From Demographics to Data
What is data?

“Factual information (such as measurements or statistics) used as a basis for reasoning, discussion, or calculation.” – Webster
### Section G Program Participant Characteristics

1. Name of Agency Reporting

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2. Total CDBG Resources Reported in Section F

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3. Total amount of CDBG funds allocated

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4. Total number of persons served or programs/services delivered

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### Demographics

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### Race

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### Educational Levels

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### Other Characteristics

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### Housing Status

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*The sum of this category should not exceed the value of 100%.*

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What is data?

Any piece of information that we collect, compute, and consider.

• Static
  • Personal identifying information (PII)
  • Personal health information (PHI)

• Variable
  • Housing status
  • Employment
  • Income
What is data?

Any piece of information that we collect, compute and consider.

- Programmatic
  - Eligibility
  - Assessment
  - Enrollment
  - Service

- Outcome
  - Achievement
  - Sustainable
Why do we need data?

• Funders demand it
  • ROMA
  • IS Report
  • Stakeholders
  • Billing / reimbursement

• Justification of our programs
  • Outcomes
  • Services

• Eligibility
  • Clients give it to us
The Douglas County Cares Story

Douglas County Cares:
• 13 agencies
• Self-sufficiency outcomes
• Integrated services
Culture

ONE person approach to care
• We serve the same person
• The person owns their data
• The person owns their outcome
• The funding we receive is for the person
Capacity

The right DATA
In the right FORM
At the right TIME
To the right PEOPLE
**Prescriptive**
- *Case Management*: Directed
- *Outcome*: Completion
- *Data*: PLAN

**Provision**
- *Case Management*: Determination
- *Outcome*: Delivery
- *Data*: ELIGIBILITY

**Navigation**
- *Case Management*: Connection
- *Outcome*: Access
- *Data*: SERVICE RECORDS

**Generative**
- *Case Management*: Engagement
- *Outcome*: Change
- *Data*: CHANGE
Data Stewardship

• MOUs
• Release of Information
  • Who
  • How long
  • For what purpose
  • Revocation
Data Stewardship

• Data retention
• Data sharing
• Cyber Security
  • Policies
  • Practices
  • Training
Compute

Different data for different people...putting the system to work

• Client
  • Presumptive Eligibility
  • Printing “Applications”

• Frontline Staff
  • Dashboard of what’s been done
  • Ease Access Case Notes
Different data for different people...putting the system to work

- Managers
  - Data Quality
  - Service Counts
- Directors/Senior Leadership
  - Outcome Summary
  - Self sufficiency matrix/scale improvements over time
- Funders
  - Reports for compliance (variety of formats and data); e.g. New CSBG Annual Report
Consider

• Continuous improvement
  • Performance
  • Business need
  • Efficiency
• Scale
• Community impact
Questions?
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