Data System Development for Family Support Programs: *Process and Rationale*

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Children's Trust of Massachusetts

children's trust Massachusetts

About Family Centers

6 Family Centers **1 Enhanced Pilot Program**

serving **families** with children ages **0-8 years old**

Types of Support

- Group-Based Activities
- Parent Leadership
- Information & Referral
- Concrete Supports

Approaches & Frameworks

- Family-Centered
- Strength-Based
- Protective Factors
- Flexible & Responsive
- Collaborative
- DEI-Driven

Rationale for Developing a Data System

Wanting to learn and understand...

The who, what, where, when and why of Family Center activities and services through better documentation

With the ultimate goal to...

provide higher quality supports to families &

Elevate Family Support Work

Data = Knowledge

How are we doing?

Preliminary Numbers…

2,253 Adults

3,804 children

2,101 Instances of information & referral

8,340 Instances of concrete support

2,072 Group Sessions

Family Centers

Positive feedback

Information at fingertips

Children's Trust

Access to real-time data

Advocate for funding

Looking to the Future

Building the system to include…

Integrated Referral Tracking
Improving the referral process and understanding needs of participants.

Messaging Center
Improving communication with participants, like texting reminders and notifications.

Outcome Measurement(s)
Are programs making a difference in the lives of the individuals they serve?

Acknowledgements

Data System Developer: **Whitebridge Solutions**
Evaluation Partner: **Tufts Interdisciplinary Evaluation Research (TIER)**

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Process Developing Family Center Data System (FCDS)

2001

Participant Data System (PDS) Developed for Home Visiting Program

The PDS was developed and used for the Healthy Families Home Visiting program.

Many years without a data system for Family Center programs!

Planning

2016

Collaborate with Local University Evaluators

Begin collaboration with evaluators to conduct a needs assessment to inform the design, implementation, and evaluation of the enhanced Family Centers.

2018

Research National Data Systems

As part of needs assessment, evaluators conduct research on existing data systems designed for family support programs.

Development

2019

Secure Private Funding

The Children's Trust secured private funding to jumpstart the development of FCDS.

Involve Programs on Information & Design

The Children's Trust in collaboration with local evaluators, data system developer, convened Family Center programs for input on system development.

Meeting after meeting, planning and planning

Implementation

2020

FCDS Officially Released in February

Staff attend 1-day training and then begin to use FCDS.

Provide Technology Allowance

The Children's Trust provides technology allowance to programs to purchase items to support their use of FCDS.

Enhancements

2021

Provide Technical Assistance & Support

The Children's Trust provides ongoing technical assistance and support to family support programs using FCDS.

Explore Enhancements

The Children's Trust explores enhancements for FCDS, including information and referral tracking software.

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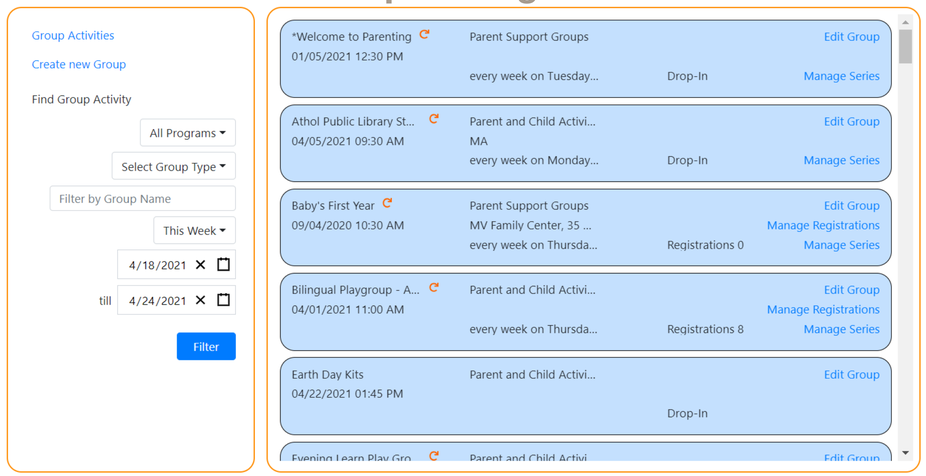
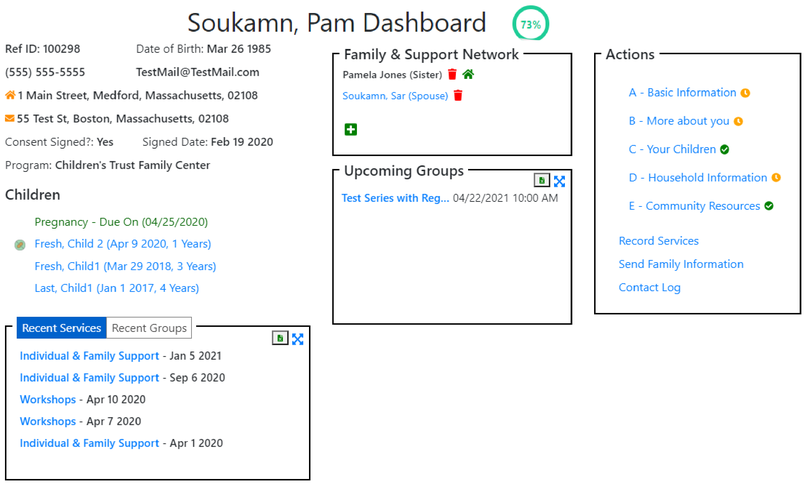
What the Family Center Data System (FCDS) Looks Like…

FCDS Homepage

Group Management



Participant Dashboard



Current Report Options

Reports

- Unduplicated Participant Report
- Individual & Family Support Services Report
- CFCE Report
- Group Summary Report
- Group Detail Report
- Group Aggregate Report