

CalVIP Cohort 3 Evaluation Convening

Session 2: February 23, 2023

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
- Katrina Jackson, Field Representative



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



Ice Breaker

- In a word, describe the outcomes you observed in your participants last quarter

Go to www.menti.com, use the code 3920 4477

OR

<https://www.menti.com/al6sd2s16mos>



In one word, please describe the outcomes you observed in your participants in the last quarter.



Agenda



Goals/Objectives



Session 1 Q&A



Implementation Challenges & Strategies (Activity)



LER: Telling Your Story (Activity)



Recap and Looking Ahead



Agenda



Goals/Objectives



Session 1 Q&A



Implementation Challenges & Strategies (Activity)



LER: Telling Your Story (Activity)



Recap and Looking Ahead





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Goals

- **To inform grantees about how SPR is using the information collected for the statewide evaluation**
- **To share back these data for grantees to use**
- **To improve grantee capacity to complete LERs**

Convening Overview

Session 1

Wednesday, February 22nd from
12 – 1:30 pm

- Statewide Evaluation Progress Report
- Making Use of Available Data
- Update on the State-wide Evaluation

Session 2

Thursday, February 23rd from
11:30 am – 1:00 pm

- Review of Session 1
- Implementation Strategies for LER Completion
- LER Completion: Telling Your Story



Agenda



Goals/Objectives



Session 1 Q&A



Implementation Challenges & Strategies (Activity)



LER: Telling Your Story (Activity)



Recap and Looking Ahead



Parking Lot (from Session 1)

- How should grantees address discrepancies in the dashboard?
- How does SPR account for changes in the QPR/quality assurance? (Is there a way to footnote individual grantee updates in the data so we know the dashboard contains updated data?)
 - Relatedly, is there an estimate of when the dashboards will be updated based on last QPR QA changes?



Parking Lot (from Session 1)

- Will no-cost grant extensions be available?
- Is there a particular way that grantees are expected to use the dashboards?
- Is there a way to lock the font size of the data, particularly when a query returns a large dataset? Alternatively, is there a way to re-size the dashboard when looking at a large dataset?



Agenda



Goals/Objectives



Session 1 Q&A



Implementation Challenges & Strategies (Activity)



LER: Telling Your Story (Activity)



Recap and Looking Ahead



Our objective over the next hour

Our aim today is to look at:

- Challenges that arose over the course of the grant
- The steps you took to address these challenges

And then

- The effect your actions had
- The lessons learned



Challenges Uplifted Last Year

Go to menti.com and use the code: **1825 3101**

Accessing/receiving data from partners	Data from partners (e.g., police) unreliable or inaccurate	Inadequate system for managing participant data	Collecting data from participants
Available data inadequate for outcomes reporting	Recruiting participants	Engaging participants in services over time	Other (put in chat)
Hiring interrupters or other staff	Training & retaining staff	Ensuring staff adhere to service model	Lack of trust for VI in community



What challenges have you run into over the last couple years?



Challenges – Example (cont'd)

Challenges

Approaches

Shared challenge 1	Approaches attempted and/or next steps that might help address challenge 1
Shared challenge 2	Approaches attempted and/or next steps that might help address challenge 2



See you in 20 minutes!

Group 1: Challenges Uplifted Last Year

Go to menti.com and use the code: 1825 3101

Accessing/receiving data from partners	Data from partners (e.g., police) unreliable or inaccurate	Inadequate system for managing participant data	Collecting data from participants
Available data inadequate for outcomes reporting	Recruiting participants	Engaging participants in services over time	Other (put in chat)
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Group 1: Challenges

Challenges

Approaches

Collecting data from participants	<p>Successful:</p> <ul style="list-style-type: none">• Multiple contacts/meeting people where they are at to build rapport <p>Unsuccessful:</p> <ul style="list-style-type: none">• We do not collect consistent data on housing, employment, or schooling, so those sections are always blank on the QPR <p>Work in progress:</p> <ul style="list-style-type: none">• Streamlining who is responsible for collecting the information
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Group 2: Challenges

Challenges

Approaches

<p>Engaging participants in services over time (pt 1)</p>	<p>Successful:</p> <ul style="list-style-type: none">• Incentives (food/water/snacks, gift cards, snacks, field trips, gas vouchers, bus passes, hand warmers)• Performance based incentives for program milestones• Pre-enrollment incentives to build relationships/encourage enrollment• Designated therapy room for privacy and comfort of the clients• Collaborating with partners who are representative of target population.• Ongoing clinical supervision to hone engagement strategies, whole family approach, resource navigation for specific expressed needs• Home visits and meeting clients where they are and providing services (ie encampments).• Virtual workshops• Providing services in different languages and Zoom, in person as an option• Post-intervention/course attendees: google forms, phone calls, text
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Group 2: Challenges

Challenges

Approaches

<p>Engaging participants in services over time (pt 2)</p>	<p>Unsuccessful:</p> <ul style="list-style-type: none">• The program was on a volunteer basis• Outreach by our trusted community ambassadors as messengers• Consistent check-ins <p>Work in progress:</p> <ul style="list-style-type: none">• Cut off incentives if participant is not responsive• Clarify expectations for engagement as participants move into the next phase
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Group 3: Challenges

Challenges

Approaches

<p>Accessing and retrieving data from partners</p>	<p>Successful:</p> <ul style="list-style-type: none">• Site visits to build partnership• Introduction meeting with team as a collaborative approach• Police providers data, our CBO has a good, long-standing relationship with them.• Dedicate one staff member to connect with partners for data <p>Unsuccessful:</p> <ul style="list-style-type: none">• Setting time with partners to explain data entry processes. Now exploring a train-the-trainer model• Continued interaction• Making multiple requests for info; HIPAA restrictions prevented info like addresses, etc.• Developed a data collection tool for hospital staff to enter more detailed enrollment process data, but it has not been implemented
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Group 3: Challenges

Challenges

Approaches

<p>Accessing and retrieving data from partners</p>	<p>Work in progress:</p> <ul style="list-style-type: none">• Using survey monkey to collect data not in the system• Having regular data meetings with partners• Continually meeting to review data to ensure nothing is missed• High-touch, hands-on approach and availability• Creating and being consistent with program/ plans / goals.• Taking the initiative to suggest who to contact when needing data from partners• Creating and being consistent with program plans and goals.• ETO• Smaller cohort interaction• Establishing consensus on terminology to use for data• We are a very small operation and so need to create a more effective infrastructure in future endeavors
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Group 4: Challenges

Challenges

Approaches

<p>Data from partners is inaccurate or unreliable</p>	<p>Successful:</p> <ul style="list-style-type: none">• We have multiple people reviewing data entry from front-line staff, administrators, consultant, and evaluator• More clearly defining terms, such as service categories.• Frequent meetings to review the data submitted• Sometimes when police give us stats related to gang related violence, site adjusts downward. Police know from local knowledge that stats are likely lower b/c police don't always get full information. <p>Work in progress:</p> <ul style="list-style-type: none">• Templates with definitions and data guides
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Group 5: Challenges

Challenges

Approaches

<p>Inadequate system for managing participant data</p>	<p>Successful:</p> <ul style="list-style-type: none">• We updated our existing data system to collect info that aligns with other systems (e.g., workforce data) <p>Work in progress:</p> <ul style="list-style-type: none">• Training & communication• Purchased a new data system; in the process of transitioning• Having ongoing conversations with program staff to understand challenges with using data system and having a shared understanding of how the fields are being used
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Welcome back!

What challenges did you confront? How did you address it?

Agenda



Goals/Objectives



Session 1 Q&A



Implementation Challenges & Strategies (Activity)



LER: Telling Your Story (Activity)



Recap and Looking Ahead





Local Evaluation Report (LER)

Your LER is your chance to tell the story of your program, what you learned from operating it and the ways in which it affected the lives of participants.

As discussed yesterday, please review the LEP/LER Guidelines and your LEP checklists:

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

Telling Your Story

We will reflect on the **effect** of and **lessons** related to four aspects of your program activities:

1. Cultivating community partnerships
2. Recruiting and enrolling participants
3. Engaging and serving participants
4. Collecting data and documenting participant outcomes



See you in 15 minutes!

Group 1: Telling Your Story - Partnerships

Effects

Lessons

What effects have your efforts had on cultivating partnerships with other agencies?

- Attending meetings and developing relationships with other agencies has impacted our ability to reach out when needed.
- Strengthening partnerships by creating programs that multiple programs/agencies can refer to
- Monthly meetings, presentations data sharing and event participation.
- Being a large non-profit, we've partnered with several grass roots, small organizations to provide support and mentorship to them as well.
- Our monthly meetings created a real sense of community and allowed some great cross connections

What lessons did you learn that will inform your future work and/or could help others?

- Increasing partnerships by setting up a referral network amongst services provided.
- Communicate well with the stakeholders with phone/email
- Identified challenges in service referral process, specifically agencies following up with referred clients.
- Discovered the huge value of having on-site therapy. Now working on securing on-going funding for on-site therapy so we don't have to secure shorter term grants
- Allowing partner agencies to come in and present their program to the young people we serve.
- Built long lasting partnerships and data sharing from these partnerships.



Group 2: Telling Your Story - Partnerships

Effects

Lessons

What effects have your efforts had on cultivating partnerships with other agencies?

- Increased more partnerships–variety of stakeholders now interested in strategy.
- Higher application and enrollment rates.
- Increased partnerships and referrals to wrap around services
- Able to gain more contacts and referrals

What lessons did you learn that will inform your future work and/or could help others?

- Increasing multi-sector (e.g., school is a sector and CBO) collaboration increases available services for participants.
- When other orgs see your successful partnerships with other orgs, it helps build more partnerships.
- It is important to have a Data Use Agreement or Data Sharing Agreement
- It is important to collaborate with partners in the evaluation development process
- In-person recruiting is best.



Group 3: Telling Your Story - Partnerships

Effects

Lessons

What effects have your efforts had on cultivating partnerships with other agencies?

- Partnering agencies are actually in relationships now
- Our partnership with the local police department has become stronger & built more partnerships with other community providers in mental health services.
- Partnering agencies have coordinated mental health efforts between our nonprofit and the school district
- We are viewed as a convener of meetings and networking hub for community partnerships; regular meetings have strengthened relationships amongst the partners we brought on board with each other
- Partnerships have been highly visible to City leadership and resulted in continued general fund investments
- Increased participation of other service providers for our city-wide Service Provider meetings working with population

What lessons did you learn that will inform your future work and/or could help others?

- We prefer to have strategies that were less reliant upon data entry from partners. We have tried to keep our data collection in-house as much as possible.
- How to use the dashboard and aggregating the data
- Pairing police officers with a social worker builds trust with clients is easier, reduces the stigma around homelessness & helps police learn techniques to deal with clients experiencing homelessness from a compassionate approach.
- Established stronger relationships with the partners by having regular meetings and events.
- The community trusts more the police department and visit the department for counseling services
- School district realized the need for behavioral health services on campus, and therefore increased their capacity for behavioral health
- Unlikely partnerships formed, folks have recognized that we have great work we can do together within and outside this grant.



Group 4: Telling Your Story - Partnerships

Effects

Lessons

What effects have your efforts had on cultivating partnerships with other agencies?

- School district is more effectively addressing disparities - now \$30m invested to support black youth. This collab with our partners if having a measurable impact.
- Removed police from schools --> \$ toward youth dev department
- Continued to strengthen community partnerships that impacted better coordination
- Advocacy and stakeholder collaboration

What lessons did you learn that will inform your future work and/or could help others?

- Getting partners together around the same vision of success
- Be consistent with data - align LOE
- Have partners collect data



Group 5: Telling Your Story - Partnerships

Effects

Lessons

What effects have your efforts had on cultivating partnerships with other agencies?

- Providing more services for people in their own community, rather than having to find transportation to other cities.
- Noticed more participation and trust in the community with CBOs (partners with housing entities)
- Frequent outreach and clear explanation of program and benefits has increased referrals
- Increasing sources for referring potential participants to the program

What lessons did you learn that will inform your future work and/or could help others?

- Nothing is more valuable than building relationships with community partners (+1)
- Persistence is key. Multiple outreach efforts (+1)



Group 1: Telling Your Story – Recruitment

Effects

Lessons

What effect have your efforts had on finding and recruiting participants?

- While in meetings, keep an eye out for like-minded people

What lessons did you learn that will inform your future work and/or could help others?

- As before, ensure you have a good network to reach out to people
- Recruiting participants is done on a daily basis.



Group 2: Telling Your Story – Recruitment

Effects

Lessons

What effect have your efforts had on finding and recruiting participants?

- Increased partnerships - in-person, on the ground, constant communication with community partners.
- Parent engagement, awareness and education around existing programs increase referrals to services
- Sharing on social media has yielded interest.
- Community events, school services and probation are great sources for recruiting participants
- Increased the number of low-risk program participants.

What lessons did you learn that will inform your future work and/or could help others?

- Need to build up primary and secondary prevention programs for both high & low risk individuals/families.
- Participants often exit unsuccessfully due to arrests or lack of engagement earlier on. Close engagement with individuals can prevent dropouts and recidivism.
- Incentive programs are very helpful for continued engagement but are not enough. Need to support them with making changes too.
- "Transformational travel" combines both the incentive and engagement about change



Group 3: Telling Your Story – Recruitment

Effects

Lessons

What effect have your efforts had on finding and recruiting participants?

- Writing grants that enhance services for existing programs is always helpful
- Shifting into prevention work, not just intervention

What lessons did you learn that will inform your future work and/or could help others?

- It is always helpful to reach out to our BSCC Analyst when wanting to expand the pool of eligible participants



Group 4 & 5: Telling Your Story – Recruitment

Effects

Lessons

What effect have your efforts had on finding and recruiting participants?

- Connecting with CBOs with complimentary services

What lessons did you learn that will inform your future work and/or could help others?

- Program partners developed creative ways to recruit participants during COVID (+1)
- You have to go to where youth are - which often means on school campus
- School is not always a safe place for youth



Group 1: Telling Your Story – Service

Effects

Lessons

What effects have your efforts had on engaging and serving participants?

- When organizing activities, good thing to provide opportunities to communicate
- Discovering new ways to engage youth to complete the duration of the program. Coming back from COVID, we had to really work hard to have youth show up in person again.

What lessons did you learn that will inform your future work and/or could help others?

- The lack of communication causes problems in any organization. Communicate and communicate often.
- Thinking about the LER as a narrative and story.
- Hiring staff who are passionate about working with and supporting justice involved youth. They have to be the right fit and willing to stick with it and not get frustrated and give up.



Group 2: Telling Your Story – Service

Effects

Lessons

What effects have your efforts had on engaging and serving participants?

- Meeting participant basic and immediate needs.
- Adding incentives - stipends, transportation assistance.
- Increases trust between local government & community.
- Increase wrap around services
- When participants drop one program, they may be seen by other partners

What lessons did you learn that will inform your future work and/or could help others?

- Participants appreciate consistency
- It is important to consider how gang intervention or prevention activities. How do we help our youth get out of gangs? How do we identify and reduce risk of alcohol and drug use
- Engaging in individualized services or tailored approaches increase success
- There are gaps in services that our program cannot fulfill. It is more of a structural issue such as affordable housing and living wages.



Group 3: Telling Your Story – Service

Effects

Lessons

What effects have your efforts had on engaging and serving participants?

- Parents feel more confident in connecting their students to mental health services.
- Parents are vocal about their student’s progress and success.
- We have seen more success with youth who have more significant trauma and/or risk factors

What lessons did you learn that will inform your future work and/or could help others?



Group 4 & 5: Telling Your Story – Service

Effects

Lessons

What effects have your efforts had on engaging and serving participants?

- Making services available in the local community and in multiple languages has engaged more people and made other programs interested in collaborating to provide even more

What lessons did you learn that will inform your future work and/or could help others?

- Using outcomes and process data to assess effectiveness
- Other agencies want to provide services in the region but don't know how to get started.
- Suggest having a variety of partners with different skills & resources.



Group 1: Telling Your Story – Outcomes

Effects

Lessons

What effect have your efforts had on collecting, documenting and reporting accurate data?

- Having ETO and working closely with our evaluator, has been crucial to our data collection efforts.
- Established new procedures for collecting information across staff roles

What lessons did you learn that will inform your future work and/or could help others?

- Firm up the exact measurements earlier on and have a walk-through of data collection to troubleshoot



Group 2: Telling Your Story – Outcomes

Effects

Lessons

What effect have your efforts had on collecting, documenting and reporting accurate data?

- Helped CBO with fundraising and communicating impact to old, new, and potential funders
- Promotes public accountability
- It helps validate the program's effectiveness.
- It guides performance and focus.

What lessons did you learn that will inform your future work and/or could help others?

- Reporting findings back to participants increases their odds of participating in future data collection strategies Ex., held a pizza party with participants and reported results from the whole evaluation process. It was helpful reflection to hear from participants, if the findings reflect their input or if they have additional feedback.
- Having participants take the survey (prior to fielding) to get their feedback.
- Participants provide input on data collection tools. This helped increase our response rate Year 2
- Data collected can help agencies secure private funding. Unrestricted capacity building funds.



Group 3: Telling Your Story – Outcomes

Effects

Lessons

What effect have your efforts had on collecting, documenting and reporting accurate data?

- Utilizing customized builds in ETO really allows us to keep our finger on the pulse at all times in ensuring our services are creating successful outcomes for our youth..
- Having resources to commit to data and evaluation shifted our capacity and effectiveness
- We've expanded how we are measuring success now that we have a program analyst

What lessons did you learn that will inform your future work and/or could help others?

- Being able to incorporate ETO data collection within existing programs and entered internally minimizes needs for data cleaning.
- The more data the better, but it requires resourcing, training and time (+1)



Group 4 & 5: Telling Your Story – Outcomes

Effects

Lessons

What effect have your efforts had on collecting, documenting and reporting accurate data?

- Our work is continuing and enabling continuation of data collection that otherwise would have gone away.
- Engaging partners on data has enhanced our ability to partner more effectively and build relationships
- Able to use data for future grants

What lessons did you learn that will inform your future work and/or could help others?

- If we're not documenting trends, we're not serving the community fully
- Data tracking system needs ongoing review/tweaking based on lessons learned (+1)





Photo by [Samuel Ferrara](#) on [Unsplash](#)

Debrief: LER Completion & Data Collection Strategies

Is there a strategy you heard today (or on Wednesday) that you think you would like to adopt (now or in the future)?

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

Tell us in chat—or be brave and unmute!

Agenda



Goals/Objectives



Session 1 Q&A



Implementation Challenges & Strategies (Activity)




LER: Telling Your Story (Activity)




Recap and Looking Ahead




Goals Revisited



To inform grantees about how SPR is using the information collected for the statewide evaluation



To share back these data for grantees to use



To improve grantee capacity to complete LERs



Looking Ahead: Remaining Evaluation Activities



Questions?

Thank you!

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