

Extreme Makeover: Data Edition

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About Us!

Barbara
Performance Outcome
Analyst



Laurice
Organizational Improvement
Manager



Arrow Child & Family Ministries

- Founded in 1992
- Organizational Improvement
 - OI is our equivalent of CQI
- Organizational Improvement department
 - Initiatives
 - Data Analytics
 - Advancement
- 250 to 1000 employees in 3 years
- Child & Family Services – Texas and Maryland
 - Foster Care and Adoption (TX and MD)
 - Community Based Programs (TX and MD)
 - Behavioral Health Services – Texas
 - Therapeutic Services - Texas
 - Family Centered Treatment – Maryland/Texas
 - Group Living Services - Maryland
 - Single Source Continuum Contractor - Texas
- Special Education – Maryland
- Arrow Health Solutions (DME) - Texas



Good Morning, Data Influencers!



If your data were a room, what kind of condition would it be in?

What room?

Scared to enter?

Complete gut job?

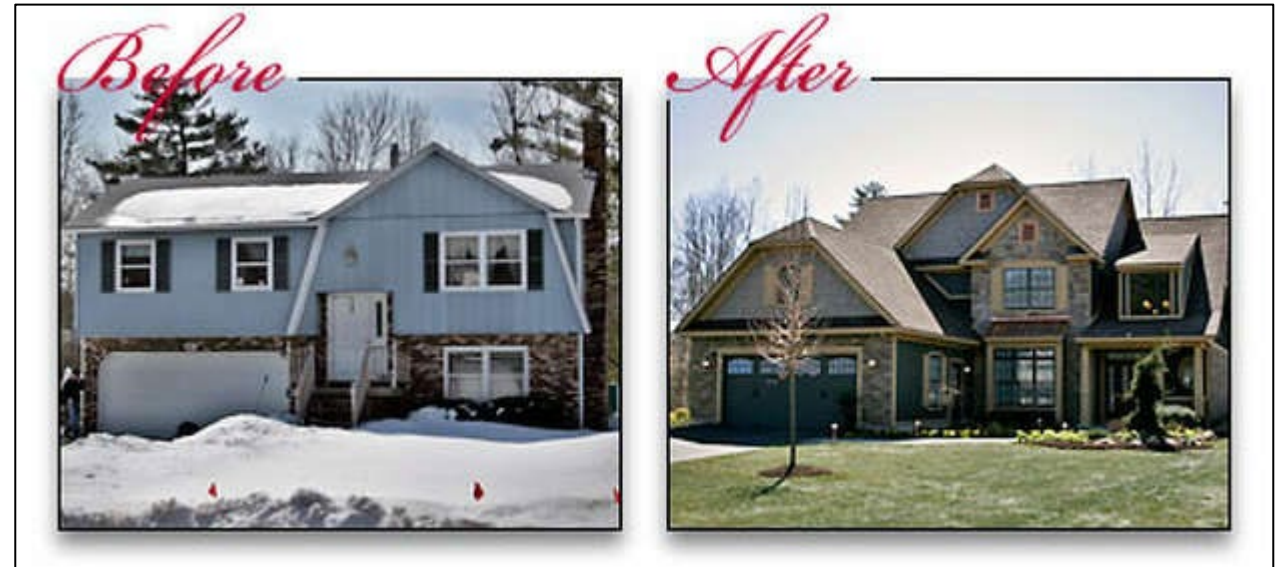
Mid-Renovation?

Cosmetic changes?

Magazine Worthy?

Why Data Matters?

- Just like home makeovers, we're transforming outdated data systems into optimized valuable environments.
- Data = Decision Making Power
- Aids client success
- Improves efficiency
- Supports growth



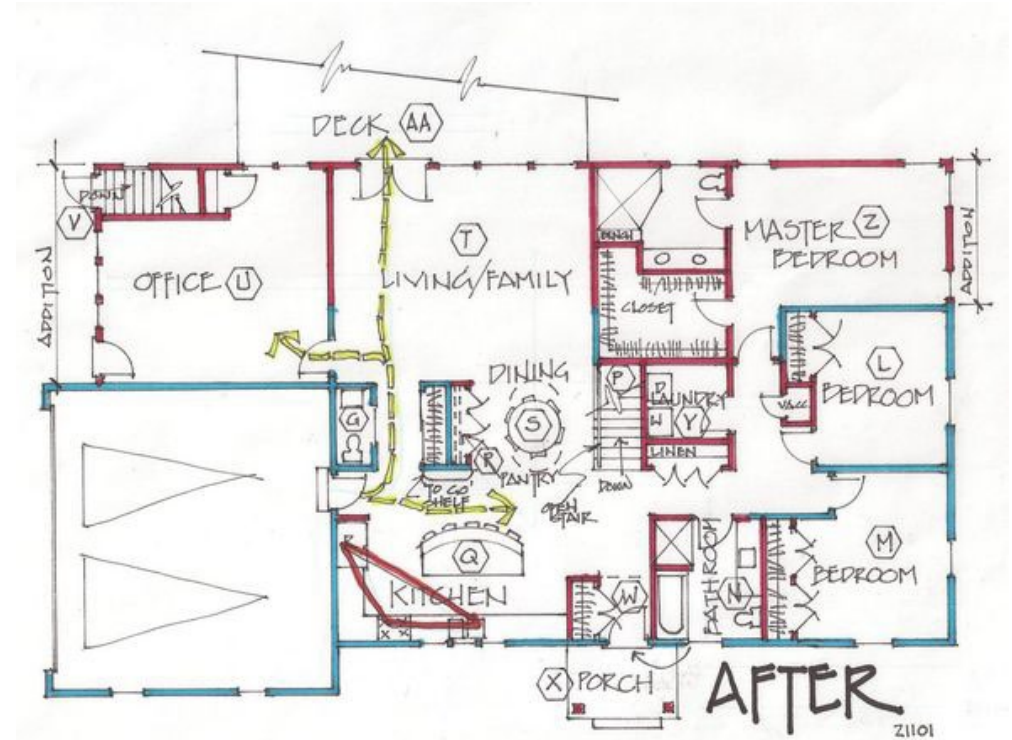
Learning about the Family

- Assessing the current state: How is your family living?
 - What data do you have?
 - How is it used?
- What do you want it to be?
 - What items are nonnegotiable?



Home Makeover Blueprint

- Blueprints = Dreams
- Budget = Resources (\$\$)
- Floor Plan = Tool Selection
- Contractors = Team(s)
- Timeline = Phases of Improvement



Phases for Transformation (prep)



Demo Day (Prep Phase)



Construction Crew Mobilizes (Pilot Phase)



Inspection Walkthrough (Evaluate Phase)



Maintenance and Upkeep (Improve Phase)

Conduct a Data Audit



- Identify and document quality, gaps, and challenges
- Formal or Informal

Data Cleaning

- What is it
- How do you do it



Phases for Transformation (pilot)



Demo Day (Prep Phase)



Construction Crew Mobilizes (Pilot Phase)



Inspection Walkthrough (Evaluate Phase)



Maintenance and Upkeep (Improve Phase)

Build a Data Team



- Assemble cross functional team or data professionals, people, time
- Direction wanted/need
- Team
 - Program Members
 - Leaders/Direct Care
 - CQI/Data Wranglers

Data Visualization and Reporting

- PowerBI, charts, graphs, and dashboards to present data in an easily digestible format
- Different data is best presented in different ways
 - Sometime you just need to numbers, with nothing else
 - Often even a little color can be helpful



Phases for Transformation (evaluate)



Demo Day (Prep Phase)



Construction Crew Mobilizes (Pilot Phase)



Inspection Walkthrough (Evaluate Phase)



Maintenance and Upkeep (Improve Phase)

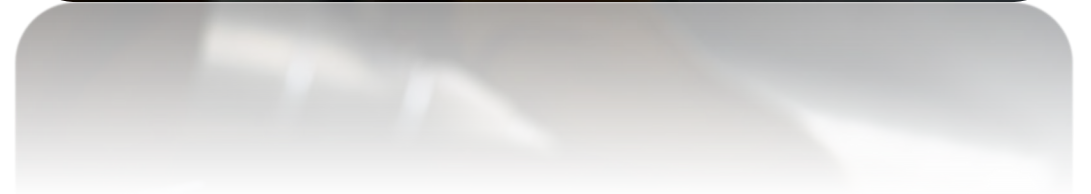
Implement Change in *small doses* - not overnight



- Real change doesn't fully come overnight
- Changing how data is used often needs a culture change

Measure Impact

- Is the data aiding you in being able to make better decisions.
- Evaluate data regularly



Phases for Transformation (improve)



Demo Day (Prep Phase)



Construction Crew Mobilizes (Pilot Phase)



Inspection Walkthrough (Evaluate Phase)

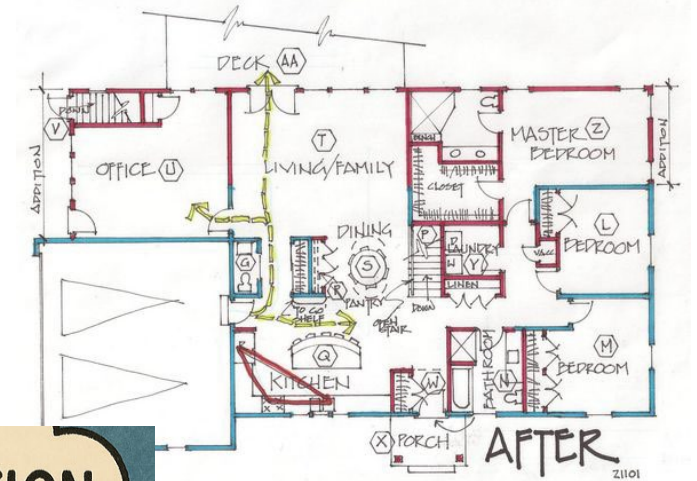


Maintenance and Upkeep (Improve Phase)

Construction Change Order

“Living through a home renovation is like living in the wild...You do whatever it takes to survive.” - unknown

- Data Silos
- Resource Constraints
- Resistance to Change
- Data Culture



MOVE THAT DATA!!

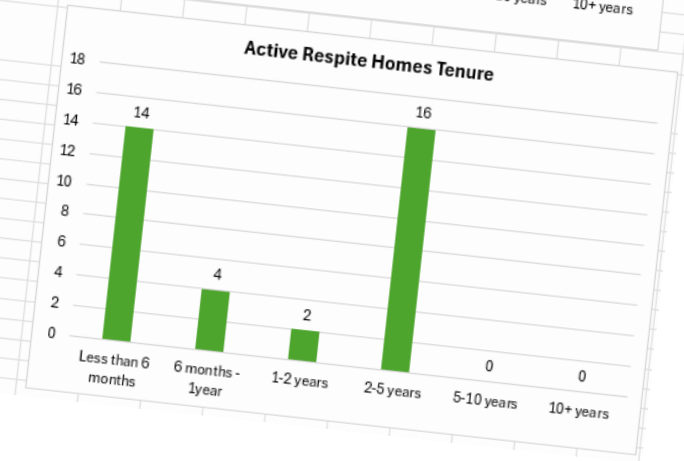
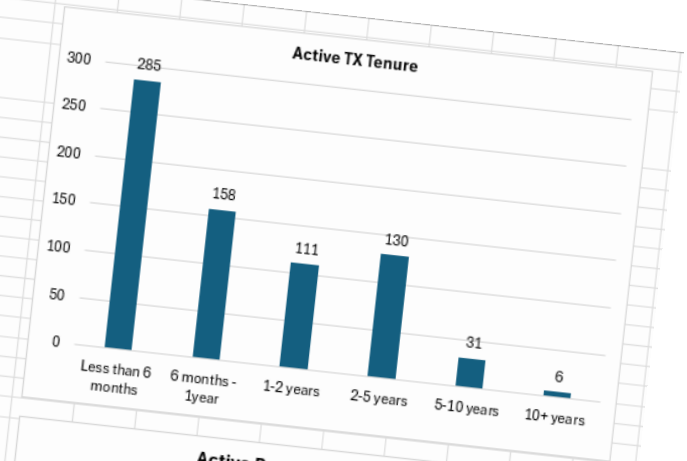


Room 1 – Isolated Data Sets

- Grant Reports
- Donor requested data
- Citational Data

Individual Foster Home Type:		TX* is all homes						
TX		Less than 6 months	6 months - 1 year	1-2 years	2-5 years	5-10 years	10+ years	
Texas		285	158	111	130	31	6	
Region 1-Panhandle (Amarillo/Lubbock)		12	10	8	9	2	0	
Region 2-Big Country/Texoma (Brownwood)		12	7	3	4	2	0	
Region 3-Metroplex (DFW)		34	15	16	18	7	0	
Region 4-Piney Woods (Tyler)		56	30	9	11	3	0	
Region 5-Deep East (Beaumont)		18	4	15	11	2	1	
Region 6-North (N Houston)		50	29	25	30	7	1	
Region 6-South (S Houston)		13	15	13	21	4	2	
Region 7A-Central Texas (Waco)		15	15	5	13	2	0	
Region 7B-Capital Area (Austin)		29	18	9	6	2	0	
Region 8-Hill Country (San Antonio)		36	11	0	1	0	0	
Region 11B-Rio Grande Valley (McAllen)		10	4	8	6	0	0	

Buckets:		Kinship Homes do overlap with other buckets						
Respite Homes		Less than 6 months	6 months - 1 year	1-2 years	2-5 years	5-10 years	10+ years	
Texas		14	4	2	16	0	0	
Region 1-Panhandle (Amarillo/Lubbock)		3	0	0	0	0	0	
Region 2-Big Country/Texoma (Brownwood)		0	0	0	0	0	0	
Region 3-Metroplex (DFW)		1	1	0	0	0	0	
Region 4-Piney Woods (Tyler)		2	0	0	4	0	0	
Region 5-Deep East (Beaumont)		0	0	0	0	0	0	
Region 6-North (N Houston)		0	0	0	0	0	0	
Region 6-South (S Houston)		0	1	0	0	0	0	
Region 7A-Central Texas (Waco)		0	0	0	5	0	0	
Region 7B-Capital Area (Austin)		0	0	0	3	0	0	
Region 8-Hill Country (San Antonio)		2	0	0	4	0	0	
Region 11B-Rio Grande Valley (McAllen)		1	1	0	0	0	0	
		5	1	1	0	0	0	



Room 2 – Program Health

Office:
Maryland - TFC

Time Frame:
May - July 2025

Maryland - TFC: 84.55
May - July 2025

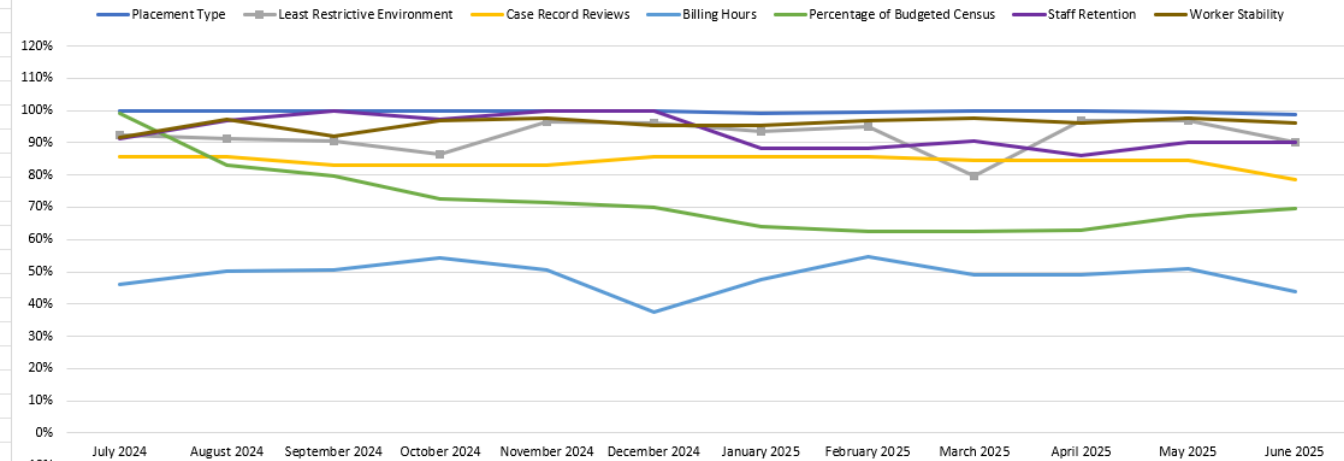


Category	Actual		Goal		Goal Weight	Actual Weight
Safety	100.00%		100.00%		5	5.00
Stability	67.80%	1.327	90.29%	0.40	15	0.00
Successful Discharges	84.62%		75.00%		10	10.00
Case Record Reviews	84.74%		85.00%		15	14.95
Critical Incidents	93.59%	0.081	94.00%	0.060	15	14.59
Percentage of Budgeted Census	130.74%		100.00%		15	15.00
Staff Retention	100.00%		95.00%		15	15.00
Citations	100.00%	0.000	100.00%	0.000	10	10.00
Total Score						84.55

Office:
Behavioral Health Services

Time Frame:
July 2024 - June 2025

Behavioral Health Services
July 2024 - June 2025

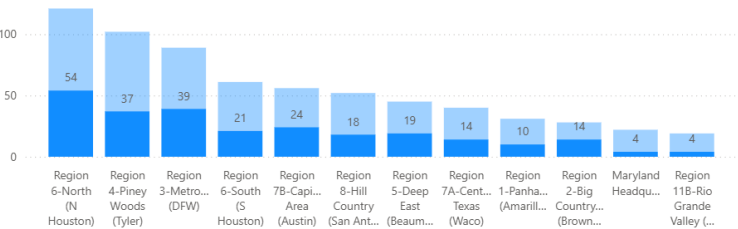


Category	Actual Annual	Goal	Goal Weight	Actual Weight
Placement Type	99.72%	95.00%	20	20.00
Least Restrictive Environment	92.12%	95.00%	15	12.12
Case Record Reviews	84.06%	85.00%	15	14.83
Billing	44.79%	85.00%	15	7.90
Percentage of Budgeted Census	72.13%	100.00%	5	1.52
Staff Retention	72.73%	60.00%	15	15.00
Worker Stability	95.94%	95.00%	15	15.00
12 Month Score				86.37

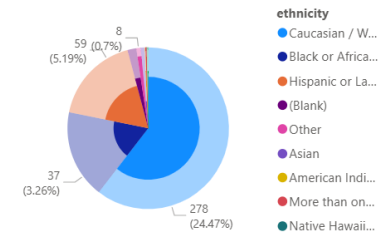
Room 3 – PowerBI

FOSTER HOME DEMOGRAPHICS

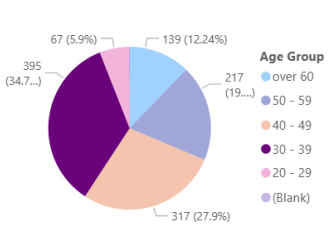
Number of Active and Open Foster Homes



Foster Parent Ethnicity



Foster Parent /



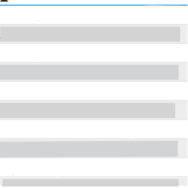
Foster Home Type

All

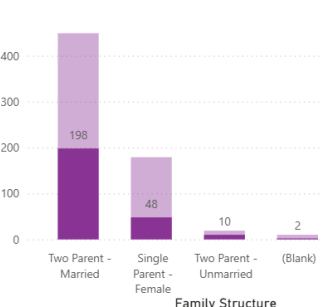
Managing Office

All

Family Name



Count of Foster Homes by Family Structure



INCIDENT RISK SUMMARY

Residential Programs

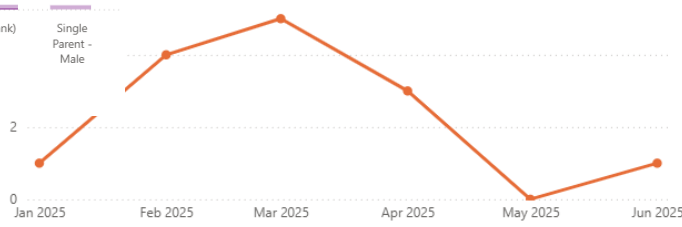
Allegation of Abuse
by Caregiver
Incidents

0

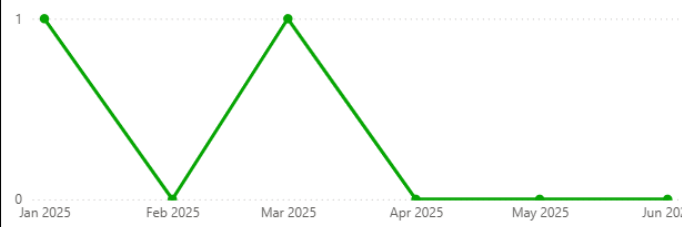
Client Death
Incidents

0

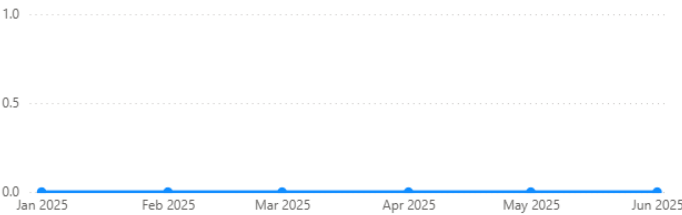
AWOL (Returned and Not Returned)



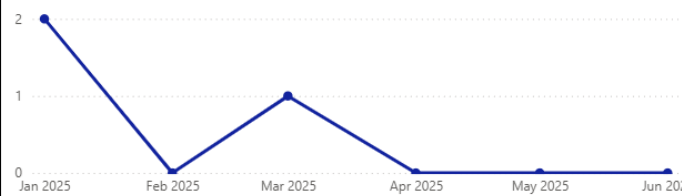
Restraints Resulting from Incidents



Medical Hospitalization Actions Resulting from Incidents

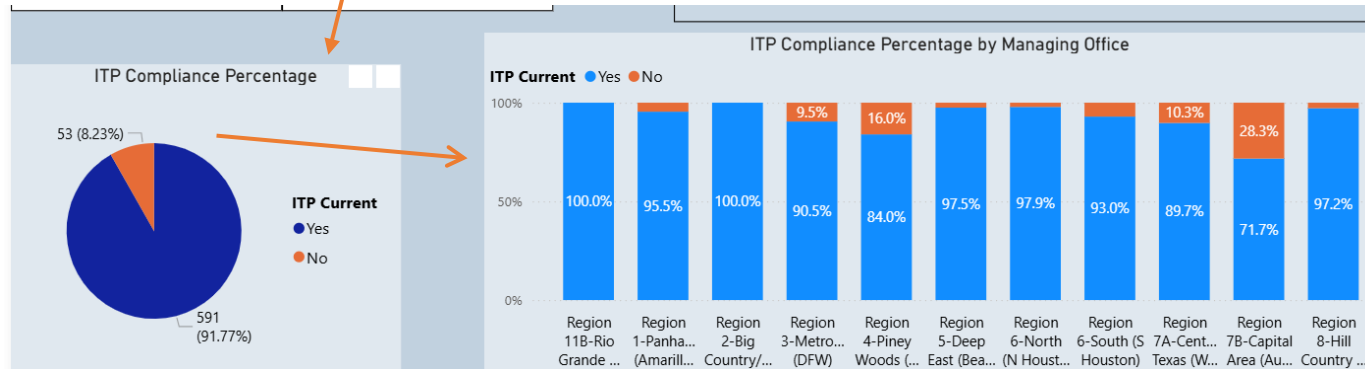
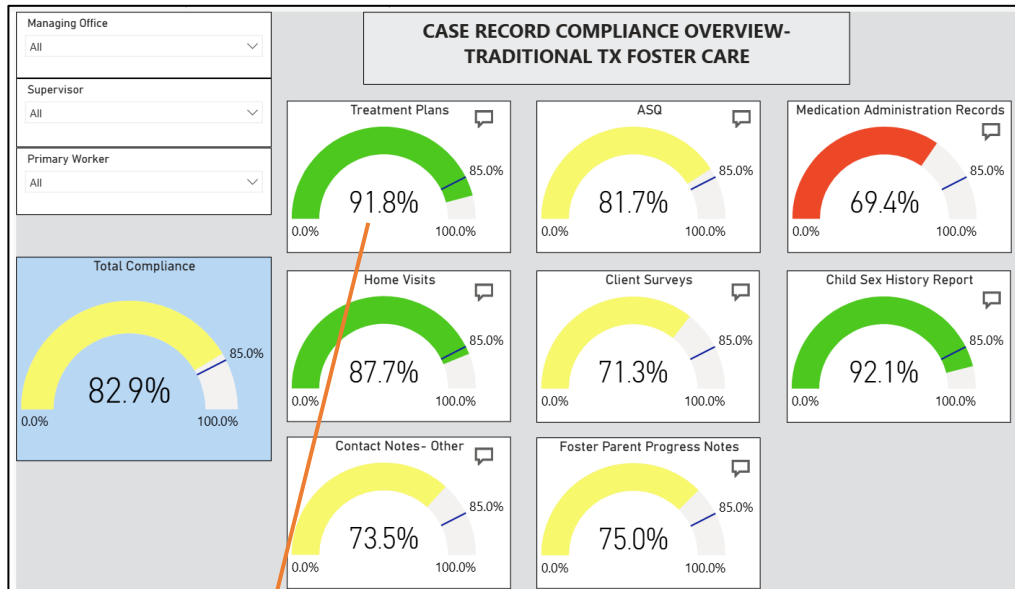


Psychiatric Hospitalization/Emergency Petition Actions Resulting from Self Harm/Suicidal/Homicidal Incidents



Room 4 – Case Record Auditing

Quantitative



Qualitative

4	If client receives medication, there is a MAAR for each month for the last 3 full months	0
5	Quarter 3 - Treatment Plan	
6	Treatment Planning	
7	Client > Case Management > Assessments > Single Child Plan of Service	
8	Signed by supervisor within 10 days of meeting date	1
9	CANS Recommendations are documented in the treatment plan	3
10	Goals and interventions support the permanency goal and facilitate family connections	0
11	Consistent with information in the medical section	0
12	Vocational needs are addressed	0
13	15+ - Transition Plan integrated (includes exploration of living situations; evaluation of risks/benefits of housing options; ensure living arrangements in place prior to aging out of care; basic resources in place (e.g., job, health ins., committed adult, cultural/peer supports))	0
14	Identifies client's strengths in each area	0
15	Identifies client's needs and a specific plan for meeting these needs, including timeframe, person or service provider responsible	0
16	Goals and objectives are individualized to the client	0
17	Client's signature	0
18	Treatment team members' signatures	2
19	- Within 10 days of meeting	2
20	Service Management	
21	Client > Case Management > Service Management	
22	Contact notes address specific needs, describe	1
23	trauma-informed practice	0
24	Contact notes	0
25		1
26		0
27		0
28		0
29		0
30		0
31		0
32		0
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35		0
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98		0
99		0
100		0

Quarter 1 - Treatment Plan	Client 1	Client 2	Client 3	Client 4
Treatment Planning	-	-	-	-
Service Management	-	-	-	-
Assessments	-	-	-	-
Quarter 2 - Health Visit and Education	-	-	-	-
Documents	-	-	-	-
Education Documents	89.47%	76.47%	78.95%	-
Health Visits	91.67%	72.73%	66.67%	-
Medication	75.00%	75.00%	100.00%	-
Quarter 3 - Treatment Plan	-	-	-	-
Treatment Planning	-	-	-	-
Service Management	-	-	-	-
Assessments	-	-	-	-
Quarter 4 - Intake	-	-	-	-
Overall	89.47%	76.47%	78.95%	-

Closing



“Welcome home,
Data Influencers!
Welcome home!!”-
Ty Pennington

