

Families in Crisis Better Supported with Data



**JOHN BONER
NEIGHBORHOOD
CENTERS**



Non-Profit



www.jbncenters.org



Indianapolis, IN

AT A GLANCE

CHALLENGE:

John Boner Neighborhood Centers (JBNC) needed access to its data, but using its cumbersome, time-consuming legacy system was creating havoc for its staff. Without easy access to program metrics, JBNC staff struggled with assessing program effectiveness, identifying opportunities, and meeting grant obligations.

SOLUTION:

Datatelligent brought its non-profit data analytics expertise to the project and worked collaboratively with JBNC staff to deploy its Outputs and Outcomes Solution Engine and build a Family Success/Early Warning System dashboard. This solution has enabled self-service access to essential data needed to support their program participants better. It also integrates data flowing in from ETO, JBNC's legacy system, easing staff woes regarding data integrity and timeliness.

RESULTS:

With access to up-to-date metrics for participating families, the JBNC team has the essential information needed to ensure they are best supporting their clients and keeping them on track to meet their goals. Now they are able to identify at-risk participants, provide additional support, and meet grant obligations.

CHALLENGE



The John Boner Neighborhood Centers (JBNC) provide essential support to thousands of individuals in the greater Indianapolis area. One program of note is its Housing Stability for Student Success (HSSS). Through this outreach effort, nearly 100 families are receiving services ranging from housing and financial stability to adult education and youth education. JBNC was fortunate to secure grants to underwrite a major portion of the HSSS programming. But they had a challenge – in order to fulfill the mandates of the grants, staff and leadership needed access to accurate, timely data to assess program performance.

This was specifically difficult in regard to the HSSS program, which helps parents secure better jobs, launches or expands their careers, and improves their financial position. Greater employment opportunities and stability help them improve their credit scores, and increase their net income and net worth. All of this allows their children to focus on their education and enables those children to land better jobs in the future.

Considerable funding for this program comes from a Family Opportunity Fund grant from the United Way of Central Indiana, a U.S. Department of Education Promise Neighborhood grant, and a Full Service Community School grant, all of which stipulate that the team provide accurate reports to gauge performance. This was proving challenging due to issues with ETO, their legacy data management system. Staff had to create multiple reports, which had to be generated manually and took considerable time.

They also struggled to understand which strategies were working and which were not. They could not assess whether or not they were meeting their KPIs or identify which outreach efforts were more effective than others.

Without a unified data platform, information was siloed, and the team was spending more time and energy trying to cobble together the necessary data to assess program effectiveness and meet the obligations of their grants. So what to do?

They called Datatelligent.

SOLUTION



Datatelligent's highly experienced team was engaged to build and launch a Family Success/Early Warning System dashboard, part of its Outputs and Outcomes Solution Engine offering. In a 90-day period, the Datatelligent team collaborated with JBNC staff to categorize and identify the necessary metrics needed to oversee and measure program success. Once the data was correctly organized, the team integrated data from ETO in Snowflake and created a custom dashboard powered in Tableau Cloud.



SOLUTION (cont.)



The Family Success/Early Warning System now provides staff with a highly visual, organized solution to monitor the families being supported by JBNC's HSSS program. The families (and individuals within families) are color-coded (green, yellow, and red) according to how they are meeting program metrics regarding housing, financial stability, adult education, and youth education goals.

Once the dashboard was launched and the staff was able to access timely, in-depth information, it was clear that many of the families needed additional support. JBNC staff was then able to deploy case managers to reach out, better support, and help their program participants make positive progress against goals.

Access to this data has also been instrumental in JBNC maintaining its funding. These multi-year grants are critical to supporting JBNC's work, and the team now has access to the necessary data to assess program performance and make adjustments.

RESULT



With the Family Success/Early Warning System dashboard deployed, JBNC can pull the critical data necessary to support families and improve their outcomes. JBNC has the institutional insight to adjust and change programs to achieve desired goals. Additionally, staff has the information needed to maintain and secure grant funding.

Moving forward, Datatelligent and JBNC will continue working collaboratively to create an automated data pipeline that seamlessly transfers information from ETO to Snowflake for cloud data storage and then to Tableau for data integration and visualization. This will give staff visibility to real-time data, rather than their current access, which is updated monthly. In the future, data from other systems will be migrated into Snowflake, creating one unified data platform.

This unified data approach further supports JBNC's efforts to improve the lives of its program participants. Staff will be able to dig deeper into program data and complete combined financial assessments for the families. The program's goal is to help families increase their net worth and grow generational wealth. With additional program metrics available, JBNC staff can identify what is working, make adjustments as needed, and implement new services.

"It is astonishing what we have been able to achieve through our short partnership with Datatelligent. This collaboration has helped us immeasurably, connecting us to the accurate, up-to-date data we need to maintain funding, ensure program success, and ultimately better support our community,"

Dean Johns,
Chief Programs Officer

