



# IEESS COACHING FOR SUCCESS

Peer-to-Peer Learning  
Opportunity

Set, Measure, Report – Using Data  
to Improve Client Success

September 21, 2018



# PRESENTER

**Ashley Winning, ScD, MPH**

Vice President of Research and Evaluation  
EMPath – Economic Mobility Pathways



# PURPOSE

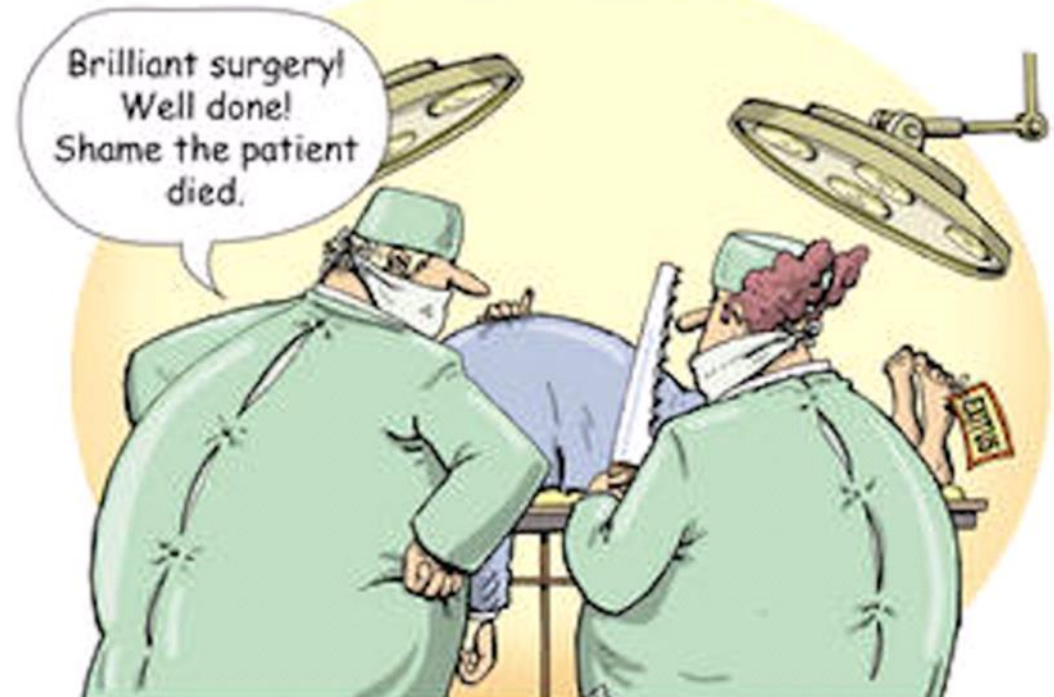
- To provide an overview of an outcomes measurement process
- To suggest ways to report outcomes and use data for continuous improvement



# Outcomes Measurement

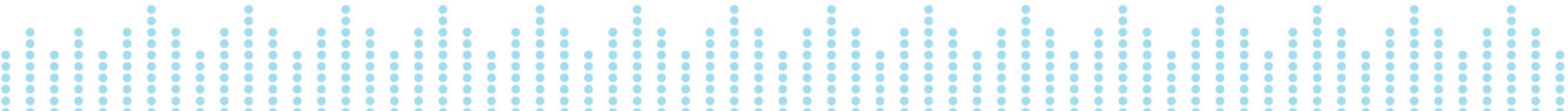
- “A systematic way to assess the extent to which a program achieved its intended results” (Reisman, 2000)
- Leads to learning and subsequent actions to change programs and improve performance

## Do outcomes matter?

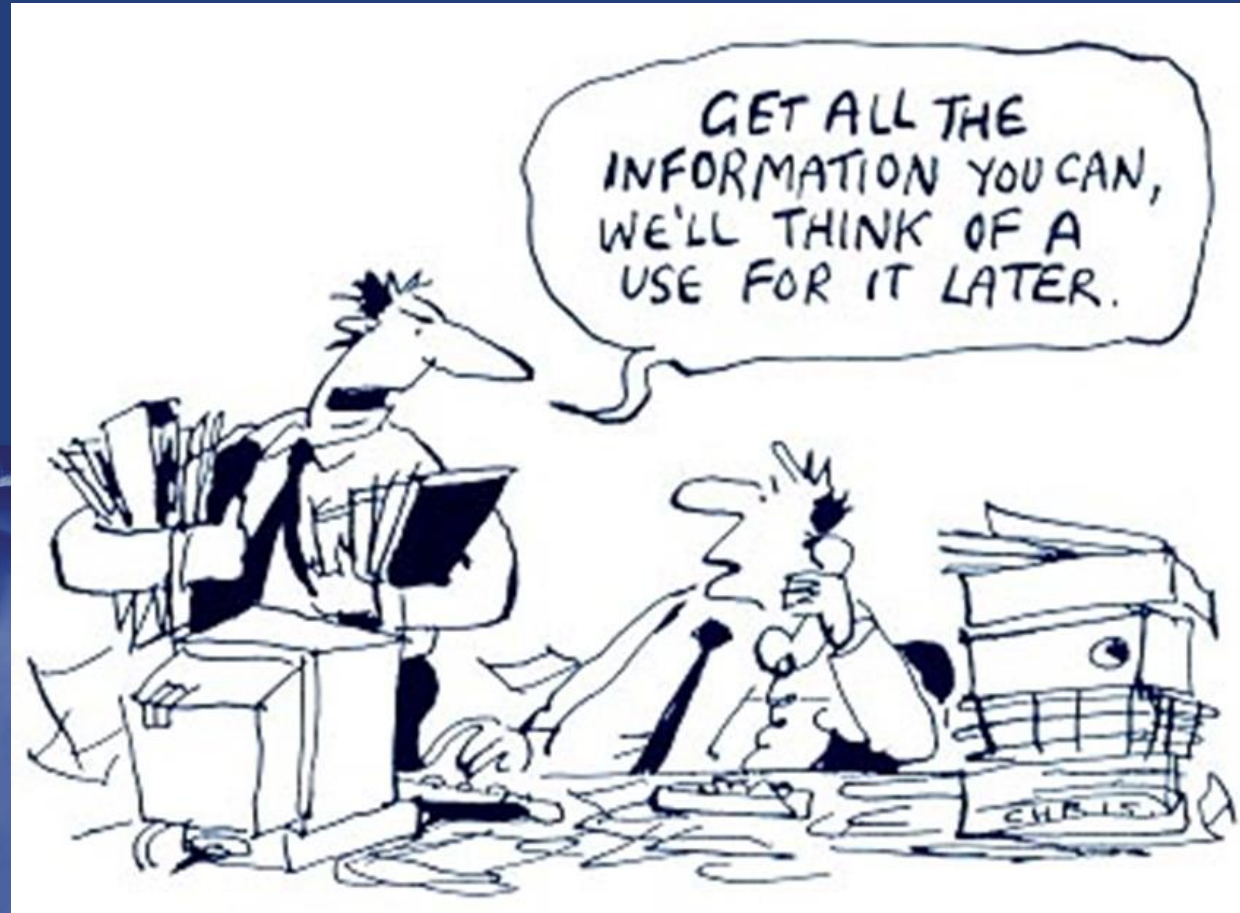


# Outcome Measurement Process

- 1) Identify outcomes, performance indicators, and targets (SET)
- 2) Implement data collection and analysis plan (MEASURE)
- 3) Communicate and reflect on results (REPORT)



# SET



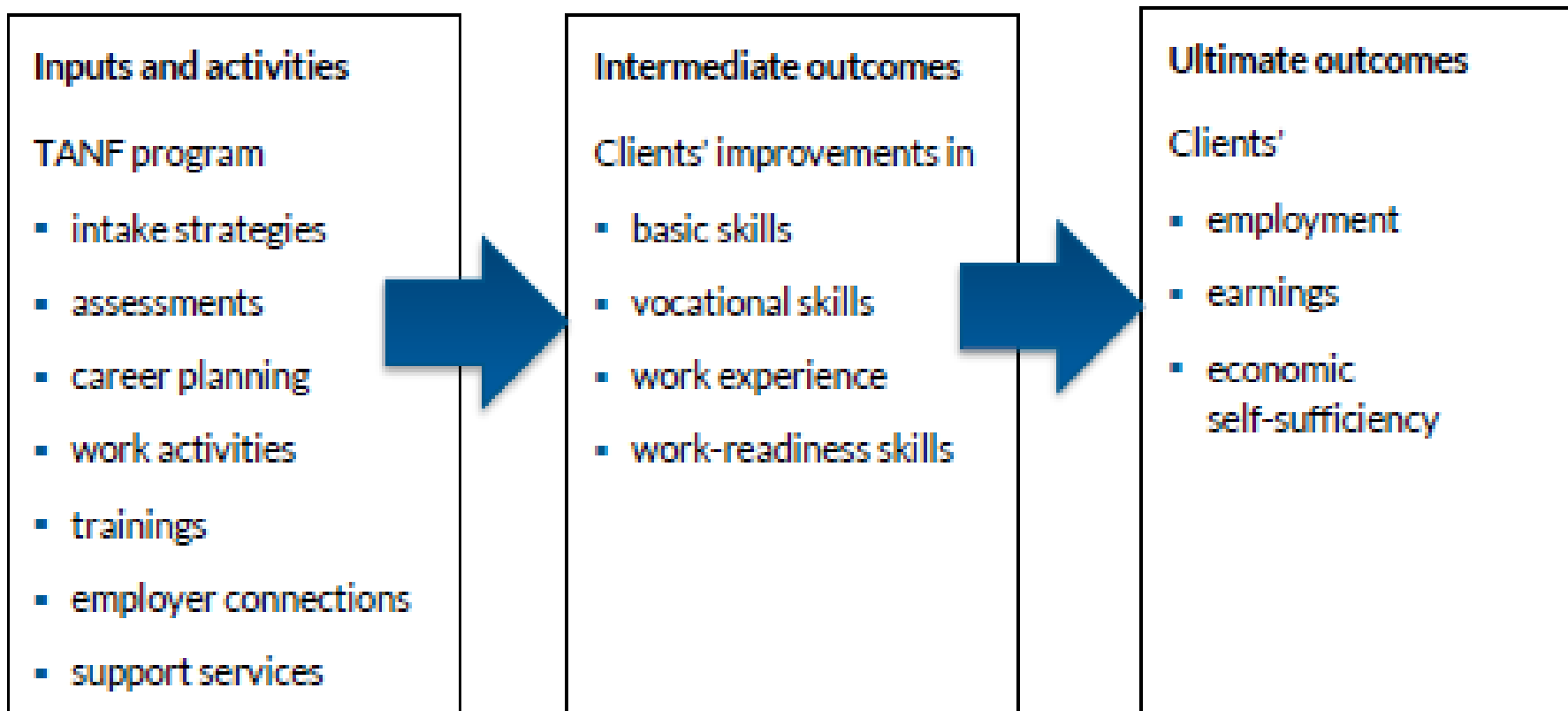
# Logic Model

- A systematic and visual way to present... the relationships among the resources you have to operate your program, the activities you plan, and the changes or results you hope to achieve.” (W.K. Kellogg Foundation, 2004)

Inputs	Activities	Outputs	Outcomes
What you invest	What you do	Tangible products	What happens

# Logic Model

## Simplified Logic Model of TANF Program Actions and Client Employment Outcomes



Hahn, Urban Institute, 2018



# Performance Indicators



- Answer: How will you know when changes have occurred/you have achieved outcomes?
- *Indicative* of outcome, rather than a predictor or result of outcome
- Specific and observable
- 1-3 per outcome

"But grades aren't the only way to measure learning outcomes."

# Targets

## Defining Target Populations

- Whose performance or outcomes are measured?
- At what level?
- Comparison groups?

## Setting Targets or “Benchmarks”

- Static or relative?
- Forward or backward?
- Who sets them?
- Adjust for conditions?

# MEASURE

OUTCOME	INDICATOR	WHAT DATA COLLECTION METHOD?	WHEN WILL DATA BE COLLECTED?	WHO WILL COLLECT DATA?	WHAT WILL THEY DO?	HOW WILL DATA COLLECTED BE MONITORED?
Increased ability of FBCOs to raise funds for program services	Number and percent of organizations who put new fundraising practices in place	Survey of organizations receiving fundraising technical assistance	Once — three months after completion of technical assistance services	Technical assistance staff	<ul style="list-style-type: none"><li>Mail survey to organizations three months after the completion of technical assistance</li></ul>	Program manager will track completion of services, mailing of surveys, and response rate to the survey and

# Data Collection and Analysis

- **Data collection methods**

- Reliability & validity, resources, cultural appropriateness
- Surveys, interviews, observation, record review

- **Data collection designs**

- Post-only, pre/post measures, time series, comparison group, RCT

- **Data collection procedures**

- Who, informed consent, data quality

- **Data analysis**

- Make meaningful, informed decisions



# REPORT



# Quarterly & Annual Reports

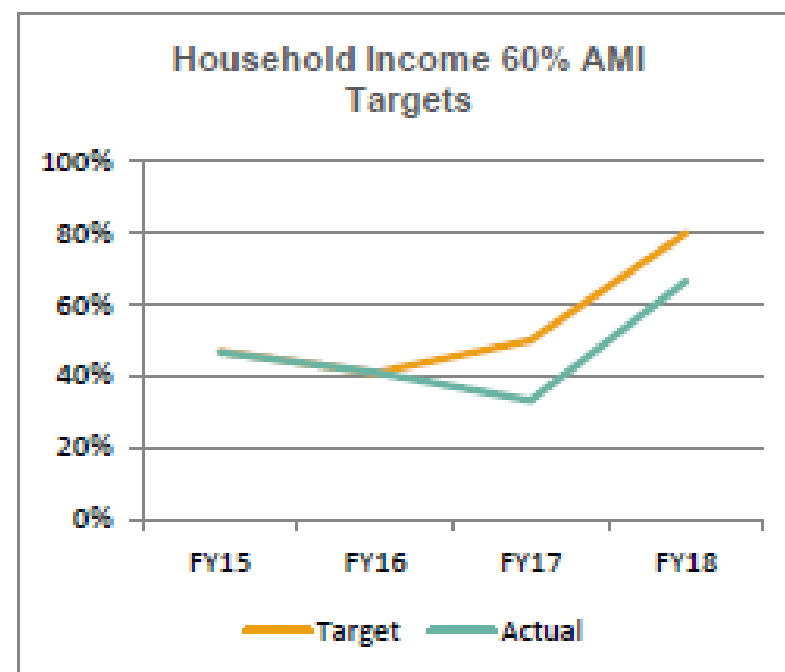
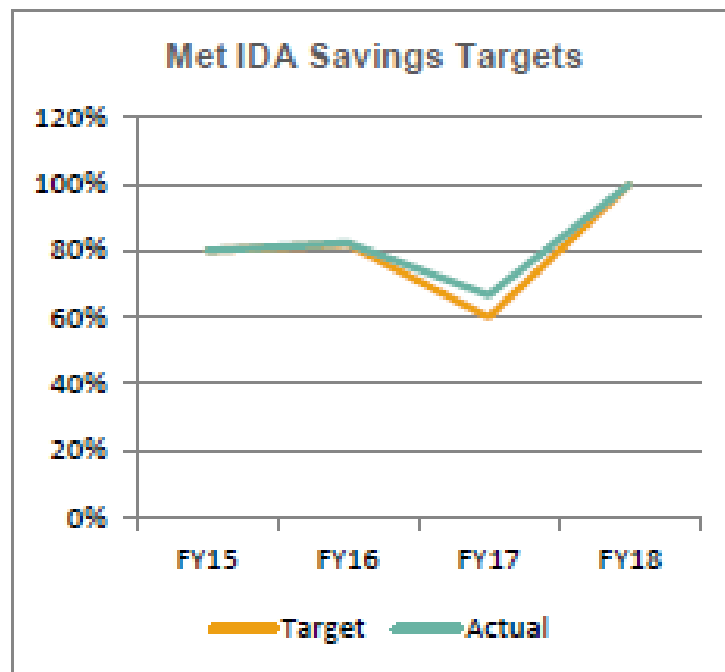
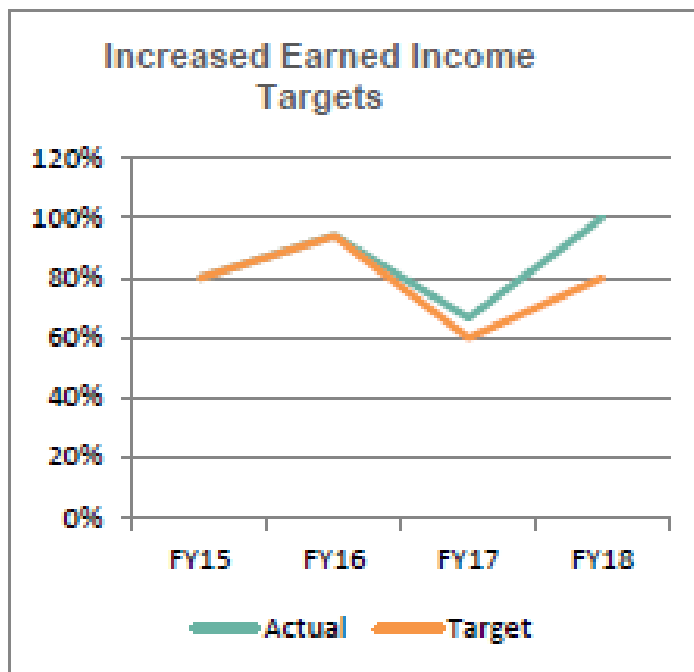
## Program Outcomes

	Q1		Q2		Q3		Q4		YTD		Target		FY17
	n	%	n	%	n	%	n	%	n	%			
Number of adults who exited as of the end of this quarter	3		4		20		6		33		none specified		21
Adults who exited to permanent housing	3/3	100%	4/4	100%	18/20	90%	2/6	33%	27/33	87%	85%	✓	76%
Adults who met savings target (\$200)	1/3	33%	1/4	25%	11/20	55%	2/6	33%	13/33	42%	45%	●	33%
Adults who completed a Mobility© debt goal	0/0	0%	0/1	0%	2/4	50%	0/1	0%	2/6	33%	25%	✓	5%
Adults working or in school	1/3	33%	3/4	75%	15/20	75%	6/6	100%	25/33	76%	75%	✓	86%
Increase in social network	1/3	33%	2/4	50%	17/20	85%	4/5	80%	24/32	75%	65%	✓	71%
Increase in earned income	1/3	33%	1/4	25%	10/20	50%	3/6	50%	15/33	45%	50%	●	57%
Increase in Bridge score (adults with comparable Bridges)	2/3	67%	1/1	100%	9/11	82%	2/3	67%	15/20	75%	75%	✓	86%
Adults who had been Bridged as of exit	3/3	100%	3/4	75%	15/20	75%	6/6	100%	27/33	81%	80%	✓	24%
Adults who completed one or more Mobility© goals	3/3	100%	3/4	75%	12/17	71%	2/4	50%	20/29	69%	75%	✗	47%

# Quarterly & Annual Reports

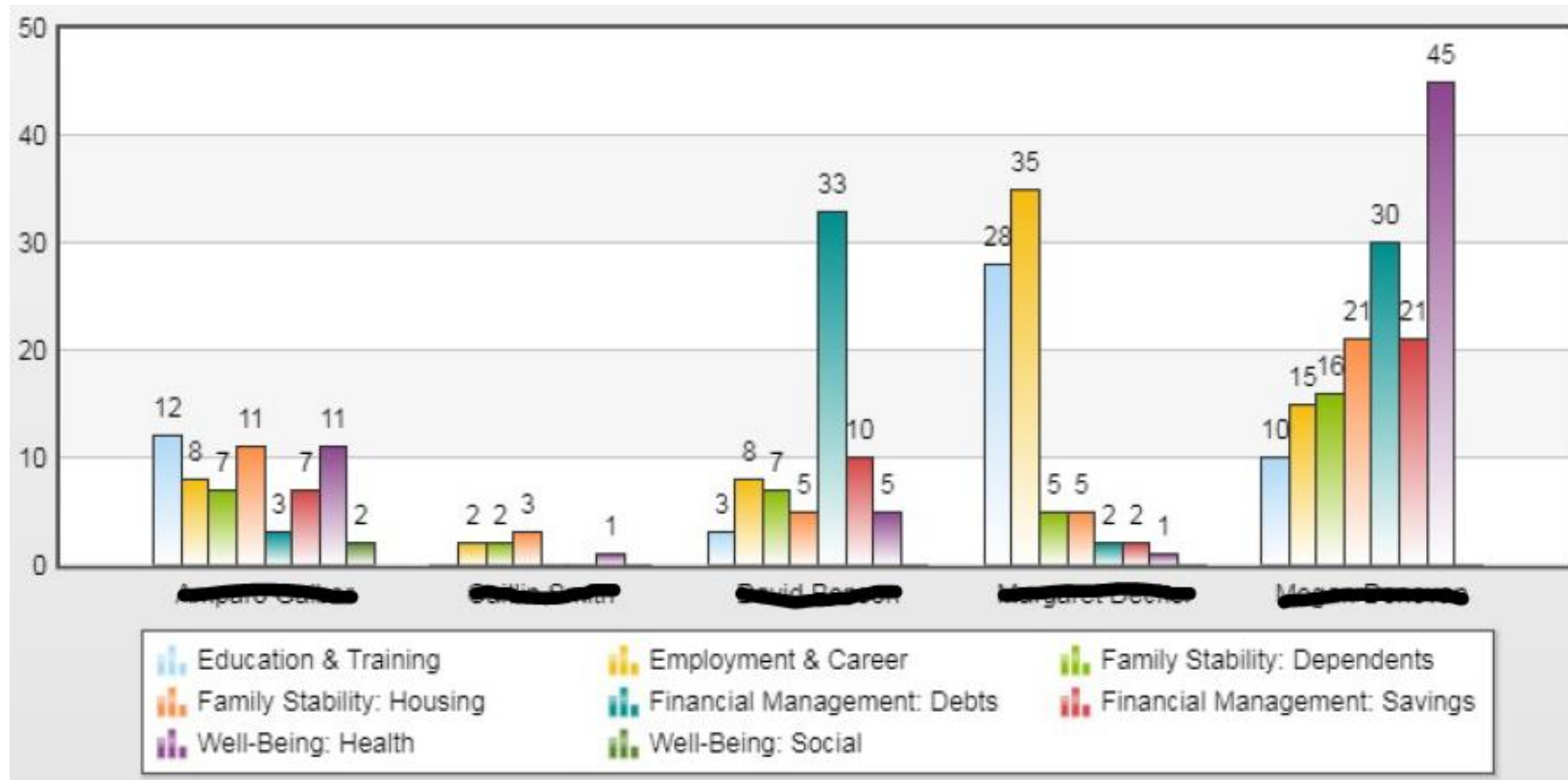
## CFO Program Outcomes

### CFO Target vs. Actual



# Staff & Client Management Reports

Active Adults	Households	Referrals to MNCB	Ppts with a Hearings Bridge	Have not been Bridged	Active Ppts Missing Entry Assessment
58	58	68	51	7	





# “Bragging Boards”



# Success Stories

## Having ‘someone in her corner,’ helps make her dream come true

By Daniel Sheehan, Reporter Staff  
September 6, 2018



## LaShauna's Story

Unlike other programs, EMPATH actually helps families to become self-sufficient by providing support in many key areas: family stability, well-being, education, employment, and financial management. This is the Bridge to Self-Sufficiency® model.



Mobility Mentoring® involves one-on-one meetings with a mentor. During these meetings, you review your Bridge to Self-Sufficiency and set realistic goals for each of the key areas. Each goal is assigned an incentive that is earned once your goal has been reached.

It is at these meetings that participants and their mentors discuss and address any potential barriers that may prevent us from accomplishing our goals.

One of the barriers that my mentor, Diana, helped me with while in the program was dealing with the aftermath of a house fire.

# “Stat Attacks”

## ***STAT ATTACK!***

**by Data Cat**

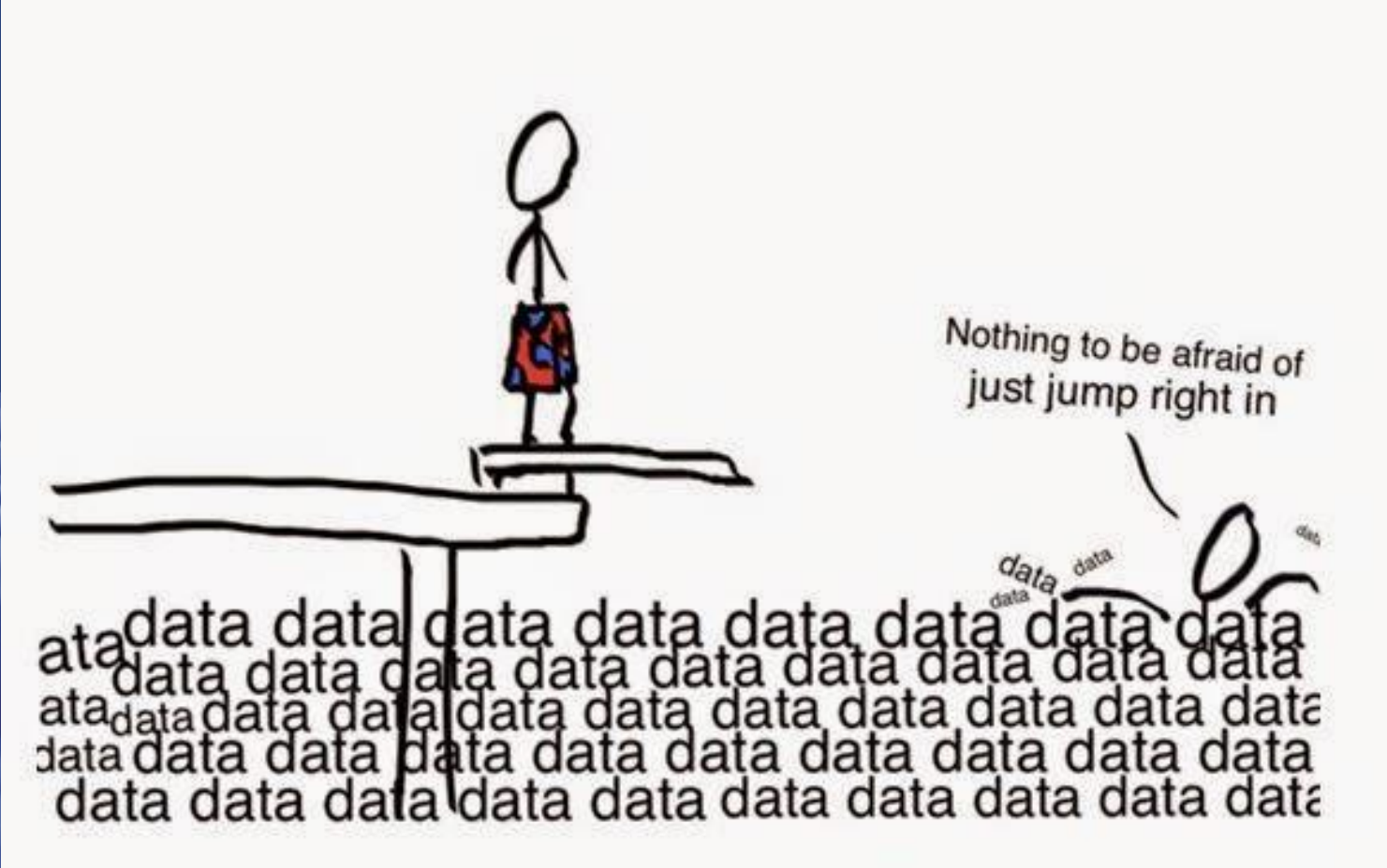
We have 33 children enrolled in our summer camp program - 3 children from Horizons, 4 from Stabilization, and 26 from STEPS!



Children are in all sorts of camp programs ranging from those offered by various YMCAs and the Boys and Girls Club, to Camp Hale and Campfire Camp! We also have one child taking ballet.

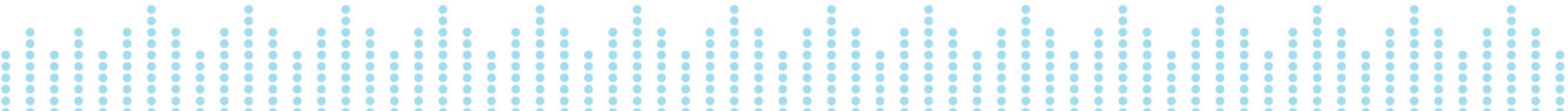
Hope our campers are having fun!

# DATA CULTURE



# A Data-Positive Organization...

- **“Exists where people believe that good information is important enough to warrant the resources needed to produce it”** (MA Dept of Edu)
- **Relies on data to make decisions & strategic organizational change**
- **Uses data in every facet of the organization**
- **Encourages & celebrates data collection & analysis for internal and external use**



# Enhancing your Data Culture

- **Prioritize & invest in data collection, management, & analysis/knowledge production**
- **Encourage staff to access & derive insight from data**
- **Have assessment, revision, & learning built into the way they plan, manage, & operate**
- **Use data to solve problems, make decisions, tell stories, & continuously improve**



# DISCUSSION | Q & A



# FOR MORE INFORMATION

**Ashley Winning, ScD, MPH**

Vice President of Research and Evaluation

EMPath – Economic Mobility Pathways

[awinning@empathways.org](mailto:awinning@empathways.org)

