



# STATEWIDE DATA COLLECTION AS A BEST PRACTICE

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# OUR STORY — WHERE WE'VE BEEN

2005: First mandatory report containing the National Performance Indicators

~2006: CAPAI purchases an agencies database for statewide consumption. The system was built in 2001.

2008: Agencies identified the need for better reporting.

2009: CAPAI responds with an add-on adhoc reporting system “Report Writer”. Guaranteed to be fully functional by January 1, 2010. Budget of \$10,000.

# OUR STORY — WHERE WE'VE BEEN

2010: “CAPAI, we have a problem...”

1. The realization that the data collection system we have is not meeting reporting needs, has no data integrity, and holds no historical data.
2. Age of ARRA – agencies had funding, but no knowledge of the problem or next steps. CAPAI and state had no money.
3. Weatherization was in a crunch to maintain compliance in their reporting systems. Focus was to get an energy audit tool up and running.

# OUR STORY — WHERE WE'VE BEEN

2010: The beginning of working with contractors to get our system “right”

1. Problems further identified and confirmed.
2. Hope existed.

2011-2012: Contractor, round 2

1. Some good changes, but no fix
2. Considerable data integrity issues and reporting issues.
3. Agencies are fed-up.

# OUR STORY — WHERE WE'VE BEEN

October 2012: Database Committee

1. Association Board formed a committee to examine the problem.
2. Committee met face-to-face and over the internet.
3. Compiled list of 91 issues/needed items.
4. Attended online demos with potential vendors.
5. Vetted RFP, reviewed responses, scored submissions.
6. Submitted recommendation to the Board.
7. Board voted and CAPAI entered into a contract with vendor.

# OUR STORY — WHERE WE'VE BEEN

2012: While the committee was meeting, Contractor Round 3

1. Had to keep what we had running.
2. CAPAI absorbing over \$80,000 of database costs and data is still not usable.
3. Still had a contingency in support of not changing from old system or old way of tracking.

# OUR STORY - TODAY

1. Working towards implementation.
2. Converting as much old data into new system.
3. Full implementation roll-out: training, policies, and processes.
4. Moving from services to goals and lining up system with reporting and case management needs.



# INTO THE FUTURE

- We have ways to track the work we do and outcomes we obtain.
- A way to show that a family has “exited” poverty.