



Data and Measurement Capacity

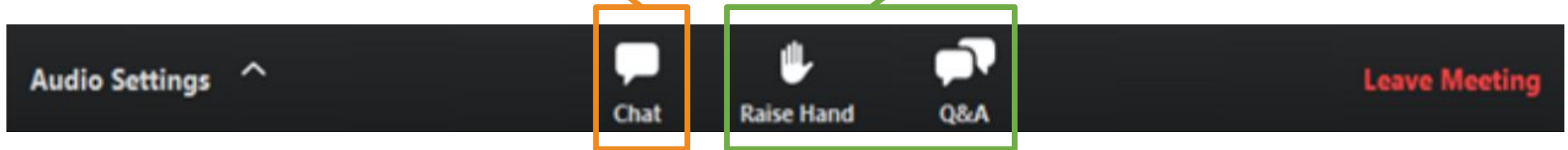
A core component of the Program Quality Roadmap

November 17, 2021



Webinar Logistics

- **Share your name, pronouns, organization, and city in the chat.**
- Use the chat if you are experiencing any tech issues.
- Share thoughts and comments about the discussion!
- **Type questions** in the the Q&A during the webinar.
- **Raise your hand** during the Q&A sessions to ask your question out loud to the group.



Panelists & Moderators

~ Today's Panelists ~



Amber Palmeri

Associate Director, Mile High Youth
Corps, YouthBuild



Cailin O'Connor, MS

Senior Associate,
Center for the Study for Social Policy



Kurt Von Stetton

Director of Data Services,
YouthBuild USA

~ Today's Moderators ~



Erin Rodriguez

Executive Director, Root Cause



Abby Fung

Managing Director, Root Cause

Program Quality Roadmap



FOUNDATIONAL CONDITIONS:

- Organizational Mission & Vision are driven by an authentic understanding of community needs and strengths.
- Organizational Commitment to Racial & Economic Equity.
- Alignment between Organizational Mission & Vision and Program Outcomes.
- Organizational & Leadership Supports supply tangible and intangible resources.

Racial & Economic Equity

In the context of social services:

Racial equity is the condition achieved when a person's racial identity does not predict, in a statistical sense, their ability to access and benefit from quality services or the outcomes of these services.

Economic equity is the condition achieved when a person's income and/or wealth does not predict their ability to access and benefit from quality services* or the outcomes of these services.

**Quality services include free, sliding scale, and fee-based services*

The background of the slide is a solid gold color. Overlaid on this background are numerous concentric white circles of varying diameters, creating a ripple effect that radiates from the center of the slide.

Overview of Data and Measurement Capacity

What do we mean by Data and Measurement Capacity?

Data and measurement capacity refers to an organization's ability to **track, analyze, and make meaning of important program and operational data**, which allows the team to learn about what is working and what can be improved to advance program goals.

Measurement allows nonprofits, funders, and other agencies to:

- **Track progress** towards intended outcomes
- **Ensure programs** are being implemented as designed
- **Unearth** new areas and **avenues of improvement**
- **Communicate success and progress** to funders and partners, and
- **Gain new insights** over time about what works.



Establishing Data and Measurement Capacity

- **Develop a framework** which articulates the organization's goals and vision of success, what activities and operations it currently performs, and a cycle of measurement, learning, reporting, and improving
- **Be clear** about staff data responsibilities and provide training.
- **Build staff knowledge and skills** to locate, appraise, and interpret research evidence.
- **Invest in the team and systems you need**, including human, fiscal, and structural capacity in order to implement the intervention with fidelity.
- **Establish an organizational culture of learning** that facilitates data use.



Using Data For Equity and Excellence

- **Prioritize time and resources** to reflect on and use data, and include staff at every level in this process.
- **Disaggregate data** by race, ethnicity, and income to reveal disparities that may be hidden by aggregate data, and support solutions targeted at reducing those disparities.
- **Share data intentionally** with others in the field.
- **Monitor** the success of the intervention and adjust when needed.
- **Assess data quality and processes** on a regular basis. Systems, training, and quality reports are not a one-time investment.



The background of the image is a solid gold color. Overlaid on this background are numerous concentric white circles. These circles are centered in the upper right quadrant and expand outwards towards the left and bottom edges of the frame. The circles vary in size, creating a ripple effect that fills the entire image.

Panel Discussion

Program Quality Roadmap

1. An email will be sent to registrants in the upcoming week with links to the **recording, slides**, and the **Data Measurement & Capacity Research Brief**
2. Go to <https://rootcause.org/program-quality-learning-series/> to register for an upcoming session: Wednesday, November 17, 11am-12pm: **Staff Support & Performance**
3. Connect with **Root Cause** at rootcause.org/contact-us
4. Connect with our Moderators:
 - **Erin Rodriguez** (erodriguez@rootcause.org)
 - **Abby Fung** (afung@rootcause.org)