The Next Wave

Using Data to Become a High-Performing Organization

the center
for violence-free relationships

education | advocacy | services

FORMERLY THE *EL DORADO WOMEN'S CENTER*

strong
field
project | to end
domestic
violence

The Center for Violence-Free Relationships

- Dual DV / SA Agency

- $ 1,000,000 Budget

- 17.5 FTEs / 3.5 FTE volunteers

- 173,00 population & 1,708 square miles

- Services
  - Crisis Line
  - Counseling
  - Legal Services
  - Community Education
  - Mental Health Program
  - Shelter
  - Batterers' Program

The Center and SFP

- Cohort 1 OSG recipient
  - Project kick-off July 2010
  - Implemented paperless, case management / client tracking system July 2011
- Leadership Development Program Cohorts 1 & 2 participants

We are Here

Emma's Story

They Want Us To Report on What?

##?@!!!

?????

Repeated Efforts

Missing Files

WHY Do We Do It That Way?

No Direction

Inaccurate Reporting

Staff Burn-Out

Working to Serve Process not the Client

No Clear Process

Multiple Systems

Dedication

Experience

Skills & Knowledge

Resources + -

How About You?

- How many different software programs / systems do you have to touch to create a report?

- How long does it take you to create a CalEMA DV report?

- What information (data) can't you find that you keep looking for?

- How are you using data to measure client success?

Our Journey

Dedication

Experience

Skills & Knowledge

Resources + -

Our Journey

Understand our Processes

Dedication

Experience

Skills & Knowledge

Resources + -

Initial Contact ~~As-Is~~ Was
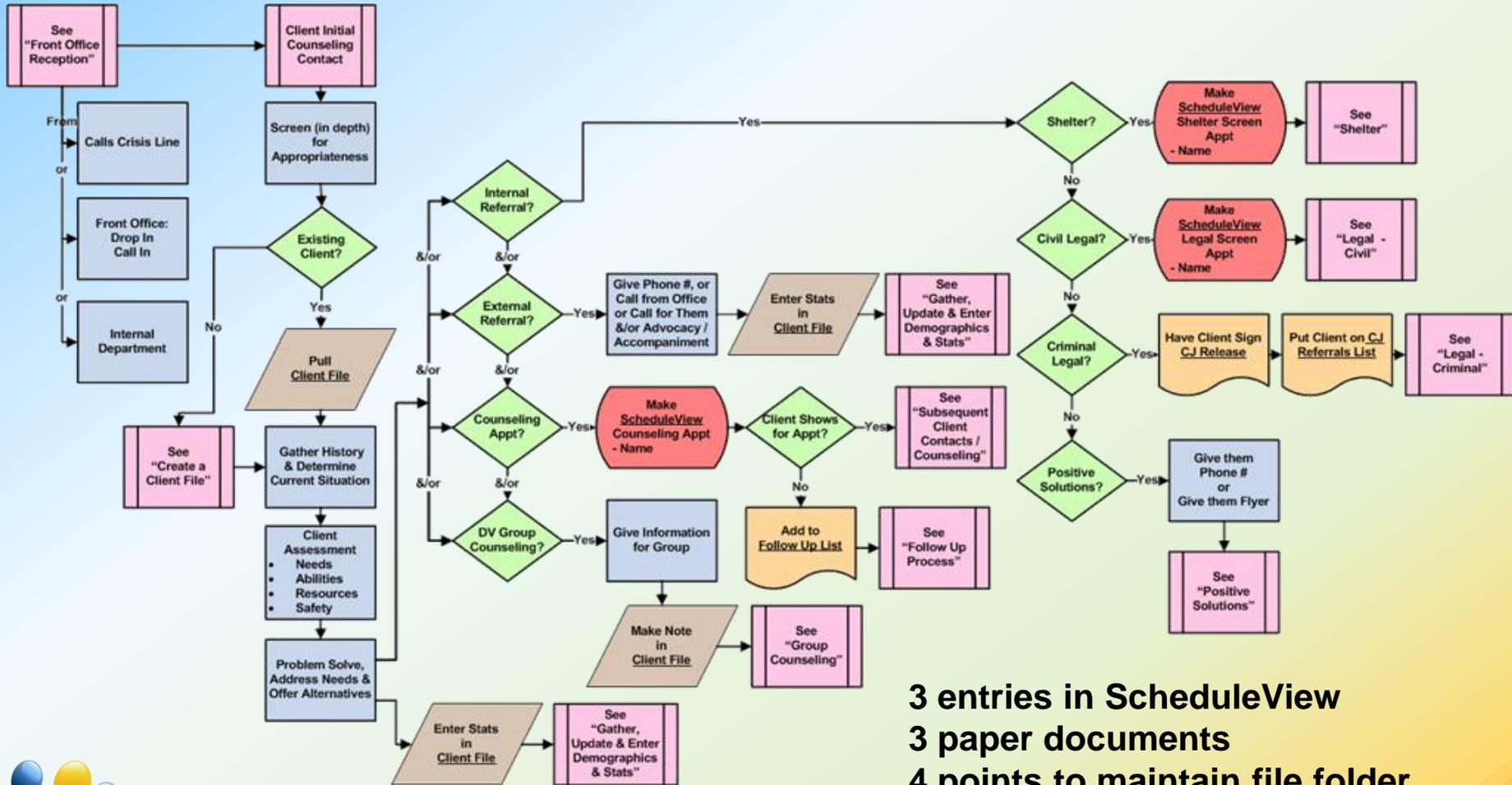
3 entries in ScheduleView
3 paper documents
4 points to maintain file folder
Multiple points of data storage

Initial Contact ~~To Be~~ Is

"Stages of Change" Continual Tracking
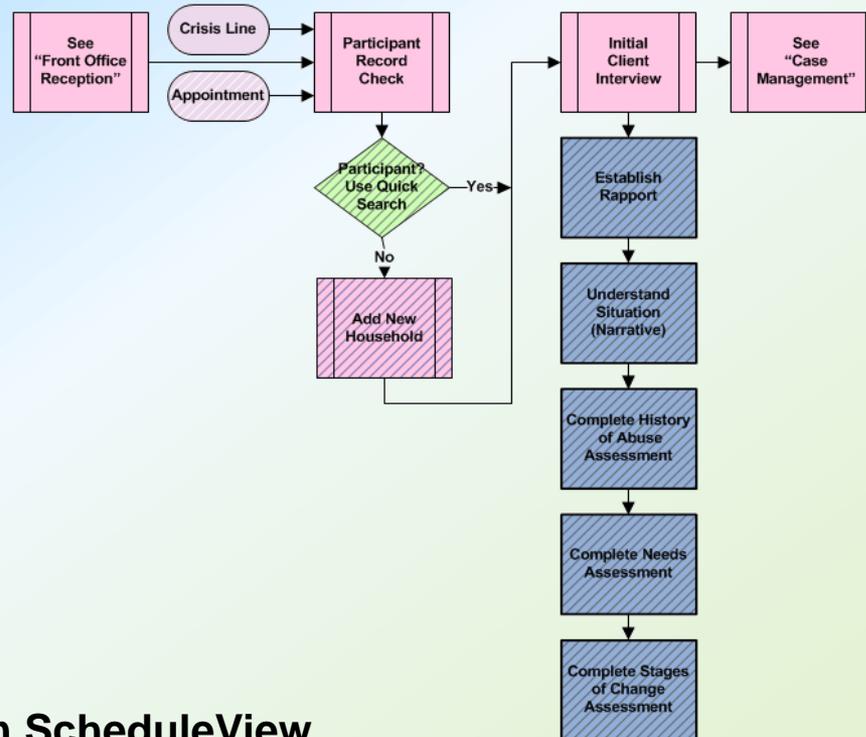
0 entries in ScheduleView
0 paper documents
File folder no longer exists!
Single point of data storage for tracking & reporting
Added "Stages of Change"

Our Journey

Understand our Processes

Acquire Tools

Dedication

Experience

Skills & Knowledge

Resources + -

What Tools Are You Using?

- TACT
- Penelope
- Alice
- Client Track
- Efforts to Outcomes (ETO)
- ???

System Selection

ETO

RFP to Vendors

Stakeholders / advisers demos

Demos

RFI to Vendors

Developed detailed system requirements

Surveyed Other Agencies

Interviewed Consultants

Why ETO?

- Translates data into knowledge about program performance

- Actively monitors client progress toward outcomes

- Scalable with the capacity to link databases and support collaborative efforts

welcome to
ETO™ software

Our Journey

Understand our Processes	**Acquire Tools**	**Set Goals & Identify Indicators**
Dedication	**Experience**	**Skills & Knowledge**	**Resources + -**

Creating Meaningful Measurements

- Defining a "Successful Client"?
- Outcomes focused
- Program specific
- Long term
- Short term
- Indicators
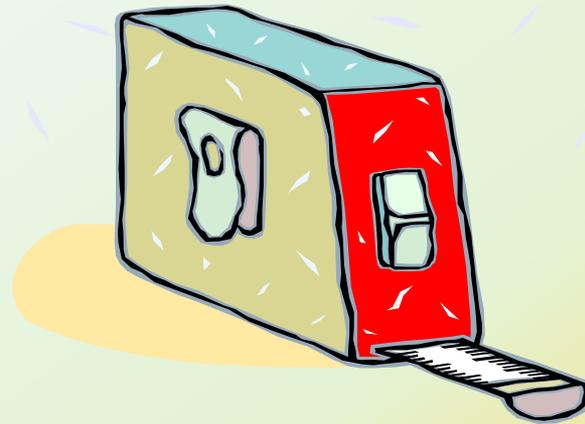
Stages of Change Model

Our Journey

Create Reports	**Analyze Results**

Understand our Processes	**Acquire Tools**	**Set Goals & Identify Indicators**	**Gather Information**
Dedication	**Experience**	**Skills & Knowledge**	**Resources + -**

Criminal Justice Reports
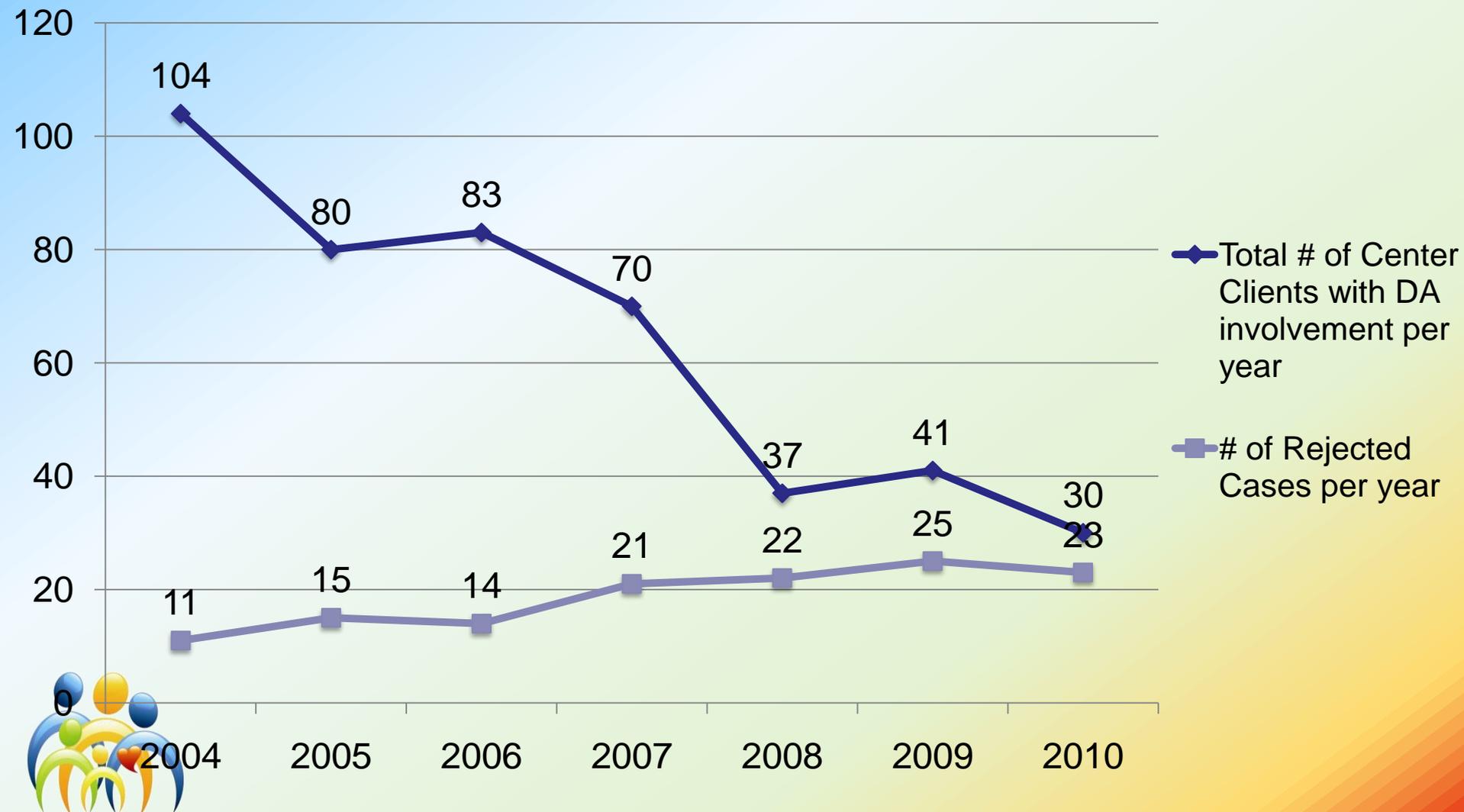
Criminal Justice Reports

Before

No Charges Filed 54%

DA Filed Charges 46%

After

No Charges Filed 35%

DA Filed Charges 65%
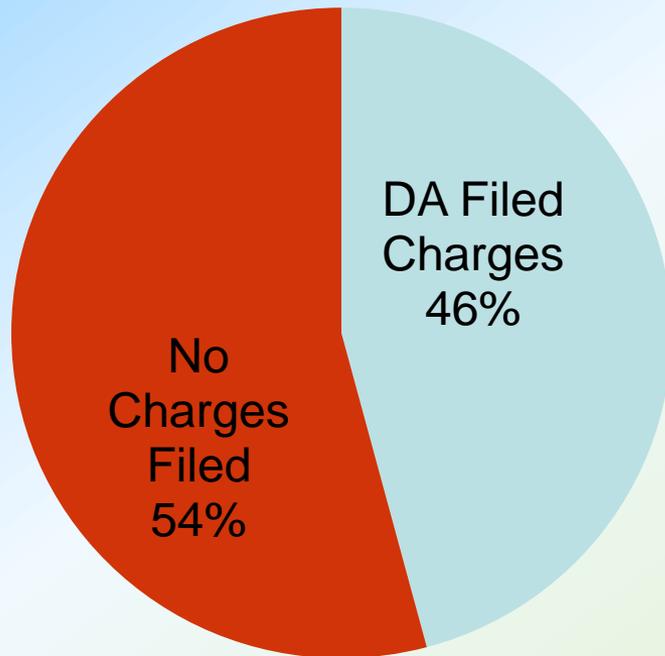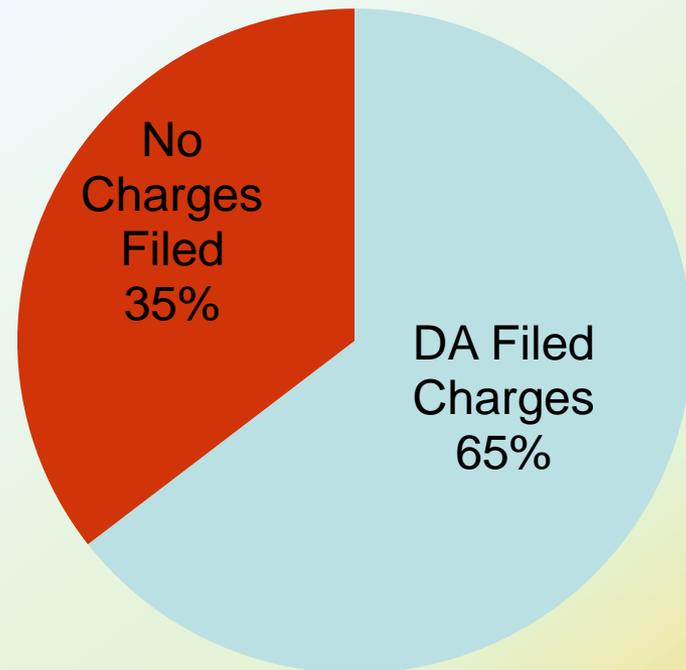
- 19% increase in charges filed in 4-month period
- 30% increase in number of clients involved in criminal justice system

Needs Assessment

**Staff Perception of Unmet Needs at Intake**
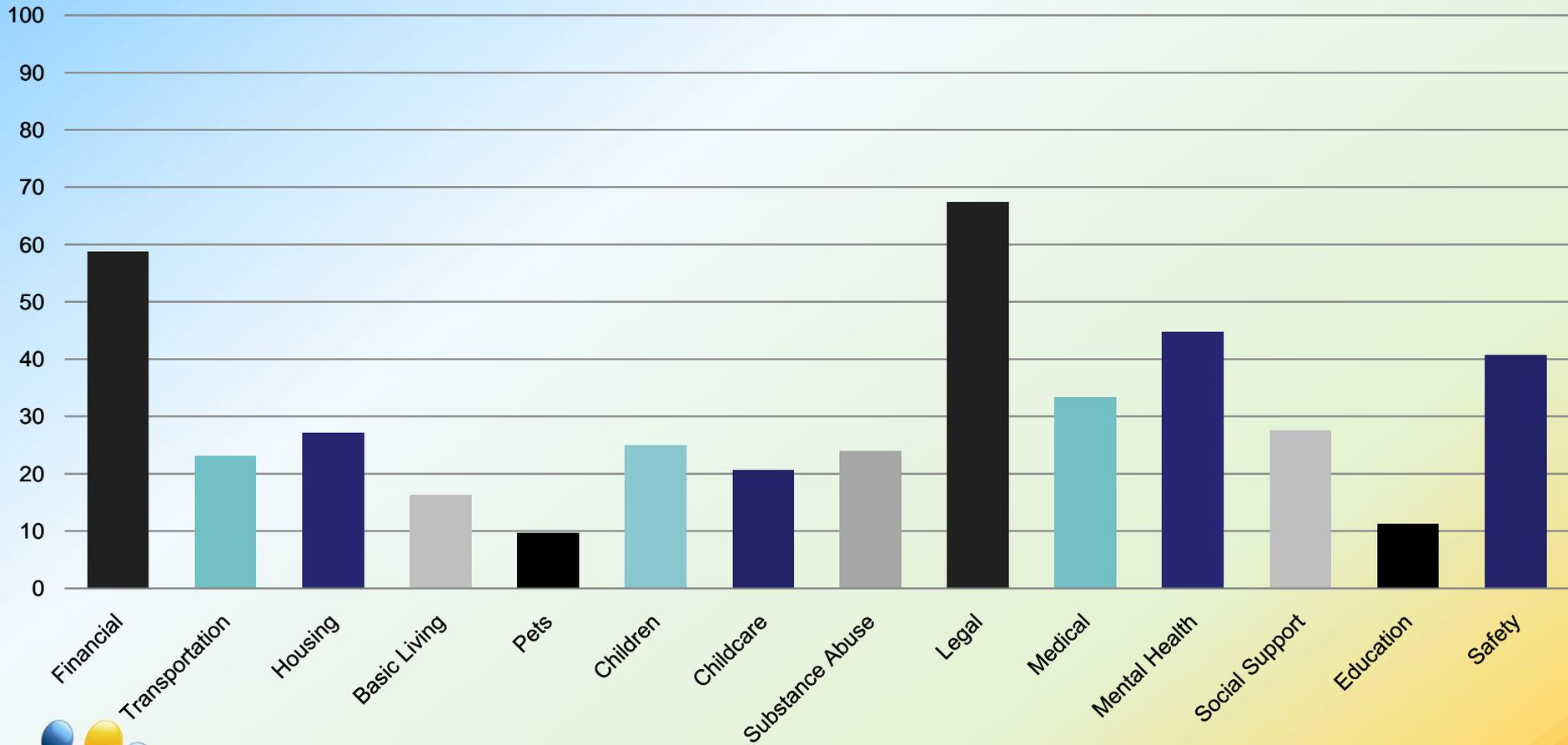
Stages of Change

At Intake
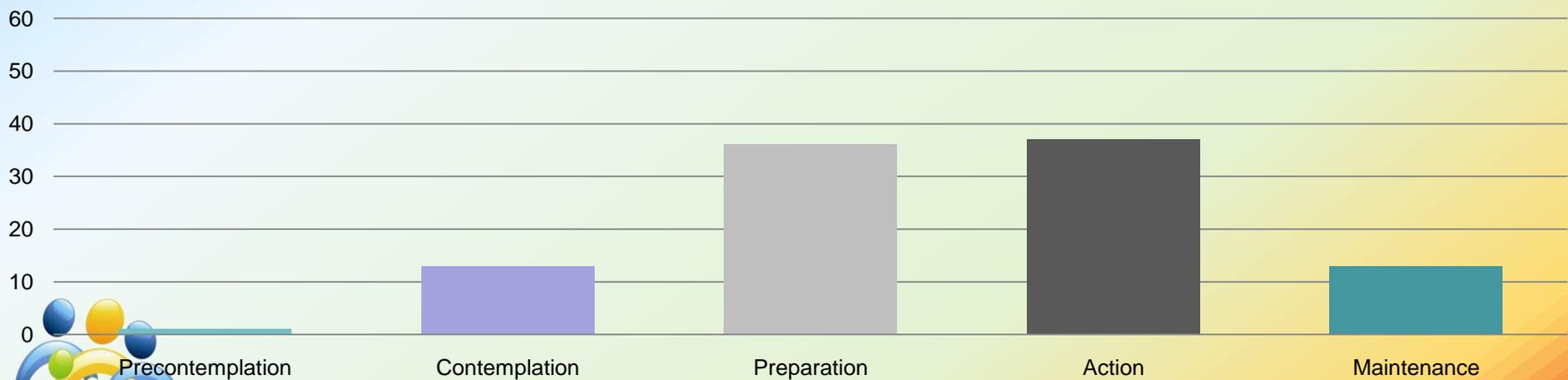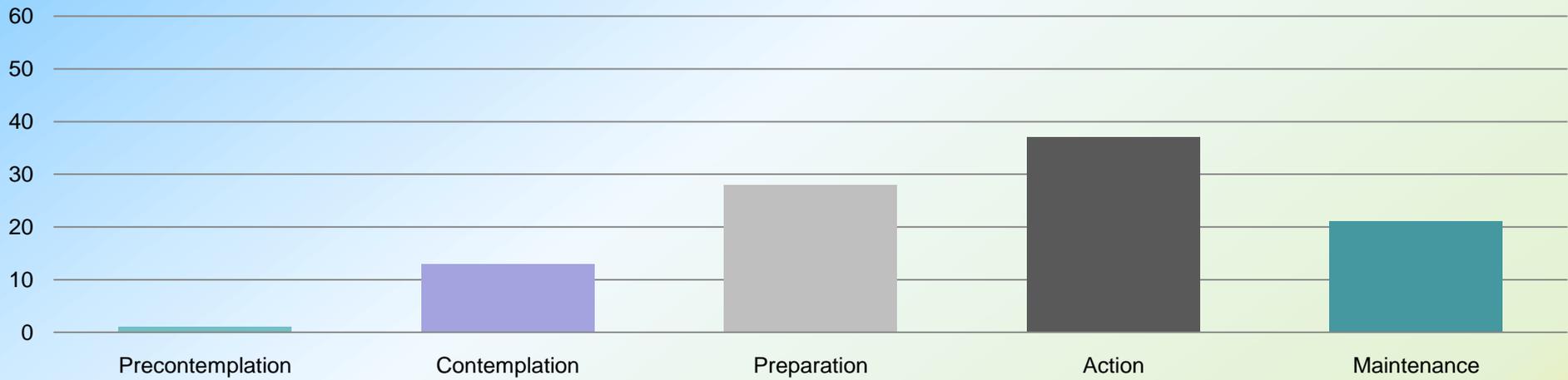
At Dismissal
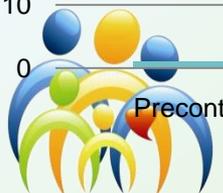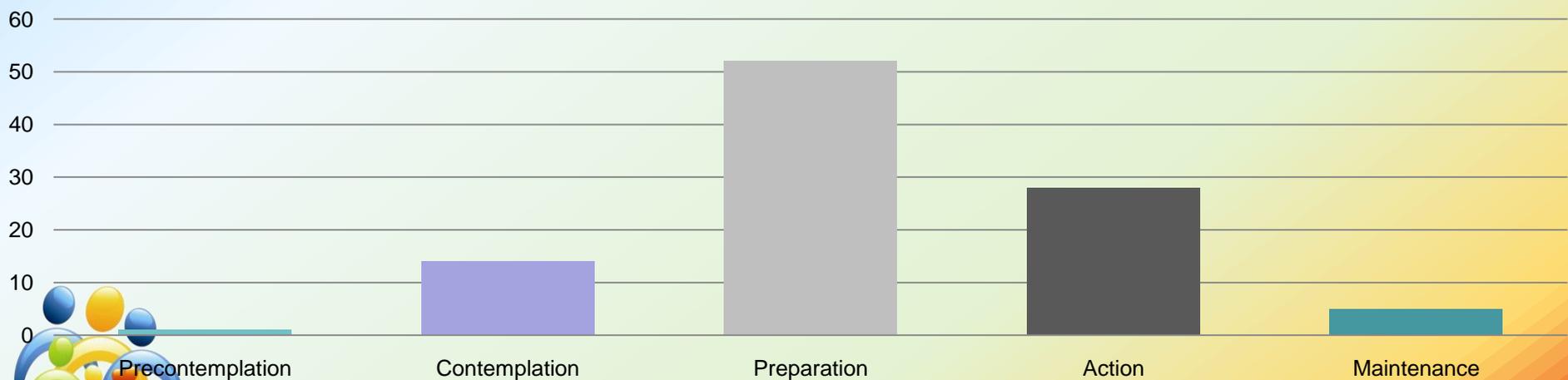
Case Management Reports

Staff Initials	# on caseload	SA	DV	Both SA & DV	# of Sessions	# of Intakes	# of No Shows	Hours for SoC progress	# of sessions for a client	Most frequent SoC
MB	15	10%	78%	12%	7	2	1	2.2	6	2
BF*	25	7%	92%	1%	49	10	12	2.7	10	3
BG	15	4%	78%	18%	28	7	9	4.6	10	4
PG*	24	8%	92%	0%	38	4	10	6.6	16	5
CL	5	14%	86%	0%	14	2	1	1.6	12	4
EM*	15	8%	67%	25%	6	3	1	1.0	5	1
FM	2	33%	50%	17%	5	0	0	5.5	6	5
MW	2	4%	67%	29%	8	7	0	0.9	2	4

Our Journey

Create Reports	Analyze Results	Quality Improvement Process	Manage to Outcomes
Understand Process	Acquire Tools	Set Goals & Identify Indicators	Gather Information
Dedication	Experience	Skills & Knowledge	Resources + -

Managing to Outcomes
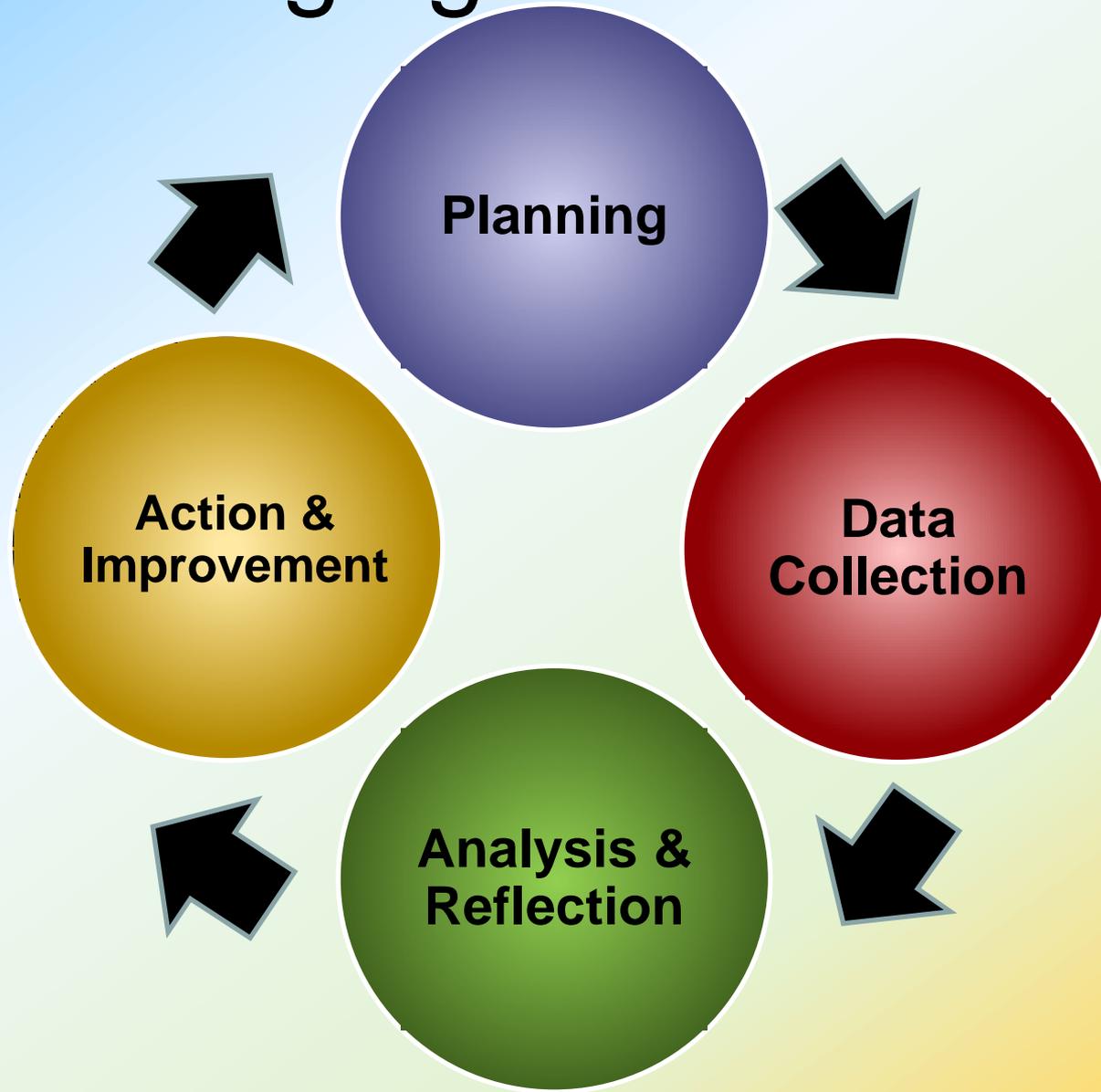
Our Journey

Increased Client Success

Create Reports	**Analyze Results**	**Quality Improvement Process**	**Manage to Outcomes**
Understand our Processes	**Acquire Tools**	**Set Goals & Identify Indicators**	**Gather Information**
Dedication	**Experience**	**Skills & Knowledge**	**Resources + -**

Catch the Wave

- Shared knowledge is the "Next Wave"
- Build on our experience – avoid our wipeouts
- We'd love to help you with your journey

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