Data Evolution and Solutions in Human Services

• WHERE WE ARE NOW
  • Our agency manages multiple data systems while actively exploring migration to a configurable, modular client management system that meets current and future business needs including data analysis tools and customizable reporting while minimizing development expenses
  • We feel the human services field has reached a level of technical maturity where custom solutions are no longer the only option
  • Manage relationships with over 300 contractors who use our data systems and in some cases their own systems creating duplication and inefficiencies
Current Data Solution for Our Work as a Community Action Agency

• We use a custom built application with Oracle database software
• Our current solution, which we named Synergy, uses a framework which stores code in the browser’s cache which allows the application to respond quicker to actions by the user
• Synergy data is stored and refreshed in database tables that are used for analytical purposes
• Our program dashboard is built in Tableau which pulls information from these tables to display different data points to the end user
• The slides that follow are snap shots of our Self-Sufficiency Program home page and dashboard
Self-Sufficiency Program
Home Page

• Used by DHS and contracted providers
• Custom client management system
• Provider dropdown (DHS access – select provider you want to view)
• Worker dropdown (DHS and provider access)
• DHS and provider access to referrals, open and closed cases
• DHS and provider search function
• Quick entry link for case contacts and COPOS outcome indicators
• Link to reporting dashboard
Self-Sufficiency Program Dashboard – Clients Page

• Configurable date range
• View all data or data for specific provider (this is view of all data)
• Unduplicated number people served and number cases closed
• Hovering provides text box with information
• Service length
• New enrollments by month and year to date
• Characteristics
• Employment status
• Health insurance status
• Disability status
• Education level
Self-Sufficiency Program Dashboard – Clients Page - Provider Specific

- Configurable date range and daily data refresh
- Service counts, closure counts, new enrollments
- How long are persons receiving services
- What are the characteristics of persons we serve
- Are we on target to meet annual service count
- What does employment status look like, how is this changing
- Are we serving persons who lack health insurance
- What is the disability status of persons we serve
- What are the education levels of persons we serve
Self-Sufficiency Program Dashboard – Households

- What are the household types
- What is the size of the households we serve
- What are persons living arrangements
- Where do the households live
- What are the income sources of households
- Where do households fall on the % of FPL
- What does household income look like at program exit
Self-Sufficiency Program Dashboard – Individual and Family Indicators

• Big picture view of outcome indicators worked on and achieved configurable by date range and viewable for all and by provider

• How are we doing compared to our annual targets

• Hovering over each bar provides an unduplicated count of persons working towards (orange) and achieved (blue) indicators by domain

• Selecting a bar provides an unduplicated count of persons working towards or achieved while the grid displays the unduplicated count of persons applicable for each indicator (next slide)
Self-Sufficiency Program Dashboard – Individual and Family Indicators

• View of unduplicated number of persons who achieved one or more indicators in Employment domain and count of unduplicated number of persons who achieved by specific indicator

• These views are controlled by user and available for view of all or specific to a provider both working towards and achieved

• What progress is our program making helping persons achieve outcomes
Self-Sufficiency Program Dashboard – Services Rendered

- Selection of a domain puts into focus the number of unduplicated persons who received at least one service within the domain and provides a table that is a count of the number of unduplicated persons who received each of the services within domain
- View of all and view by specific provider
- What are the services persons receive
- What services are being used the most
Self-Sufficiency Program Dashboard

- Client List
  - Client list can be downloaded in Excel for view of all (DHS only) or for specific provider view
  - List edited to remove names
  - Who are clients in services for 1-2 years or longer
  - What are needs of clients who receive services for 1-2 years or longer
  - Is there sufficient stability for clients in services for 1-2 years to transition out of services
  - Download can have up to 16 columns of types of information
Self-Sufficiency Program Dashboard – Does This Make a Difference

- Provides end user with real-time data
- Brings high-level data into focus throughout a program year and periods within the year
- Supports analysis within a provider and between our department and our providers
- Stimulates ideas for future enhancements
- Provides results and identifies areas for improvement
- Only useful if data is analyzed and used to make decisions