

FAMILY NEIGHBORHOOD SUPPORTS RETENTION & ENGAGEMENT METRICS



Family Services Initiatives

Parenting

Family
Strengthening

FNSP

Objectives



Inform



Understand



Navigate



Support

Program Metrics



Program Participation

Service utilization: Services offered are being utilized by participants

Engagement: Average participant attendance is in line with expected attendance

Retention: Contracted number of participants are receiving contracted number of sessions

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:

$$\frac{\text{Average of days/sessions/hours attended by all participants}}{\text{Average of contracted days/sessions/hours participants were expected to attend}}$$

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, activity 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

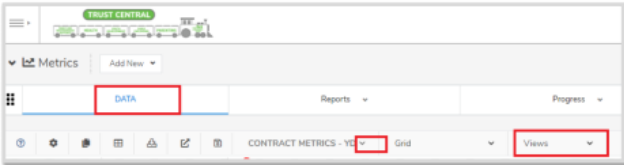
The Metrics Module is where you will find program performance information – how your program is performing. In this module, you will find the data needed to support your continuous quality improvement efforts.

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.



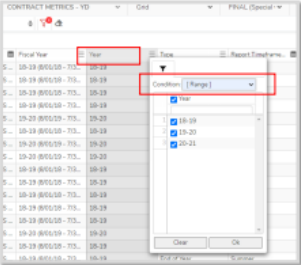
*To access the initiative-specific view in the Contract Metrics-YD grid described below click on “Views”

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 !



WHY DO WE MEASURE THEM?

Recruitment-% of participants/families with attendance

Retention- % of participants/families with expected sessions

Engagement-% of average sessions relative to the expected

WHAT DATA IS REFERENCED?

Numerator:

- SAMIS Attendance

Denominator:

- Scope sections
 - Activities
 - Participants
 - EBP

WHAT'S NOT PART OF THE CALCULATION?

- **Activities:**
 - activities with only 1 required session
 - aggregate activities
 - demographics only

FNSP SPECIFIC EXCEPTIONS

Not part of calculation:

- Activities labeled “As needed” or “As required”
 - Examples: AIJ – Legal services, Children of Inmates – Bonding Visits
- FNSP does NOT use the “Demographics Only” activity
- No mutually exclusive activities

FNSP SPECIFIC EXCEPTIONS

Other Exceptions:

- Contracts that have activities with unique participants where the overall contracted total should be taken from the contracted participants from the activity, not the overall contracted participants.
 - **Meaning that the calculation is based on the Activity table in the scope, not the overall contracted participant table.**
- Some contracts where not everyone gets Care Coordination.
- Even though Care Coordination has 6 required session, retention and engagement is based on frequency. (One time per month)

WHEN ARE THE METRICS REVIEWED?

Calculation is ongoing but rated per Metrics Tool timeline:

Retention

- **rolling enrollment programs:** throughout the contract year
- **year-round and cohort programs:** during months eight and twelve.

Engagement

- throughout the contract year

WHICH DIMENSIONS ARE CALCULATED?

Contract

Retention*
Engagement*

Activity

Engagement

Participant-Activity

Retention

HOW IS ENGAGEMENT CALCULATED?

Contract	Engagement* Average Activity Engagement %
Activity	Engagement Average # sessions attended divided by Average # of sessions expected = Activity Engagement%

HOW IS ENGAGEMENT CALCULATED?

EXAMPLE:

My Sunny Agency- FNSP program has two activities:

- **Care Coordination:** average 5 sessions attended and 5 expected
- **Legal Services:** average 8 sessions attended and 12 expected

What is the contract engagement percentage?

$$5/5=100\%$$

$$8/12=66\%$$

$$100+66=166/2=83\%$$

*if an activity has greater than 100% engagement at the activity level, it is capped at 100% before being rolled up to the contract level

LET'S TRY IT!

EXAMPLE:

My Sunny Agency-FNSP program has two activities:

- **Care Coordination: average 4 sessions attended and 6 expected**
- **Mental Health Therapy: average 7 sessions attended and 10 expected**

What is the contract engagement percentage?

$$4/6=67\%$$

$$7/10=70\%$$

$$67+70=137/2=68.5\%$$

*if an activity has greater than 100% engagement at the activity level, it is capped at 100% before being rolled up to the contract level

HOW IS RETENTION CALCULATED?

Contract	Retention* % of contracted retained= # of families or participants retained out of the contracted
Participant-Activity	Retention If # of sessions attended => expected Then participant retained

Was the participant retained in the activity?

1. Does activity have subsequent activity?
2. How many active months does participant have?
3. How many monthly sessions are expected for the activity? Is the activity cohort or year-round and therefore have a max sessions?
4. Based on this, how many sessions are expected?
5. How many sessions were attended in the activity?
6. Are the number of sessions attended greater than or equal to sessions expected?

Activity has a subsequent activity:

Months in program calculations vary for:

Helps calculate time/months in program/activity for participants attending multiple activities

Subsequent is ***the activity with the latest date*** of attendance in the year.
If latest date of attendance is the same for two activities, then the activity with the later start date of attendance would be treated as subsequent.

Subsequent

Count from first day of attendance in activity to last episode completion date or selected end date (whichever is first)

Non-Subsequent

Count from first to latest day of attendance in activity

Sessions Expected Rolling Enrollment Programs

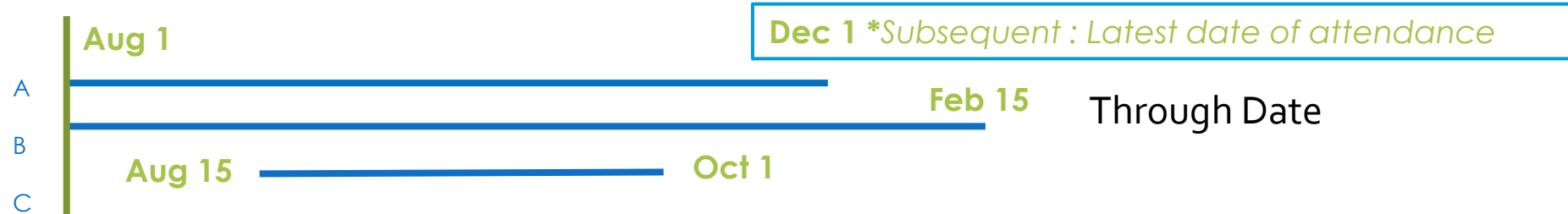


Activity	Calculation	Schedule Type	Active Months (C)	Monthly Required Sessions (D)	Sessions Expected (E)=C x D	Actual Units Service (F)	Retained Y/N F=>E
A	First day of attendance to last day of attendance	Rolling enrollment	4	3	12	9	No
B	First day of attendance to latest episode completion date or through date	Rolling enrollment	6.5	1.6	10	10	Yes

**Sessions expected round down*

Sessions Expected Mixed Cohort and Rolling Enrollment

*If schedule type is cohort or year-round, then sessions expected cannot exceed required sessions



Activity	Calculation	Schedule Type	Active Months (C)	Monthly Required Sessions (D)	Sessions Expected (E)=C x D	Actual Units Service (F)	Retained Y/N F=>E
A	First day of attendance to latest episode completion date or through date	Rolling enrollment Subsequent	12	3	36	9	No
B	First day of attendance to latest episode completion date or through date	Cohort	12	1.6	10*	10	Yes
C	First day of attendance to last day of attendance	Rolling enrollment Non subsequent	1.5	1	1	1	Yes

CONTRACT RETENTION



HOW IS RETENTION CALCULATED?

Contract	Retention* % of contracted retained= # of families or participants retained out of the contracted
Participant-Activity	Retention If # of sessions attended => expected Then participant retained

BASIS FOR UTILIZATION (BOU):

Criteria for program retention:

```
graph TD; A[Criteria for program retention:] --> B[Participants: meet if retained for all activities]; B --> C[Families: meet if at least one participant retained for all activities];
```

Participants: meet if retained for all activities

Families: meet if at least one participant retained for all activities

Contract Retention

- **Basis for Utilization- Participants:**
- 100 participants recruited
- 50 participants retained across all activities.
- 70 participants contracted

What is contract retention %?

50 retained / 70 contracted = 72%

Contract Retention

BOU Families:

- 100 families recruited
- 50 families with at least 1 participant in family retained for all activities.
- 75 families contracted

What is contract retention %?

50 retained / 75 contracted = 67%

Notes-FNSP

- For those providers that do not have care coordination as their main activity, meaning not all participants in the program are expected to be in care coordination, we calculate using the contracted and expected families/youth at the care coordination activity level.

Type of Participant	Number of Participants	Percentage of Families with Child with Disability
Parents/Caregivers	0	
Families	176	
Youth/Children	176	15

subset of participants will receive legal services.

Required or Optional Required
Required Sessions: 6
Intensity(minutes): 45
Frequency: 1 time(s) per month
Duration 6 Months
Number of Families:76
Number of Parents: 0
Number of Children: 76

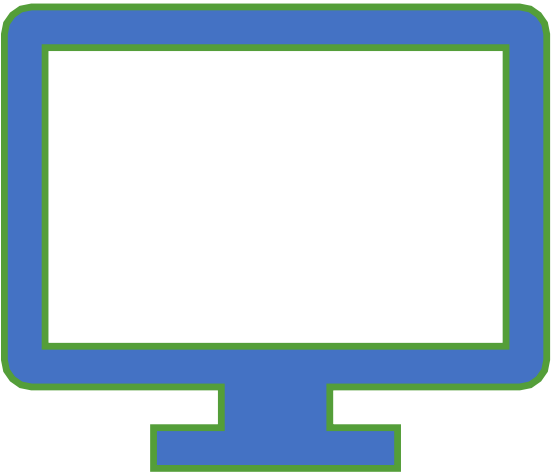
Notes-FNSP

- FNSP-non-subsequent activities calculate active months from first day of attendance to completion or through date, however many families may have had more than 6 sessions yet closed as withdrawal and therefore not counting as completers.
- For FNSP the first year 17-18 is not calculated for because they did not use the template in the first year of the cycle.

Resources and Support



- Power Point from this presentation (website)
- 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 Metrics/Data grids

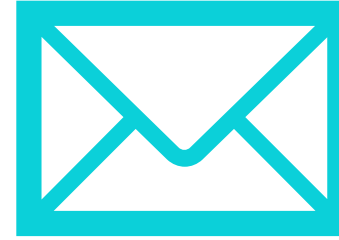
Data at different levels

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