



BSCC CalVIP Technical Assistance Workshop Series



*Workshop 6. Monitoring Data Collection &
Establishing Continuous Quality Improvement*

April 3, 2024



Please Note...

- This workshop is being recorded & will be posted on BSCC's website once it becomes available



Zoom Etiquette

Remain on camera
(when possible)

Mute when you are not
talking

**Stay present &
engaged; eliminate
distractions**

Keep chat
conversations
**appropriate & on
topic**

Make sure your **full
name** is displayed

If you have a question,
raise your hand using
the Zoom function at the
bottom of your screen, or
use the chat feature

Introductions





RDA Introductions



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Introductions



- Now we'd like to get to know you better!
 - Please drop in the chat your name, organization, and your role in your program



Agenda

- Project background
- Purpose of today's workshop
- Data Collection Monitoring
- Continuous Quality Improvement and PDSA Cycles
 - PDSA Breakout Activity
- Closing



Community Agreements

- Be present at start of workshop
- Actively participate
- Keep statements respectful, constructive, & relevant to workshop topic
- Be brief & mindful of everyone's time when sharing
- Respect others' thoughts & feelings when they differ from yours

Project Background





Project Goal

- To provide regional technical assistance (TA) for CalVIP Cohort 4 grantees to help build capacity in:
 - Data collection
 - Data entry
 - The development of data-sharing agreements



Project Objectives

- Conduct grantee discovery
 - Review relevant documents (e.g., grantee proposals, LEPs, QPR-Baseline Reports)
 - Administer TA Interest Survey
- Refine TA delivery plan
- Deliver TA
 - Targeted TA
 - Group-based TA workshops
 - Ongoing TA as requested



BSCC CalVIP Data Collection Requirements

- Quarterly progress report data
 - Enrollments & service outputs
 - Enrollment quarterly totals
 - Participation in services
 - Project service outcomes
 - Exits & participant outcomes
 - Exiting participants
 - Outcomes
- Local Evaluation Report data
 - Quantitative & qualitative data to answer your project's process & outcome evaluation questions

Workshop Purpose





Prior Workshops

Workshop 1 — Overview of evaluation design, planning, and considerations

Workshop 2 — Best practices in developing data collection instruments and described how to create quality instruments to meet data collection needs.

Workshop 3 — Capacity building to evaluate your program's efficacy by understanding how to measure client progress through outcome data collection.

Workshop 4 — Best practices in streamlining and managing data collection processes at the point of entry.

Workshop 5 — Data quality measures and how to conduct data quality reviews.

Prior recordings and materials can be found [here](#)



Workshop #6 Objectives

1. Review roles, responsibilities, and helpful practices in data monitoring
2. Consider approaches to staff training and building a data culture
3. Learn about and practice PDSA cycles

Data Collection Monitoring





What is data monitoring?

Policies and routine processes an organization has established to collect, store, review, and improve their data

Observation

Review/Analysis

Action

Storage



Why is it important?

- Improved data quality
- Improved ability to demonstrate impact
- Competitive advantage for grant applications & funding opportunities
- Better data-informed decision making
- Opportunities to streamline data collection



Poll Questions

1. Do you have a designated point person for data management?
2. Do you collect personally identifiable information?
3. Does your organization currently collect data beyond what is needed for reporting requirements?
4. How concerned are you that data collection will overburden staff?



Helpful Practices in Data Monitoring

- Data collection plans
- Staff training
- Routine data quality reviews
- Feedback loops
- Secure data collection & storage
- Data managers



Helpful Practices

Data Collection Plans

Evaluation Question					
Indicator	Data Source and Methods	Responsible Party	Timing	Analysis Plan	Interpretation

Data collection plans map out what data you will collect and why, who will collect it and when, and how you will analyze the data



Helpful Practices

Training and Onboarding Staff

- Build a culture where everyone understands their role in data collection AND why it's important
- Include time to train staff when rolling out new data processes
- Set aside time for hands-on learning
- Create guidance documents for staff
- Build data collection into your existing workflows



Helpful Practices

Routine Data Quality Reviews

- Conduct data quality reviews routinely, not on an ad hoc basis
- Reviews should be done more frequently when:
 - You're just getting started with data collection or monitoring
 - You've changed your collection process



Helpful Practices

Establishing Feedback Loops

- Use feedback loops with staff and clients to:
 - Share stories and learnings from the data you've collected
 - Solicit feedback on how you're collecting data
- Consider burden and confidentiality when creating your feedback timing and process



Helpful Practices

Ensuring Data is Securely Stored

- Clients trust us to keep their personal information secure
 - Should be able to explain how you're doing that and how their data is being used
- Data monitoring includes ensuring compliance with data security practices



Helpful Practices

Identifying a Data Manager

Key responsibilities of a data manager:

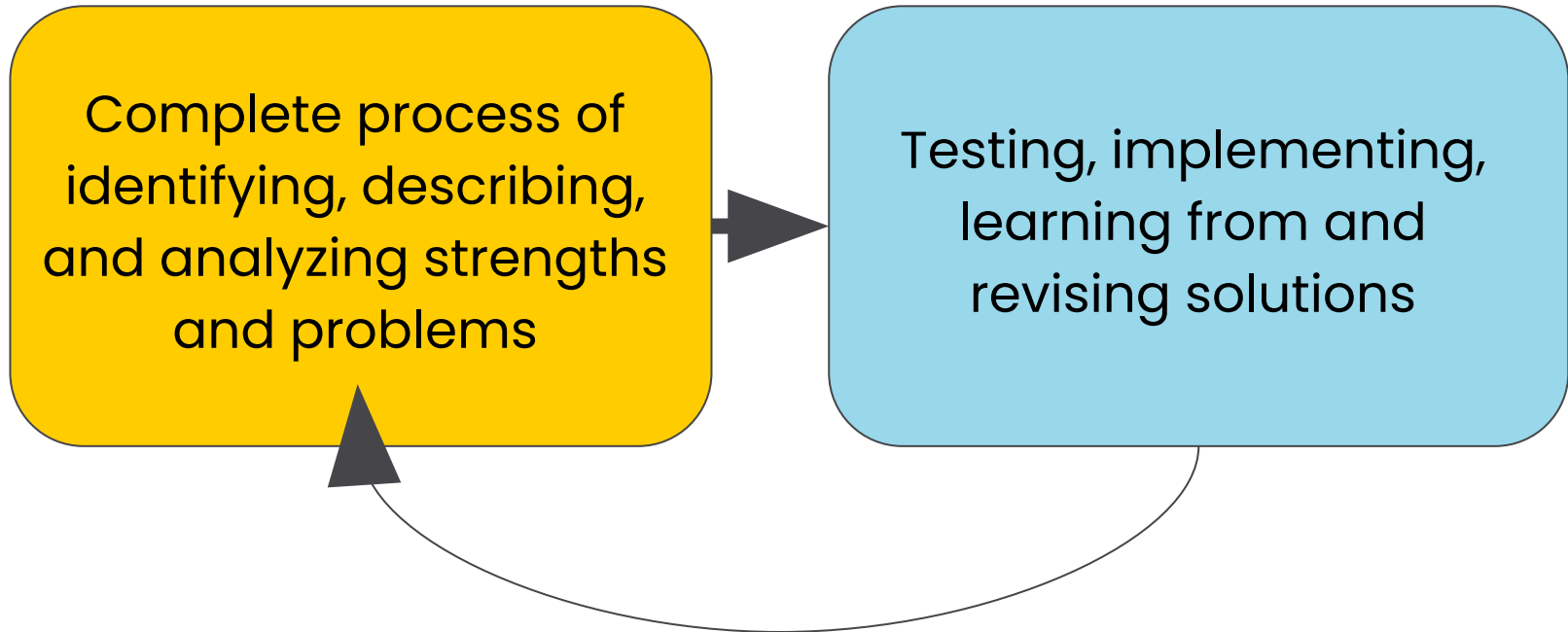
- Developing data policies
- Managing systems and tools
- Conducting quality reviews
- Leading data quality improvement efforts
- Implementing feedback loops
- Ensuring data security
- Training staff and responding to questions

Continuous Quality Improvement





Continuous Quality Improvement (CQI)





CQ-WHY?

- Use CQI to improve your data quality and to improve your program's other processes
- Benefits:
 - Adapt quickly
 - Culture of improvement
 - Demonstrate why
 - Efficiency



Plan, Do, Study, Act

ACT

Based on the data analysis, decide whether to adopt, adapt, or abandon the change/strategy. With this information start the next cycle.

PLAN

Identify the problem/ need, create a change/ strategy to enact to address it, create action steps, intended outcomes, and measures.

PDSA Cycle

STUDY

Analyze the data collected during the DO phase.

DO

Execute the change/strategy and execute the PDSA plan created in the PLAN section.



PDSA is not...

- A rigorous evaluation over a long period of time
- An evaluation of an entire program as a whole
- A formal statistical process



**What does this look
like in practice?**



Breakout Activity

50 Minutes

Project Safe Streets PDSA Cycle

<p>Challenge #1 Staff reported they don't have the capacity to enter the intake data they collect on paper forms in the field because they are in the field all day</p>	<p>Challenge #2 Staff reported that many participants are uncomfortable with some questions and refusing to answer them during the initial intake meeting, so staff leave those blank</p>	<p>Challenge #3 Some staff reported that they weren't aware that they were supposed to administer the pre-survey at the same time that they completed the intake form</p>
<p>Breakout #1 Breakout #4</p>	<p>Breakout #2 Breakout #5</p>	<p>Breakout #3 Breakout #6</p>

Closing



Upcoming BSCC CalVIP TA Workshop Topics & Dates

Title	Date
1. Using best practices in data collection, administration, & entry Part I	Sept. 13, 10:00 am - 12:00 pm PST
2. Using best practices in data collection, administration, & entry Part II	Oct. 19, 11:00 am - 1:00 pm PST
3. Measuring client progress through outcome data	Dec. 6, 10:00 am - 12:00 pm PST
4. Streamlining & managing data collection processes Part I	Jan. 31, 10:00 am - 12:00 pm PST
5. Streamlining & managing data collection processes Part II	Feb. 28, 11:30 am - 1:30 pm PST
6. Monitoring data collection & establishing CQI processes	April 3, 10:00 am - 12:00 pm PST
7. Using secondary data to support BSCC-Part I	April 24, 11:30 am - 1:30 pm PST
8. Using secondary data to support BSCC-Part II	May 23, 11:00 am - 1:00 pm PST



Ongoing TA as requested

Two ways to request TA support from RDA!

1. Via the RDA TA Request Portal—Use your phone to scan the TA Interest Form QR code

or

2. Email RDA_TA@RDAconsulting.com

- Provide your name, agency & program name, & a brief description of your TA needs



TA Interest Form



We want to hear from you!



Workshop 6 Feedback Form

- Help us improve future BSCC CalVIP TA workshops!
- Use your phone to scan the QR code or click on the link in the chat to provide feedback on today's session



Contact Information



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Thank you!