

Pollywog Data Points

Ongoing collection - quarterly review

Source: VistaLogic

Customer satisfaction survey -

Handoff's (website and MCC)

Navigators 2x per quarter

Demographics

Lang spoken - adult & child

Zip code,

Number of kids in family

Email/phone/contact details

Referred by

Number of adults in the home

Gender of primary client and household members

Race/Ethnicity

Insurance? Type - CCO/Medicaid, Private, None

Referrals, Service,

Number of direct referrals to services by MCC -

Registration for classes

Referrals to Pollywog

Completed closed loop referrals

Number of service request

Unmet services needs

Prenatal class attendance (from MCC and Pollywog sign ups)

What are services are the services receiving referrals and number

Source: All service partners *Clarify method*

Lessons learned

Clarify source and method

Team and partner review areas

Ongoing review of services represented at ET table

Inclusive review of unintended consequences & new issues

Measure of collaboration/cooperation

sharing resource and limitation in a timely manner

Retrospective pre-test for partner staff.