Using Data to Improve Agency Performance
Case Study

"We can easily collect information centrally and track clients as they progress through our programs, and use our data in AWARDS as a resource for our clinical supervisors to ensure the quality of services we provide."

Agency	Services	Location	Founded	Clients Served
BRC BRC	Housing, Homeless, Substance Use Disorder, Mental Health, Employment	New York, NY	1971	Over 700 annually

Operating Budget

Over $65m

Situation: How Are Tenants Really Doing?

In 1971, a group of homeless men started Bowery Residents' Committee (BRC) to improve their lives. Over 40 years later, BRC operates 27 programs throughout the New York metropolitan area, and is a leading provider of housing and services to over 10,000 New Yorkers. With a constant eye towards improving and enhancing the services they provide, **BRC wanted to better understand the outcomes of their programs.** They selected the peer-reviewed Multnomah Community Ability Scale (MCAS-R) to help them evaluate how their tenants were really doing as a result of their program interventions.

Solution: An Integrated Evaluation Tool

A Foothold customer since 2001, BRC had over a decade's worth of data available in their AWARDS database. They had already instituted a rigorous, agency-wide data quality and management process that included monthly reports of the data in AWARDS referenced by BRC staff, and quarterly performance reviews by program directors and senior management.

When the MCAS-R evaluation tool was selected for their outcomes evaluation project, **it made sense to build the tool into AWARDS and utilize the AWARDS reporting features to help analyze the data.** BRC chose to pilot the evaluation tool at their Home Plus scattered-site apartment program, and then add it to their other permanent housing and transitional housing programs. Staff would complete the MCAS-R evaluation form in AWARDS for clients at intake, during service plan reviews every quarter, and at discharge.

Result: Data-Driven Improvements

By completing the MCAS-R evaluation within AWARDS, BRC staff had a variety of reporting options available to them. They were able to develop a system to monitor individual stability score fluctuations, provide customized levels of care based on scoring outcomes, and ultimately inform ongoing service plan development and targeted interventions based on the outcomes.

With this data, the programs have been able to analyze behaviors and symptoms in a deeper context than just the diagnosis, and identify ways to develop programs to meet tenants' evolving needs. **The project was so successful that BRC has expanded the use of the tool to other residential program areas at the agency.**