

**YOUTH  
DEVELOPMENT  
6-12 RETENTION  
& ENGAGEMENT  
METRIC**

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# Objectives



Inform



Understand




Navigate



Support

# Program Metrics

	<b>Program Participation</b>	<b>Service utilization:</b> Services offered are being utilized by participants
		<b>Engagement:</b> Average participant attendance is in line with expected attendance
		<b>Retention:</b> Contracted number of participants are receiving contracted number of sessions

<b>Engagement</b>	<p><b>Average participant attendance is in line with expected attendance</b>          Applicable to: All programs that implement attendance-based activities.          Review time: Item will be reviewed throughout the contract year.          Calculation:</p> $\frac{\text{Average of days/sessions/hours attended by all participants}}{\text{Average of contracted days/sessions/hours participants were expected to attend}}$
<b>Retention</b>	<p><b>Contracted Number of Participants are Receiving Contracted Number of Sessions</b>          Applicable to: Programs that implement attendance-based activities (except K-5 school-year and summer programs).          Review time: For rolling enrollment programs, item will be reviewed throughout the contract year; for year-round programs, item will be reviewed during months eight and twelve.          Calculation:</p> $\frac{\text{Total participants/families meeting the expected number of sessions/hours}}{\text{Total participants/families contracted to be served}}$

# New Data Access

- Providers will now have access to grids at the **contract, cohort and participant level**.
- Access these grids in Trust Central > Metrics Module> “Data” tab.
- A guide is available to help you understand which grids are available including a brief description of what data you now have access to.



Guide Available on our website !

## Metrics Module-Data Grids

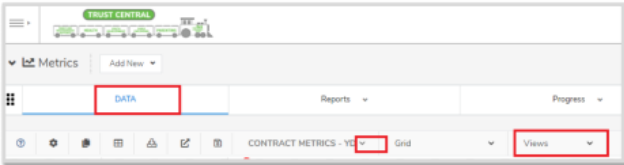
The Metrics Module is where you will find program performance information – how your program is performing. In this module, you will find the data needed to support your continuous quality improvement efforts.

The “Data” tab holds a variety of grids for the Youth Development and Family Services initiatives. This data is calculated from participant data entered in SAI, IS Programmatic. It is important the data is reviewed continuously to assess program performance and data quality.

For more information on the Metrics Module [Click Here](#).

### Accessing the Grids

- Go to the Metrics Module- Data Tab
- Drop down of different grids are available by clicking on the drop-down arrow.



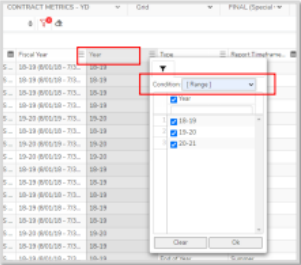
\*To access the initiative-specific view in the Contract Metrics-YD grid described below click on “Views”

**Please note:** You can filter for different program years within a grid. To do so, go to the “Year” field and click on the icon.


Select conditions- “Contains” or “Range” and select the year. Defaults are set to the current program year.

**Years included:**

- 18-19
- 19-20
- 20-21



Rev:11/04/2020



# Share Out

- Share this video with team members that:
  - Use data to make programmatic decisions (i.e: Program directors, program managers and coordinators)
  - Enter data and complete data quality checks
  - Anyone from the team that will benefit understanding the program participation component !



# Note on 20-21 Data

- Expectations for calculations are included in providers contracts
- Many provider submitted and received approval for modified service delivery plans with start dates, site, number of participants that not reflected in the contract.
- These modifications were not included in Trust Central, please keep that in mind as you review 20-21 data for service utilization, retention and engagement.
- Please reach out to your program manager with any questions

# Service Utilization

General overview  
of attendance for  
programs

Numbers of filled  
slots

No participant  
level information

# Retention vs. Engagement



Retention: What percent of participants met contracted hours?



Engagement: What is the level of participation among participants on average?



## Program Participation: Retention (6-12 Programs)

Retention provides the number of youths attending and staying in the program over time.

**Retention**  
(6-12<sup>th</sup> grade programs)

=

**Participant  
Retention Met**

[ Sum of all participants with 100% retention ]

**Contracted Youth  
Participants**

[ Total number of contracted participants as  
found in Program Participation table,  
Scope of Service ]

# Program Participation: Engagement (6-12 Programs- School Year)

Engagement provides the lengthen of time youth spent receiving the contracted program activities.

**Engagement**  
(6-12<sup>th</sup> grade programs) =

**Average Units of Service**

**Actual units of service**  
(Sum of all units of service (hours) for participants in SAMIS across all activities within the contract period and timeframe)

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**Actual youth participants**  
(Sum of all participants within the contract period and timeframe)

**Average Expected Sessions**

**Average expected weekly hours X Average active weeks**  
(Average of all participant overall hours) (Average number of weeks all youth actively participated in the program)  
(Average number of weeks)

# Youth Development Grids Overview

## CONTRACT METRIC

Provides contractual level information across fiscal years.

This includes service utilization, retention, and engagement.

## COHORT METRICS-YD

Provides contractual level information across fiscal years.

This includes retention, engagement **number of youth with retention met, actual youth vs. contracted, average expected weeks, and average active weeks.**

## PARTICIPANT – COHORT METRICS

Provides participant level information **within cohorts** across fiscal years.

This includes **cohort assignments, retention, engagement.**

## PARTICIPANT METRICS

Provides participant level information across fiscal years, detailing cohort assignments.

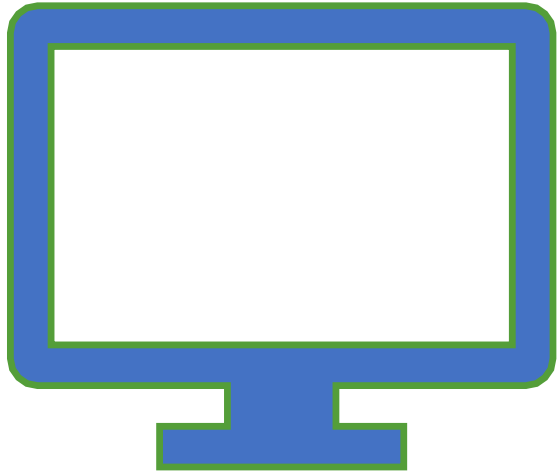
This includes retention, engagement, and **cohort assignments.**

Note: if a program doesn't have cohorts, both Participant grids will maintain the same information

# Resources and Support



- Power Point from this presentation (website)
- Retention & Engagement Metric Video (website)
- Program Participation One-pager (website)
- Metrics Module- Data Grids Guide (website)
- Grids in Trust Central
- Support from your Program Manager
- Open labs\*



TCT  
GRIDS&WEBSITE  
DEMO

# Open Labs



Pre-requisite: Watch this video



Interactive session based on question from group



Registration will require specific question provider has

# Explore the 6-12 Metrics/Data grids

Data at different  
levels

Helps you better  
understand  
program  
performance

Definitions of all  
the fields



Reach out to your program manager



Attend open lab- Registration will be provided via email from Program manager

# Questions