

## ATTACHMENT C: Data Requirements and Program Metrics

The Children's Trust requires Providers to continually collect metrics on the quantity, quality and impact of service efforts, as described in Attachment A Scope of Services. The purpose of data collection, reporting and analysis is to promote continuous improvement in program quality and participant outcome achievement. The Children's Trust provides various dashboards, tools and reports to access the program and fiscal data entered in its systems, and Providers are expected to regularly review their data for quality and performance purposes.

The program metrics tool details the components that are regularly reviewed by Trust staff or approved contractors. Key performance metrics and the way they are rated are specific to each initiative and may be revised throughout the funding cycle.

Successful programs regularly review the quality of their own implementation at the site level, offer staff training and coaching on program components, and incorporate feedback from participants and staff.

### Data requirements:

As applicable, Provider is expected to collect and enter demographic, attendance, screening, and assessment data in a timely manner, while incorporating practices that ensure data quality and integrity. Data must be collected in accordance with initiative-specific requirements, using the appropriate tools (e.g., required demographic fields can be found in the **Child/Youth and Adult Participant Forms** found on The Children's Trust website) and entered in a timely manner into a Trust-approved data system. Program attendance and contact data should be entered daily, in the event this cannot occur it is to be entered within 24 hours. Other participant screening and outcome data should also be entered as it is collected, in the event this cannot occur it is to be entered within three (3) days of collection. All data that has been entered must also be regularly reviewed and validated by the Provider at least weekly to ensure all information submitted to The Children's Trust is accurate and correct.

As applicable, Provider may also be expected to submit periodic program narrative reports that capture the program's successes, challenges, and supports needed and/or specific aggregated data reporting spreadsheets.

With each submission, the Provider attests that all data submitted in conjunction with the reports are accurate, truthful and complete. The Children's Trust and Trust-approved partners shall access these data, use it and analyze it for evaluation and strategic planning purposes.

Provider shall fulfill all applicable compliance items related to safety, administrative and fiscal requirements in the core contract and program metrics tool.

Quarterly or Yearly Action Planning: In partnership with The Children's Trust Program Manager, the Provider will develop and implement Action Plans in response to metrics assessment data for continuous learning and quality improvement in program implementation and outcomes.

The Children's Trust funds provider supports through Trust Academy. All funded provider staff and professional services are required to engage in the available offerings, which include online courses, live training, peer learning activities and coaching. Trust Academy offerings are accessed and tracked through the Trust Academy learning management system (LMS). All staff profiles, including for professional service providers, must be kept up to date in Trust Central and the LMS and ensure appropriate staff and professional services/subcontractors attend various Trust-sponsored or facilitated trainings. At a minimum, each funded direct service staff member must be given paid time to attend a minimum of 10 hours of Trust Academy supports or Trust-required trainings annually (prorated for part-time staff), to be tracked in the LMS. In addition to supports offered by The Children's Trust, Providers are expected to engage their staff in training and professional development specific to the population served, enrichment content areas delivered, evidence-based/best practices and/or measurement tools being implemented. These activities shall also be recorded in the LMS and count toward the annual training requirement.

Provider management or non-direct service staff are expected to participate in regular Trust Provider meetings, mandated fiscal sessions and utilize systems/administrative/fiscal training resources.