



Texas Department of
Family and Protective Services

DECISION ONE:

A DATA BASED STORY

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- Share your *Why* through story!
 - Your *Why* is the most important thing to your agency!
 - Motivate improvement with clear data driven decisions, the *How* to your *Why!*
 - Use Data in a narrative, the *What* we are doing!
-



A NEW HOPE:

FOR CHILD WELFARE SYSTEMS



THE STORY OF THE REGIONAL IMPROVEMENT DIVISION

“Strong and Stable Regional Systems protect the children we serve.

Weak and chaotic systems harm the children we serve.”



Abused. Reported. Unseen.

New analysis reveals hundreds of Houston-area children left unseen, thousands seen late, as CPS crisis continues

By **J. David McSwane** and **Robert T. Garrett** | Austin Bureau
Published Oct. 13, 2016



A.J. is a 4-year-old Houston-area girl believed to be at risk of serious harm or death from physical abuse.

Under state law, a Child Protective Services investigator should have seen her within 24 hours of receiving her report of abuse. But according to the agency's own accounting, as of mid-September, no one had checked on her in at least 170 days.

Two-year-old N.T. was believed to be at risk of sexual abuse. But as of last month, the



POLITICS APR 2016

When 4-year-old Leiliana Wright needed Dallas CPS most, it failed at every turn

J. David McSwane, Data and Enterprise Reporter

Facebook, Twitter, Email, Print icons

The article preview features a background image of a pink ceramic vase with butterfly designs, surrounded by a variety of colorful flowers including red, yellow, and purple blooms. A small inset photo shows a man smiling and holding a young child. The text is overlaid on the image in white and blue.



MESSY. CONFUSING. BAD.

“Weak and chaotic systems harm the children we serve.”



RETURN OF THE STORYTELLER

“WHY THE BRAIN LOVES STORIES: THE FIRST PART OF THE ANSWER IS THAT AS SOCIAL CREATURES WHO REGULARLY AFFILIATE WITH STRANGERS, STORIES ARE AN EFFECTIVE WAY TO TRANSMIT IMPORTANT INFORMATION AND VALUES FROM ONE INDIVIDUAL OR COMMUNITY TO THE NEXT. STORIES THAT ARE PERSONAL AND EMOTIONALLY COMPELLING ENGAGE MORE OF THE BRAIN, AND THUS ARE BETTER REMEMBERED, THAN SIMPLY STATING A SET OF FACTS.”



MOTIVATION. INSIGHT. ACTION.

“Strong and Stable Regional Systems protect the children we serve.”



THE DATA IS STRONG WITH THIS ONE

DO... OR DO NOT, THERE IS NO TRY!



DECISION ONE: A DATA BASED STORY

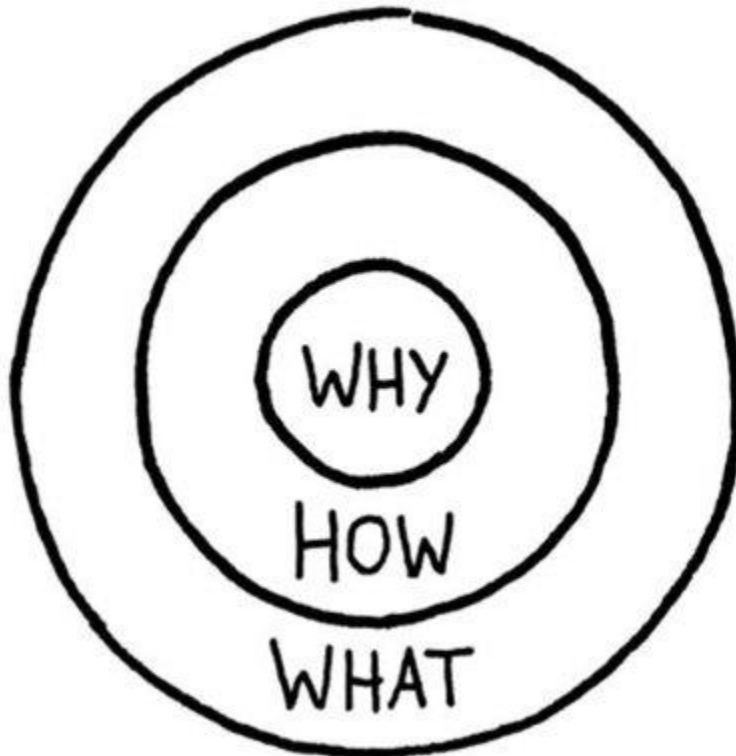
THE BREAKDOWN

Ask yourself these questions:

- Can you define what is most important to you?
 - Clearly state your mission in life?
- Can you express what is most essential to your agency?
 - Articulate their vision?



THE BREAKDOWN



Why = The Purpose

What is your cause? What do you believe?

Apple: We believe in challenging the status quo and doing this differently

How = The Process

Specific actions taken to realize the Why.

Apple: Our products are beautifully designed and easy to use

What = The Result

What do you do? The result of Why. Proof.

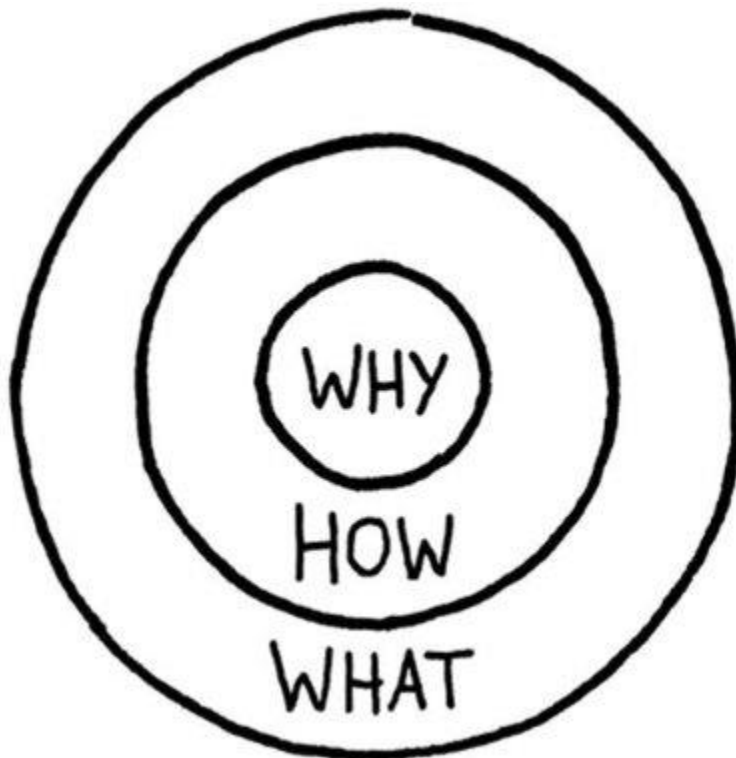
Apple: We make computers

Ask yourself these questions:

- Was the data based decision made?
 - Why or why not?
- How effective or ineffective has it been?
 - Did it motivate improvement?



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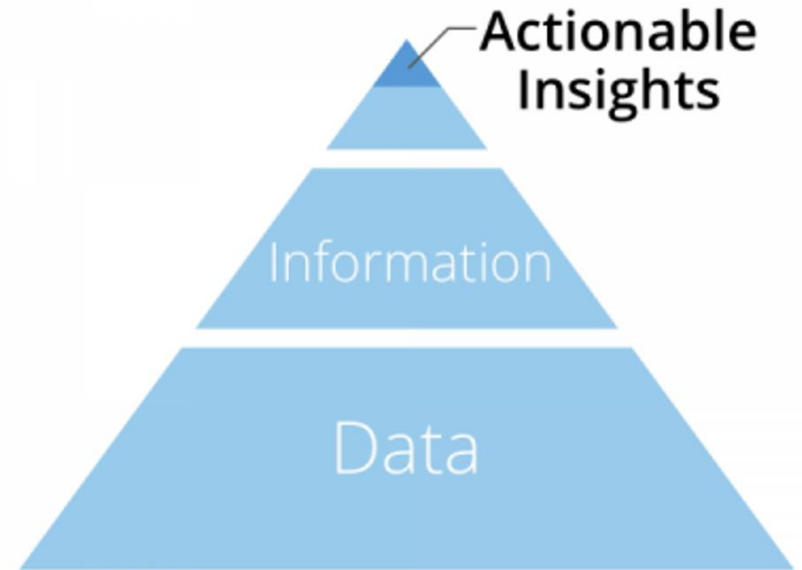
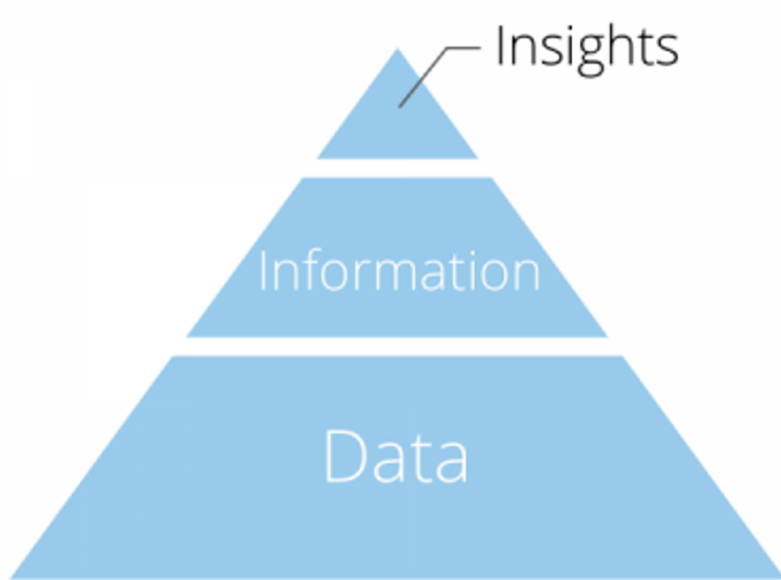
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THE DATA IS STRONG WITH THIS ONE





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THANK YOU!

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