

# From reports to results: Grant recipient perspectives on using data for monitoring and improvement

May 13, 2025

nFORM 2.0 and CQI Teams

Mathematica

**OFFICE OF FAMILY ASSISTANCE**

An Office of the Administration for Children & Families

**OPRE**

**nFORM 2.0**  
Information, Family Outcomes, Reporting,  
and Management

**HMRF**  
HEALTHY MARRIAGE & RESPONSIBLE FATHERHOOD

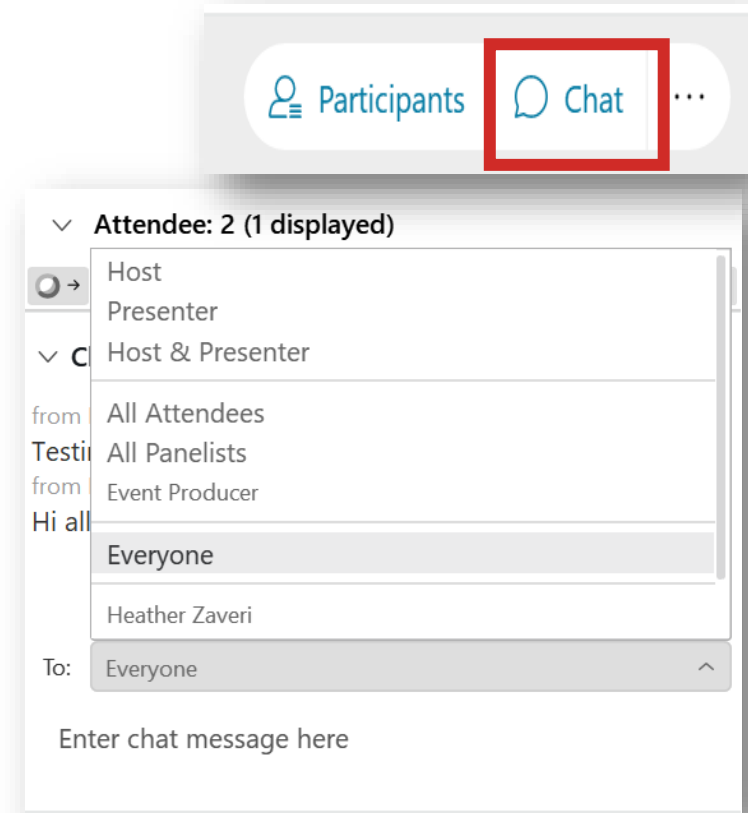
 **Mathematica**  
Progress Together

**BUILD**  
Building Usage, Improvement, & Learning  
with Data in HMRF Programs



# Housekeeping

- / **Use the chat to ask questions**
- / **Click on the link in the chat to access closed-captioning**





# REMINDERS:

- / **Never text or email personally identifiable information (PII) like client names – *including to the help desk***
  - Only refer to clients in emails by their client ID number
- / **Never take screenshots of client PII from nFORM**
- / **Everyone who interacts with client data should:**
  1. Watch the Keeping Data Secure training video on the resources site
  2. Review the Performance Measures and Data Collection Logistics Manual on the resources site for more information on keeping data secure



# Today's agenda

/ **Query tool enhancements**

/ **Using data for program monitoring and CQI**

/ **Panel discussion**

- Family Service Agency of Santa Barbara
- University of Miami

/ **nFORM and CQI Q&A**

/ **Announcements**



# Query tool enhancements

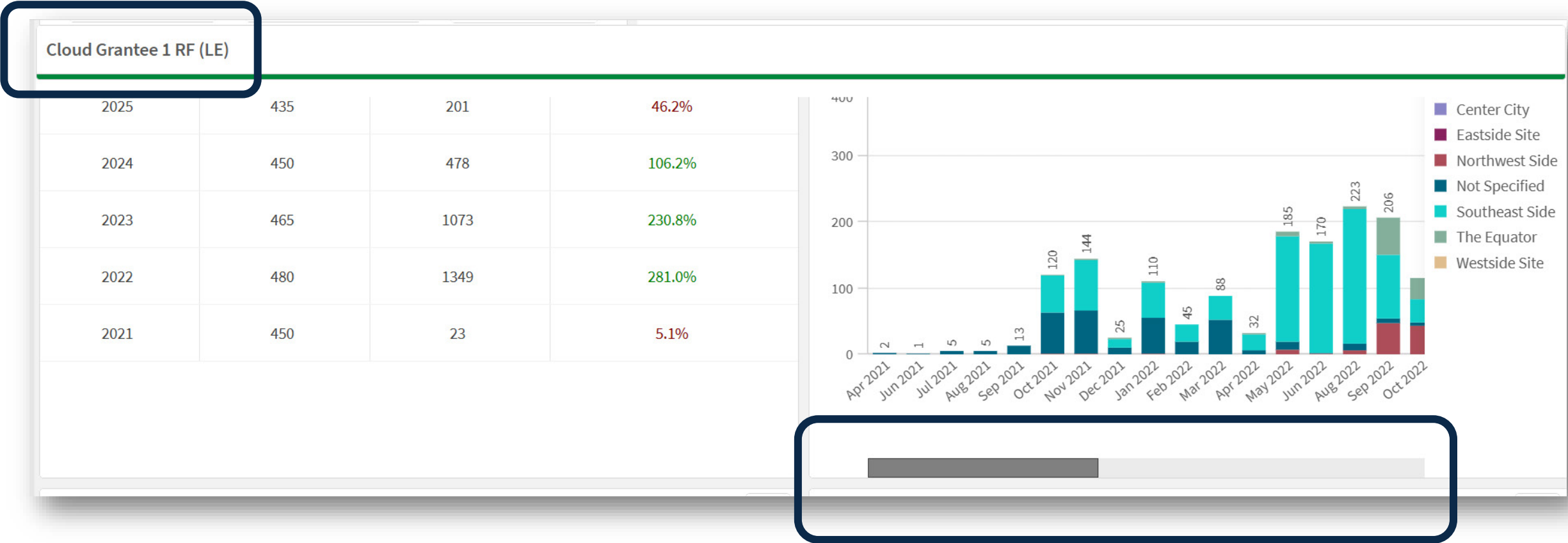


# Enhancements to query tool tabs

- / Grant name stays visible at top of screen when scrolling**
- / Increased visibility of horizontal scroll bar on bar charts**
- / Improved data view on Workshop Participation – All Workshops tab**
- / Improved accessibility for screen readers**



# Example query tool Enrollment tab





# GYO tab name displays on PDF printout







# Using data for program monitoring and CQI

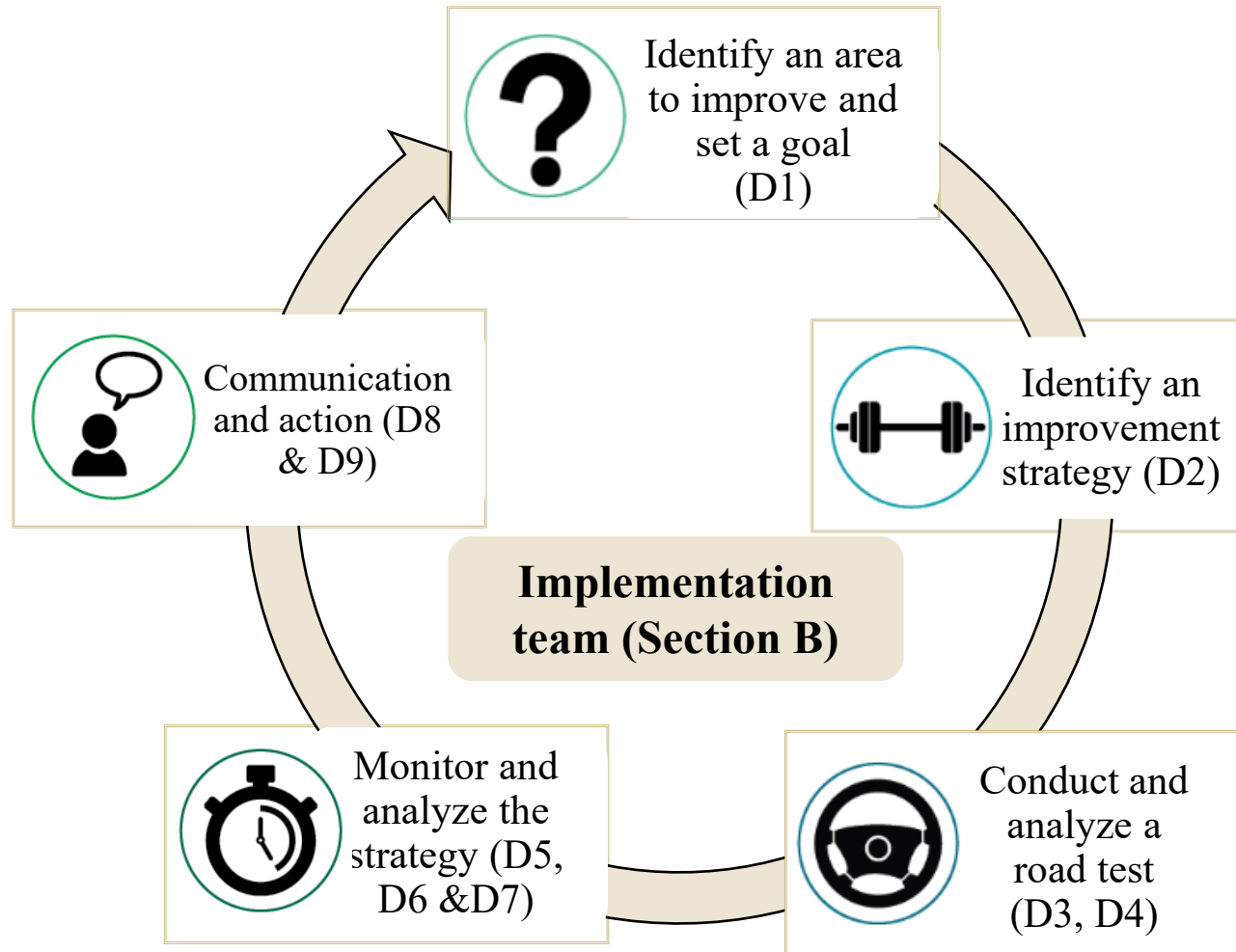


# In a data-driven culture...

- / **Staff at all levels regularly use data to monitor their own work, monitor program performance, and inform improvements**
  - Data allows staff to track progress and make decisions based on evidence, rather than hunches or speculation
- / **Different kinds of data are used for answering questions**
  - Client and program data in nFORM
  - Other quantitative data, such as outreach and recruiting metrics
  - Qualitative data, including client, staff, and partner feedback
- / **Program staff have the capacity to use data, processes to support data use, and learning mindsets**

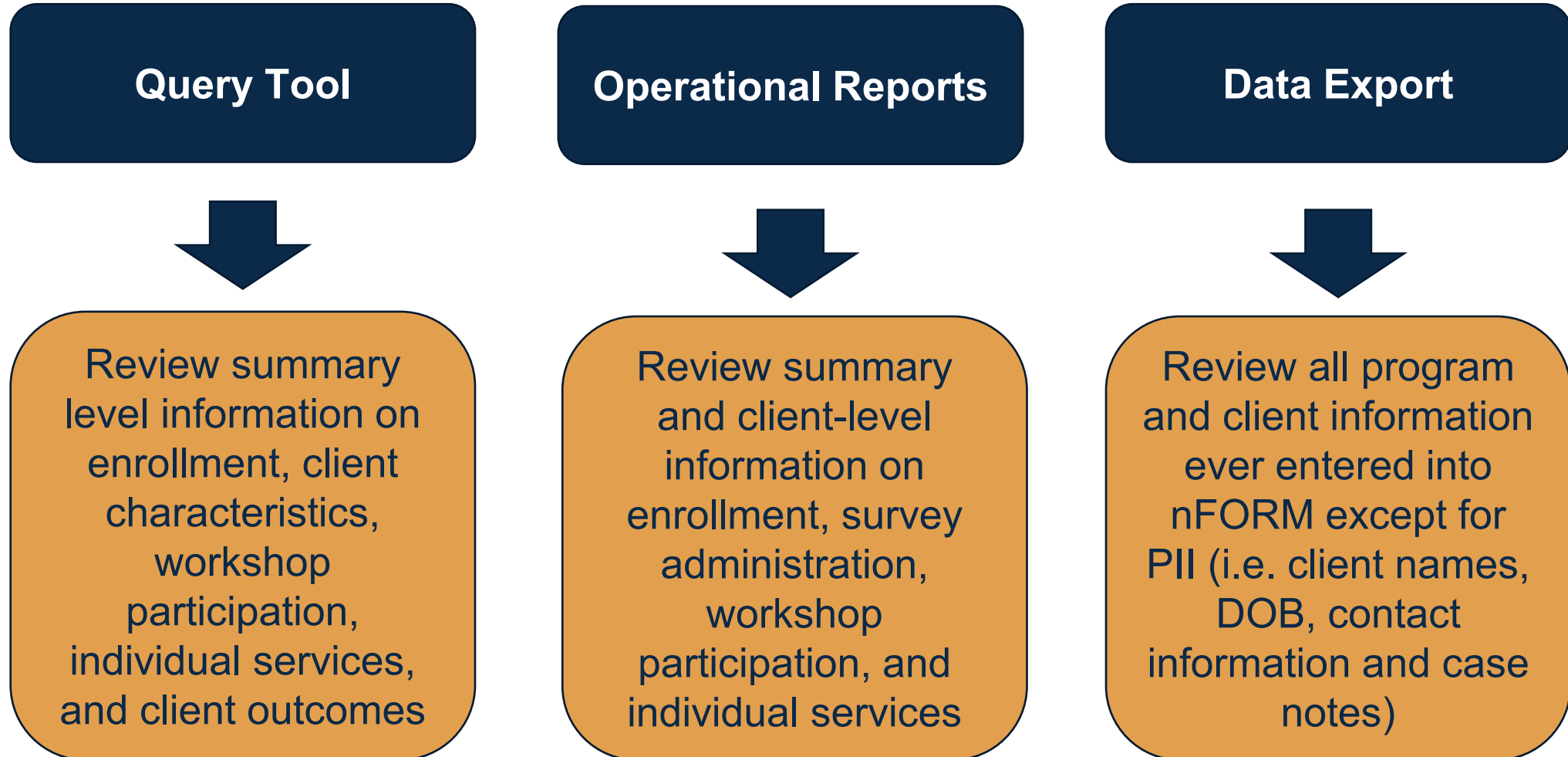


# Data informs every step of CQI process





# nFORM data support monitoring and improvement





# **Panel discussion: Using nFORM for program monitoring and improvement**



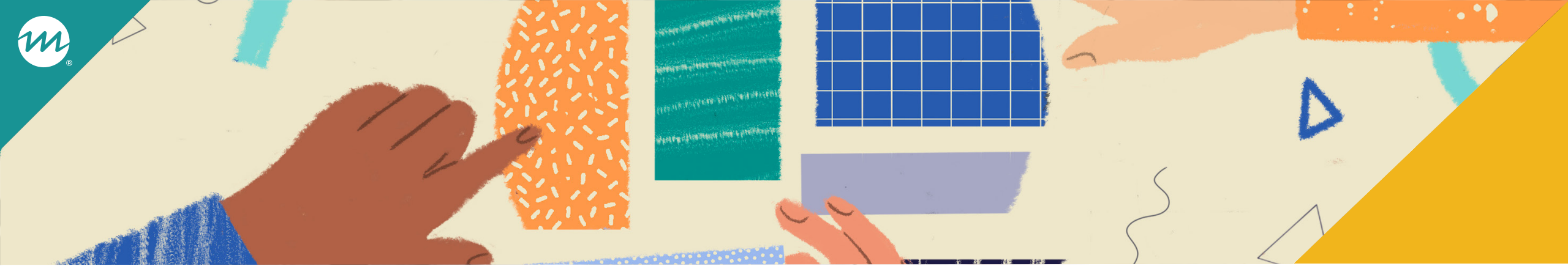
# Today's presenters



**Alison Espinola (Program director)**  
**Alex Holler (Data analyst)**



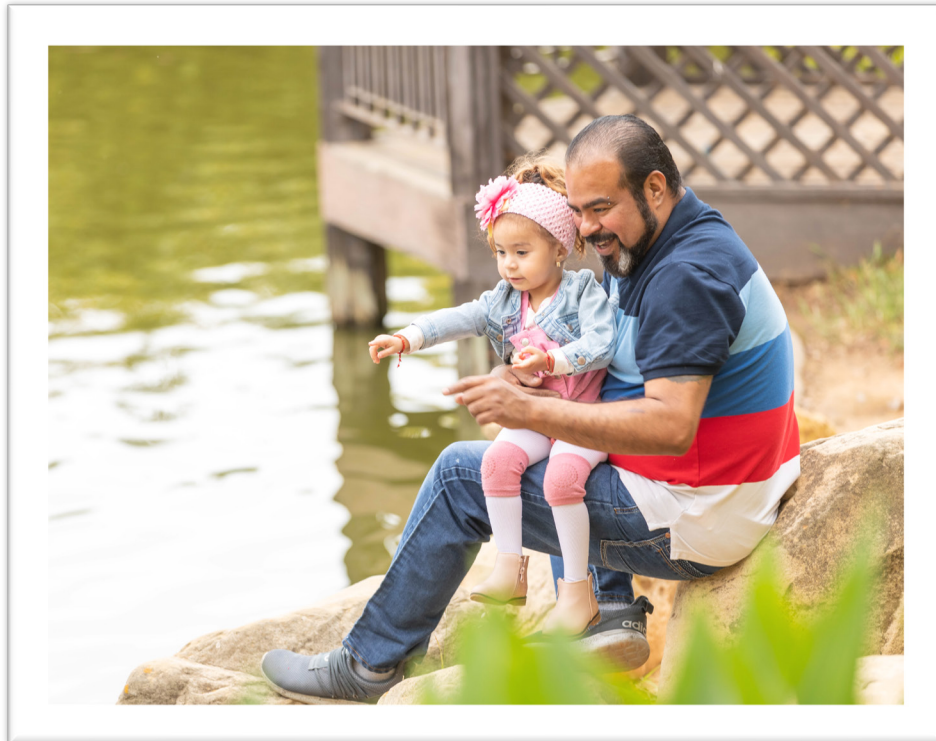
**Brian Doss (Project director)**  
**Destiny Fava (Data manager)**



**How does your program use nFORM and other data to monitor progress and identify challenges?**



# Family Service Agency of Santa Barbara County







# Our Relationship

## CQI and Data at the University of Miami

Destiny Fava  
Data Manager  
University of Miami

Brian D. Doss, Ph.D.  
Project Director, ACF HM  
Grantee  
Professor, University of Miami  
[bdoss@miami.edu](mailto:bdoss@miami.edu)

# O



Identify 1-2 relationship issues to focus on during program

# U



Develop new, less blaming understanding of those issues

# R



Select more effective things both partners can change

# Description of Services

- Complete 10 hours of online e-learning modules in 6-8 weeks
- In each of the three phases:
  - Work independently to view activities and enter information.
  - Come to together at end of each phase to have a conversation where they share what they've written.



# Coach Calls

Brief **20-min calls** at the start,  
during, and end of programs.



## Goals of these calls:

Practicing  
communication  
skills

Achieving  
greater insight  
into relationship  
problems

Technical  
assistance

Alliance to  
improve  
program  
completion





# Key Questions:

1. What is the optimal amount and timing of coach calls?
2. Are there differences in post survey completion between dropped versus completed couples? If so, what can we do about it?

# Randomization into Four Groups



	Welcome	Observe	Understand 1	Understand 2	Respond 1	Respond 2
Group 1						
Group 2						
Group 3						
Group 4						

# Randomization into Four Groups

	Welcome	Observe	Understand 1	Understand 2	Respond 1	Respond 2
Group 1	X	X		X	X	
Group 2	X	X	X	X	X	
Group 3	X	X		X	X	X
Group 4	X	X	X	X	X	X

Effect of an Understand 1 call: 56% vs. 57%

Effect of a Respond 2 call: 83% vs. 92%



# Key Questions:

1. What is the optimal amount and timing of coach calls?
2. Are there differences in post survey completion between dropped versus completed couples? If so, what can we do about it?

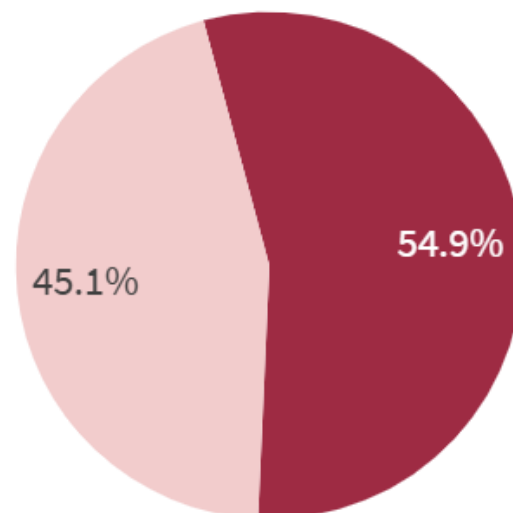
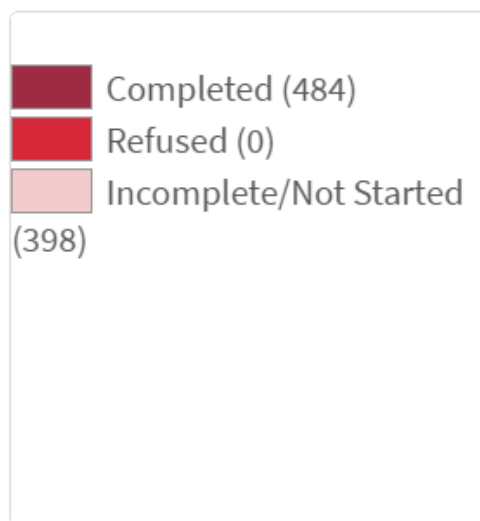


# Identifying the Problem

## / Exit survey completion was Low

### Exit survey status

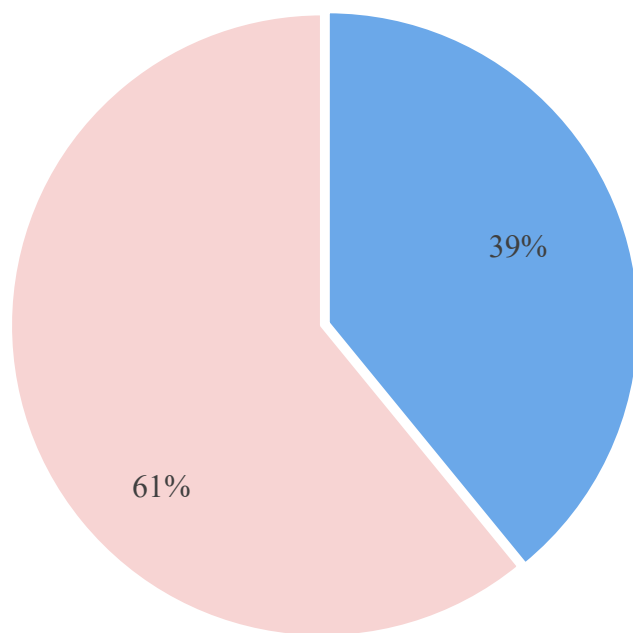
for clients enrolled in current grant year  
who have completed or refused entrance survey



# Separating the Data by Status

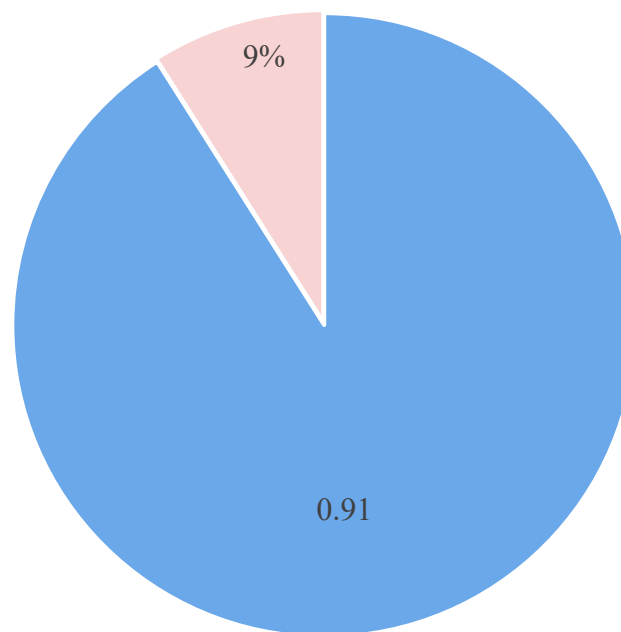
## / Who makes up the pie chart?

Dropped Couples



■ Complete Exit survey ■ Did not Complete Exit survey

Completed Couples

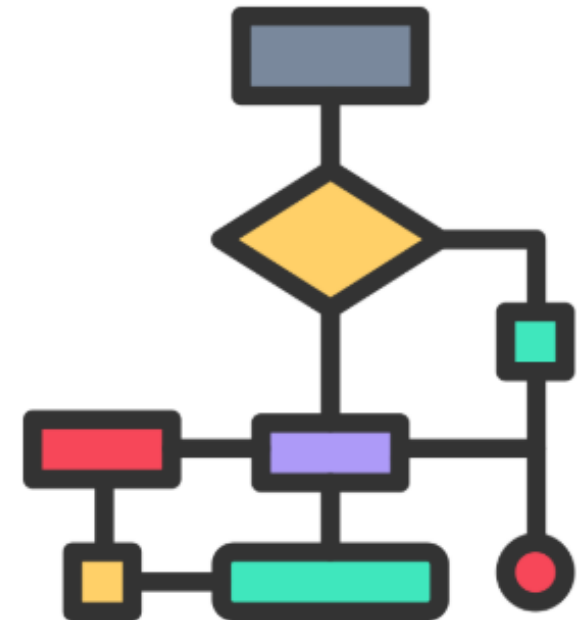


■ Complete Exit survey ■ Did not Complete Exit survey



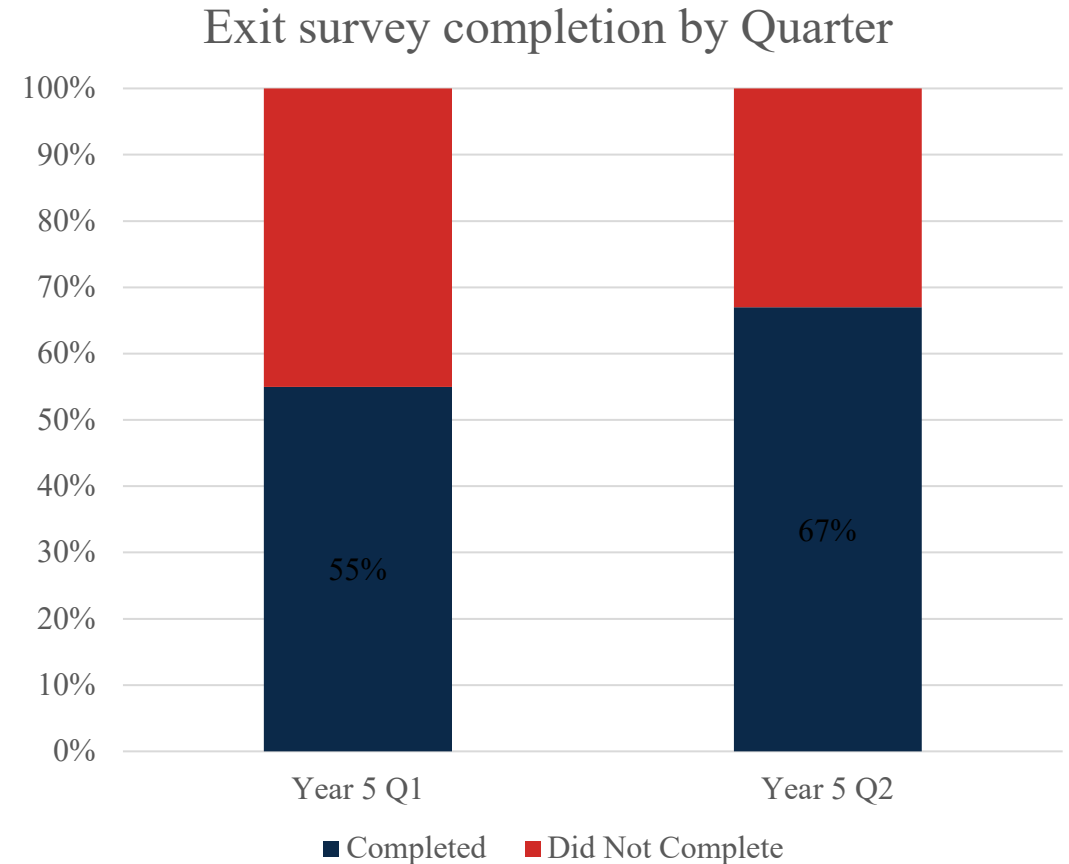
# Changing Our Operations

- / **What are the operational differences between dropped couples and completed couple?**
- / **Completed couples receive surveys instantly whereas completing the progra**
- / **There is a delay with dropped couples.**



# Solution/Results

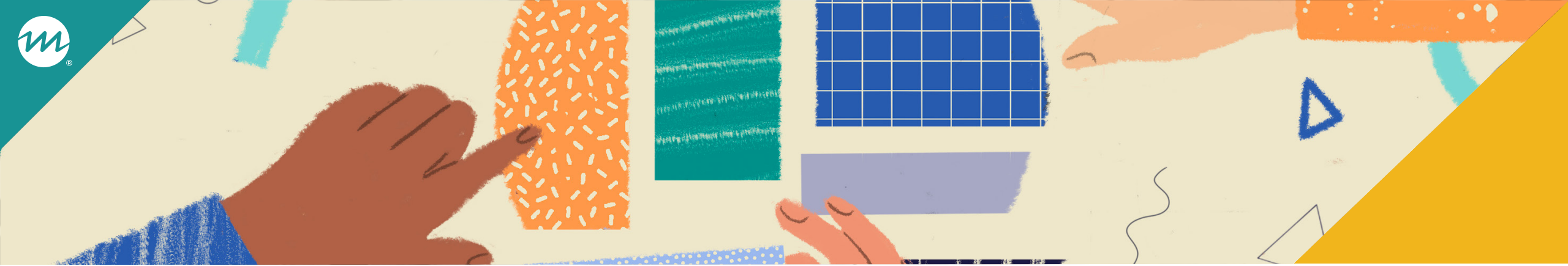
- / **We had a standardized procedure where if couples are dropped my coaches Admin must be notified immediately.**
- / **A weekly audit was conducted to make sure couples who fizzled out of the program would be caught sooner to be send their surveys.**
- / **These changes resulted in a 12% improvement of overall exit survey completion between Q1 and Q2**





**Over the course of your grant, what lessons has your team learned about using nFORM and other data for program monitoring and improvement?**





**Thinking back to the start of your grant, what guidance did you give your team, or wish you had given, about program monitoring and CQI?**





**Let's turn to your questions...**



# What are your questions for today's panel members?

- / **Enter your questions into the chat, or unmute yourself to ask aloud!**
- / **Please specify if your question is for a particular program or for all panel members**





**Other nFORM  
and CQI  
questions**





# Announcements



# Save the dates for upcoming office hours

- / **nFORM office hours on Tuesday, June 10 from 2-3pm ET**
- / **CQI office hours on Tuesday, June 24 from 2-3pm ET**
- / **Submit a ticket to the nFORM help desk with any nFORM questions**
- / **Email [HMRFCQI@mathematica-mpr.com](mailto:HMRFCQI@mathematica-mpr.com) with any CQI-related questions**