Program #25160 - YFS - Data and Evaluation Services   2/20/2019

Department:	County Human Services	**Program Contact:**	Peggy Samolinski
Program Offer Type:	Administration	**Program Offer Stage:**	As Requested
Related Programs:	25118		
Program Characteristics:	In Target		

Executive Summary

Understanding the impact of public and partner investments is an important aspect of public stewardship. The data and evaluation team performs tasks so that we understand the impacts of programs from Youth and Family Services and the Joint Office of Homeless Services. Activities include analyzing data, conducting evaluations, training for data entry end users, creating tools, writing queries to develop systems and program reports, and writing reports, and completing funder required reports.

Program Summary

ISSUE: The Data and Evaluation team is responsible for managing and overseeing complex data collection, data analysis and evaluation efforts for over 26 unique programs funded by Youth and Family Services, the Joint Office of Homeless Services and over forty additional funding sources.

PROGRAM GOALS: The goals of the data and evaluation team are twofold. One, to use adult learning best practices to train end users to both enter data accurately into ServicePoint and to run reports to review and analyze this data. Second, to develop and conduct evaluation activities to demonstrate programmatic results and to identify areas for improvement in service delivery.

PROGRAM ACTIVITY: The Data and Evaluation team staff provide a variety of critical supports for data collection, analysis and reporting on the 26 distinct program areas and services funded through the Youth & Family Service Division and the Joint Office of Homeless Services. This allows the Divisions to understand the impact of program services and consider areas for improvement and program development.

This team provides an array of critical tasks in pursuit of our stated goals, including training and technical assistance for the 300 end-users who enter data into ServicePoint; writing queries for ad hoc and standard reports that pull data from ServicePoint; developing workflow and training materials (for entry and report writing); submitting all funder-required reports; and data analysis and evaluation activities that provide comprehensive reports about participation. Staff from this team also participate in committees both inside and outside of the Division and Department to support stronger, more accurate data quality, research and evaluation activities, and partnership across jurisdictions through data and evaluation. Evaluation staff participates in the DCHS Performance Management Council that focuses, in part, on performance management efforts that are consistent across the Department, and that tie required activities to population-level results.

Performance Measures

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Number of new end users trained to use ServicePoint & ART that support accurate data entry and report usage.[1]	156	150	150	150
Outcome	Percent of users who report satisfaction with YFS staff to resolve their issues using ServicePoint or ART.[2]	N/A	70%	70%	70%
Output	Number of performance management tools developed for YFS programs.	2	4	4	2

Performance Measures Descriptions

[1]New measure for FY19, replacing previous measure (Number of contacts with ServicePoint & ART end users that support accurate data entry and report usage).
[2]Survey not administered in FY18.

Legal / Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	**2019**	**2019**	**2020**	**2020**
Personnel	$1,156,407	$108,943	$1,264,184	$0
Contractual Services	$0	$0	$119,367	$0
Materials & Supplies	$7,189	$0	$9,750	$0
Internal Services	$161,246	$0	$133,750	$0
Total GF/non-GF	**$1,324,842**	**$108,943**	**$1,527,051**	**$0**
Program Total:	**$1,433,785**		**$1,527,051**	
Program FTE	10.03	0.77	10.80	0.00

Program Revenues				
Total Revenue	**$0**	**$0**	**$0**	**$0**

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2019: 25160-19 YFS - Data and Evaluation Services