DATA:
WHY IT MATTERS

DATA MANAGEMENT

What data tells the story of the service from both the programmatic and help seeker perspective?

It is important to think about the broad range of data elements that can contribute to robust analysis.

This vast array of data can inform a program dashboard, evaluation, and research.

DATA COLLECTION

Define the variables and information it is important to collect in order to assess services and build evidence-informed practices.

Data collection should be clear and consistent.

Training is a key component.

Data: Why It Matters

The Prevent Abuse of Children Text and Chat Hotline (PACTECH) project provided an opportunity to plan, implement, and research text and chat services in the hotline environment with a target population of 13-24 year olds and a primary issue of child maltreatment. Over a five-year period, a lesson learned was that in order to grow and continue meeting the needs of help seekers the process of data management needs to be an internal function. Bringing the data management function in-house not only supports research but also it expands an agency's ability to collaborate with additional academic researchers and ensure data-informed programmatic decision-making. Additionally, a data dashboard is critical to analyze data collected not only from a historical lens, but to look forward in real-time.

A data plan is important to:
- Increase the credibility of your program.
- Inform operational dashboards and external visualization.
- Advances the sustainability of program outcomes.
- Improve operational efficiency and lead to intentional decision-making.

Define the variables and information it is important to collect in order to assess services and build evidence-informed practices. Data collection should be clear and consistent. Training is a key component and should include:
- Standardized data collection elements on the contact record.
- Develop a data dictionary to show a clear definition and understanding of what variables are being captured.
- Understanding of the reason for data collection.

Importance of data fidelity and an established plan of how it will be reviewed and analyzed. This may include:
- Routinely reviewing text/chat transcripts to ensure accuracy of variables entered into the contact record.
- Tying into the evaluation and supervision process to ensure high quality data collection remains a priority and support is given in understanding data input.
- Establishing a plan to roll out data collection changes.
- Having recorded training on data collection so all team members receive this information in the same manner.

Call 1-800-422-4453   **Live Chat** Click here   **Text** 1-800-422-4453

Research findings are available at www.childhelphotline.org/research
For further information or questions, contact mfingerman@childhelp.org or ljacobs@childhelp.org

Childhelp Founded in 1959 by Sara O'Meara and Yvonne Fedderson PREVENTION *and* TREATMENT *of* CHILD ABUSE

ASU Southwest Interdisciplinary Research Center Arizona State University

PURDUE UNIVERSITY

Children's Bureau