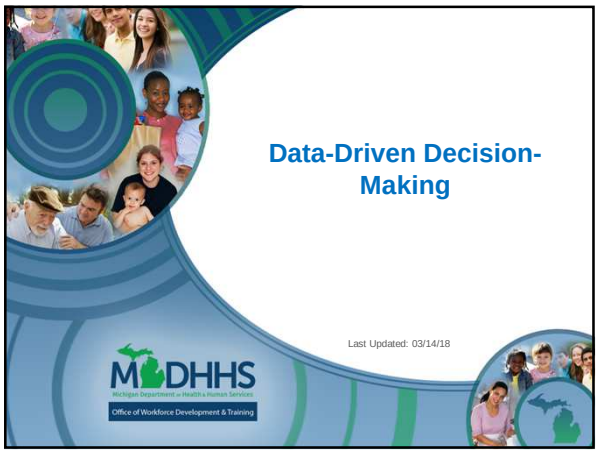
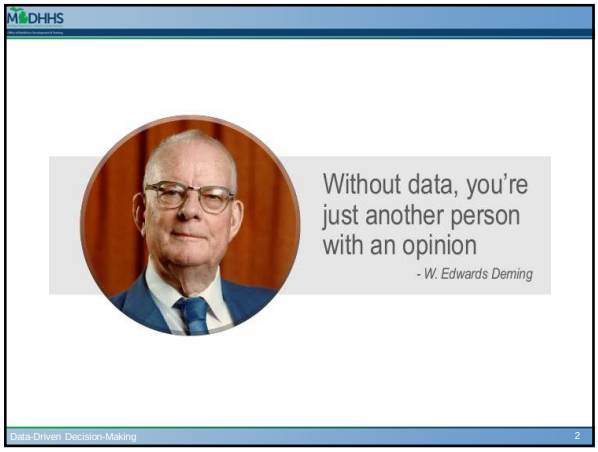

Data-Driven Decision-Making
Last Updated: 03/14/18
MDHHS
Michigan Department of Health & Human Services
Office of Workforce Development & Training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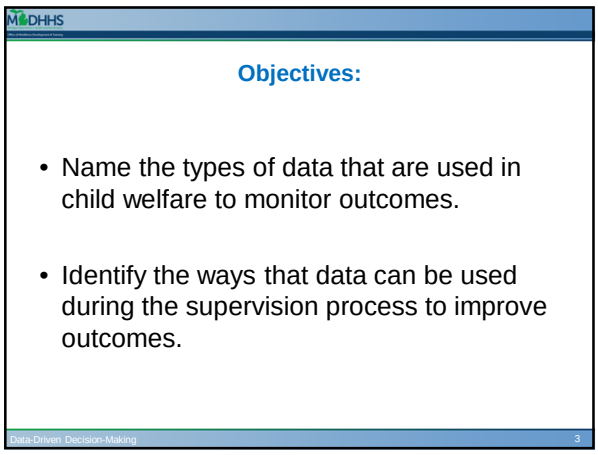
Without data, you're just another person with an opinion
- W. Edwards Deming
Data-Driven Decision-Making 2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Objectives:
• Name the types of data that are used in child welfare to monitor outcomes.
• Identify the ways that data can be used during the supervision process to improve outcomes.
Data-Driven Decision-Making 3

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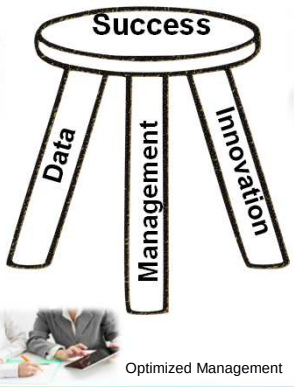
Attention to Available Data



Thinking outside of the box

Optimized Management

Data-Driven Decision-Making 4

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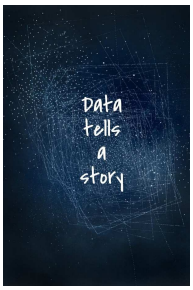
Data is a collection of facts used as a basis for reasoning, discussion, or calculation.

Data should do three things:

1. Confirm or disprove what you were already thinking.
2. Make you ask more of the right questions.
3. Cause you to act on what you discover.

There are two types of data:

1. Qualitative
2. Quantitative



Data-Driven Decision-Making 5

Data Warehouse:

Infoview

Examples of Reports:

- **Book of Business (BOB)**
- **Dashboard**

Data-Driven Decision-Making 6

What we know about Data:

- Data Warehouse is sensitive.
- Messaging about use is key.
- Regular access improves understanding.
- Data entry errors may be a common pitfall.

Monthly Management Report (MMR)

- It allows you time to get credit for work that has been done.
- Second line managers and above may utilize this to identify trends.

Caseload Reports

- Weekly unofficial pulls:
  - Goal of weekly sheets is to look at all cases and make sure they are properly assigned.
  - Improper assignment of cases can result in inaccurate data.
- Every other month official pull for ISEP

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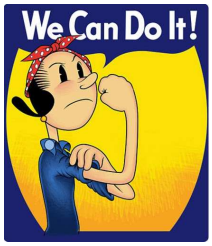
Data



- For a worker to get credit for what they do, it has to be entered into MiSACWIS correctly!
- Get your workers in the habit of owning their data.
- **Timely accurate data entry matters!**

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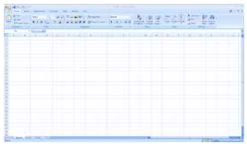
Excel Spreadsheets

- Many supervisors create their own spreadsheets to track their workers' data.
- Talk to other supervisors and learn their tracking styles.
- This can help you with assessing and supervising your staff.



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Department of Health and Human Services

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Story Time

A child comes into care in County A:

- 50% chance of her being placed with her sibling…
- 15% change of being returned home under 1 year…
- 25% chance of having her medical needs attended to…
- 70% chance of having her worker see her 2x a month…
- 25% chance of the agency doing a diligent search to find her father…

A child comes into care in County B:

- 85% chance of her being placed with her sibling…
- 80% change of being returned home under 1 year…
- 90% chance of having her medical needs attended to…
- 90% chance of having her worker see her 2x a month…
- 75% chance of the agency doing a diligent search to find her father…

Data-Driven Decision-Making 13

Using Data in the Supervision Process:

- Teach workers to use their data and get data accurate.
- Look for trends – use as triggers during supervision.
- Routinely monitor current and upcoming month.
- Share the tracking of data.

Data-Driven Decision-Making 14

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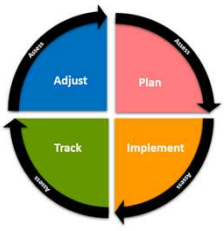
CQI: The Improvement Process



- **Plan:** Identify the goal & outcome. Assess current approach. Brainstorm potential solutions. Develop a plan for action that is specific and measurable.
- **Implement:** Implement a plan of action. Complete the action steps identified in the plan.
- **Track:** Measure outcomes of the plan and assess results. Determine impact of intervention. Assess implementation. Provide feedback.
- **Adjust:** Adjust intervention as needed. Standardize the intervention or develop a new intervention. Start the cycle over as needed for new interventions.
- **Assess:** Each phase of the process must be informed by an assessment of the evidence.[1]

Data-Driven Decision-Making 15

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Data Activity

The trainer will hand out note cards to everyone in the group.

Look at the percentages on your note card for your team and consider the following question:

What are some factors that may be impacting your worker's percentages?

Data Activity

Now join the next group according to trainer direction.

Share your thoughts on what might be impacting your workers numbers.

Average your total percentages together.

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Data Activity

Merge with final group as instructed by the trainer.

Share your thoughts again about what might be impacting the numbers.

Do a final average of your percentages.

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Things to Note about Data

- Data is one day behind.
- If something is wrong, the data teams wants to know!
- Data is open for everyone to see to be transparent.
- Opportunity to be proactive vs. reactive.

Successful Data Management

- Anyone can manage data – few can collectively and supportively lead staff.
- We spend a great deal of time managing programs, but MORE time leading staff.
- We need to manage our data *and* lead our staff.

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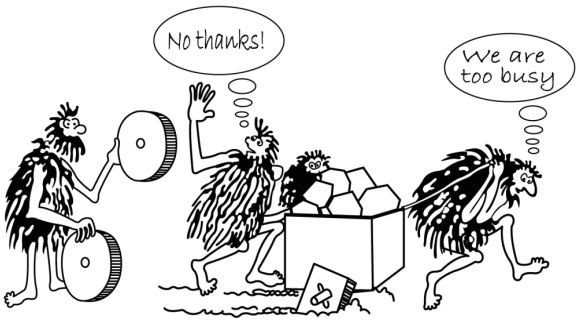

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Mentoring through Modeling Parallel Steps: Data-Driven Decision-Making

A Leader is one who knows the way, goes the way, and shows the way.

MiTEAM

MDHHS

When was the last time my staff felt safe to provide input?

When was the last time that my staff was asked about solutions?