



Fostering a Culture of Data-Informed Programs


May 7, 2023



Rachel Ohlhausen, MSW
Director of Program Operations



Hayden Rand, MSW
Program Impact Manager

- 
- 1. Background and context of data at JFS**
 - 2. Development of data infrastructure**
 - 3. Incorporating discussion and reflection**
 - 4. Breakout discussion and questions**



JFS Client Services



**Counseling &
Mental Health**



KasherKC



**Older Adult
Services**



Jewish Life

JFS Guiding Principles



Where We Started



Databases & Initial Data Entry

Staff Audience & Access

Client Intake



Ride Scheduler

Home Scheduler

ETO

Operations
Center Staff
Only

All JFS
Program
Staff

"Aging in place is more possible because of JET Express. You are giving non-driving Seniors a wonderful service and we very much appreciate you! Thank you so much! "

**2022 JET EXPRESS SURVEY
FEEDBACK**

Initial Program Data Development

BEGIN WITH LISTENING

What questions do you have about your program's output that you regularly want to answer or review?

GET TO KNOW EXISTING DATA

What data do you already collect and in which database(s) does it live?

CONDUCT GAP ANALYSIS

What data is needed to answer existing questions and is it already being collected?

REVISE DATA COLLECTION

Work with teams to create data collection mechanisms that answer the questions you're asking

Initial Brainstorming: Program Perspective

SERVING CLIENTS BETTER

Start with "What do we want to know to serve more people and better?" rather than a compliance focus

FINANCES

How much are rides costing us to provide? Which method is the most cost effective? Leads to a financial dashboard.

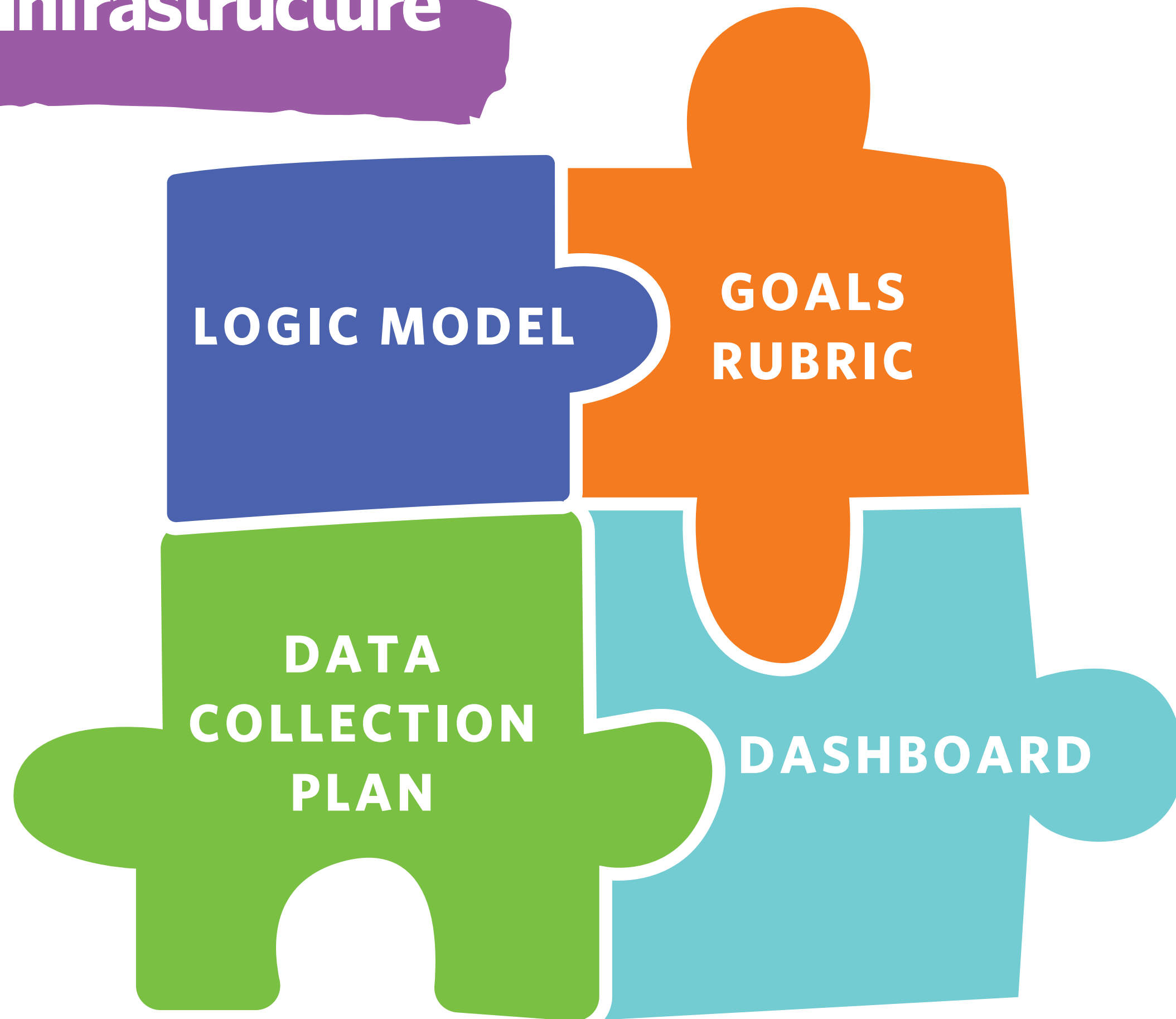
GEOGRAPHIC LOCATION

Where do our clients live compared to where our volunteers live

CALLER & PHONE DATA

How many calls do we get in a month? How long do we spend on the phone? Are we answering calls "live?"

Current Data Infrastructure



JFS 2023 Older Adults Logic Model

Program: Older Adults (Care Management, Help @ Home, Jet Express) Goal: Enable individuals who are 60 years and older to age in community with quality of life.					
INPUTS	ACTIVITIES		OUTCOMES		
<i>What we invest</i>	<i>What we do</i>	<i>Who we serve</i>	<i>Why this project: short-term results</i>	<i>Why this project: intermediate results</i>	<i>Why this project: long-term results</i>
<ul style="list-style-type: none"> • Social work staff (care managers) • Handystaff • Van drivers • Call center staff • Administrative / billing staff • Volunteers • Van • Client management database • Phone system • Home repair database • Ride scheduling database • On the Go partnership • Community partnerships • Medicare Counseling certification • Other JFS programs 	<ul style="list-style-type: none"> • Holistic screening and assessment • Care management and aging-related goal planning • Connection to monthly food support via JFS Pantry • Minor home repair, maintenance, home safety assessments, safety modifications • Transportation assistance • Information and resource referral • Medicare Counseling • Financial assistance • Connection to Holocaust Survivor reparations • Technology support 	<ul style="list-style-type: none"> • Older adults (age 60+) with aging-related challenges and needs • Caregivers and families of older adults 	<ul style="list-style-type: none"> • Participants access necessary financial resources • Participants access necessary healthcare resources • Participants receive necessary home repairs at affordable rates • Participants access meaningful appointments and activities • Participants receive technology support • Participants receive sustainable food / nutrition support 	<ul style="list-style-type: none"> • Participants experience a reduction of falls inside their home • Participants experience a reduction in unplanned hospital encounters • Participants maintain engagement with meaningful appointments and activities (social, medical, meaningful business, food) • Participants experience reduced isolation / mental health benefits 	<ul style="list-style-type: none"> • Participants improve or maintain their ability to age in their homes / communities • Participants maintain connection to the people, places, and things that are meaningful to them
Assumptions <ul style="list-style-type: none"> • Home safety modifications reduce the risk of falls inside the home for older adults who are at risk. • Access to care management services contributes to better health/aging-related outcomes. • For someone unable to drive, access to transportation assistance and basic home maintenance improves their ability to remain active in the community. 			External Factors <ul style="list-style-type: none"> • Access to care management services for low-income older adults is limited in the Kansas City area. • Accessible, reliable transportation services are limited for low-income older adults in the Kansas City area. • Social drivers / determinants of health and societal inequities contribute to an individual's ability to age well, including race, socioeconomic status, education, food access, and environment 		

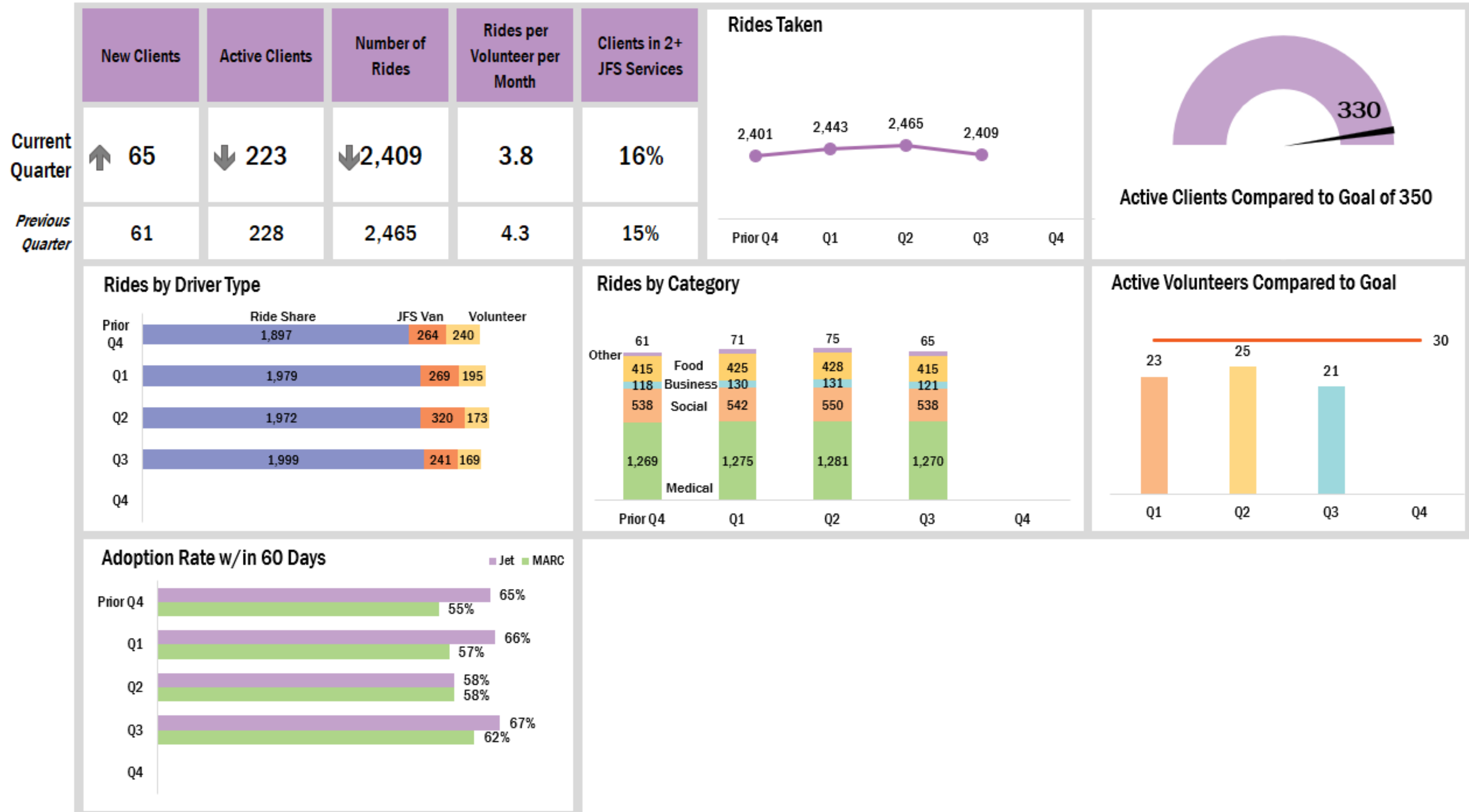
Older Adults 2023 Goals

PROGRAM THEORY	ACTIVITIES	OUTPUTS	OUTCOMES	IMPACT
<i>What is the problem(s) your program is trying to solve, or the issue your program will address?</i>	<i>Describe (in detail) the activities you plan to conduct in your program.</i>	<i>For each program activity, identify what you intend to produce, being very specific about the quantifiable output of the service delivery.</i>	<i>Identify the short-term and long-term outcomes you expect to achieve through each activity.</i>	<i>Describe the impact you anticipate in your community in 5-7 years with each activity because of your program.</i>
<p>Aging in community is neither free nor easy. Care management involves connecting aging individuals to resources based on their needs so that they can age in community with quality of life.</p> <p>77% of older adults want to age in their own home. (Meryl Lynch AARP 2021 Study).</p> <p>Many children of older adults are not able to provide the care, transportation and support needed, or are local to Kansas City to help.</p> <p>Public transit does not currently meet the needs of older adults in Kansas City.</p>	Meeting immediate needs:			<p>Older adults can age in the community with support for as long as possible. This decreases likelihood of depression and premature resource depletion.</p> <p>Older adults are assisted with staying in their home, regardless of local social and familial support.</p> <p>Older adults can access appointments and meaningful social activities, regardless of driving status.</p> <p>Older adults in Kansas City have access to a high quality and meaningful life.</p> <p>Kansas City's Medicare beneficiaries will have access to insurance coverage that reduces their out-of-pocket costs and better meets their healthcare needs.</p>
	Care Management – case management to develop and implement personalized plans related to aging independently including resource referrals, healthcare advocacy, and future planning.	<p>Engage x participants in care management services (including CSN service line).</p> <p>Generate \$x in revenue via MARC Care Management contract.</p> <p>Generate \$x in revenue via Community Support Network.</p>	x% of care management clients will report no instances of preventable hospitalizations for their duration of care.	
	Help@Home – minor home repair, maintenance, safety assessments & modifications, technology support	<p>Provide home repair services to x member households.</p> <p>Provide home repair services to x total households, including non-members.</p>	<p>x% of earned program revenue will come from non-membership dues.</p> <p>x% of participants will renew membership for a second year.</p>	
	Jet Express – Provide door-to-door reliable transportation via Lyft, JFS van, and volunteer drivers to older adults unable to drive independently	<p>Provide transportation services to x participants.</p> <p>Secure x new volunteer drivers, bring quarterly volunteer drivers up to x.</p>	<p>x% of referred eligible individuals will engage in the program within x months.</p> <p>x% of participants will remain engaged in services for x months.</p>	

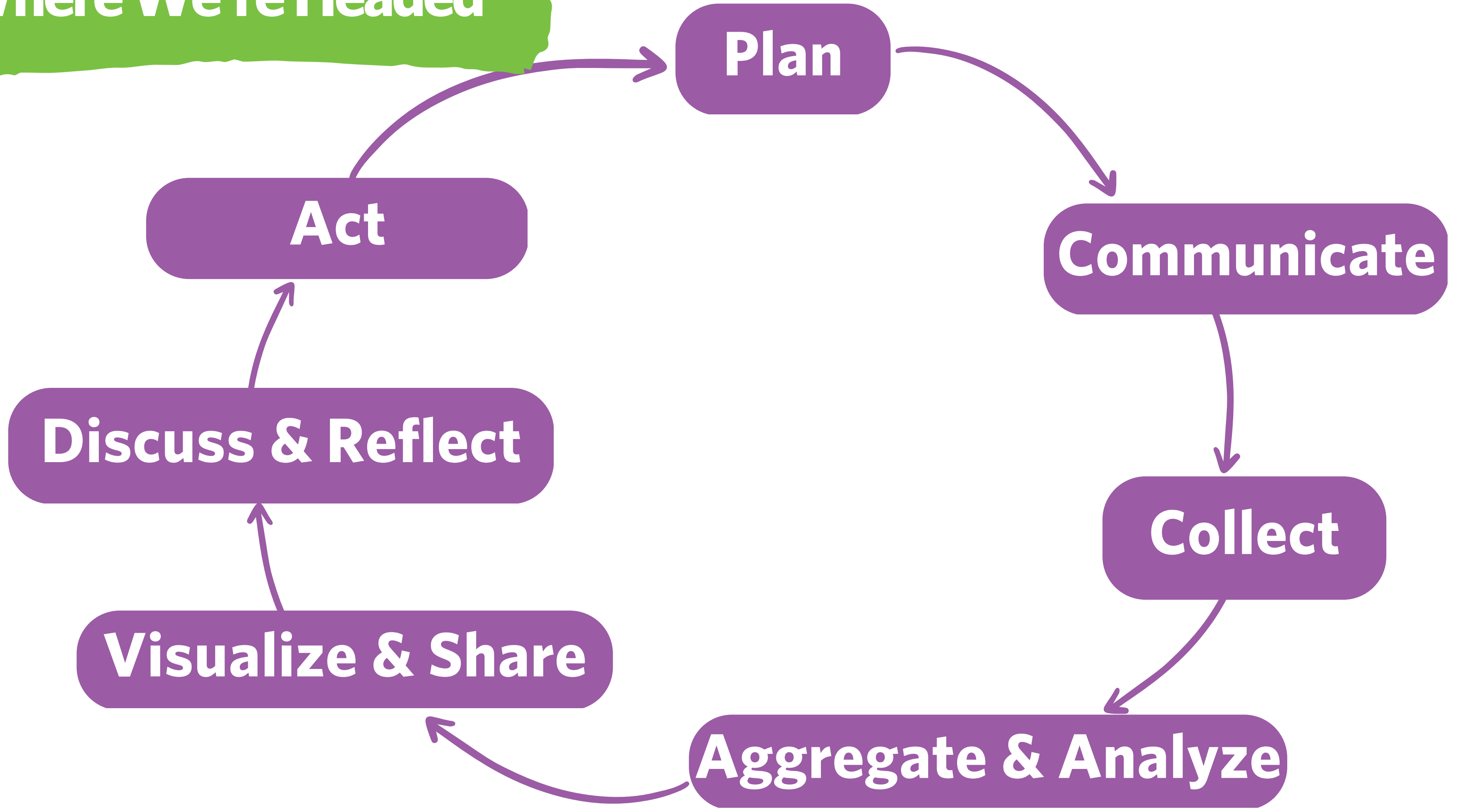
Government, policy and policy-leaders need to be informed about the aging experience in KS, MO and the Kansas City Area. Current medical, healthcare, transportation and housing landscape makes it challenging to age in community with dignity.	Fostering long-term stability:			
	Care Management	Engage x% of care management clients in goal planning.	<p>x% of care management clients report seeing a primary care physician within the past x months.</p> <p>x% of care management clients engaged in goal planning demonstrate improvement (or maintenance at a high level) during progress review period.</p> <p>x% of care management clients report feeling confident they will be able to access necessary prescriptions for at least x months.</p>	
	CM and Help@Home	Provide home safety modifications to x households.	x% of participants receiving a home safety modification will report no instances of preventable, in-home falls for x months.	
	Help@Home	Distribute satisfaction surveys to x% of active households.	x% of survey respondents will report feeling more confident in their ability to age in their home after engagement in services	
	Jet Express	Distribute satisfaction surveys to x% of active clients.	x% of survey respondents will report feeling more connected to the people, places, and things that are meaningful to them after engagement in services.	
	Medicare Counseling	Conduct x Medicare Counseling sessions.	x% of Medicare Counseling participants report better understanding of eligible plan benefits.	
	Advocacy	JFS will inform local and state officials semiannually of stories and data to inform relevant policies affecting older adults.		

	Indicator Title	2023 Goal	Operational Definition	Source of Data	Data Collection Tool	Frequency of Data Collection	Person(s) Responsible for Data Collection
Help@Home	<i>Help@Home Membership</i>	X	Provide home repair services to X households that are active, paying members.	HomeScheduler	HomeScheduler appointment	Upon scheduling appointment	Call Center Staff
	<i>Help@Home Participants</i>	X	Provide home repair services to X total households, including to non-members through community partnerships.	HomeScheduler	HomeScheduler appointment	Upon scheduling appointment	Call Center Staff
	<i>Help@Home Non-Membership Revenue</i>	X%	X% of earned program revenue will come from sources outside of membership fees.	QuickBooks	HomeScheduler appointment, Job invoices	Monthly	Call Center Staff, Finance Staff
	<i>Help@Home Membership Renewal</i>	X%	X% of participants will renew membership for a subsequent year when given the option annually.	QuickBooks	Membership Contract	Annually	Finance Staff
	<i>Help@Home Member Satisfaction Surveys</i>	X%	Distribute satisfaction surveys to X% of active member households.	HomeScheduler, Survey Contact Lists	Microsoft Forms, mailed paper surveys	Annually	Program Impact Manager
	<i>Help@Home Member Satisfaction</i>	X%	X% of survey respondents will report feeling more confident in their ability to age in their home after engagement in services.	Client Survey	Microsoft Forms, mailed paper surveys	Annually	Program Impact Manager
Jet Express	<i>Jet Express Participants</i>	X	Provide transportation services to X individuals.	RideScheduler	RideScheduler appointment	Upon scheduling ride	Call Center Staff
	<i>Jet Express Volunteers</i>	X	Secure X new volunteer drivers and increase active volunteer drivers to X, quarterly.	RideScheduler	RideScheduler Drivers	Upon activation of driver	Volunteer Manager, Call Center Staff
	<i>Jet Express Adoption Rate</i>	X%	X% of referred eligible individuals will take a ride within two months of enrollment.	RideScheduler	Screening Intake touchpoint, Ride Scheduler appointment	Upon referral, upon scheduling ride	Call Center Staff
	<i>Jet Express Retention</i>	X%	X% of participants will remain engaged in services by taking rides for at least 12 months.	RideScheduler	RideScheduler appointment	Upon scheduling ride	Call Center Staff
	<i>Jet Express Participant Satisfaction Surveys</i>	X%	Distribute satisfaction surveys to X% of active participants.	RideScheduler, Survey Contact Lists	Microsoft Forms, mailed paper surveys	Annually	Program Impact Manager
	<i>Jet Express Participant Satisfaction</i>	X%	X% of survey respondents will report feeling more connected to the people, places, and things that are meaningful to them after engagement in services.	Client Survey	Microsoft Forms, mailed paper surveys	Annually	Program Impact Manager

Q3



Where We're Headed





Opportunities for Discussion and Reflection

*"Data alone will never be as powerful as data
combined with human experience, observation,
and intuition."*

Discuss and Reflect

QUARTERLY DATA REVIEWS

- Does this data ring true to you / feel accurate?
- Is there anything surprising?
- Is there anything else you'd like to know?

"DAY IN THE LIFE" EXERCISE

- What did a recent good day look like for you? A not so good day?
- What's a thing that could happen in your day to make it difficult?

Annual All-Staff Data and Story Share





**BREAKOUT
DISCUSSION
AND
QUESTIONS**