

**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. 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 and other funding streams.

**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. This allows the Division 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 265 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. This team also provides limited system administration support to projects funded through the Joint Office of Homeless Services, including building and maintaining provider settings and assessments; managing visibility settings; and complex report building. Staff also participate in committees at the Division and Department level to support stronger, more accurate data quality, research and evaluation activities, and partnership across jurisdiction 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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of new end users trained to use ServicePoint & ART that support accurate data entry and report usage.	243	175	175	175
Outcome	Percent of users who report satisfaction with YFS staff for overall services provided. <sup>1</sup>	97%	80%	80%	80%

### Performance Measures Descriptions

<sup>1</sup>New measure to reflect the new Annual Customer Satisfaction Survey (old measure: Percent of users who report satisfaction with YFS staff to resolve their issues with ServicePoint or ART)

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$1,069,016	\$0	\$1,145,150	\$0
Contractual Services	\$119,367	\$0	\$123,346	\$0
Materials & Supplies	\$9,750	\$0	\$13,337	\$0
Internal Services	\$133,750	\$0	\$145,645	\$0
<b>Total GF/non-GF</b>	<b>\$1,331,883</b>	<b>\$0</b>	<b>\$1,427,478</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$1,331,883</b>		<b>\$1,427,478</b>	
<b>Program FTE</b>	9.00	0.00	9.00	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2020: 25160-20 YFS - Data and Evaluation Services