

# Meghan the Manager

## About me:

- I am 35 years old and a proud mother of 2 boys.
- I grew up in Manzanita, Oregon and live in Vancouver, Washington.
- I studied political science at Oregon State University and I am now working on my master in public administration.
- I have been working in this position for only 2 years and still feel there is much to learn.
- I love walking my labradoodle on the beach.



**“We don’t need to reinvent the wheel. We should start connecting the dots instead.”**

## I want:

- A clear picture of how our programs are succeeding and where they need to improve.
- Training programs to help data input staff collect and enter clear and accurate data.
- Data quality tools to help determine outcomes from our outputs.
- A streamlined process that generates reports with simple and easy to understand outcomes.
- Community members to receive the resources they need.
- A transparent relationship with funders so they can understand the needs of our community.
- Improved communication throughout the organization, because quantifiable data should be recognized and understood.
- Programs to start showing their impact internally to inform improvement.

## Pain points:

- I’m not sure funding requirement outputs show the “real” need in our community.
- I see too many mistakes in the database that need to be fixed.
- I experience difficulty with knowing outcomes because we just started to collect the data a different way.
- We have too many databases that require inputting the same data.
- I think frontline staff could better understand the importance of data in their work.
- It’s difficult to measure program effectiveness over short *and* long periods of time.
- I wish we could show the community the extent of our success.