Helping People. Changing Lives.
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LEARNING COMMUNITIES RESOURCE CENTER

Taking Data Out of Silos

March 28, 2018: 2 PM ET



Cultivating Data-Centered Organizations

Learning Communities Resource Center

The Promise of Community Action

Community Action changes people's lives,
embodies the spirit of hope,
improves communities, and
makes America a better place to live.

We care about the entire community and
we are dedicated to helping people
help themselves and each other.

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Agenda
March 28, 2018



- Learning Community Information
- Introductions
- Taking Data Out of Silos
- Question & Answer Session
  - type your questions in the chat box at anytime throughout the webinar!
- Meeting Schedule & Wrap Up

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COMMUNITY ACTION PARTNERSHIP

THE LEARNING COMMUNITY

Building Capacity to Increase Impact

***Purpose**: The purpose of the LCRC is to analyze Community Action outcomes and identify effective, promising, and innovative practice models that alleviate the causes and conditions of poverty.*

BUILD CAA CAPACITY TO FIGHT POVERTY!

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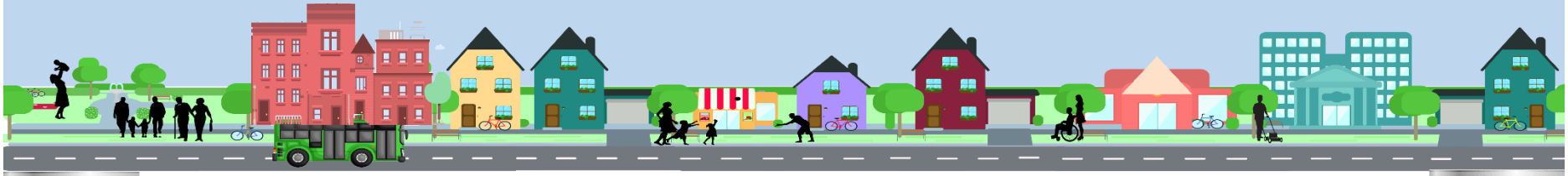
The National Community Action Network Theory of Change

Community Action Goals

Goal 1: Individuals and families with low incomes are stable and achieve economic security.

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.



Services and Strategies

Employment





Education & Cognitive Development

Income, Infrastructure & Asset Building





Housing

Health/Social Behavioral Development





Civic Engagement & Community Involvement

Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Advocate for systemic change
- Pursue positive individual, family, and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal, and community resources

Performance Management

How well does the network operate?

- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System

What difference does the network make?

- Individual and Family National Performance Indicators
- Community National Performance Indicators

A national network of over 1,000 high performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

This publication was created by NASCSP in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Grant Number 90ET0451.

THE LEARNING COMMUNITY

Open LCGs

- Health Intersections
- Decreasing Family Homelessness
- Results at the Community Level
- **Cultivating Data Centered Organizations**

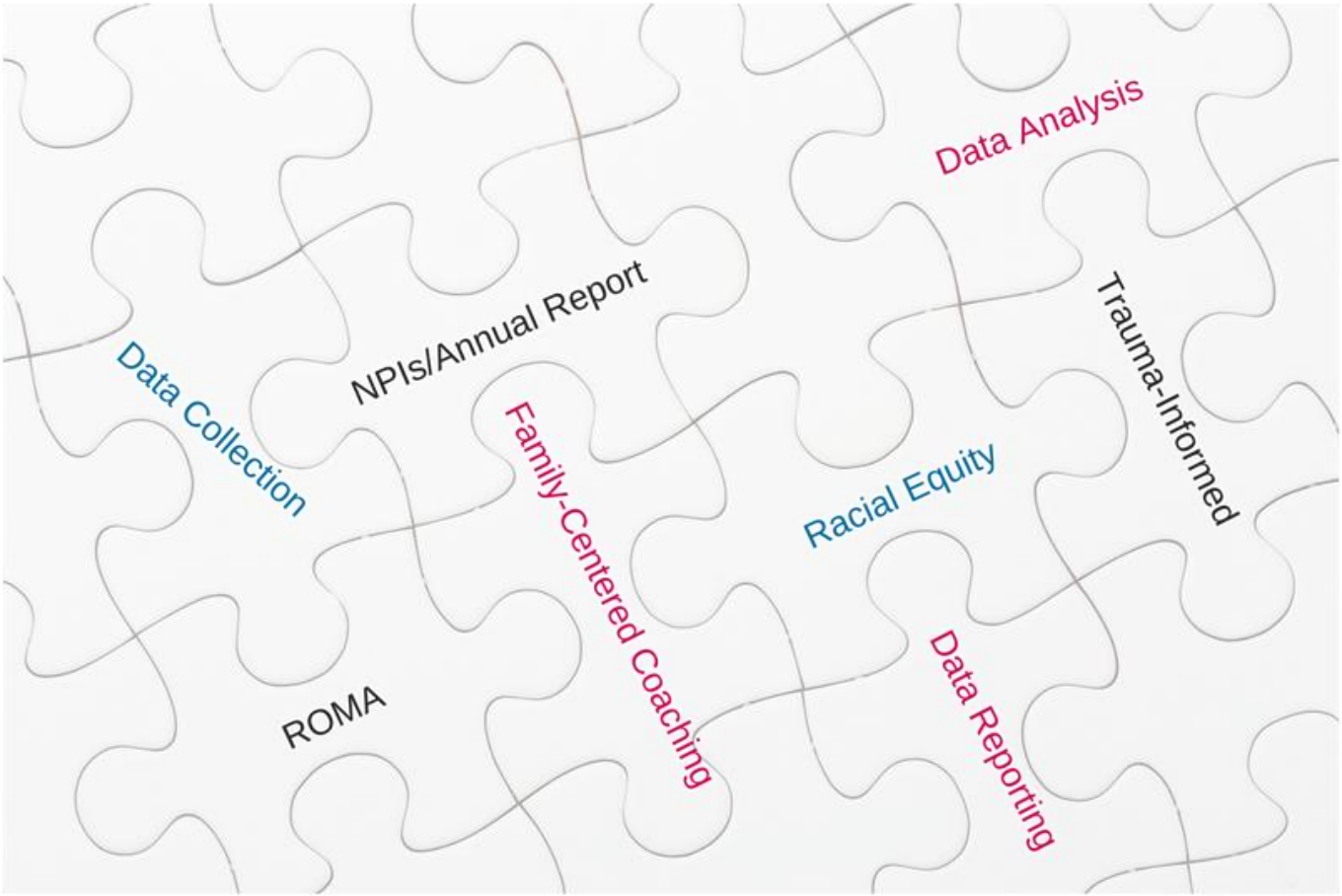
Intensive LCGs

- Integrated Services to Improve Impact
- Financial Empowerment for Families
- Whole Family Approaches for Economic Mobility from Poverty 1.0

Communities of Practice

- Rural Integration Model for Parents and Children to Thrive (IMPACT)
- Whole Family Approaches for Economic Mobility from Poverty 2.0

FRAMEWORK COMPONENTS:



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A DEFINITION

*"**Learning communities** provide a space and a structure for people to align around a shared goal. Effective communities are both aspirational and practical. They connect people, organizations, and systems that are eager to learn and work across boundaries, all the while holding members accountable to a common agenda, metrics, and outcomes. These communities enable participants to share results and learn from each other, thereby improving their ability to achieve rapid yet significant progress."*

- Harvard Center on the Developing Child

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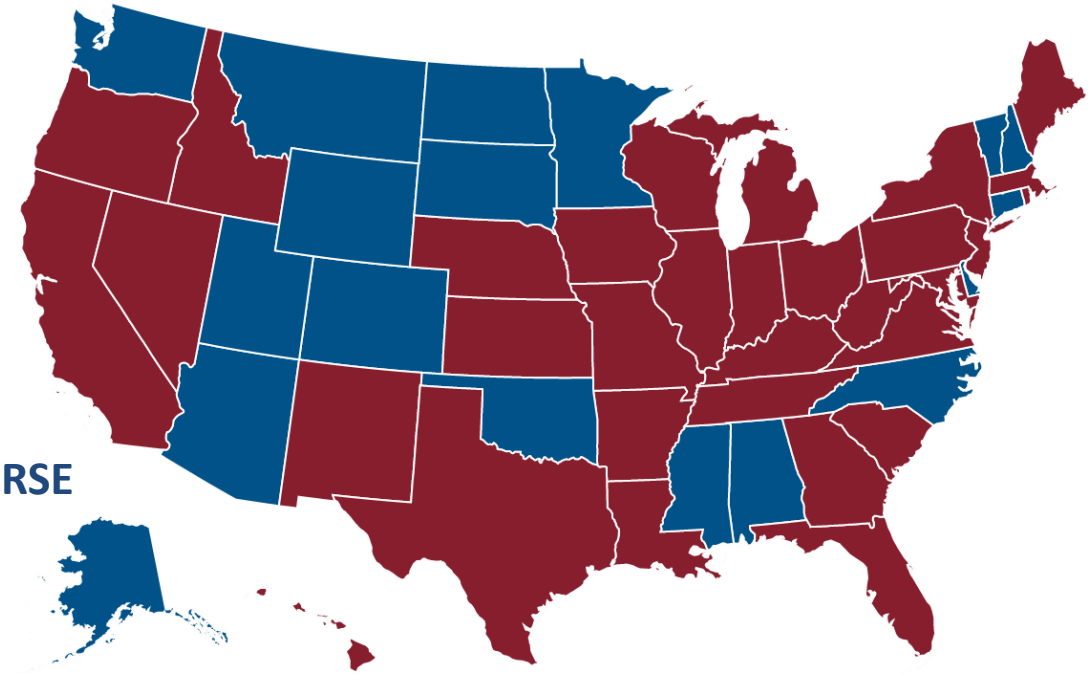
THE LEARNING COMMUNITY

All 11 Regions - 33 States - 407 Counties

are Represented in the Learning Community

FIELD LEADERS

RURAL



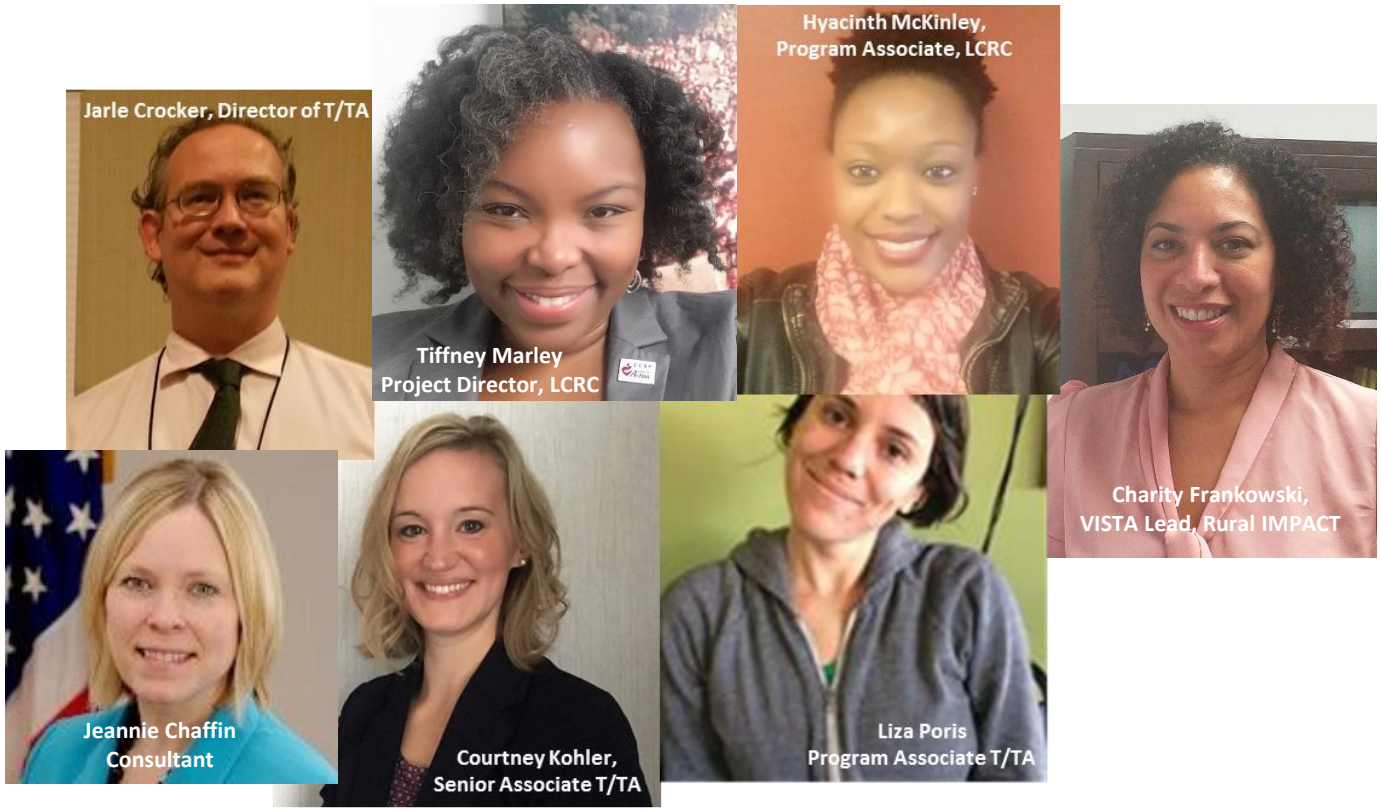
URBAN

CULTURALLY DIVERSE

Total individuals served: 1,640,775

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LCRC TEAM



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Subject Matter Expert



Dr. Barbara Mooney

Helping People. Changing Lives.
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Taking Data Out of Silos

Cultivating Data-Centered Organizations Learning Community

Wednesday, March 28
2:00pm ET | 1:00 pm CT | 12:00 pm MT |11:00 am PT

Webinar Objectives

- Join this session to think intentionally about not only being data-centric, but data-holistic across programs.
- This webinar will encourage participants to consider what outcomes you have for specific populations, the data elements that support this, and how program outcomes come together to create agency outcomes.

REVIEW

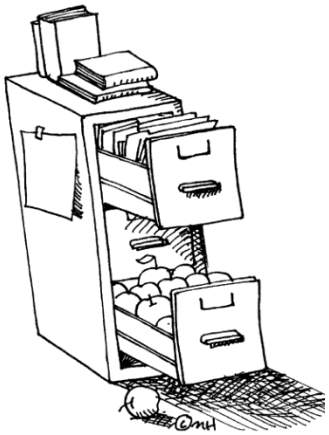
Core Values that Characterize the Data-centric Organization

- The data-centric approach values decisions that are supported by verifiable data.
- The success of this approach is based on data that is accurate, reliable, timely and complete.
- This requires a management system that monitors date entry and provides follow up.
- It is imperative that the agency also has a system (or process) to store, retrieve and aggregate the data so it can be analyzed.

Functions that Support the Values

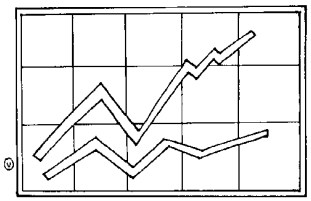
We focused on three core functions:

- Management of data collection, analysis and follow up:
- Decision Making based on data:
- Data based Communications



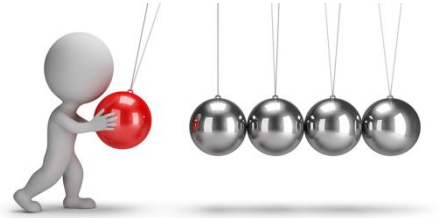
Collecting, storing, retrieving Data

Analyzing Data



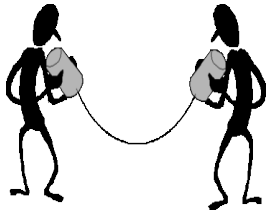
Using Data for Decision Making





Putting Decisions into Action

Communicating Data



Which area could use new skills?

Data-centric Organizational Culture

- A key element of data-centric organizations is the fostering and maintaining of a culture that **embraces data** and the various functions we just identified.

Aggregating and Integrating

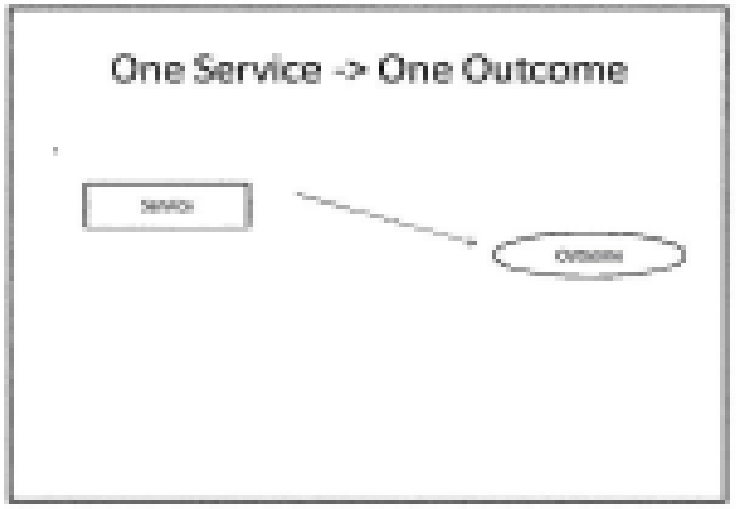
- Aggregating similar data elements can be a simple function of a report feature.
  - Such an aggregation could tell you how many people of a certain age were served by a specific program.
- **Integrating data** from different data systems is very rarely simple.
  - It may include different definitions of basic data elements (household or family? For instance) which can cause problems in bringing agency wide data together for analysis.
- **Integrating different data elements** can also be challenging.
  - How many people who received a certain service also achieved a certain outcome?
  - How many people received multiple services to enable them to achieve a certain outcome?

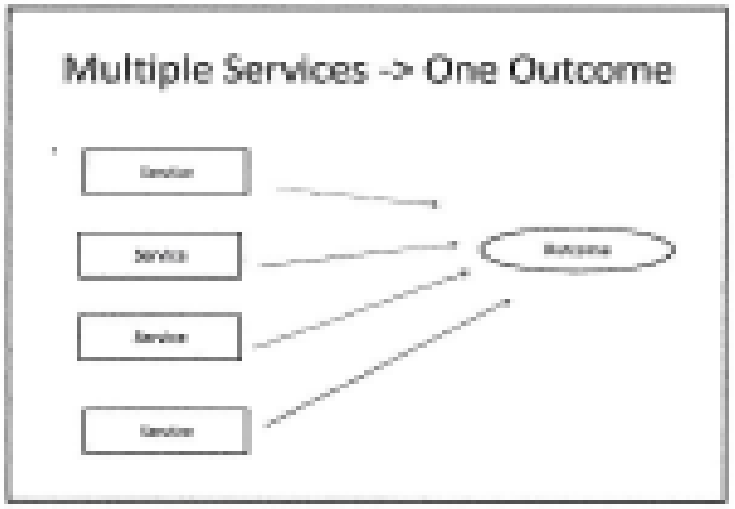
UNDERSTANDING INTEGRATION

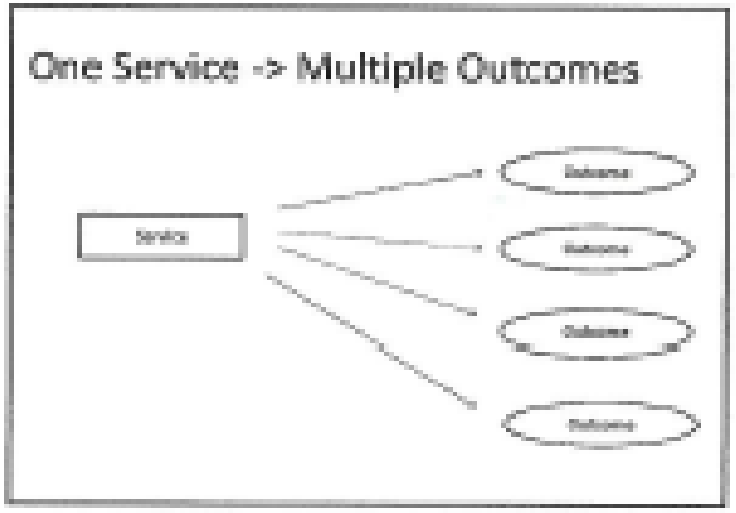
Why Do We Need to Move Out of Silos?

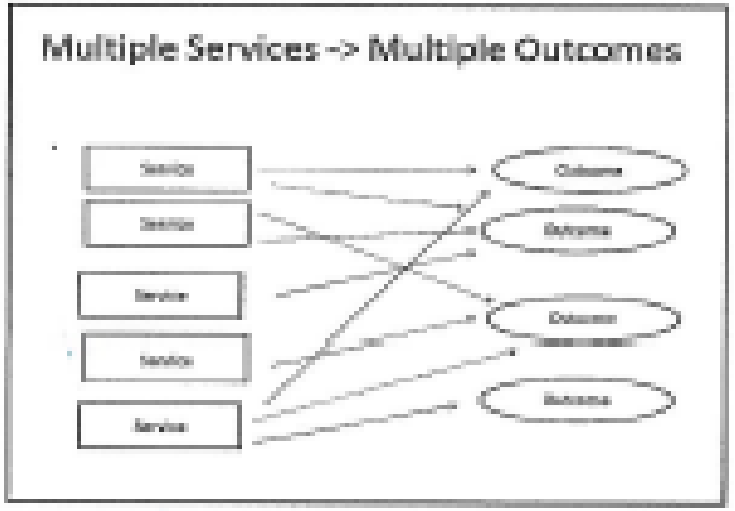
- We must start with the understanding of the inter connections of services and outcomes.
- Recognize that problems don't come in discrete packages
- If you want to see long term change you must acknowledge that poverty is an enormously complex issue.
- The complexity of the issue means that it will require many different kinds of services.

Connecting services and outcomes





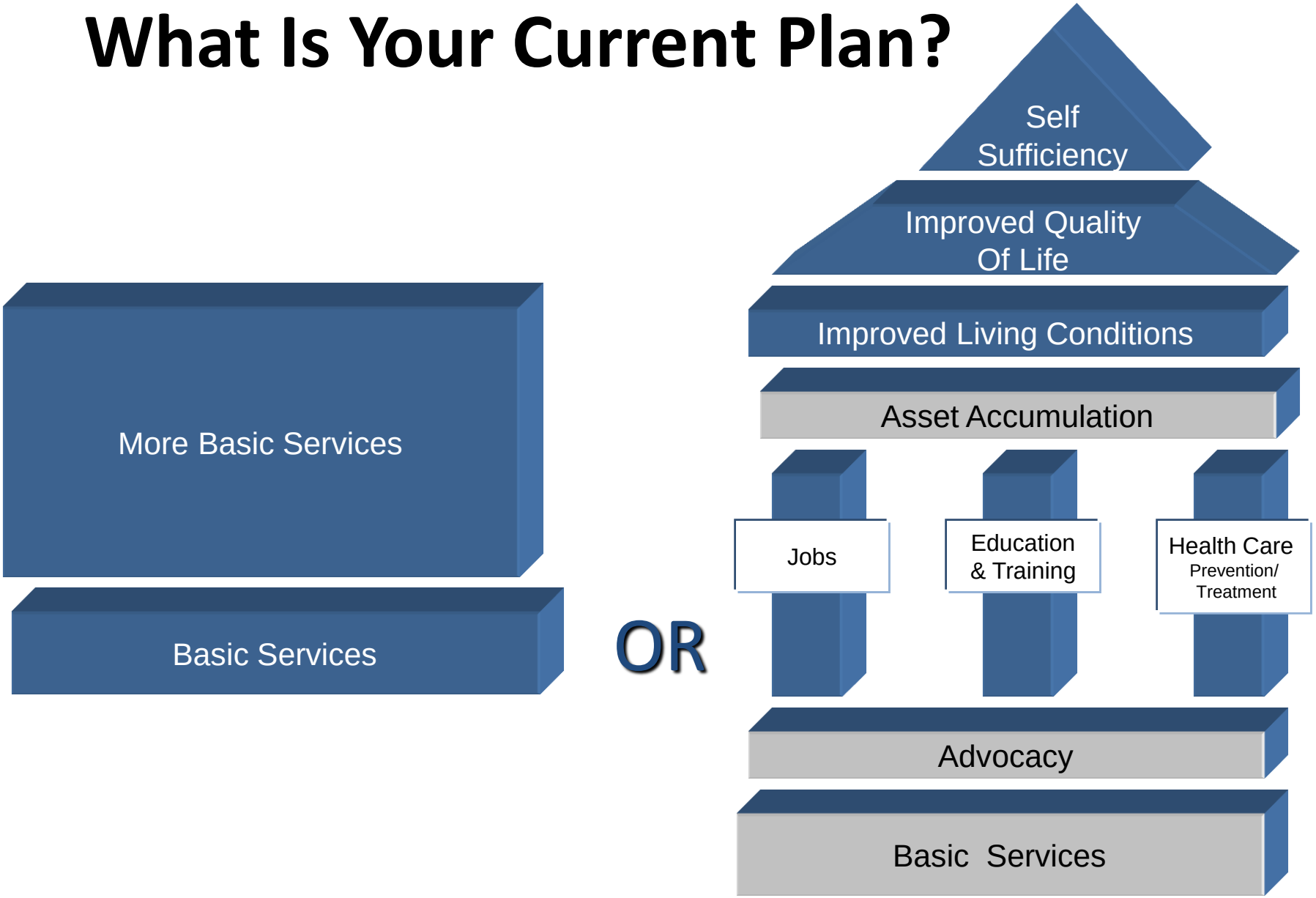




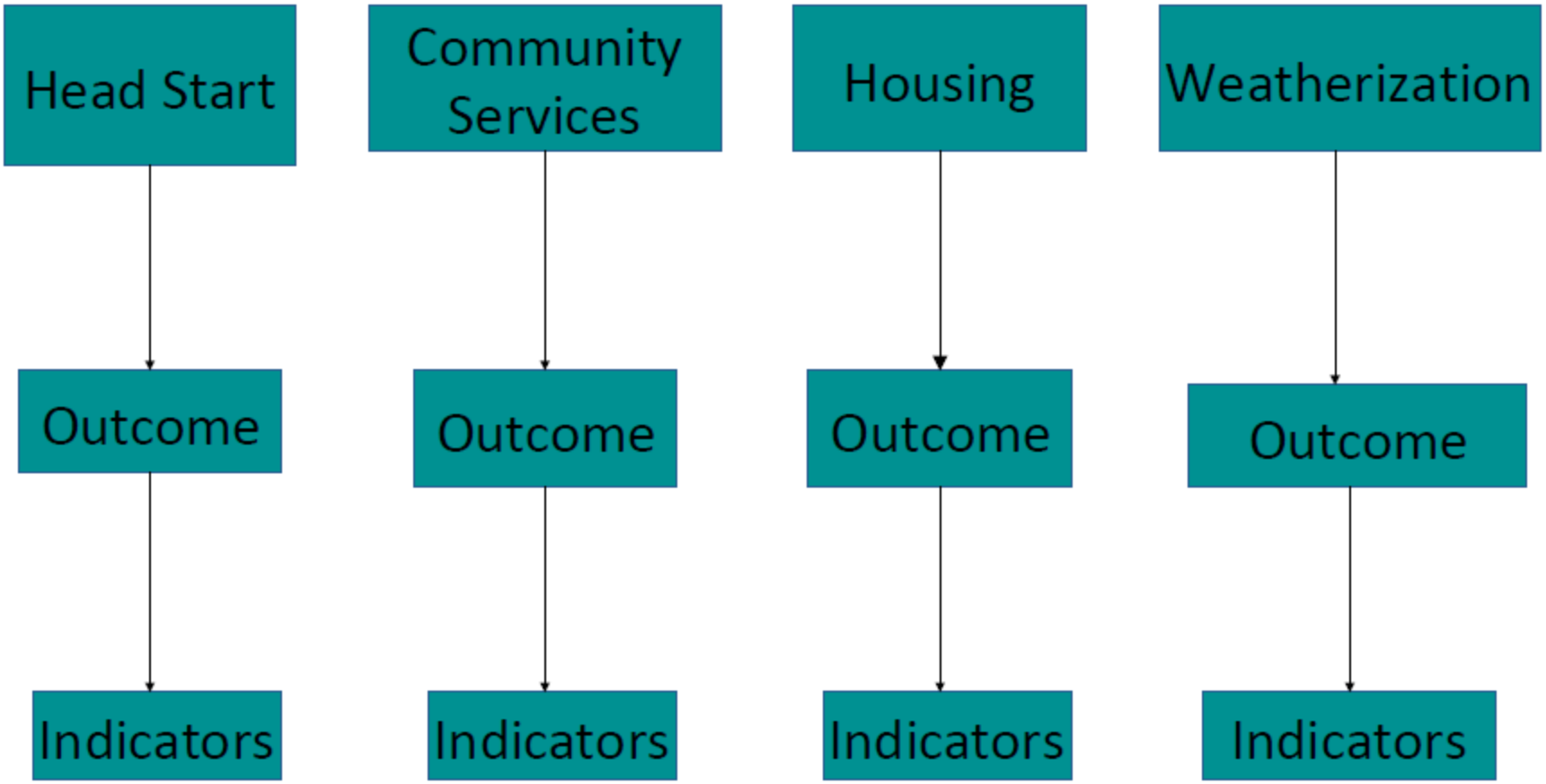
As clearly articulated by the Annie E, Casey Foundation:

“integrated services requires well-planned program design, the hiring and training of staff with strong skills and backgrounds, and the thoughtful use of technology and data collection.”

What Is Your Current Plan?



A Grants Management Business Model



A Results-Oriented Community Action Integration Model



Moving to an integrated approach:

- **Why would you want to change your approach**?
  - For what purpose?
- What is the need now?
- Are the services you are currently providing not working?
- If they are working, why would you want to change them?

- Think about the difference between **program outcomes** and **outcomes that are agency-wide** for families and communities.
  - Are there program funded services that do not move families and communities toward long term agency or national goals?

Questions related to an Integrated Approach

- What programs do you offer?
- Of your current programs, which ones could you add services to or integrate to offer a package of services to the community?
  - E.g.: Where can you add financial capability services such as VITA, IDAs, Financial Literacy?
- What resources do you have to support the change in approach?
- What skills exist in your organization?
  - What additional skills would you need?

Principles of integrating services

- More than one service
- The services are planned, coordinated, sequenced, integrated
  - *There may be a designated set of services*
- There is an established time frame
  - *with multiple contacts with agency staff*
- A designated staff person who follows the customer through the plan
- There are clearly identified outcomes

Identify the MIX of Services to Integrate

- There are many choices available when it comes to programs and services.
- The mix, frequency, length and other factors related to services must result from agency experience, the experience of other delivery models, analyzing existing data and knowledge of key stakeholders.
- The mix is also dependent on an assessment of those to be served: including: education, housing, energy costs, transportation, health care, employment, income and other indicators of well-being.

MOVING FROM SILOS

Implementing an Integrated Service Delivery System – Some first steps

- Identify which of the agency's program will participate in the integrated service delivery system
- Develop a common intake for the set of services being bundled (or for agency wide services).
- Identify the target population, and the data elements to be collected – demographics, characteristics, motivation, challenges, resources

Implementing an Integrated Service Delivery System

- Identify all of the needs of the target population
  - Develop a comprehensive assessment tool that can be used for all programs.
- Train staff and support the new approach.
  - Establish work procedures
  - Assure sufficient time for staff to do the expected work
  - Provide appropriate supervision
- Identify a process for follow-up within and outside the agency to determine “what happened?”

Develop the capacity to track integrated services.

This includes capacity to organize data collection efforts, collect the appropriate data, analyze the data, learn from the data and make changes to the delivery model as appropriate.

It also includes knowing which clients get which services, how and where those services are delivered, how often they get the services and for how long

Implementing an Integrated Service Delivery System - Agency Orientation and Policy

- The agency must establish policies and practices that support a Results Orientation, with realistic and clearly stated expectations for “whole agency” success.
- Agency leadership must actively support the effort to move to a comprehensive strengths-based service approach and communicate their support to staff.
- There must be sufficient agency and community resources available for this approach.
- The agency must acknowledge that moving to a new approach may take considerable time – they must have a long term commitment to the process.

What Works?

- Plans for what will be **observed**, **documented**, **reported** and **analyzed** must be established at the start of the change in approach.

After tracking comes analysis:

- Analysis of the integrated data will produce an on-going active **understanding** of what is happening.
- Analysis will also help to **distinguish** outcomes achieved from this approach from outcomes achieved from single and multiple non-integrated services.

Some things to consider – beyond worker competence:

- ✓ Agency policies
- ✓ Organizational culture
- ✓ Job description and work load
- ✓ Community linkages
- ✓ Available resources
- ✓ Buy-in (agency wide, community wide)
- ✓ Time
- ✓ Training
- ✓ Ability to recruit participants

What an agency may need in place to be successful

- Well-trained staff
- A single intake process
- Expansion of service offerings or different service delivery systems
- Ability to blend or braid funding
- A set of policies and procedures related to the documentation of follow up, progress and achievement of outcomes
- A data system that can report an unduplicated count of
- Ability to document agency-wide impacts and share results across programs
- Possible state-level framework for support

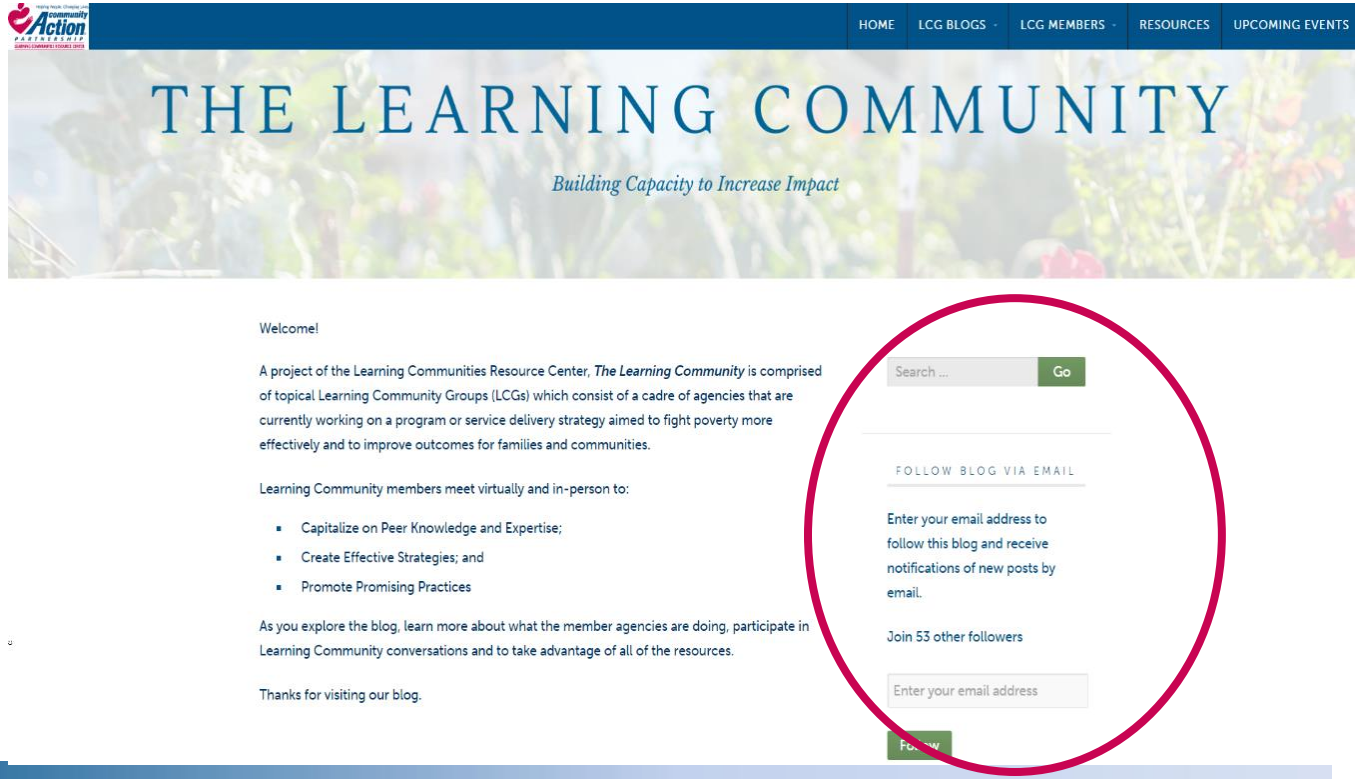
Open Chat and Questions



Follow the Learning Community Blog

Visit: www.lcrcweb.com

and Subscribe!



CSBG TTA Resource Center

T/TA Submission
Submit a request for training or technical assistance. We will confidentially help you identify issues or areas of improvement, point to resources, and connect you with those that can help.

Consultant Bank
Search through a screened list of consultants who offer T/TA in the CSBG Network.

Discussion Forum
Connect with your peers to ask questions, share experiences, and get announcements.

Resource Bank
Search for resources such as evidence based or informed programs and practices, toolkits and guidebooks, webinar recordings, and more.

Shared Calendar
View a calendar of events in the CSBG Network.

CSBG T/TA Resource Center

www.csbgtta.org

Webinar Wednesdays!



https://www.communityactionpartnership.com/menus/webinars.html

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Building Intergenerational Success, Measuring Whole Family Outcomes

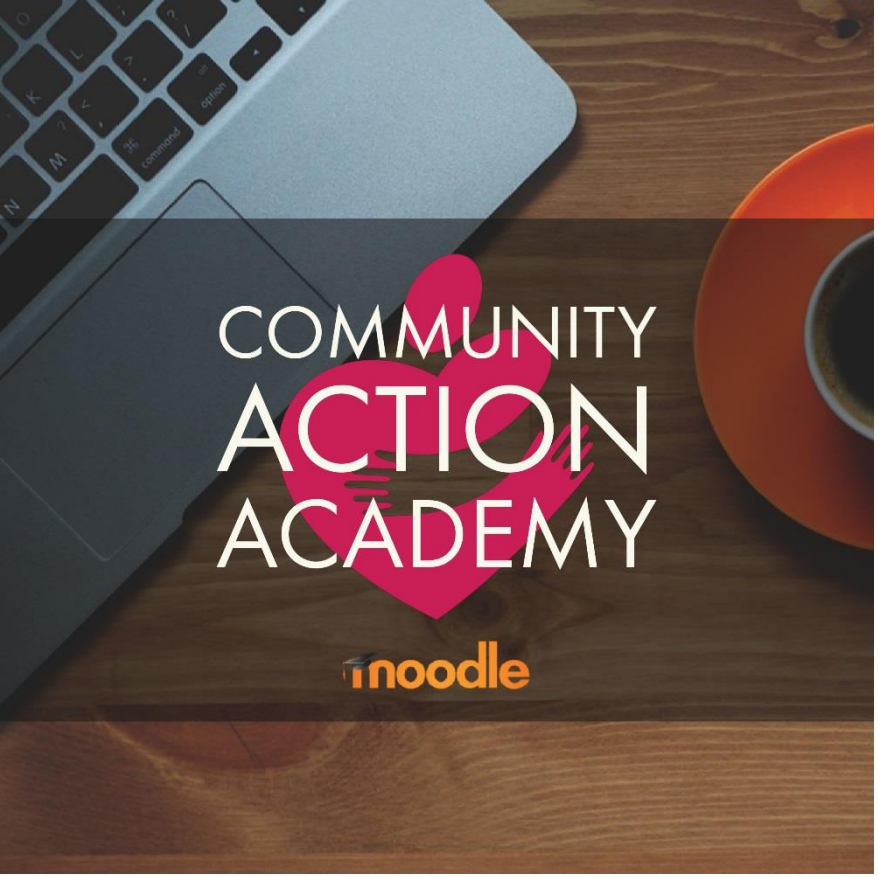
Wednesday, May 2, 2018 2:00 pm ET

Building from the Two-Generation Playbook developed by Ascend at the Aspen Institute and the emerging lessons learned from the W.K. Kellogg Foundation's Family Economic Security STEPS evaluation, this webinar will focus on outcome measures and strategies used to align internal and external systems and cultural changes necessary to serve working families.

REGISTER

EQUAL MEASURE

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Free, online learning hub for the Community Action Network

1. Go to https://moodle.communityactionpartnership.com & create an account.
2. Once the account confirmation is complete (via email), login.
3. In the Course Categories box to the right of the screen, click Learning Communities.
4. Choose Open Learning Community Groups, then choose appropriate open group.

Engage through online discussion, accessing resources, and agency resource sharing!

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