Becoming a Data-Informed Organization

Why is data-informed decision-making important?

Our programs are impacted by circumstances both inside DHS and outside the agency in the local communities and families our clients live in. It is important for staff to have all of this information when making important decisions. Research can provide data that speaks to this context and identifies solutions.

How are research analytics used?

Research and predictive analytics are based on the principle that detailed, customized research data can help guide cases at decision points, keep clients safe, and achieve positive outcomes for the people we serve. Research and predictive analytics do not replace the professional opinions of staff based on their experience and expertise. Instead, it gives staff more information about safety and outcomes to consider.

For example:

Other fields use research analytics to improve outcomes for their clients. Doctors and nurses rely on the latest medical research to care for their patients and make treatment decisions. This research does not replace their experience and judgement, instead it helps inform and enhance their decision making. The same will be true for DHS.

How does research implementation work?

Sometimes research analytics provides information that influences how the agency works, such as staffing trends or program performance. Other times it leads to the creation of specific tools for direct care staff to support decision-making with our clients. When research and implementation are tightly connected, a data-informed human services system emerges that has a framework for providing objective information to decision-makers to improve outcomes for the people we serve.

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