

Going Public

Taking data from internal reporting
to external storytelling

- Facilitators -

Annette Nagy, Associate Director, Quality Assurance

Emily Robbearts, Director, Agency Impact

TODAY'S FOCUS

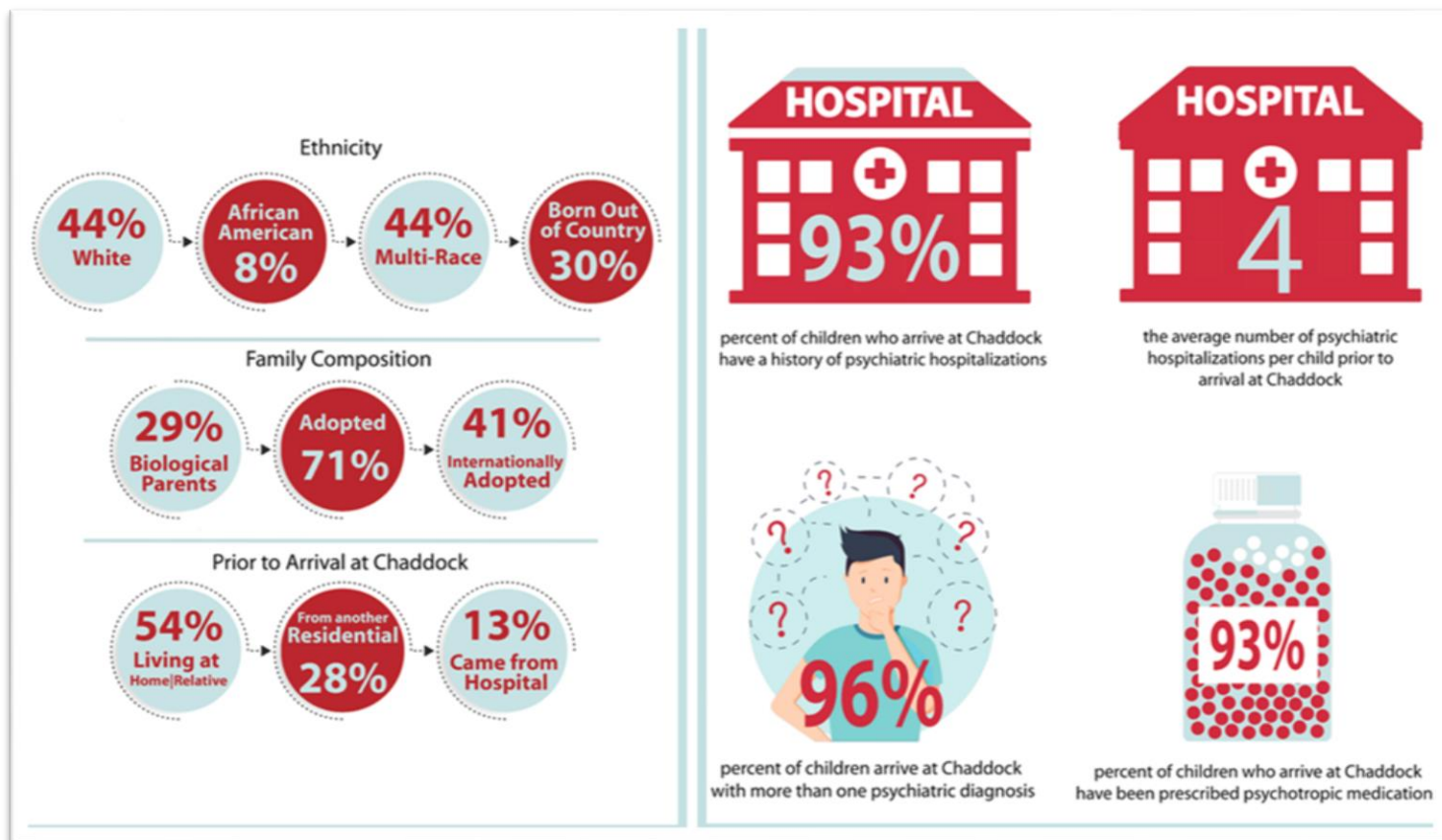
- Ensuring confidence with your data
- Evaluating data for key points to support your story
- Developing ways to share data publically

THE BIG DEAL ABOUT DATA

- Helps create a picture of the clients we serve
- Helps us show that what we do actually works
- Helps us set goals
- Helps us leverage resources/establish expertise
- Data affirms our Vision
- Data guides our Mission

DATA TELLS YOUR STORY

At Chaddock...our data shows who we serve



DATA TELLS YOUR STORY

At Chaddock....our data shows our model works

CHILDREN REPORT IMPROVEMENT:

- 79%** experience fewer overall difficulties
- 77%** better able to manage emotions and are less likely to internalize problems
- 77%** show higher self-esteem
- 66%** have a better relationship with their parents

PARENTS REPORT IMPROVEMENT:

- 84%** notice a decrease of child's overall difficulties
- 89%** experience less frustration with their child
- 76%** have improved communication with their child
- 70%** develop stronger attachment with their child

8 out of 10 of children complete treatment

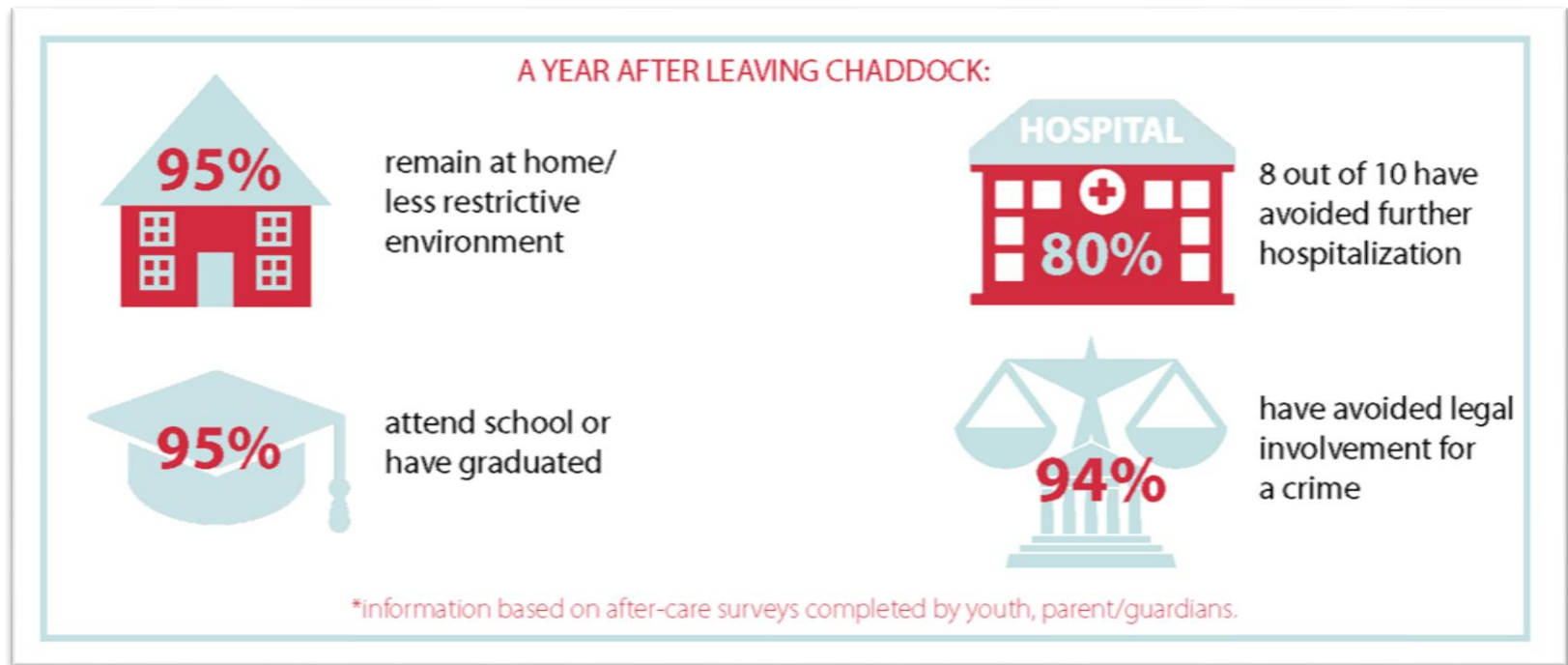
80%

3 out of 4 return home or achieve independence

75%

DATA TELLS YOUR STORY

At Chaddock...our data shows we change lives



ASSESS YOUR DATA

Research data vs. Evaluation data:

- Research data
 - Addresses results of techniques/approaches used in a practice based environment
- Evaluation data
 - Shows the value of a program
 - Informs decision making
 - Based on case studies/demographics

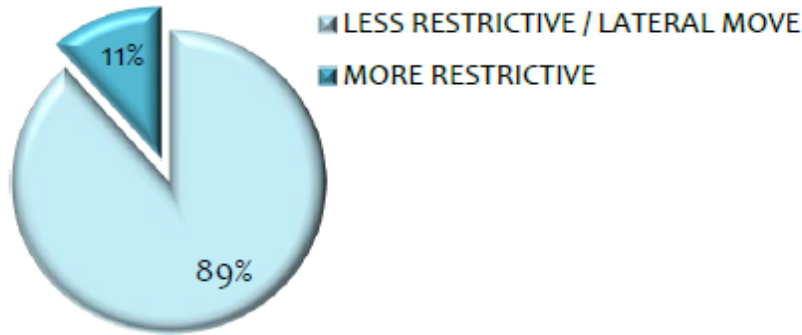
ASSESS YOUR METHODS

- Data Collection Tools
 - Rosters/Sign-in sheets
 - Application/Intake forms
 - Surveys/Assessments
- Collection Systems and Processes
 - Medical records/Spreadsheets
 - Who tracks/reports data

Data reported on Chaddock's quarterly dashboard

| FOSTER & ADOPTION SERVICES- Foster Care & Reunification | 4 th Qtr. FY'18 | YTD FY '18 | 4 th Qtr. FY'17 | YTD FY '17 |
|--|-------------------------------|----------------|-------------------------------|----------------|
| Total Admissions (YTD: 76 internal moves/ 84 NEW) | 22 | 160 | 50 | 144 |
| Total Discharges | 28 | 122 | 34 | 111 |
| Total discharged to less/lateral restrictive environment | 25 | 108 | 32 | 93 |
| Total discharged to a more restrictive environment | 3 | 14 | 2 | 18 |
| Discharge where Permanency was Achieved (child no longer in care) | 13 | 45 | 17 | 46 |
| Average # of clients (budgeted) | 219.29 (192) | 205.10 (192) | 171.27 (146) | 154.33 (146) |
| Actual bed days provided- All Foster Care Programs | 19,955 | 74,860 | 15,586 | 56,332 |
| % of budgeted occupancy- SFC (YTD: 10 clients - RFC w/ spec. services) | 94.31% | 91.61% | 86.18% | 86.72% |
| % of budgeted occupancy- RFC-TFC | 134.27% | 123.01% | 146.41% | 125.44% |
| % of budgeted occupancy- Reunification | 36.86% | 43.31% | 20.82% | 36.39% |
| % of budgeted occupancy- TOTAL | 114.21% | 106.82% | 117.31% | 105.71% |

- **FOSTER CARE DISCHARGE OUTCOMES-** There was a total of 122 discharges, 45 which resulted in the child achieving their Permanency Goal.



- During FY 18 45 youth achieved their Permanency Goal:
- 19 children returned home.
 - 23 Adoptions were finalized.
 - 2 children entered Guardianship.
 - 1 child achieved Independence.

Quarterly dashboard data compiled into internal annual data report.

FOSTER CARE POPULATION COMPARISON DATA

Below reflects the total population as of June 30th of the identified year.

| PROGRAM | FY 2014 | FY 2015 | FY 2016 | FY 2017 | FY 2018 | TREND |
|-------------------------|------------|------------|------------|------------|------------|-------|
| Relative / Fictive | 54 | 61 | 75 | 109 | 122 | |
| Traditional Foster Care | 28 | 37 | 32 | 37 | 55 | |
| Specialized Foster Care | 28 | 24 | 30 | 28 | 30 | |
| Reunification (Reun.) | 6 | 7 | 7 | 4 | 8 | |
| TOTAL | 116 | 129 | 144 | 178 | 215 | |

SELECTING KEY DATA

- Look at the mission of your program
 - How do you know it works?
- What data shows you WHO you are serving?
- What data shows HOW the services made an impact?

SELECTING KEY DATA

- Outputs are the things you can count
 - Shows WHO you served
 - Severity of challenges
 - Target populations
 - Shows scale/scope of WHAT you did
- Outcomes capture HOW your program made an impact/difference on the client/community
 - Captures changes in behavior/condition
 - Short / Intermediate / Long Term

STORYTELLING WITH DATA

- Educate your stakeholders
 - Staff / Volunteers / Board
- Infuse your marketing materials
 - Brochures / Website / Social Media
- Strengthen grants and funding requests

STORYTELLING WITH DATA

At QU...their data showcases successful graduates



STORYTELLING WITH DATA

At QU...their data shows economic impact



WEBSITE



Meal served Noon-1pm M-F

[Home](#) [Donate](#) [Volunteer](#) [Empty Bowls](#) [About Us](#) [My Account](#)

Our 2017 Accomplishments

| | | | |
|----------------------------------|---------------------------------------|-------------------------|------------------------|
| 35,200 | 9,000 | 16,000 | 325,000 |
| Meals Served in our Soup Kitchen | Individuals Served by our Food Pantry | Volunteer Hours Donated | Pounds of Food Donated |

SOCIAL MEDIA

 Quincy University
Yesterday at 4:01 PM · 🌐

#QFactFriday



 Chaddock
Published by Crystal Zehnle [?] · October 23 at 10:00 AM · 🌐

It's Topic Tuesday!

Let's talk Community-Based Services, including Foster & Adoption Services, Family Solutions and Caregiver Connections.

Take a look at how many clients were served during the 2017-2018 fiscal year!



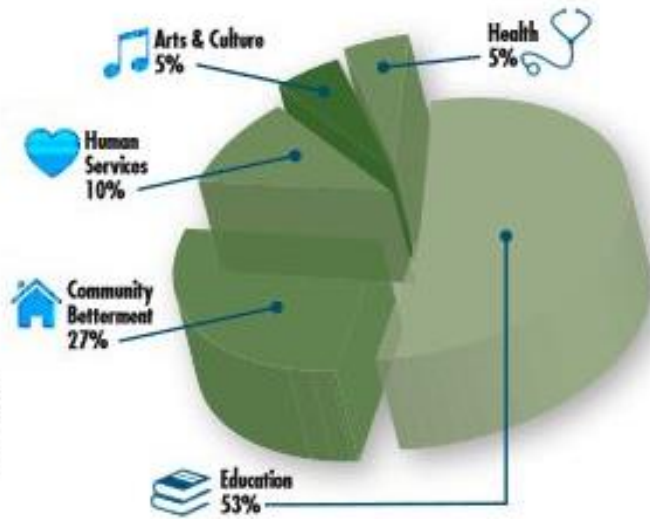


SOCIAL MEDIA



2017 GRANTS BY INTEREST AREA

346 grants to 150 nonprofit organizations totaling \$1,336,483 and more than \$5 million since 1999



EDUCATIONAL SERVICES

pl, accredited for special education by AdvancED, incorporates trauma-informed practices to manage classroom behavior while also challenging students academically. Our school served children receiving residential treatment at 14 regional school districts who were not experiencing success in the public school setting.

Service Expo and Living History Exhibit enriched the learning experience for students. Service learning opportunities with local food pantries, the Salvation Army, the Red Cross and Quincy's community gardens allowed students to be active in their community service.

Staff shared their expertise with other educators by hosting and participating in a service learning training series and through the formation of our Educators Facebook group. Teaching Troubled Hearts, a regular feature of our teachers, highlights how trauma-informed strategies are implemented in the classroom.

130 STUDENTS ENROLLED DURING THE 2017-2018 SCHOOL YEAR



100%

of parents felt their child's educational program was appropriate for his/her needs

93%

have received good communication with the school while their child attended

80%

felt their child made progress on the goals set while at Chaddock School

74%

of students felt they made progress in their education at Chaddock School



1 STUDENT ATTENDED COMMUNITY COLLEGE

5 PARTICIPATED IN DRIVERS EDUCATION

6 ATTENDED PART TIME AT PUBLIC SCHOOL

7 CELEBRATED HIGH SCHOOL GRADUATION

87% OF PARENTS WERE SATISFIED WITH EDUCATIONAL SERVICES

"Staff truly have huge hearts and their commitment is very much appreciated."

"Chaddock has provided our son with specialized environment that best meets his needs. We have always felt blessed that he attends a school that truly cares about the students with challenging behaviors and needs. We have been well informed through phone calls, emails and meetings. Chaddock is a wonderful asset to our community and to our children."



IMPACT / ANNUAL REPORTS

COMMUNITY BASED SERVICES

Chaddock's community based services include the Foster & Adoption Services; Family Solutions, which provides outpatient and school based counseling and Caregiver Connections, a statewide program focused on infant/early childhood mental health consultation for childcare centers and home-based providers serving children birth to 5.

FOSTER & ADOPTION SERVICES

21% INCREASE IN THE FOSTER CARE POPULATION FROM THE PRIOR YEAR

7 AVERAGE AGE OF CHILDREN IN FOSTER CARE

FAMILY SOLUTIONS

90% OF PARENTS SAID SERVICES HELPED THEIR FAMILY DO AND FEEL BETTER

12 AREA SCHOOLS PARTNERED WITH CHADDOCK FOR ON-SITE SERVICES

CAREGIVER CONNECTIONS

311 TRAINING EVENTS LED BY CONSULTANTS ACROSS THE STATE

93% OF PROVIDERS COULD MORE EFFECTIVELY CARE FOR CHILDREN WITH CHALLENGING BEHAVIORS



45 FOSTER CHILDREN ACHIEVED THEIR PERMANENCY GOAL

23
Adoptions Were Finalized

19
Children Returned Home

2
Entered Guardianship

1
Achieved Independence

IMPACT REPORT



BOY SCOUTS OF AMERICA®
MISSISSIPPI VALLEY COUNCIL



10,300 Adams County Citizens are Living in Poverty

Ninth Point of the Scout Law:
A Scout is Thrifty

Men who were Scouts five years or more have an average household income of \$80,000 compared to \$61,000 reported by men who have never been Scouts.

74% of men who were Scouts own their own homes, compared to 65% who were never Scouts.



Preparing Youth for School

Scouts rate their self-confidence (58%) significantly higher than do boys who have never been Scouts (42%).

Scouts are more likely than boys who have never been Scouts (17%) to report they earn mostly A's. This is especially true of boys who have been Scouts for five or more years (29%).

More than half of all Boy Scouts agree that Scouting has improved their performance in academic and non-academic areas, particularly in athletic skills, science, reading, and math.

Chaddock School includes both students receiving residential care and community-based students referred by 14 area school districts.

14

84%

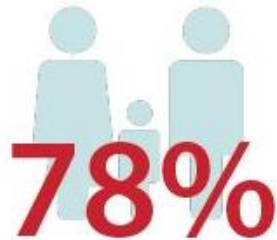
percent of children who attend Chaddock School are referred due to an emotional disorder. Students are referred to Chaddock when the local school district is no longer able to address behavioral needs.

UNIQUE APPROACH

Trauma-informed principles incorporated throughout every aspect of the student experience

Small classes and low student|teacher ratio ensure students receive individualized instruction

Behavioral techniques used to maintain stable learning environment

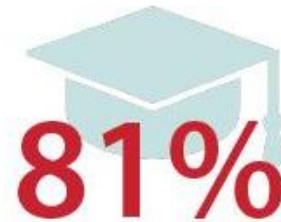


of parents reported Chaddock's educational program met their child's needs.



3 OUT OF 4

Students reported they made progress in their education



Graduation Rate (2013-2017 total)

MEASURABLE IMPACT

Chaddock's successful clinical outcomes show healing and change are possible.

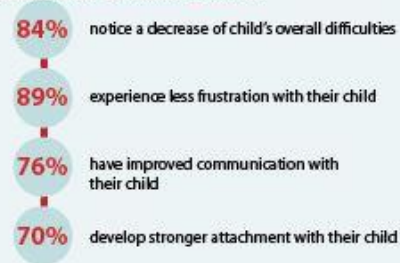
For over 10 years, Chaddock has used standardized clinical assessments to measure treatment progress of children completing the Developmental Trauma and Attachment Program (DTAP). The Behavior Assessment for Children (BASC), Strengths & Difficulties Questionnaire (SDQ), and the Parenting Relationship Questionnaire (PRQ) are used to assess emotional and behavioral levels, as well as child/parent and child/peer relationships. Assessments are completed at admission, after six-months of treatment and upon discharge by both children and parents.

The results below show changes from the admission to discharge based on children who completed treatment between FY2007 to FY2017, as information was available.

CHILDREN REPORT IMPROVEMENT:



PARENTS REPORT IMPROVEMENT:



8 out of 10 of children complete treatment **80%**

3 out of 4 return home or achieve independence **75%**

A YEAR AFTER LEAVING CHADDOCK:



*Information based on after-care surveys completed by youth, parent/guardians

205 South 24th Street Quincy, IL 62301 | 217.222.0034 | www.chaddock.org



THE ODDS ARE
YOU WILL
LOVE
WORKING
WITH US!

QUINCY, ILLINOIS

for more information about
Quincy check out these websites

QUINCYIL.GOV

SEEQUINCY.COM

QUINCYRIGHTONQ.COM

GREDF.ORG



YOU ARE
HOME



of staff reported they receive support/guidance from their supervisor.



of staff reported that they agree or strongly agree that Chaddock is a good organization to work for.



of staff reported that they agree or strongly agree that Chaddock supports staff efforts to balance work and personal life.



of staff reported that they enjoy their job.

Data can
strengthen
staff/volunteer
recruitment
efforts

STORYTELLING WITH DATA

Seek opportunities to share impact:

- Highlight client success stories
- Spotlight staff and their expertise

Not ALL impact statements
have to be data driven

SPOTLIGHT STAFF EXPERTISE

 **The Knowledge Center at Chaddock**
Published by Chaddock Marketing Team [?] · October 24 at 2:38 PM · 🌐

On the road with Karen Doyle Buckwalter!

She just wrapped up a training session in sunny Ventura, California as a part of the Helping as a Healer Training Series.



HELPING AS A HEALER SERIES VENTURA, CA

 **Quincy Family YMCA**
Like This Page · 13 hrs · 🌐

Fallon has been a member of the Y since she was a child and today works in the nursery and at the Welcome Desk. While at the Y, she gets excited when a new member seeks growth in our community and cares most about the work we do for our community. To Fallon, the Y is a second home, it's comforting and inviting. The one thing she loves most about the Y is our strong values to better our community. #BeCauseY



HIGHLIGHT CLIENT SUCCESS

 **Quincy Family YMCA**
October 24 at 3:46 PM · 🌐

"It has made me feel better, stronger. The program is geared towards me, the individual. I was told I would heal better with exercise so here I am!" - Joyce, Strength for Survivors Participant #healthyliving



 **Chaddock**
Published by Crystal Zehnle [?] · 17 hrs · 🌐

"Goodbyes are not forever. Goodbyes are not the end. They simply mean I'll miss you. Until we meet again."

Appuhn Cottage is full of celebration today as one of the girls prepares to head for home!



READY TO GO PUBLIC

- Be confident in your data
- Chose the outputs/outcomes that illustrate your impact
- Infuse the data into your messaging

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