Making Your Care4 Report Sparkle

Tips and Tricks for Great Data

- **Ice Breaker**

- **Data Reminders and Expectations**

- **Processes and Practices**

- ## **In small groups discuss:**

  - ➢ *How do you think you did with data management last fiscal year?*

  - ➢ *On a scale of 1 to 10 where would you rank your data abilities. Why?*

  - ➢ *What strategies do you currently have in place to make sure your data/the data of your program is accurate?*

Pop Quiz

- **What is the start and end date of the fiscal year?**

- **Which types of goals do you close out at the end of the fiscal year?**

- **What is one example of a goal that you would close out at the end of the fiscal year and reopen at the beginning of the next fiscal year?**

- **What is the start and end date of the fiscal year?**
  - **July 1 - June 30**

- **Which types of goals do you close out at the end of the fiscal year?**
  - **All goals except enrollment and contacts goals**

- **What is one example of a goal that you would close out at the end of the fiscal year and reopen at the beginning of the next fiscal year?**

Data Reminders and Expectations

- **Data can only be as accurate as we record it. If we do not enter things into the Care4 platform they cannot be included in reports.**

- **Data is like a plant, it takes continual care for it to be beautiful. We need to continually add to it, prune it, and be intentional with our care for it. We need processes.**

Each year, Coaches should help young people with the following TYPES of goals, based on their situation (does not have to be in order!)

A

If the youth does not yet have a high school degree or HSE:
- 1+ High School Goal
- 1+ Post-Secondary Exposure/exploration Goal
- Career Exploration Goal
- 1+ Career Development Experience (e.g., extracurricular, internship, job, training, etc.) based on their interests and academic situation

B

If the youth is currently enrolled in college:
- 1+ College Goal
- Career Exploration Goal
- 1+ Career Development Experience (e.g., extracurricular, internship, job, training, etc.) based on their interests and academic situation

C

If youth HAS high school degree or HSE and is currently enrolled in a vocational/sector-based training program:
- Career Exploration Goal
- Career Development Goal (in this case it would be to complete the program they are enrolled in)

D

If youth HAS high school degree or HSE and is NOT currently enrolled in college or a vocational program:
- 1+ Post-Secondary Exposure/exploration Goal
- Career Exploration Goal
- 1+ Career Development Experience (e.g., extracurricular, internship, job, training, etc.) based on their interests and academic situation

➕ Housing Goals (if aging out/APPLA Goal and 17.5+ years old) – Apply to at least 2 types of housing

All Goals for Coached Youth should be closed by July 31st (with a June 30th close date)! …Except summer school students! Close out their goal by Sept. 15th after you find out if they were promoted.

Add new Goals by August 31st for new fiscal year, based on their situation (use previous slide). Track their journey as it happens!

Some common examples of Goals that are not always tracked include:
- ➢ If a <u>coached youth did SYEP/any career experience last summer</u>, there should be an "Engage in Career Development Experience" Goal added and closed for that experience.
- ➢ If they had a <u>2nd experience during the year</u>, there should be 2 Career Experience Goals!
- ➢ If a <u>coached youth was in college in FALL or SPRING</u>, there should be several college Goals added and closed - <u>See College Roadmap</u>
- ➢ If a <u>coached youth has an IEP/504 Plan</u>, that goal should be added and closed after the meeting
- ➢ If a <u>coach youth is 18+ w/APPLA goal</u>, make sure "Apply to ___Housing" Goals added

*Fair*Futures

All Goals should be closed by July 31st (with a June 30th close date), except summer school students (by Sept 15th). Then re-added by August 31st for the next fiscal year.

1) Complete school year promoted – should have been added for all 6-8th grade students
   ➢ CLOSE by July 31st, unless student attends summer school (then close by Sept 15th)

2) Help ensure students are connected to afterschool/summer programs – should have been added for all 6-8th grade students
   ➢ CLOSE by July 31st (it refers to last summer's activities – not this summer!)

3) Ensure all students with an IEP/504 Plan are receiving services/accommodations – should have been added for all 6-8th graders with IEP/504 Plan
   ➢ CLOSE throughout the year after the IEP meeting happens - close all by July 31st

4) Help all 8th graders enter a best-fit, quality high school – should have been added for 8th graders
   ➢ Letters should be received before the end of the fiscal year so they can be closed once the worksheets are filled out!

End of Year Process for Supervisors and Directors

FairFutures

Ask yourself: did the coaches and specialists use the Goals & Steps framework to **track a young person's journey from 7/1 to 6/30**? … If not:
- ➢ They can add/close goals for 2-3 youth each week.
- ➢ Review these 2-3 youth each week during supervision. Have the Coach "tell the story" of their journey from July 2021 to date, and make sure all is captured!

Review the "Coached Youth Report":
- ➢ Instructions on how to pull the report [here](#)
- ➢ If a young person has been coached for 90 days or more (column J says YES), there should be multiple Goals added. Do the Goals [match their current situation?](#)
- ➢ If young people are assigned to the wrong coach and need to be transferred to another Coach, or if a goal was added in error, notify your relationship manager.

Review the "Year-End Goals" Section of the Agency Report after this is done.
- ➢ Is everything captured/correct? If not, let's get these #s to reflect reality!

✓ **Pull the ENROLLMENT REPORT** to ensure that all young people receiving a specific type of service are assigned to the correct group (Coaching, Middle School, Targeted Services), Staff Member, and Foundation/Service Case. Guide on how to run it here.

➢ If a young person is showing up as active when they are discharged or no longer receiving services, reach out to Nadine
➢ If the DOB or CIN is missing, enter it into the platform in the BASIC YOUTH INFO section

✓ **Ensure that your staffing changes are conveyed to your Relationship Manager**
➢ They will be able to update the list of all active staff members at your agency, by job title and funding source
➢ To review this list, you can pull the monthly staffing report. If any staff members left, provide their last date of employment to the relationship manager.

Practices for Better Data

- **Coaches and Specialists:**

    - **What are some daily and weekly strategies you use to ensure contacts and tutoring data is captured?**

    - **What are some daily and weekly strategies you use to make sure that progress towards goals and steps are captured?**

- **Make a plan:**

  - **Make sure that you have a clear plan to capture all the hard work you are doing.**

  - **Be sure you are aware of all your internal data deadlines and expectations.**

  - **Failure to plan is planning to fail**

- **What are some daily and weekly strategies you use to ensure data is accurate and up to date?**

- **What are the deadlines you have set up for your staff? Are they clearly conveyed?**

- **Make sure there is structure for supervision**

- **Plan ahead for supervision by pulling reports (Agency Level, Member Session Activity, and Coached Youth, Targeted Services)**

- **Review data in your supervision sessions each week**

- **When data entry issues arise, create a clear plan including mutually agreed deadlines and what support they need to get it done.**

- **Coaches and Specialists:**

  - **What are some strategies you use to ensure contacts and tutoring data is accurate each month?**

  - **What are some strategies you use to make sure that progress towards goals and steps are accurate each month?**

- **Each month, go into each enrollment and contact goal and scroll through the contacts.**
  - **Are all of your contacts showing up?**

  - **Do all of your contacts have the completed symbol:**

  - **Do any of the have an incomplete symbol:**

  - **Are all of your tutoring notes showing up?**

- **Each month reflect on:**

- **What progress have we made towards my young people's goals?**
  - **Have I updated the goal worksheet to accurately captured the progress?**
  - **Are there any goals that need to be closed?**

- **Go into your caseload view and see what goal symbols are showing**
  - **Are there goal symbols missing?**

- **For coached youth:**
  - **Ask: did you support any coached youth this month?**
  - **Ask: has the coach shared the goal with you?**
  - **Ask: did you update the goal worksheet?**

- **For non coached youth:**
  - **Ask: did every youth you work with have a targeted service?**
  - **Ask: Was it updated this month?**
  - **Pull the targeted services report? Does this look accurate?**

- **What are some strategies you use to ensure contacts and tutoring data is accurate each month?**

- **What are some strategies you use to ensure progress towards goals and steps are accurate each month?**

- **What are some strategies you use to ensure roster of youth served accurate each month?**

- **It is vital that supervisors have a pulse on what is happening with their staff and the youth they serve.**

- **Each month supervisors should run the Member Session Activity Report (Contact Report) and look for:**
    - **Are any contacts missing outcomes/contact types?**
    - **Do all coached youth have at least 3 contacts/ attempts?**
    - **Are there tutoring notes entered for each youth who had tutoring?**

- **<u>Pull the Targeted Services Report</u>, which shows all Targeted Services forms added and completed for any non-coached youth**

  - **If forms have not been completed, the COMPLETE button must be clicked inside the form**

  - **If the number of forms seems incorrect or too low, talk with your specialists!**

- **<u>Pull the Coached Youth Report</u>, which shows all goals for any coached youth**

    - **Do this seem accurate?**

    - **Are there any youth who have been coached for 90+ days who have no goals added?**

- **<u>Pull the Agency Level Report</u>**

    - **Do this seem accurate?**

- **<u>Pull the Coached Youth Report</u>, which shows all goals for any coached youth**

    - **Are there any youth missing on this report?**

    - **Are there young adults who are no longer coached with an open coaching enrollment and contacts goal?**

Run the Agency Report at the start of each month - review the Summary tab. Notice trends. Follow up with Supervisors/staff if anything looks low.

Ensure your Supervisors have a process in place to pull the Member Session Activity Report before Supervision with a MS Specialist/Coach to ensure services, contacts, and tutoring sessions are being entered

Ensure your Supervisors have a process in place to pull the Targeted Service Report before sessions with Specialists!

Supervisors

- What is your process for pulling/reviewing the Agency Report, Member Session Activity, and Coached Youth Reports?
- Do you review these figures in your supervision sessions each week?
- Do your staff all have a process in place to enter data?

Directors

- What is your process for pulling/reviewing the Agency report each month?
- Do you review these figures in your supervision sessions with Supervisors?
- Do your Supervisors all have a process in place to run reports and review them with their staff?
- Who on your team performs the monthly data cleaning activities?

Questions?