

Kinds of Data

Guiding Questions for Analysis

Agency Service Data

What services did we deliver? What strategies did we use?

Data

Number served per program

Number on waiting lists
and/or unserved

Number of particular service
provided

Number of referrals made

Analysis

- Did we provide the services we projected? (The number and types of services?)
- Were we able to serve everyone who requested a service we had to offer?
- Does the data identify any systems/policy issues related to eligibility?
- Did people request services that we could not address? What were they? For what population?
- Do we know which customers received multiple services?

Agency Outcome Data

What happened because of our services and strategies?

Data

Number of NPIs reported

Documentation of how outcomes are verified

Profiles of customers who achieved outcomes

Profiles of customers who did not achieve outcomes

Customer feedback

Analysis

- Did we achieve the outcomes we projected? (The number and types of NPIs reported?)
- Did people receive services that did not lead to a change in status, but met an immediate need?
- Did the service resolve or avoid a crisis? How do we know?
- Can you connect services and outcomes for each customer?
- Which services or set of services produced the most outcomes.
- Do qualitative data support quantitative data?

Demographic Data

What are the needs by population?
Who are our primary customers?

Data

Age

Gender

Race/ethnicity

Income

Employment

Family status

Analysis

- Compare the population in need to those we have served.
- Are we serving our target population?
- Are there populations not achieving outcomes?

Geographic Data

How are needs geographically distributed?

Are there issues with access and availability in certain areas?

Data

Census tract/zip code

Available housing?

Service area

Where clients live

Transportation routes

Analysis

- Where are the geographic intersections of needs?
- Where are the customers and needs located?
- Are there issues with access to services in any area?
- Do services lie along transportation routes?

Fiscal Data

How are dollars spent? Expenses vs. Allocations?

Data

Total Budget

Total Expenditures

Budget vs Actual

Cashflow

Assets and Liabilities

Analysis

- What does it cost per service? Per outcome? Compared cost by program?
- Are the services we invest in producing outcomes?
- Are we investing in the greatest area of need?
- Are resources allocated equitably across populations?

Human Resources Data

What is our capacity to achieve results?

Data

Staffing by program

Staff expertise and credentials

Staff satisfaction

Staff turnover

Analysis

- Do certain levels of experience or credentials result in better outcomes?
- What level of staffing correlates with performance?
- What is the “sweet spot” for compensation to retain satisfied and high performing staff?
- Do different departments retain staff at a higher rate than others?

Community Resources

Existing? Emerging? Threatened?

Data

Employers/industries

Education (K-12, community colleges, four year colleges)

Healthcare (hospital systems, mental health)

Service providers (public, nonprofit, private)

Community based organizations

Philanthropy

Analysis

- Possible partners for specific areas of need:
 - Workforce development opportunities
 - Adult education supports
 - Affordable housing units
 - Other
- Referral networks and processes
- Funders
- Community engagement opportunities for our customers

Identify Trends

Has the profile remained stable over the past several years?
Is there more or less of something?

Data

Comparison with last year

Comparison with last three years

Comparison with other providers

Analysis

- Increases and decreases in specific areas (population, requests, services, etc.)
- Changes in priority of needs
- Consider if you can predict potential changes in future needs
- Are the trends you are seeing similar to other providers in the community?