nFORM 2.0
Information, Family Outcomes, Reporting, and Management

Using nFORM 2.0 to monitor equity in service delivery

The Administration for Children and Families (ACF) defines equity as "the consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment." ACF asks Healthy Marriage and Responsible Fatherhood (HMRF) grant recipients to describe program activities that address or advance equity on HM and RF quarterly narrative progress reports. This tip sheet highlights how grant recipients can use nFORM data to monitor and report on their program's progress towards ACF's goal of equitable program delivery, including enrollment, workshop and individual services, and survey responses by target demographic groups. More information can be found in ACF's FEDTalk on advancing equity and the January 2024, February 2024, and March 2024 nFORM office hours recordings and slides on the HMRF Grant Resources site. After reviewing this tip sheet, contact the nFORM 2.0 help desk with any questions by either submitting a ticket through the help tab of nFORM or emailing us at nform2helpdesk@mathematica-mpr.com. We are happy to help!

Monitoring enrollment by client characteristics

nFORM's **application form** and the **applicant characteristics, entrance, and exit surveys** are rich sources of information about client characteristics and experiences, including their gender, age, ethnicity, race, education, employment, public assistance, partner status, number of children, referral source, reason for enrollment, and service location. Fatherhood FIRE and FRAMEWorks surveys ask additional questions about clients' economic stability including whether they have a checking or savings account and how often they find it difficult to pay bills. Programs can use several nFORM data tools to monitor whether they are enrolling clients from target demographic groups and to help document progress towards equity goals in quarterly narrative reports. **PPR Sections C-02.1 – C-02.3** report characteristics of clients enrolled in the current grant year. The **query tool's Enrollment tab** shows trends in how clients heard about the program, their primary reasons for enrolling, and enrollment by service location. On the **Applicant Characteristics tab**, users can filter on select characteristics to view enrollment trends and local evaluation service assignments. Programs can also use the **Survey Completion Summary operational report** to monitor enrollment by location and the **Zip Code operational report** to review clients living within each area. The **data export's Survey Response tab** shows client-level characteristics and outcomes while the **Client Info tab** includes client-level information on referral sources and organizations.

> **Program spotlight: Family and Workforce Centers of America (FWCA)**
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> FWCA, a READY4Life grant, and AMTC & Associates, its local evaluator, use the Zip Code summary operational report to monitor enrollment trends by neighborhood. The team uses Google maps to convert enrollment data into a map that plots and displays the number of clients that live within each neighborhood. This map helps FWCA monitor whether they are reaching their target population of high school students who live in neighborhoods with high poverty rates. Learn more their approach in the April 2024 office hours.

Monitoring workshop delivery by client characteristics

On the **Workshop Participation-All Workshops tab** of the **query tool,** FRAMEWorks and READY4Life programs can monitor workshop attendance by gender and race, and Fatherhood FIRE grants can monitor attendance by race and age. nFORM users can apply query tool filters to drill down on these trends by population type (if applicable), workshop, and session series. For in-depth analysis of participation trends, programs can merge applicant characteristics data from the **data export's Survey Response Data tab** with the export's **Session Attendance tab**, or with the **Series Session Attendance and Primary Workshop Participation (Detail and Summary) operational reports.**

Program spotlight: Zepf Center

During the May 2024 nFORM office hours, the Zepf Center and Mighty Crow, its local evaluator, shared how they use the data export and Client Status operational report to analyze differences in income and employment status at program exit along with program completion among Black and White fathers in their Fatherhood FIRE program. Program staff merge applicant characteristics, client status, primary workshop hours completed, employment, and income data in Excel to create bar graphs that present their findings. The findings are shared with fathers who complete the program during graduation, Zepf leadership, and the wider community to bolster recruitment.

Monitoring individual services by client characteristics

On the **Individual Services tab** of the **query tool**, program staff can monitor individual service contacts, referrals, and incentives provided to clients, and drill down on provision of individual services by population type and service month and year. The **Individual Service Contacts** and **Incentives Summary operational reports** allow grant recipients to monitor distribution of these services by population, enrollment date, and location. Program staff can use the **data export's Service Contacts**, **Referrals**, and **Incentives tabs** to more closely monitor the distribution of individual services. These tabs can be merged with applicant characteristics data from the **Client Info** and **Survey Response Data tabs** to analyze potential differences in the receipt of individual services by target populations.

Monitoring survey responses by client characteristics

On the **query tool's Client Outcomes tab**, users can filter entrance and exit survey responses by client characteristics, survey completion date range, and population type (if applicable) to view average responses overall and for each selected characteristic. Programs can use the **data export's Client Info** and **Survey Response Data tabs** to conduct in-depth analyses of responses and response rates by target population. While grant recipients can use nFORM data to identify trends for program monitoring and improvement, they **cannot** determine the effects of the program without a rigorous evaluation.

Section A of the program operations survey asks grants about marketing, outreach, and recruitment activities; grants can use the **data export's Program Operations Survey** and **Client Info tabs** to analyze whether these activities align with how clients come to their program. **Section B of the program operations survey** asks about staff characteristics; programs can use the responses on the **data export's Program Operations Survey tab** in combination with client characteristics from the **Survey Response Data tab** to analyze whether the gender, race, and ethnicity of program staff align with those of their clients.

Programs can use QPR narrative question A-02.7 and PPR narrative question B-02.17 to describe analyses like those in this tip sheet, and strategies to address any challenges in progressing towards ACF's goal of equitable program delivery. Here is an example of how programs can respond to the equity questions:

Since our program design includes a goal of enrolling at least 50% of our Adult Individual population from Hispanic or Latino communities, we identified that we were facing a challenge in meeting this goal. We conducted an nFORM analysis and identified that only about a third of all clients identify as Hispanic or Latino. Upon further review, it appears that we have enrolled a nearly equal number of Hispanic or Latino men and women, with the most common referral organization being a local community center. During the reporting period we held a meeting with staff from the community center to better understand the needs and concerns of this community, and collaborated on ways to tailor marketing materials and messaging to increase enrollment both at the community center and other organizations that serve our target population.