

Using Data and Evaluation for Program Improvement

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Objectives

- Understand the basic steps in using data for program improvement process
- Understand key concepts in using outcomes data for program improvement
- Determine meaningful programmatic changes based on data, and how to implement them

Overview

- Data Driven Program Improvement
- Working Assumptions
- The Process

Data Driven Program Improvement

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Data Driven Program Improvement

The ongoing improvements of services or processes through incremental or breakthrough improvements

Drivers of Data Driven Program Improvement

- **Organizational and/or System Culture:** A proactive culture that supports continuous learning.
- **Strong Foundation:** Grounded in the overall mission, vision, and values of the agency/system.
- **Active Inclusion And Participation Of Staff:** All levels of the agency/system & stakeholders (children, youth, families) throughout the process.

Why is Data Important?

- Build Will
 - Helps make the case for program components in need of improvements
 - Provides the basis for dialogue and creating shared vision and goals
- Focus
 - Data describes the state, gaps needed in the selection of program and service improvement priorities

Why is Data Important?

- Learning
 - Data shows where and for whom outcomes may vary or whether the program works or not, and what factors influence performance and outcome and how

Types of Data Needed

- Demographic data
- Process/Implementation data
- Feedback data
- Outcome data

Tools

- Simple statistical tools e.g. MS Excel, SPSS, STATA
- Problem solving tools e.g. Logic model, flow chart
- Team tool e.g. Work plans, databases

Working Assumptions

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Working Assumptions

- Defined Program Model - Standards
- Evaluation Questions - Program Measures
- Quality Data
- Data System
- Data Access
- Analysis
- Staff

The Process

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The Process

- Assess
- Develop Improvement Plan
- Implement and Refine Processes

Assess

- Reflect on data and/or evaluation results
 - Did anything surprise you?
 - Any interesting or confusing patterns and trends?
 - Why?
- Pair results to the key evaluation questions
 - Revisit logic model and theory of change
 - Conduct additional analyses of the data if necessary

Assess

- Engage Key Stakeholders
- Data Analysis and Reflection
- Prioritize needs

Improvement Plan

- What are the improvements?
 - How will the changes be incorporated into day-to-day management?
- Who will carry out these improvements?
 - Hire and/or train staff?

Improvement Plan

- By when the improvements will take place, and for how long?
- What resources are needed to carry out the improvements?
- How will you know whether the improvements worked?

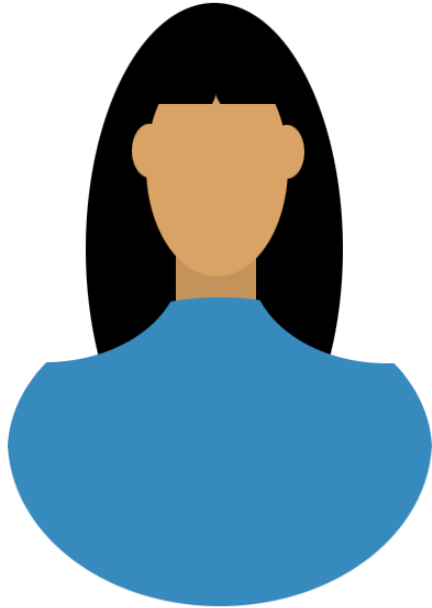
Implement Improvement Plan

- Start small, if possible
- Monitor implementation
- Collect data on implementation

Refine Process

- Analyze data
- Review findings with stakeholders
- Adjust processes based on findings

When data works...



Participant

“I know my strengths and where I need to grow. I have an Individual Education Plan that lists the when and where for courses I need to take, and referrals for support services. I am on track to get my GED.”

When data works...



Case Worker

“ I have a better understand of my client’s needs so now I know what activities and support to offer to ensure her success.”

When data works...



“I know what’s working and what is not working in my program. I can make timely, data driven decisions and make sure we have the resources to support staff and improve participant outcomes.”

Program Director

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Strive for continuous improvement instead of perfection

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