CI:NOW

TRANSMITTAL MEMO

Award: CPIMP211302

Date: 10/29/2023

To: Michelle Browne, Project Officer
DHHS OASH OMH

From: Laura McKieran, Executive Director
Community Information Now

Re: Quarterly Progress Report: Year 02 Quarter 04

Note: As required by the Notice of Award, please find following Community Information Now's Quarterly Progress Report for the fourth quarter of Year 2. Please do not hesitate to contact me if you have questions or concerns, and thank you as always for your time and assistance as we pursue project and OMH objectives.

Quarterly Progress Report

Grant #: CPIMP211302

Name of Grant Program: Assessing Social Determinants of Health Data Through Local Data Intermediaries Project

Grantee Project Name: Increasing Community Access to and Use of Social Determinants of Health Data through Local Data Intermediary in Bexar County, Texas

Grantee Project Director Name: Laura McKieran

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Grantee Organization Name: Community Information Now

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Year of Grant Cycle: 02

Reporting Quarter: 04

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PART I. PROJECT NARRATIVE
1. **Progress Narrative**
Program Purpose/Strategies/Interventions: Describe the strategies/interventions provided during this reporting period.

A. Project Objectives
   Indicate if there are any changes; refer to *Appendix A*.

There have been no changes to the two major objectives in support of that goal: (1) facilitate community stakeholder access to and utilization of integrated community-level SDOH and health data, and (2) increase community stakeholder skill and capacity to use and apply that data to address health disparities among racial and ethnic minority populations.

As per Appendix A in the reporting guidance, the following table summarizes any changes to, and Y2 Q2 progress on, each objective and sub-objective. Greater detail on the progress per sub-objective is provided below the table.

GOAL: Strengthen local efforts to reduce and eliminate health disparities through the use of timely, relevant, quality local SDOH and health data.			
Key Objective as Stated in Application #	**Objective per Y2 Quarter 1 Progress Report[1]**	**Justification for the Modification**	**Does the modification(s) affect the logic model or evaluation plan?[2]**
Objective 1: facilitate community stakeholder access to and utilization of integrated community-level SDOH and health data	No change	-	-
Sub-obj. 1.1: Development and testing of super-neighborhoods	No change (complete)	-	-
Sub-obj. 1.2: User-centered design (UCD) of the platform	No change (complete)	-	-
Sub-obj. 1.3: SDOH/health dataset acquisition, processing, and integration	No change (ongoing)	-	-
Sub-obj. 1.4: platform development and testing	No change (ongoing)	-	-

[1] If there is no change to the original Objective, recommend inserting "no change" per Objective. If there is a change, recommend highlighting the modification.
[2] If there is no change to the logic model or measures, recommend inserting "no change" per Objective. If there is a change, recommend highlighting the modification in the logic model and evaluation plan. **If there has been a change in the logic model, attach revised logic model.**

Key Objective as Stated in Application #	Objective per Y2 Quarter 1 Progress Report[1]	Justification for the Modification	Does the modification(s) affect the logic model or evaluation plan?[2]
ACCOMPLISHMENTS: **Please see narrative below this table for greater detail.** • Launched the Create Your Own Area feature and continued developing additional site features • Redesigned appearance and improved navigation • Finished processing and loading data from initial target indicator list • Partnered with UTHealth to add food insecurity data • Began identifying additional indicators to add to Data Dive			
Objective 2: increase community stakeholder skill and capacity to use and apply that data to address health disparities among racial and ethnic minority populations	No change	-	-
Sub-obj. 2.1: Outreach to potential data users	No change (ongoing)	-	-
Sub-obj. 2.2: Training and other supports	No change (ongoing)	-	-
ACCOMPLISHMENTS: **Please see narrative below this table for greater detail.** • Delivered several brief presentations and more in-depth trainings on Bexar Data Dive • Planned #GetData "data 101" literacy training to be co-hosted by The Nonprofit Council • Began creating #tinytutorials, 45- to 90-second video explanations of Data Dive features or data literacy concepts • Drafted survey of all CI:Now contacts to learn whether people know about and have used Data Dive, and if so, for what purpose • Continued adding to HubSpot contact management database to support outreach efforts and recruitment for training and any further user-centered design or testing needed			

- ***Sub-objective 1.1: Develop and test super-neighborhoods (Statistical Small Areas or SSAs).*** This objective was completed in Y1Q4 and no further work on this sub-objective is expected to be needed during the grant project period. CI:Now's work related to this objective is now focused solely on disaggregating data by SSA and disseminating to the field information on the methods used to develop the SSAs.

- ***Sub-objective 1.2. User-Centered Design (UCD) of platform, outreach, & training.*** This objective was completed in Y1Q3. Depending on new features built into Bexar Data Dive in Y2 using Y1 carryover funds, additional limited UCD may be conducted.

- ***Sub-objective 1.3. Dataset acquisition, processing, and integration.*** As of the end of Y2Q4 CI:Now had processed and loaded 100% of the target of 104 indicators. Because some data turned out not to be available and other new data was discovered or offered, the 104 indicators loaded do not exactly match the initial target list. In some Staff have been maintaining a list of additional indicators requested by Data Dive users, and more indicators beyond the initial target list will be added to Data Dive in Year 3.

  - ***Sub-objective 1.4. Platform development and testing.*** In Y2Q4 CI:Now added a number of important new features to Bexar Data Dive, most notably:

    - The Create Your Own Area feature, which allows the user to select a custom set of census tracts, SSAs, zip codes, or City Council Districts and query the data for that Create Your Own Area. The Create Your Own Area can be saved and re-used over and over.

    - The ability to show margin of error as either a range in parentheses after the estimate, for example 27.3% (22.8% - 31.8%), or as a bar (in bar chart) or shaded band (in trend chart).

    Although the new design does not launch until Y3Q1, during Y2Q4 CI:Now worked with a (small and minority-owned) communications firm to redesign Bexar Data Dive's aesthetic appearance and improve site navigation and iconography (for example, throughout the site one specific symbol will always mean "click here for more information").

    CI:Now also began negotiating a Year 3 contract with the Dorothy A. Johnson Center for Philanthropy at Grand Valley State University (GVSU) in Grand Rapids, Michigan, a sister organization in the National Neighborhood Indicators Partnership (NNIP), to continue development of and fixes to the platform.

    Minor fixes to both the platform and the data have been identified and corrected over time, and several more improvements are under consideration for addition using a portion of the extra $50,000 awarded in Year 2 and carried over to Year 3.

    1. "Find my [census tract/SSA/zip code/Council District]" feature
    2. Add School District geography
    3. Add compare to trend chart (multiple trend lines)
    4. Dashboard Toggle to view all map, trend, compare at same time

5. Linking between tools (ex. Tables and downloads links to map, trend)
6. Improve responsiveness on smaller screens

- *Sub-objective 2.1. Outreach to potential data users.* Outreach in this sub-objective is intended to mean outreach to help people discover Bexar Data Dive and access and use the data to decrease health disparities. The Training Specialist continues to maintain and use the HubSpot outreach database, and new contacts are often made through demos and trainings. Although the training will not be held until Y3Q1, in Y2Q4 CI:Now began working with The Nonprofit Council to plan a co-hosted #GetData basic data literacy training, and that collaboration will reach a wide range of nonprofits in the San Antonio area, including very small ones. During Y2Q4 CI:Now also continued to publish content about the platform via website, newsletter, and social media.

- *Sub-objective 2.2. Training and other supports.* Bexar Data Dive demos and trainings continued in Y2Q4, and by the end of the year 147 people had been trained (excluding conference presentations), far exceeding target. Formerly called "Data 101", the new #GetData data literacy training is intended to teach basic data concepts that will equip people to better understand and use the data from Data Dive and other tools they encounter:

  - What is data?
  - Where does data come from and why does that matter? (for example, administrative data like school attendance records vs. surveys like American Community Survey)
  - What's a rate and why use one instead of counts?
  - Why do we get "bounce"/volatility in rates?
  - What's a margin of error and why care about it?
  - What's disaggregation and why care about it?
  - What difference does it make how data is summarized, e.g., household income average vs. median vs. distribution?

The #GetData training was piloted with high school students at Public Health Camp, a collaboration among the UTHealth Houston School of Public Health, the UT Health San Antonio Institute for the Integration of Medicine and Science (the community engagement arm of their Clinical and Translational Science Award grant); and the South Central Texas Area Health Education Center (AHEC).

Spanish-language video tutorials had initially been targeted for development by the end of Y2, but as noted in earlier quarterly reports, that work was pushed back pending addition of substantial new features and improvements in graphic design. Those tutorials are now expected early in Y3.

B. Disparity Impact Statement

• **Population of Focus: Describe progress on numbers served/trained/reached during this reporting period, disaggregated by race/ethnicity and for the disparate population(s) identified in the Disparity Impact Statement. Refer to *Appendix B*.**

DIS: Participants by Population Type in Grant Year 2, Bexar County, Texas

Population Type	% Locality	Q1	Q2	Q3	Q4	FY2 Cumula-tive	FY2 Target
Total numbers to be reached		305	354	242	362	1,135	750
Race/Ethnicity Group*							
Black/African American	7.4%	23	26	18	27	84	56
American Indian/Alaska Native	0.2%	1	1	0	1	2	2
Asian	3.2%	10	11	8	12	36	24
White, Non-Hispanic	26.7%	81	95	65	97	303	200
Hispanic or Latino	59.3%	181	210	144	215	673	445
Native Hawaiian/Pacific Islander	0.1%	0	0	0	0	1	1
Some other race	0.4%	1	1	1	1	5	3
Two or more races	2.7%	8	10	7	10	31	20
Sex*							
Female	50.6%	154	179	122	183	574	380
Male	49.4%	151	175	120	179	561	371
User Type							
General (proxy: HS grad/GED or less)	40.9%	85	135	38	59	182	307
Advanced (proxy: Some college or higher)	59.1%	107	219	204	303	953	443
Spanish-Preference (proxy: speak Spanish at home and speak English less than "very well")	11.6%	**	40	25	22	79	87

* In Y2 Google Analytics was the only data source available, and Google Analytics does not capture race/ethnicity or sex. Demographics will be collected via other sources in Y3, but the Y2 numbers shown are estimates based on the Locality percentages applied to the actual total number of users. User Type, however, is based on actual proportion of users for the My Community tool (General) vs. the Explore and Tables tools (Advanced).

** The Spanish-language data platform launched late January 2023, so this measure begins Y2Q2.

- **Quality Improvement Plan: Describe progress on quality improvement strategies implemented to address disparities related to access, use, and outcomes. Describe status on adherence to the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care.**

  The following table summarizes status of adherence to the National CLAS Standards via the strategies set forth in CI:Now's DIS.

Domain and strategy	Status
A. Access to the data	
1. Members of the General User Disparate Population guide platform design, including features and navigation	Info gathered in Y1 was used to develop and test the beta version of the platform, and user preferences are being included in decisions about what functionality to add in Y2 and Y3.
2. Create simpler site "front door" that is mobile-friendly	Bexar Data Dive was launched by the end of Y1 with the "My Community" feature, a simple "front door" that generates a report of all the data contained in the platform for the geography the user chooses (county, ZIP code, SSA, or census tract).
3. Work with community partners on outreach to maximize awareness of the tool, supported by an outreach database	CI:Now developed plan of outreach strategies and targets/audiences and built out the HubSpot dataset. Outreach began late in Y2Q1 and is ongoing.
4. Demystify the platform and data in general by gathering and promoting stories of data use by non-technical people in community and grassroots settings	CI:Now has been gathering data use stories and has started to research local videographers who could create short testimonial videos.
5. Develop Spanish-language version of the site [specific to Spanish-Preference User Disparate Population]	The Spanish-language version, which exactly mirrors the English-language version in features and data content, launched 1/25/23.
6. Providing training and supports for using the data platform	Since platform launch at the very end of Y1 CI:Now has conducted five demos/trainings attended by 147 people (not including dissemination like conference presentations.)
B. Use of the data to decrease health disparities	
1. Develop and deploy data literacy training grounded in common real-world scenarios to help people understand data	The "Data 101" training was piloted at the end of Y2Q3.
2. Provide "just in time" training/consultation to either an organization or a collaborative seeking to use data to inform decisions	Not yet due to start

C. **Personnel Matters**
    Summarize the status of the project's staffing situation, including key staff vacancies, efforts to fill these vacancies, and changes in key personnel during the reporting period. If there have been staffing changes, provide the current project organizational chart with titles and names of incumbents, including evaluation specialist(s). Provide resumes for any new key staff (if not previously provided).

    The core staffing via UTHealth that was described in the grant application were all retained throughout Y2. As budgeted for Y2, in Y2Q1 CI:Now hired two new project staff: (1) a new Research Coordinator II to focus on new/additional data acquisition, processing, and loading; and (2) a new Training Specialist II to focus on outreach and training. These two new staff are still on the team.

D. **Partners**
    Recipients should collaborate with other partners to implement the interventions, including institutions of higher education, local school districts, faith-based groups, community-based organizations, public health entities, and community health centers. Describe the role of each partner for this reporting period. Discuss the activities relative to the project carried out during the reporting period by each partner. Discuss changes, if any, (e.g. change of membership in the partnership, change in roles) that occurred during the reporting period.

    Drawn from the grant application project narrative, the table on the following page summarizes each core partner's role in the project. Collaborations were established with other organizations like The Nonprofit Council in Y2Q4, but no changes were made to the partnership agreement.

    In Y2Q4 Metro (COSA) Health conducted its second annual Health Equity Symposium and invited CI:Now to speak on "community-driven data". CI:Now used this dissemination opportunity to talk about Bexar Data Dive, the importance of user-centered design, and the new Statistical Small Areas.

    The Health Collaborative (THC) and Metro (COSA) Health are currently shepherding the development of the Bexar County Community Health Improvement Plan (CHIP), which is a requirement for health departments like Metro Health under the Public Health Accreditation Board (PHAB) standards. In Y2Q4 THC contracted CI:Now to provide data support to the CHIP process, which is using the data-informed Results Based Accountability (RBA) framework and process. CI:Now has been able to draw much of the needed data from Bexar Data Dive.

Role	CI:Now	THC	C3HIE/HASA	COSA Health	COSA ITSD
Administer and responsibly steward federal grant funds	•				
Has ultimate responsibility to ensure goals and objectives are achieved	•				
Support a collaborative evaluation process that quantifies progress	•				
Coordinate communication among all core collaborating entities and other community participants	•				
Implement user-centered design process to determine platform requirements and core design elements	•				
Develop, test, deploy, host, and manage data platform	•				
Coordinate and provide training and TA that support the community in using both the platform and the data provided through the platform	•				
Participate in the user-centered design process to maximize the degree to which the needs of both internal and external users are captured in the platform requirements and design	•	•		•	•
Participate in establishing and maintaining data governance policies and procedures to ensure data privacy, integrity, and responsible use	•	•	•	•	•
Provide highly-disaggregated datasets for platform	•	•	•	•	•
Connect CI:Now with existing and potential data users who would benefit from support in using both the platform and the data accessed	•	•	•	•	•

E. Institutional Review Board (IRB)
Describe status.

As is protocol at UTHealth, CI:Now core staff's home institution, the Executive Director/Principal Investigator met by phone with personnel in the Office of Human Research Protections to describe the project and determine what aspects of the overall project require IRB review and approval. With regard to the user-centered design work early in the project, CI:Now was advised that regardless of how the data is collected – focus group, interview, survey, etc. – if the sole purpose and use of the data is to inform the design of the data platform, its content, related trainings, or other product/service, IRB review and approval is not required. Should the data be used instead for research, that would require IRB and approval.

The next project activity that might require IRB review and approval is the handling of any Protected Health Information (PHI) or other personally-identifiable information (PII) as part of the work of processing the datasets to be made available through the platform. However, the indicator list for initial platform launch has been developed and no PHI/PII is expected to be involved.

F. Evaluation Plan
   Describe the following:
   1.   Instrumentation, selected and used

   CI:Now is using its ClickUp project management platform to monitor progress on percent of targeted indicators loaded and is using Google Analytics to measure Data Dive users and visits for both the English- and Spanish-language versions. HubSpot (contact management database) fields and analytics have been set up to support quantification of outreach and training. The user satisfaction mini-survey mentioned in the Y2Q1 report has been added to Data Dive; it appears on the right side of the screen once the user has been on the site for 60 seconds. A post-training survey was developed and deployed starting in Y2Q2. The survey of all CI:Now contacts to ask about Dive data use has been developed in Qualtrics and is being tested internally; it is expected to be deployed the first week of November.

   2.   Other (**specify): (a) Status of evaluation activities; (b) Discuss any current or anticipated problems with evaluation activities; (c) Discuss any changes in your evaluation plan; (d) Promising practices identified.**

   - **Status, problems, and changes.** As of this time all planned data collection methods remain as described in the project narrative evaluation plan table (pp. 43-44), and data has been being collected on all but two measures since Y2Q2. Outcome measures 4 (percent of contacts reporting use of platform data) and 5 (number and content of data use stories gathered) require distribution of the survey, which is deploying later than originally intended. On the positive side, CI:Now's contact list has grown considerably over the past three or so months due to non-OMH activities, and the survey will now reach many more people than it otherwise would have.

   - **Promising practices.** CI:Now is compiling lessons learned over time and maintaining that information in one place to facilitate inclusion of key lessons into the dissemination toolkit. To date that includes relevant text from quarterly reports and the NCCA, along with summaries of notes from project retrospectives held in March 2022, October 2022, and March 2023, with the next retrospective to be held in November 2023. CI:Now's Project Manager has been working separately with the contracted web developer at GVSU to identify any additional lessons learned specific to platform development and joint project management that were not surfaced in the project retrospective; that information will eventually be included in the end-of-project Dissemination Toolkit. CI:Now also updated the online OMH Grant Progress Dashboard to include all evaluation metrics due to be measured as of the end of Y2.

G. Dissemination

(Related Products, including Presentations, Publications and Materials): **Describe and provide copies and/or links of products* developed, modified, or otherwise used in the planning, administration, and management of the grant during the reporting period. Also, describe any upcoming trainings, abstracts, major activities, etc. * Note: As products are developed upload them to GrantSolutions as a Grants Note.**

1) Presentations: Please list all professional presentations about the funded project made during the current quarter, including: (a) Presentation citation, Conference/meeting level (international, national, state, regional, or community/local); (b) Status (submitted, accepted/rejected, or delivered) - If Delivered: Date presented; (c) Total number of attendees. *Note - Please do not count partner meetings or trainings.

Citation	Level	Status	Delivered	Attendees
Parra JZ, Martinez CE, Forrest DL. (2023, June 2022). *Community-Driven Data*. San Antonio Metropolitan Health District, 2nd Annual Health Equity Symposium, San Antonio, Texas, June 22, 2023.	Local	Delivered	9/22/23	~40

Bexar Data Dive trainings and demos to local users will be discussed elsewhere in this report and not included here.

2) Publications: Please list all peer-reviewed publications that were submitted, in revision, accepted/published, or rejected, including: (a) Publication citation; (b) Date published or to be published; (c) Status for reporting period (submitted, accepted/rejected, published).

Citation	Date	Status
Forrest DL, Pyne JD, Martinez CE, McKieran LC. Guidance on User-Centered Design to Create a Health Data Dashboard. *Perspect Health Inf Manage*. [submitted]	2/2024	Submitted
McKieran LC, Pyne JD, Martinez CE, Forrest DL, Parra JZ, Rodriguez ND. Reinventing Community Health Needs Data: A Report from the Field. *J Health Care Poor Underserved, Supplemental Issue* [abstract, submitted]	8/2024	Submitted
McKieran LC. Commentary: Local Data Capacity is Critical Community and Public Health Infrastructure. *J Health Care Poor Underserved, Supplemental Issue* [abstract, submitted]	8/2024	Submitted

3) Products*: Please list all new, targeted educational materials and campaigns including: (a) Webinars; (b) Newsletters; (c) Media campaigns; (d) Print materials, including posters/billboards; (e) Web materials. * For each new, targeted educational material or campaign, please describe: (a) Title; (b) Target audience; (c) Purpose.

Type	Title	Target Audience	Purpose
Newsletter (July)	New Data Dive feature: My Community breakouts	General, community residents	Outreach, training
Newsletter (July)	Fresh data in Dive!	General, community residents	Outreach
Newsletter (Jul, Aug)	Want a Bexar Data Dive Training?	General, community residents	Outreach, recruit trainees
Newsletter (Sep)	Just launched! Create your own geo area in Bexar Data Dive	General, community residents	Outreach, training
Newsletter (Sep)	New! Bexar Data Dive tip sheets	General, community residents	Outreach, training
Social media video	#tinytutorial: Did you know? You can now create your own custom location	General, community residents	Outreach, training
Promotional material	Bexar Data Dive flier (attached as appendix to this report)	General community	Raise awareness of Data Dive
Training materials	Bexar Data Dive tip sheets (example attached as appendix to this report)	Bexar Data Dive users and prospective users	Show how easy Dive is to use, and support people in using it
Web content	OMH Grant Progress Dashboard (performance metrics updated)	Partners & general	Transparently communicate project progress and status

H. Successes and Lessons Learned
   **Please provide information about any additional notable achievements (successes) you
   have made in the past quarter, if it is not already mentioned previously. Please provide
   information about any challenges you encountered and/or lessons learned in the past
   quarter, if it is not already mentioned previously.**

Successes

- The Create Your Own Area feature launched in Y2Q4. This is a major improvement to
  Bexar Data Dive, elevating its power above most other data tools. Following are a few
  examples of reasons a user would want to create a custom area that could be re-used over
  and over, not requiring any time or expertise to generate aggregate numbers (and margins
  of error) for the custom area:
    - For use in grant writing and strategic planning, staff at a Federally Qualified Health
      Center need data for a service area consisting of 23 specific census tracts.

    - A hospital system planning a new facility is ramping up interventions around social
      determinants of health and needs SDOH and health data for the neighborhoods
      surrounding the new facility, but zip codes are not a good match for that area.

    - Staff of one of the four county Commissioners Court precincts are working on budget
      requests need to know what issues are facing residents of the eastern portion of that
      county precinct.

- The Spanish-language version of Bexar Data Dive launched early in Y2Q2. The response
  has been positive, though more intensive outreach is needed. By the end of Y2 the
  Spanish-language site had 79 users (Y2 target: 87) over 414 visits.

- By the end of Y2 Data Dive had 1,135 users (Y2 target: 750) over 15,255 visits. Each
  quarter sees new users, but it is a good sign that visits are growing at a faster pace than
  users, as shown below. It means that people are finding the tool useful enough to return
  more and more often.

	Y2Q1	Y2Q2	Y2Q3	Y2Q4	Y2 Overall
Avg. visits per user	9.7	11.0	9.0	16.7	13.4

- By the end of Y2Q2 CI:Now had loaded 100% of its Y2 target of 104 indicators.

- Although not a formal measure in the evaluation plan, responses post-surveys
  administered at the end of Bexar Data Dive trainings are promising. The table on the
  following page summarizes feedback received via post-training survey from training
  participants in Year 2. (The survey was not deployed until March 2023.) Eighty-two
  percent of respondents said Data Dive was very easy (82%) or somewhat easy (18%) to
  use. Although two respondents didn't answer the question, 100% of those who did said
  they'd definitely or probably use Data Dive.

	Data skill self-rating				
	Very Good	Good	Fair	Poor	Total
Number of training participants	6	23	12	2	43
How likely are you to use Bexar Data Dive?					
Definitely would	33%	61%	33%	-	47%
Probably would	67%	26%	42%	100%	40%
Probably wouldn't	-	9%	17%	-	9%
Definitely wouldn't	-	-	-	-	-
No response	-	4%	8%	-	5%
Please rate how easy it was to navigate Bexar Data Dive.					
Very easy	100%	87%	42%	50%	74%
Somewhat easy	-	13%	58%	50%	26%
Somewhat difficult	-	-	-	-	-
Very difficult	-	-	-	-	-

- A one-question survey to assess platform usefulness was added to Data Dive in mid-March 2023. Although only 33 responses have been received so far, all in English, 76% rated the tool as "very useful" and 18% as "somewhat useful". The evaluation measure is rating as "very useful or somewhat useful", with a target of 50% by the end of Y2, so at 94%, CI:Now is far exceeding that target. CI:Now has expanded its OMH Grant Progress Dashboard to include that evaluation metric.

- A Houston-based food security researcher at UTHealth Houston School of Public Health received a contract to analyze food security data for Bexar County and to create a dashboard to visualize that data. Instead of re-creating a dashboard, he suggested paying a portion of CI:Now's staff time to add the data to Bexar Data Dive. The landing page CI:Now built for that project, launched September 30, 2023, is at https://cinow.info/sa-food-insecurity/.

- CI:Now was awarded an additional $50,000 in Year 2 funds that automatically carry over to Year 3. These funds will be used to develop innovations in three different areas – dissemination, training, and site functionality – to be described in the next quarterly report.

Lessons learned

- Parallel maintenance of all site text in both English and Spanish – indicators, About the Data, help text, announcements, FAQ, and all other narrative content – continues to be a time-consuming challenge. Staff have to decide on a case-by-case basis whether to publish a fix or improvement in English or wait for Spanish translation, which is done in-house for short text and subcontracted for more substantive text.

I. **Technical Assistance**
   Please report each key challenge and/or technical assistance need facing your project. Please describe any action taken to resolve this challenge (e.g., outreach to your FPO, attempted collaboration with partners, etc.).

   CI:Now staff participated in a joint grantee meeting in September 2023 and a one-on-one with project officer Dr. Browne in the other months, as well as an explanatory session on the supplemental award in August. Although not technical assistance, CI:Now's Executive Director had an informal meeting with Dr. David Wong in August to discuss Data Dive, health dashboards, and the potential roles of community health workers. As of this writing in October 2023, CI:Now has no technical assistance (TA) needs. Feedback on any aspect of the project is always welcome.

J. **Sustainability Activities**
   Describe the approach or plan for sustaining the project after the period of Federal funding ends. Identify factors that will lead to the project's sustainability. Factors may include: (a) Creating an Action Plan; (b) Securing Community Support; (c) Integrating Programs Into Existing Programs and Services; (d) Creating Strategic Partnerships; (e) Securing Diverse Financial Opportunities; (f) Developing or Revising Policy.

   CI:Now developed a Sustainability Plan by the end of Year 1. One change was made in Y2Q2 to add strategy 2.d., to ensure that any appropriate data collected through another project – and thus covered by another revenue source – is flagged for inclusion in Data Dive. The table below summarizes the current status of each strategy. If not described in that Current Status column, activity related to that strategy is detailed elsewhere in this report.

Primary Sustainability Strategies for Activities to Sustain (Table 3 in Sustainability Plan)

Activities to sustain	Primary sustainability strategies	Current status (Y2Q4)
1. Platform design, development, testing (Sub-obj. 1.2, 1.4) • Hosting • Ongoing dev site testing and monitoring • Identify and fix bugs • Translate any changes to Spanish	a. Integrate into CI:Now's existing site hosting and monitoring processes b. Secure revenue to support web development (site fixes) and Spanish translation	In progress In progress
2. Data content (Sub-obj. 1.3) • Revise code if data formats etc. change • Write code for any new public data • Ad-hoc requests and data processing for non-public data • Backend database updates to incorporate new indicators	a. Free up existing staff resources (data processing, project management) by retiring the Viz-a-lyzer, an older data tool that is less powerful than Bexar Data Dive and is currently updated annually b. Write code during project period that automates data processing and load as much as	No further updates scheduled; working to add to Data Dive any Viz-a-lyzer functionality (e.g. linked chart and map) not already in Data Dive Complete

Activities to sustain	Primary sustainability strategies	Current status (Y2Q4)
• Format and load new data	possible, minimizing time required for data updates c. Integrate management of data updates into CI:Now's existing project management processes d. Add to Bexar Data Dive any appropriate data collected through another project (e.g., community health assessment)	Complete In progress
3. Outreach & commun-ication (Sub-obj. 2.1) • Establish new outreach partnerships • Revise/refresh outreach materials if needed • Conduct ongoing outreach • Communicate widely about new data and features as per Communication Plan	a. Integrate into CI:Now's existing Communication Plan and communication activities b. Partner with others to integrate communication/outreach into existing local capacity-building initiatives to minimize expenses related to venue space, scheduling, and other logistics c. Secure revenue to support outreach activities and materials	In progress In progress In progress
4. Training and other supports (Sub-obj. 2.2) • Update video tutorials if features or navigation change • Review training content after tool releases and annually and revise as needed (Spanish translation as needed) • Conduct trainings	a. Partner with others to integrate trainings into existing local capacity-building initiatives to minimize expenses related to venue space, scheduling, and other logistics b. Secure revenue to support training activities and materials	In progress In progress
5. Evaluation (no specific sub-obj.) • Measure process and outcome objectives, including written and/or video outcome (data use) case studies • Revisit evaluation plan annually to ensure process and outcome indicators are appropriate	a. Integrate into CI:Now's existing performance management and evaluation activities	Complete for measures that apply so far

PART II: PROJECT PROGRESS

PROGRAM MEASURES - Include measures for each quarter that display the progress of your program. We suggest you use the tables in Appendix C to report your program-specific data collected that supports program outcomes for this quarter and future quarters. Your table should also include baseline and target data. The table can be in Excel or Word format.

The process and outcome measure tables as suggested in Appendix C appear on the following pages.

PROCESS MEASURES		
Process Measure	**Accomplishments**	**Challenges encountered**
1. Percent of target datasets (indicators) loaded to platform

Target: 50% by end of yr. 1; 100% by end of yr. 2 | 100% of the target number of 104 indicators were loaded to platform by the end of Y2Q4. | Data did not turn out to be available for all indicators initially targeted. |
How will these challenges be resolved? Please provide a brief explanation in narrative form.		
Useful alternatives were substituted for indicators for which data was not available.		
Process Measure	**Accomplishments**	**Challenges encountered**
2. Number of community organizations/entities to which outreach is done

Target: 50 by end of year 2; 75 by project end | CI:Now built out and populated the HubSpot contact management database, which now contains 161 organizations and 114 individual contacts, all of which have received outreach at least once. | None |
How will these challenges be resolved? Please provide a brief explanation in narrative form.		
N/A		
Process Measure	**Accomplishments**	**Challenges encountered**
3. Number of training video views and document downloads

Target: 50 by end of year 2; 75 by project end | CI:Now's four video tutorials have a combined total of 99 views to date, already exceeding target. | None |
| **How will these challenges be resolved? Please provide a brief explanation in narrative form.** | | |
| N/A | | |

Process Measure	Accomplishments	Challenges encountered
4. Number of people trained (virtually or in-person)	- CI:Now has so far conducted five demos/trainings to a combined total of 147 people.	None
Target: 50 by end of year 2; 75 by project end	**How will these challenges be resolved? Please provide a brief explanation in narrative form.**	
	N/A	
Process Measure	**Accomplishments**	**Challenges encountered**
5. Lessons learned have been documented	Lessons learned are documented in every OMH progress report and every retrospective, the third of which was held March 15, 2023.	None
Target: in every project retrospective	**How will these challenges be resolved? Please provide a brief explanation in narrative form.**	
	N/A	
Process Measure	**Accomplishments**	**Challenges encountered**
6. Project findings have been disseminated	OMH Progress webpage includes all monthly and quarterly reports approved to date, as well as progress on evaluation metrics due to be measured. CI:Now and its web developer have documented the open source tools used in development of the platform, but that information is not yet public. A GitHub repository has been created; this repository is where platform code will be available to any community for download/use. Presentations have been made at several national and local conferences and three manuscriptions have so far been submitted to peer-reviewed journals.	None
Target: End of each year	**How will these challenges be resolved? Please provide a brief explanation in narrative form.**	
	N/A	

PROGRAM OUTCOMES

Grantee Program Outcome	Status	Has data been collected?	If yes, please provide information about the data collected during this quarter. Please include information as to how this will be measured and the baseline data that has been collected.
1. Number of data platform users Target: 750 in 1st year after launch; then 1,000/yr.	In progress	Yes	Per Google Analytics, 1,135 cumulative users as of the end of Y2.
Please provide a brief narrative that demonstrates the status of the project as it relates to this program outcome.			
The English-language platform soft-launched 9/29/22 and the Spanish-language version launched 1/25/23. The Y2 total is 151% of Y2 target.			

Grantee Program Outcome	Status	Has data been collected?	If yes, please provide information about the data collected during this quarter. Please include information as to how this will be measured and the baseline data that has been collected.
2. Percent of sessions that are for Spanish-language portion of platform Target: 20%	In progress	Yes	Per website analytics, the Spanish-language site totaled 79 users and 414 views after launch in Jan. 2023, which is 5% of 8,200 total views (combined English- and Spanish-language) in that same Y2Q2-Y2Q4 period.
Please provide a brief narrative that demonstrates the status of the project as it relates to this program outcome.			
The Spanish-language platform only launched on 1/25, so it has not yet attracted the degree of traffic that the English-language site has. Spanish-language outreach efforts are expected to increase the percentage of total views that are of the Spanish-language version.			

Grantee Program Outcome	Status	Has data been collected?	If yes, please provide information about the data collected during this quarter. Please include information as to how this will be measured and the baseline data that has been collected.
3. Percent of platform visitors reporting the information found was "somewhat useful" or "very useful" Target: 50% by 1 year after launch; 75% by 2 yrs.	In progress	Yes	A four-item Likert scale survey that pops up on Data Dive after 60 seconds was deployed in Y2Q2. So far 94% of respondents rate it "somewhat useful" or "very useful"
Please provide a brief narrative that demonstrates the status of the project as it relates to this program outcome.			Current performance exceeds target. The survey will continue to appear on the site.
Grantee Program Outcome	**Status**	**Has data been collected?**	**If yes, please provide information about the data collected during this quarter.** Please include information as to how this will be measured and the baseline data that has been collected.
4. Percent of contacts reporting use of platform data to… (see Outcome 2 language) Target: 50% by 1 year after launch; 75% by 2 yrs.	In progress	No	-
Please provide a brief narrative that demonstrates the status of the project as it relates to this program outcome.			The survey has been drafted and distribution list assembled. Deployment is scheduled 11/2023.
Grantee Program Outcome	**Status**	**Has data been collected?**	**If yes, please provide information about the data collected during this quarter.** Please include information as to how this will be measured and the baseline data that has been collected.
5. Number and content of data use stories gathered (intent is to learn more about how data is used and by whom) Target: 10 by 1 year after launch; 30 by project end	In progress	Yes	CI:Now has begun collecting information on data use and so far has four stories.
Please provide a brief narrative that demonstrates the status of the project as it relates to this program outcome.			Many more stories are expected to be developed once the data use survey has been deployed. Training survey participants to date indicate they'd likely use Data Dive for research (38), reports (32), evaluation (23), browsing (15), advocacy (14), and grantwriting (10).

PART III: PROJECT MANAGEMENT

Part III of the Quarterly Progress Report also emphasizes managerial and other aspects of the project not specifically related to the implementation of grantee evaluation plans or subsequent data analysis, reporting, and dissemination.

This includes, but is not limited to, project management changes and challenges, personnel issues, modifications to previously approved project plans or other supplementary information, such as a modified logic model, as appropriate.

A. Other Management Issues
Discuss any current or anticipated problems and include strategies for resolution.

CI:Now has identified no current or anticipated problems.

B. Other Matters
Provide any other programmatic information, materials, questions, or recommendations developed under the grant during the reporting period.

CI:Now continues to manage the project in its ClickUp platform and log time spent on project activities in the Toggl timekeeping application. Month- and year-to-date project expenditures are tracked and reported to the Board of Directors monthly in the Supplemental Statement of Functional Expenses, part of the routine monthly financial reporting package. CI:Now is making reimbursement requests through PMS without issue.

1. If applicable, a short description of COVID-19 related impacts to your project.

CI:Now has been fortunate that COVID-19 has caused minimal to no impacts to the project. In Y2Q4 staff worked in the office two days of the week, on Wednesdays and another day of their choosing, with the rest of work being remote as it had been since March 2020. COVID-19 had no impact on staffing levels or recruitment activity in Y2Q4.

C. Logic Model
If modified, please attach updated logic model and highlight the changes and strike the deletions. Please refer to Appendix A and the footnote.

No changes have been made to the logic model.

D. Systems Level Outcomes

In what ways are you expanding access for racial and ethnic minorities or socio-economically disadvantaged individuals? Please include a description of any culturally or linguistically appropriate services that you are implementing.

CI:Now's approach and plans are described in the DIS and in Sections 1 (Problem Statement) and 2 (Project Plan) of the grant application project narrative. As of Y2Q4, the major ways CI:Now has expanded access for racial and ethnic minorities or socio-economically disadvantaged individuals are:

- Launch of the English-language beta version of Bexar Data Dive, which as of the end of Y2Q4 included multiple years of data for 104 indicators disaggregated (as allowed by source data) by race/ethnicity, sex, age group, and geography. Supported geographies include county, San Antonio City Council District, ZIP Code Tabulation Area (ZCTA), Statistical Small Area (SSA), and Census Tract. The data is visualized through a map, comparison bar chart, and trend line chart.

- Launch of the Spanish-language beta version of Bexar Data Dive in Y2Q2, including all the same data and functionality as the English-language version.

- All training and outreach materials and some social media posts are also available in Spanish.

- It was intended that the platform be very easy to use to ensure that data could be accessed by people with lower technical skill or data literacy level. All the data in Bexar Data Dive can be accessed for any geography (e.g., Bexar County, City Council District 2) with *just two clicks*: one on "My Community" and one on the geography of interest.

Easy to use, but very powerful! One of only a few online data tools nationwide available in Spanish.

Bexar Data Dive pulls together local data on a wide range of topics like health, education, economics, housing and more!

It allows users to explore data (if available) by county, census tract, ZIP code, or a new census tract-based geography called Statistical Small Area (SSA); and to break out that data by race/ethnicity, age group, and sex. Meant to be accessible for entry-level and advanced users regardless of English or Spanish language preference, it is also designed to be download- and sharing-friendly.

FEATURED TOOLS

MY COMMUNITY

Quickest and easiest way to get data – Access all available data for a chosen geography with just two clicks!

EXPLORE DATA

A **deeper dive** into local data through interactive mapping, trend and comparison visualization tools.

TABLES/DOWNLOADS

Access to **downloadable data** in a machine-readable spreadsheet format.

CUSTOM AREAS

Newest geographic feature – **Create, save, and re-use** custom, combined areas

Bexar Data Dive

DIVE IN NOW: **DIVE.CINOW.INFO**

You're doing the hard work of changing our community for the better, how can we help?

● ● Improving lives and decreasing disparities through democratized data

Community Information Now (CI:Now) is a San Antonio–based nonprofit that turns public and private data into useful information that nonprofits, local government, funders, and others can use to improve our community. Our mission is to expand people's access to data that is understandable, trustworthy, neutral and timely. A local data intermediary, we are housed at the UTHealth School of Public Health.

💬 LEARN MORE

For more information:
email@cinow.net
210–123–4567

● ● Helping our community through data

- We communicate data through maps, charts, online tools, dashboards, and reports.

- We help people understand and use data effectively.

- We strengthen local capacity to use data through training and technical assistance.

- We assemble, analyze and update data to provide time, trustworthy data.

- Open up access to timely, relevant, neutral data, including admin data

- Assess and monitor community conditions

- Help define outcomes/results and indicators, select data sources

CI:NOW

**CINOW.INFO** in f 📷 🅧

▤ FREE TRAINING

FREE virtual and in-person training supports, including data literacy courses and more tailored training programs.

DIVE GUIDE:
How to create a custom area using the "Create Your Own Area" tool

1 Hover over the left menu bar and select "Create Your Own Area" to start creating a custom area by combining SSAs, council districts, zip codes or census tracts!
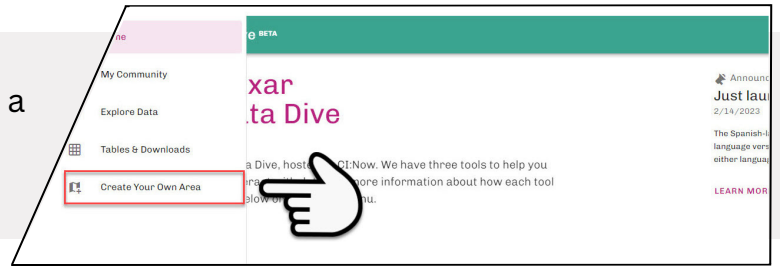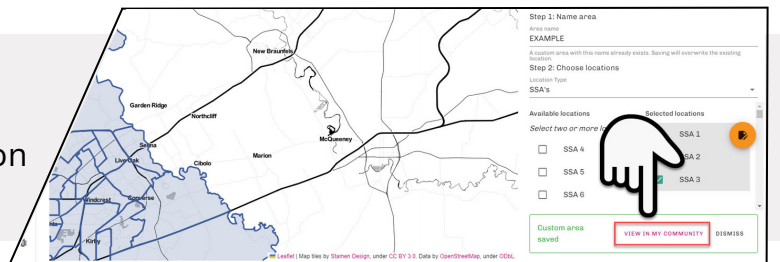
**2** Give the area a name and select the locations you want to include from (A) the map or (B) the list.
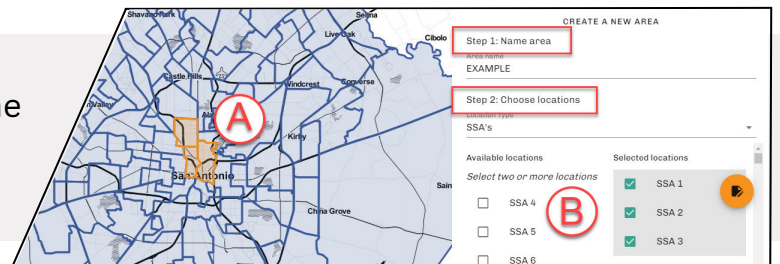
3 Save your custom area either (A) in your browser history or (B) as a *.txt file* that can be uploaded into the tool any time.
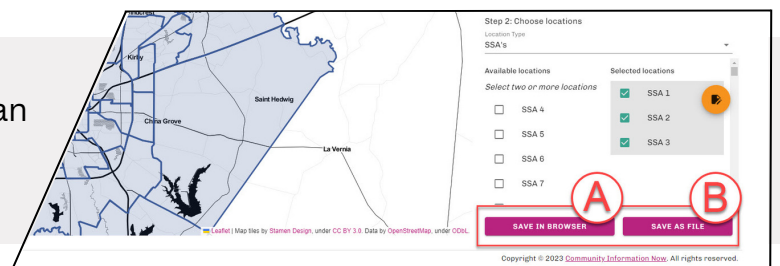
4 Click on "View in My Community" after saving your custom area to see a list of charts with all of the available information for that area.

5 Pull information for your custom areas at any time from the "Create Your Own Area" tool by (A) selecting "Open Area", and then (B) clicking on "View in My Community".
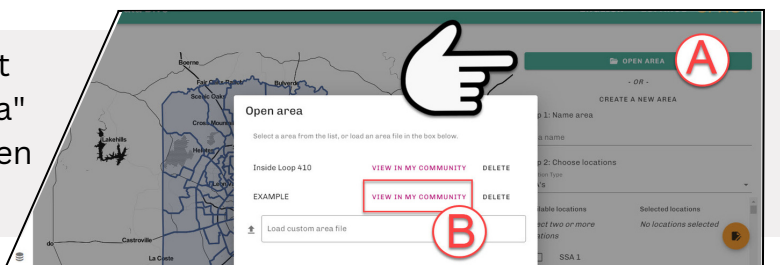
#protip Your custom area is also available as a *community type* in all other *Dive* tools ("My Community", "Explore Data" and "Tables & Downloads").

BEXAR DATA DIVE

dive.cinow.info

CI:NOW

GUÍA DE DIVE:
Cómo crear un área personalizada usando
la herramienta "Crea Tu Propia Área"

1 Pase el cursor sobre la barra de menú de la izquierda y seleccione "Crear Tu Propia Área" para comenzar a crear un área personalizada combinando SSAs, distritos municipales, códigos postales o zonas censales.

2 Asigne un nombre al área y seleccione las ubicaciones que desea incluir en (A) el mapa o (B) la lista.
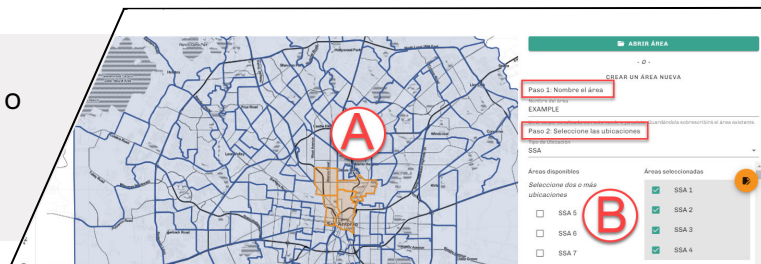
3 Guarde su área personalizada (A) en el historial de su navegador o (B) como un *archivo .txt* que puede cargarse en la herramienta en cualquier momento.
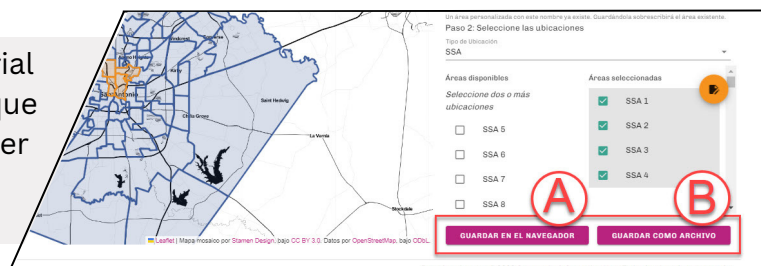
4 Haga clic en "Ver en Mi Comunidad" después de guardar su área personalizada para ver una lista de gráficos con toda la información disponible para esa área.
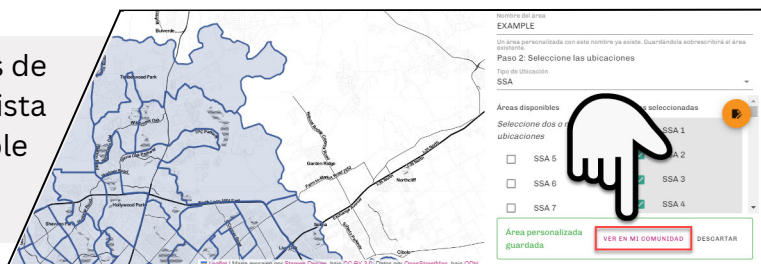
5 Obtenga información para sus áreas personalizadas en cualquier momento desde la herramienta "Crear Tu Propia Área" (A) seleccionando "Abrir Área" y luego (B) haciendo clic en "Ver en Mi Comunidad".

#protip Su área personalizada también está disponible como "Tipos de Comunidad" en todas las demás herramientas de Dive ("Mi Comunidad", "Exploración de Datos" y "Tablas y Descargas").

dive.cinow.info

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