

Scope of Work

Review of Data and Creation of Tool-kits for County Staff and Leadership

March 2012

Work Support Strategies Committee

Implementation Team: Data, Phase 1

Review of Data and Creation of Tool-kit for County Staff and Leadership

Membership:

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Estimated Project Completion Date:

June 30, 2012

Background

The Work Support Strategies Leadership Team met on Thursday, March 1, 2012 to prioritize the next steps for implementation of the Action Plan. It was noted that getting directors and administrators comfortable with data was a top priority. The group realized there is great need to begin having intentional conversations about data: asking what it can tell/show us, going beyond the obvious, being able to compare counties to each other and looking at historical performance, using data to launch experiments, and making sure we have the data for strategic and day-to-day decision-making. The WSS Leadership team's goal is to provide staff with the tools to identify outcomes and measures as well as make sure that data is easily accessible.

Project Scope and Components

As the first project under the WSS implementation year, the WSS Committee has identified the following priorities around data for the four levels of staff: directors, administrators, managers, and supervisors. It is our recommendation that each of these tasks happen somewhat successively.

1. **Task 1:** Develop short-term strategic plan to prioritize among existing data receptacles (paper reports, Data Warehouse, XPTR). This work will look specifically at the data elements needed by DSS leadership and begin the process of researching those elements, analyzing the existing data receptacles, and creating priorities within the latter group.

This effort will be focused specifically on identifying one receptacle where the group can have the most impact.

- I. **Task 2:** Review of existing measures/data.
 - a. Identify the questions that directors, administrators, managers, and supervisors want answered. Identify the questions that staff *should* want answered, making sure to look across programs.
 - b. Validate the measures created as part of the WSS Planning Year and add any additional metrics that may be needed to help county staff manage.
 - c. Review best practices research around the state (what counties do this well) as well as national data to determine what measures economic benefit programs use to manage, measure performance, create strategy, etc.
- II. **Task 3:** Clean-up of reporting source(s).
 - a. Inventory existing reports by program.
 - b. Verify if the prioritized data elements from Task 2 currently exist are in a usable format, and determine how that data should be communicated to each level of management.
 - c. Consolidate/eliminate duplicate reports and organize data receptacle.
 - d. Eliminate or create new reporting receptacles (or recommendations for reporting structures, ie NCFASD dashboards) as necessary.
- III. **Task 4:** Create data toolkit. The components of this toolkit will include information on data, measures, and outcomes that county staff should be utilizing each, including where to find them, how to interpret them, and how to use them in decision-making.

Final Deliverables

The final deliverables for Implementation Team: Data are:

- 1) The creation of a data toolkit, which will include the important outcomes for counties as well as metrics for each of the four levels of staff (directors, administrators, managers, and supervisors). In addition, it will include where to find and how to interpret and use those reports in every-day and strategic decision-making. Involvement from the professional capacity and personnel committees will be necessary in the final stage, and at the conclusion of this project to ensure the information contained in the tool-kit is able to be quickly and appropriately translated to training for staff.
- 2) The clean-up of one of the many state data receptacles. The final deliverable will include a revised data source with an elimination of duplicative, unnecessary, and incorrect reports. In addition, any new data elements or measures added as a result of the efforts described above will be organized in an easy-to-navigate, coordinated way.