

HOW DATA IS USEFUL FOR US

INTRODUCTION

If you work in human services because you hate math, terms like “data,” “quantitative analysis,” or “pivot table” might sound scary. Don’t be intimidated! Data does not have to be complicated. Simply stated, data is useful information that you collect to support organizational decision-making and strategy. The list below shares twelve reasons why data is important, what you can do with it, and how it relates to the human services field.

1. IMPROVE PEOPLE’S LIVES

Data will help you to improve quality of life for people you support: Improving quality is first and foremost among the reasons why organizations should be using data. By allowing you to measure and take action, an effective data system can enable your organization to improve the quality of people’s lives.



Customers don't measure how hard you tried,
they measure you on what **you deliver.**

-Steve Jobs



2. MAKE INFORMED DECISIONS

Data = Knowledge. Good data provides indisputable evidence, while anecdotal evidence, assumptions, or abstract observation might lead to wasted resources due to taking action based on an incorrect conclusion.



The goal is turn data into information
and information **into insight.**

-Carly Fiorina



3. STOP MOLEHILLS FROM TURNING INTO MOUNTAINS

4. GET THE RESULTS YOU WANT

“ You can't manage what you **don't measure.** ”

- Peter Drucker

5. FIND SOLUTIONS TO PROBLEMS

1. Person-Centered Assessment & Discovery

6. BACK UP YOUR ARGUMENTS

1. Person-Centered Assessment & Discovery



7. STOP THE GUESSING GAME

Data will help you explain (both good and bad) decisions to your stakeholders. Whether or not your strategies and decisions have the outcome you anticipated, you can be confident that you developed your approach based not upon guesses, but good solid data.

8. BE STRATEGIC IN YOUR APPROACHES

Data increases efficiency. Effective data collection and analysis will allow you to direct scarce resources where they are most needed. If an increase in significant incidents is noted in a particular service area, this data can be dissected further to determine whether the increase is widespread or isolated to a particular site. If the issue is isolated, training, staffing, or other resources can be deployed precisely where they are needed, as opposed to system-wide. Data will also support organizations to determine which areas should take priority over others.

9. KNOW WHAT YOU ARE DOING WELL

Data allows you to replicate areas of strength across your organization. Data analysis will support you to identify high-performing programs, service areas, and people. Once you identify your high-performers, you can study them in order to develop strategies to assist programs, service areas and people that are under-performing.

10. KEEP TRACK OF IT ALL

Good data allows organizations to establish baselines, benchmarks, and goals to keep moving forward. Because data allows you to measure, you will be able to establish baselines, find benchmarks and set performance goals. A baseline is what a certain area looks like before a particular solution is implemented. Benchmarks establish where others are at in a similar demographic, such as Personal Outcome Measures® national data. Collecting data will allow your organization to set goals for performance and celebrate your successes when they are achieved.

POM01. Are Safe: Environments - Live		
Value	Count	
Yes	2705 91.2%	<div style="width: 91.2%;"></div>
No	260 8.8%	<div style="width: 8.8%;"></div>
TOTAL		2965

11. MAKE THE MOST OF YOUR MONEY

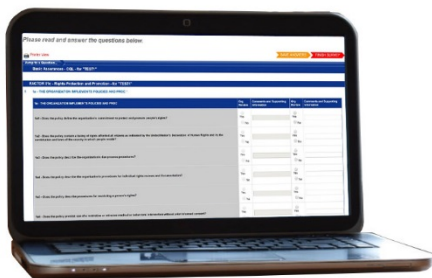
Funding is increasingly outcome and data-driven. With the shift from funding that is based on services provided to funding that is based on outcomes achieved, it is increasingly important for organizations to implement evidence-based practices and develop systems to collect and analyze data.

12. ACCESS THE RESOURCES AROUND YOU

Your organization probably already has most of the data and expertise you need to begin analysis. Your HR office probably already tracks data regarding your staff. You are probably already reporting data regarding incidents to your state oversight agency. You probably have at least one person in your organization who has experience with Excel. But, if you don't do any of these things, there is still hope! There are lots of free resources online that can get you started. Do a web search for "how to analyze data" or "how to make a chart in Excel."

PORTAL DATA SYSTEM – www.c-q-l.org/PORTAL

Along with accessing the resources around you, there are external tools that offer data collection, management, and analysis capabilities. CQL has developed the PORTAL Data System to support organizations in reporting, tracking, analyzing, and logging personal outcomes and supports for people receiving services. This system encompasses CQL's internationally-recognized Personal Outcome Measures® and Basic Assurances®, to collect and evaluate quality of life areas including health, safety, social roles, rights, relationships, community integration, employment and so much more.



- Collecting and analyzing data
- Development of annual reports
- Identifying priority areas for strategic planning
- Comparative analysis across local, state and national levels
- Reporting to donors, executive leadership, Board of Directors, governmental agencies, etc.
- Demonstrating ROI for fundraising campaigns, organizational initiatives, programmatic decisions, etc.
- Tracking of ongoing quality enhancement efforts and supports being provided
- Evaluating progress throughout the CQL Accreditation process

THANK YOU

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