EMPOWERING STAKEHOLDERS WITH PERFORMANCE MANAGEMENT TOOLS

Alyson Baker, MA
Outcomes Research Analyst

WHEN A PROGRAM'S READY AND INTERESTED IN IMPROVEMENT

- Empowered staff

- Data used to identify problems & generate solutions

- Results in the spirit of CQI

IN THE BEGINNING: CREATING A DASHBOARD Q: WHAT GOES ON A DASHBOARD?

- All levels of program staff participate

- Discuss how dashboard can be a helpful tool

- What do you want (& need) to track?
  - Outcomes
  - Program activities
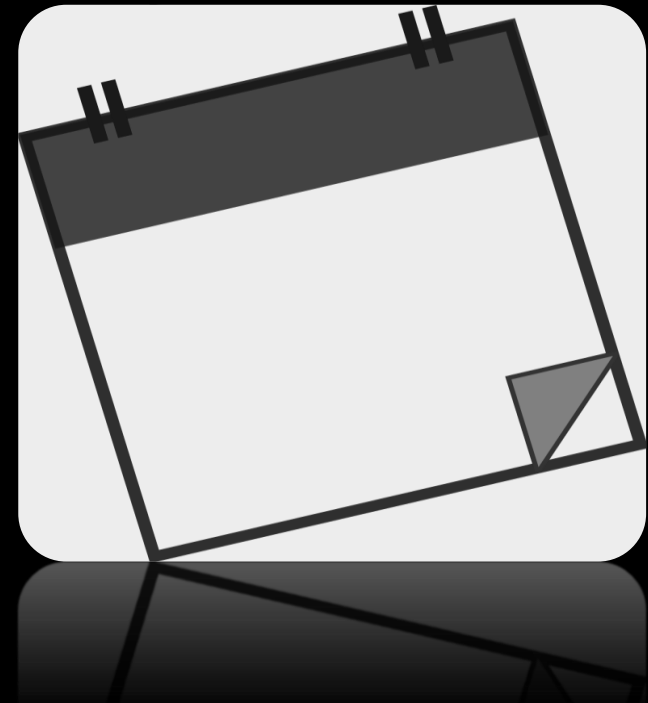 - Performance measures to track
- Prioritize!!

STEP 1: IDENTIFY CQI DATA TEAM

- Identify CQI Data Team & Dashboard Team Leader
  - **CQI Data Team**: Staff in charge of gathering specific data
  - **Dashboard Team Leader**: Point of Contact with Evaluation Team; will update dashboard on continuing basis

    Ideally, someone already a gatekeeper of data (e.g. Database Specialist)

STEP 2: CALENDAR 'DESIGNATED' DAYS

- How frequently will dashboard be produced? (Monthly? Biweekly?)

- Designate days –
  - Data Collection
  - Dashboard Discussion
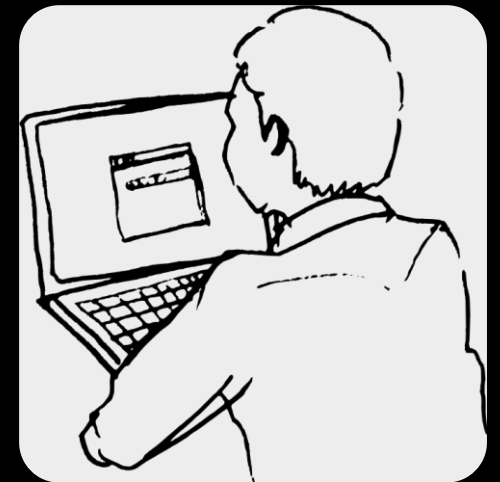   - Note - allow adequate timeframe for preparation

STEP 3: DATA COLLECTION

- Depending on how different the new process is from previous process, may be an adjustment period

STEP 4: DATA TEAM UPDATES DASHBOARD

- As per the previously determined schedule, data will be collected and the data team will update the dashboard
  - Missing Data?

STEP 5: REPORT DATA

- VOALA program reports come from a variety of sources/databases & are reported in a variety of ways
- Ex: outcomes dashboard generated from one of our databases

	Total	Current Clients/ Total Beds	% Change from Previous Month
Occupancy Rate	81%	39 / 48	2%

Goal #1 - Residential Stability	Total	Goal	% Change from Previous Month
Receive Case Management	100%	95%	-
Receive Permanent Housing Counseling	100%	90%	-
Participate in Life Skills Training	100%	85%	-
Increase Knowledge in Life Skills	87%	75%	-1%
Placed in Permanent Housing	59%	65%	+16%
Retain Housing 3 Months After Discharge	100%	60%	+27%
Retain Housing 6 Months After Discharge	N/A	50%	N/A
Retain Housing 12 Months After Discharge	N/A	40%	N/A

Goal #2 - Increased Skill Level and/or Income of Participants	Total	Goal	% Change from Previous Month
Assessed for Benefits	100%	100%	-
Connected to Resources	99%	90%	-
Referred to HVRP	100%	90%	-
Entered Job Training or Employment	71%	70%	+1%
Enter a Sheltered or Subsidized Job Development Program	38%	10%	+4%
Placed in Job	80%	65%	+13%
Job Retainment 3 Months After Discharge	100%	60%	+37%
Job Retainment 6 Months After Discharge	N/A	50%	N/A
Job Retainment 12 Months After Discharge	N/A	40%	N/A
Involved in Volunteering	96%	40%	-
Training in Budgeting/Money Mangement	94%	75%	-
Demonstrate Improved Skill in Budgeting	92%	70%	+4%
Established a Savings Fund Consisting of at Least 1/2 Month's "Extra" Rent	62%	50%	+8%

STEP 6: ONGOING DISCUSSION

...IDEA...
BRAINSTORMING

- "Share Dashboard Day"
  - Predetermine *who* & *when*
- <u>Revise</u> as necessary!!
  - Emphasis on dashboard as a *tool*