

# CalVIP Evaluation Convening

Session 2: March 25, 2022



# Housekeeping I: We're Using Zoom

- Everyone has the control to mute/unmute. Alt+A (PC) or ⌘+shift+A (mac). \*6 if by phone.
- You can also toggle your camera on/off. We request cameras on, particularly during breakout sessions
- We'll run auto-captioning, which you can turn on by clicking the "Live Transcript" button on the Zoom panel to find the Hide Captions option. And you can adjust caption size under the "subtitle settings..."
- We'll also use chat (for questions and comments) along the way



# Housekeeping II: We're also using Google

We'll work straight into a shared activity deck.

- Before the breakouts, we'll share a link that will take you to the interactive slides.
- After the session, the activity deck will be saved and made available as a future reference material.



# Introductions: BSCC and SPR Staff



- Kasey Warmuth, Chief of Research
- Ellice Ramm, Research and Data Specialist
- Katrina Jackson, Field Representative



- Andrew Wiegand, Co-Principal Investigator (PI)
- Christian Geckeler, Co-PI and Project Director
- Leela Hebbar, Liaison and Analyst
- Lea Folsom, Liaison and Analyst
- Olivia Pham, Programmer
- Ben Mahrer, Technical Assistance and Training
- Caleb van Docto, Technical Assistance and Training



# Ice Breaker

- Your Q6 QPR is due May 15
- To start a new QPR, go to:  
<https://survey.alchemer.com/s3/6265885/CalVIP-Cohort-3-Quarterly-Progress-Report-QPR-Q3-Q11>
- Do not use any links sent to you via email as this can overwrite past data
- For the QPR Guide use:  
<https://www.bscc.ca.gov/wp-content/uploads/CalVIP-QPR-Guide-072321.pdf>



# Agenda



Goals/Objectives



Session 1 Q&A



QPR Strategies (Activity)



LER Strategies (Activity)



Recap and Looking Ahead



# Agenda



Goals/Objectives



Session 1 Q&A



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LER Strategies (Activity)



Recap and Looking Ahead



# Convening Overview

## Session 1

Wednesday, March 23<sup>rd</sup>  
from 3 – 4:30 pm

- Statewide Evaluation Progress Report
- Reflections on Early Successes and Challenges
- Dashboard overview

## Session 2

Friday, March 25<sup>th</sup> from  
9:30 – 11 am

- Review of Session 1
- Strategies for QPR Data Collection and Completion
- Strategies for Data Collection and LER Completion







Photo by [Afif Kusuma](#) on [Unsplash](#)

## Goals

- **To inform grantees about how SPR is using the information they collect for the statewide evaluation**
- **To support grantee completion of these data**
- **To improve grantee capacity to complete LERs**

# Agenda



Goals/Objectives



Session 1 Q&A



QPR Strategies (Activity)



LER Strategies (Activity)



Recap and Looking Ahead



# Parking Lot (from Session 1)

- Can we use the data in the slides as part of the LERs?
  - Don't use that data as it is not yet cleaned up. But please do feel free to use the data from the dashboards once finished.
- Is the statewide evaluation plan available to grantees?
  - Yes: <https://www.bscc.ca.gov/wp-content/uploads/CalVIP-CH-Statewide-Evaluation-Design-Report-060721-final.pdf>
- Is there any technical assistance offered?
  - The SPR liaisons are your first stop as well as a 3<sup>rd</sup> party evaluator if you have one. [calvipeval@spra.com](mailto:calvipeval@spra.com)



# Parking Lot (from Session 1)

- Will the statewide evaluation plan be aligned with local evaluation plan efforts?
  - Yes, in that it will be use QPR data and may draw, to some extent, on key findings in your LERs.
- How do you record/capture program arrested or deceased (level or risk/retaliation/victim of circumstance) exiters or participants who were actively engaged in the program?
  - Please use the “other” field. If this is a few individuals, not an issue, but if you have a lot, you may want to let us know.
  - May be useful to add in future QPRs



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Session 1 Q&A



**QPR Strategies (Activity)**



LER Strategies (Activity)



Recap and Looking Ahead



# The Quarterly Progress Report Does A Lot...

The QPR is one of the main ways the BSCC and the evaluation team learns about your progress. Data gets used for:

BSCC monitoring and support

Data dashboards

Statewide evaluation



# Prompting questions from Wednesday

- What approaches have you found most helpful in completing your QPRs?
- What data collection efforts for your local evaluation have been working well and which have been most challenging?



# Four questions

- What strategies have helped you produce internally consistent data within your QPRs (e.g., total counts vs. demographic counts)?
- What strategies have helped you capture complete data for your QPRs and avoid having missing/unknown data (e.g., demographic data)?
- What strategies have helped you collect accurate and timely data across provider partners for your QPRs?
- What data systems have worked well to help you collect and compile enrollment, services, and outcome data for your QPRs?





# Tips and signposts for those behind us

We'd like to make sure that we can make data collection better.

In addition to strategies, please provide suggestions for improving future QPRs.



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# QPR-Related Challenges and Strategies from Session 1...

## Challenges

Hard for partners to track all program enrollees...and not having a centralized case management system)

Developing data collection processes, or building on existing ones, that are not burdensome to program staff and participants

Timely data collection from multiple partners

Holding a training/Q&A session for provider staff on data entry requirements and definitions of measures

Collecting narrative QPR data via interviews

Utilizing existing internal assessments to capture the data necessary for this grant

## Strategies

Partners being responsive to outreach/communication, and they attend regular meetings

**See you in 20 minutes!**

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# Q1: Internal QPR Data Consistency

What strategies have helped you produce internally consistent data in your QPRs?

## Strategies

Used other data collection system for City contract

Updated enrollment package (intake forms etc...) to capture CalVIP specific data +1

Revising internal forms to help capture consistent data. +1

Starting to develop a parallel system of data collection using Vanderbilt U's REDCAP system.

Using excel spreadings and reviewing data regularly has helped improving capturing data.

Sharing what is needed with the entire team has helped capture needed data.

Double data entry from a real time data capture through survey monkey (set up by an external evaluator) and then our data is entered into Homeless Management Information System (HMIS). Data is compared between the two systems. Each system is setup to collect the necessary data.

One tip that has helped me when collecting data in Excel spreadsheets is using drop down options (or locking formulas if formulas are used) to ensure multiple individuals use desired responses consistently (versus open text entry). This also saves on data cleaning

We are working with Quesgen to help us pull the data based on the grant requirement. However, based on the data requirements such as (duplicated vs. unduplicated) we may need to do some manual work.

created a word doc to copy and paste the data +1

I use a data analysis software called Stata to write code for cleaning and summarizing data in the same way every time.

was helpful to have a word document version of the QPR to work on offline

Copy and pasted QPR data fields into a separate worksheet to be used alongside existing data collection process +1

+1 but R instead of STATA

The Report from the previous QPR is a helpful guide

## Suggestions for future QPRs

Some data isn't applicable for us. We usually put N/A. A way to remove fields we don't need? +1

The website is a little clunky going 1 page at a time. Would like to jump ahead.

# Q2 Data Gaps

What strategies have helped you capture complete data/avoid missing data?

## Strategies

Frequent check-ins with partners to ensure data collection is going as expected

create an SOP for data collection and analysis

A centralized dropbox of sorts for all partners to submit data points throughout the quarter.

Have the partners create client ID numbers to track enrollees

HMIS and Survey Monkey both have the ability to create reports into Excel.

Use of Smartsheets greatly helped. We deployed them to all partners. +1

Create a checklist for data collection items +1

having someone else double check the data

Create a data collection spreadsheet which collects each data point in the QPR for partners to collect

I created a spreadsheet that has data points found in the QPR but also added unique data points specific to our population served (deceased, arrested, juvenile hall, etc). I share that log with our team and we enter reporting notes as necessary.

## Suggestions for future QPRs

if the QPR can automate the overall numbers based on prior reports so we can easily identify any changes or gaps

Create standardization/ definitions of specific terms or who to count for specific programs

making sure folks have regular check-ins to discuss data and collection and to refresh the data with each other +1

# Q3 Collecting data from others

What strategies have worked for getting timely/good quality data from partners?

## Strategies

building on current practices within the organization to align with the IDd grant objectives

include partners in report structure development and use a tool that they are familiar with

Understanding what data are already available and leveraging it.

Overcommunicating the WHY / importance of data and its context

Feeding data back to partners/participants

Creating clear processes and timelines to ensure data from all sources is compiled in one centralized location

Facilitating a data collection training including suggestions for troubleshooting

Having the right person ask partners to participate

Setup monthly leadership team check in that includes data monitoring. Trainings for all partners to understand the importance of data collection and having it inform our progress.

Establishing internal deadlines to allow time for review +1

Set monthly meetings with CBOs. Specific questions to extract info needed. Be available.

Google sheets

Gift cards/incentives +1 +1 (for survey collection) Or for partners— incentivize to complete on time or to have complete data

## Suggestions for future QPRs

Share a copy of the submitted QPR with partners

We have weekly meetings, a calendar that has dates and deadlines for reporting identified. And we have weekly support provided to our partners. We also created a dropdown menu for the data collection points.

# Q4 Completing the QPR

Data systems and processes can help grantees complete the QPR.

## Strategies Created

We are using Air Table to collect data

Give examples of what data you are looking for.

Efforts to Outcomes (ETO) + Google sheets

About to start using qualtrics to collect data via peacekeepers engagement.

RedCAP + narrative interviewing

Just want to flag the challenges that often reporting on multiple grants so making sure info can be used across each of these. And also collapse across different types of programs +1

We use QuesGen database management system. We are able to scale to our needs. They are also adding PBI reporting capacity. We already had in place..

WE use Efforts to Outcomes which manages all our data and info. We have a team that creates reports we run to capture what data we need to pull out.

Create Excel spreadsheets that partners can use for data collection and you can use for doing QPR +1

We use Salesforce and it's pretty effective to get the data and also have a Word doc as template before uploading

When using an Excel spreadsheet highlight cells that must be filled out with a color to make it easier for partners.

Created a Word document mirroring website to fill in by hand. and utilize Access database and Microsoft Forms to filter information/ data

We have created a spreadsheet with SmartSheet that the partners can use for collecting information. It can be shared automatically.

The Data system that we use (Effort to Outcomes) helps us capture all the data that is required when completing the QPR.

Web-based CMS (youthservices); R script (for aggregating and computing)

## Suggestions for future QPRs

Make sure grant applicants are prepared to develop the technical skills to collect data or hire that expertise.

Our partner enter all the individual level data in ETO(efforts to Outcomes). They have mastered and we are able to download data, create reports, clean and analyze to create quarterly Power Bi Dashboards



# Welcome back!

What might you/your group add in the tips sheet?



# Agenda



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Session 1 Q&A



QPR Strategies (Activity)



**LER Strategies (Activity)**



Recap and Looking Ahead





# Local Evaluations

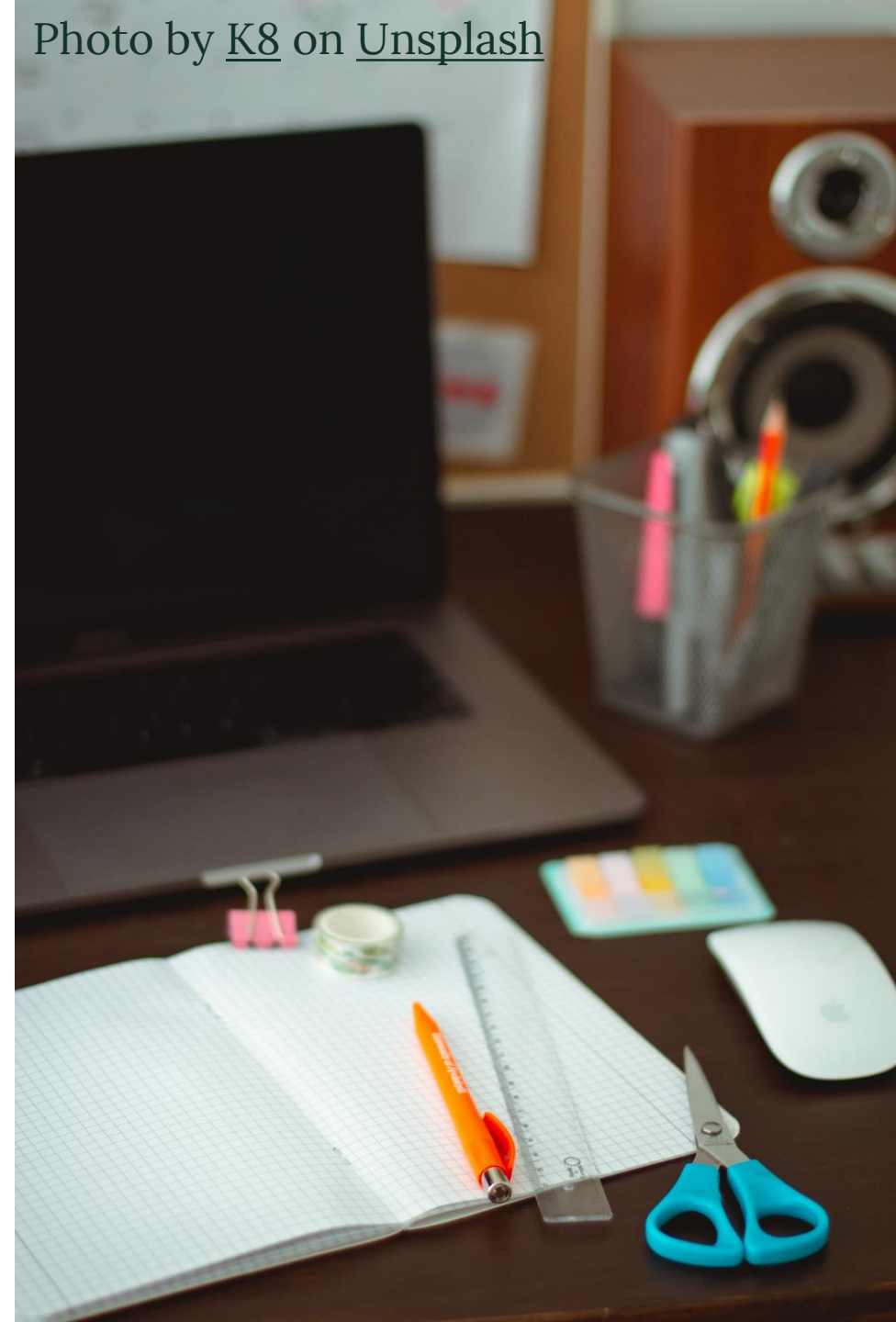
The Local Evaluation Report (LER) helps you tell the story of your program and what you learned from it and how it affected participants.

You can find the LER Guidance on the Cohort 3 site at:

<https://www.bscc.ca.gov/wp-content/uploads/CalVIP-C3-LEP-LEP-Guidelines.pdf>

# Prompting questions from Wednesday

- What approaches have you found most helpful in completing your QPRs?
- What data collection efforts for your local evaluation have been working well and which have been most challenging?



# Questions to Consider

## Interviews/Focus Groups

- What challenges have you had in designing interview and focus group guides? What has worked well?
- What challenges have you had in conducting these? What has worked well?

## Surveys

- What challenges have you had in designing the survey? What has worked well?
- What challenges have you had in getting responses? What has helped to increase responses?
- Have they needed to modify their tools? If so, what has helped?

## Administrative Data

- What obstacles have they faced in getting administrative data?
- What solutions have they come up with?
- Are there some sources that have proven easier to work with than others?
- What has helped to make these collection efforts easier?



# Local evaluation data collection challenges and strategies from Session 1...

## Challenges

Challenges getting exit surveys because participants drop out/getting ahold of participants to complete the survey

Not overburdening clients with too many data collection instruments.

Police statistics are irregular and often not captured

Using focus groups instead of interviews

Having a flexible evaluator with experience; training staff to prepare for data collection

Utilizing existing tools when possible

## Strategies

Consider other justice data sources like CA DOJ rather than local police

# Data Collection Challenges

## Interviews/Focus Groups

Ensuring rapport/trust between interviewer and clients served  
+1 +1

Transparency in small towns can generate ill will.

Adapting our interviews between different populations as our work cross sects between schools and Juvenile detention

Trauma informed case management practices

Coordination around COVID protocols

Protecting privacy of minors and data sharing between schools and the grantee

Cultural sensitivity is a challenge, but is critical to building trust. This is also a gendered challenge.

## Surveys

Challenges getting exit surveys because participants drop out/getting ahold of participants to complete the survey

Challenges getting clients to answer questions. We build rapport with clients, offer supplies and services. This eventually leads to trust with most clients.

cultural sensitivity

Participants do not have a stable phone number or address

Scoring surveys in real time for use in case management

Finding time that works for all participants

Language access and literacy levels are important.

literacy and technology barriers

## Administrative Data

Police statistics are irregular and often not captured

Promoting crime reporting can falsely increase crime rates

Data sharing limitations due to special population security

Measures for recidivism may vary from program outcomes; program may measure recidivism differently.

timelines for secondary sources do not coincide with the QPR reports  
+1

follow-up data with graduates are not easily obtainable

incarceration dates are not always available

# Data Collection Strategies

## Interviews/Focus Groups

including Key Informants directly working with the clients

Speech to text

Leveraging existing meetings to schedule focus groups

Providing \$\$ incentives for clients' expertise

Creating a comfortable atmosphere within the room or virtual room to help clients feel safe to engage

Go in already having thought about cultural sensitivities

Involving frontline workers in protocol development

## Surveys

paper and electronic methods

Giving space/time for participants and staff to develop rapport and trust before asking participants to complete surveys or other assessments

language translations

Conducting the evaluations as we come to graduation of cohort

inclusive of wide racial and ethnic options

Tablets for collection in the field

Incentives for program participants

## Administrative Data

Consider other justice data sources like CA DOJ rather than local police

using different data collection templates based on organizations willingness to submit documents

train partners as needed on data collection templates (excel, smartsheets, forms, etc)

Our partners are out and about doing their work and don't always have time in front of computers to work on narrative pieces of data collection. We do phone calls and collect the data verbally using an interview style.



# Debrief: LER Completion & Data Collection Strategies

Is there a strategy you heard today (or on Wednesday) that you think you may adopt?

Is there any strategies you'd like to learn more about?

Tell us in chat—or be brave and unmute!



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LER Strategies (Activity)



**Recap and Looking Ahead**



# Goals Revisited



**To inform grantees about how SPR is using the information they collect for the statewide evaluation**



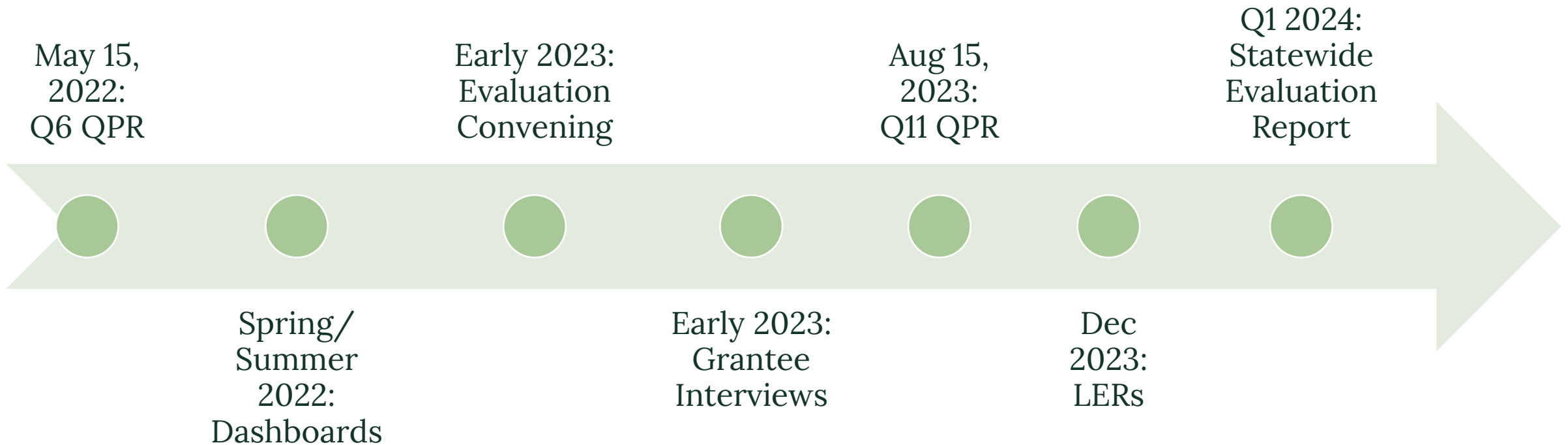
**To support grantee completion of these data**



**To improve grantee capacity to complete LERs**



# Looking Ahead: Remaining Evaluation Activities



# Questions?

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# Thank you!

## Contact Information

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