

Successfully Reporting Your Successes: MCP and Data Collection

United States Department of
Health & Human Services
Administration for Children and Families

Julie Hocker
202-205-5916
julie.hocker@acf.hhs.gov

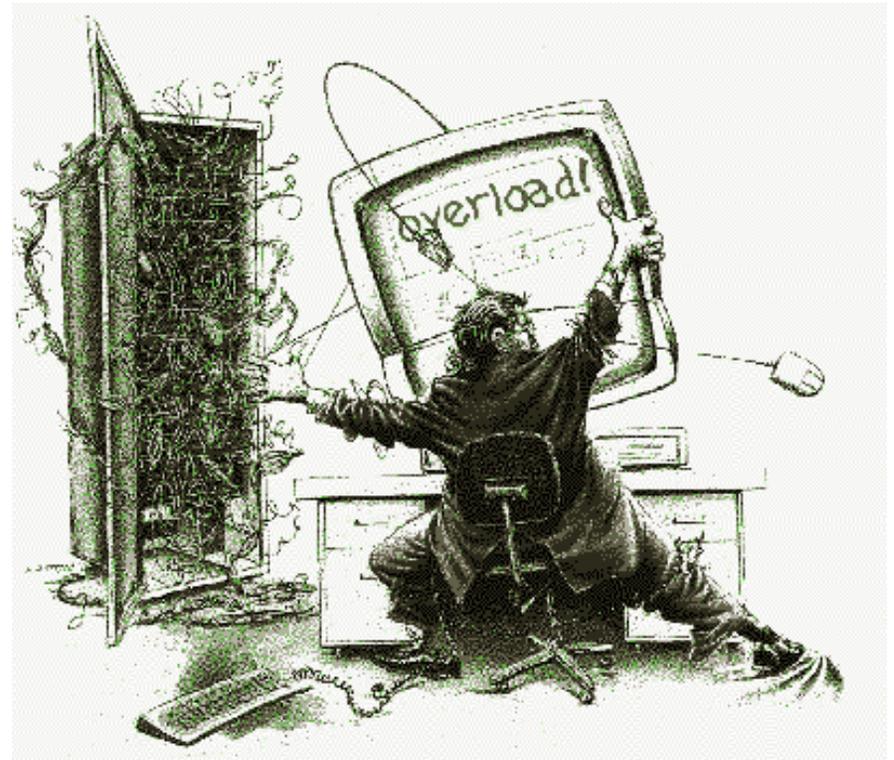


[Overview]

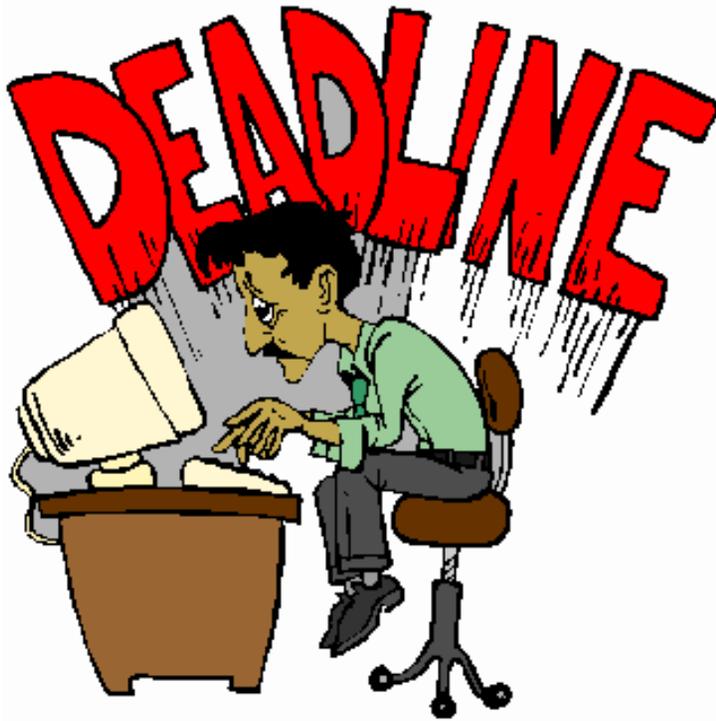
- OLDC: The quarterly report's common pitfalls
- The RQI: What it is, how to do it

[The Techie In Us All]

- Usernames
- Passwords
- Pop-up blockers



[Being on Time!]



- Fiscal year:
October 1 – September 30
- Quarterly reports
- 30 days to submit

[Counting Children and Matches]

- Original pairing
- Existing matches
 - Grandfathered in, if organization is new to the program
 - Time count does not begin again, even if unique match is under new grant



[Sustaining the Match]



- Every 12 months
- Grandfather matches and time in

[All Active Matches]

- New matches
- Continuing matches
- Ceasing matches
- $\text{Ceasing} + \text{starting new} = 2 \text{ matches}$



[Active Mentors]

Mentors currently mentoring



Mentors with a single child

Mentors with multiple children



[The Waiting List]

- Not inclusive within the quarter
- Count waitlist from initial date
- “First time”
= new child



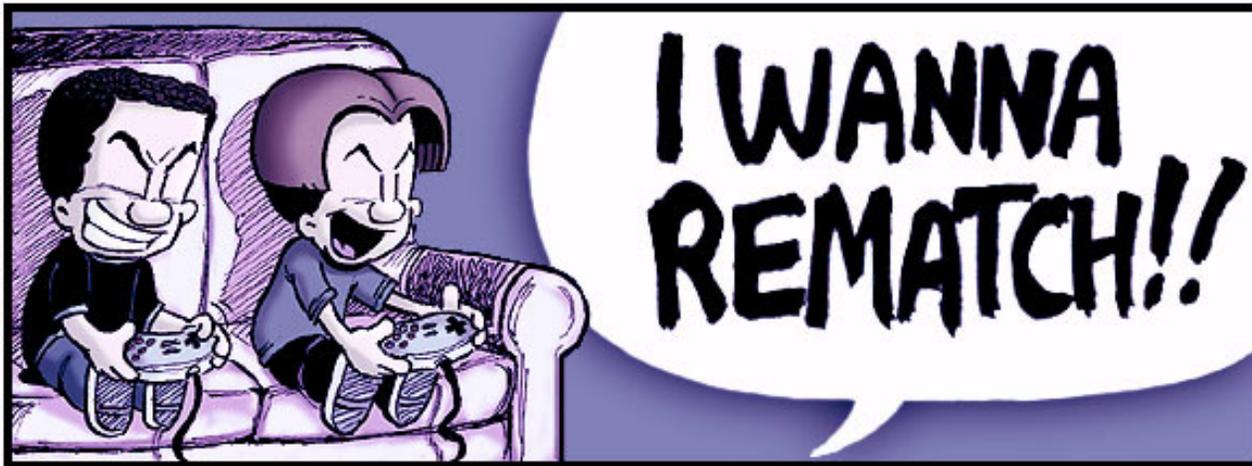
[Ceased Ahead of Schedule]



- Termination before 12 month mark
- Multiple or unknown initiation = “other”

[Trying again...]

One match ends → Child goes on rematch wait list



↓
Child is matched with new mentor

[Frequency]



- Only active matches

- 0 – 12

- 12 – 24

- 25 +

- Unknown

[Longevity]

- All active matches grouped by longevity
- Ceased matches
- Continuing matches



[“So in my situation...”]



- When is a match “new”??
- Isn’t that double-counting??

[That “1a” Burning Question]



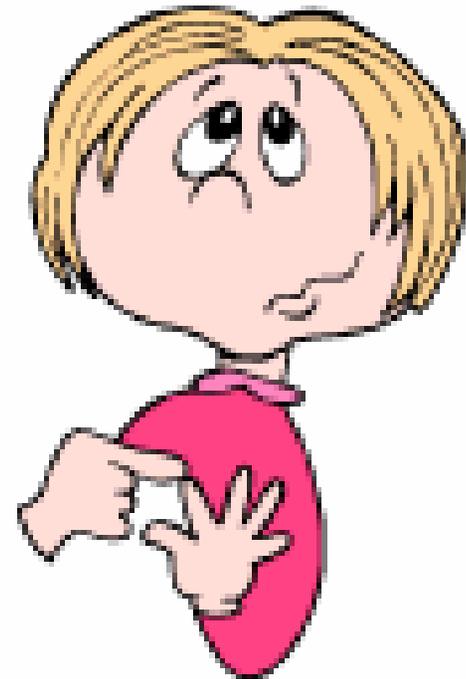
Number of children
beginning new
matches
(or rematches with a
different mentor)
during the past
quarter.

The New Grant: Counting All There Is to Count

“Mentee Joey has been with our program since June 2007, but our first grant began September 30, 2007.”

“Mentee Zoe came to our program and was matched on September 30, 2007.”

“Both are children of prisoners.”



[Who Counts?]

Which child counts as part of a “new match” for the program in the first quarter of their grant?

- A) Only Zoe; Joey counts as a “renewed” match under 1b in July 2008
- B) Only Joey; Zoe has to wait until the 2nd quarter to be counted
- C) Both count as “new matches”
- D) Neither count as “new matches”

[C. BOTH!!!]

- Children join the MCP program list when you begin funding their grant with MCP support.
- Children only join this list once! Then they're with us as long as you have a grant with us.

[We've been there, done that,
and we're back ... or still there?]

“We have had continuous funding since 2004; we even had a no-cost extension between July and September, 2007.”



“Mentee Charlie came to us in 2006 and has stayed with his mentor, Dave, since.”

[New ... again?]

“We count this match as ‘renewed’ every year on their anniversary. Were they ever ‘new’ again and we didn’t count them?”

- A) Yes, they were new on September 30 when your recent grant started.
- B) No, a match can only ever be “new” once.
- C) Yes, they were new when your no-cost extension ended.

[B. Only new once!!]

- Matches can only be “new” once!
- Children are eligible to be “renewed” every year on their match anniversary.
- Children can be part of “new” matches if one terminates and another begins.

Wait! That's me!

Except not exactly...

*“We are in the same boat!
Except we did not have a
no-cost extension, so we
were on ‘hiatus’ from July
through September.”*



[New ... again ... yet?]

“If we have our own ‘Charlie and Dave,’ what do we do?”

- A) Start everything over. Start the match and their match clock back on Sept. 30, 2007.
- B) Pretend nothing happened. Keep it going. When they reach their anniversary, count them as “renewed.”
- C) Count them as new on Sept. 30, 2007, but keep the clock going too.

[B. Nothing happened!!]

- Reports tell the story of your program – if the match kept going, report it as such!
- Children are always counted under question 2 (total caseload), so we know how many you're supporting.

[So wait ... what's #2?]

All children actively mentored in the past quarter, including those just starting (#1 a).



[What children ... where?]

Questions 28-34 ask about “number of children... (who)...in the last quarter.”

What children are included in these counts?

[Everyone!!]

- It's a snapshot.
- It's to tell us all the matches you're working to sustain and support.

[Waiting list ... clocks]

Waiting list times:

- Do not stop and start each quarter.
- Do not restart when a child goes on a rematch list.
- Are separate for first-time matches and rematch wait-list children.

[We were new ...]

“We were new on September 30, 2007, never had a grant before; when do our clocks start?”

- A) They start for each child based on when they came to our agency, not on September 30, 2007.
- B) They start on September 30, 2007, even if the child had been on our agency wait list before.

[B. Start the “MCP” clock]

Think of the clocks as beginning when each child’s first MCP program clock began.



[That's us ... almost ...]

“Our agency had a grant that ended on July 29, 2007 and a new one that started on September 30, 2007.”

- A) The clocks for each child stopped and restarted, not accounting for the lapsed time.
- B) The clocks never stop ... they keep running.
- C) The clocks restarted on September 30, 2007.

[B. Do not reset the clocks!]



Data tells the story –
the child kept his/her
match going – so
keep the clock going
too!

The Relationship Quality Instrument

- What is it?
- How often is it?
- How do we do it?
- What if we need help?



[The Overview]



- Survey given to youth
- Annually, July through October
- Completed through OLDC

[The Youth]

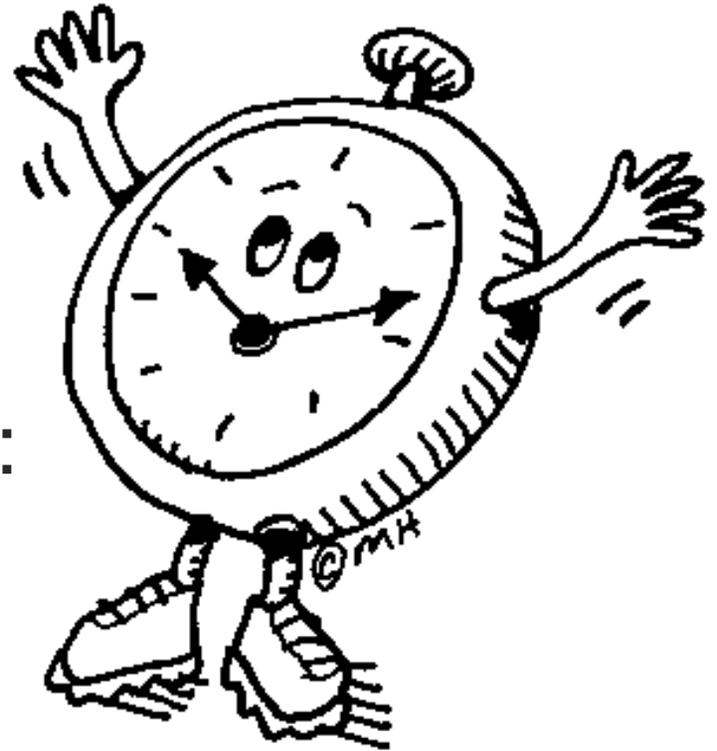


By July 1, 2008:

- Age 9 or older
- Relationship length:
9 months or more

[The Times and Deadlines]

- Agency survey is brief
- Individual youth surveys:
about 15 minutes
- Due date: October 31, 2008



[Interviews]

- Parental consent
- Over the phone
- Instructions in instrument



Where is it?



- Login to OLDC (just like always!)
- Select grant
- Drop-down menu:
 - Performance Report
 - *Relationship Quality Survey*

What does it look like?

Grantee Info

ACF Online Data Collection - Microsoft Internet Explorer provided by ACF

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

How This Report Will Be Used

1 A. Questions About Your Program

Please be sure you have answered these questions about your organization before you return the results from the interviews with each child.

1. Organizational name of mentoring program: Long Beach Learning Centers of Eastern County, Inc.

Street: 222 S. 2nd Street, Suite 100

City: Long Beach, CA

State: CA

Zip: 90802

2. Is your organization partnered with some other national or regional mentoring resource? Partner(s) name: Yes No

3. The date when your organization first started a mentoring program: (This may be before you achieved your first mentoring match.)

4. The date when your organization first started a mentoring program specifically targeting children of prisoners:

5. How does your program monitor existing relationships? (check all that apply)

a. Staff query mentors about meetings with mentees on a regular basis:	<input type="checkbox"/>
b. Mentors report their meetings with mentees to staff in phoned reports:	<input type="checkbox"/>
c. Written reports by mentors are: Monthly:	<input type="checkbox"/>
Bi monthly:	<input type="checkbox"/>
Quarterly:	<input type="checkbox"/>
Other schedule (describe): <input type="text"/>	<input type="checkbox"/>

6. My organization is (check all that apply):

a. Primarily a faith-based organization:	<input type="checkbox"/>
b. A community based organization:	<input type="checkbox"/>
c. Partnering with one faith-based organization:	<input type="checkbox"/>

javascript:alert('a. Staff query mentors about meetings with mentees on a regular basis:')

Trusted sites

Start 11:58 AM

What does it look like?

Youth Survey

ACF Online Data Collection - Microsoft Internet Explorer provided by ACF

File Edit View Favorites Tools Help

Back Search Favorites

Mentor / Child Log Number: Log #: 123437

a. Mentor ID Number: 0

b. Child ID Number: 0

Questions:	(1)	(2)	(3)	(4)
1. My mentor has lots of good ideas about how to solve a problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My mentor makes fun of me in ways I don't like.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My mentor helps me take my mind off things by doing something with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. When I'm with my mentor, I feel ignored.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Sometimes my mentor promises we will do something, then we don't do it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My mentor is always interested in what I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I wish my mentor was different.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. When I'm with my mentor, I feel mad.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. My mentor and I like to do a lot of the same things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. When my mentor gives me advice, it makes me feel kind of stupid.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I wish my mentor knew me better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I wish my mentor spent more time with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. When I'm with my mentor, I feel important.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I wish my mentor asked me more about what I think.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I feel I can't trust my mentor with secrets because my mentor would tell my parent/guardian.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. When I'm with my mentor, I feel happy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. When I'm with my mentor, I feel disappointed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Trusted sites

Start 12:12 PM

[The Basics]

- There is a script!!!
(including an intro)
- There are 20 questions
(with the same 1-4 responses!)
- It is done over the phone

[What if ...?]

... I can't reach the parent/caregiver
for consent?

- A) Keep trying. You may not proceed without consent.
- B) It's okay; you did your best to try to get it. If the child says it's okay, then proceed.
- C) Have the Executive Director agree on behalf of the parent.

A. Parental consent = MUST

You may not proceed without parent/guardian/caregiver consent.



No Exceptions

[What if ...?]

... the child is uncooperative or doesn't want to do it?

- A) Try your hardest to work with the children.
- B) Have the parent force the child into participation.
- C) Ask only once. It's no big deal if they don't want to participate.

[A. Always try!]

Keeping trying – sometimes children need to warm up to ideas. This is important data.



[What if ...?]

... we can't find all of the children by the due date?

- A) Start in July, and do your best.
- B) Assume you can have an extension.
- C) Ask for an extension.

[A. Start early]

It will take some time, so start in July.

You have four months!

Start!

120 Day Planner

Month:						
Sun	Mon	Tue	Wed	Thu	Fri	Sat

Month:						
Sun	Mon	Tue	Wed	Thu	Fri	Sat

Month:						
Sun	Mon	Tue	Wed	Thu	Fri	Sat

Month:						
Sun	Mon	Tue	Wed	Thu	Fri	Sat

Due!

[Who surveys the children?]

- You or a staff designee
- Can be multiple people
- Provide non-OLDC version
- Surveys must be entered into OLDC for submission by October 31!

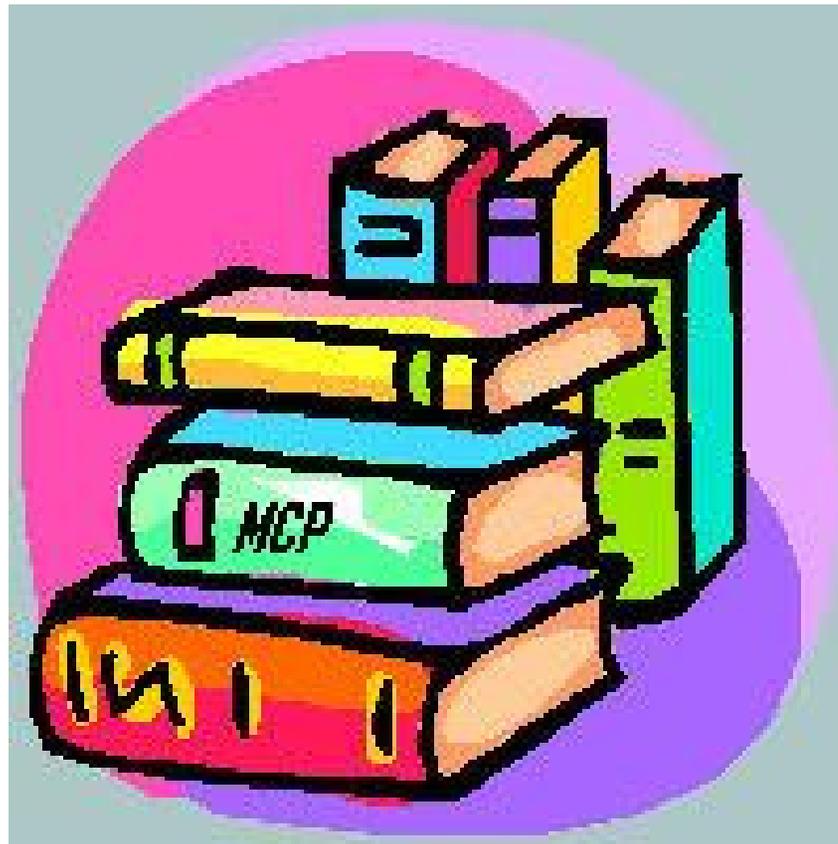


[Is this a report card ...?]

... on our agency?

- A) Yes. If your average score is low, you could lose funding or be put on a corrective action plan.
- B) No. But the program is always looking to make improvements!

[B. No report card here]

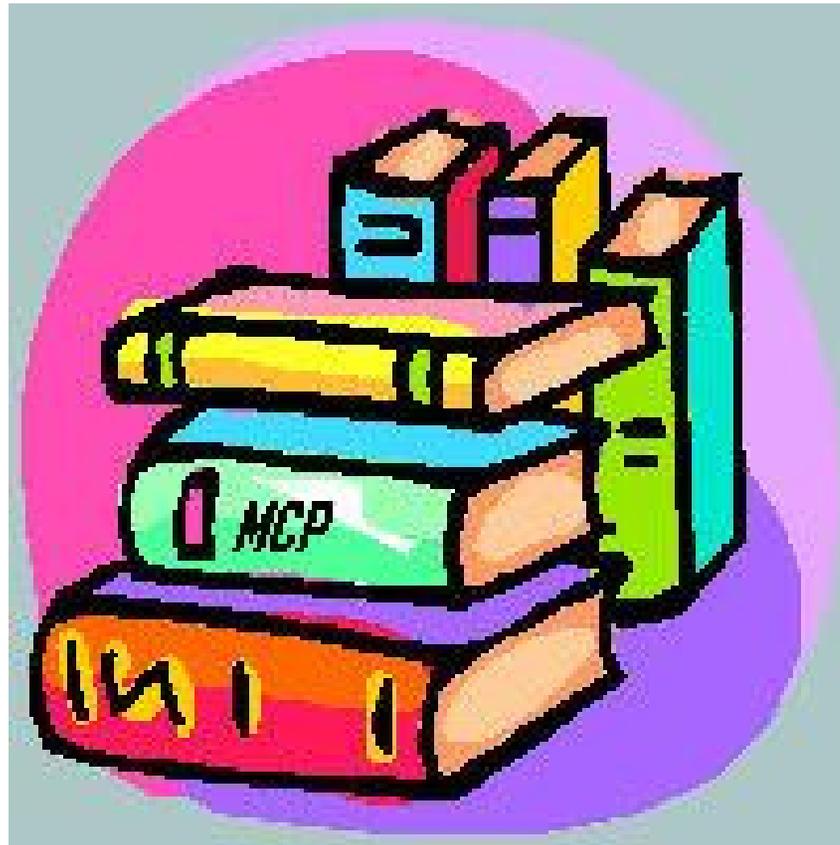


[Is this a report card ...?]

... on our mentors?

- A) No. And we request you never review the data in such a way, either.
- B) Yes. We expect you to review the child's responses with his mentor.

[A. No report card here]



[Will we find out the results?]

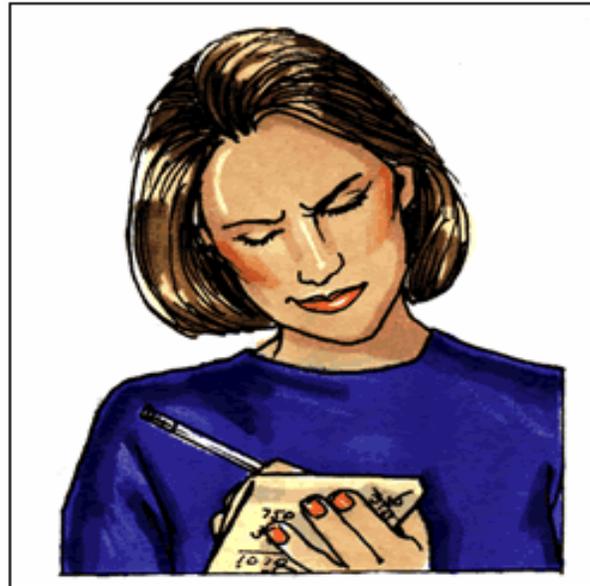
Yes!

Each year we send out a summary!

Your data is always available
through OLDC.

[Can we use this data?]

- Of course!



- But ... a few little notes ... don't take it down to the individual questions!

[Who can help?]

- Techie Questions
Application Support:
877-577-0771
- Content Questions
Julie Hocker:
202-205-5916

