



# **BARRIERS AND CHALLENGES TO BI LEVEL ONE DATA COLLECTION:**



# Lessons & Insights from Rock County, Wisconsin



# DISCUSSION OVERVIEW

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- I. **Common Barriers and Challenges**
- II. **Rock County's Experience Collecting BI Level One Data**
- III. **Creating a Seamless Data Reporting System: *The Basics***
- IV. **Tips to Make the Job Easier**
- V. **Using Data to Drive Performance: *The HSD RockStat Example***

# I. COMMON BARRIERS & CHALLENGES

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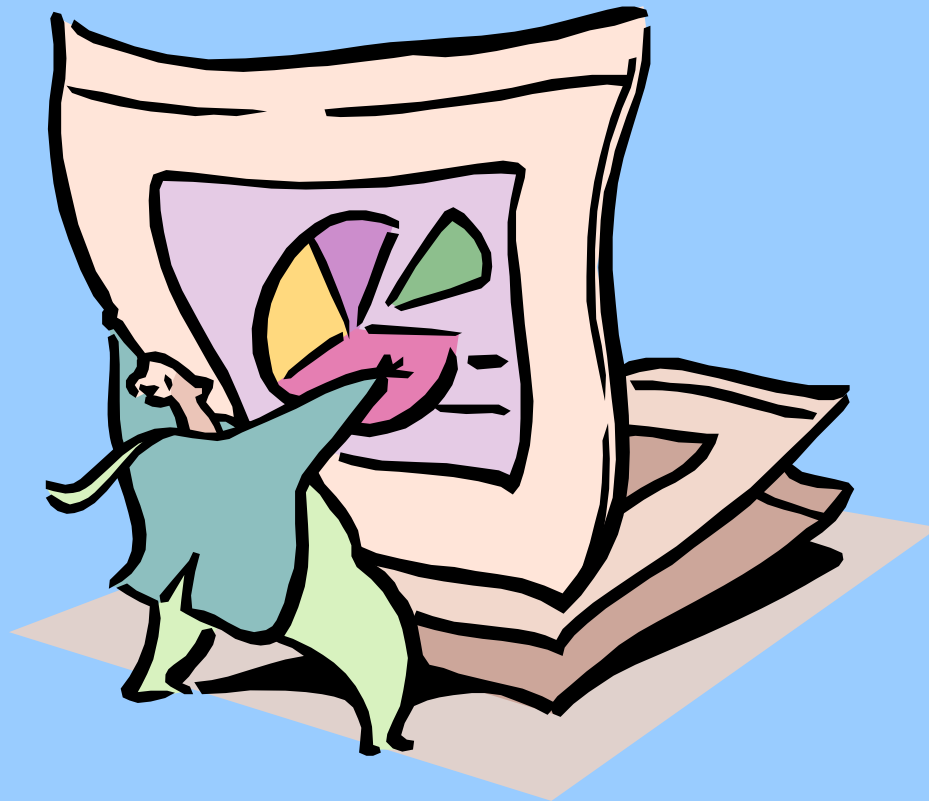
## A. Primary

1. Working with Multiple Data Sources
2. Dealing with Report Elements that are Currently Not Collected

## B. Secondary

1. Improving Existing Data Systems and / or Developing and Implementing New Systems
2. Exporting & Sorting Data from Multiple Systems
3. Working with Reluctant Agency Partners / Getting the “Buy in”

# II. ROCK COUNTY'S EXPERIENCE WITH BI LEVEL ONE DATA COLLECTION



# *Key Terms / Acronyms*

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## *A. General Types of Data Systems*

- 1. Operational Systems*
- 2. Special Databases*

## *B. Particular Systems with Juvenile Information*

- 1. Uniform Crime Reports (UCRs)*
- 2. Juvenile Secure Detention Register (JSDR)*

## *C. Other Acronyms Used in the Next Slide*

- 1. Law Enforcement (LE)*
- 2. Human Services Department (HSD)*
- 3. Wisconsin Office of Justice Assistance (WI OJA)*

# QUARTERLY GENERAL BI LEVEL ONE DATA

## ILLUSTRATION OF DATA SOURCES

CATEGORY	ELEMENT	SOURCE AGENCY	SOURCE DATABASE
Arrests	Top 10 Offenses	WI OJA (first report)	UCRs
	Time of Offenses	Local LE (ongoing)	Operational
Admissions to Detention	Zip Codes	HSD	Operational
	Top 10 Offenses	WI OJA / HSD	JSDR / Operational
	Target Offenses	HSD	Operational
Detention Utilization	Gender / Ethnicity Break out	HSD	Operational
Average Length of Stay - Detention	Top Offenses / Targeted Offenses	HSD	Operational
Alternatives to Detention	# of Entries, Exits & Re offenses	HSD	Special Data Base (Access)

# QUARTERLY BI LEVEL ONE STRATEGIC INNOVATION DATA

## DATA TRACKING SYSTEMS TO BE DEVELOPED

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### CATEGORY

Referrals to  
Detention

Referrals to  
Detention  
Admitted

Detention RAI  
Screening Results

Detention RAI  
Overrides

### SET UP PROCESS

Select  
Database  
Software

Develop  
Data Capture  
Method

Identify  
Data Entry  
Method

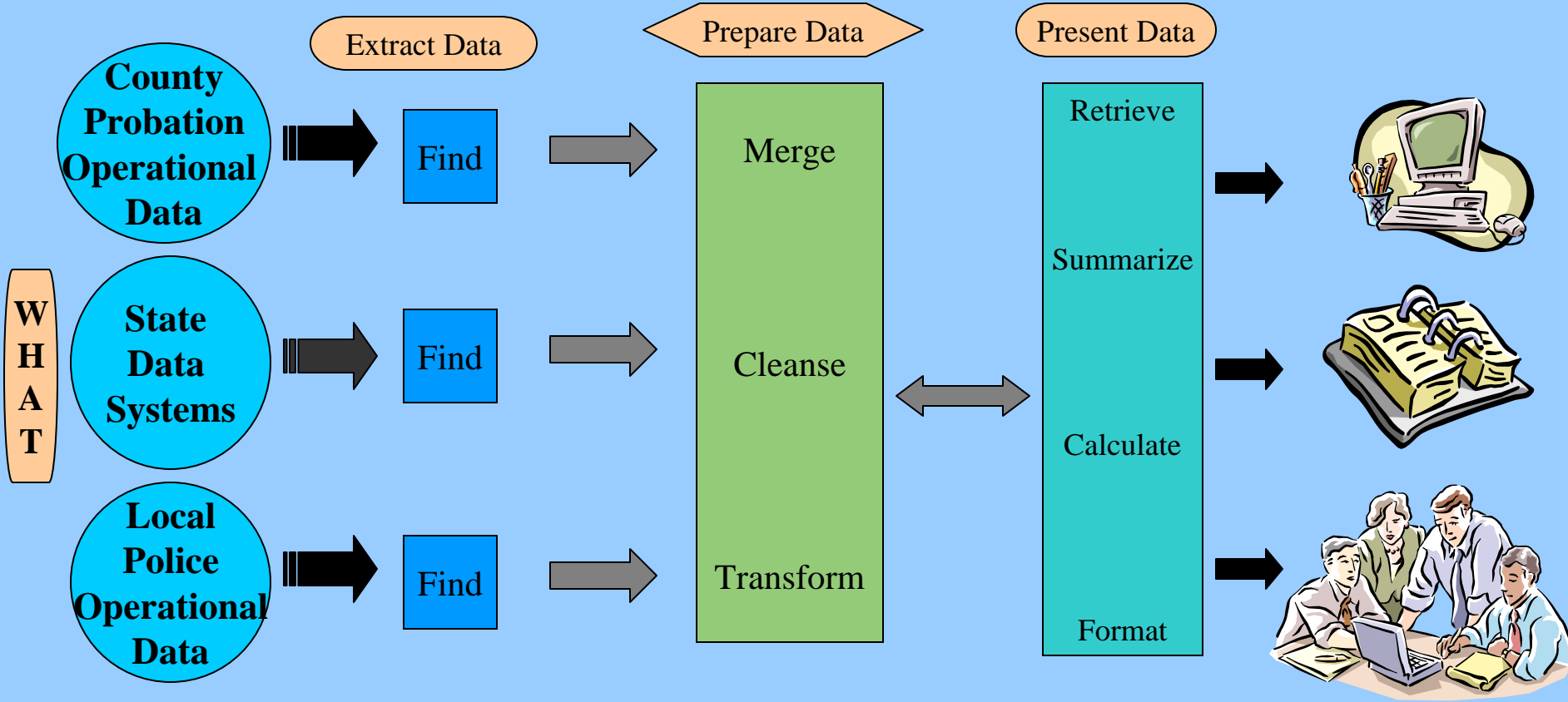
# III. CREATING A SEAMLESS

*LOOKING*

# DATA REPORTING SYSTEM: *THE BASICS*



# Transforming Multi Source Operational Data into Reports\*



WHAT

Where

Operational Systems

Reporting Environment  
PC Package(s)

Reporting Environment  
PC Package(s)

When

Develop once,  
reuse periodically

Develop once,  
reuse periodically

Develop as needed  
Reuse

Who

Systems  
Programmers

Database  
Specialists

Data / Prog Analyst

# IV. TIPS FOR MAKING THE JOB ~~EASIER~~ *LESS HARD*

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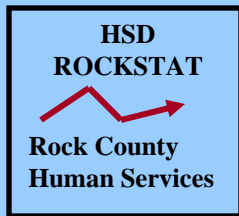
1. **Take Advantage of Early Momentum**
  - a. **Identify data as a priority for the project**
  - b. **Use the principals at the table to identify data contacts in their agencies**
  - b. **Have key agencies sign MOU data sharing agreements**
  
2. **Identify Individuals for the Key Roles & Assign Accountability where Possible**
  - a. **Operational System Programmers**
  - b. **Database Specialists**
  - c. **Data / Program Analysts**

- 3. Identify and Procure the Basic Required Equipment & Software**
  - a. Up-to-date PC with plenty of disk storage**
  - b. Commercial software (e.g., Access, ARCVIEW Crime Mapping) to merge and reformat data**
  - c. Reporting or statistical software (e.g., SPSS, Access, Excel, or Crystal Reports) to generate reports.**
  - d. High Quality Printer**
- 4. Start Using the Data Early, Often & Dramatically**
- 5. Demonstrate the Benefits to Reluctant Agency Partners**

# V. USING DATA TO DRIVE PERFORMANCE



*“Using timely information and relentless follow-up  
to drive performance towards achievable goals”*



# HSD RockStat Principles:

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(1) If you can't measure it you can't manage it.

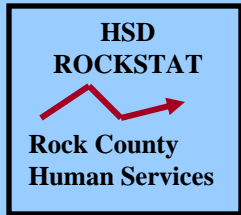
*“....it is unreasonable to expect anyone to effectively manage a large organization without having the information necessary to make informed decisions...”*

*Maryland Governor Martin O'Malley (Former Mayor of Baltimore)*

(2) Things that get measured get done.

Outcome measurement and regular data review helps to create a culture of accountability and results.

(3) Government Agencies are responsible for achieving results and there should be accountability for those results.

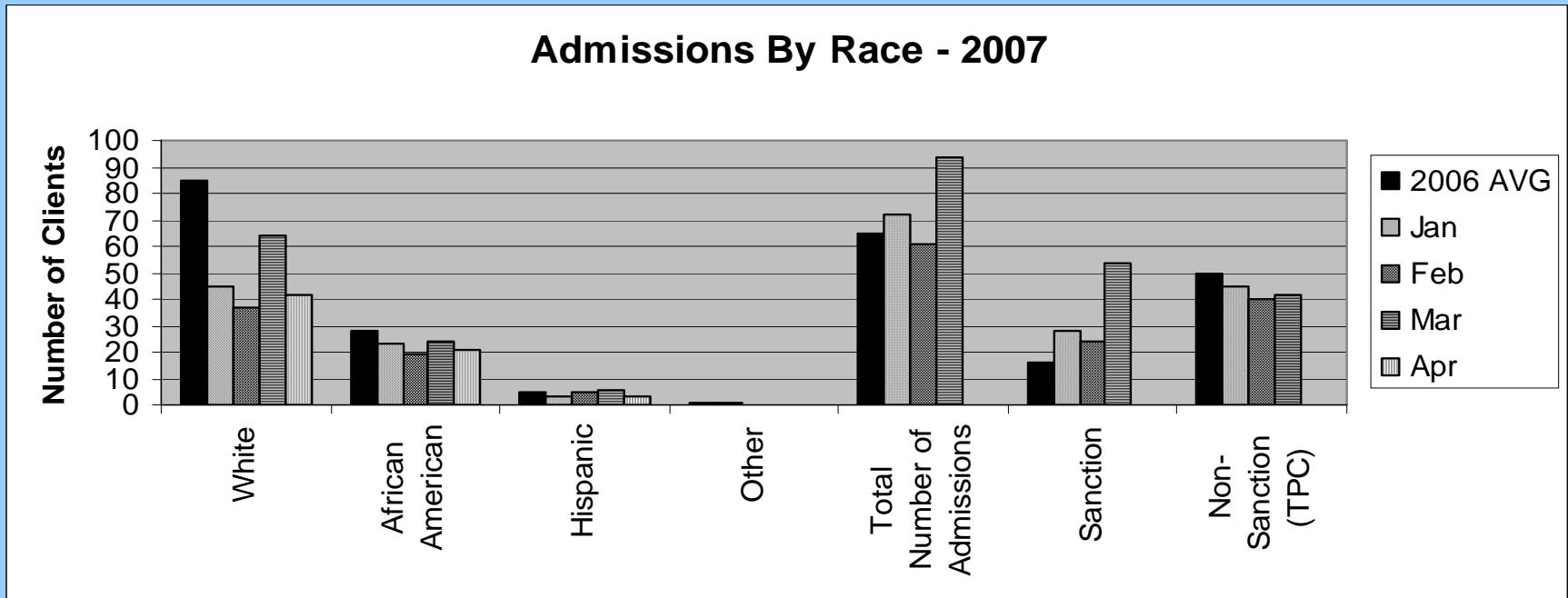


# HSD RockStat Process:

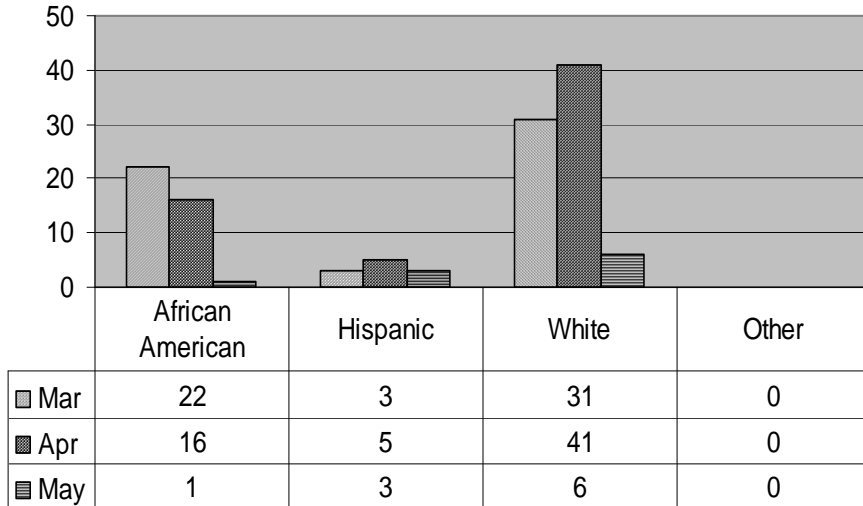
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- (1) Department divided into four groups
  - Group #1 (CPS, JJS) - Youth Services
  - Group #2 (OPS, ADM) - Adult Mental Health
  - Group #3 (ESS) - Economic Support
  - Group #4 (LTS) - Long Term Support
- (2) Performance goals identified for each program area
- (3) Data collected & used to measure performance [data reports]
- (4) Reports analyzed & key issues identified [briefing memo]
- (5) Regular reviews with program managers [monthly meeting]
- (6) Regular and relentless follow-up ["follow-up" memo]

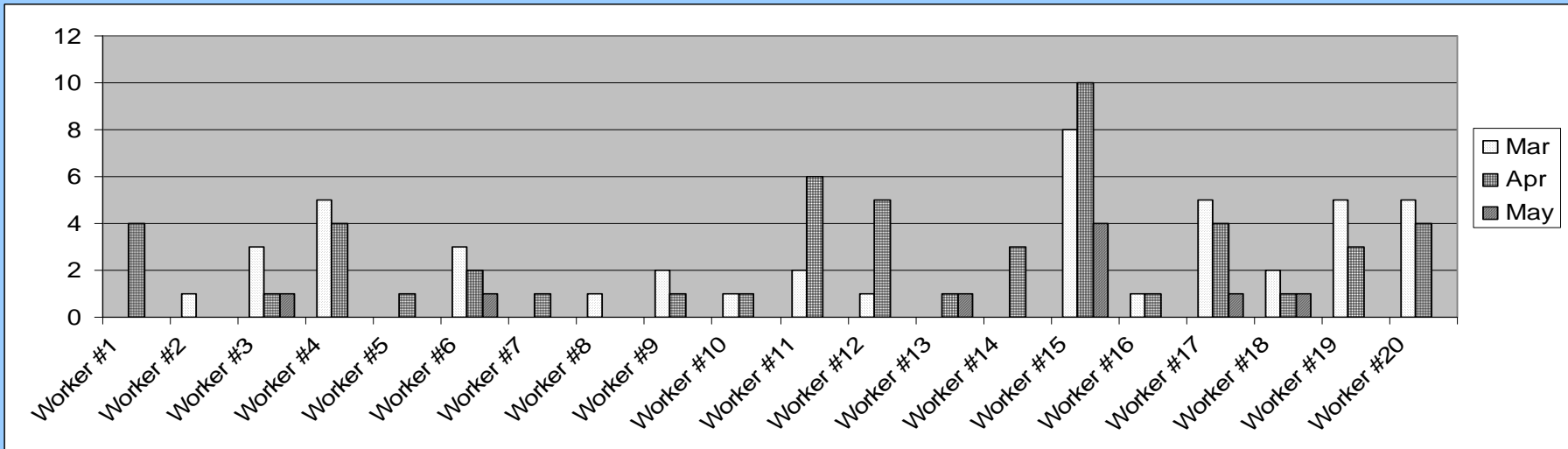
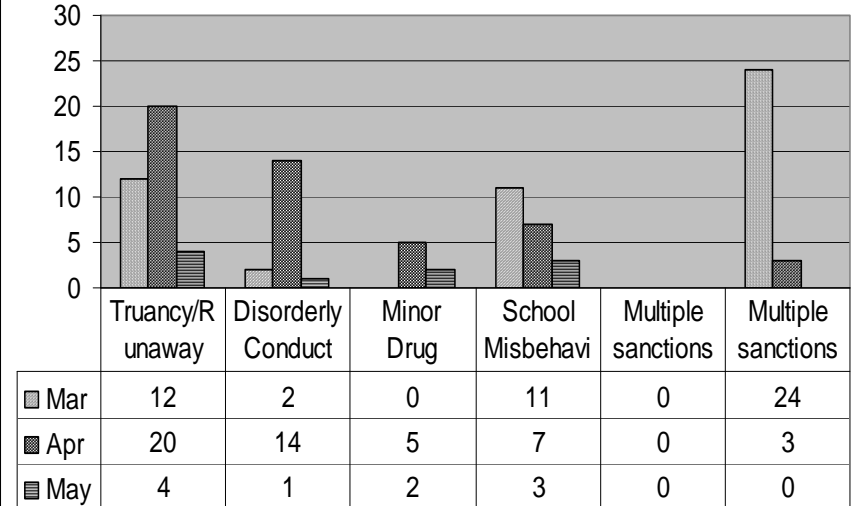
# Data Reports used as part of HSD RockStat



### Sanctions by Race



### Sanctions by Violation Group



# Thank You!

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