"U.S. Department of Health and Human Services Administration on Children, Youth and Families (ACYF) Family and Youth Services Bureau (FYSB) Adolescent Pregnancy Prevention Program Grantee Conference"

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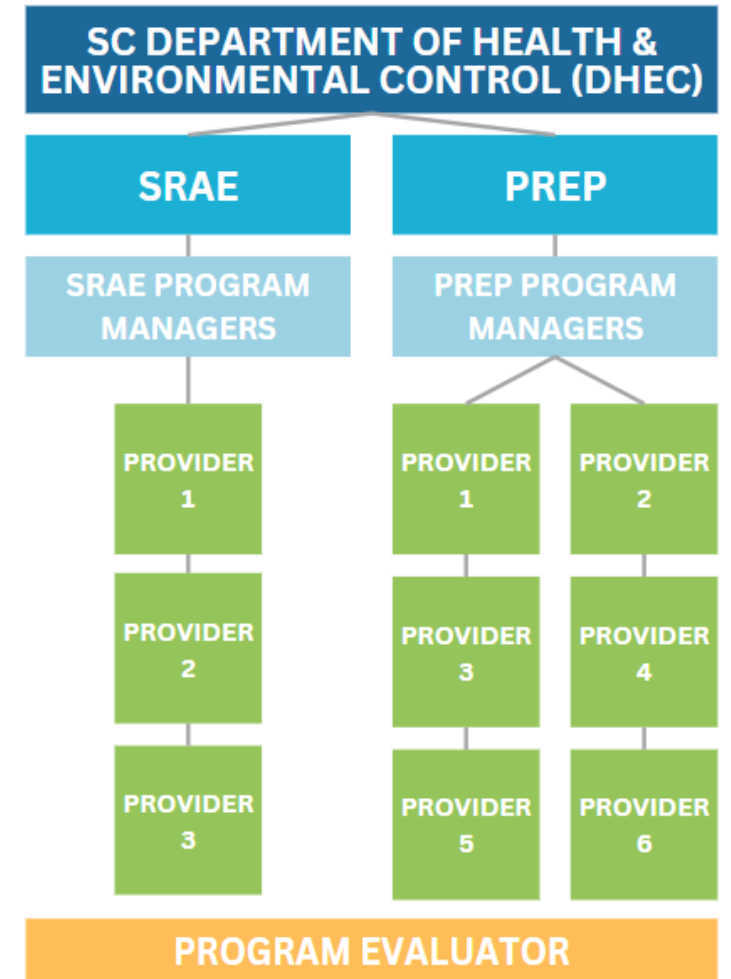
Learning Objectives

- Describe how the restorative practices framework and motivational interviewing skills can strengthen collaboration and trust.

- Understand how SharePoint can be used to overcome data collection challenges and standardize data collection tools.

- Identify techniques to utilize SRAE & PREP data dashboards to leverage buy-in and support.

Background

- Evaluators work for both SRAE and PREP programs for the State of SC.
- DHEC transitioned to internal evaluators during the 2022-2023 FFY.
- The previous evaluators' scope of work only included data collection and reporting.
- There was a need to update evaluation processes and establish strong working relationships with partners.

PROGRAM STRUCTURE

SC DEPARTMENT OF HEALTH & ENVIRONMENTAL CONTROL (DHEC)

SRAE	PREP
SRAE PROGRAM MANAGERS	PREP PROGRAM MANAGERS

| PROVIDER 1 | PROVIDER 1 | PROVIDER 2 |
| PROVIDER 2 | PROVIDER 3 | PROVIDER 4 |
| PROVIDER 3 | PROVIDER 5 | PROVIDER 6 |

PROGRAM EVALUATOR

Restorative Practice

- Practices to improve relationships and social connections.
- Shared common goal that there is something that needs to be changed.
- A participatory approach.
- Fair Process.
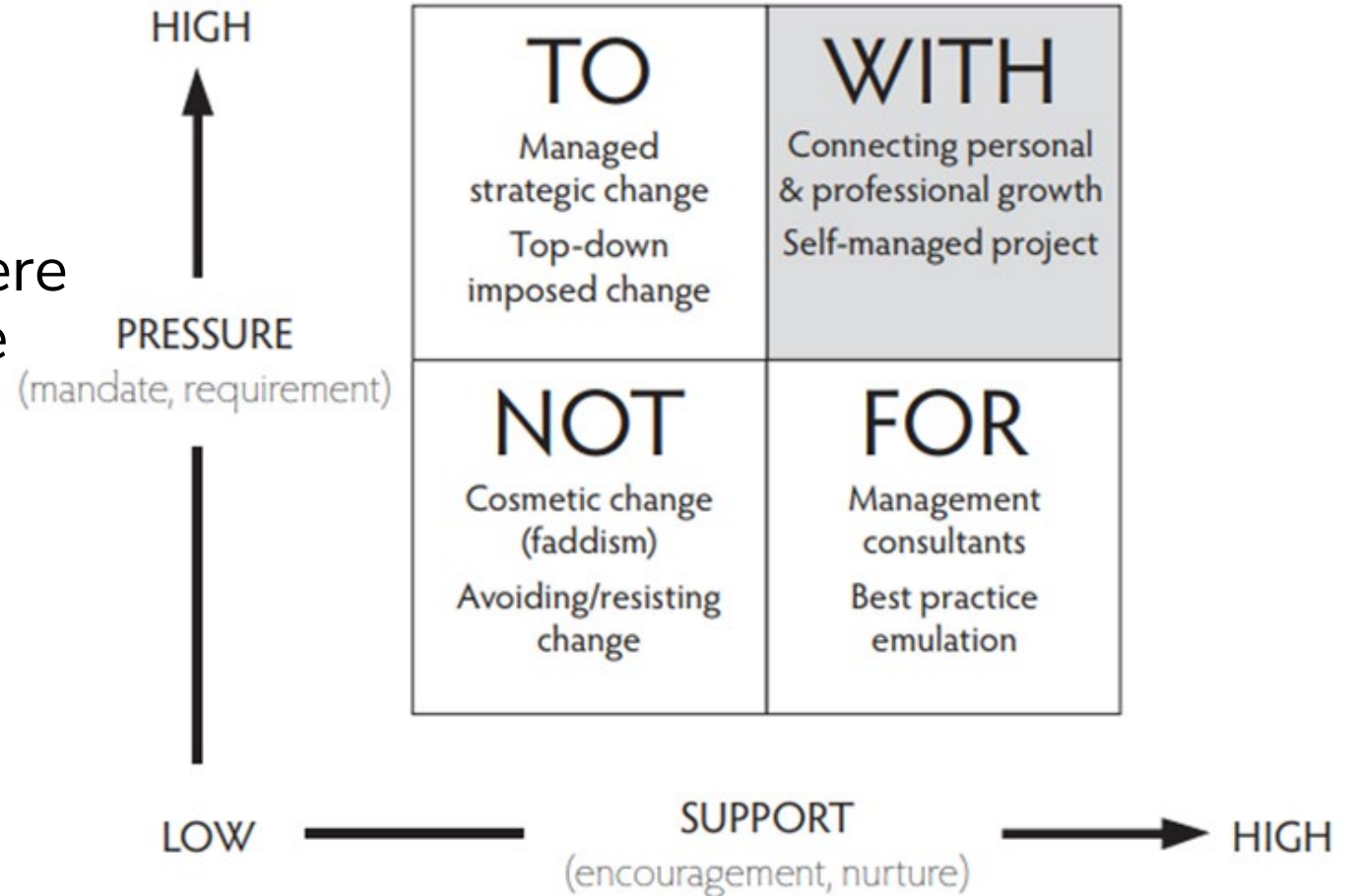
HIGH

PRESSURE
(mandate, requirement)

TO
Managed strategic change
Top-down imposed change

WITH
Connecting personal & professional growth
Self-managed project

NOT
Cosmetic change (faddism)
Avoiding/resisting change

FOR
Management consultants
Best practice emulation

LOW ──────── SUPPORT ──────→ HIGH
(encouragement, nurture)

Wachtel, T. (1999). Restorative Practices in Business: Building a Community for Learning and Change Within Organizations. Restorative Practice. https://www.iirp.edu/news/restorative-practices-in-business-building-a-community-for-learning-and-change-within-organizations

Fair Process
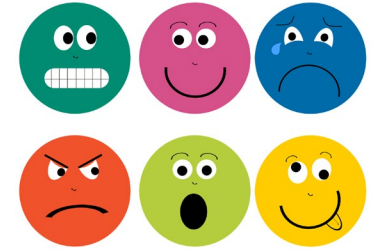
- **Engagement**
  - Everyone who is affected by a decision has a chance to provide input.

- **Explanation**
  - After a leader has made a decision, the reason is made clear to stakeholders.

- **Expectation Clarity**
  - Everyone involved understands the implications of that decision, the specific expectations, and the consequences.

Fair Process works to:

- Develop open communication.

- Ensures that people's ideas and feelings have been taken into consideration before decision-making.

Motivational Interviewing

MI is a guiding style for communication that helps motivate clients and help them achieve their goals.

MI Core Principles

- **Express Empathy**
  - Careful listening, non-judgmental, understanding.
- **Develop Discrepancy**
  - Help to see gaps between actions and values.
- **Roll with Resistance**
  - Work through ambivalence and resist the "righting reflex".
- **Support Self-Efficacy**
 - Affirm strengths and support autonomy.

MI works to:

- Build rapport.
- Promotes problem-solving and change.
- Share power between all parties.
- Establish strong communication through active listening and equal exchange of communication.

Citation Miller, W. R., & Rollnick, S. (2013). Motivational interviewing: Helping people change (3rd edition). Guilford Press.

Application of the Framework & Approaches

Our evaluation strategies needed to:

1. Promote shared power & decision-making between the evaluators, program managers, and providers.

2. Prioritize clear & transparent communication.

3. Evaluators needed to engage with all partners frequently.

4. Capitalize on the strengths of all stakeholders.
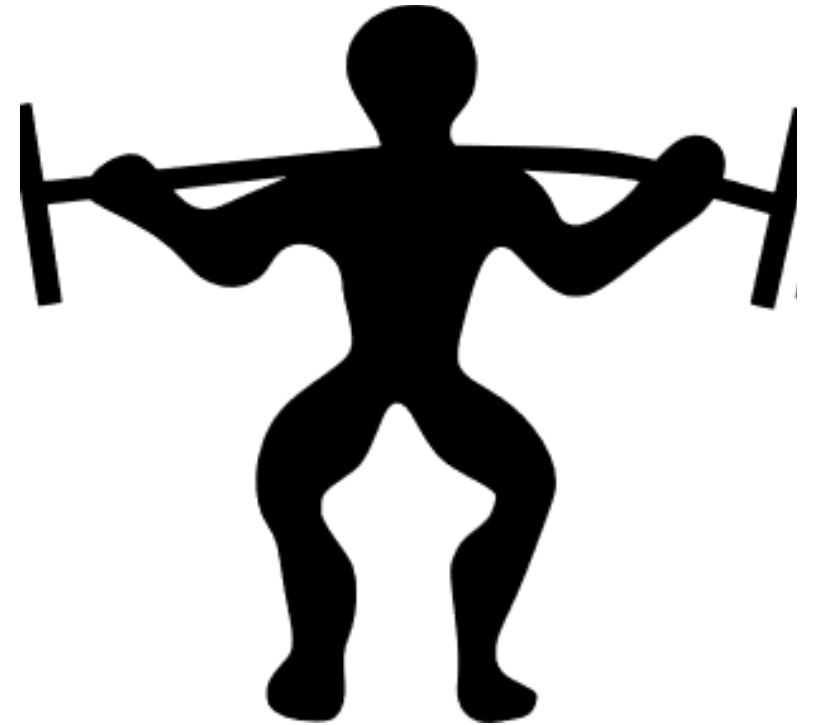
Strategies

Engagement & Observations

1. Bi-weekly Meetings with Previous Evaluators.
2. Informal Interviews with Program Managers.
3. Surveys with Providers.
4. Attended Site Visits.
5. Met with other PREP grantees.
6. Development of SWOT Analysis.

SWOT Analysis

STRENGTHS
- Programming staff
- Data collection process foundation
- Continuing support from external evaluators

WEAKNESSES
- Data utilization
- Inconsistent data formats
- Data quality
- Timeliness of data submission
- Notification of new cohorts after program completion

Opportunities
- Data analysis and routine reporting to providers
- Expand the evaluation scope of work
- Require evaluation training for everyone
- Overlap in PREP and SRAE data requirements

Threats
- Lack of buy-in from providers
- Limited funding

What We Learned

- Misconceptions of the uses and purpose of evaluation from partners.
- Need for a data collection system due to existing data collection & submission issues.
- **Impact on Partners**
  - Program evaluation became a more valued aspect by program managers.
  - Build working relationships between the evaluator and the providers.
  - Build trust with partners by letting them know that their voices and opinions mattered.

Strategies to Build Evaluation Support (*Capacity*)

- Evaluation 101 Training with Program Managers.

- Monthly Evaluation Meetings with Program Managers.

- Monthly Technical Assistance Office Hours & One-on-Ones for Providers.

- Newsletters.

- Evaluative Thinking

- Benefits of evaluation

- Buy-in

Sample Support Services

SRAE/PREP Program Evaluation Hub October 2023 Updates

Livingston, Jordyn J.
Program Evaluator

SRAE & PREP Eval Hub Newsletter

SharePoint is Ready for You to Use!

Great news! SharePoint is ready for you to begin inputting your data. Access your page by going to SRAE/PREP Program Evaluation Hub - Home (sharepoint.com) > clicking "SRAE Program Evaluation" or "PREP Program Evaluation" > clicking on your agency's name.

Evaluation Debriefs During Quarterly Meetings

- Reviewed data dashboards during meetings and evaluation updates.

- Discussed providers' challenges and successes with the evaluation process and upcoming updates.

- Peer-to-Peer Learning
- Platform to share information and discuss solutions as a collaborative team

Program Evaluation Training for Providers

- Trained providers on program evaluation.

- Introduced the new online data submission portal.

- Trained providers how to use the new online data system.

- Providers were excited about how evaluation can be used to make the process easier

- Established credibility with providers

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SharePoint Online Data Collection System

Data Collection Challenges

- Submitting data via email on Excel forms limited collaboration and creates multiple formats of the same documents when changes are made.

- Providers did not use the same data collection tool requiring additional data cleaning.

- Evaluators were not notified of new cohorts making it difficult to track the data that was received.

- Additional issues with data quality and on-time submission.

Microsoft SharePoint Online Data Submission Portal

- Providers submit all data online using standardized forms that align with PREP Eval & SRAEPAS. submission requirements
- Multiple users have access to SharePoint.
- Locate program evaluation resources and updates.
- Provide a hub for communication through newsletters.
- No additional cost to DHEC.

Data Collection System Development

- Microsoft SharePoint is a secure, customizable website that holds Microsoft Lists and files.
- The data collection tools are created using List and the data is exported from the List to Excel for data cleaning and then to Power BI for data visualization.
- Power Query *(within Excel & Power BI)* and Power Automate *(within List)* are utilized to create custom automated processes (i.e. data cleaning and creating custom identifiers).
- JSON data format was written to enhance List visuals.
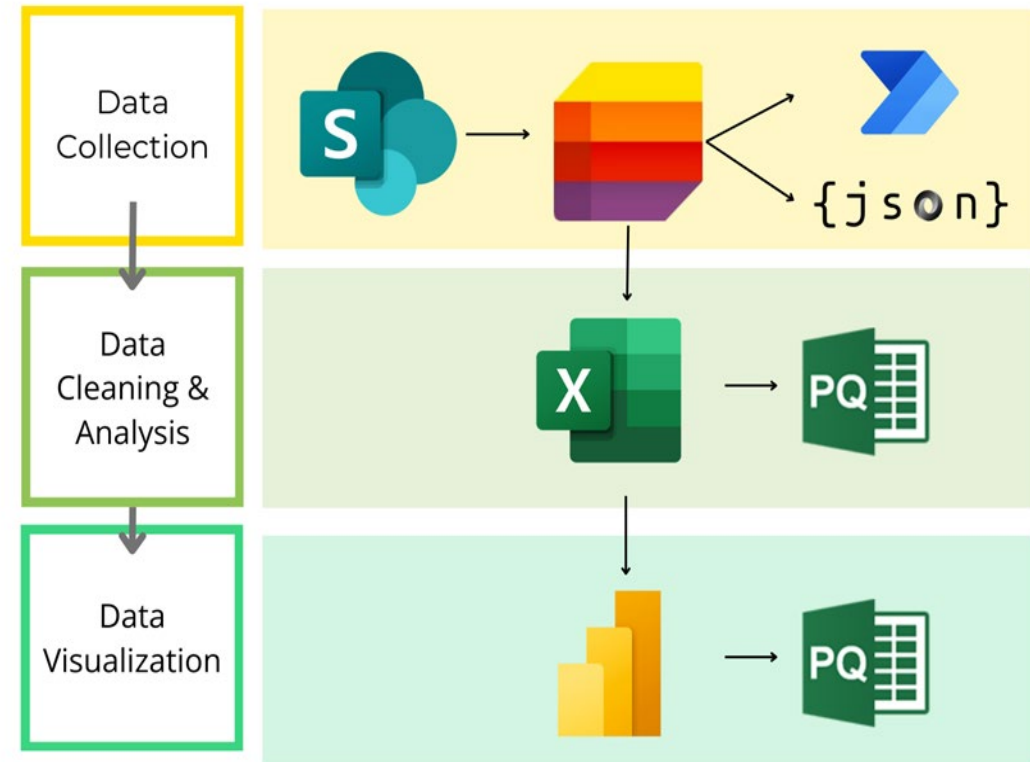
To Ensure Collaboration and Transparency

- CDPH PREP evaluators were consulted for technical assistance in developing SharePoint, feedback, and sharing our additions.
- Program managers and providers were routinely asked to provide feedback and suggestions on SharePoint and updates were made to better meet their needs.

SharePoint Provider Access

Data Submission Timeline

Pre-Planning: Update as needed or at least 10 days prior to cohort start date

Planning: At least 10 days prior to cohort start date

Implementation & Data Collection: 15th of every month

Data Submission: 15th of every month

**If the 15th is on a Saturday or Sunday then the due date is the following Monday

Pre-Planning Stage

1. Facilitator List
2. Implementation Site List
3. Planned Curricula

Planning Stage

1. Planning Calendar

Implementation & Data Collection

Middle School

- Entry Survey Link
  https://www.surveymonkey.com/r/PREPEntryMSYouth
- Exit Survey Link
  https://www.surveymonkey.com/r/PREPExitMSYouth

High School

- Entry Survey Link
  https://www.surveymonkey.com/r/PREPEntryHSYouth
- Exit Survey Link
  https://www.surveymonkey.com/r/PREPExitHSYouth

Data Submission

1. Data Submission Tracker
2. Cohort Log

1. Condom Access Points
2. Community Activities
3. Referrals
4. Community Workgroups

- Each provider has a login for their webpage to submit their data.
- The links to the Microsoft List are posted on each provider's website.
- Program managers also have access to view the data added to SharePoint

Example of Provider's Data Submission Landing Page
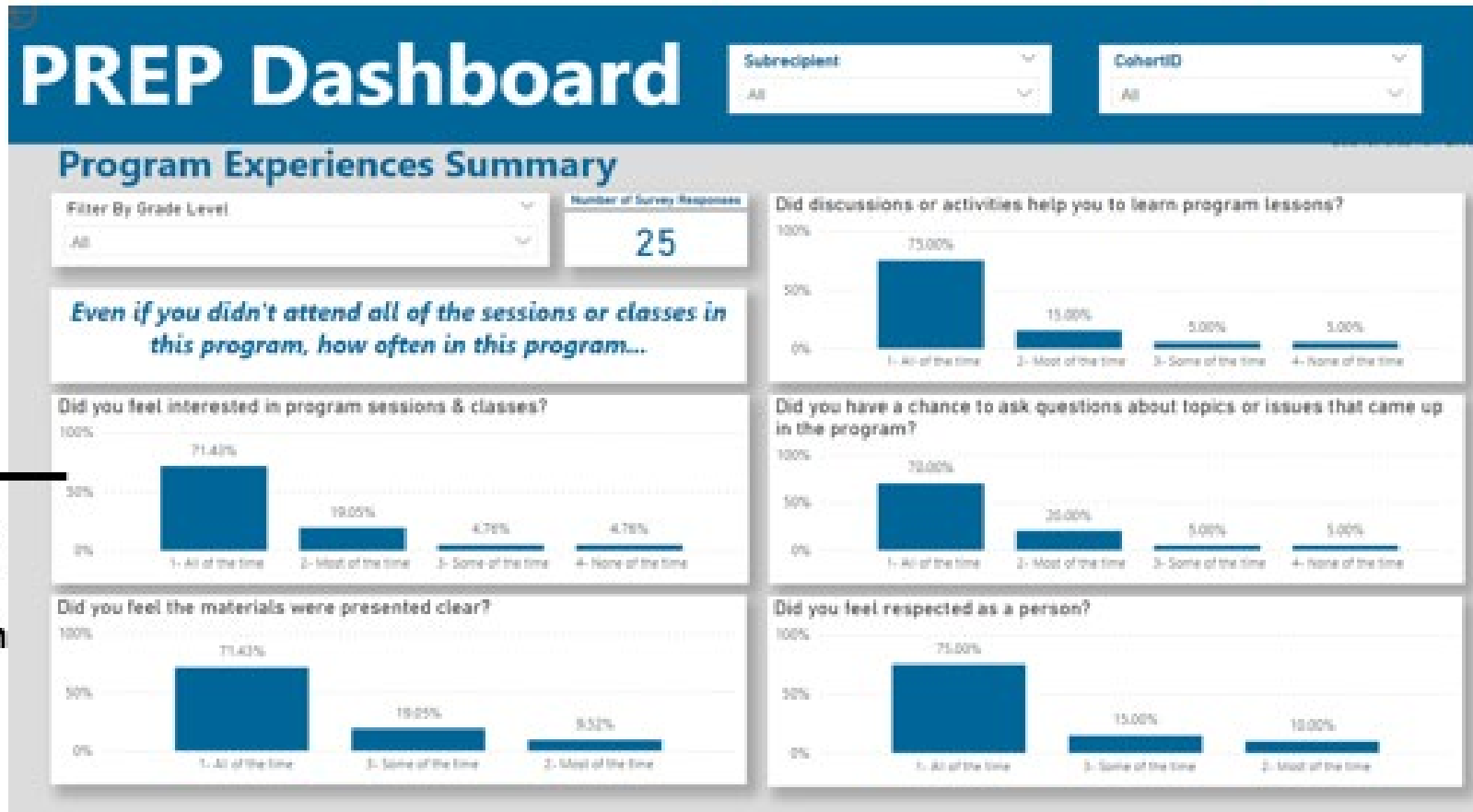
SharePoint Data Submission

- Each List requires the provider to report on different information.
- Unique identifiers and lookup variables link the List to make a functioning database.
- Variable types, data validation, drop-down choices, and embedded calculations heavily reduce data errors.

Identify techniques to utilize SRAE/PREP Dashboards to leverage buy-in and support

Data Visualization Dashboards

Attendance, Reach, & Dosage

Participants' Characteristics, Behaviors, Program Experiences, and Perceptions of Program Effects

Exit Survey Response Distribution

Results of SharePoint and Dashboard Implementation

- High satisfaction and praise from providers and program managers.

- Providers were more willing to dedicate time to data entry.

- Increased timeliness of data submission and improved data quality.

- Reduced data errors and data cleaning time.

- Shared understanding of program outcomes to better discuss process improvements.

- Providers and program managers used dashboards in reporting and shared with other stakeholders.

Conclusion

- As an organization we began to employ evaluative thinking and improved our overall evaluation capacity.

- It is important to remember as evaluators:
  - We "help people that help people."
  - Listening, showing empathy, and addressing concerns are vital to buy-in.
  - Being solution-focused and keeping an open mind helps to get things done.

We work WITH

People

Resources

- Networking & Other Evaluators
- Motivational Interviewing Framework
- Restorative Practices Framework
- Online Courses
  - LinkedIn Learning
  - YouTube University
  - Udemy Courses on Demand
- Organizational IT Department
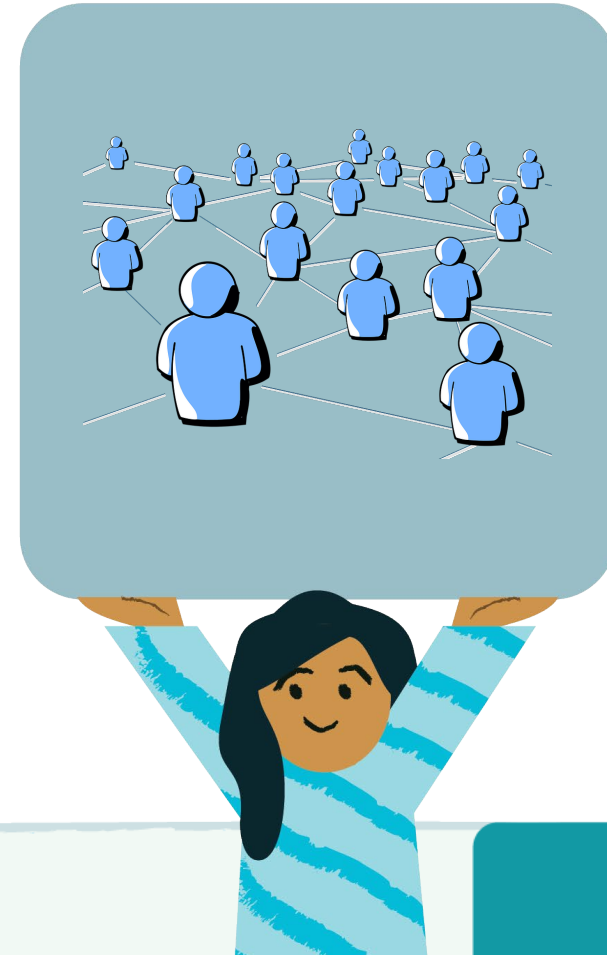
Questions?

References

- Wachtel, T. (1999). *Restorative Practices in Business: Building a Community for Learning and Change Within Organizations*. Restorative Practice. https://www.iirp.edu/news/restorative-practices-in-business-building-a-community-for-learning-and-change-within-organizations

- International Institute for Restorative Practices. *Chapter 3 Leadership and School Change. Https://www.iirp.edu/images/pdf/Fair_Process.pdf*

- *Miller, W. R., & Rollnick, S. (2013). Motivational interviewing: Helping people change (3rd edition). Guilford Press.*
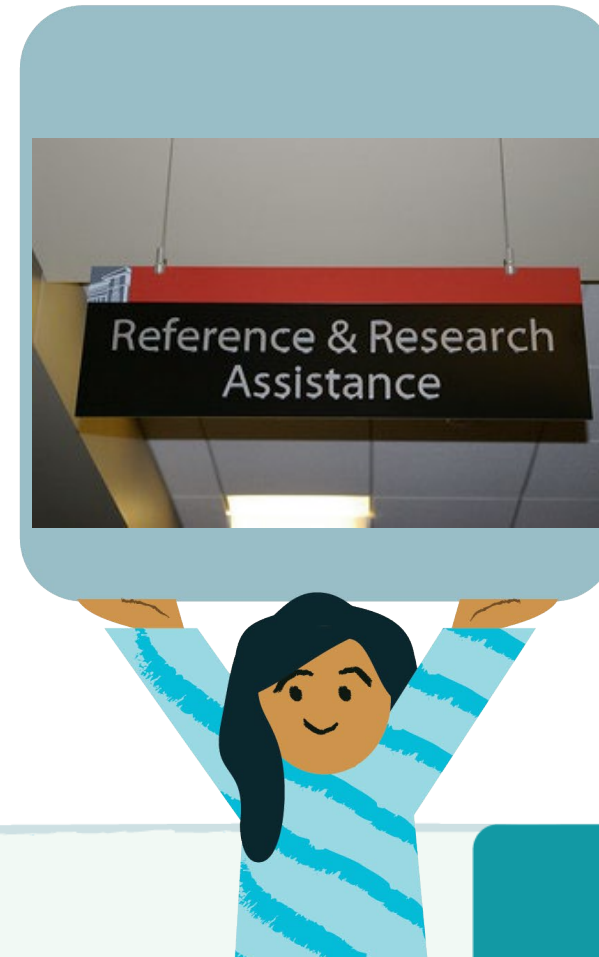
Session Evaluation

Please complete a brief evaluation form for all workshop, forum and networking sessions by scanning the following QR code or visiting the following link:

https://bit.ly/2024Evaluations