

Abstract geometric lines in the top left corner of the page, consisting of several overlapping, irregular polygons and lines in black, creating a modern, architectural feel.

DATA DASHBOARDS

WITH,

BRANDY BOULOS, NASCSP RESEARCH ANALYST

LUKE GOODING, APPRISE

JEREMY BIDDLE, MICHIGAN

This material is supported by Grant Number 90ET0506 from the ACF Office of Community Services, Community Services Block Grant within the Administration for Children and Families, a division of the U.S. Department of Health and Human Services. Neither the Administration for Children and Families nor any of its components operate, control, are responsible for, or necessarily endorse this material (including, without limitation, its content, technical infrastructure, and policies, and any services or tools provided). The opinions, findings, conclusions, and recommendations expressed are those of the author(s) and do not necessarily reflect the views of the Administration for Children and Families and the ACF Office of Community Services, Community Services Block Grant.

AGENDA

What are Data Dashboards?

Importance of Data Dashboards

Types of Data Dashboards

State of Oregon

OCS Performance Management Website

State of Michigan

Q&A



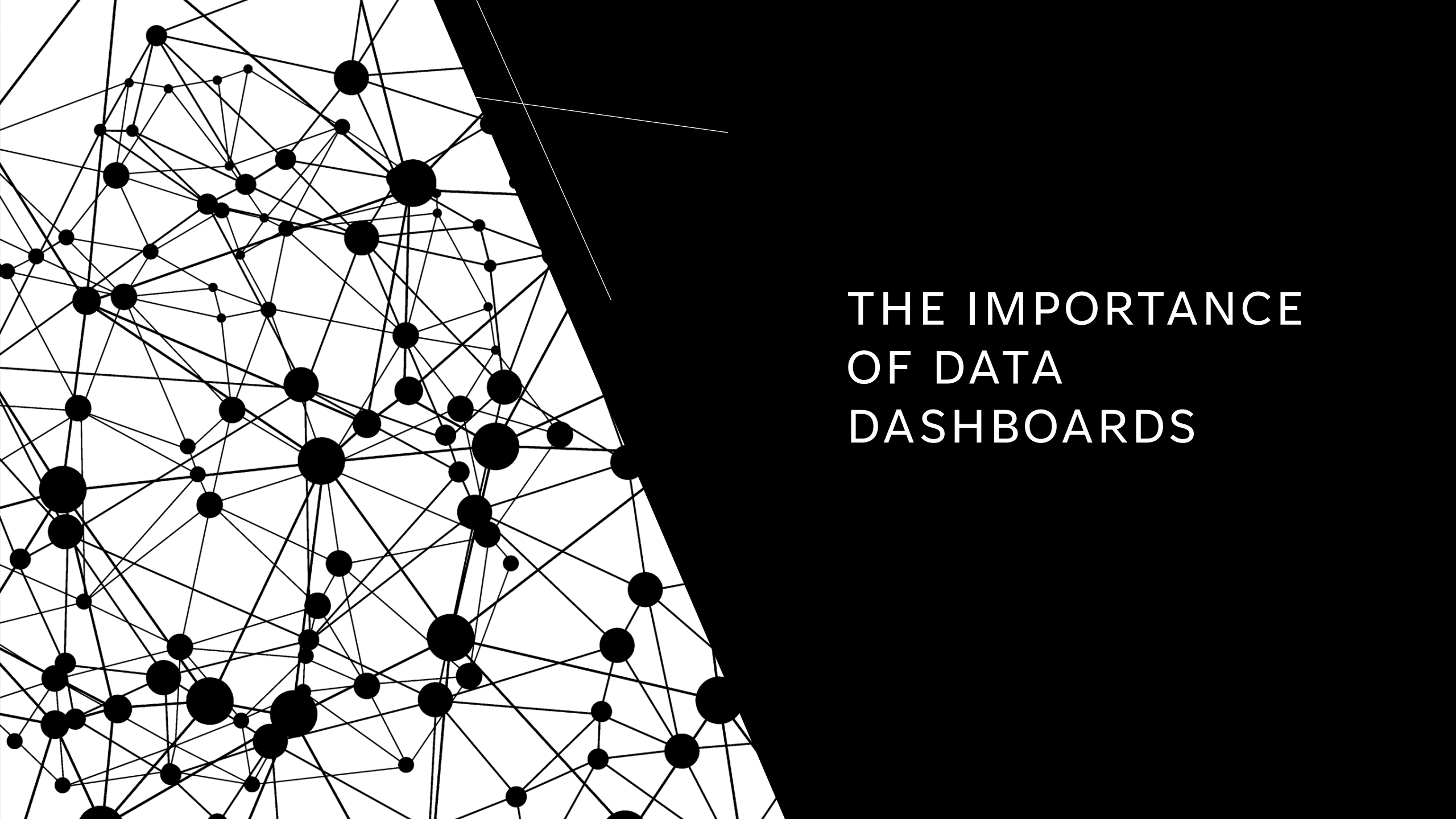
WHAT ARE DATA DASHBOARDS?

WHAT IS **NOT** A DATA DASHBOARD?

- Just a Static Report
- A Simple Data Storage
- A Full Data Analysis Tool
- A One-Size-Fits-All Tool
- A Reporting-only Tool

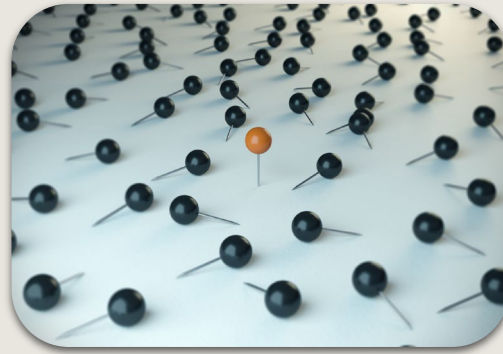
WHAT IS A DATA DASHBOARD?

- **A Visual Tool for Data Representation**
 - Interactive displays key metrics in graphs, charts, tables, and/or maps
- **Real-Time Data Monitoring**
 - Tracks performance and trends as they happen to support decision-making
- **A Tool for Data Analysis**
 - Enables drilldowns into detailed data to analyze trends and identify patterns
- **Customizable for Specific Needs**
 - Displays relevant metrics, tailored for different stakeholders' roles and needs
- **A Decision-Support Tool**
 - Provides insights into performance evaluation and adjustments

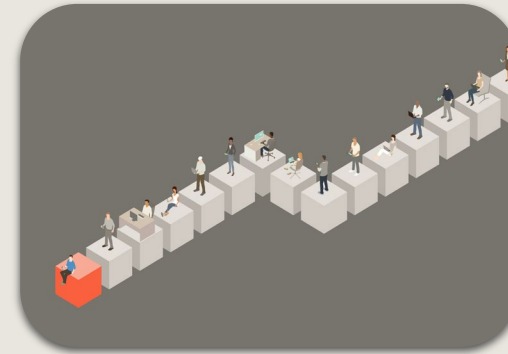


THE IMPORTANCE OF DATA DASHBOARDS

IMPORTANCE OF DATA DASHBOARDS



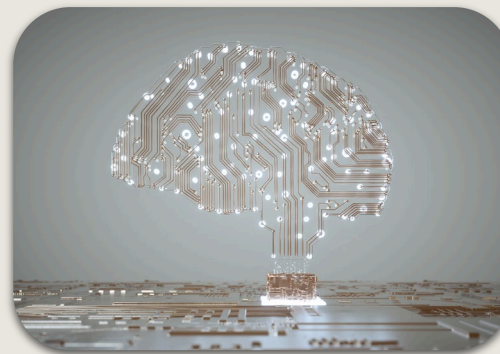
Ensuring
Accountability



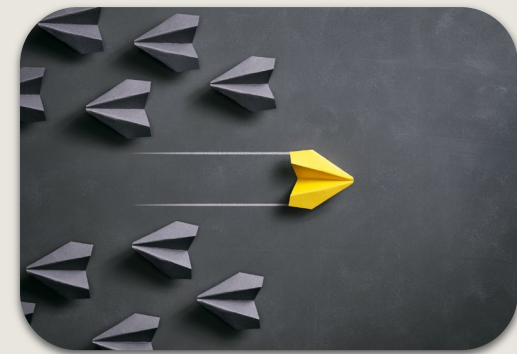
Facilitating Stakeholder
Communication



Monitoring Program
Performance



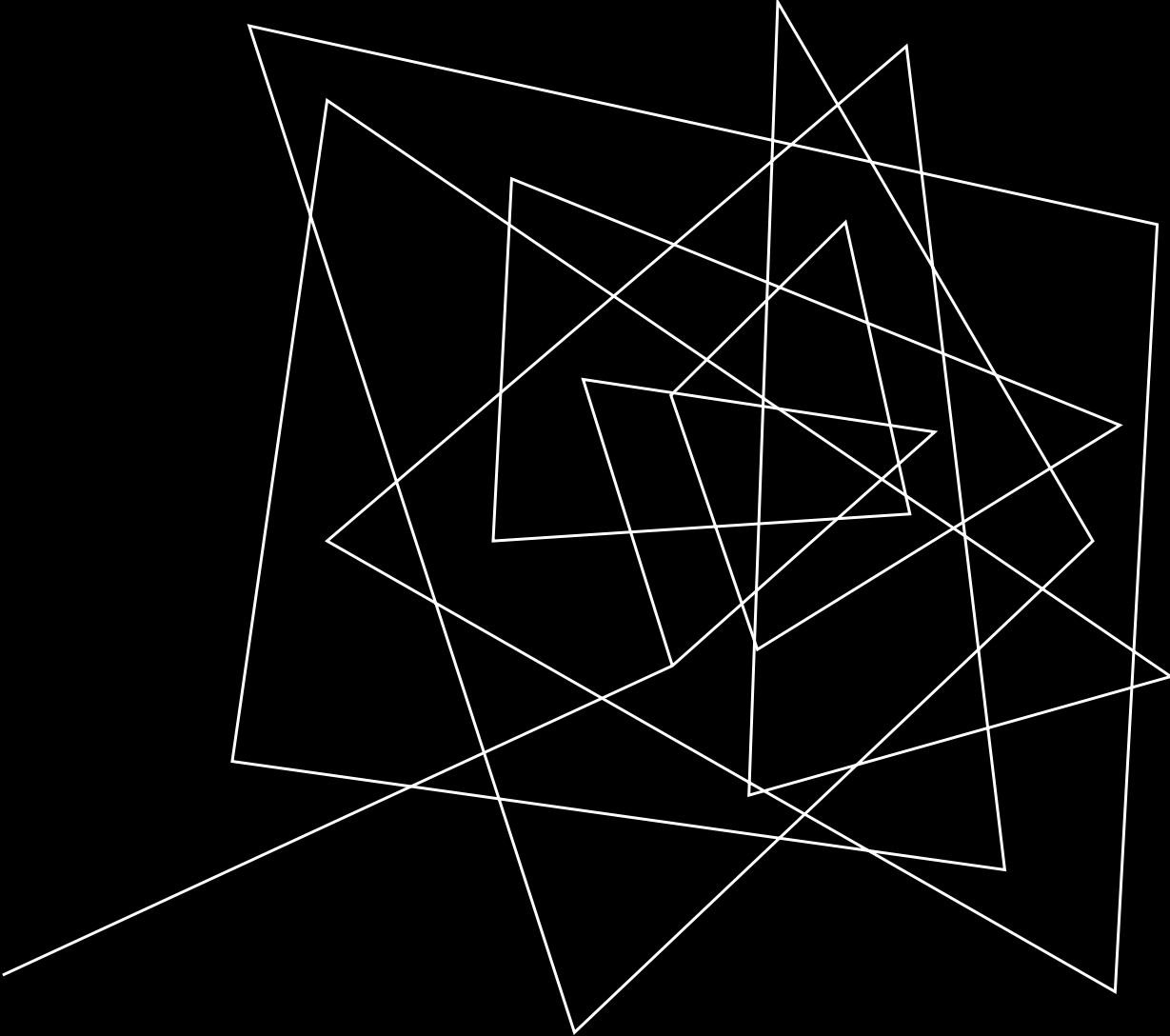
Evaluating
Effectiveness



Improving Data-
Driven Decision
Making

PERFORMANCE MANAGEMENT DASHBOARD OPPORTUNITIES

CSBG Requirements	Performance Management Dashboard Possibilities
Community Needs Assessment	Date of last CNA, date of next CNA
Monitoring (Fiscal and Program)	Date of last monitoring, date of next monitoring, repeat findings, single audit, risk level, follow-up, etc.
T&TA	Tracker, dates, duration, description, outcomes or metrics
ACSI Survey	Trend data, narratives, tracking against efforts of improvement
Organizational Standards	Trend data of progress against T&TA efforts for improvement
Annual Report	# of errors, # of warnings, services, outcomes, funding, resources, clients
Communicating with Stakeholders	“What do your agencies do?” “What services are they providing?”



TYPES OF DATA DASHBOARDS

THE SIMPLEST FORM | DATA DASHBOARD

The simplest form of a data dashboard is a **single summary view** that presents a few key metrics or performance indicators using basic **visual elements** such as:

- **Tables:** Organized rows and columns to display data.
- **Bar or Line Graphs:** Basic charts to show trends over time.
- **Single Numbers:** Displaying key figures like totals, averages, or %s.

It typically uses minimal interactivity, with a focus on presenting the most important data in a clear and easily digestible format, like an Excel sheet or a simple online dashboard.

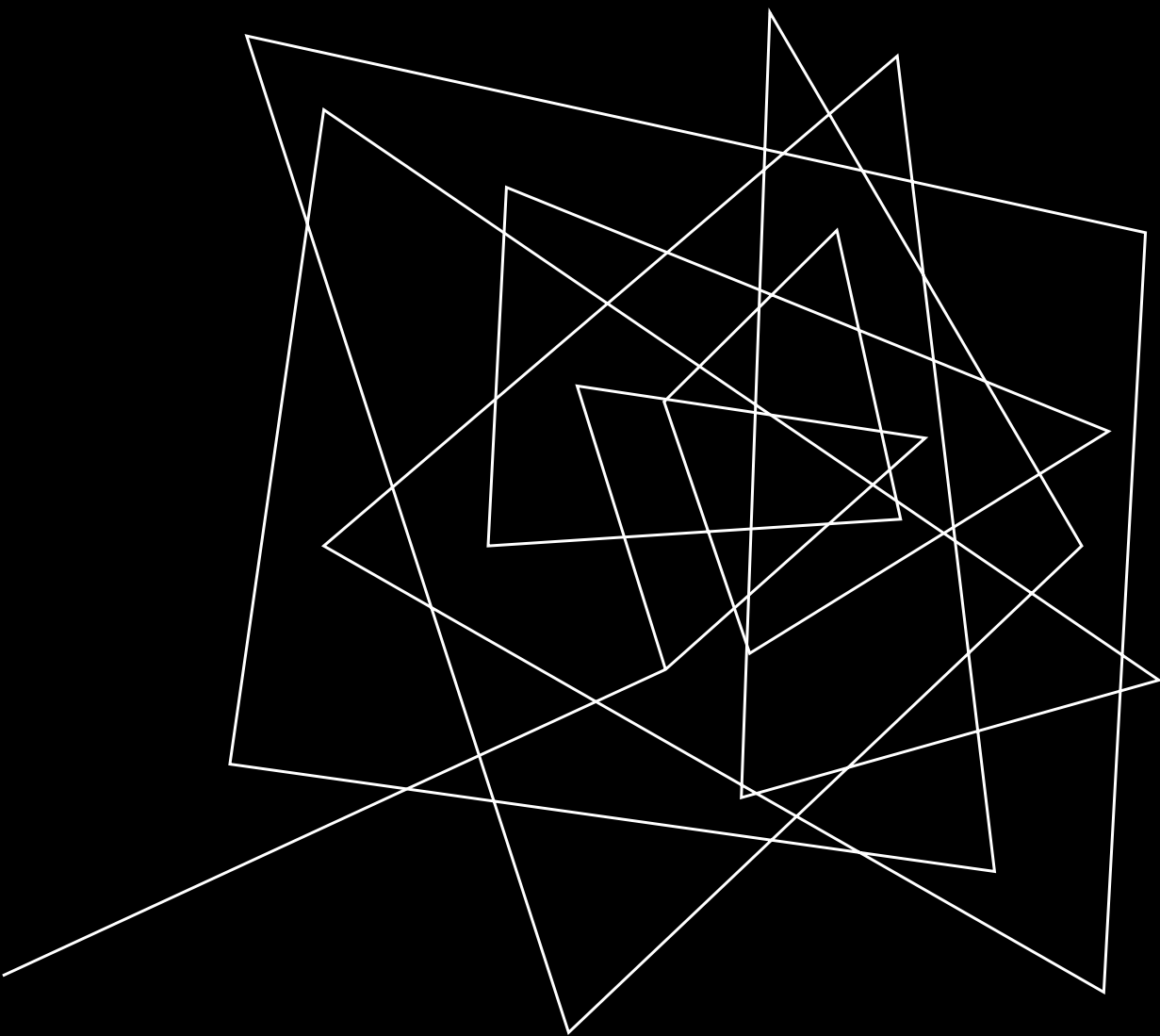
DYNAMIC DASHBOARDS

What makes Dynamic Dashboards Different?

Interactivity	Users can click, filter, and drill down into data. From limited filtering and slicers to drilldowns, hover features, and interactive filters to explore data dynamically.
Real-Time Data	Dashboards update in real-time or near-real-time. Ranging from manual to auto refresh through various kinds of integration (SQL server, cloud-based, etc.) .
Customizable	Tailored to display relevant metrics for different users from basic filters, tables, and calculations to more advanced analysis (correlation, regression, etc.) .
Visual Variety	Interactive charts, maps, and graphs from the basics to more complex heat maps, scatter plots, geo-mapping , <i>allowing for more sophisticated data storytelling.</i>

DYNAMIC DASHBOARDS IN COMPARISON

CSBG Performance Management Website	MICROSOFT POWER BI	TABLEAU	GOOGLE DATA STUDIO
Free Data Warehouse hosted by OCS	Advanced data visualization and interactive reporting tool.	Interactive, drag-and-drop interface for creating advanced data visualizations.	Free, web-based dashboard creation tool.
Data is uploaded twice a year: initial data (submitted March 31) and final data (revised during the FQAR).	Integrates with multiple data sources (Excel, SQL, cloud data, etc.)	Allows for real-time data connection, powerful analytics, and visual storytelling.	Easily integrates with Google Analytics, Google Sheets, and other Google services.
Offers quick reports generation and advanced data and analytics.	Offers powerful data analysis and custom visualizations.	Widely used for high-level decision-making with interactive dashboards.	Simple to use with customizable reports and dashboards.
CON: Minimal customization; requires knowledge of the CSBG Annual Report.	CON: Steep Learning Curve for Non-Technical Users.	CON: Tableau can be expensive, especially for small organizations.	CON: Limited Integration with Non-Google Platforms.



DATA DASHBOARD EXAMPLES

CSBG PERFORMANCE MANAGEMENT WEBSITE

Data Warehouse

- Repository of State Plan and Annual Report Data going back to FY2016 and FY2018, respectively.
- Free and readily accessible to approved users.
- Users can generate graphs and tables to show trends over time and across local, state, regional, and national levels.
- The data can be downloaded as a CSV file and used in your own databases and systems.

For more information:

Resources tab

- Access information on using the Data Warehouse, plus guidance and reporting tools.

Help tab

- Ask the website management team for help

Contact your Data & Evaluation Specialist for access to the CSBG Performance Management website.

SIMPLE DASHBOARD EXAMPLES

State of Oregon

- 1.5 FTE
- 18 CAAs
- Oregon Housing and Community Services Agency
- Data tools available: Excel, SQL database, Tableau, and Microsoft Power BI (not used).

The Data Journey

1. The CSBG Annual Report remained an untapped, yet static repository for data. Greatest need was for data quality.
2. CSBG Impact Report evolved from static tables to dynamic pivot tables with year-over-year counts, tables, and graphs.
3. Some efforts to build Tableau Dashboards are low priority.
4. Wish list for Oregon CSBG Data Dashboards include:
 - T&TA tracking to inform State Office performance
 - ACSI trend analysis to inform targets and action plan
 - Responding to stakeholder FAQs



DYNAMIC DASHBOARDING

The State of Michigan, through the Bureau of Community Action and Economic Opportunity (Department of Health and Human Services), has robust data dashboards that meet complex needs.

Jeremy Biddle, CSBG/ROMA Data Integration Coordinator



QUESTIONS?



Please evaluate
this webinar.

A series of white, overlapping geometric lines and polygons on a black background, located on the left side of the slide.

THANK YOU

Brandy Boulos, Research Analyst

(202) 717-8422

bboulos@nascsp.org

www.nascsp.org



Please evaluate this webinar.