# Metrics Module Guide

**Trust Central** is organized into **modules** that contain functionality and data related to a specific purpose. 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.

## Users

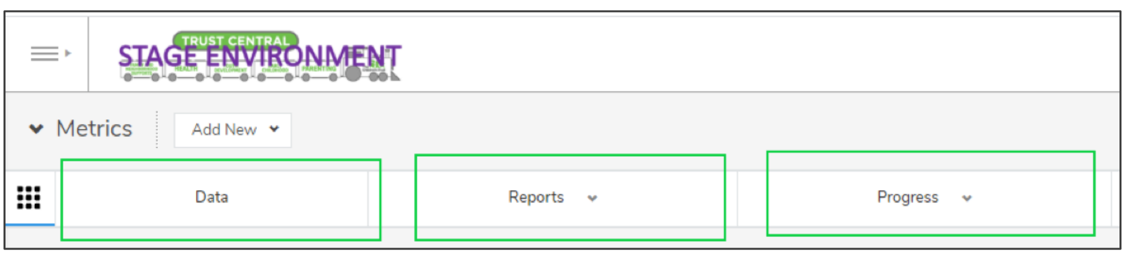
**There are two user groups for the Metrics Module:**

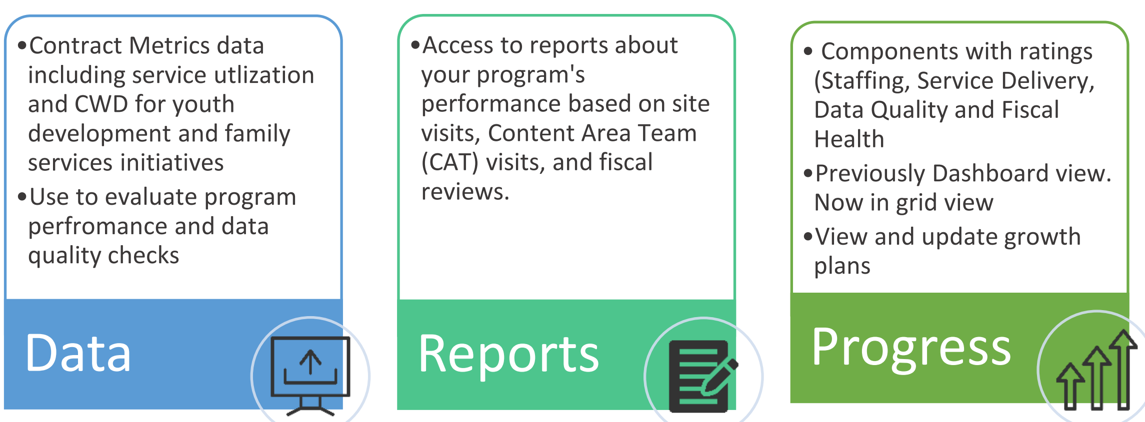
- **Metrics module- all access:** Access to all the tabs described below. These users are often program directors and coordinators, or those that oversee program performance. **Note:** For access to all tabs in the Metrics module, the agency admin must assign user the "Metrics" group. For additional information see the "Agency Admin and User Management Guide" in the Trust Central Support section.

- **Metrics Module – Data tab only:** Access to the "Data" tab to see contract metrics data. These users are often data entry staff that enter programmatic data and can use contract metrics for data quality checks and analysis. **Note:** All users with SAMIS-Programmatic or Contracts modules will have access to the data tab in the Metrics module.

## Metrics Module Tabs

**These are the tabs available in the Metrics Module. The information found in each tab is organized within a grid.**



## Navigating the Metrics Module

In the table below you will see where to find each item within the Metrics module. Please note, you will need to have access as a Metrics user to see the "Progress" and "Reports" tab. For additional details on each item refer to the Program Metrics tool.

| Component | Item | Metrics Tab | Rating Description |
|---|---|---|---|
| Safety, Administrative & Fiscal Compliance | Set of contractual requirements that include environmental safety, administrative (policies and staffing) and fiscal compliance. Items out of compliance should be addressed immediately | Reports | These items are not rated or calculated. |
| Fiscal Health | Fiscal viability: current ratio, Net Asset ratio and Debt ratio | Progress – Grid | Agency's most recent Fiscal Health rating |
| | Financial statement findings and concerns | | |
| | Program-specific audit findings and concerns | | |
| Staffing | All positions identified in the Scope of Services are filled with qualified staff | Progress-Grid | Comprised of the latest response entered from a Metrics review. |
| | Staff training and supervision are supported within the agency | | |
| Service Delivery | Content Area Team (CAT) program observation using Initiative Specific Observation tools | Progress-Grid | Comprised of the latest response entered from a Metrics review. Responses for Activity Observation and CAT assessments are averaged |
| | Contract management activity observations | | |
| | Program collects and uses participant feedback | | |
| | Screenings and timely referrals | N/A | N/A |
| Program Data Quality | Quality of participant demographic data entered in the Trust electronic reporting system | Progress-Grid | Comprised of the latest response entered from a Metrics review. **Note- Program Quality is producing a rating, however, the testing item below is pending to be completed and will be a part of rating in the future.* |
| | Quality of participant attendance data entered in the Trust electronic reporting system | | |
| | Quality of participant outcome data entered in the Trust electronic reporting system | | |
| | Participant testing: Outcome measurement tools are administered as contracted | Coming soon | Currently, no rating for this item. |
| Population Focus | Expected inclusion of children and youth with disabilities | Data-Contract Metrics | Calculation for this metric can be found within contract metrics. |
| Program Participation | Service utilization: Services offered are being utilized by participants<br>Recruitment: need definition | Data-Contract Metrics | Calculation for this metric can be found within contract metrics. |
| | Engagement: Average participant attendance is in line with expected attendance | Coming soon | Currently, no rating for this item. |
| | Retention: Contracted number of participants are receiving contracted number of sessions | Coming soon | Currently, no rating for this item. |
| Participant Outcomes | Outcome achievement: Contracted proportion of participants served realize program benefits | Coming soon | Currently, no rating for this item. |

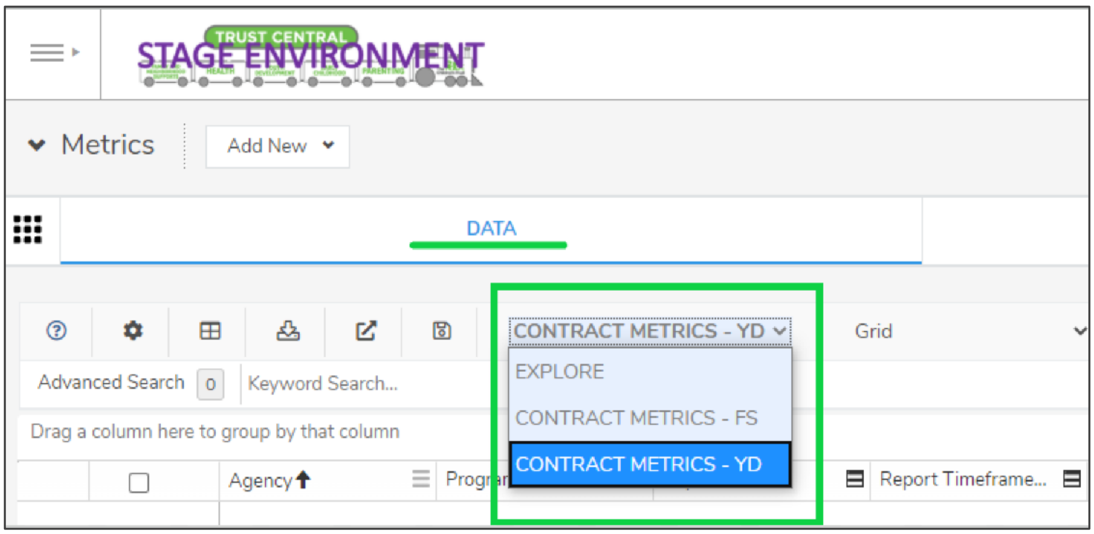
## Data tab

In the “Data” tab you will find contract metrics data for the Youth Development and Family Services initiatives. This data is calculated from participant data entered in SAMIS Programmatic. It is important the data is reviewed continuously to assess program performance and data quality.

There are two contract metrics grids to select from. Please note, you will only see the data for your program:

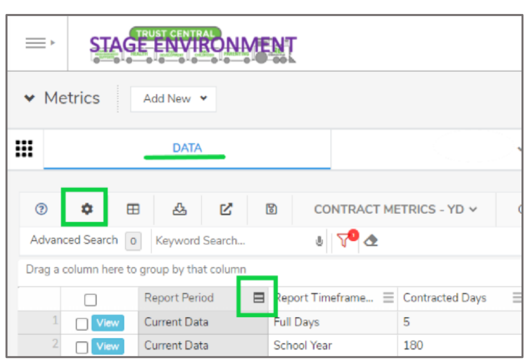
**Contract Metrics-FS:** This is the contract metrics grid for Family services including Parenting, Family Strengthening and Family and Neighborhood Supports. This grid Includes recruitment metric, inclusion of CWD and additional data points for the Family Services initiatives.

**Contract Metrics-YD:** This is the contract metrics grid for Youth Development K-5 and 6-12. This grid includes the utilization metric, inclusion of CWD and additional data points for the Youth Development initiatives.



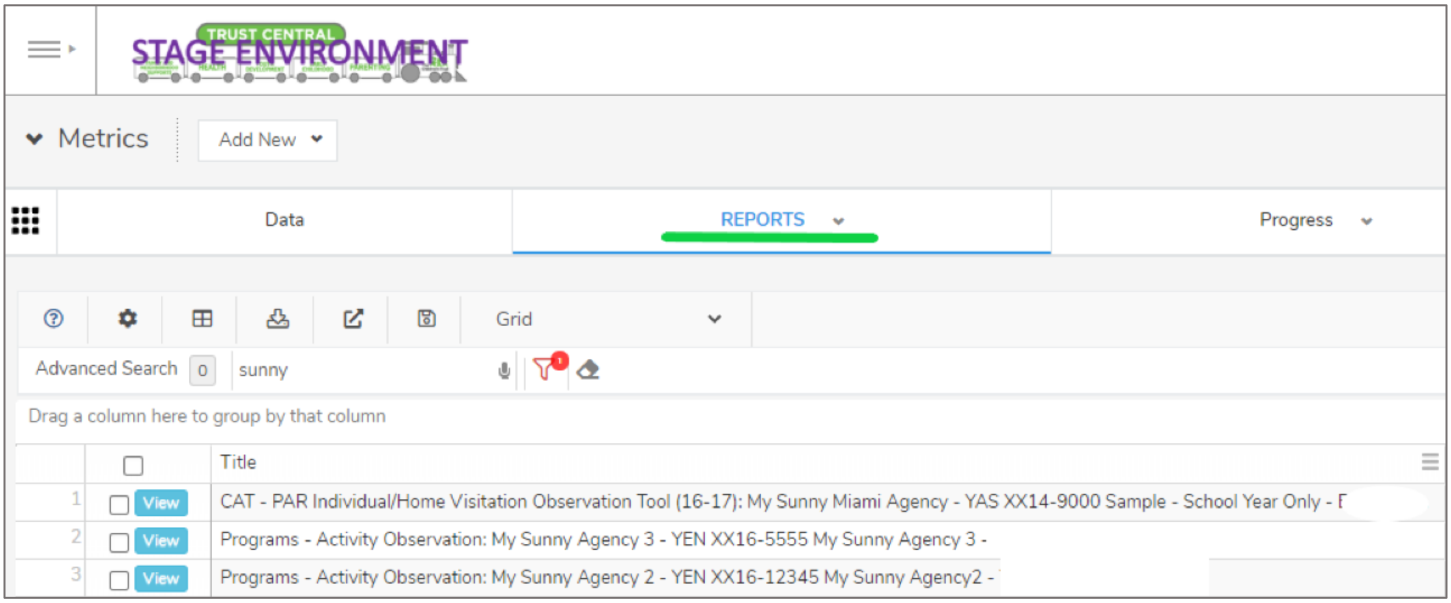

Within the grids, you will find that the “report period” column defaults to current data. To change defaults on the columns **filter** on any column using the of three stacked bars (hamburger icon) highlighted in the image below. You can fully customize your experience by adding/removing fields and making use of filter and sorting options.

To better understand the data represented in the grid, you can click into the settings icon highlighted in the image below and see the definitions for each column. Here, you can also add additional data fields that will display as a column on the grid by selecting from the list.



## Reports tab

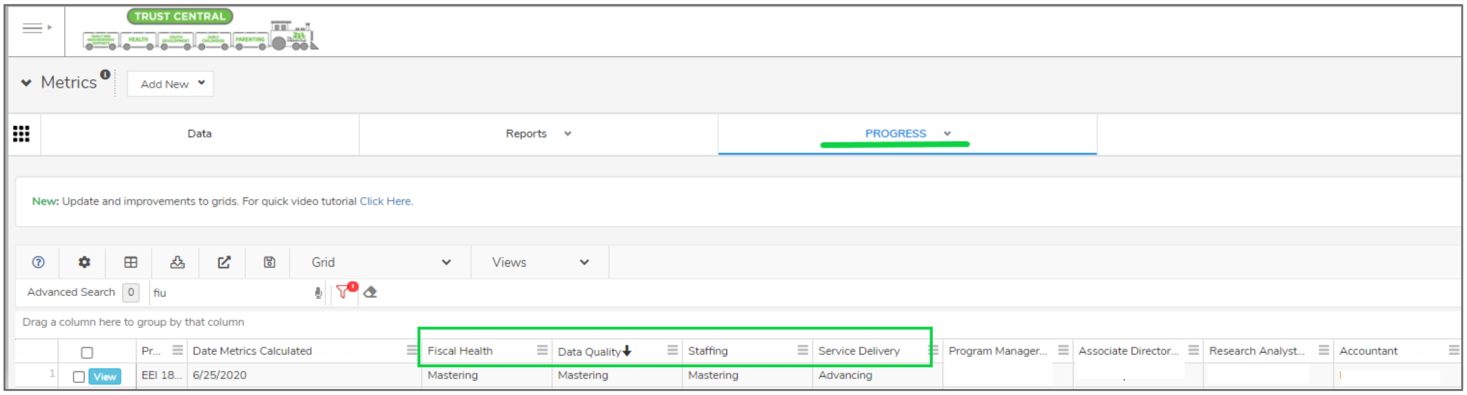
The “Reports” tab is where you will find your site visits, Content Area Team (CAT) visits, and fiscal reviews. These assessment reports include the details of the review and observations including recommendations. These reports should be used in your continuous quality improvement conversations with your team and program manager.




**Continued below-**

## Progress tab

In the "Progress" tab you will find the rating metrics components, summary of comments from reviews and growth planning.  Within the Progress grid, you will find the ratings for Fiscal Health, Staffing, Data Quality and Service Delivery.




*Note: Refer to the Program Performance Metrics Tool for additional rating information*

When you click "view" for your program, you will be able to see a summary of comments from your observations for those four components.  Under "Growth" you will be able to update and review your Growth Plans.

**Results Summary-** For a summary view of your most recent reviews including comments and recommendations click on "View" within the program grid (see above). You will land on the Results Summary page displayed below.

**Growth Plans-** To view and update your growth plans click on "Growth". A guide on growth planning is available on the Trust website in the Metrics page.