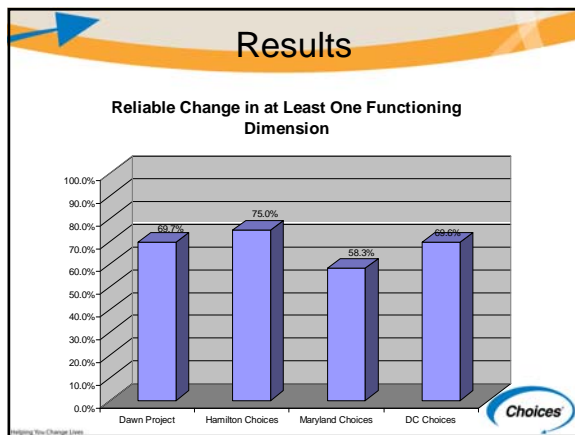
Formal Assessments

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

Choices




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



- ### 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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