Family Services Initiatives

Parenting

Family Strengthening

FNSP
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>
</tr>
</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:

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

## 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:

\[
\text{Total participants/families meeting the expected number of sessions/hours} = \frac{\text{Total participants/families meeting the expected number of sessions/hours}}{\text{Total participants/families contracted to be served}}
\]
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.
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 date 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*  
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Engagement*</td>
</tr>
<tr>
<td>Activity</td>
<td>Engagement</td>
</tr>
<tr>
<td>Participant-Activity</td>
<td>Retention</td>
</tr>
</tbody>
</table>
# HOW IS ENGAGEMENT CALCULATED?

<table>
<thead>
<tr>
<th>Contract</th>
<th>Engagement*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Average Activity Engagement %</td>
</tr>
<tr>
<td>Activity</td>
<td>Engagement</td>
</tr>
<tr>
<td></td>
<td>Average # sessions attended divided by Average # of sessions expected = Activity Engagement %</td>
</tr>
</tbody>
</table>
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?

\[
\frac{5}{5} = 100\% \\
\frac{8}{12} = 66\% \\
100 + 66 = 166 / 2 = 83\%
\]

*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*
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?

\[
\frac{4}{6} = 67\%
\]

\[
\frac{7}{10} = 70\%
\]

\[
67 + 70 = 137 / 2 = 68.5\%
\]

*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?

<table>
<thead>
<tr>
<th>Contract</th>
<th>Retention*</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>% of contracted retained = # of families or participants retained out of the contracted</td>
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<table>
<thead>
<tr>
<th>Participant-Activity</th>
<th>Retention</th>
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<tbody>
<tr>
<td></td>
<td>If # of sessions attended =&gt; expected</td>
</tr>
<tr>
<td></td>
<td>Then participant retained</td>
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</table>
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:

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.

Months in program calculations vary for:

- **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

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

*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*

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<td>Rolling enrollment Subsequent</td>
<td>12</td>
<td>3</td>
<td>36</td>
<td>9</td>
<td>No</td>
</tr>
<tr>
<td>B</td>
<td>First day of attendance to latest episode completion date or through date</td>
<td>Cohort</td>
<td>12</td>
<td>1.6</td>
<td>10*</td>
<td>10</td>
<td>Yes</td>
</tr>
<tr>
<td>C</td>
<td>First day of attendance to last day of attendance</td>
<td>Rolling enrollment Non subsequent</td>
<td>1.5</td>
<td>1</td>
<td>1</td>
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CONTRACT RETENTION
## HOW IS RETENTION CALCULATED?

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### Participant-Activity

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<td>If # of sessions attended =&gt; expected</td>
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<td>Then participant retained</td>
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BASIS FOR UTILIZATION (BOU):

Criteria for program retention:

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%
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%
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.
• 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