

Leveraging Data (You Already Collect) To Improve Internal Decision-Making



New York Statewide Civil Legal Aid
Technology Conference

April 12, 2022

Session Overview

01 PANEL INTRODUCTIONS

02 DATA ANALYSIS IN 5 MINUTES

03 PANEL DISCUSSION

04 Q&A WITH AUDIENCE

Meet Our Panel

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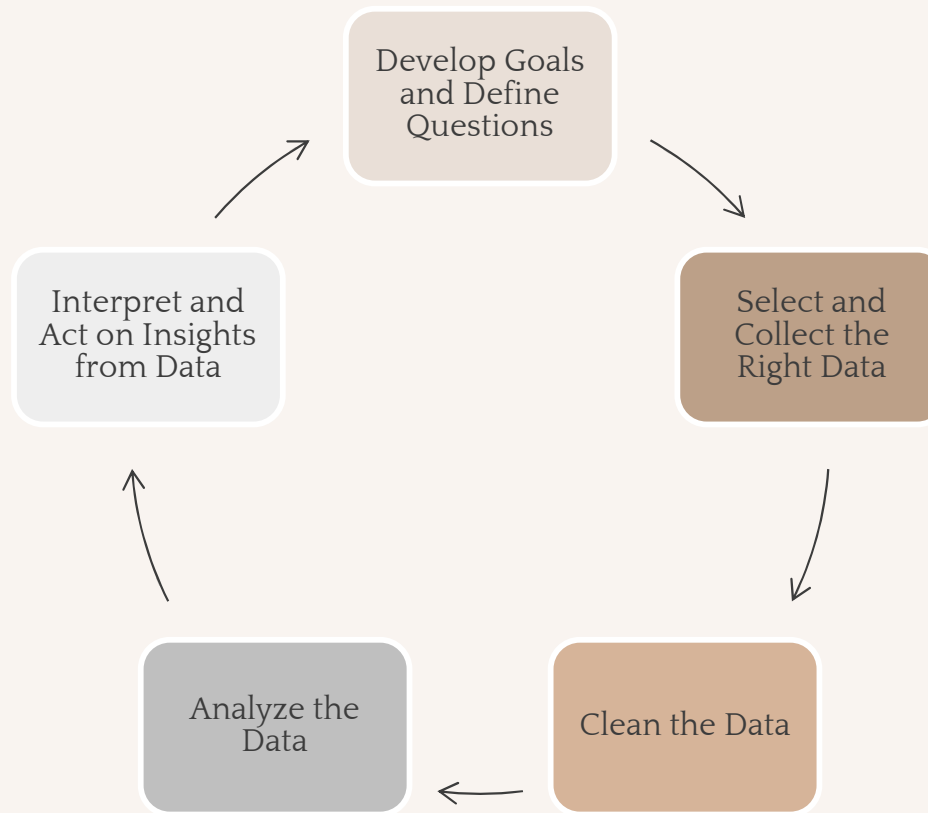
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Data Analysis Process in 5 Minutes



Define

Collect

Clean

Analyze

Act

Step 1: Develop Goals and Define Questions

Questions to Consider:

- What are you hoping to learn?
- What data do you expect will help you answer your question?
- Who will be the audience for this analysis?
- How will results of the analysis be used?

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Step 2: Select and Collect the Right Data

- Identify the data that will help address your defined questions.
- Review what data is already being collected
 - **Add** new fields or options
 - **Require** additional fields be completed
- Aim for good data quality
 - **Complete:** no missing data
 - **Accurate:** data matches reality
 - **Reliable:** data is entered in a consistent manner

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Step 3: Clean the Data

- Always start by saving a separate copy of the raw data to have as a reference point.
- **Clean to Address Poor Data Quality:**
 - Fill in Missing Data
 - Correct Data Entry Errors (typos, misspellings, etc.)
 - Remove Duplicate Information
- **Clean to Prepare for Data Analysis:**
 - Change field formats
 - Standardize values
 - Remove unnecessary data

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Step 4: Analyze the Data

- **Determine Summary Statistics**
 - Mean, Mode, Median
 - Frequency Distributions
 - Note Outliers
- **Include data visualizations**
 - Bar Charts
 - Line Graphs
 - Tables
- Consider using public datasets to bolster your analysis
 - **Open Data NYS:** <https://data.ny.gov/>
 - **NYC Open Data:** <https://opendata.cityofnewyork.us/>

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Step 5: Interpret and Act on Insights

- **Present analysis results in a clear manner**
 - Dashboards should be self-explanatory
 - Keep the audience and initial questions in mind
- **Determine if action is needed based on findings**
 - Is additional data analysis needed?
 - Will data be used to monitor implementation or track impact of these actions?
- **And the cycle starts again!**

PANEL DISCUSSION

Data Analysis Examples from Your Peers

TAKE AWAYS

- Consider what strategic questions you have and what data points could help in answering them.
- Make sure data fields/values are clearly defined and commonly understood.
- Review and revise data collection processes as needed.
- Identify sources of data entry issues, not just the issues themselves.
- Implement routine data cleaning practices.
- Engage in change management strategies to help get staff buy-in for data cleaning and analysis.
- Provide training to staff on data literacy.

THANK YOU!

Do you have any questions?

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