



DHS News

Newsletter of the Allegheny County
Department of Human Services



February 2020

Supporting providers with information from the IMT

A new way of viewing information housed in the [Integrated Monitoring Tool](#) (IMT) may help to better support DHS providers and improve long-term planning for the department.

Recently presented for the first time to senior staff, the IMT dashboard report shows background information on monitoring visits at a glance. Some of this information includes how many times a provider was visited; the areas in which a provider received a "red," "yellow," or "green" score (needs improvement, opportunity for improvement, and operating as expected, respectively); and score trends. Since some providers offer services across multiple DHS offices, this information can be seen overall or broken down by office.

"The goal of the IMT dashboard report is not for it to be used as the be-all and end-all of decision-making, but rather a way to make staff aware of overall trends and show opportunities where we can offer additional support, coordination or consideration for our providers," said Hilary Scherer, integrated programs manager in Integrated Program Services (IPS). "While we see great potential for the information that can be found in the dashboard reports, it's important to note that this information is only as useful as the data that is entered into the system. As we increase staff usage of the tool, we will learn even more about our providers and how we interact with them."

In the future, IMT dashboard reports will be shared on a quarterly basis with senior staff and monitoring units.