

## LSS Data Intelligence



### THE BUDGET BREAKDOWN

**Total Cost: \$3,500,000**

**This investment will support the personnel and technology required to develop and implement an infrastructure and analytics model for LSS that is accessible and scalable.**

LSS serves more than 91,000 Minnesotans annually in all 87 counties of our state. Due to our scale and scope, we are well-positioned to leverage our service data to inform our practices – and the practices of the entire social service sector – in ways that lead to better outcomes for all Minnesotans.

A \$3.5 million Empower What's Possible campaign investment in data intelligence and measurement will support LSS' commitment to continuous improvement by providing the technology, infrastructure and human capacity to prove service effectiveness.

By enhancing data collection, accessibility and analysis across LSS' 25 unique lines of service, we will be able to more accurately identify and better understand the root causes of the challenges our neighbors face. The amount, quality and reliability of the data collected will drive service innovations that lead to long-term solutions focused on fostering greater self-sufficiency for our neighbors. Ongoing data collection and analysis will equip LSS to lead efforts that establish benchmarks for expected outcomes in social services, driving positive, person-centered system change.

**Use data to inform decision making** at all levels of the organization by employing accessible, sustainable and scalable data practices and measurement models.

**Apply greater data analytics to create more effective, efficient services** that drive system change within the social service sector.

**Develop more holistic service practices** that better address the complex needs of those we serve by increasing coordination among LSS lines of service.

**Ensure high-quality, measurable data** by implementing standardized, organization-wide data governance policies and formalized procedures.

**Together,  
we will:**

## Why Now?

**Data is foundational to effective and efficient service innovations.** Integrating robust quantitative data analysis alongside qualitative data from key stakeholders is critical to informing service innovations that lead to better outcomes.

Human and financial resources are limited. **Reliable data is needed to implement workflow automations and technologies** that can help us maximize resources, optimize processes, establish trends and deliver improved services to our neighbors.

**Providing the right people with the right support at the right time** hinges upon accurate and robust data. Achieving this service delivery trifecta will yield better outcomes and lead to sustained self-sufficiency.



## Key Milestones

1. **Internal Infrastructure:** Establish centralized, dedicated team; implement technology solution suitable for LSS needs.
2. **Data Analytics and Modeling:** Prototype and scale models for service delivery/design improvement, longitudinal outcomes, staff and service efficiencies, cost savings and revenue generation.
3. **Innovation and Design:** Support pilot and short-term projects to test and prove outcomes.
4. **Share Social Service System Change:** Utilize breadth of data at the organization-wide level to establish and share best practices in social service delivery, including intersections with other industries (i.e., health care).

## We are neighbors helping neighbors.



In 2023, 6,150 children and youth in Minnesota experienced out-of-home care on any given day. Approximately 37% of those children and youth required support from a non-relative, licensed foster care provider.

To minimize trauma and best support children and youth in need of out-of-home care, the Foster Care and Adoption Programs of Children's Home and LSS strive to match kids with available foster care providers who can best meet their unique needs.

Thanks to new data capabilities, the CH/LSS team can make those recommendations more effectively and efficiently, offering a better experience for kids in crisis.



Scan the QR code to learn more about how new data access and procedures are supporting kids experiencing foster care.

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