Report on Best Practices in Other Communities

I.   Shared Outcomes from Other Communities:

1. <u>Success Measures:</u> Success Measures offers 122 indicators to measure the impacts of affordable housing, economic development, and community-building programs at the personal, neighborhood, and community level. Currently, there are 312 data collection instruments, available in English and Spanish, corresponding to these indicators on the Success measures Data System (SMDS). The following are the indicators and outcomes that the workgroup highlighted:

    a. Organizational Capacity for Developing Community Leaders
    b. Collaboration to Achieve Economies of Scale and Scope
    c. Housing Costs and Affordability
    d. Quality of Housing
    e. Neighborhood Security – Residential
    f. Financial Education (for adults and youth)
    g. Income and Expenses (for adults and youth)
    h. Saving Behavior (for adults and youth)
    i. Managing Debt
    j. Building and Managing Care (for adults and youth)
    k. Attitudes Toward Saving
    l. Attitudes Toward Credit and Debit
    m. Training and Educational Attainment
    n. Spending Behavior for Youth
    o. Response to Financial Change for Youth
    p. Job Creation
    q. Skills Acquisition – Basic Job Readiness
    r. Local Business Support of and Participation in the Community
    s. Operational Efficiency
    t. Impact of Training on Organizations Being Served
    u. Development and Dissemination of New Solutions
    v. Innovative Alliances Within the Field

2. <u>Urban Institute Outcome Indicators Project:</u> Ideas for communities about what to measure. Enables organizations to track progress and provides suggestions for candidate outcomes and outcome indicators. The following are the two outcomes that the workgroup highlighted:
   a. Prison recidivism
   b. Public safety

3. <u>Perform Well:</u> Identifies outcomes and indicators and provides measurement tools related to the following six outcome areas:
   a. Education and Cognitive Development
   b. Employment, Housing, and Self-Sufficiency
   c. Health and Safety
   d. Psychological and Emotional Development
   e. Relationships
   f. Social and Behavioral Development

4. <u>Additional Outcomes:</u> Suggestions for outcomes proposed by the workgroup focused on investing early:
   a. Third grade reading
   b. Preschool quality
   c. Parent engagement
   d. Age 0-5 developmental
   e. Age 0-5 health insurance and access

Proposed Criteria for Outcome Selection:
   1. Outcomes with the most alignment across initiatives
   2. Outcomes based on the strongest evidence
   3. Outcomes that reduce significant disparities
   4. Outcomes that measure cost/benefit for future sustainability
   5. Outcomes that measure systems change, organizational capacity, and/or individual change

II.   Electronic Systems:

1. <u>Success Measures Data System:</u> Web-based tool that allows users to design and store data, and develop an evaluation framework that targets key program and investments outcomes.

2. <u>CitySpan:</u> Two platforms – one for managing grant agreements, monitoring grantee performance, and making strategic decisions about the allocation of funds, and one for recording client information, tracking enrollment and attendance, and measuring outcomes. Concerns over this system include:

      a. Is the system robust enough?

      b. Does it have the organizational capacity for collective impact?

      c. Is the system secure?

3. <u>Efforts to Outcomes:</u> A non-profit software system that allows users to measure the progress of participants and effectiveness of programs. Currently in use in multiple Sonoma County organizations; however may be better suited to use in one organization.

4. <u>Social Impact Tracker:</u> International web-based application that allows users to report outputs, outcomes, and social impact.

5. <u>Apricot Software:</u> Outcome management system for non-profits. Offers consultation and training for the outcomes database.

6. <u>InsightVision:</u> Collective impact software system. Allows for the tracking of community-wide social determinants. Designed to let organizations share indicators and link data. Includes a lot of tools for reporting and tracking data. Software may not be very user-friendly.

Proposed Needs of a Software System:
1. User-friendly
2. Allows for customization
3. Allows for data manipulation
4. Secure and confidential
5. Cross-sector
6. Easily access reports, run queries, and get statistics
7. Offers training

III.   Established Data Tools:

1. <u>Outcomes Star:</u> Measures client progress in different outcome areas by evaluating attitudes and behaviors on various scales. Stars may be subjective and prove challenging to get consistent reporting.

2. <u>Adverse Childhood Experiences:</u> Short yes or no questionnaire to identify adverse childhood experiences. There is a strong correlation between ACE scores and poor outcomes later in life. Good way to consistently measure risk, and could be used as a proxy for other outcomes. Possibly used at Kaiser.

    <u>Early Development Instrument:</u> Cross-cutting measure to assess 0-5 year olds' development. Has been tested in the United States. Many Sonoma County organizations are interested in this instrument.

3. <u>Perform Well:</u> Clearinghouse of built-in validated surveys and assessments the user can select to use. Cross-sectional tools.

4. <u>Gallup Poll:</u> Student version and adult well-being. Assesses well-being and youth connectedness above and beyond what the California Healthy Kid Survey Measures.

5. <u>California Healthy Kids Survey:</u> Biennial survey to fifth, seventh, ninth, and eleventh graders that measures certain behaviors and attitudes. Ability to purchase additional questions.

IV. **Sonoma County Shared Outcome Measurement Systems:**

1. <u>First 5 Sonoma County:</u> Collects data on Pathways to Success indicators (school readiness programs, successful kindergarten transition, parent education, 0-5 perinatal health/oral health services, preventative activities, childhood dental disease prevention, home and nurse visiting outputs and outcomes). RFP out for new data system (January 2013).
    Pros:
    a. Implementing a true shared measurement data system
    b. Track early intervention and prevention
    c. More Upstream individual data
    Cons:
    a. Lack of shared aggregate data across systems
    b. 0-5 data may not be relevant for all agencies

2. <u>Department of Health Services:</u> Has systems or is developing systems for the following:
    a. Nurse Family Partnership
    b. Behavioral Health
    c. HPPE

3. <u>DROS:</u> tracks homelessness in Sonoma County
    Cons:
    a. Data not shared between agencies
    b. Not tracking outcomes
    c. Limited to measuring homeless services outputs and outcomes

4. <u>Victim Services Case Management System</u>

5. <u>Community Development Commission:</u> Tracks homeless demographics and services provided.
    Con: Not good at identifying anything preventative

6. <u>Promotion Risk and Needs Assessment:</u> New data mart will allow access to all item level data collected.

What to Ask in Inventory of Existing Systems?:

1. Outcomes being measured with definitions
2. Platform used and staffing needed
3. Users and reporters
4. Pros and cons to the system
5. Cost to develop and maintain
6. Exports and imports possible
7. Limitations on who can access
8. Training needed and/or provided
9. User-friendly
10. Time to develop and length in use
11. Is the system expandable?
12. What do you need to participate in a shared system?
13. What do you want the shared system to be and accomplish?

Other Considerations:

1. Quality and accuracy of data
2. Training
3. Capacity
4. Integration of systems
5. De-duplication and matching of data