

Using an equity-centered approach to program monitoring with nFORM 2.0 (Part 3)

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nFORM 2.0 Team
Mathematica

OFFICE OF FAMILY ASSISTANCE

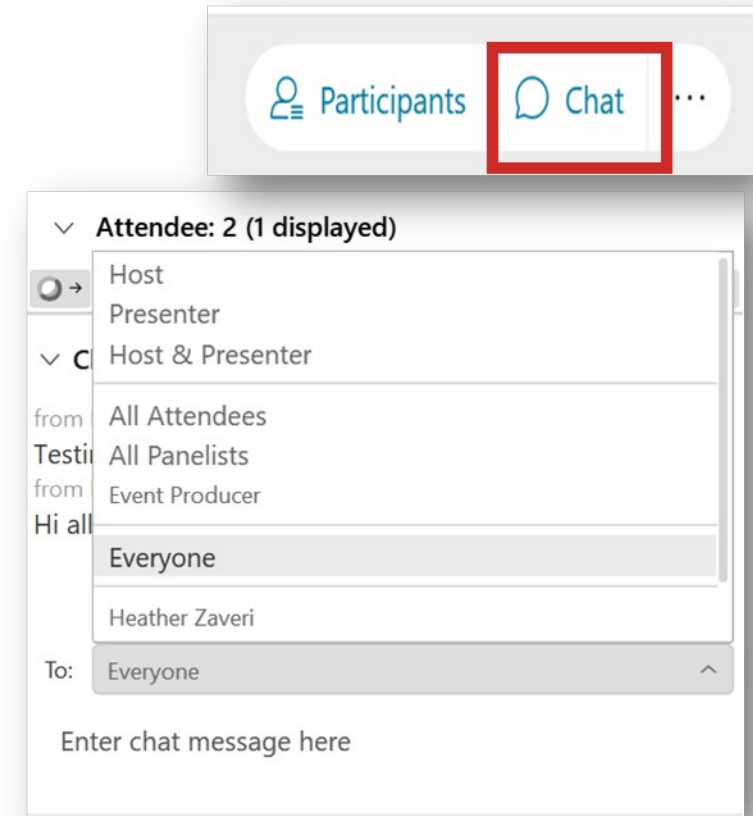
An Office of the Administration for Children & Families





Housekeeping

- / Use the chat to ask questions
- / Click on the link in the chat to access closed-captioning





REMINDERS:

- / Never text or email personally identifiable information (PII) like client names – *including to the help desk***
 - Only refer to clients in emails by their client ID number
- / Never take screenshots of client PII from nFORM**
- / Everyone who interacts with client data should:**
 1. Watch the Keeping Data Secure training video on the resources site
 2. Review the Performance Measures and Data Collection Logistics Manual on the resources site for more information on keeping data secure



Today's topics

- / Grant year 5 enrollment and primary workshop participation targets**
- / Using nFORM to monitor trends in survey response data**
- / Announcements**



Grant year 5 enrollment and participation targets



Primary workshop hours and participation targets

- / Hours targets are the total hours of primary workshops that clients in your program are expected to attend**
 - FRAMEWorks and READY4Life targets should be at least 12 hours, and Fatherhood FIRE targets at least 24 hours
- / Participation targets are the number of clients expected to reach each ACF participation benchmark in the grant year**
 - Initial attendees (participate in at least one PWP session), halfway attendees (attend at least 50% of target hours), completed clients (attend at least 90% of target hours), and fully finished clients (attend at least 100% of target hours)



Identify grant year 5 enrollment and participation targets

- / Use nFORM 2.0 data tools to monitor progress toward grant year 4 targets and identify grant year 5 targets for your continuing application**
- / Grantees serving more than one population must provide separate targets for each population they serve**
- / Review with your FPS any plans to modify programming that would affect targets for enrollment, primary workshop hours, or participation targets for your client population(s)**



Monitor targets using the query tool's Grant Year Overview tab

Grant Year Overview | Enrollment | Applicant Characteristics | Individual Services | Workshop Participation - All Workshops | Workshop Participation - Primary Workshops | Client Outcomes

Cloud Grantee 1 RF (LE)

2024 GRANT YEAR This dashboard highlights key indicators for the current grant year for each client population served by the grant. Grant years run from September 30 through September 29 of the following calendar year. Grant recipients that serve multiple populations should view data for one population at a time using the population buttons to the right. For grant recipients conducting local evaluations, data displayed on this tab are for treatment and control (with services) group clients only. To explore additional aspects of program and client performance, click on the Enrollment, Applicant Characteristics, Individual Services, Workshop Participation, or Client Outcomes tabs.

Community individual | Community couple | Reentering individual

ENROLLMENT

Percent of Target Enrolled for the Current Grant Year

- Current enrollment: 32.7%
- Remaining: 67.3%

Number of Clients Enrolled by Month

Month	Number of Clients
Oct	42
Nov	5

CLIENT PARTICIPATION

- 0.4** Average substantive individual service contacts received by clients enrolled in current grant year
- 2.2** Optional workshops: Average hours of participation for clients who enrolled and attended optional workshops in current grant year
- 8.1** Primary workshops: Average hours of participation for clients who enrolled and attended primary workshops in current grant year

Percent of Primary Workshop Participation Target Reached in Current Grant Year

Category	Percent Reached	Total clients achieving benchmark	Target count of clients for benchmark
Initial attendees	37.8%	51	135
Halfway attendees	22.7%	25	110
Completed clients	0%	0	100
Fully finished clients	0%	0	90

Show Table

DATA QUALITY

Entrance survey status for clients enrolled in current grant year

- Completed (26): 43%
- Refused (2): 4%
- Incomplete or Not Started (21): 53%

Exit survey status for clients enrolled in current grant year who have completed or refused entrance survey

- Completed (0): 0%
- Refused (1): 96%
- Incomplete or Not Started (27): 96%

- 1** Number of referrals needing follow-up for current year enrollees
- 465** Number of sessions from all grant years still pending attendance



Consider whether progress towards enrollment and primary workshop participation targets aligns with where we are in the grant year and your program's design



Monitor targets by enrollment date and workshop series using the PWP tab

Grant Year Overview | Enrollment | Applicant Characteristics | Individual Services | Workshop Participation - All Workshops | **Workshop Participation - Primary Workshops** | Client Outcomes

Cloud Grantee 1 RF (LE)

Enrollment Start Date: 09/30/2023 | Enrollment End Date: 3/4/2024

Community individual | Community couple | Reentering individual

Current Selections

Grantee Name: Cloud Grantee 1 RF (LE)

Population Name: Community individual

Enrollment Start Date: 9/30/2023 | Enrollment End Date: 3/4/2024

Clear Selections

Wo... | Ser...

Analyze primary workshop participation by client population, enrollment date range, workshop, and session series. Select any date range from April 1, 2021 through yesterday's date to filter the data to clients who were enrolled during the selected timeframe and assigned to populations for which the grant has participation targets. Grant recipients that serve multiple populations should view data for one population at a time using the population buttons to the right. For couples populations, enrollment and participation are counted for the couple rather than individual partners. Note that data for this tab are only available for clients who were assigned to populations for which the grantee has enrollment targets.

PROGRESS TOWARDS TARGET PARTICIPATION IN PRIMARY WORKSHOPS

Average primary workshop hours received across clients who participated in any primary workshop

Average hours received	13.8
Current Target	16.0

COUNT OF CLIENTS REACHING BENCHMARK

Participation Level	Count of clients
Initial attendees	121
Halfway attendees	99
Completed clients	85
Fully finished clients	85

86.3%

Average percent of target hours reached by workshop participants

3

Clients did not participate in any primary workshop sessions

The bar chart displays the count of clients who reached each of the listed participation targets. Initial attendees are clients who attended at least one primary workshop session. Halfway attendees are clients who completed 50 percent of the planned primary workshop hours. Completed clients are those who completed 90 percent of the planned primary workshop hours. Fully finished clients are those who completed 100 percent or more of the planned primary workshop hours.

Discuss challenges reaching targets with your FPS while preparing GY5 applications



Include targets and number of nFORM user accounts in part 3 (project narrative) of your continuing application

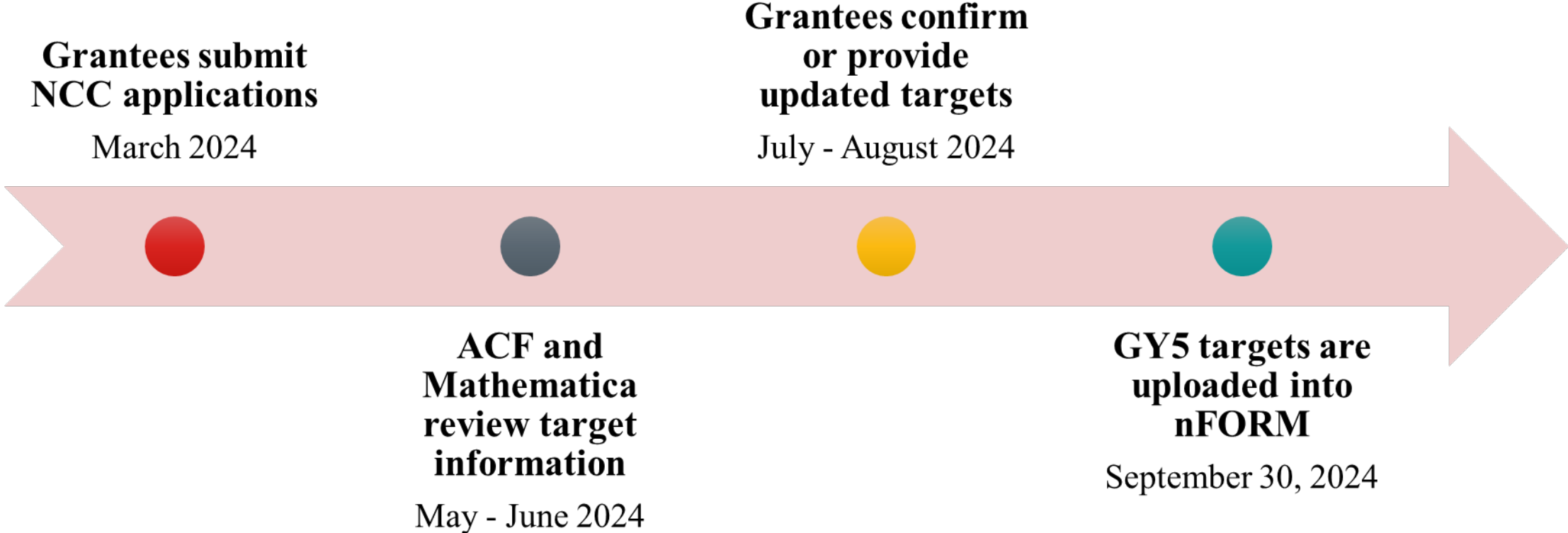
Example

Population	Grant year 5 enrollment and participation targets					
	Enrollment	Initial attendees	Halfway attendees	Completed clients	Fully finished clients	Primary workshop hours
Adult individuals	200	190	180	170	165	16
Adult couples	100	90	85	80	80	12
nFORM User Accounts	10					

For grantees serving couples, targets should include the number of couples expected to enroll and attend primary workshops rather than the number of individual clients



Grant year target confirmation process and timeline





Using nFORM to monitor trends in survey response data



How can I approach monitoring survey responses by applicant characteristics?

/ **Monitor for potential differences in response rates and responses by subgroups**

- For example, are there trends in the rate of item non-response by age group?
- Are there patterns in satisfaction with the program by gender or relationship status?

/ **Monitoring of survey responses can help identify patterns or trends, but cannot be used to determine the effects of the program—this can only be done using a rigorous evaluation**



Use the progress narrative and program operations survey to report findings, challenges, and strategies

Program operations survey

Report how challenging various program operations were during the reporting period (section D)

For survey administration challenges, indicate how challenging it was to administer the ACS, entrance, and exit surveys (question D1q)

Progress narrative

Describe strategies for addressing potential disparities in survey responses in equity-related activities question (PPR: B-02.17; QPR: A-02.7)

Detail implementation challenges reported in the program operations survey in question B-03.1 of the PPR narrative and A-03.1 of the QPR narrative



nFORM data tools for monitoring survey response data

- / Grantees can use applicant characteristic filters on the Client Outcomes tab of the query tool to monitor survey responses by select applicant characteristics**
 - Filter by age, employment status, ethnicity, gender, partner status, and race
 - Identify potential trends in survey data that can be explored further with in-depth analyses using your data export
- / The survey response data tab of the data export allows for more in-depth analyses of survey responses**
- / Consider whether targeted strategies are needed to support survey administration and/or service delivery based on findings**



Query tool Client Outcomes tab – Entrance survey data

Filter by survey date range



Filter by population type



Grant Year Overview | Enrollment | Applicant Characteristics | Individual Services | Workshop Participation - All Workshops | Workshop Participation - Primary Workshops | **Client Outcomes**

Cloud Grantee 1 RF (LE)

Calendar Year: 2020, 2021, 2022, 2023, 2024 (highlighted)

Community couple (highlighted) | Community individual | Reentering individual

Current Selections
 Grantee: Cloud Grantee 1 RF (LE)
 Population: Community couple
 Outcome Year: 2024
 Outcome Char: Gender
 Outcome Sub: Female, Male, Other

CLIENT OUTCOMES AT SERVICE ENTRANCE AND EXIT
 Analyze clients' program entrance or program exit outcomes by selected characteristics and time frames. This tab displays outcomes that appear on the Program Performance Report, for clients who have completed their entrance or exit surveys in the selected time frame. This tab displays data for all client populations served by the grant. Grantees that serve multiple populations can view data for each population by selecting the applicable buttons above. Selecting specific calendar years or months above will display results for that time frame. Selecting characteristics from the menu at left will display average results based on those characteristics, in addition to overall results. For grantees conducting local evaluations, data displayed on this tab are for treatment, control (with services), and control waitlist (with services) group clients only. Grantees may use the information on this tab to assess whether their clients' experiences in the program are trending in the anticipated directions. The information on this tab does not show effects of the program, which can only be determined with a rigorous evaluation.

PROGRAM ENTRANCE | **PROGRAM EXIT**

ENTRANCE OUTCOME	RANGE	NUMBER OF INDIVIDUAL CLIENTS	Average Score/Percent	Female	Male
How often accepts child the way he or she is	1 (always) to 5 (never)	21	2.0	1.7	2.2
Feels they and their child understand each other	1 (always) to 5 (never)	21	1.9	1.7	2.1
Hits, spans, grabs, or uses physical punishment	1 (yes); 0 (no)	21	14.3	10.0	18.2
Yells, shouts, or screams at child when he/she is mad at him/her	1 (yes); 0 (no)	21	42.9	20.0	63.6
Talks about what child did wrong	1 (yes); 0 (no)	21	61.9	60.0	63.6
I would like to learn new job skills	1 (strongly agree) to 4 (strongly disagree)	47	2.0	1.9	2.2
I feel confident in my ability to conduct an effective job search for a job I want	1 (strongly agree) to 4 (strongly disagree)	46	1.8	1.6	2.0
Believes that it is better for children if their parents are married	1 (strongly agree) to 4 (strongly disagree)	48	2.0	1.9	2.2
Believes that living together is just the same as being married	1 (strongly agree) to 4 (strongly disagree)	48	2.0	2.0	1.9
Satisfaction with current relationship	1 (very satisfied) to 3 (not satisfied)	46	1.5	1.5	1.4

Characteristic
 Hispanic or Latino
 Not Hispanic or Latino
 Gender
 Female (highlighted)
 Male
 Other
 Partner Status
 I am involved in an on-again a
 I am romantically involved or i
 No current partner (unpartner
 Race
 American Indian or Alaska Nat
 Asian
 Black or African American

Filter by applicant characteristic (as reported from ACS responses)





Query tool Client Outcomes tab – Exit survey data

Filter by survey date range



Filter by population type



Grant Year Overview | Enrollment | Applicant Characteristics | Individual Services | Workshop Participation - All Workshops | Workshop Participation - Primary Workshops | **Client Outcomes**

Cloud Grantee 1 RF (LE)

Calendar Year: 2020, 2021, 2022, 2023, 2024 | Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec | Community couple, Community individual, Reentering individual

Current Selections
 Grantee: Cloud Grantee
 Name: 1 RF (LE)
 PopulationName: Community couple
 OutcomeYear: 2024
 OutcomeCharacteristic: Gender
 OutcomeSubCharacteristic: Female, Male, Other

CLIENT OUTCOMES AT SERVICE ENTRANCE AND EXIT
 Analyze clients' program entrance or program exit outcomes by selected characteristics and time frames. This tab displays outcomes that appear on the Program Performance Report, for clients who have completed their entrance or exit surveys in the selected time frame. This tab displays data for all client populations served by the grant. Grantees that serve multiple populations can view data for each population by selecting the applicable buttons above. Selecting specific calendar years or months above will display results for that time frame. Selecting characteristics from the menu at left will display average results based on those characteristics, in addition to overall results. For grantees conducting local evaluations, data displayed on this tab are for treatment, control (with services), and control waitlist (with services) group clients only. Grantees may use the information on this tab to assess whether their clients' experiences in the program are trending in the anticipated directions. The information on this tab does not show effects of the program, which can only be determined with a rigorous evaluation.

PROGRAM ENTRANCE		PROGRAM EXIT			
EXIT OUTCOME	RANGE	NUMBER OF INDIVIDUAL CLIENTS	Average Score/Percent	Female	Male
I would like to learn new job skills	1 (strongly agree) to 4 (strongly disagree)	35	1.9	1.9	1.9
I feel confident in my ability to conduct an effective job search for a job I want	1 (strongly agree) to 4 (strongly disagree)	35	1.6	1.4	1.8
Current employment status - Full-time employment (usually work 35 hours or more a week) (%)	0 - 100	19	52.8	55.0	50.0
Current employment status - Part-time employment (usually work 1-34 hours a week) (%)	0 - 100	11	30.6	30.0	31.3
Current employment status - Employed, but hours vary (%)	0 - 100	8	22.2	15.0	31.3
In school full, working toward GED, or in college or other post-high school education (%)	0 - 100	36	27.8	30.0	25.0
Length of time in current job	Reported Months	36	77.8	80.2	74.9
Overall helpfulness of the program for financial well-being	1 (not at all) to 5 (extremely helpful)	34	3.5	3.3	3.7
Believes that it is better for children if their parents are married	1 (strongly agree) to 4 (strongly disagree)	36	2.0	1.9	2.1
Believes that living together is just the same as being married	1 (strongly agree) to 4 (strongly disagree)	36	2.0	1.8	2.2
Satisfaction with current relationship	1 (very satisfied) to 3 (not satisfied)	35	1.6	1.5	1.7
Overall helpfulness of the program for parents	1 (not at all) to 5 (extremely helpful)	36	2.9	2.7	3.1
Believes has little control over things that happen to him	1 (strongly agree) to 4 (strongly disagree)	36	1.7	1.6	1.9
Has hope when thinks of his future	1 (strongly agree) to 4 (strongly disagree)	36	2.0	1.8	2.3
Doesn't know where to go for help if had money troubles	1 (strongly agree) to 4 (strongly disagree)	36	2.2	2.7	1.7
Has people to talk to if facing a crisis	1 (strongly agree) to 4 (strongly disagree)	36	1.6	1.5	1.9
Overall helpfulness of the program	1 (not at all) to 5 (extremely helpful)	36	4.0	4.0	4.0

Characteristic
 Hispanic or Latino
 Not Hispanic or Latino
 Gender
 Female
 Male
 Other
 Partner Status
 I am involved in an on-again a
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 No current partner (unpartner
 Race
 American Indian or Alaska Nat
 Asian
 Black or African American

Filter by applicant characteristic (as reported from ACS responses)





Use the data export for in-depth analyses of trends in survey responses and response rates

/ Access all client applicant characteristics, entrance and exit survey data on the Survey Response Data tab

- Also includes survey administration information on completion date, mode, refusal date and reason, and completion language

/ Refer to the data dictionary for the meanings of each variable and data export template for tips on how to use the export



Given the breadth of client survey data, there are numerous potential trends to explore. For example...

Are there trends in perceived helpfulness of the program by race?

Are there trends in parenting by age?

Are there trends in attitudes about sex by gender?

Are there trends in exit survey completion by employment status?



What questions have you or do you want to answer by reviewing survey responses?

/ Enter your approaches and ideas into the chat, or tell us aloud!



How do you (or can you) use your findings from monitoring equity to support program improvement?

/ Enter your approaches and ideas into the chat, or tell us aloud!



Review the survey administration with nFORM infographic for additional considerations

- / **Includes information on monitoring survey completion and refusal rates, identifying potential data quality concerns, and tips for improving survey response and completion rates**
- / **Expands on the topics covered in the [October 2023 nFORM office hours](#)**
- / **Located on the HMRF Grantee Resources site:
<https://www.hmrfgrantresources.info/resource/examining-survey-administration-nform-october-2023-office-hours-and-infographic>**



Using nFORM 2.0 Tools to Monitor HMRF Performance Measures

- / **This tip sheet maps each category of HMRF performance data in the PPR to all relevant data sources, including all sources of nFORM survey data**
- / **Includes an appendix with more information on each of the data tools included and when to use them**

<https://hmrfgantresources.info/resource/using-nform-20-tools-monitor-hmrf-performance-measures>



Announcements



Save the date for upcoming office hours

**/ CQI office hours on Tuesday,
March 26 from 2-3pm ET**

- Using advisory boards for CQI

**/ nFORM office hours on
Tuesday, April 9 from 2-3pm ET**





Questions?

