

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

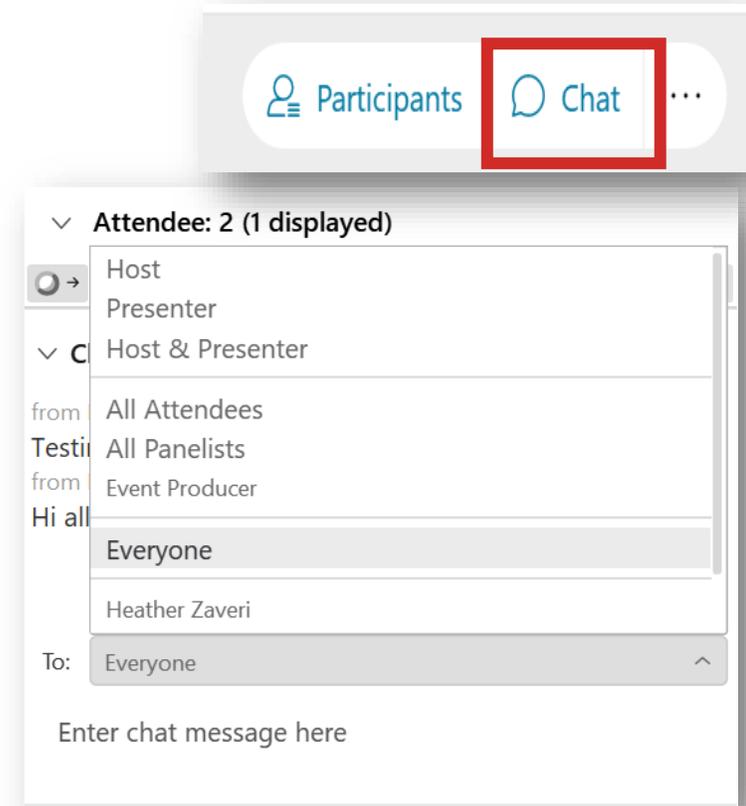
 **Mathematica**
Progress Together

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

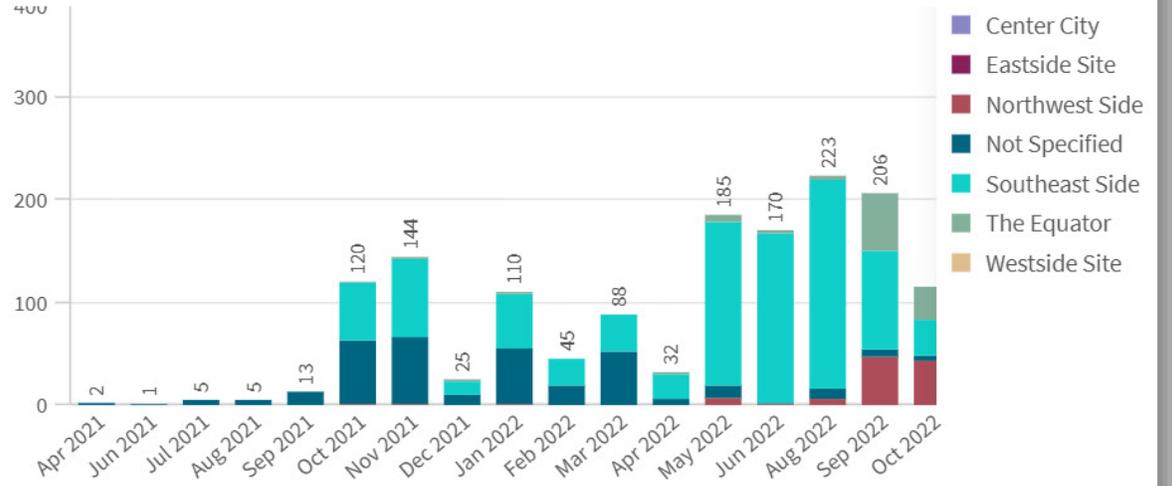
- / Grant name stays visible at top of screen when scrolling**
- / Increased visibility of horizontal scroll bar on bar charts**
- / Improved data view on Workshop Participation – All Workshops tab**
- / Improved accessibility for screen readers**



Example query tool Enrollment tab

Cloud Grantee 1 RF (LE)

2025	435	201	46.2%
2024	450	478	106.2%
2023	465	1073	230.8%
2022	480	1349	281.0%
2021	450	23	5.1%





GYO tab name displays on PDF printout

Cloud Grantee 1 RF (LE)

Grant Year Overview | Enrollment | Applicant Characteristics | Individual Services | Workshop Participation - All Workshops | Workshop Participation - Primary | Client

2025 Grant Year

This dashboard highlights key indicators for the current grant year for all client populations served by the grant. Grant years run from September 30 of one calendar year through September 29 of the following calendar year. Grant recipients that serve multiple populations can view data for each population by selecting the applicable buttons to the right. For grant recipients conducting local evaluations, data displayed on this tab are for treatment and control (with services) group clients only. To explore additional aspects of program and client performance, click on the Enrollment, Applicant Characteristics, Individual Services, Workshop Participation, or Client Outcomes tabs.

Enrollment

Percent of Target Enrolled for the Current Grant Year

■ Current Enrollment (201)
■ Remaining (234)

Category	Percentage
Current Enrollment (201)	46.2%
Remaining (234)	53.8%

Number of Clients Enrolled by Month

Month	Number of Clients Enrolled
Oct	30
Dec	45
Jan	5
Feb	48
Mar	49
Apr	28



Using data for program monitoring and CQI

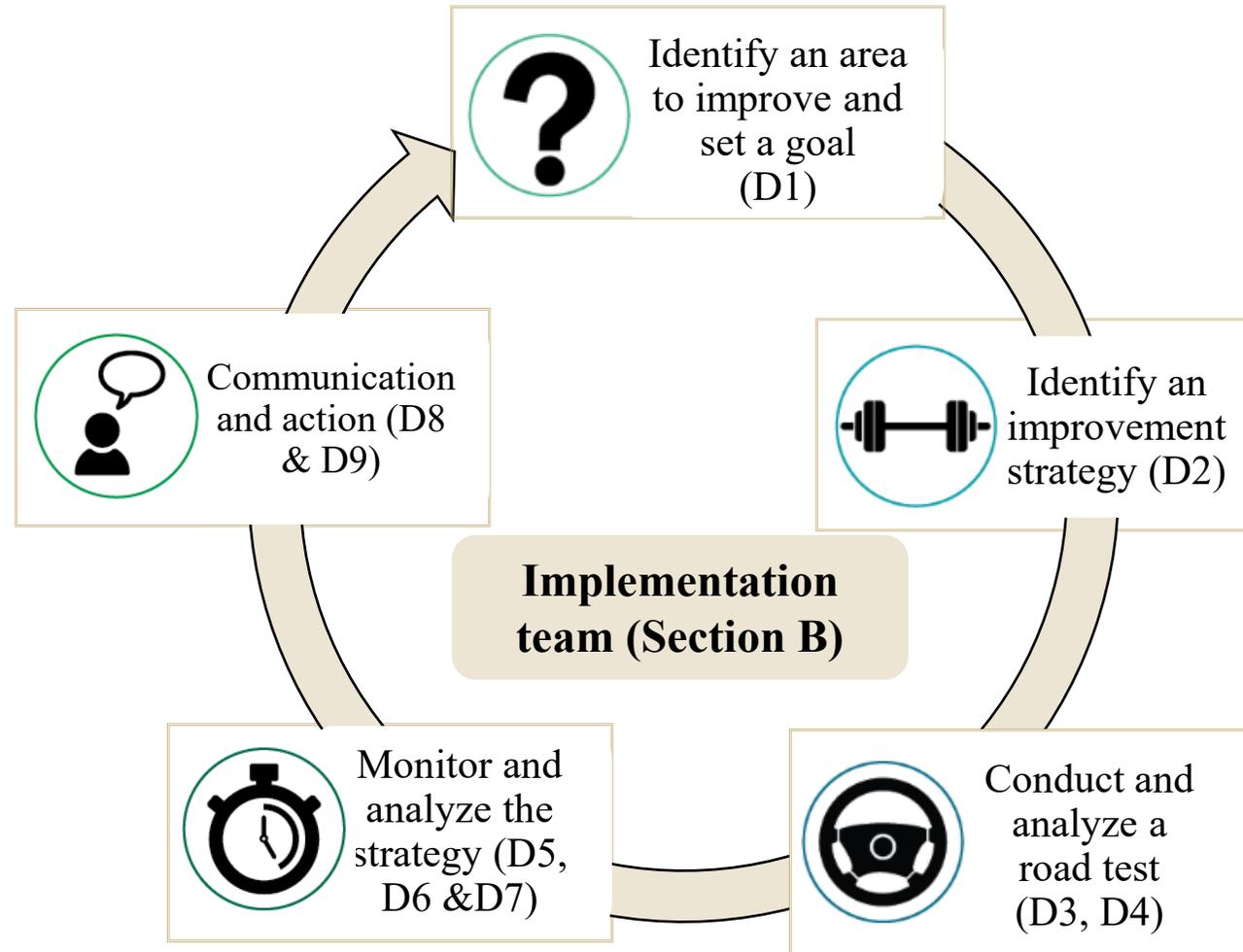


In a data-driven culture...

- / **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

Query Tool



Review summary level information on enrollment, client characteristics, workshop participation, individual services, and client outcomes

Operational Reports



Review summary and client-level information on enrollment, survey administration, workshop participation, and individual services

Data Export



Review all program and client information ever entered into nFORM except for PII (i.e. client names, DOB, contact information and case notes)



Panel discussion: Using nFORM for program monitoring and improvement



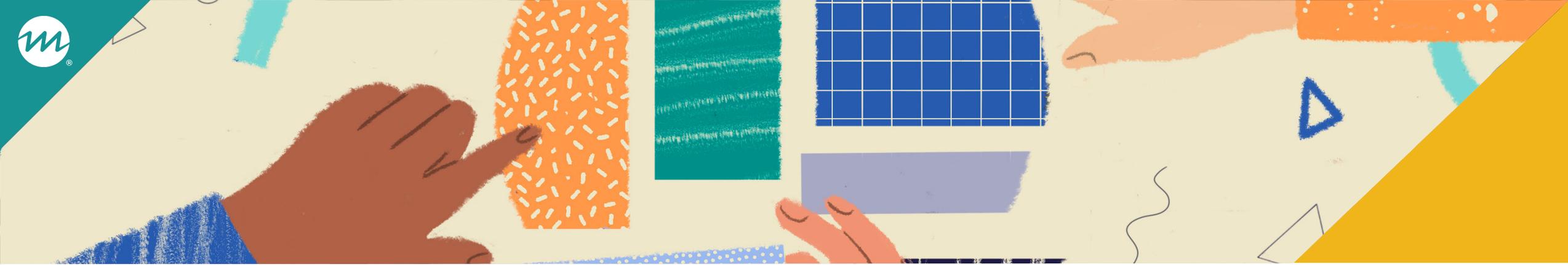
Today's presenters



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



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



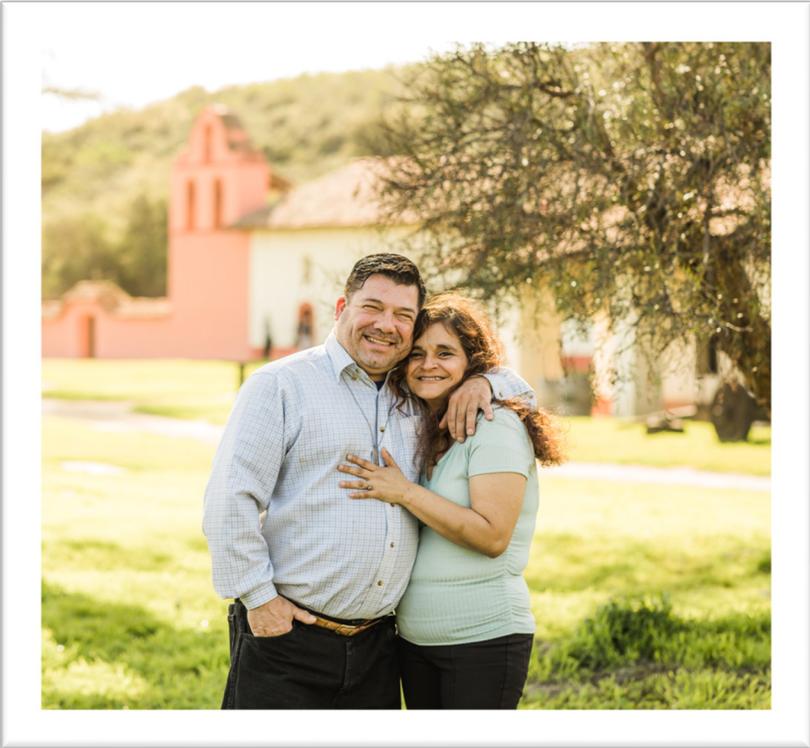
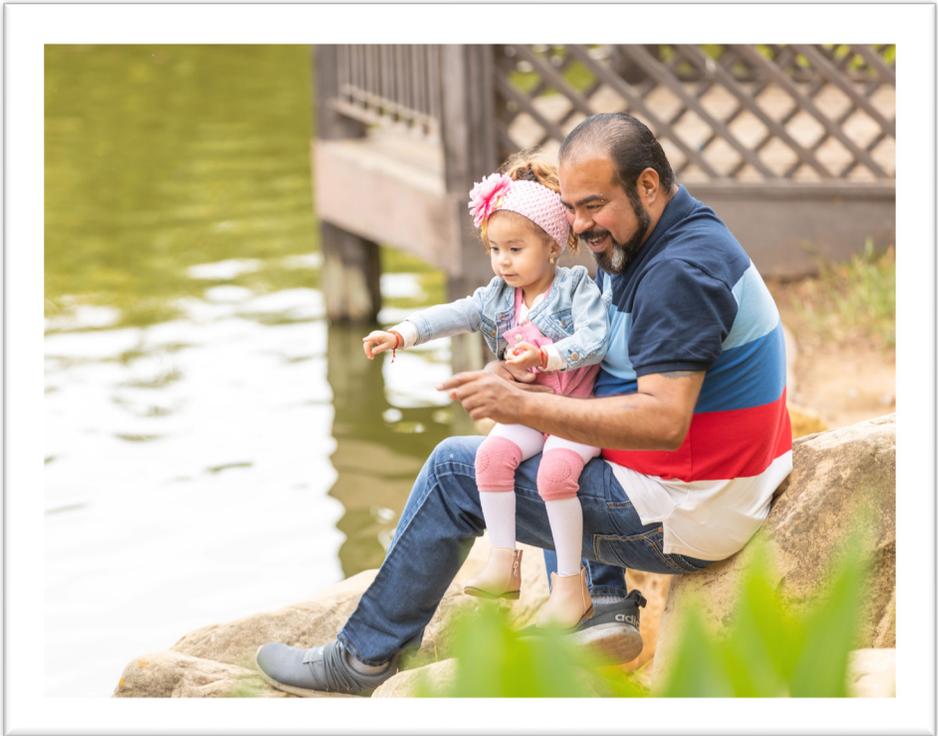
How does your program use nFORM and other data to monitor progress and identify challenges?



Family Service Agency of Santa Barbara County



CONNECTED COUPLES
CONNECTED FAMILIES





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

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:

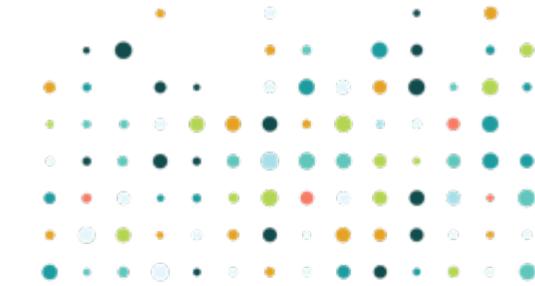
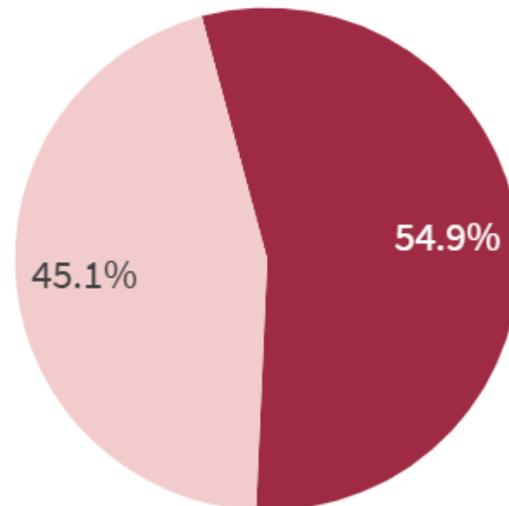
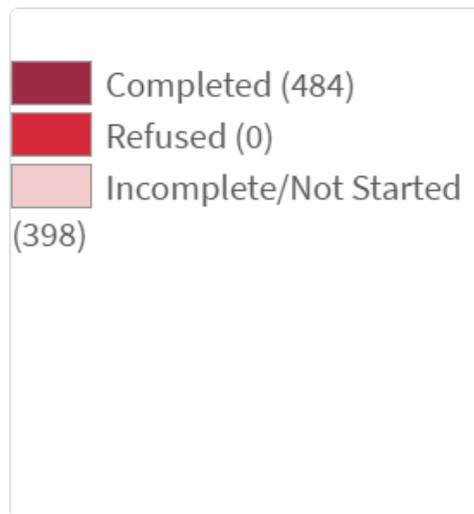
1. What is the optimal amount and timing of coach calls?
2. Are there differences in post survey completion between dropped versus completed couples? If so, what can we do about it?

Identifying the Problem

/ Exit survey completion was Low

Exit survey status

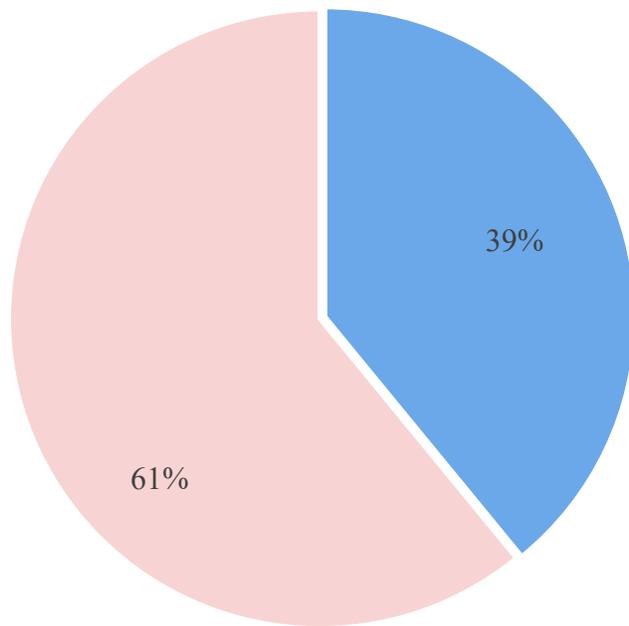
for clients enrolled in current grant year
who have completed or refused entrance survey



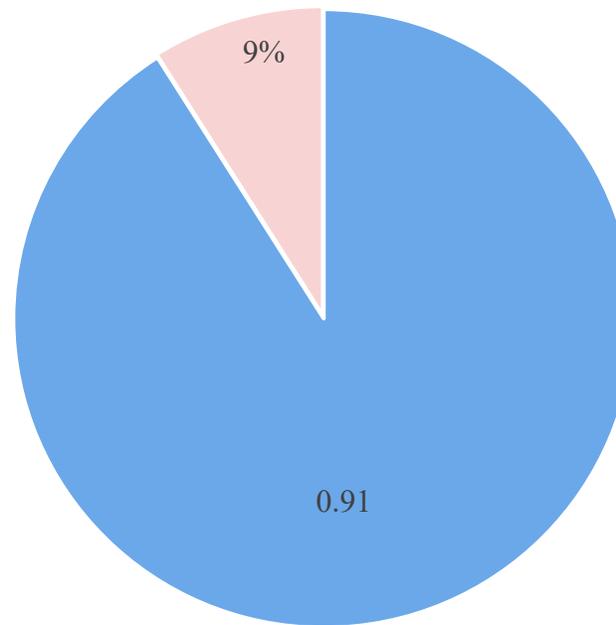
Separating the Data by Status

/ Who makes up the pie chart?

Dropped Couples



Completed Couples



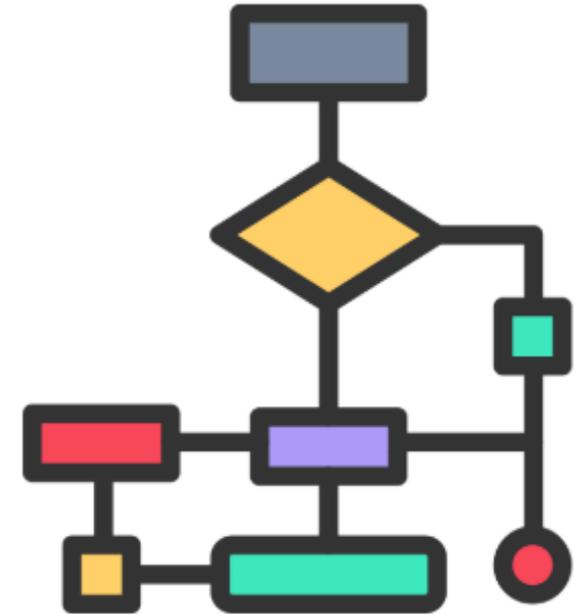
■ Complete Exit survey ■ Did not Complete Exit survey

■ Complete Exit survey ■ Did not Complete Exit survey



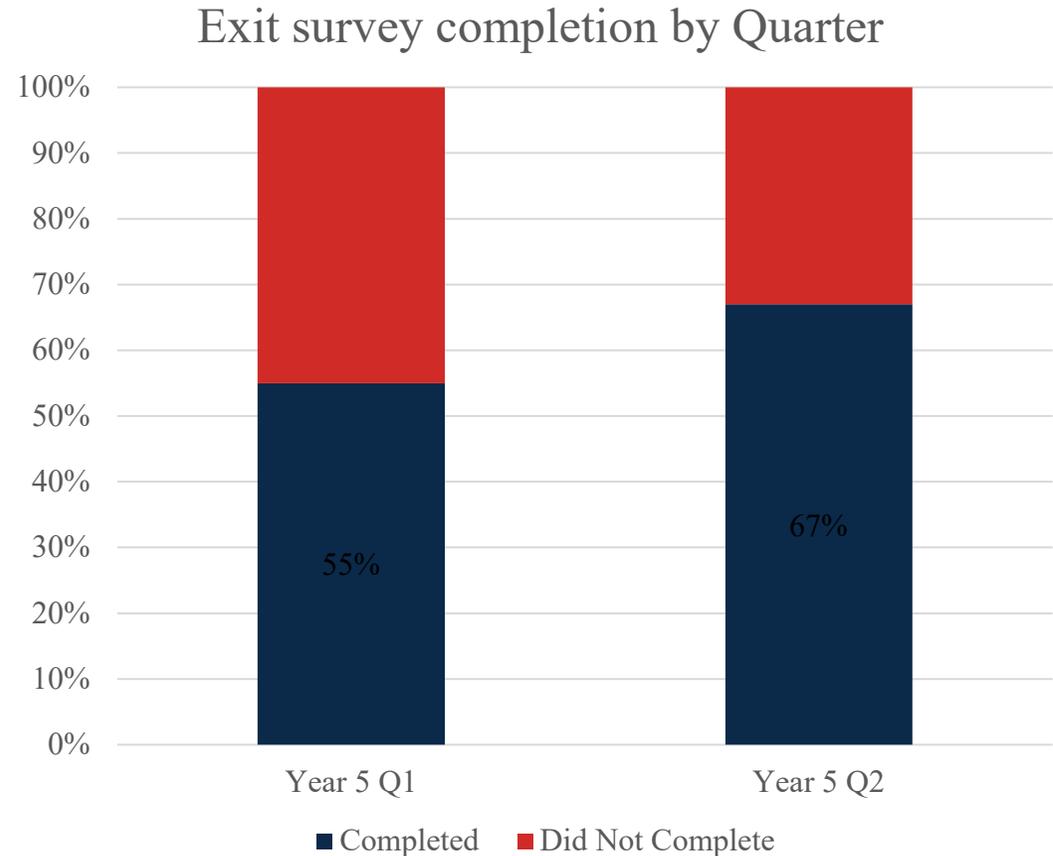
Changing Our Operations

- / **What are the operational differences between dropped couples and completed couple?**
- / **Completed couples receive surveys instantly whereas completing the program**
- / **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 with any CQI-related questions**