



Y.E.S. MENTORING

A program of PARTNERSHIPS for Children

PFC Mission: To empower and support abused and neglected children in the care of Child Protective Services.

PFC ED: Kori Gough

YES Team Members: Erin Argue, Dana Narveson, and Aneiya Harrison

Website: <https://partnershipsforchildren.org/yes/>

Measuring What Matters

Goal Statement: To define our qualitative and quantitative data and how we are going to obtain and track it in order to effectively fuse all data points together and show the effectiveness of our program with the foster teen population.

Progress achieved to date: Listed out all quantitative data that we can collect, stated how and who collects it, and ranked it via priority. Discussed and finalized qualitative survey questions. Began implementation of questions on mentee side. Created all Salesforce Reports for data collection. Built out Salesforce Mentor Community to collect touchpoints from mentors to mentees.

What key lessons did your team learn throughout the Measuring What Matters series?

- Meeting regularly is key to success, in order to get all teammates perspective and input (we met 1x weekly)
- Data is easiest to measure if you can determine a regular cadence and stick to it
- If we build our data needs into our everyday interactions with our clients, it makes the data easier attained and more organic.
- Qualitative data is also super important, we realized we did not have much, needed more, and needed to measure intentional goals not overarching themes.

What challenges or roadblocks did your team encounter along the way? How were these addressed, or how do you plan to address them moving forward?

- Understanding what to measure and what/why it is important to measure. Wanted more feedback from cohorts but realized its very program specific
 - We worked with our coach to put together an exhaustive list of what we could measure and then did a ranking system with our individual rankings. Will continue to talk through priorities.
- Defining impact and success – we all had a different definition.
 - We talked about it extensively until we got to the same page.
- Tackling the big issue of data. No matter how small a piece you think you're going after, it's like opening a can of worms.
 - We still must make sure we are only focusing on what's important and keep ourselves in check. This will be an ongoing process.
- Grantors want data at different times, pulling time differentiators is very hard/complicated still have not figured out full solution.
- Follow up on qualitative data collection – youth don't often participate, follow up is hard.

Looking Ahead

Next steps toward achieving our evaluation and data goals:

- Implement surveys to both mentors and mentees on a regular cadence
- Finish implementing all Salesforce fields in order to gather all data, including launching the Mentor Community.
- Finalize an end of year report that combines qualitative and quantitative data in cohesive way to communicate the effectiveness of the program.



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Measuring What Matters

Final Presentation

By: Erin Argue, Dana Narveson, and Aneiya Harrison

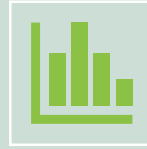
Mission

- **PFC Mission:** To empower and support abused and neglected children in the care of Child Protective Services.
- **YES Mission:** To connect a supportive adult to a youth whose life has touched the Child Welfare System, in order to encourage a long-term mentoring relationship.

MWMM Goal

- To define our qualitative and quantitative data and how we are going to obtain and track it in order to effectively fuse all data points together and show the effectiveness of our program with the child welfare teen population.

PROGRESS



Created exhaustive list of all quantitative data currently collected, who collects it, what system it houses in, and ranking of importance.



Discussed and finalized qualitative youth survey questions. Implemented first survey to youth.



Created all Salesforce Reports for data collection, updated fields and web to leads for better collections.



Built out Salesforce Mentor Community to collect touchpoints from mentors to mentees and engage mentors better.

CHALLENGES



Understanding what to measure and why it's important to measure.

Realized data needs are very program specific.

We struggled to decide on our own until coach showed us a ranking system to help prioritize our data needs.



Defining what impact and success means specifically to the YES program.

Definitions of success vary between team members and organization.

We discussed it extensively hearing each person's perspective until we could agree on final definition(s).



Tackling the big issue of data.

We still need to narrow our focus on what's important and keep ourselves in check. This will be an ongoing process.

There is always more data to collect, making sure we are collecting data that benefits our program is key.



Grantors want data at different times of the calendar year.

This can be challenging in Salesforce and have report building complications.

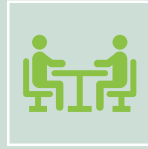
Have a half manual half automated process currently, exploring better options with trial and error.



Getting feedback from youth is difficult.

Youth have varying access to technology. Youth often don't want to engage or struggle to express their true feelings. Will need to work through trial and error to figure out the best way to engage them.

NEXT STEPS



Create and implement regular cadence for surveys for both mentors and mentees including client feedback on relationship building a programmatic working.



Implement Mentor Community to collect all touchpoints, engage mentors, and create regular report cadence from mentors.



Perfect Salesforce fields, web to leads, and reports for optimal data collection.



Finalize an end of year report that combines qualitative and quantitative data in cohesive way to communicate the effectiveness of the program.