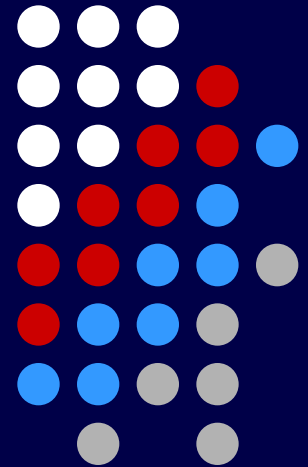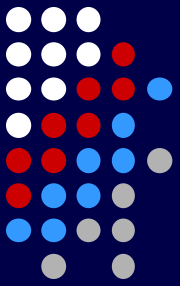# Stakeout for the Stakeholders

Capturing Stakeholder Values with Real-Time Monitoring
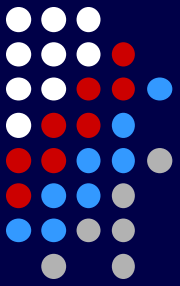
Krystal Gibson, M.A.

Volunteers of America, Los Angeles

Presentation Outline
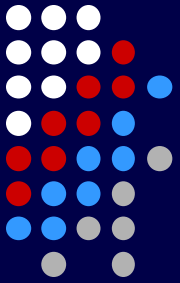
I. Introduction to Girls Inc. Study

II. Introduction to ServicePoint Database

III. Real-Time Monitoring: Evaluation Team Values

IV. Real-Time Monitoring: Program Staff Values

V. Real-Time Monitoring: Client Values

VI. Strengthens and Challenges of Real-Time Monitoring

VII. Real-Time Monitoring Recommendations

Girls Inc. Teen Pregnancy Prevention Study

- Evaluating the effectives of pregnancy prevention curriculum

- Randomized Control and Treatment study

- Middle and High School girls surveyed at four time points within a 12-month period

ServicePoint Database

Real-Time Monitoring: Evaluation Team Values

- Evaluation Team Members
  - External Evaluation
  - Internal Evaluation
  - Senior Management
  - Program Management

- Values
  - Performance
  - Evaluation

Real-Time Monitoring: Evaluation Team Values (cont.)
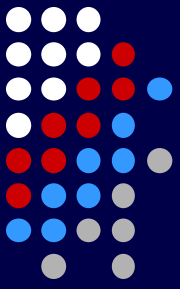
- Monitoring Reports
  - Recruitment Numbers
  - Attendance Rates
  - Number of girls with more than one absence
  - Survey Completion at different time points

Survey Completion at Different Time Points Report Example

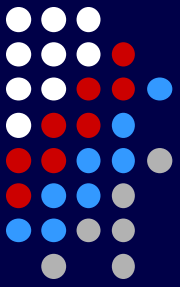| School	Girls Inc. Membership Number	Pre-Survey Completed?	Post-Survey Completed?	6 Month Follow Up Survey Completed?	12 Month Follow Up Survey Completed?
School 1 PAP	01172792	Yes	Yes		
School 1 PAP	01172335	Yes	Yes		
School 1 PAP	01172398	Yes	Yes		
School 1 PAP	01173162	No	Yes		
School 1 PAP	01170507	Yes	Yes		
School 1 PAP	01173216	Yes	No		
School 1 PAP	01170055	Yes	Yes		
School 1 PAP	01170754	Yes	Yes		
School 1 PAP	01170686	Yes	No		
School 1 PAP	01171248	Yes	Yes		
School 1 PAP	01170778	Yes	Yes		

Survey Completion at Different Time Points Report Adjusted
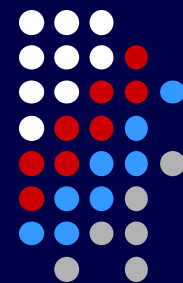
Classroom	Number of girls randomized	Had a pre-survey	Had a post-survey	Had both a pre- and post survey
School 1 Econ	8	8	3	3
School 1 PAP	6	5	4	4
School 2 Econ	14	9	12	9
School 2 PAP	17	11	9	7
School 3 Econ	7	7	5	5
School 3 PAP	12	11	9	8
School 4 Econ	8	5	5	5
School 4 PAP	9	7	4	4
School 5 Econ	12	11	9	9
School 5 PAP	15	11	10	10
School 6 Econ	7	6	7	6
School 6 PAP	9	6	8	6
School 7 Econ	9	4	7	3
School 7 PAP	11	8	11	8
Total	**144**	**109/144 (76%)**	**103/144 (72%)**	**87/144 (60%)**

Real-Time Monitoring: Program Staff Values
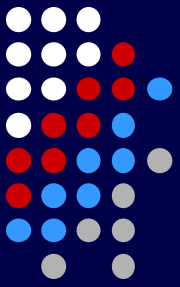
- Program Staff Members
  - Girls Inc. Director
  - Program Manager
  - Program Specialists

- Values
  - Performance
  - Documentation
  - Program Implementation
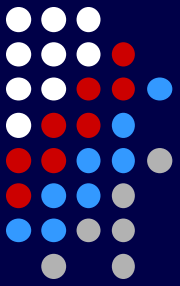 - Client Voice

Real-Time Monitoring: Program Staff Values (cont.)
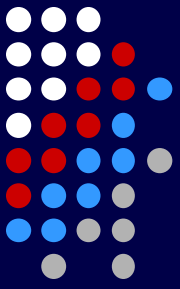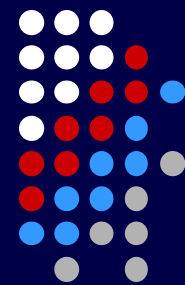
- Monitoring Reports
  - Recruitment Numbers
  - Attendance Rates
  - Girls with more than one absence
  - Survey Numbers
  - Missing Documents
  - Absent girls who were contacted
  - Incentives

Missing Documents Report Example

School	Girls Inc. Membership Number	Consent	ROI	Participant Agreement	Enrollment and Release	Assent
School 1 Econ	02261295					Missing
School 1 PAP	02261632			Missing		
School 2 Econ	02261753					Missing
School 2 PAP	02261856					Missing
School 3 Econ	02142025				Missing	
School 3 PAP	02141714		Missing			
School 4 Econ	02140456		Missing			
School 4 PAP	02280632			Missing		
School 5 Econ	02280318		Missing			Missing
School 5 PAP	02281911		Missing			

Real-Time Monitoring: Client Values

- Clients
  - Middle School Girls
  - High School Girls
  - Underserved, Title 1 Schools

- Values
  - Quality Programming
  - Incentives
  - Follow-Up Calls

Real-Time Monitoring: Client Values (cont.)
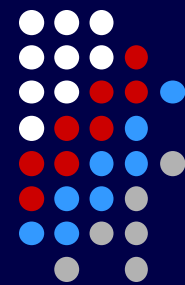
- Monitoring Reports
  - Attendance Rates
  - Missing Documents
  - Absent girls who were contacted
  - Incentives

Attendance Rates Report Example

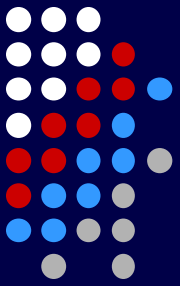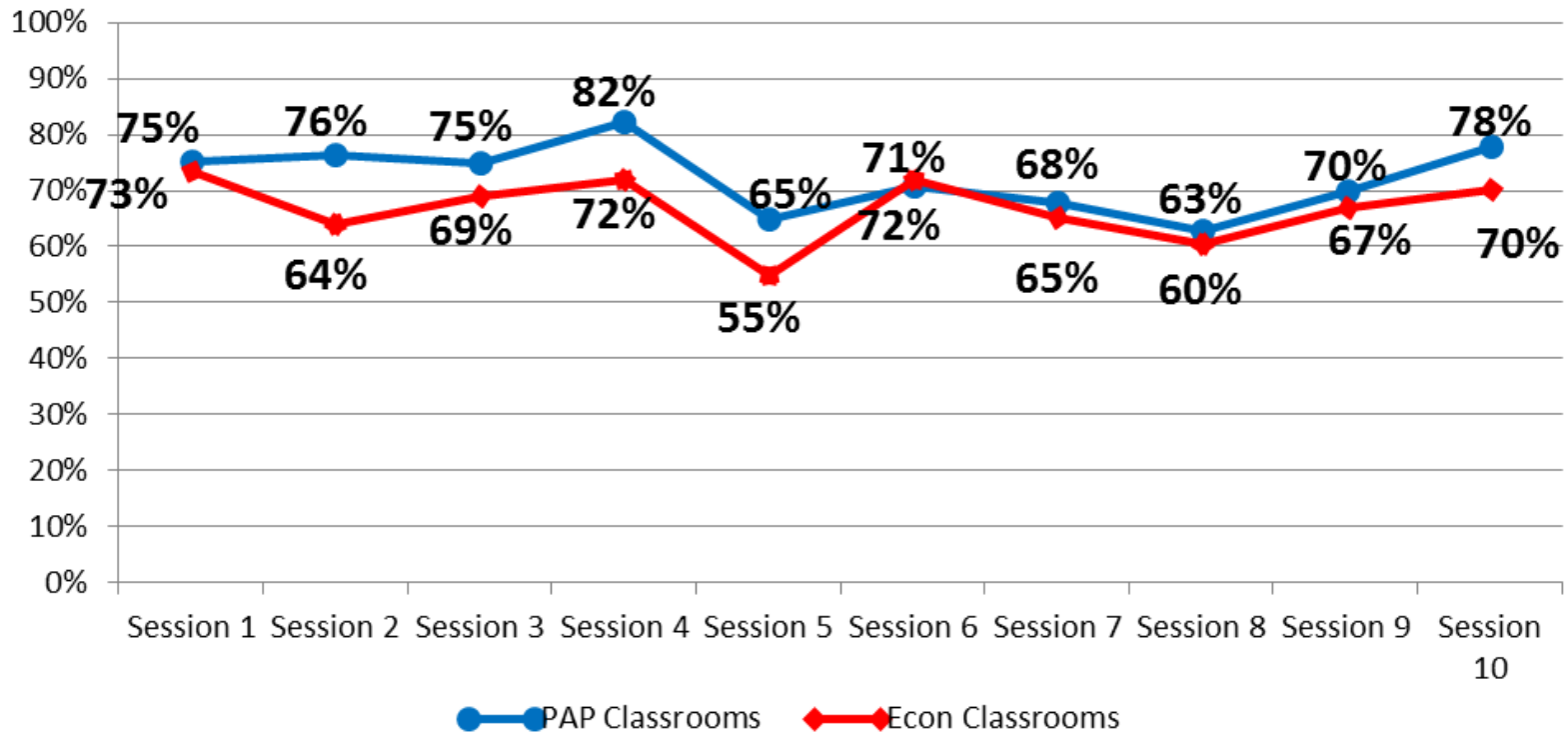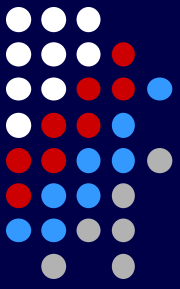| Randomization Number	Attendance Rate	Session 01	Session 02	Session 03	Session 04	Session 05	Session 06	Session 07	Session 08	Session 09	Session 10
01130417	100.00%	X	X	X	X	X	X	X	X	X	X
01130648	90.00%	X									
01130712	80.00%		X	X	X		X		X	X	X
01131109	70.00%	X	X		X	X		X			
01131146	50.00%	X		X	X						
01131550	70.00%	X		X	X	X					
01131696	60.00%	X									
01132878	90.00%	X	X	X	X	X	X		X		X
Average	**76.25%**										

Attendance Rates Report Adjusted

PAP and Econ Classrooms

PAP Classrooms values: 75%, 76%, 75%, 82%, 65%, 71%, 68%, 63%, 70%, 78%

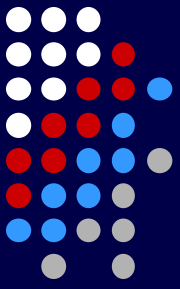Econ Classrooms values: 73%, 64%, 69%, 72%, 55%, 72%, 65%, 60%, 67%, 70%

Strengths and Challenges to Real-Time Monitoring

- Strengths
  - Track Performance and Implementation
  - Track Documentation
  - Forecast Trends

- Challenges
  - Data Quality
  - Technology Issues

Real-Time Monitoring Recommendations

- Make the Data Digestible

- Data Entry Checklist

- Data Quality Reports and Standards

- Data Entry Timeliness Standards

girls inc.®
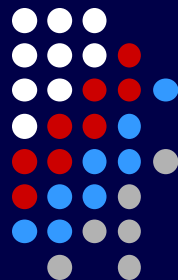
Inspiring all girls to be
strong, smart, and bold℠

Date: _____

School: _____

Class/Session: _____

Specialist: _____

Prep for Lunch (15-20min)

☐ Put up posters.   ☐ Set up table.

Lunch (40-75min)

☐ Interact with girls; remind them to come to session.

Specialists Lunch (30min)

Complete Database Tasks from Yesterday

☐ Complete database corrections.

☐ Enter attendance from yesterday on ServicePoint.

☐ Add Sub-assessment for absent, tardy, and/or left early girls.

☐ Enter incentives in ServicePoint.

☐ Scan attendance sheet and fidelity logs (search ClientPoint). Label attendance sheets and fidelity logs as "Session XX Attendance" and "Session XX Fidelity Log."

☐ Scan and upload assents. Update assent and survey information on Registration Checklist.

Prep for Session

☐ Review session.   ☐ Set up room.

☐ Check for room.   ☐ Check monthly calendar for upcoming events.

Session

☐ Distribute attendance sheet. Note Start Time and End Time.

☐ Make sure every girl writes a Start Time and End Time.

☐ Give assent (see list of girls that still need assents).

☐ Follow fidelity log.

After Session

☐ Collect and store attendance sheet and posters.

☐ Clean up.

☐ Complete fidelity logs.

☐ Call missing girls.

☐ Optional: Enter attendance on ServicePoint (If T or LE, mark girls as "attended," but then add a Sub-Assessment.)

GIRLS INC. OF GREATER LOS ANGELES ®
a program of Volunteers of America of Los Angeles

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Thank You