



# **VSHSL Culture of Performance Measurement and Evaluation (PME)**

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# Our time together

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**1. Who is PME?**

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**02. What is PME?**

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**03. How is PME  
advancing our  
support?**

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**04. What does  
PME do with the  
data?**

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**05. What are PME's  
2022 goals?**



# Who is PME?

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## Adult Services Division PME Team

- Ali Peters, Lead Evaluator
- Anna Hughes
- Renee Lamberjack
- Eritrea Habtemariam
- Margaret Babayan



# THE ROLE OF DCHS' PERFORMANCE MEASUREMENT AND EVALUATION UNIT

To promote a data-informed culture to accelerate DCHS' mission, PME focuses on:

What is PME?

## DATA FOR LEARNING

Use data for insight, not for "gotchas".  
Build demand for and fluency in data.

## CONTINUAL IMPROVEMENT

Focus on data-informed continuous quality improvement for client and community benefit and to address inequities.

## PARTNERSHIP

Acknowledge shared accountability with service providers for client outcomes.  
Develop trusting partnerships with communities most impacted and other external and internal stakeholders.

**CULTURE**  
*Data for Learning  
Continual Improvement  
Partnership*

**DATA SYSTEM MODERNIZATION**  
Invest in data system infrastructure to improve user experience and data management capabilities.

**TOOLS**  
*Efficient  
Flexible  
Visual  
Secure*

**CUTTING EDGE TECHNOLOGY**  
Provide sophisticated and flexible analytical and visualization tools to staff and providers.

**SECURE AND PRIVATE**  
Ensure client data is protected and private. Responsibly steward data while working to make it a public good.

## EQUITY-FOCUSED

Provide robust analyses to interrogate racial inequities and examine the effectiveness of interventions to interrupt them.

## TIMELY AND USEFUL

Time analytic milestones to inform policy, programmatic, and care coordination decisions. Rigorously evaluate novel programs and support business operations.

## INNOVATIVE ANALYTICS

Seek opportunities to develop deeper understanding of root causes and systemic solutions.

**ANALYSIS**  
*Equity-focused  
Timely  
Useful  
Innovative*

## DATA

*Client-level  
Mixed Methods  
Aligned  
Integrated*

**CLIENT-LEVEL**  
Emphasize collecting client-level data to facilitate meaningful equity analyses and explore client trajectories.

**MIXED METHODS**  
Integrate qualitative and quantitative data to increase understanding and center client and provider experience.

**ALIGNED AND INTEGRATED**  
Align measures and integrate data systems to facilitate comparisons, whole-person care, and systems exploration.

# How is PME advancing our support?

- Utilizing collaborative process for creating performance measures
- Incorporating equity analysis
- Listening and being as responsive as possible
- Weaving in qualitative with quantitative
- Sharing data back for discussion
- Thought partners



# What does PME do with your data?

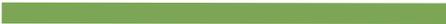
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2020 Annual Report Dashboard

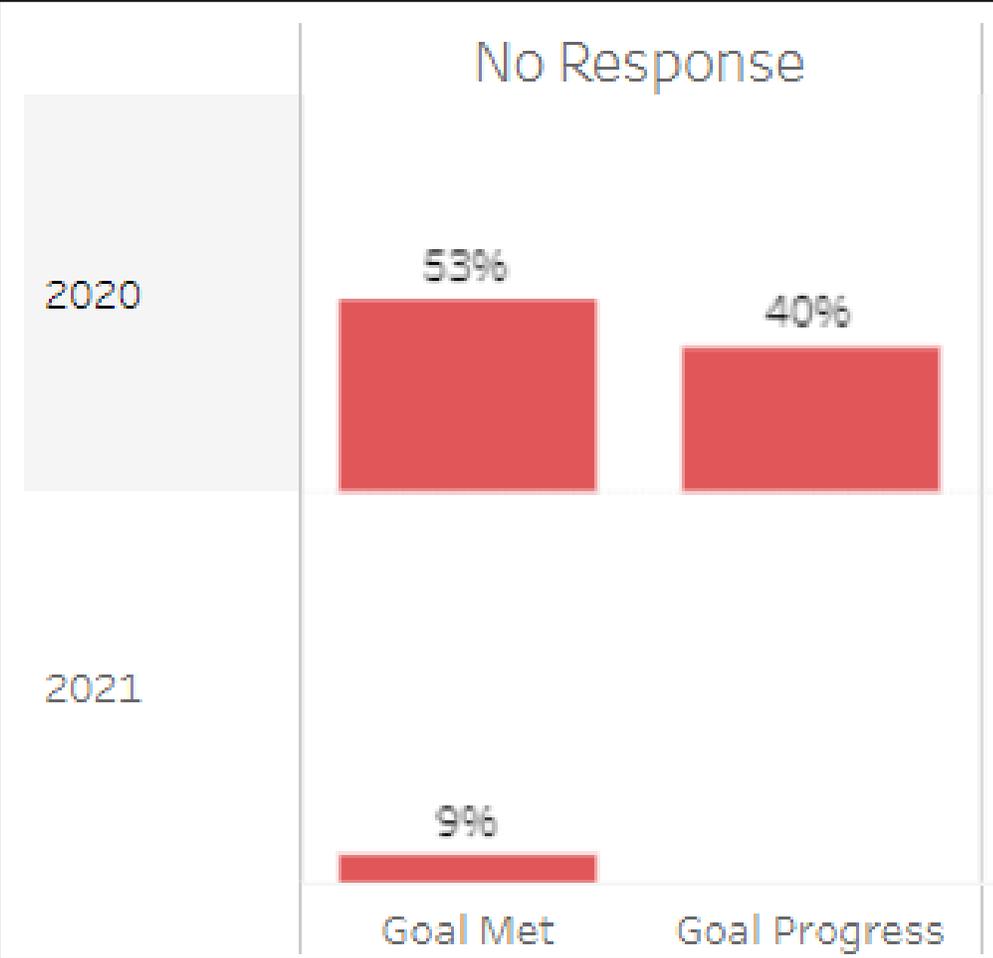
[VSHSL Annual Report](#)

- Storytelling
- Data dashboard

# How can data be useful?



## Mobile Advocacy Data Completeness



# What are PME's 2022 Goals

- Sharing data back to more programs for discussion
- Weaving in more qualitative with quantitative
- Support telling your story with data for levy renewal



# Have you felt a change?

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**What have been some positive experiences you've had with performance measurement and evaluation?**

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**Where are there opportunities for PME?**

**What data would be most useful to receive back?**

# Summary

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**DCHS performance measurement and evaluation is evolving...**

**there are still improvements that can be made.**

**We are all doing our work because we care...**

**we must do it together!**

**Data is only the beginning of a conversation...**