YOUTH DEVELOPMENT
6-12 RETENTION & ENGAGEMENT METRIC
Objectives

- Inform
- Understand
- Navigate
- Support
## Program Metrics

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

### Engagement

**Average participant attendance is in line with expected attendance**

- **Applicable to:** All programs that implement attendance-based activities.
- **Review time:** Item will be reviewed throughout the contract year.
- **Calculation:**

  \[
  \text{Average of days/sessions/hours attended by all participants} \div \text{Average of contracted days/sessions/hours participants were expected to attend}
  \]

### Retention

**Contracted Number of Participants are Receiving Contracted Number of Sessions**

- **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:**

  \[
  \frac{\text{Total participants/families meeting the expected number of sessions/hours}}{\text{Total participants/families contracted to be served}}
  \]
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.
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.

\[
\text{Retention (6-12th grade programs)} = \frac{\text{Participant Retention Met}}{\text{Contracted Youth Participants}}
\]

- 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 length of time youth spent receiving the contracted program activities.

<table>
<thead>
<tr>
<th>Average Units of Service</th>
<th>Actual units of service</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>(Sum of all units of service (hours) for participants in SAMIS across all activities within the contract period and timeframe)</td>
</tr>
</tbody>
</table>

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

Engagement (6-12th grade programs) =

Average Expected Sessions

<table>
<thead>
<tr>
<th>Average expected weekly hours X Average active weeks</th>
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<tbody>
<tr>
<td>(Average of all participant overall hours)</td>
</tr>
<tr>
<td>(Average number of weeks)</td>
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</table>

(Average number of weeks all youth actively participated in the program)
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 participate 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*
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