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Oklahoma State Department of Health regains control of their data through Bonterra Impact Management

Streamlining processes, empowering frontline staff, making more informed program decisions, and ultimately telling a stronger impact story

About Oklahoma State Department of Health

Located in Oklahoma City, Okla., the Oklahoma State Department of Health's (OSDH) mission is to protect and promote health, to prevent disease and injury, and to cultivate conditions by which Oklahomans can thrive.

They provide technical support and guidance to 68 county health departments as well as two independent city-county health departments in Oklahoma City and Tulsa. OSDH is comprised of five branches:

- *Community Health*
- *Family Health Services*
- *Prevention and Preparedness*
- *Chronic Disease Prevention and Health Promotion*
- *Protective Health Services*

Through Family Support and Prevention Service (FSPS), OSDH focuses on promoting the health, safety, and wellness of Oklahoma's children and families—and Bonterra Impact Management (formerly Social Solutions) has allowed them to provide more efficient and effective programming for the past eight years. By utilizing Bonterra Impact Management, OSDH FSPS has become a leader in their field, offering advice and support to other public health departments to improve outcomes across the country.

CLIENT

Oklahoma State Department of Health Family Support and Prevention Service

PRODUCT

Bonterra Impact Management

FSPS focuses on providing funding, training, technical assistance and oversight to local organizations and agencies that serve families with young children. Additionally, FSPS offers training to professionals working in child maltreatment prevention and intervention, information and educational materials, and infrastructure to family support and child maltreatment prevention efforts.

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> It's been amazing for us, [Bonterra Impact Management] has allowed us to streamline a lot of processes and automate things that we didn't think were possible.
>
> **JOHN DELARA**, OSDH FSPS Maternal, Infant, & Early Childhood Home Visiting (MIECHV) Grants Manager

One of the key ways FSPS provides support is through their MIECHV programs: Children First, Parents as Teachers, SafeCare, Universal Home Visiting Program, Warm Line Phone System, and Family Resource Centers. These programs are designed to support families in need from pregnancy through kindergarten entry and utilize a variety of metrics to measure success. They aim to reduce child abuse, maternal mortality, infant mortality, and support child development and families within the community. Each year, FSPS aims to serve about 1,300 clients through its MIECHV programs. All of FSPS's programs include depression screenings, Intimate Partner Violence (IPV) or domestic violence screenings, and General Anxiety Disorder-7 (GAD-7) screenings.

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Challenges and solutions

Prior to onboarding to Bonterra Impact Management, OSDH FSPS utilized a system that made their day-to-day work more challenging. Since their programming requires many employees to track information for clients across the state, they needed a solution to streamline their processes and track accurate data to meet compliance, better serve their clients, and ultimately take control of their impact story.

Forms and streamlined referrals

CHALLENGE: Unfortunately, in many cases, navigating and finding services can be challenging for families. When a crisis emerges, support is needed as soon as possible, so a quick response and program placement is key. Prior to utilizing Bonterra Impact Management solutions, FSPS used a number of forms and Excel spreadsheets to collect client information which prevented them from responding to requests for services in a timely manner. The onboarding process would often take weeks or even months because they weren't able to collect all of the client's data in one system, leading to a lot of phone calls and back and forth for programming case managers. Plus, it was challenging to refer clients to other programs and services since information was stored in many different locations.

SOLUTION: Bonterra Impact Management enables FSPS to respond within 24 hours and help local families find the best program for their needs so they can serve more families. For their MIECHV programs, FSPS has embedded an interest form onto their website, which is set up using Impact Management's External Web Form Functionality. This allows prospective clients to submit their information and is directly connected to FSPS's Impact Management solution so they can easily manage information and contact prospective clients. Additionally, they have a universal combined screening form, which is also set up using Bonterra Impact Management's forms feature. Both of these forms allow FSPS to ask a specific series of questions to see a full overview of the family's needs and determine which program will best serve them at that time.

Additionally, having accurate information allows them to easily make referrals instead of faxing paper copies to recommend the best next program based on a family's needs, or refer them to a Family Resource Center in conjunction with their program. Utilizing Impact Management's referral feature helps to streamline FSPS's home visiting program processes, reducing workload for their home visitors and allowing them to provide support to clients sooner.

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Streamlined processes to meet compliance

CHALLENGE: Accurately and easily tracking client information was another big challenge for FSPS. In compliance with their federal MIECHV grant, FSPS is not allowed to provide multiple services at once to the same family. This means it is critical that FSPS has accurate information on which programs each family is currently participating in to ensure they are spreading out their case load and meeting compliance for the grant. Before Bonterra Impact Management, FSPS's client information was housed in multiple systems, which led to multiple home visitors trying to work with the same family. Additionally, FSPS is required to run federal compliance reports which include 36 different benchmarks. Prior to Impact Management, these reports would take two to three weeks to pull the data and ensure data integrity.

SOLUTION: Now, all of FSPS's client information is housed in the same system. This means home visitors can search for a family's information to determine if they're already participating in a program and even message other home visitors with questions. They also have much more seamless and simple reporting, allowing them to run their federal compliance reports on a weekly basis, conduct frequent data quality checks, and feel confident that the data is accurate.

Empowering frontline staff with easier reporting

CHALLENGE: Before Bonterra Impact Management, FSPS's reporting capabilities were very limited. With their legacy system, only the epidemiologists on staff were able to run reports, which resulted in only receiving reports on a monthly or quarterly basis. This limited the frontline home visitor's ability to familiarize themselves with the data and provide feedback and suggestions for improving programming.

SOLUTION: With Bonterra Impact Management, all of FSPS's employees, including frontline workers, are able to run reports, review data to ensure quality and accuracy, and ultimately take ownership of their work. Now that the home visitors have a better understanding of the data, they're able to evaluate the work they're doing, see trends in the data, and make suggestions for improving programs for greater impact.

An easy-to-use solution for data accuracy and time saving

CHALLENGE: With their legacy system, FSPS had very little control over their data and user experience within the platform. Before, when they needed to add a question to a form for compliance reasons, they would submit a ticket and wait three to six months for their old system to implement the change. They were also unable to easily make changes to client information once it was entered. For example, if a client's name was misspelled when it was initially entered, there was no way to correct it.

SOLUTION: Now, FSPS can easily make changes to forms and client profiles themselves to ensure they are meeting compliance and data is accurate. Plus, they can manage caseloads and multiple programs within the same platform to reduce errors when entering data and pulling reports.

Software integrations for Medicaid billing and NFP reporting

CHALLENGE: Some public agencies miss out on the benefits of billing Medicaid due to administrative time. Medicaid billing allows agencies to serve more clients, hire more nurses, and provide their nursing staff with more professional development opportunities. In the past, FSPS had to rely on the clerical staff at their county health departments to enter data for billing and for their home visiting record, which required two different forms. Additionally, nurses working in FSPS's Nurse-Family Partnership (NFP) program, Children First, had to enter client information into two different systems, which was burdensome and could lead to errors when entering information for a number of different clients.

SOLUTION: With Bonterra Impact Management, FSPS has automated both of these processes through Application Programming Interfaces (API) to reduce workload for their staff and ensure data is clean and accurate. Now, the forms required for Medicaid billing have been combined into a single form. The home visitor simply enters the client's name and the type of visit into the system, and it connects with FSPS's county health record to develop billing and send to the health care authority to process. They've also integrated with the NFP system so nurses only enter data into FSPS's system once.

Impact

Bonterra Impact Management has allowed OSDH FSPS to simplify client intake, streamline workflows for employees, provide more accurate data to comply with federal grant requirements, integrate with key systems, and empower their frontline workers through data. These improvements have helped simplify FSPS's day-to-day work and allowed them to better serve their community.

Top three Bonterra Impact Management features for OSDH FSPS:

1. Reporting: FSPS used to track all of its data using thick paper charts, and they would have to audit those charts on a regular basis to ensure compliance. With the Impact Management reporting feature, FSPS can set up an automation to send one report each week outlining all of their agencies and their current capacity. They can easily review to determine if they're meeting compliance, which has saved their staff time and increased efficiency.

2. Alerts: Having the ability to set alerts for different tasks has been pivotal to FSPS's time and project management, keeping processes on track and ensuring compliance.

3. Forms: Implementing a centralized intake form has allowed FSPS to more accurately track client data and ensure they are providing quick and efficient support.

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Owning their impact story through data

In addition to the benefits above, Bonterra Impact Management has allowed FSPS to take control of their data and own their impact story.

> *"I would say we're more confident with our data now,"* said John. *"Oftentimes in our legacy system, our local agencies would say, 'your numbers don't match my numbers, my Excel sheet doesn't show that,' and we would just have to trust the number we had because it's all we had. Now we are both on the same page. We run the report for the same time frame, compare numbers, audit each of the visits, and catch any inconsistencies. So now it's a lot easier to work together and we're all on the same page."*

Having a greater understanding and visibility into their data has helped FSPS more clearly illustrate the impact of their programming, which is key for securing and maintaining funding and meeting compliance requirements. For example, FSPS has to report 19 different benchmarks to congress each year, and there were times when they weren't meeting those benchmarks due to small issues with the data. Home visitors would think they had met a benchmark, but it wasn't recorded correctly. Now, FSPS can review the data in their system and find these inconsistencies to ensure they are reporting correct data to meet these benchmarks. They're also able to set up alerts to prompt home visitors to complete the next step in the process and ensure all data is collected in a timely manner.

Having accurate data has also allowed FSPS to learn more about the results of their programming and innovate accordingly. For example, in 2015, as vaping was becoming more popular, many clients were telling their home visitors about their vapes. However, at the time none of the home visiting models or federal funders were asking about vaping or requiring them to record that information. Since it was so consistent among their clients, FSPS decided to record the information so they could see the impact of vaping over time. Their NFP program was then able to conduct a small study looking at vaping in correlation to birth weight. This is just one example of innovations they've made due to having more accurate data.

FSPS also has learning collaboratives where they allow the home visitors to determine different metrics they want to track based on what they feel is the most important data. The most recent learning collaborative looked at fatherhood engagement within the home visiting programs and determined different practices home visitors could implement to engage fathers and increase overall retention. They found that just giving the father a welcome packet resulted in a three month longer retention rate with those home visiting clients. **_Typically, within the first three months, home visiting clients drop by about 50%, so this resulted in a 10% improvement in retention._**
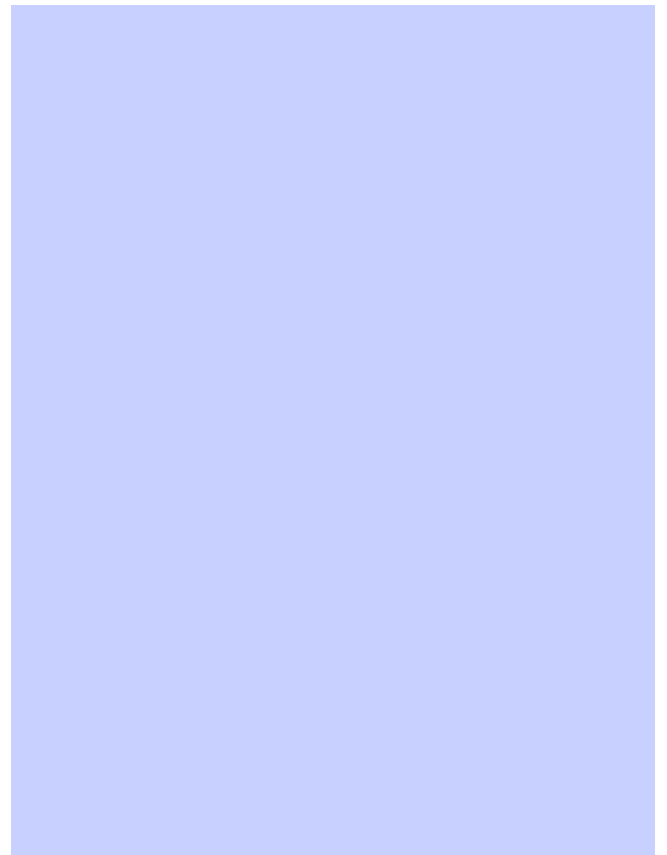
Being able to collect this sort of data has enabled FSPS to illustrate the impact of their programming more tangibly, not only to retain funding and meet compliance, but to empower their staff to take pride in the work they are doing day in and day out.

When asked for advice he would give others interested in Impact Management software John said,

> "Going back to data ownership, having data walkthroughs with your frontline staff is important. Entering data can seem redundant and they may not see the use in it. So, getting those frontline staff and supervisors on board and showing them the value of their data is really key to making sure that your system and your data is high quality overall."

By implementing technology and gaining a better understanding of their data, OSDH FSPS has truly become a leader in the public health sector. They have built trust with key stakeholders including Congress, state, and local governments by illustrating the impact of their programming while empowering their staff to take ownership of their work.

DATA IS POWERFUL. TAKE CONTROL OF YOUR IMPACT STORY TODAY.

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