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CIVITAS STRATEGIES

Opportunities Exchange

Benchmarks and Dashboards: Designing a Data Collection System that Measures What's Meaningful

Presented by

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Phoenix, Arizona | October 2-4, 2023

Opportunities Exchange

Agenda

Quick Level-Setting

+

Presentations - each followed by 5 minutes of Q&A

+

More Q&A!!!!!

Opportunities Exchange

Presenters Represent

	Arizona	Iowa	PHLPreK
Start Date	2019	2022	2017
Services	Statewide remote services In person coaching Backoffice services	Statewide in person coaching – 6 month focus on CCMS; 6 month focus on Iron Triangle Technology grants	City wide quality seats and services for children 3 and 4 years old. Enrollment, Compliance, and Fiscal
Automation	Procare Online Benchmarks 365	brightwheel & Playground BridgeCare CRM	ChildWare; PD Registry; and TSG on-line
Evaluation	Pre/post data collection	Pre/post data collection	Continuous monitoring
Other	Plans for state API between CCMS and subsidy invoicing	State pays for provider CCMS licenses State API between CCMS and subsidy invoicing	Intermediary for the City of Philadelphia's PHLpreK program responsible for provider compliance, comprehensive services, reporting & fiscal expectations.

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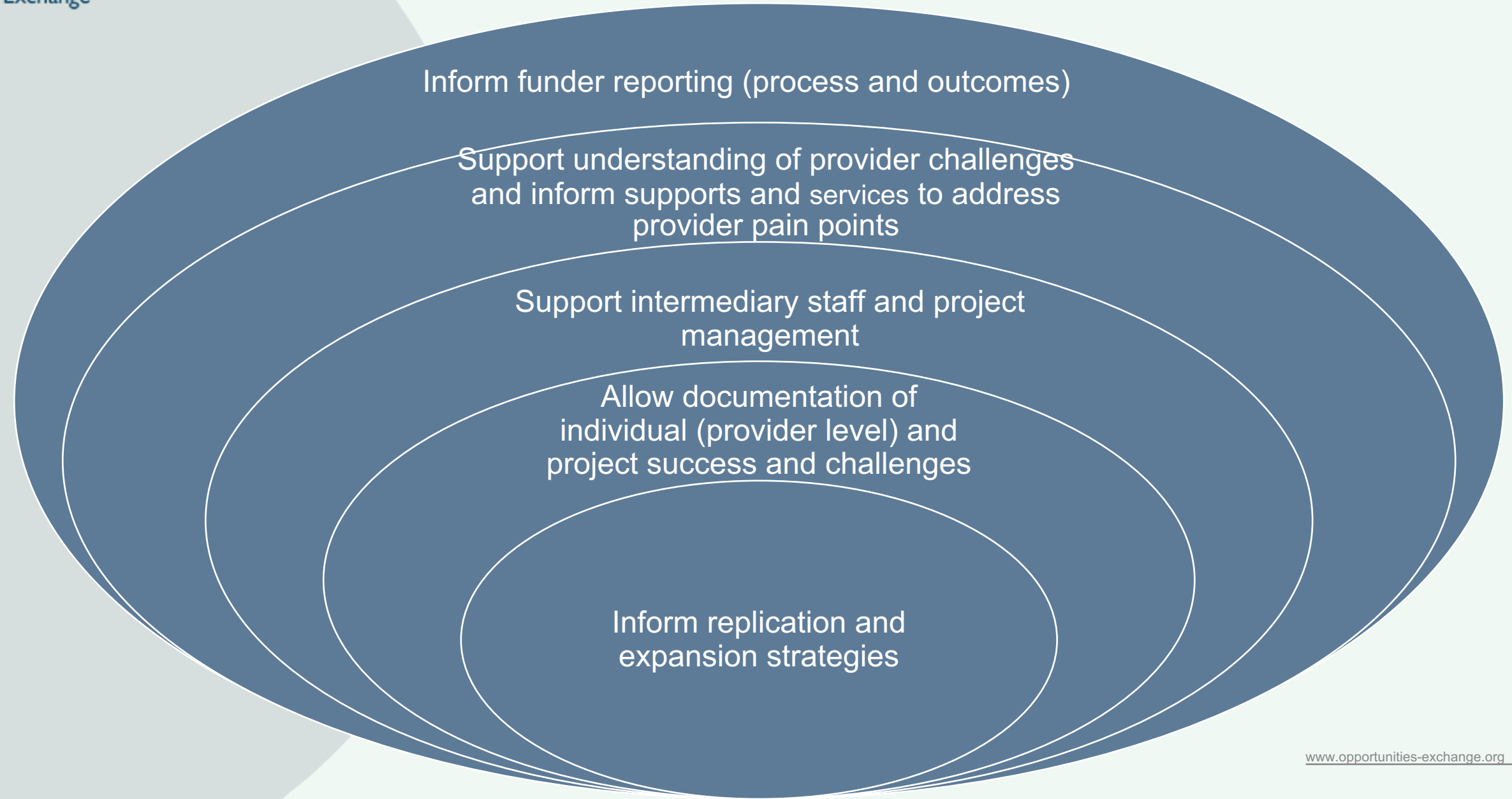
Data are Central



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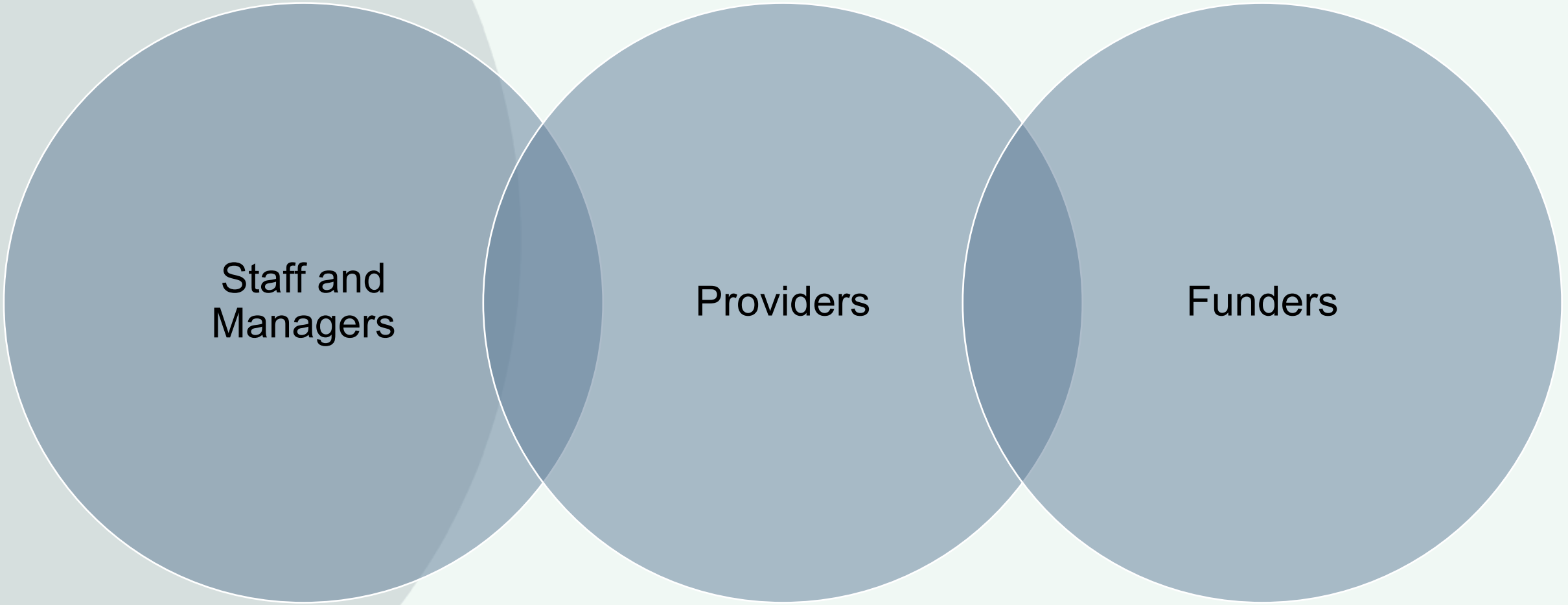
Data Audiences



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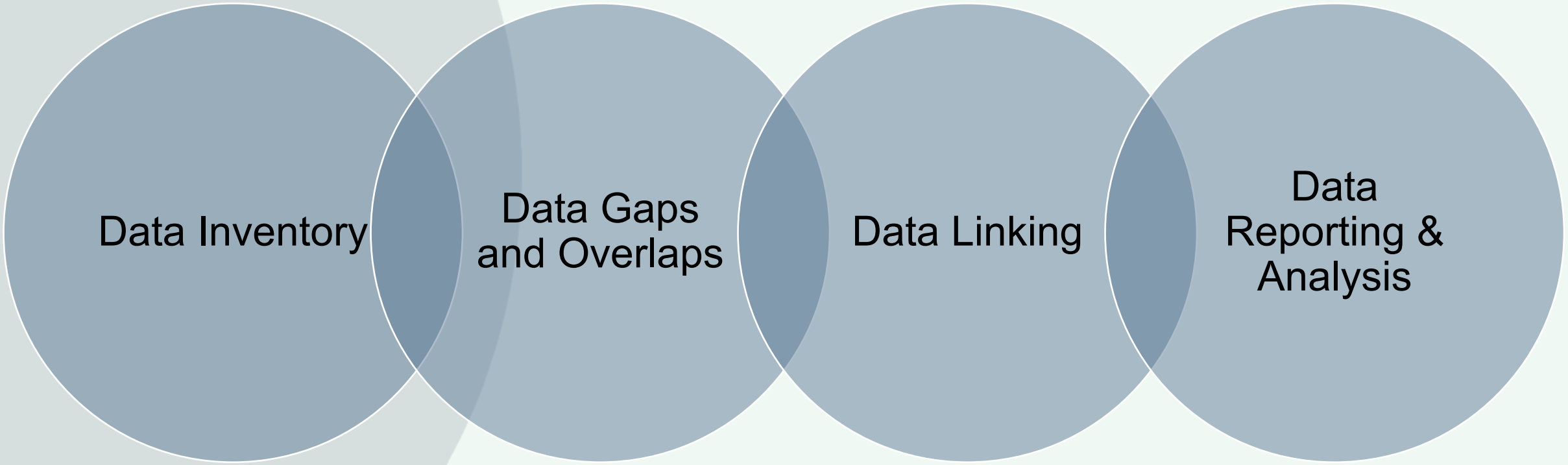
Data Journey



Where We Started
Program Concept
Willing Providers and Funders
Microsoft 365
Grit
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Initial Data Work

- Relationships with providers
- Excel spreadsheets
- Word forms
- SharePoint storage
- Staff time

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Siloed Collection and Storage

Data in CCMS

Data BMS Collect through Paper

SharePoint Storage

Difficulty Extracting and Comparing Data

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Where We Are
Microsoft Dynamics CRM Build
Data Improvement
Expanded Staff
Funder and Leadership Support
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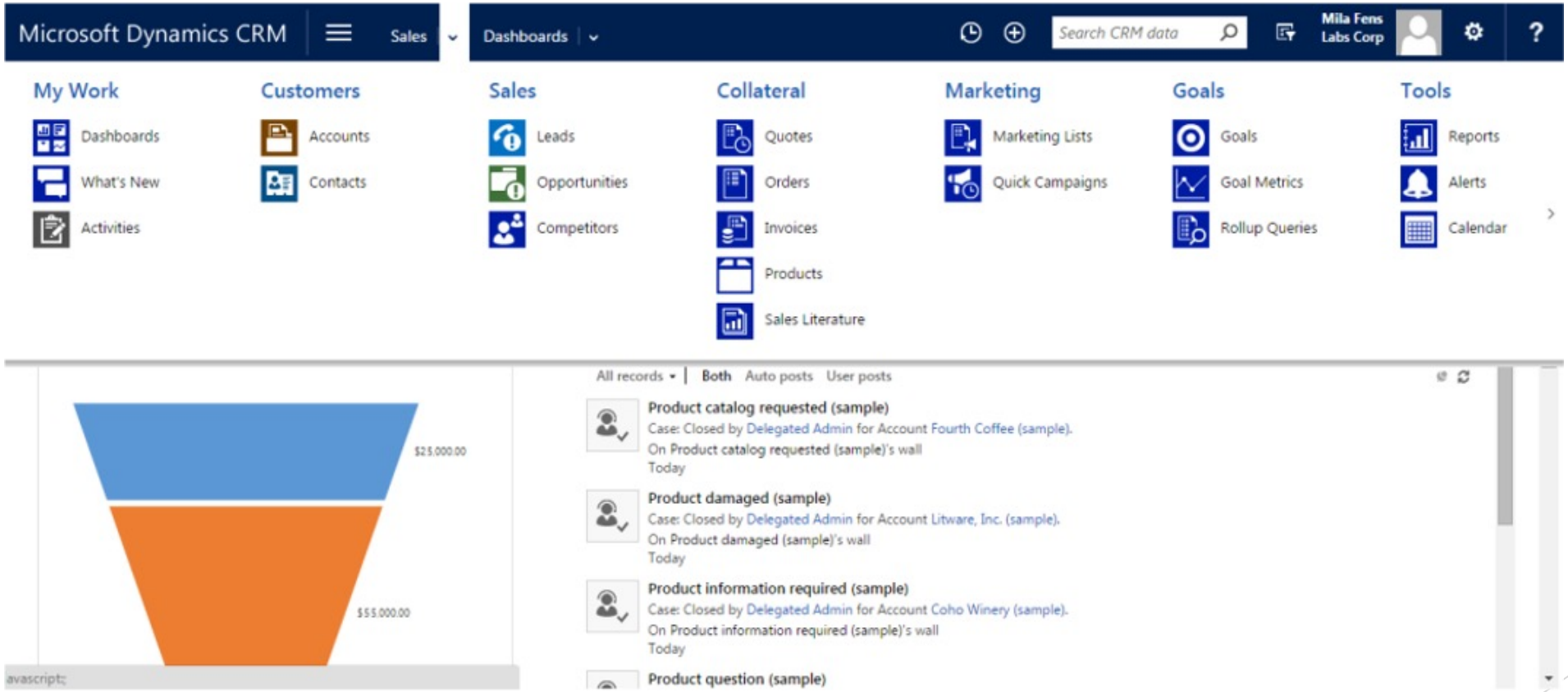
Microsoft Dynamics Sample



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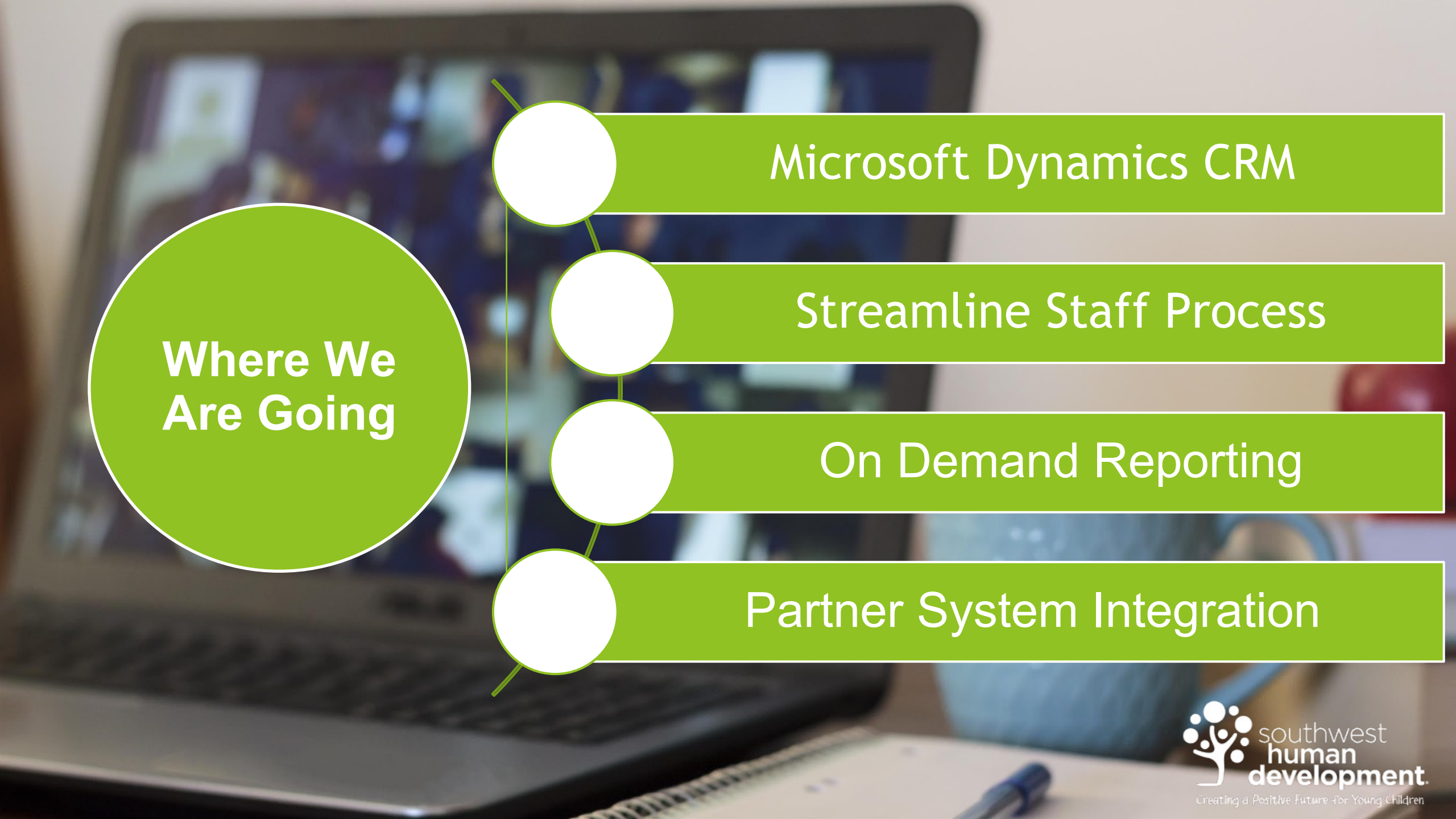
Where We Are Going
Microsoft Dynamics CRM
Streamline Staff Process
On Demand Reporting
Partner System Integration
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Child Care Collaborative of Iowa

Melissa Juhl
Mid-Sioux Opportunity, Inc.
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Timeline Considerations

- March 1, 2022 – October 3, 2022
  - Six months to sign contract, build program, hire/train staff and start to take applications - no time to build a database

- Started collecting data in Excel:
  - October 3, 2022 – June 30, 2023
  - Contact Information – on-site, virtual, phone, email, topic
  - Basic Program Information
  - Basic Participant Information
  - Detailed Business Practice Outcome Information – was captured on paper assessments and later entered onto an Excel document to be uploaded into BridgeCare

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Timeline Considerations

- Iowa Department of Health and Human Services gave permission to look for a vendor to build a database to meet Child Care Collaborative of Iowa's needs

- BridgeCare was selected as database vendor:
  - February 1, 2023 – Contract signed
  - July 1, 2023 – Deadline to have database live to start collecting FY24 data

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Data Needs
Iowa Dept of Health and Human Services

- Iowa Department of Health and Human Services, Opportunities Exchange and Mid-Sioux Opportunity, Inc. negotiated performance measures and required data collection
  - Consultation/Grant Data
  - Individual Participant Data
  - Business Program Data

- Considerations that Impact Data
  - Director Turnover
  - Business Programs that Drop Consulting
  - Reporting – monthly, quarterly, end-of-year
  - Why do we need each data point?
  - How are we going to use each data point?

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Data Needs
Financial Management Consultants

- Consultation Data
  - Program Application
  - Program Information
  - Individual Information
  - Assessment Information – not used for performance measures
  - Grant Application
- Considerations
  - Balance between open-ended questions and quantifiable data
  - Required vs. Optional Data
  - Consultant Extended Leave/Turnover
  - Interpretation of Data Entry
  - Dashboards

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Data Needs
Owners, Directors, Board Members

- Dashboard (Playground and brightwheel)
- Income
  - Rates by Age Comparison (county, region, state)
- Expenses
  - Staff Expenses
  - Dailey Operational Expense Costs
  - Cost per Classroom
- Budget
- Profit and Loss
- Break-Even Analysis
- Gap Analysis

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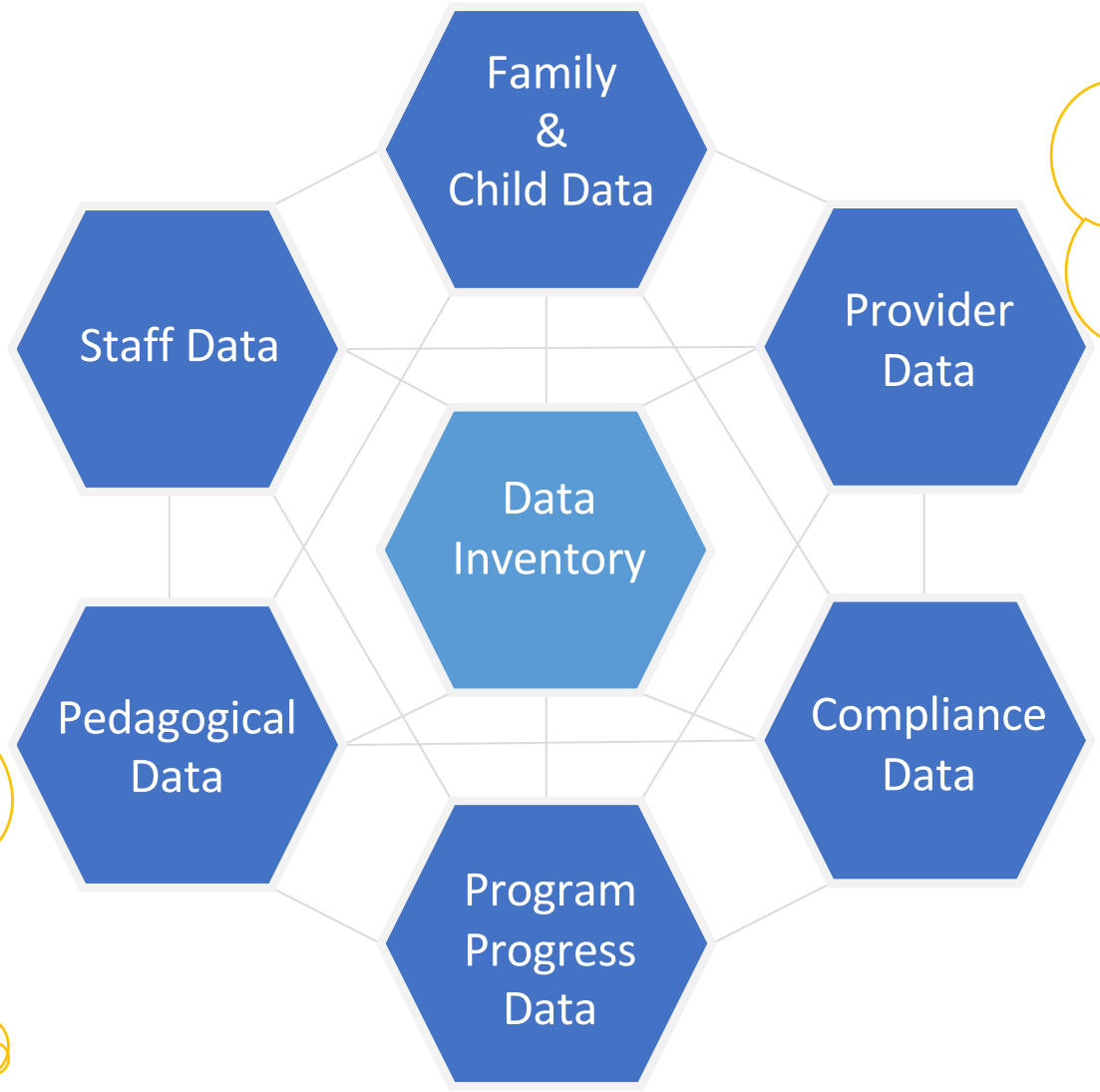
PHLpreK

City of Philadelphia's Free, Quality, Pre-K Program

Data Inventory-What do we need?

What data does intermediary staff need to help guide their work?

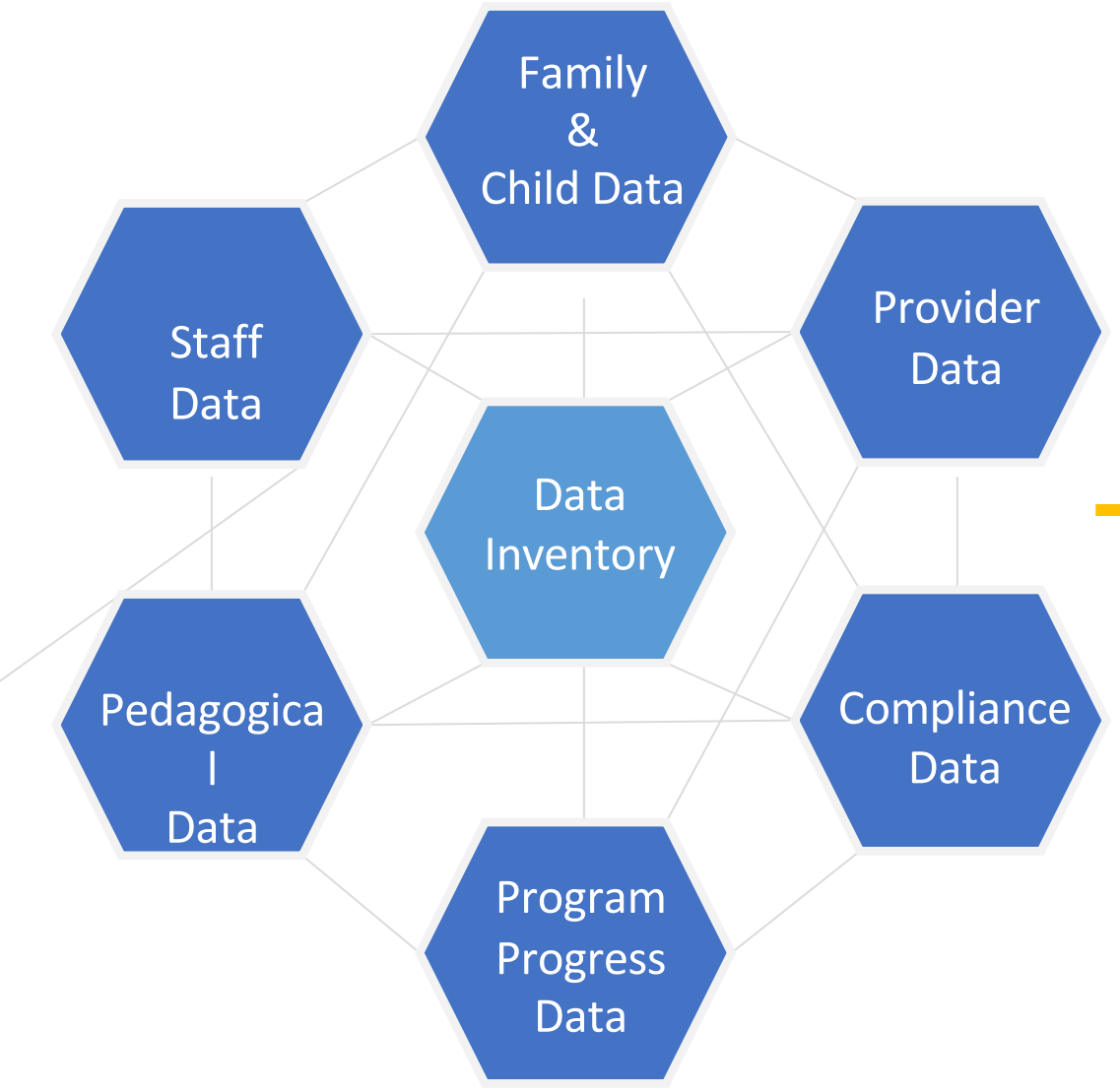
What data does the intermediary need to ensure that providers are meeting contract requirements?



What data does the intermediary need to demonstrate contract compliance and programmatic success?

What else might the funder want to know in the future? Will be ready with that data?

Finding Gaps and Overlaps – Is our data set complete?



Data Collection Methods:

- CCMS
- Provider Application
- Excel Spreadsheets
- TSG On-line
- PD Registry

Where is each required data element being collected?

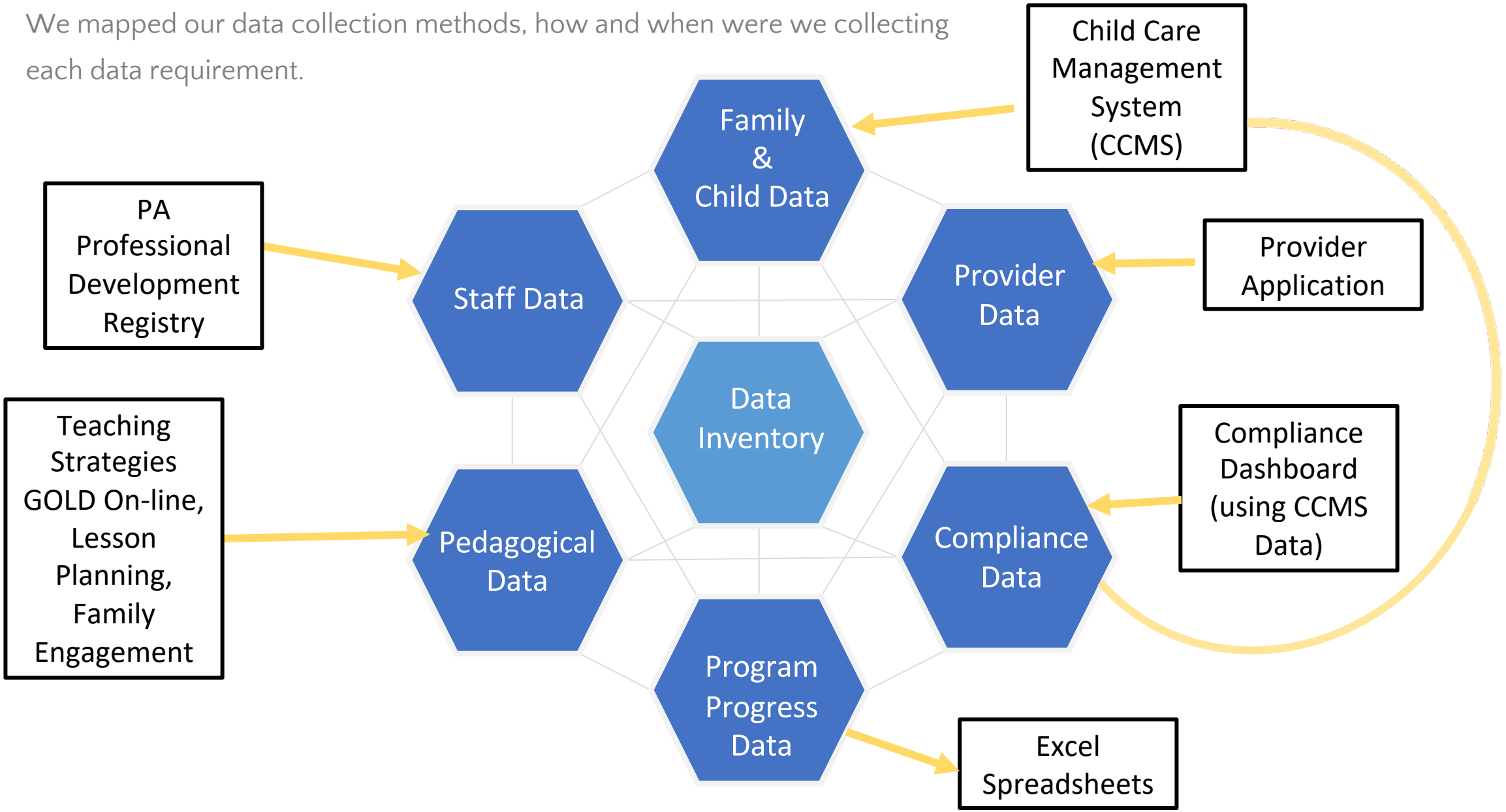
Do we trust this data source?

Do we need to add additional data collection tools or data fields?

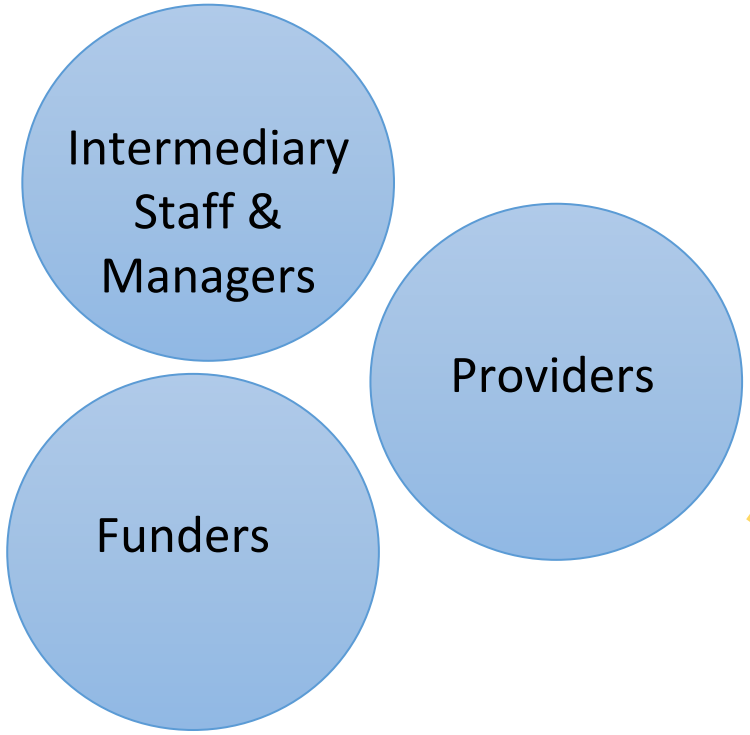
Is there overlap? Can we reduce duplicate data entry??

Data Linking – How can we easily use our data?

We mapped our data collection methods, how and when were we collecting each data requirement.



Data Literacy – How can our data give meaning?



Establishing data governance policies to support data sharing and reporting

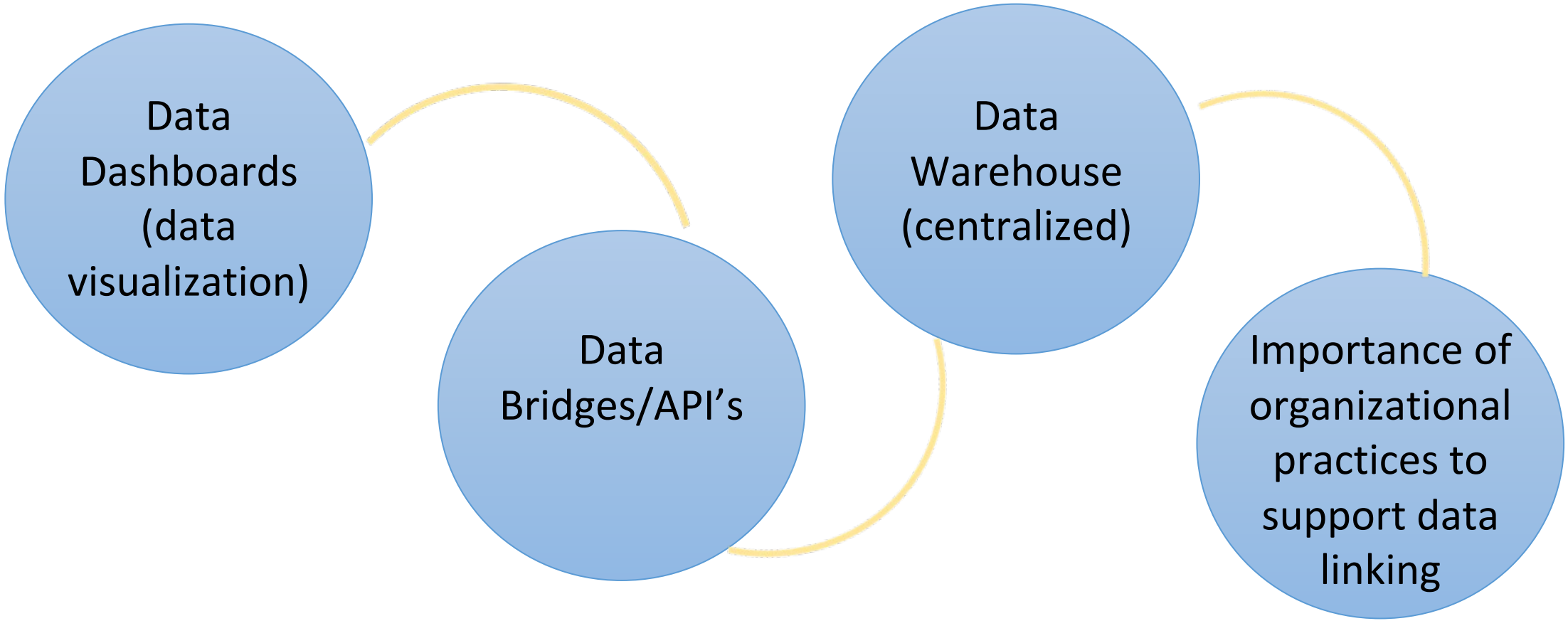
Establishing a data driven culture through data focused reports, meetings, and discussions

Software training to ensure provider and intermediary staff use of systems – including how-to videos, tip sheets, and data dictionaries

Technical Assistance & Information and Technology Staff

Lesson Learned

What we learned along the way.



Questions?

Thank you!

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For more information, contact:

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