

Integrated Data

Links to Iwi Development

Presentation to IDI Hui - September 2015

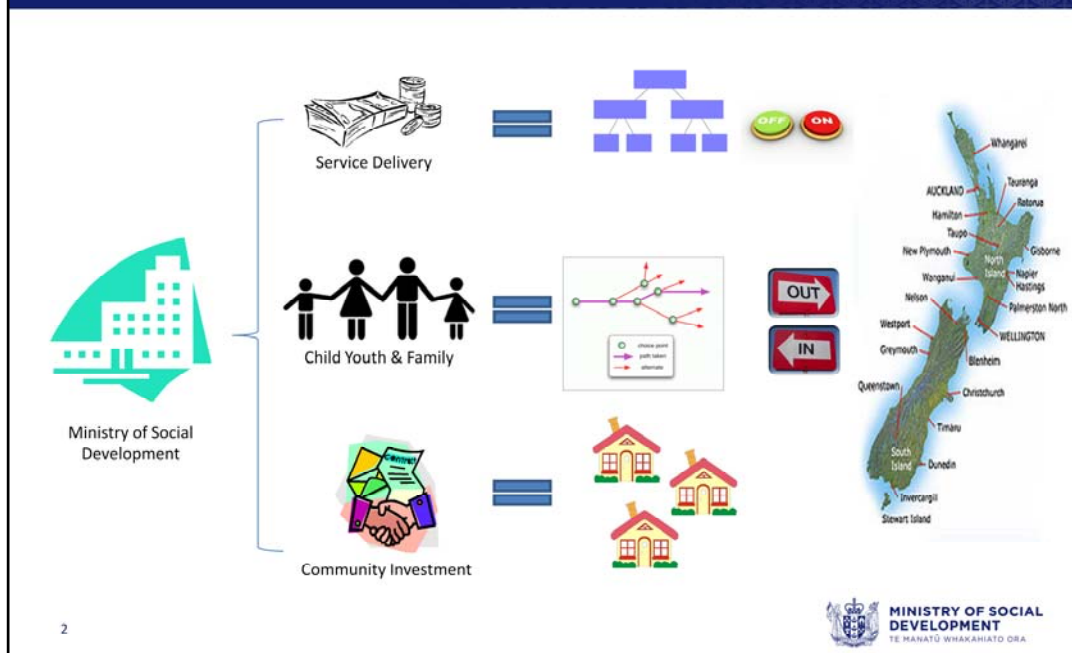
We help New Zealanders to help themselves to be safe, strong and independent
Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake



Want to cover of five things:

- Context for MSD's data collection
- What MSD is doing to use data
- What MSD is involved with in the wider social services sector
- A quick overview of some sector data-driven work
- My take on a few of the opportunities and challenges

MSD Service Data



MSD is made up of three service lines:

- Service Delivery (includes income support, social housing waitlist, students and seniors)
- CYF
- Community Investment (formerly FACS)

Service Delivery collects basic demographic data and the types of assistance received, including when people come on and off benefit which is important to understanding questions like duration and churn

CYF also collects basic demographic data, though its data is oriented around the process (so notifications, investigation, substantiated abuse/neglect, placement). It also captures when people move in an out of care which is again useful for issues of duration and churn

Community Investment collects data based on providers and types of service. There is some (very limited) data that is collected on actual clients.

All three service lines collect iwi affiliation and geographic data though its quality is variable

MSD Integrated Data



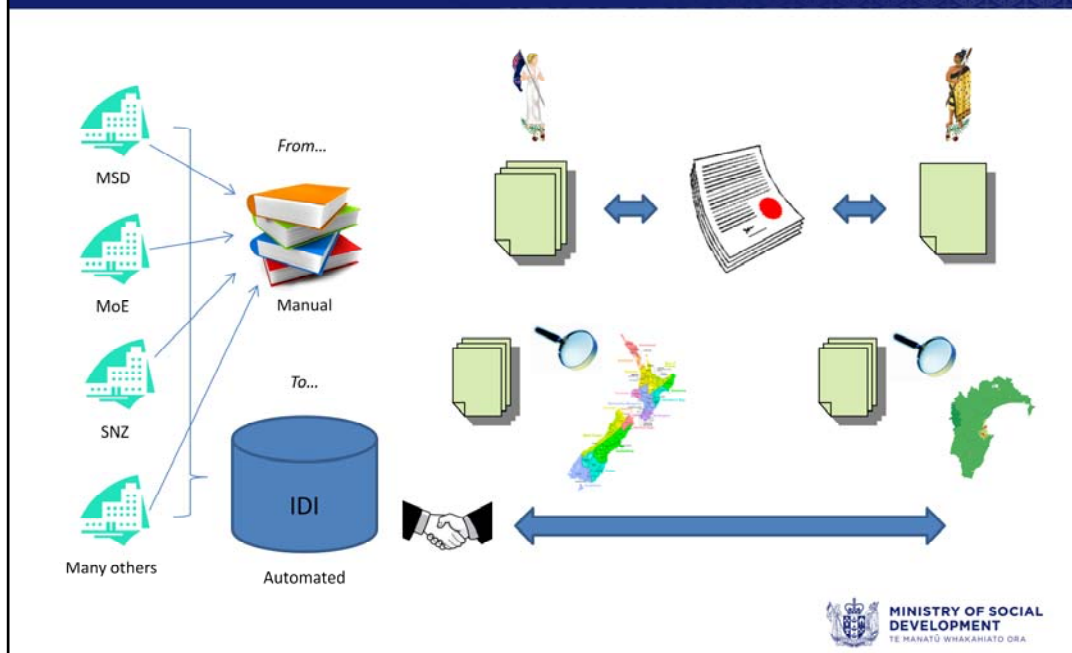
MSD use of integrated data is focused on people's life course or trajectory

For care and protection we've pulled together and matched (anonymously) data from the CYF database, DIA, Corrections and Income support and followed people through the systems from birth through to adult hood. We've then looked back at common features for people who have certain types of outcome and seen to what extent these "risk factors" could "predict" the observed outcome

Hence predictive risk modelling. I hasten to add this isn't about standing by and watching. This is using historical data to see if we can use the insights we get from it to better target services

On the income support side, we've taken an actuarial approach to estimating a person's likely income support need over their lifetime – their long-term liability (to the Crown). There's a whole separate presentation in this, though the critical thing to note here is that from these calculations we've been able to segment our customers so we put more effort into the people who are likely to stay on benefit the longest (without active intervention), than we do into people who we think will just need support for a short period. Being Maori isn't a segment as such, though we are progressively making more focused efforts to understand what will work best for the Maori cohort within a segment

MSD in the social sector



The story for MSD in the social sector, and in our work with iwi in particular is one of “watch this space”. We’re trying to move from a very labour-intensive manual system where data is collected in turn from each agency and compiled into a bespoke report and then usually only under the auspices of a formal agreement like a Treaty settlement or a Memorandum of understanding, This is just the data side – obviously there are more to both arrangements.

In time we are moving to a more routine process of collecting and integrating data through the IDI (which you’ve already heard about). That means we can hopefully move to arrangements where iwi sit alongside the Crown in terms of access agreements. We then make use of the data in our own right – the Crown’s focus will typically be about understanding where the national and regional priorities lie, and iwi will be able to drill into a more detailed picture of your respective rohe.

I understand that our CYF conversations to date have been focused on data to inform planning – trends, progressions, placements, outcomes. These are interests we share though have yet to fully realise the potential of

Opportunities and challenges



Using standard and consistent definitions



A shared view



Using enabling software over case management tools



In a streamlined fashion!



Where Crown agencies can engage effectively across iwi



With appropriate privacy and anonymity arrangements