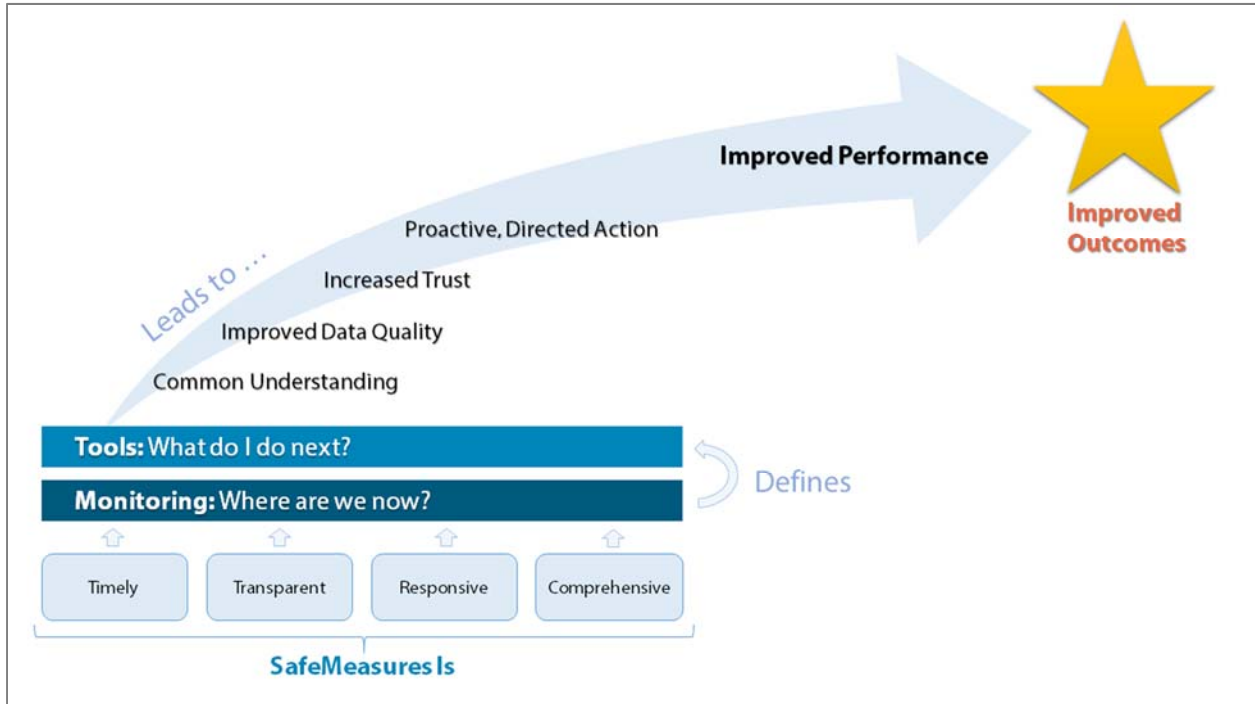


Theory of Change



In order for a reporting service to be useful, it must be:

Timely. Staff need current information. Caseloads are dynamic; service information is updated regularly; clients’ needs change. SafeMeasures is updated nightly, so no information is older than 24 hours.

Transparent. Getting people to trust and use data to guide their decisions can be a challenge. SafeMeasures allows users to drill down into the data to see which cases make up each category. Rather than aggregate counts and percentages, SafeMeasures shows details for every case. When people can see real-time reflections of what they enter into their data collection system, they become more invested in the quality of their data.

Responsive. Each agency’s SafeMeasures is tailored to best reflect its unique policies and priorities. Agency staff have an active, ongoing role in developing their SafeMeasures from day one. We rely on our users to contact us when they find potential errors, as well as when they need to modify or add a report. There are no change orders, modification fees, or year-long waits. We work quickly and efficiently to ensure that our clients have the best possible reporting.

Comprehensive. SafeMeasures ensures that no case or client falls through the cracks. SafeMeasures reports never utilize sampling or random selection. The numbers in a report represent the actual count of each applicable case in the system.

These core elements make SafeMeasures a powerful tool that allows agency directors, managers, supervisors, or caseworkers to monitor how they are performing right now. As we often hear, “What gets monitored gets managed, and what gets managed gets done.”

While monitoring performance is important, real improvement happens when problem cases are actively identified and resolved. Simply monitoring outcomes is not enough, as the opportunity to correct issues has long passed by the time the outcomes are measured. SafeMeasures’ monitoring tools provide a foundation for an additional set of tools that help users identify problems, prioritize work, and plan their efforts.

This has a number of benefits. First is a **common understanding** of agency procedures, practices, and goals. Goal-oriented displays, such as KPI charts, clearly communicate expected performance and outcome goals to all users.

The second is **improved data quality**. Accurate case data is key to effective service delivery. SafeMeasures is filled with ways to verify data entry and adherence to proper case documentation. For example, if a contact is not counted in SafeMeasures, a worker can view a contact history and check the entered data against the detailed report help to see why that contact was not counted. The worker can then fix the error and see the corrected contact in SafeMeasures the next day.

This leads to **increased trust**. Once users see their documentation efforts reflected in SafeMeasures, they will trust the case management system as a tool that helps them do their jobs, rather than dismiss data and data reporting as inaccurate and ineffective.

This results in **proactive, directed action**. Workers can plan their work efficiently and effectively. Supervisors can identify workers who might require coaching. Managers can develop informed plans to build on strengths and boost performance in lower-performing areas.

Ultimately this leads to overall improved performance across an agency; and when everyone is doing what they need to do, when they need to do it, client outcomes will improve.