

Program Metrics: Year 2 Changes

- The Metrics team created a short video that provides more detail on the topics covered in this presentation. To view this video, click [here](#).
 - This video can also be found in the Metrics playlist on our YouTube channel.
- Refer to the Metrics Toolkit for additional resources!

2017-18 Program Metrics Timeline Changes

1-4 Month Review				Month 4-8 review				Month 8-12 Review				
Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	August
Saftey and adminstrative compliance review												
	CAT Observations											
							Staff/participant file review & activity observation					
								YAS school-year site visit				
								8-12 Month site visit				
											Site visit for Summer Camp providers	
										Summer CAT Observations		
Growth Plan updates			Growth Plan updates			Growth Plan updates				Growth Plan updates		

- Review periods are now divided into 4 month timeframes.
- CAT Observations are taking place during the 1-4 Month Review.
- Staff/participant file review & Contract Manager activity observations are taking place during the 8-12 month review.
- Quarterly Growth Plan updates will replace Narrative Reports.

2017-18 Program Metrics Tool Changes

Staffing (pg. 8-9)

- Added Staff Continuity question (no weight)
- Revised Professional Development Question (no weight)
- Revised Staff Supervision Question

Quality of Data (pg. 10,16,18)

- Updated percentages in the answer options for:
 - Population Focus
 - Program Participation
 - Participant Outcomes

Service Delivery (pg. 14-15)

- New item: Program collects and uses participant feedback (unweighted)
- Delivery of contracted days
 - This year the item will be included in Program Metrics ratings (was unweighted last year)

Note: The first page of the tool was updated to reflect the new timeline.

2017-18 Program Metrics Process Changes

Growth Planning

- Replace quarterly narrative reports
- Should be complete by due date of each quarterly report
- Specific guidance is being developed

CAT process

- 1-4 month review period
- Two visits by two different observers
- CAT observer will send calendar invite to schedule
- Immediate access to results upon data entry into Trust Central
- CAT observations will be discussed with CM and provider

Site Visit Data Review

- Staff and participant file review will take place once per contract year
- 8-12 month review (for 2017-18)

Thank you!

Any questions, please email **Programmetrics@thechildrenstrust.org**