Delivery of Evidence-Based Human Service Programs

Innovative Solutions for Data Management and Evaluation of County, City & Community Collaboratives in Sonoma County

CWDA Conference, October 8, 2020

UPstream INVESTMENTS SONOMA COUNTY

"Empower, Support, Protect"
Human Services Department
COUNTY OF SONOMA

SONOMA COUNTY 18 50 CALIFORNIA
AGRICULTURE INDUSTRY RECREATION

SIDEKICK SOLUTIONS

Open door to connect…

Kellie Noe
Upstream Investments Program Development Manager
Sonoma County Human Services Department
knoe@schsd.org

Julie Garen
Wraparound Coordinator
City of Santa Rosa Violence Prevention Partnership
Jgaren@srcity.org

Michelle Bendyk
Homeless and Housing Program Development Manager
Sonoma County Human Services Department
mbendyk@schsd.org

Jeffrey Haguewood
Apricot Certified Consultant
Sidekick Solutions
jeff@sidekicksolutionsllc.com

Three session takeaways

- Understand the core elements of Upstream Investments, SCHSD's unique model that supports the County and community partners to create, implement and scale programs that address the root causes of poverty in a cost-effective way.

- Understand how APRICOT, a low-cost, easy to adopt data management system, is helping Sonoma County with cross collaboration among social service agencies and housing providers for a more holistic approach to service delivery.

- Identify potential program areas where APRICOT or an APRICOT like system could be of benefit to your social service delivery network.

Upstream Investments

Upstream believes that organizations with **effective practices and programs** have the highest potential to improve **education, health and economic wellness** for all Sonoma County residents.

Adult and Aging Services
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Economic Assistance Division
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Employment and Training Division
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Family, Youth and Children's Services
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Upstream Investments

Invest

EARLY **WISELY** **TOGETHER**

Adult and Aging Services
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Economic Assistance Division
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Employment and Training Division
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Family, Youth and Children's Services
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Shared Measurement

How much did we **invest?**

How much did we **do?**

How much did it **matter?**

Shared Measurement

"There are **strong** views among important stakeholders that a shared data system to track program outcomes **will never be feasible**. Objections include: **cost**, the **inability to link data across multiple systems**, **privacy issues**, Community Based Organization (CBO) **resistance**, and the data entry **burden on CBOs**. Despite the Shared Outcomes Working Group recommendations, there is serious lack of consensus on the value of such a shared data system, and other interviewees pointed to multiple reasons not to pursue this plan. The reasons are: ….Sonoma does not have sufficient resources; the hurdle of correctly linking individual records across different databases will stymie the effort; even if records can be linked successfully, privacy issues are a stumbling block; CBOs will not want to participate; and yet another data system will mean that providers already burdened with data tasks will have to undertake additional data entry (and duplicate data entry is already a problem)."

They said it couldn't be done…

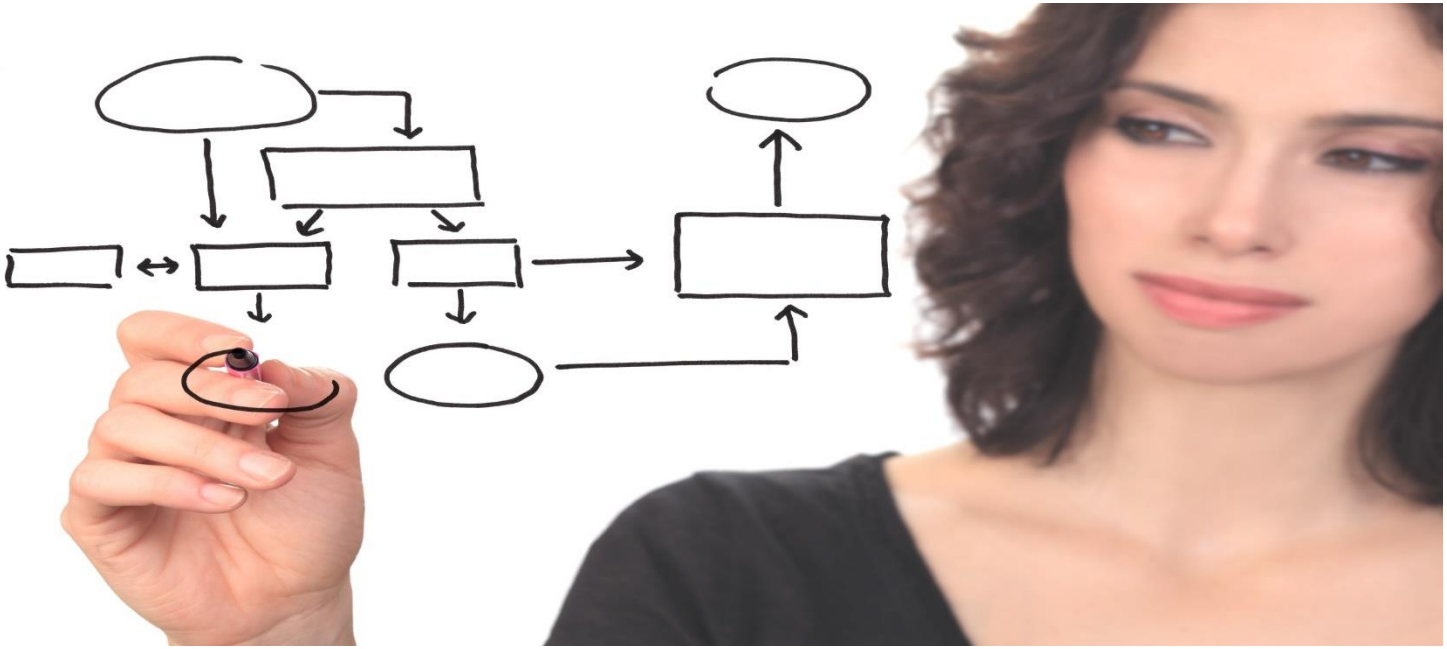
Adult and Aging Services
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Economic Assistance Division
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Employment and Training Division
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Family, Youth and Children's Services
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Upstream Investments



you set a bold **vision** to try anyway.

Adult and Aging Services
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Economic Assistance Division
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Employment and Training Division
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

Family, Youth and Children's Services
Empower, Support, Protect
Human Services Department
COUNTY OF SONOMA

$217,007 Annually

- ✓ **300** Users
- ✓ **21** Programs
- ✓ **3** Human Service Department Divisions
- ✓ **26** Non-profit Partners
- ✓ **2** County Departments
- ✓ **1** City (City of Santa Rosa)

Project Spotlight: Housing Support Program (HSP)

- Before Apricot – 2 hours leading up to the report
- After Apricot – 30 minutes leading up to the report

Apricot - **$217,007** Annually

READY
road to the early achievement and development of youth

Employment & Training
Sonoma County Job Link
SonomaWORKS
Human Services Department

Keeping Kids in School
Sonoma County Probation Department

Family, Youth & Children
SONOMA COUNTY HUMAN SERVICES

THE SANTA ROSA VIOLENCE PREVENTION PARTNERSHIP

UPstream INVESTMENTS
SONOMA COUNTY

Private Philanthropy

Public Good

Key to Success:

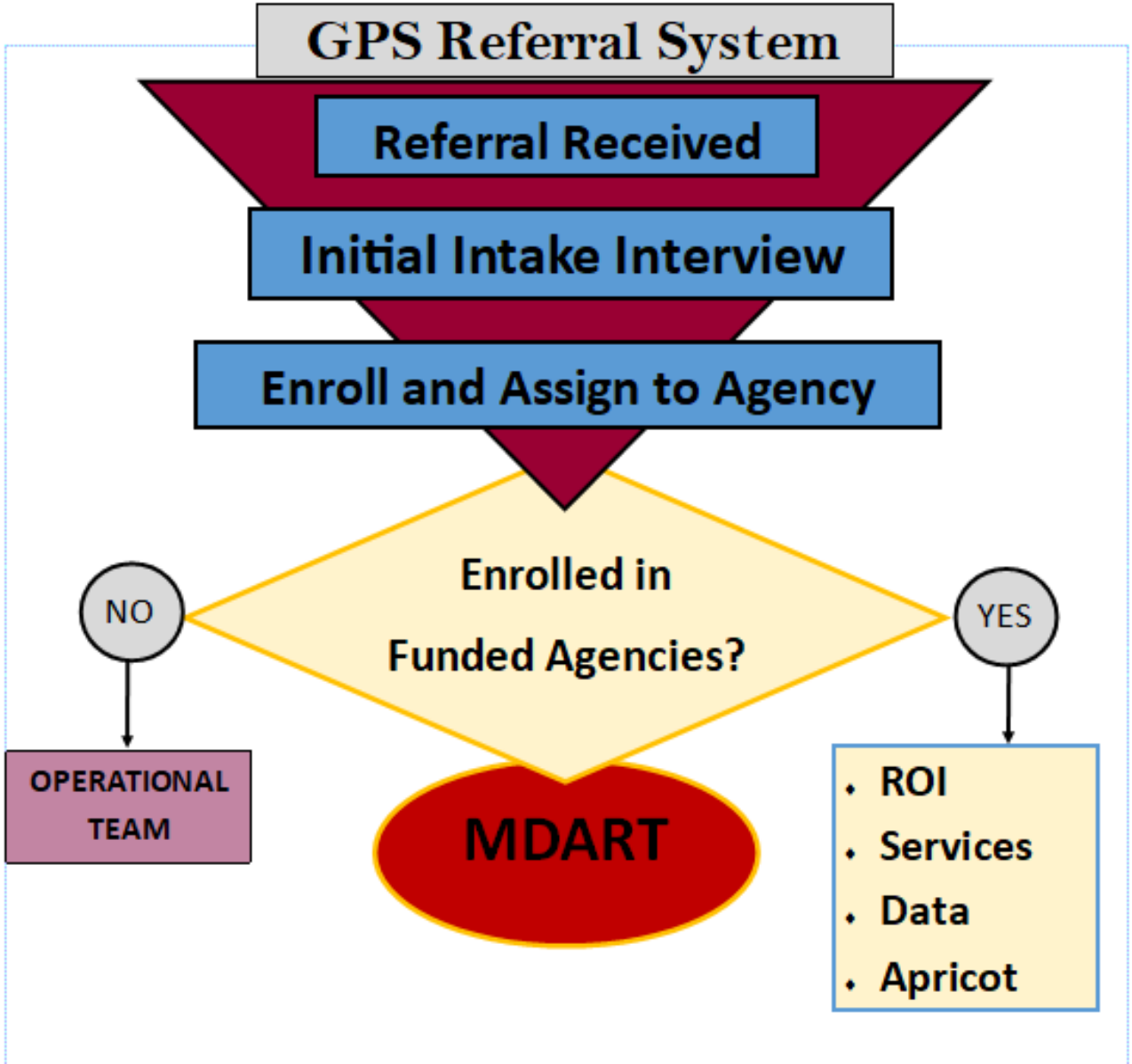
Participation between public & private sectors

Co-investment in HSD through technology grant

Data sharing for Improved child/family interventions

THE
SANTA ROSA
VIOLENCE
PREVENTION
PARTNERSHIP

Guiding People Successfully



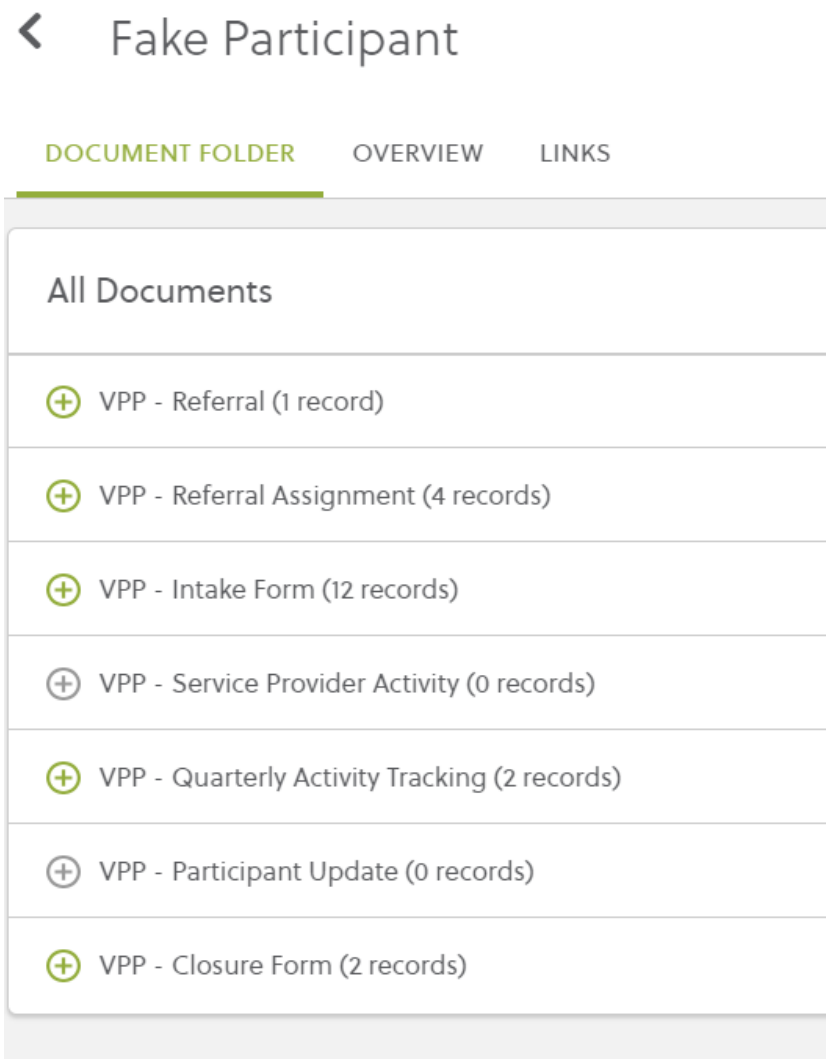
Collective Impact: Systems Change

- Common Agenda
- Continuous Communication (MDART, Apricot)
- Shared Measurement System (measures, forms, Apricot)
- Real Time Case Notes and Activities
- Wraparound Case Management

APRICOT

Individual-level data

- Ability to customize data elements and metrics collected on each individual by program
- Requires release of information to create a participant profile.
- Ability to initiate and accept referrals from funders and partners
- Efficient way to track youth & families receiving services from multiple organizations
- Real Time Wraparound Case Management Tool



APRICOT

- ## Event-level data

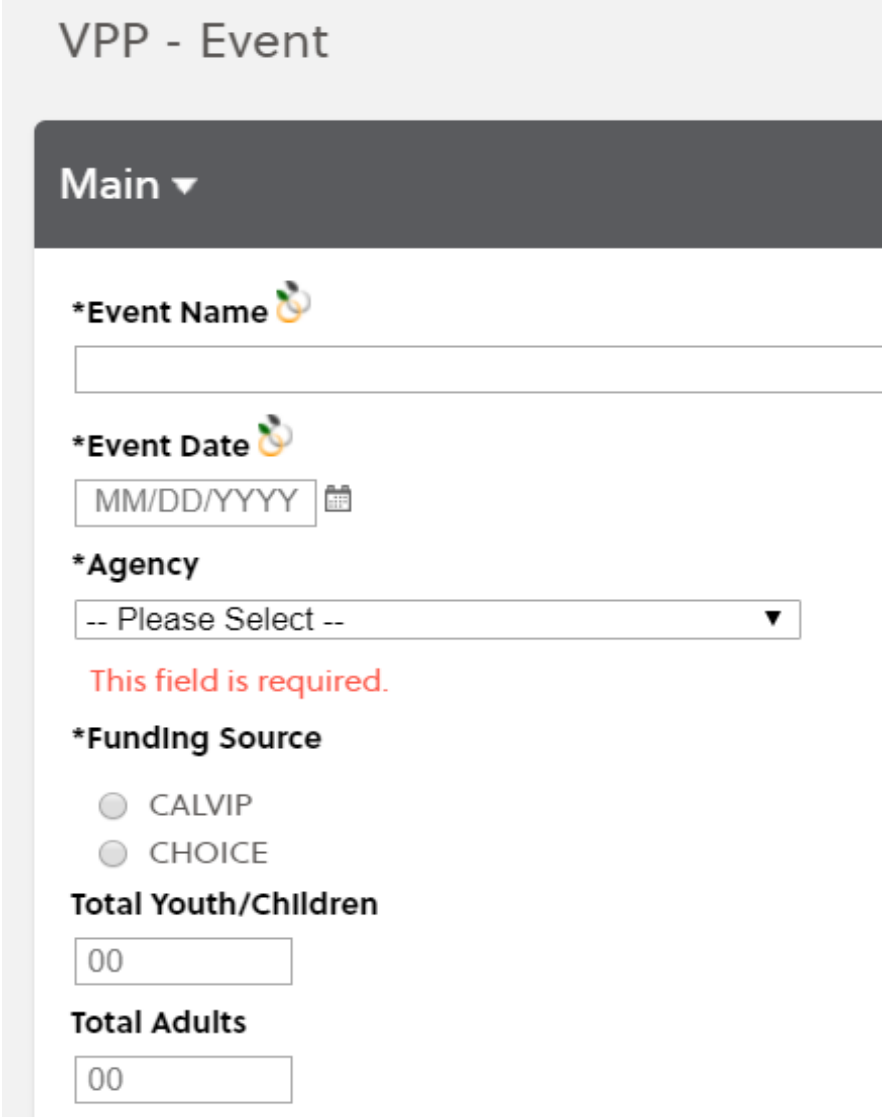
Efficient, user friendly way to track one-time meetings and events

- ## Cohort-level data

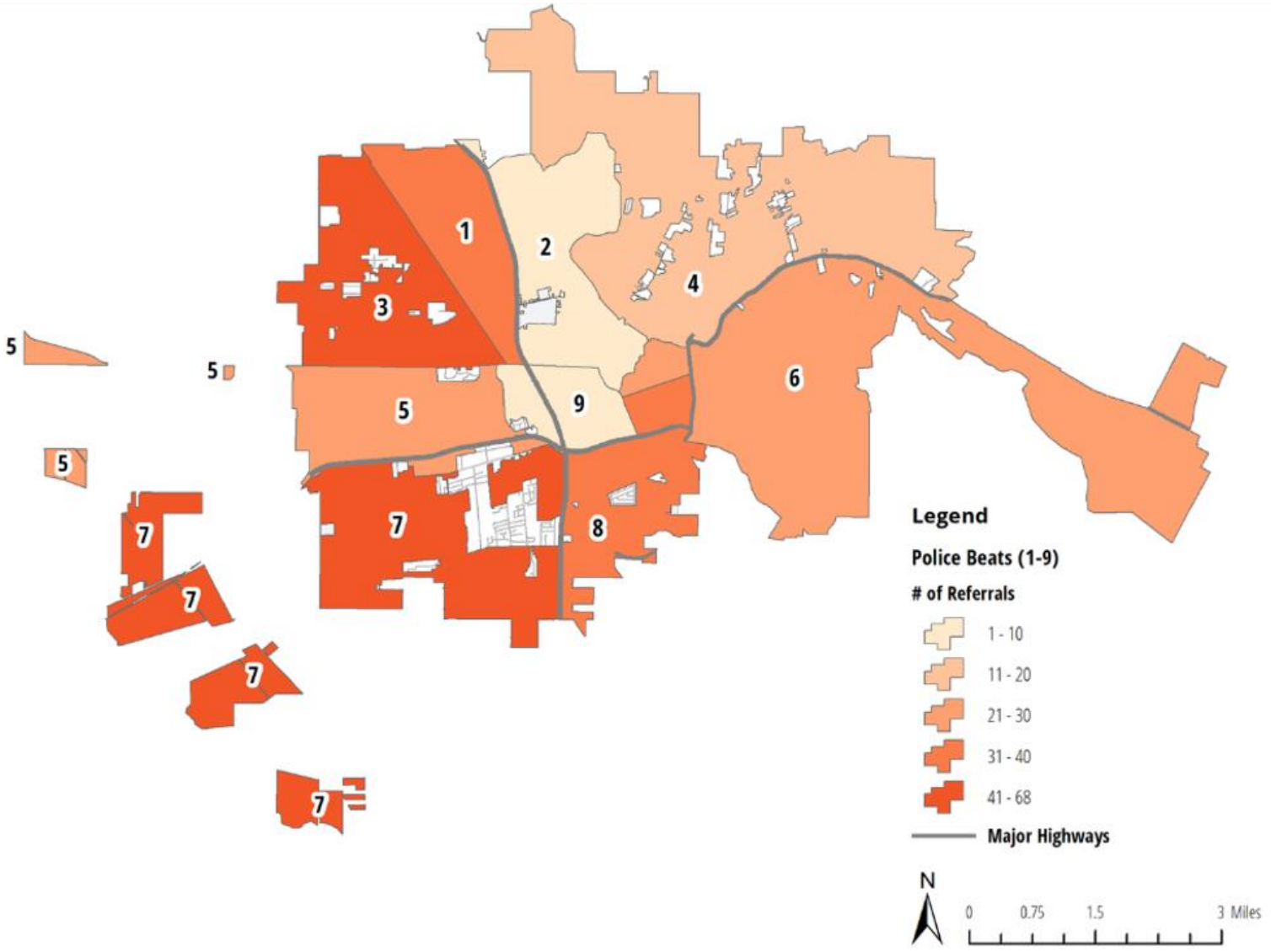
Efficient, user friendly way to track cohorts enrolled in a program over a certain time period.

- ## Narrative/Qualitative data

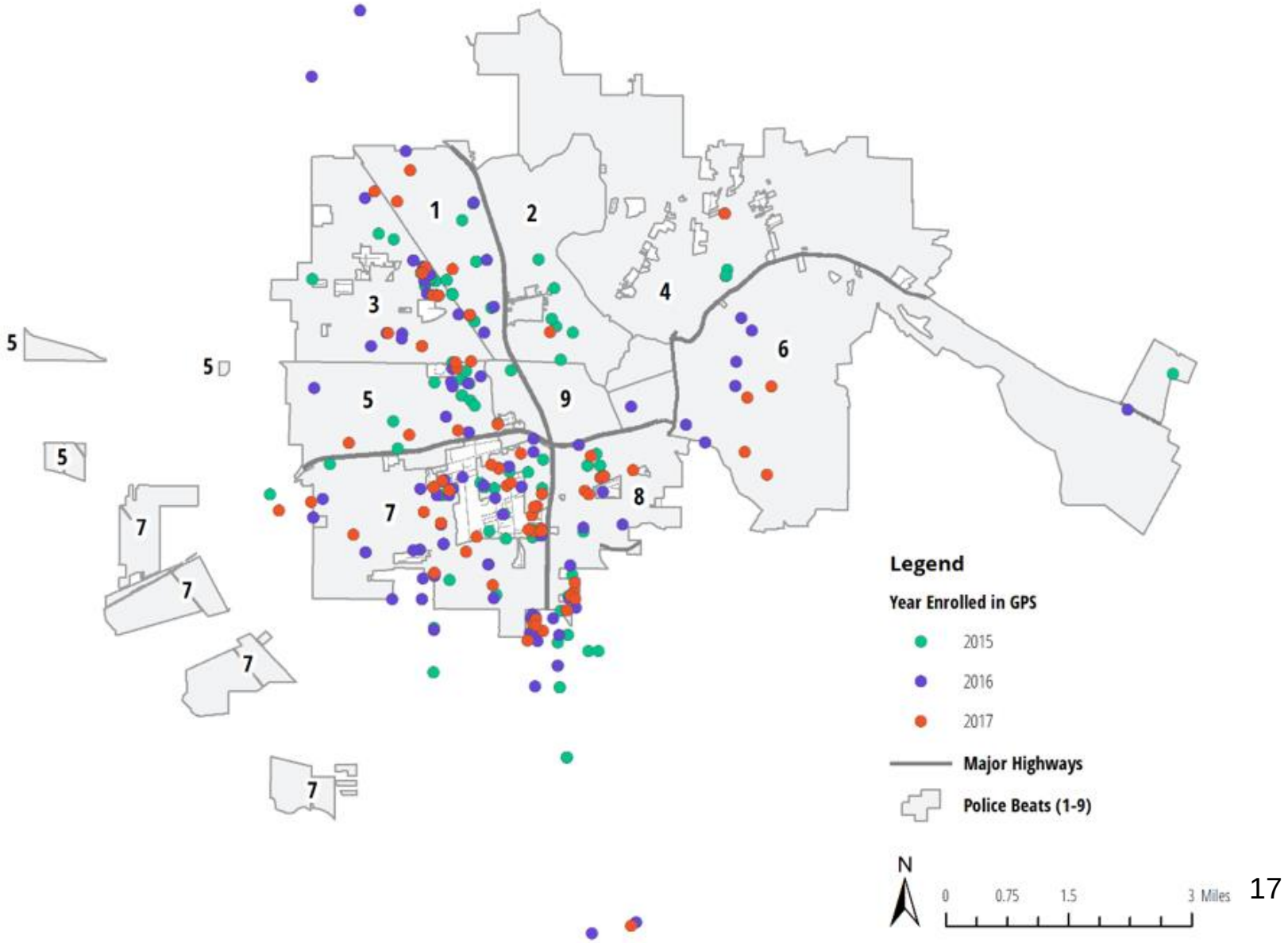
Narrative form developed to collect qualitative data on program success, challenges, etc. APRICOT also has capacity to capture case management notes and other qualitative information.



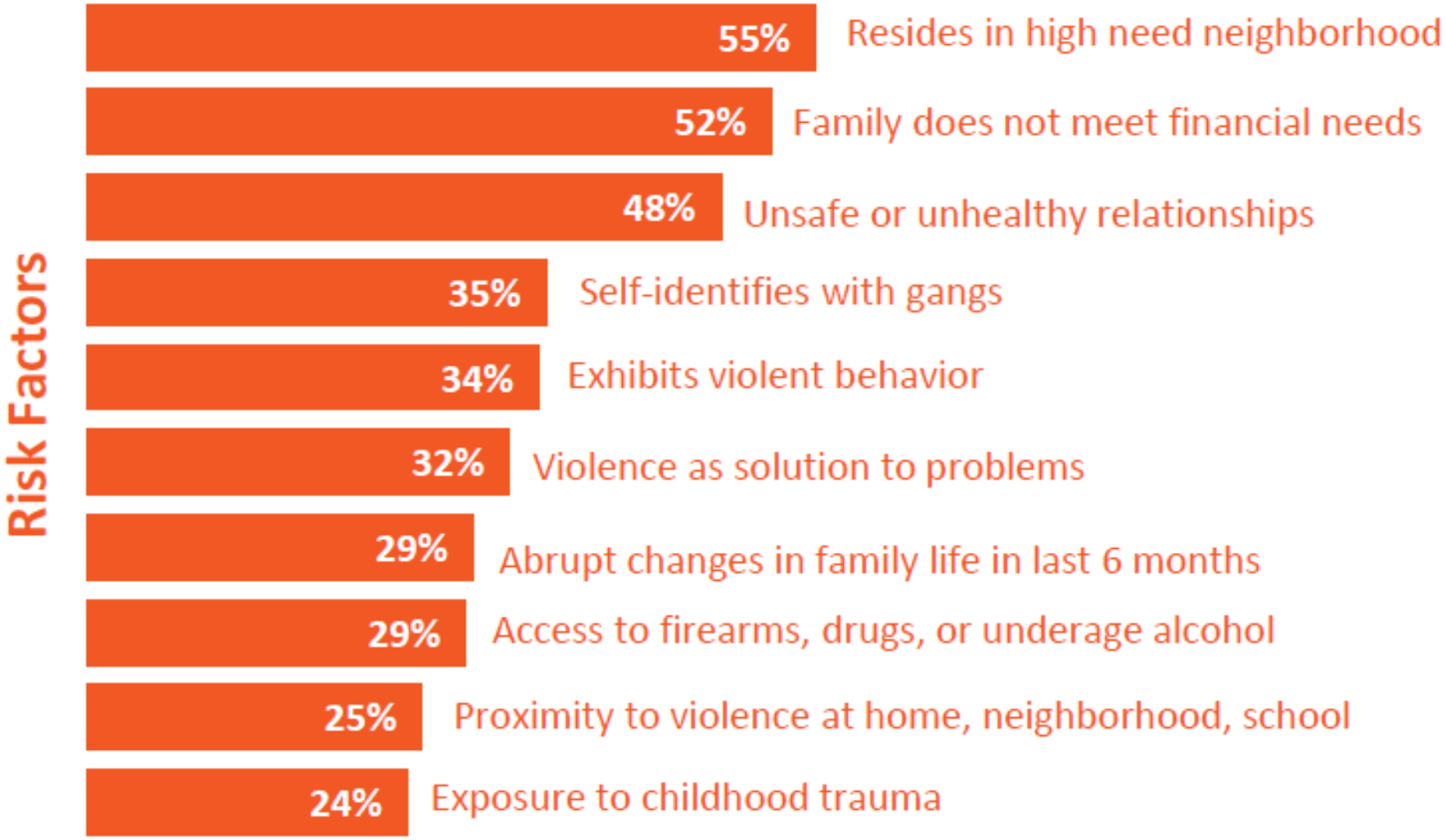
Data and Outcomes: GPS Referrals



Data and Outcomes: GPS Enrollments



Data and Outcomes: Risk Factors



Data and Outcomes: Risk Factors

Data and Outcomes: Recidivism Study

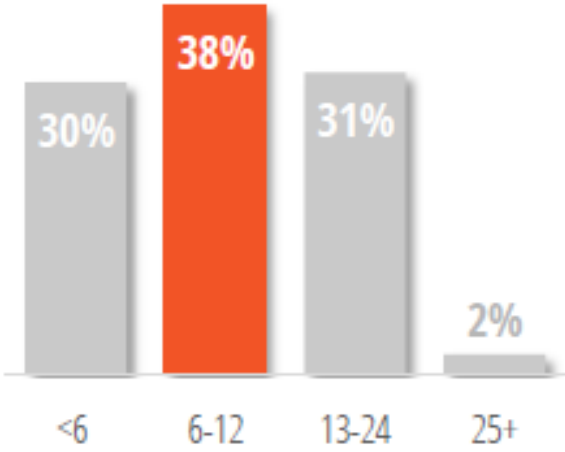
Sample Demographics (95 Youth)

67% Male

91% Hispanic/Latino

Length of Enrollment in GPS

38% of sample youth participated in GPS for 6-12 months.



GPS Services Received

2,672 Services Received

Almost half (41%) of sample youth received between 20-39 services each.

Data and Outcomes: Recidivism Study

Probation Findings

58% (55 youth)

No offenses before, during, or after GPS

82% (78 youth)

No new or more severe offense during or after GPS

88% (84 youth)

No new offenses after GPS

GPS Program Objective

75% of youth participating in GPS will not have an additional offense during the 3-year program.

12% (11 youth)

New offenses after GPS

- **90%** were male
- **88%** were Hispanic/Latino
- **64%** received fewer than 20 services
- **46%** were enrolled for <6 months

SonomaWORKS

Housing Support Program (HSP)

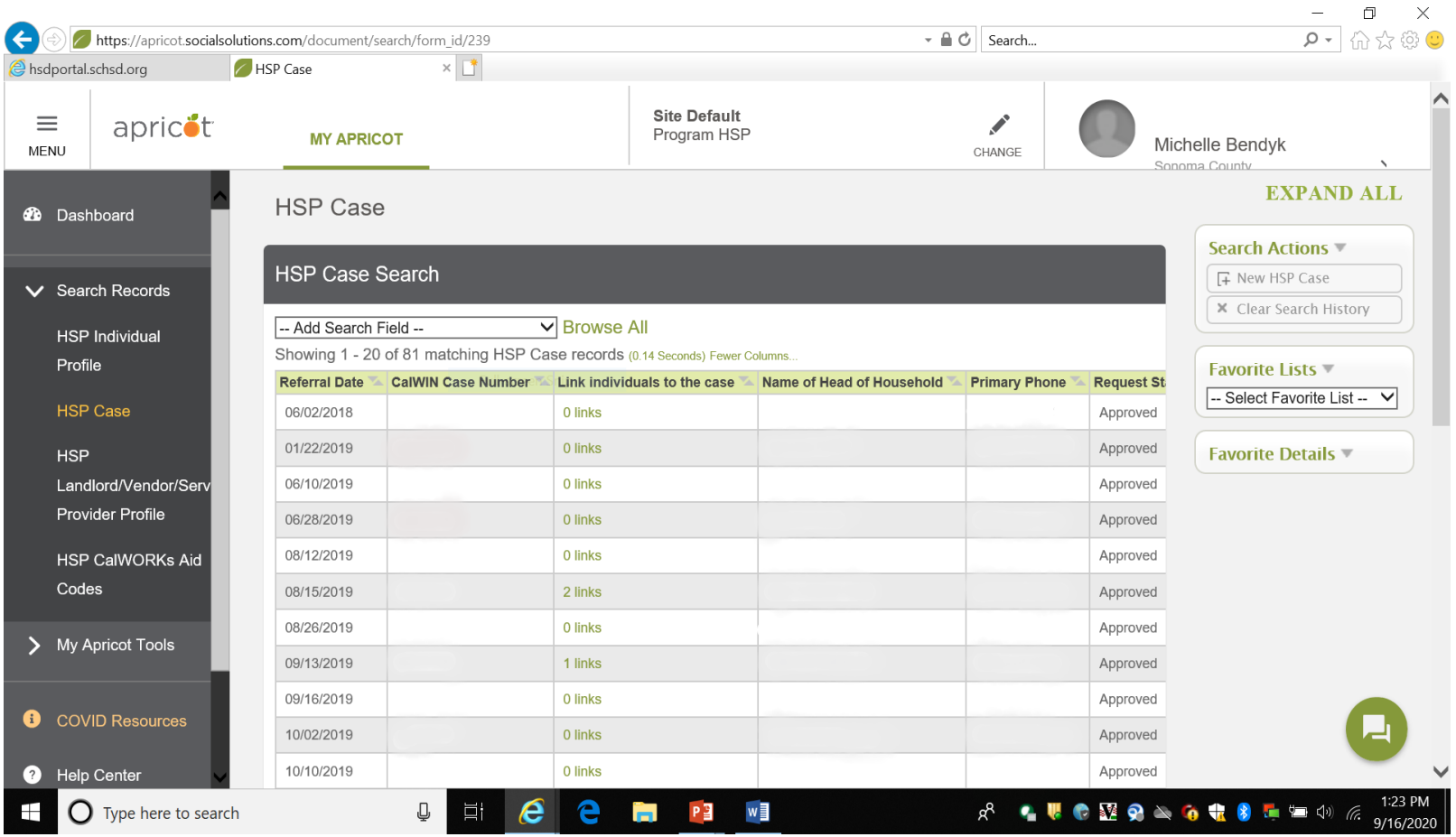
Housing Support Program Overview

- CDSS funded grant to provide assistance to CalWORKs clients in need of permanent housing supports
- HSD brought program in house July 2019 to enhance our abilities to provide wrap-around supportive services that meet the needs of our families
- Staff includes Program Coordinator; four Employment & Training Counselors; Office Assistant; Housing Locator (CDC); Domestic Violence Advocate (YWCA)
- APRICOT used as referral/case management, data & outcomes tracking tool for housing and other supportive services

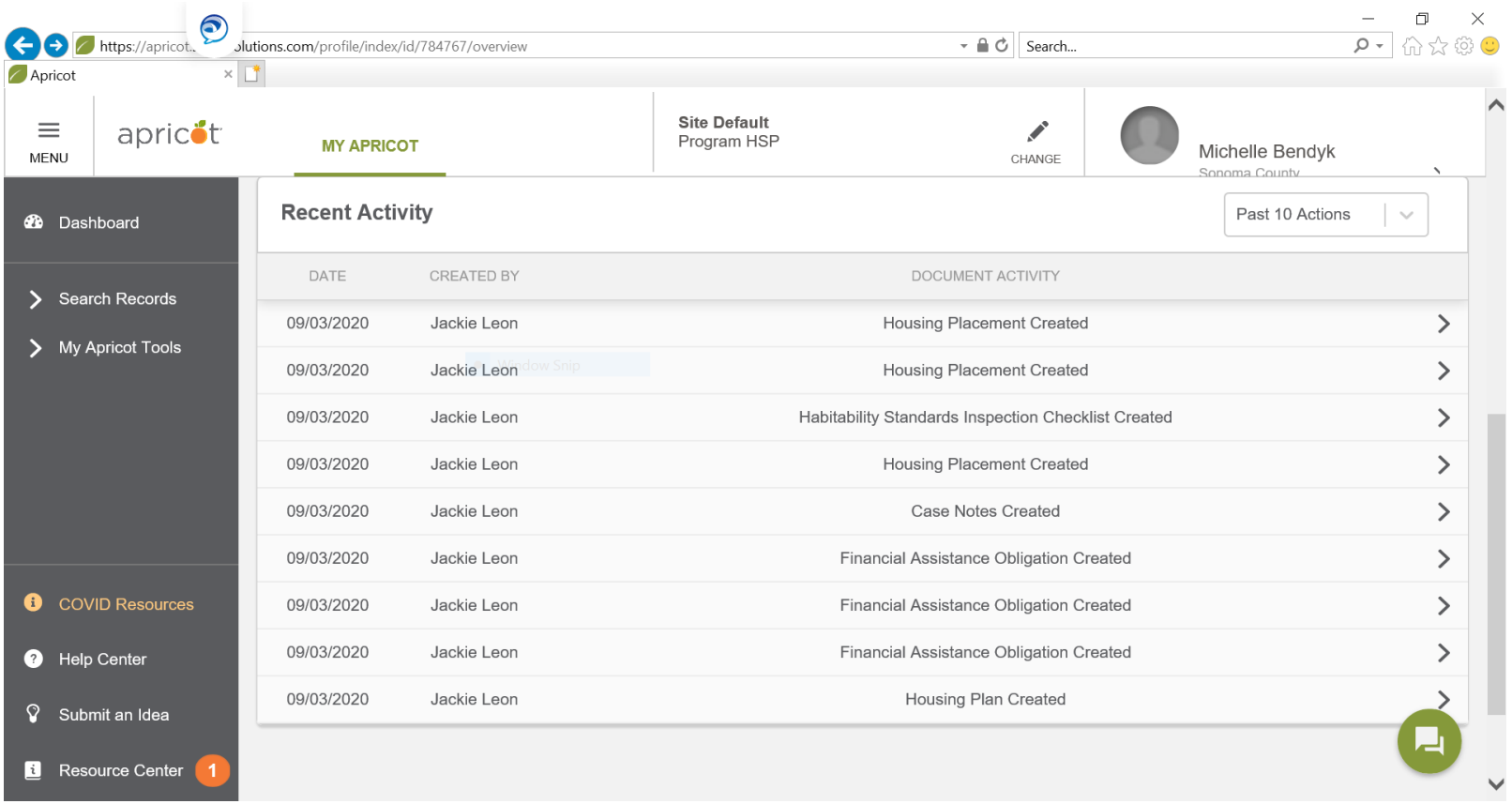
Housing Support Program Initial Goals

- Create a customized case management system that will assist case managers with everyday requirements of the caseload
- Create a customized program that can pull reports and data as required by CDSS
- Create reports that highlight the cross collaboration and extensive services provided to those that seek housing services
- Move away from hand-ticking and Excel spreadsheets

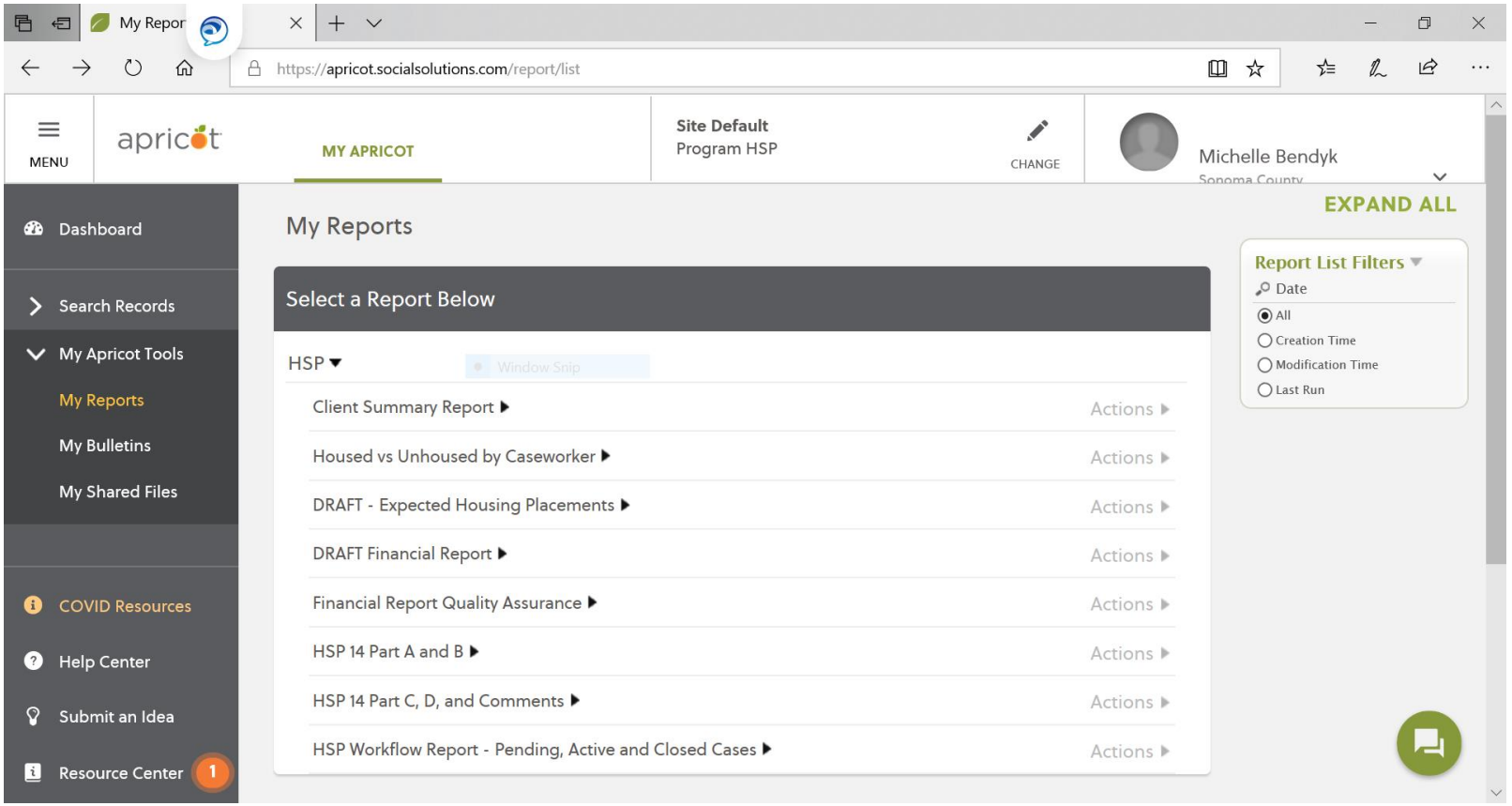
APRICOT-Caseload at a Glance



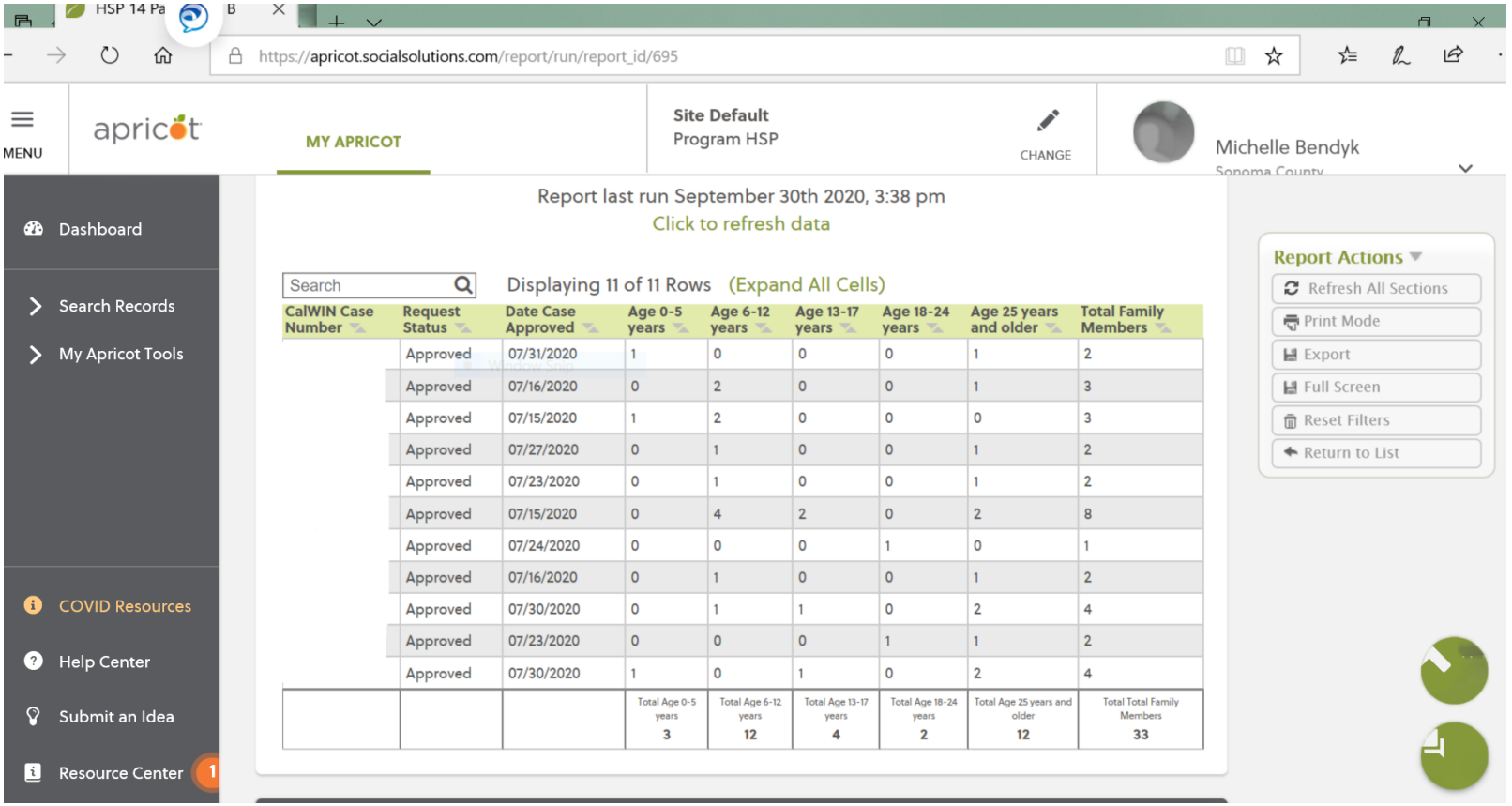
Case Activity



Customized Reports

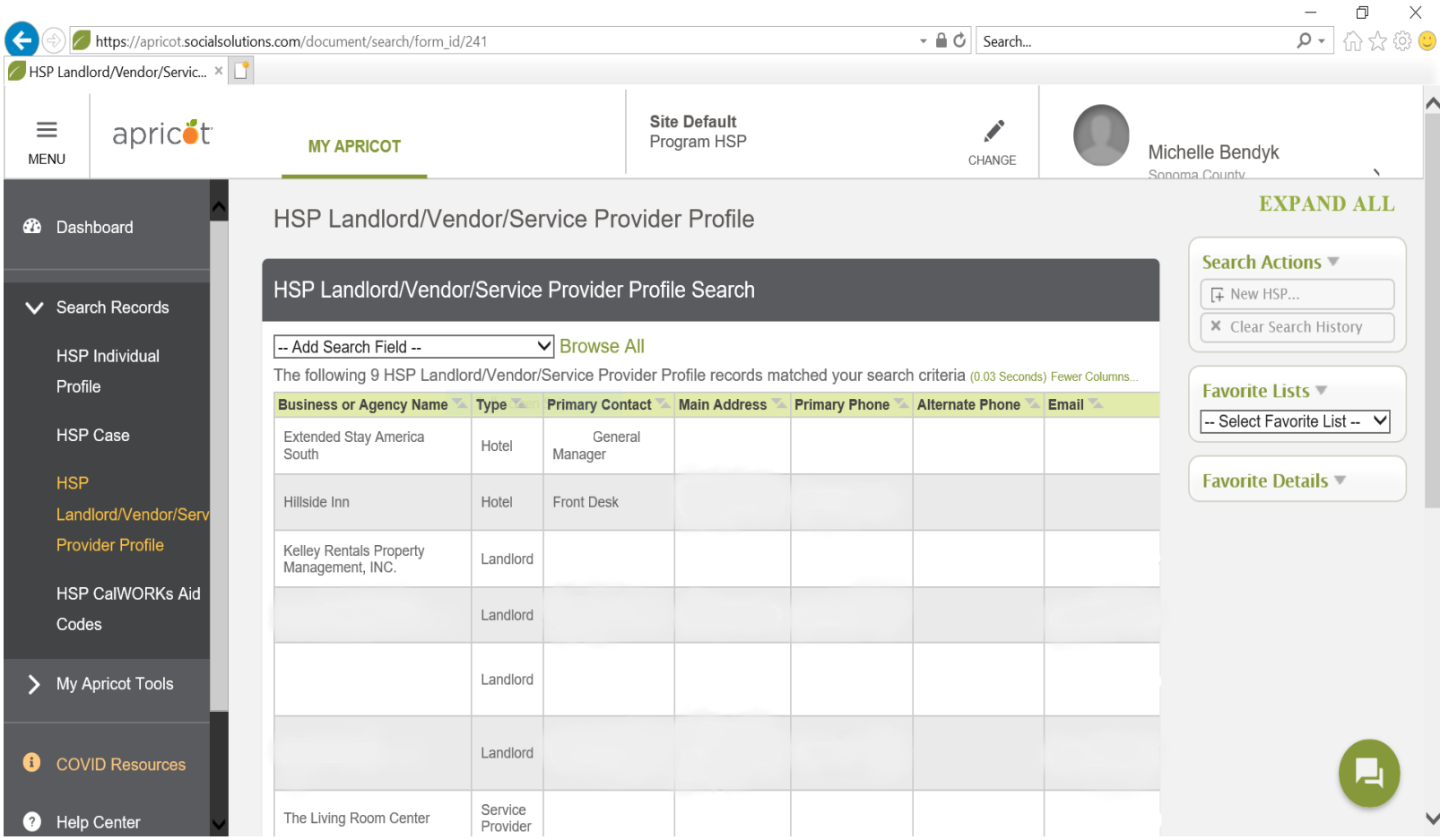


HSP 14 Sample



CalWIN Case Number	Request Status	Date Case Approved	Age 0-5 years	Age 6-12 years	Age 13-17 years	Age 18-24 years	Age 25 years and older	Total Family Members
	Approved	07/31/2020	1	0	0	0	1	2
	Approved	07/16/2020	0	2	0	0	1	3
	Approved	07/15/2020	1	2	0	0	0	3
	Approved	07/27/2020	0	1	0	0	1	2
	Approved	07/23/2020	0	1	0	0	1	2
	Approved	07/15/2020	0	4	2	0	2	8
	Approved	07/24/2020	0	0	0	1	0	1
	Approved	07/16/2020	0	1	0	0	1	2
	Approved	07/30/2020	0	1	1	0	2	4
	Approved	07/23/2020	0	0	0	1	1	2
	Approved	07/30/2020	1	0	1	0	2	4
			Total Age 0-5 years 3	Total Age 6-12 years 12	Total Age 13-17 years 4	Total Age 18-24 years 2	Total Age 25 years and older 12	Total Total Family Members 33

Landlord/Vendor Screen

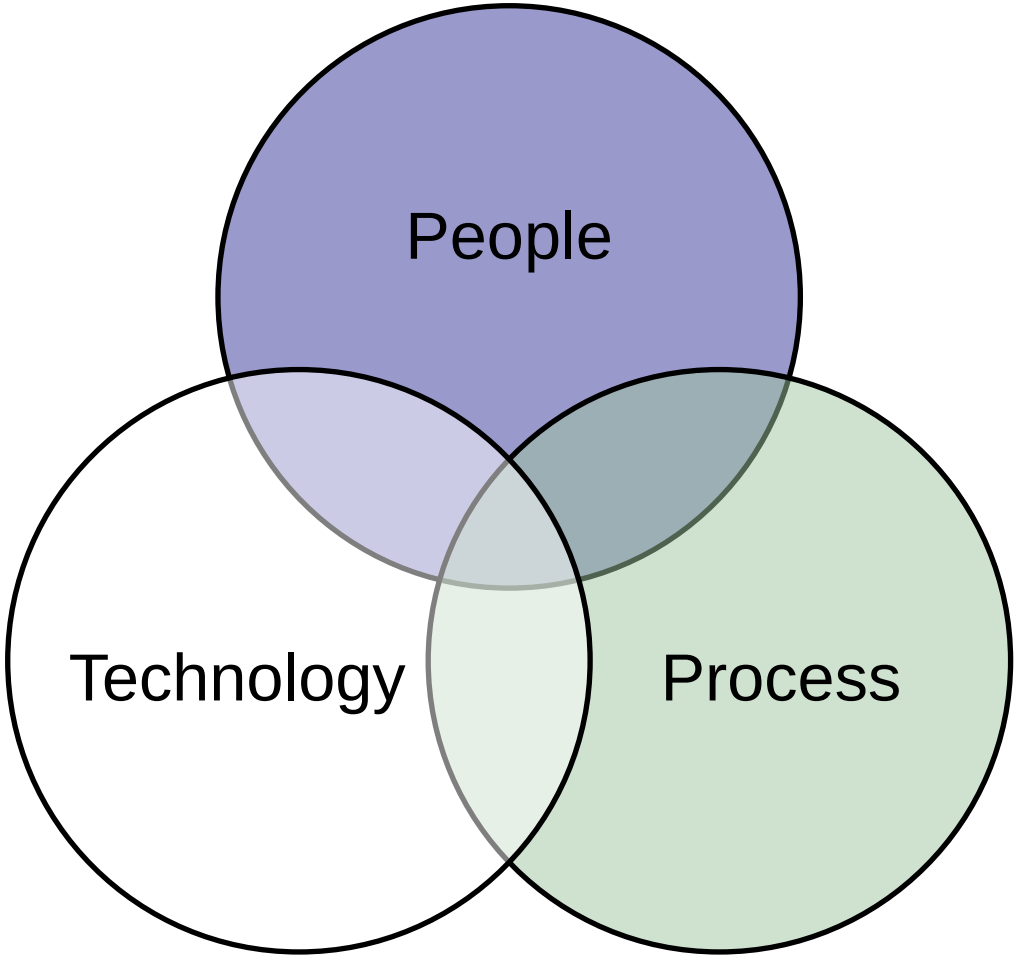


APRICOT BENEFITS

Technology Summary

Where we've found success with technology, specifically Apricot 360, takeaways from our journey to date, and our next steps.

Social Solutions apricot 360


People
Technology
Process

Scenarios where we found fit

1. Existing programs that do not have a system
2. New programs that need to be spun up quickly with proper data controls
3. Multi-stakeholder programs that need to collaborate on a process
4. Programs that are burdened by reporting and need organized ways to present data

Scenarios where we found fit

5. Agencies that want a broader view of unduplicated participants across many domains
6. Handling inter-agency and intra-agency referrals and closing loop on the outcome
7. Service coordination that involves many partners toward shared goals
8. Customize to a program need when required software platforms fall short

Our deployment methodology

- Develop a specification of the requirements
- Pilot an initial configuration
- Test and iterate with user feedback
- Improve and refine with ongoing system maintenance

Reduce risk upfront with a proof of concept, and then scale.

Solution req's that align with method

- Configurable
- Built-in report designers
- Scales up with new users
- Earns high marks from users for ease of use

Overcome seemingly insurmountable technological hurdles with the right ingredients.

Our Apricot 360 highlights (features)

- Web-based
- Mobile accessible
- Compliant
- Role-based security
- SAP BI tools
- Integration-ready
- Custom configure
- Low user learning curve

Our Apricot 360 highlights (capabilities)

- Eligibility screening
- Track services
- Coordinate interventions
- Send/receive referrals
- Manage partners
- Survey populations
- Engage virtually
- Inform progress
- Measure pre/post
- Report outcomes
- Supervise staff

Our next steps

- Stronger integration with other systems, including SIS and CWS/CMS
- Track RBA measures for internal and external stakeholders, contracts, and programs
- Deploy broader use of resource/referral systems for County Social Workers
- Study cross-program participants and families that experience programs in more than one domain

Open door to connect…

Kellie Noe
Upstream Investments Program Development Manager
Sonoma County Human ServicesDepartment
knoe@schsd.org

Julie Garen
Wraparound Coordinator
City of Santa Rosa Violence Prevention Partnership
Jgaren@srcity.org

Michelle Bendyk
Homeless and Housing Program Development Manager
Sonoma County Human ServicesDepartment
mbendyk@schsd.org

Jeffrey Haguewood
Apricot Certified Consultant
Sidekick Solutions
jeff@sidekicksolutionsllc.com

Additional Resources:

http://upstreaminvestments.org/Learn/Reports-and-Publications/
https://srcity.org/2198/The-Partnership
https://www.sidekicksolutionsllc.com/apricot/blog/how-to-improve-apricot-software