MEALS ON WHEELS ANNUAL CONFERENCE AND EXPO

AUGUST 27-29, 2019

DALLAS, TX

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IT'S ALL ABOUT THE DATA!

SESSION 1

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ICEBREAKER

Pair Share & Switch!

1. Name
2. Your organization
3. Your city
4. How do you want to be able to use data?

WHAT IS DATA?

WHY IS IT IMPORTANT?

PAIR & SHARE

Individual Thinking (1 min)

Pair & Share (2 mins)

Share Out

What is Data? Why is it important?

What are your initial thoughts?

What is data?

Why is data important?

Write down any insights:

How can data be most useful to you?

What is data?

Data are facts, numbers, observations, words, phrases, narratives, etc. that become meaningful information through contextualization and analysis.

What is data?

Data are discrete values that can become meaningful through analysis.

Why is it important?

Data enables us to see broader patterns and gain deeper insight into human behavior, practices, and growth through thoughtful analysis.

TODAY'S PLAN

Self Assessment

Outputs Vs. Outcomes

Data Journey: Where are your data collection opportunities?

Data Tools: What data collection tools could you use?

SELF-ASSESSMENT

Self Assessment

Step 1: Complete the self assessment below.

1. Have you identified the effect you want your Meals on Wheels program to have on the lives of your participants? (i.e., desired outcomes)

No | Somewhat | Yes

2. Are you currently collecting data related to the changes you want to see? (i.e., desired outcomes)

No | Somewhat | Yes

3. Are the decision-makers in your organization data-use champions?

Not at all | Somewhat | Mostly | Completely

4. How frequently do people in your organization use data to improve your Meals on Wheels program?

Never | Rarely | Often | Always

5. What types of obstacles do you see to using data to improve your Meals on Wheels program? (Indicate all that apply.)

Relevant / Useful Data | Capacity Issues (e.g., time, skills, etc..) | Lack of Support | Other

6. How easily accessible is data to staff and decision-makers within your organization?

Very Difficult | Somewhat Difficult | Somewhat Easy | Very Easy

Step 2: Reflect

Ask yourself the following questions as you consider your responses to the self assessment:

a) What areas do you want to improve to help your organization become more data-driven?

b) What would need to change so that your organization becomes more data-driven?

c) What do you have working in your favor?
(i.e., Think about where the potential smallest steps for positive change exist.)

Step 3: Pair Share

Find a partner to discuss your reflections. Write down any insights you gain from your conversation.

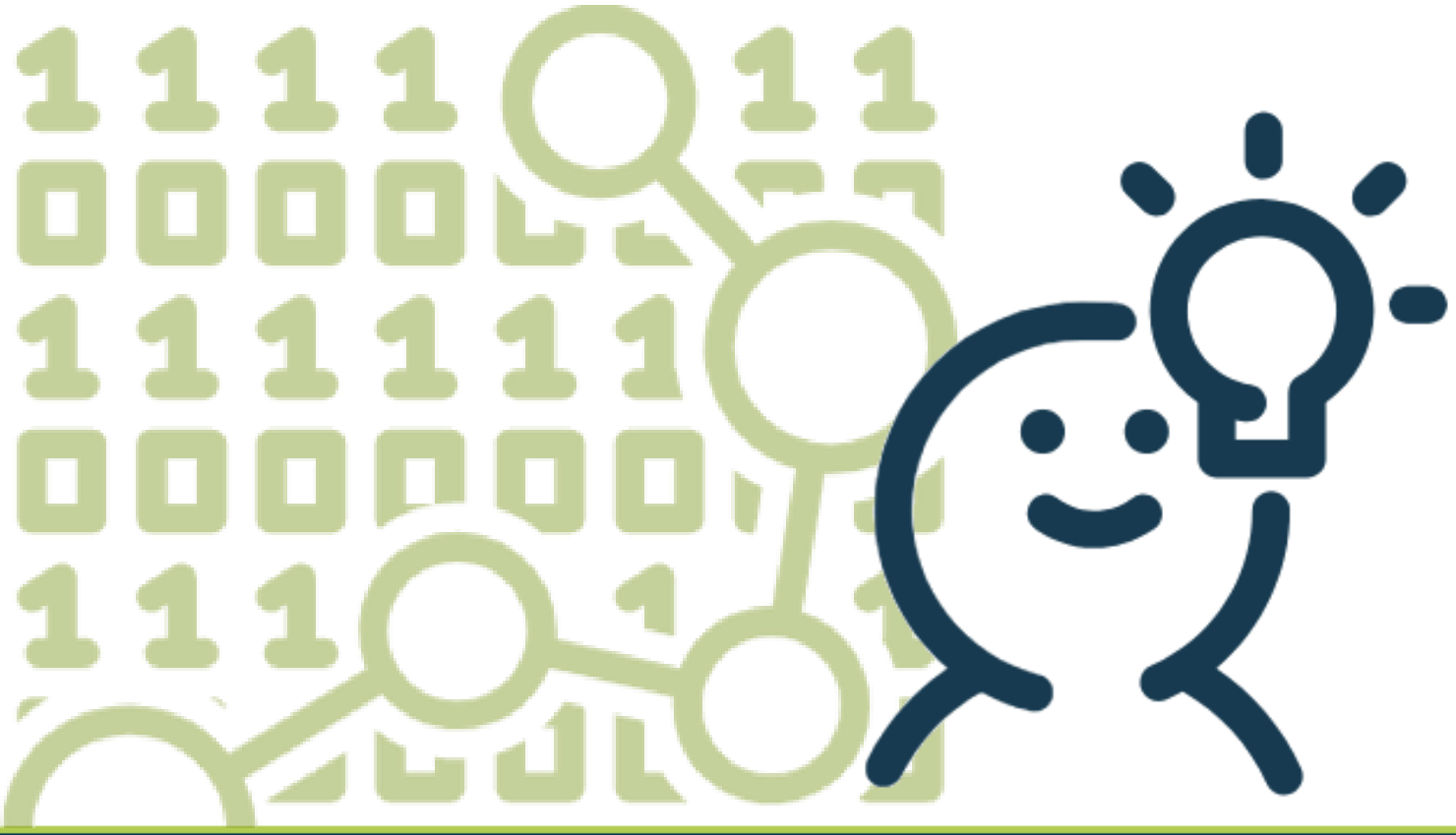
PAIR & SHARE

Self-Assessment (5 min)

Pair & Share (2 mins)

Share Out

OUTPUT VS OUTCOMES



PAIR & SHARE

Self-Assessment (5 min)

Pair & Share (2 mins)

Share out

Outputs

Quantification of your activities

e.g., Number of meals you served

Outcomes

Changes that happen as a result of your work

e.g., Reduction of food insecurity

Outcomes

Knowledge

Attitude

Behavior

Outputs

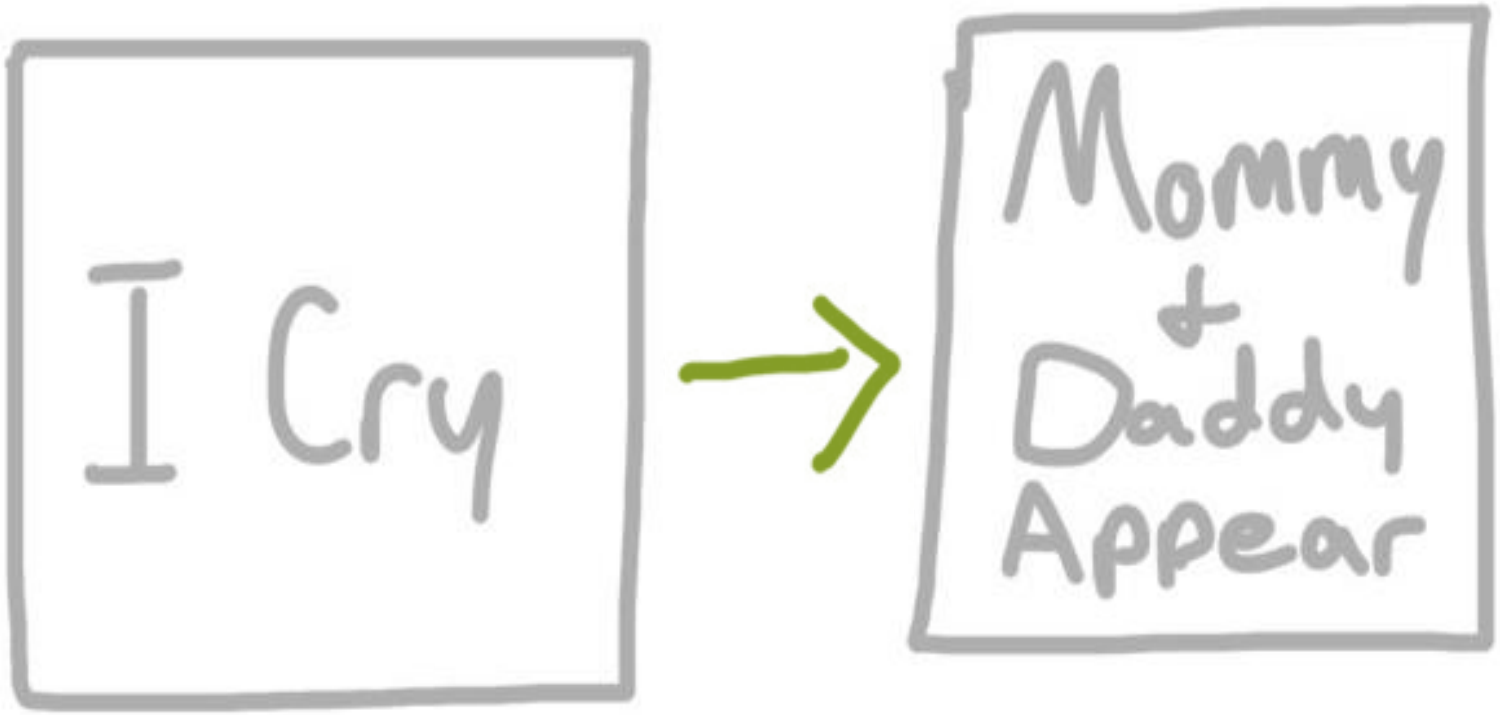
Help you monitor your organization's processes

Outcomes

Help you understand if your work is making a difference (and what kind)

Mini –

Theory of Change



Activity

Outcome

fresh spectrum

Mini – Theory of Change

Step 1: List Activities	Step 2: List outcomes
Activities	Outcomes
What does your organization do? List your organization's activities, programs, and/or initiatives.	What are the most important short-term changes in knowledge, attitude, or behavior you expect?

Tip: Short-term changes are outcomes you expect to happen right after an activity.
Ask: What would your participant walk out the door with?

Step 3: Highlight Key Outcomes

Ask yourself the following questions:

a) Which outcomes are important to achieving your organization's mission?

b) What are your deal-breakers? I.e., if you're not achieving these outcomes, you would change the way you do your work.

c) Which outcomes are most important to your stakeholders?

d) What outcomes could help you make decisions?

Step 4: Identify Data Collection

Put a checkmark [✓] next to the outcomes you are already collecting data on.

Step 5: Reflect

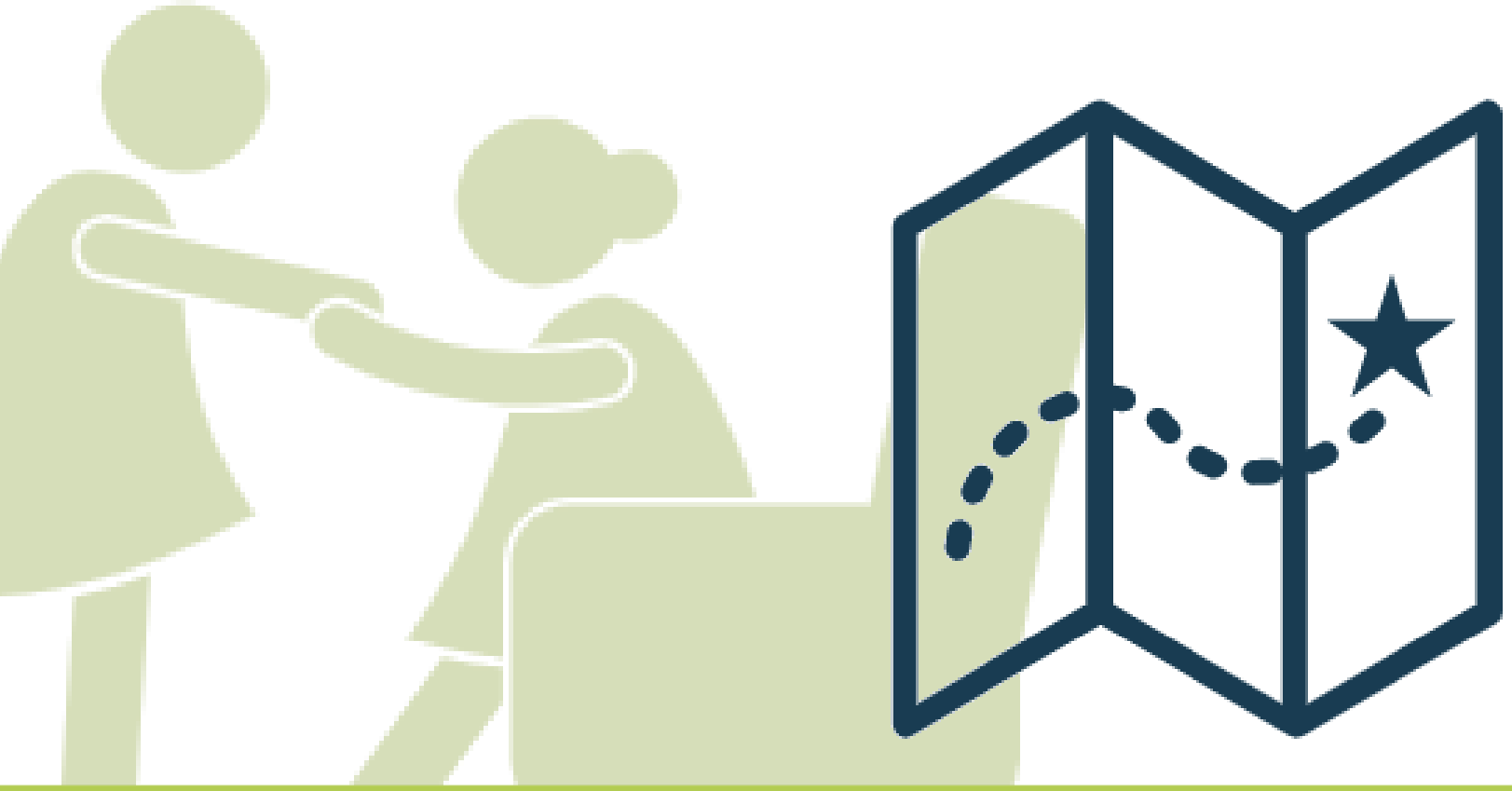
What steps do you want to take to focus more of your data collection efforts on key outcomes?

PAIR & SHARE

Mini – Theory of Change (5 min)

Pair & Share (5 mins)

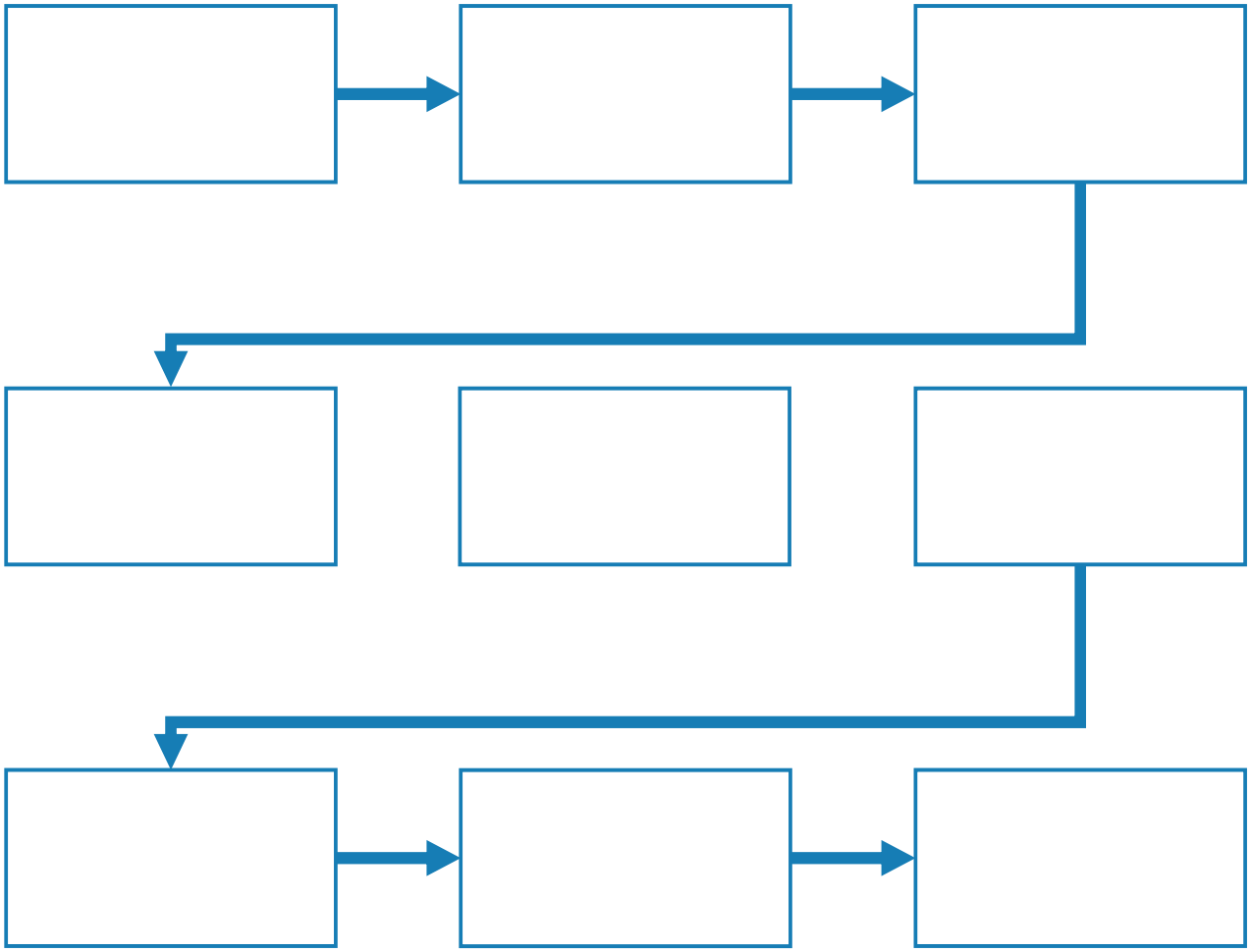
DATA JOURNEY



Data Journey Map

Step 1: Participant's Journey

Consider what your participants experience with your program.
Include: touch points, activities, and any other experiences.



Step 2: Current Data Collection

Insert comments to indicate when your current data activities are happening in the margins.

Tip: Use a different color writing utensil.

Step 3: Reflect

Consider the outcomes you identified during the Mini-Theory of Change Activity using the following questions:

a) Are you leveraging existing touch points, activities, or experiences to collect data on key outcomes?

b) Where are the naturally occurring learning opportunities?

c) Are you making any assumptions about your participants' experiences?

Step 4: Plan

What existing opportunities are you going to leverage moving forward?

Insert comments in the Journey Map to identify where you will start, stop, or change data collection activities.

PAIR & SHARE

Journey Map (7 min)

Pair & Share (3 mins)

DATA TOOLS

Data Collection Tools

Methods & Approaches	Details	To what extent is this a good fit for your organization?
Focus Groups	A group discussion designed to explore a topic. Participants can build on each other's comments. Good facilitation is needed.	
Documents Analysis	Review existing documents. Helpful for gaining information about an organization's background or processes. Information may be incomplete and unorganized.	
Interviews	One-on-one conversation designed to explore a given topic. You can ask for clarification on the spot. Can be time consuming and will require a facilitator.	
Participatory Mapping	Participants are asked to draw on a geographical map to explore a topic (e.g., where community resources are located). Good facilitation is needed.	
Pre- / Post-Survey	Participants respond to questions before an intervention. Then, respond to the same questions afterwards. Participants do not know what they don't know before your program. Responses may be skewed.	
Post-Survey	Participants respond to questions after the program.	
Observations	Data collector observes participants in their natural environment. Observer documents what takes place and often may use a rubric to guide their observation. Time and resource intensive. Analysis may be difficult.	
Reflective-Post Survey	Participants respond to questions that ask them to reflect on their beliefs, abilities, behaviors, etc., before the intervention and then after.	

Specific Examples of Existing Tools

Tool	Description	To what extent is this a good fit with your key outcomes?
AARP Isolation Impact Assessment Tool	Assesses the extent to which someone is feeling detached physically or psychologically, or disconnected from support groups of family, friends, and community.	
Administration on Aging's Performance Outcome Measurement Project Toolkit	This toolkit provides surveys that are designed to evaluate services: Congregate Meals Survey, Home-Delivered Meals Survey, Physical Functioning and Health Module, Social and Emotional Well-Being Module, and more.	
Generalized Anxiety Disorder Questionnaire	This is a survey used to determine if an individual could have Generalized Anxiety Disorder (GAD).	
Hunger Vital Sign	Two survey questions used to identify families with young children who may be at risk for food insecurity.	
National Health and Aging Trends Study	This is an interview guide used to gather data from representative sample of Medicare beneficiaries ages 65 and older. Topics include: health conditions, home environment, community, mobility, self-care, economic well-being, facility questionnaire, and more.	
National Survey of Older American Act Participants	This is a national survey of programs aimed at helping seniors.	
Patient Health Questionnaire	This is a survey used to screen, diagnose, monitor, and measure depression.	
UCLA Loneliness Scale	A 20-item scale that measures one's feelings of loneliness and social isolation.	
USDA Food Insecurity Survey	Assesses financially based food insecurity and hunger.	

Tip: *Rigor resides in rigorous thinking not methods.* - Michael Quinn Patton
Start with the path of least resistance. What does your organization have the will-power & capacity to do?
Explore what others have done to collect data on the concepts (e.g., key outcomes) you're interested in.

PAIR & SHARE

Review Methods Menu (6 min)

Pair & Share (4 mins)

QUESTIONS & RESPONSES

THANK YOU!

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