**How to Make Your Data Talk?**

When looking at your data, be curious, ask questions, and don’t make assumptions. Look for patterns and look for what and/or who is missing from the data.

 Here are some of the questions you could ask, looking at your **program and service utilization data**:

* How many people have we served in a quarter?
* Where did the referrals come from?
* Are wait times for a consultation too long?
* Are there groups of people who are not receiving the program or service?

 Here are some questions you could ask looking at **aggregated data**:

* Does the data we’re looking at match the profile of the community we serve (age, gender, etc.)?
* If it doesn’t: why or why not?

 Here are some questions you could ask looking at **stratified data**:

* What patterns do we see in this sample data pull?
* Are people with certain social characteristics represented more prominently?
* Are there people with specific health or social characteristics that are potentially underrepresented in the data?
* Are there people with specific characteristics experiencing better outcomes compared to others?
* What if you look at the data using an intersectional lens?
* Are there groups of individuals that share multiple social characteristics that stand out?
* What happens when we look at age, does anything change when we look at age + race together?
* Who/which groups have better outcomes?
* Who/which groups have poorer outcomes?

 What additional information (and perspectives) do we need to act upon?

* Consider looking at community profiles to better understand the demographics of your catchment and your community

Be sure to include and consult with community voices and their lived experiences when thinking of making programming changes based on your QI data