What the Heck Do These Numbers Mean – and What Do I Do with Them?

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Welcome

Why in the world should you pay attention to us? Introduction

Shenanigans? E=MC?? Axioms of Probability? What you can Expect

There’s a reason you are here and it’s not just to take a break after lunch. Mission

Who are you? Aliens, definitely aliens
When I say DATA, you say?
To inspire individuals and families to achieve a life of unlimited potential by developing and delivering the highest quality evidence-based behavioral health services and training.

Over 35 years ago, Outreach opened its doors as a small assessment and referral center to engage people in the community struggling with addiction to seek help. Since then, its mission evolved to meet more needs and more communities. Today, Outreach inspires adolescents, adults, and their families to achieve a life of unlimited potential through high-quality, evidence-based substance abuse treatment and training programs throughout New York City and Long Island.

Go to [http://opiny.org](http://opiny.org) to find out more
## Outreach by the Numbers

<table>
<thead>
<tr>
<th>14</th>
<th>4,784</th>
<th>2,149</th>
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<tbody>
<tr>
<td>Total Sites</td>
<td>Clients served last year</td>
<td>Students served last year</td>
</tr>
<tr>
<td>• 5 Outpatient Clinics</td>
<td>• 69.5% Male / 30.5% Female</td>
<td>• 117 courses</td>
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<tr>
<td>• 5 Outpatient Satellite Clinics</td>
<td>• Ages 14-86</td>
<td>• Full CASAC program</td>
</tr>
<tr>
<td>• 2 Adolescent Residential</td>
<td>• Upton, NY to Yonkers, NY and Staten Island</td>
<td>• Internal/External Training opportunities</td>
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<tr>
<td>• 2 Adult CR/Reintegration</td>
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I work with people - Why does data matter? WHY!?!
How comfortable are you using data to inform your clinical and programmatic decisions?

A-Very Uncomfortable
B-Somewhat Uncomfortable
C-Neutral
D-Somewhat Comfortable
E-Very Comfortable
How comfortable are you using data to inform your clinical and programmatic decisions?
The Plight of the Data Geek
What did I just watch?

Know how to ask
Context Matters
Defacto Experts
An Island to themselves
Keeper of the keys
Are they spying?
Geeks are people too
Scenario

Well regarded clinician, Sally, appears to be underperforming regarding units of service.

*Information pulled from basic internal tracking.
Where should we look next?
The case for secret data: What’s hidden behind the numbers?

1. If you want to reduce the murder rate, stop selling ice cream!

2. Traditional data collection may not be the answer

3. Are you asking the right question?
What haven’t we thought of?

Diagnosis
- Severity
- Co-Morbidity

Discharge Disposition
- Retention Success Rate

Demographics

Ancillary Client Needs
- Case Management
- Crisis intervention

Comprehensive data always shows a more complete picture
How do we get there from here?

Begin with the end in mind.

What do we want to know?

What do we already have?

What might we track in the future?

What systems have this data?

How should we present this data?
Speak with Your Geek!

Know Your Question

What question are you trying to answer and what answer do you need?

Learn

Where is the information stored?
How is it collected?
Terminology?

Speak the same language

I drive a Chevy....

Context

Briefly lay out the scenario in which the data is collected and how it will be used
Managerial Bias

- Assigned more higher need clients
- Had a mixed caseload (drug use versus drug crimes)
- Higher level of mandate reporting involved
Scenario: Closeout
So what happened? Analyzing the Phenomenon

Programming Changes
New programming was implemented for clients with legal involvement.

Increased client retention
35%
Improved flexibility allowed for higher needs clients to receive the services they needed.

Increased client success rate
25%
Safer spaces within groups improved client success rate for both populations.

Clinician Wellness
Staff felt validated and heard while also feeling accomplished in improving client care.
Initiating GOD MODE

Are we the gatekeeper?

Are we the devil in disguise?

Or Maybe....
We are just people...

Only one of their kind

Jack - of - all - trades

Pulled in all directions

High demand resource

May sit at many tables.

Often seen as “machines”.

Are often always on call.
Oriented to Mission

Although they are likely non-clinical, engaging your geek in your work is important.

- CLINICAL
  - Need a basic clinical introduction
  - Not all data is equal

- TEAM
  - Part of the team.
  - Buy in from leadership.

- Resources
  - Could be one person or a department
  - Data is neutral and so is your geek
http://opiny.org

THANK YOU