How XmRs Improved DRCOG's Resource Allocation

The Area Agency on Aging at the Denver Regional Council of Governments (DRCOG) use of XmR charts.

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DRCOG's Area Agency on Aging (AAA) has dramatically improved and streamlined data collection and reporting for the Aging and Disability Resource Center (ADRC) within the last two years. The ADRC serves older adults and adults with disabilities in the 8-county Denver metro region. Prior, reports were inconsistent and did not accurately account for the full scope of the ADRC's work. This made it difficult to monitor and forecast service demands and delivery.

DRCOG is in the beginning stages of evaluating time series data in an XmR chart to learn more about this methodology and to improve understanding of the data. However, the ADRC first had to address a few process improvements with data collection.

The data wasn't complete or consistent enough.

The Call Center system was not initially set up to track all points of contact (phone calls, email, faxes) for each of the ADRC's programs. Call Center was adapted, and a new process was developed and communicated to all ADRC staff to shorten the time needed for data collection and improve uniformity in how this data was captured by the ADRC.

Between August and November of 2015, DRCOG's ADRC team began reviewing the database to find opportunities for improvement. Because DRCOG is required to report to the federal government, data access, consistency and accuracy are paramount. DRCOG relies on quality data to justify and provide needed services to the underserved and unserved, mandated by the U.S. federal government.

Three initiatives focused on improving the data.

Jill Eelkema, DRCOG's ADRC Manager, and Kirsti Klaverkamp, DRCOG's Community Resource Specialist, spearheaded an initiative to develop a standardized training program for all ADRC staff which led to greater uniformity in data collection throughout the ADRC programs.

A second initiative was created with the help of Heather Kamper, DRCOG's Transitions Supervisor, establishing new data collection methods to capture specific data sets unique to the ADRC's Options Counseling program. These datasets were initially unaccounted for yet are critical to analyzing information and for reporting progress.

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Finally, a third initiative was designed to revise the overall call center reporting process. Automated reports were supposed to be available from the database, but they were not accurately reporting the data. A 'dynamic' report feature was available that allowed staff to export data into an Excel spreadsheet and then scrub and organize the data into more cohesive, substantive reports.

The improved data made resource allocation easier.

Several outreach initiatives took place that resulted in an increased call volume for the ADRC which further identified underserved or unserved segments of our population. With these increased service demands and more reliable reports representative of the ADRC's work, DRCOG hired additional staff to respond to the need and improve the services available for older adults and adults with disabilities in our region.

XmR charts tell the story.

XmR charts have now been implemented to track two of the ADRC's ongoing, mandatory reporting measures. The first, *total number of contacts*, tracks the total number of contacts with client groups, service professionals and caregivers.
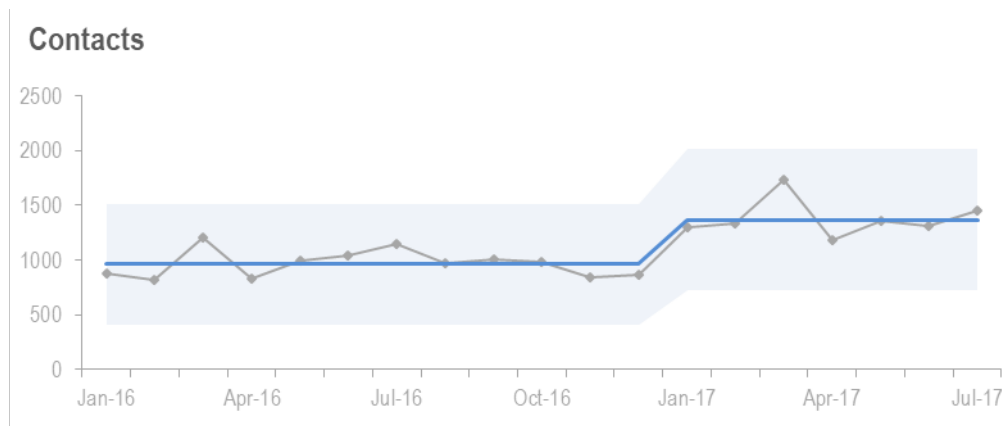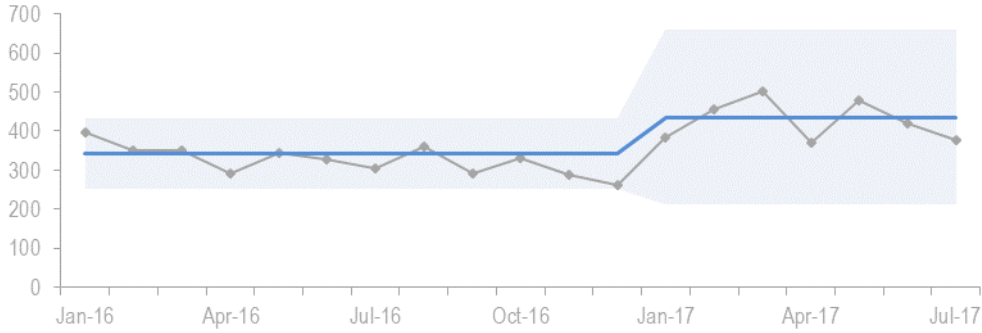

The second measure, *number of unduplicated clients,* tracks every unique consumer (client, professional or caregiver) regardless of how many contacts were made with the individual.

Unduplicated Contacts

These process measures *lead* into a *lag* measure associated with an objective in the AAA scorecard for providing services to the unserved and underserved.