

**YOUTH  
DEVELOPMENT  
K-5  
ENGAGEMENT  
METRIC**



# 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, site, 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

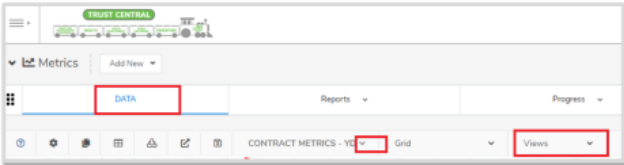
The Metrics Module is where you will find program performance information – how your program is performing. In this module, you will find the data needed to support your continuous quality improvement efforts.

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 SAIIS 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.



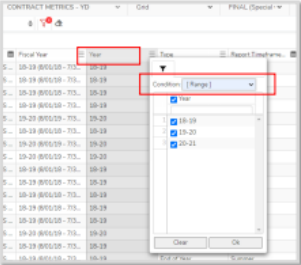
\*To access the initiative-specific view in the Contract Metrics-YD grid described below click on “Views”

**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

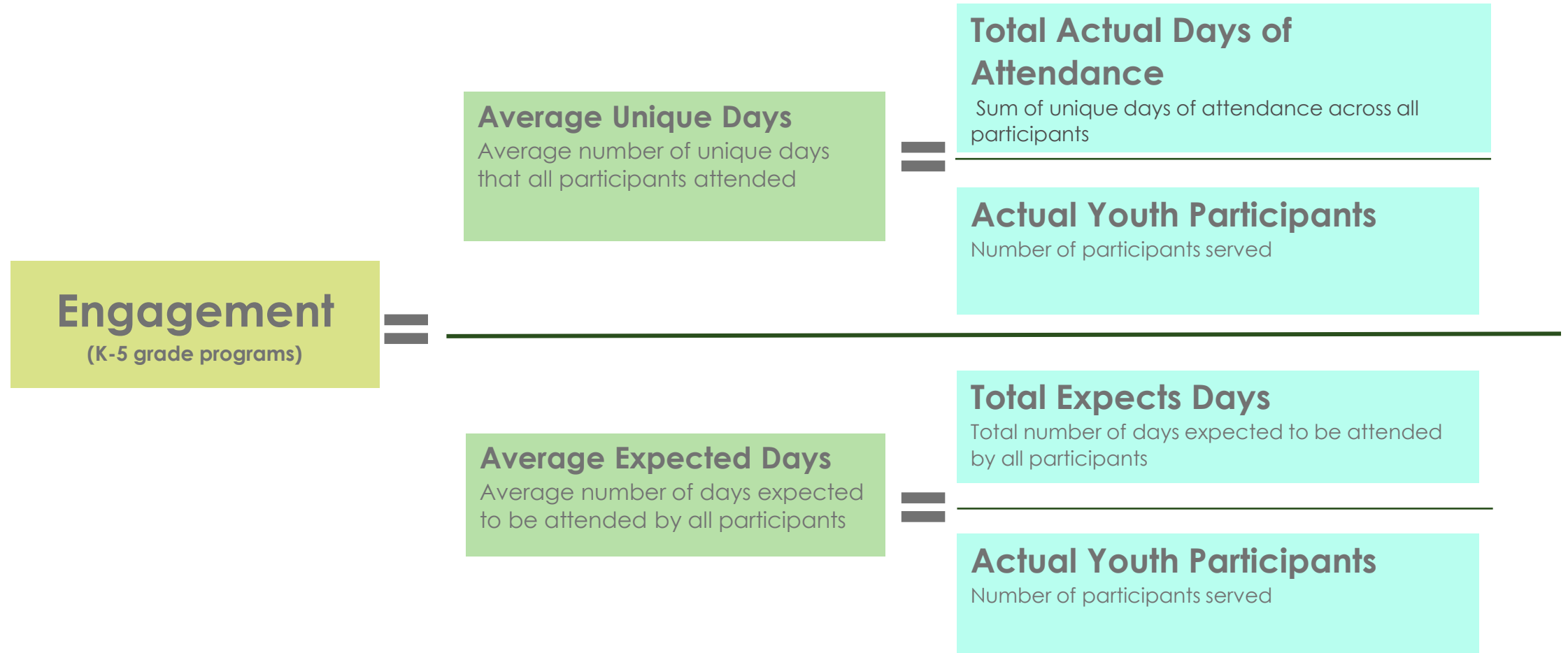
# WHAT IS ENGAGEMENT?

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# WHY DO WE MEASURE ENGAGEMENT?



# How to calculate Engagement



# Example



Actual participants attending a program = **60**



Actual Total days across **all participants** =  $123 + 150 + 178 \dots =$  **9,000**



Expected total days by **all participants** =  $180 + 180 + 180 \dots =$  **10,800**

ENGAGEMENT=  
**83%**

150 (average actual days)

180 (average expected days)

9,000 actual total days

60 Actual youth participants

10,800 Total Expected days

60 Actual Youth Participants

# DEMO SUPPORTING DATA GRIDS- LEVELS



Contract

Site

Activity

Participant

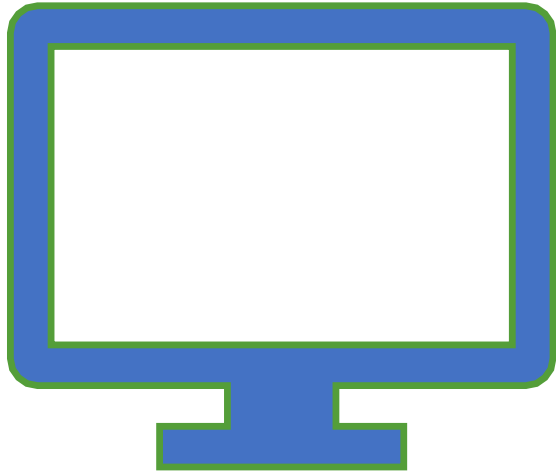
# Common data quality issues

- Data not entered timely or missing
- Inaccurate data entry – make sure data entered is attendance for dates in contract
  - Weekend data
  - Full day data not in contract
  - DLI attendance if participant didn't attend will be pulled for calculation (Data entered for DLI but not afterschool by mistake will still pick up as unique day of attendance)

# 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\*



# TCT 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 K-5 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