

Overview: Data Project in Support of the City Transformation Plan City of New Haven Community Services Administration

Contractor: Farnam Associates, LLC in collaboration with DataHaven

The City of New Haven released [the City Transformation Plan \(CTP\)](#) in January, 2016, as a blueprint for action across eight areas to improve outcomes and quality of life for residents (see text box) in an equitable manner. The City and community partners have worked on many initiatives and programs to advance the goals of the Plan since its release.

The City of New Haven Community Services Administration has recently launched an effort to document and measure the community's efforts to address the eight platforms in the Plan and changes in objective indicators. This work will allow the community to assess progress and guide further planning and investment.

The City has contracted with Farnam Associates, LLC in collaboration with DataHaven to support this work, with the first phase to be completed by the end of June 2017. The consultants will work with the CTP leadership teams and community leaders to define priorities and measures in this work.

The work will include:

- 1. Create a comprehensive data management system and develop metrics of past progress and ongoing work across CTP platforms.** This will involve
 - (a) developing an inventory of all interventions/initiatives contributing to plan goals, building on recent work;
 - (b) defining population and system level metrics relevant to the overall CTP (e.g. poverty, health);
 - (c) working with the CTP leadership and specific partners in each of three initial focus areas (chosen from Early Childhood, Community and Mental Health, Housing and Physical Environment, and Jobs) to define outcome data and associated metrics from up to eight datasets that can be collected and analyzed to assess impact and guide further planning.
- 2. Design an accessible web portal that hosts an interactive Community Dashboard and related information that allows the public to explore indicators of progress, starting with three CTP platforms.** This will involve simple, accessible dashboards and summary reports in print and on the web (with interactivity) that communicate the progress of CTP implementation to diverse audiences. The work will include a data collection and management plan to populate and maintain the dashboards and a cost-effective plan for the initial enhancement and long term maintenance of the CTP web portal within the context of the City's new web site.
- 3. Create a social media platform for communicating with the public and CTP partners.** The team will develop a practical social media strategy for the CTP that builds on CTP partner approaches and is integrated with the City's social media policies and practices.
- 4. Engage CTP partners to create a plan to build their capacity to collect, integrate and use data on a regular basis to inform their practices and on-going improvements.** The team will review technical assistance needs related to data collection and use and measures to build this capacity in a work session with key CTP Partners from the City, community agency partners, community leaders, and higher education institutions.
- 5. Conduct outreach to community champions and supporters to secure resources to sustain the data hub and CTP Learning Community.** The team will advise and guide the City on securing support for sustaining the data hub and measurement work into the future. This may also involve the production of a citywide convening to review the CTP and the data work.



City Transformation Plan Platforms:

Job Creation and Workforce Development
Economic Activity and Private Investment
Early Childhood
Education and Youth Development
Adult Literacy and Life Skills
Community Health and Mental Health
Community Cohesion and Safety
Housing and Physical Environment