

2016 DCF Program Report Card: One-On-One Mentoring Program (DCF)

Quality of Life Result: All Connecticut's Children will grow up stable, safe, healthy and ready to lead successful lives.

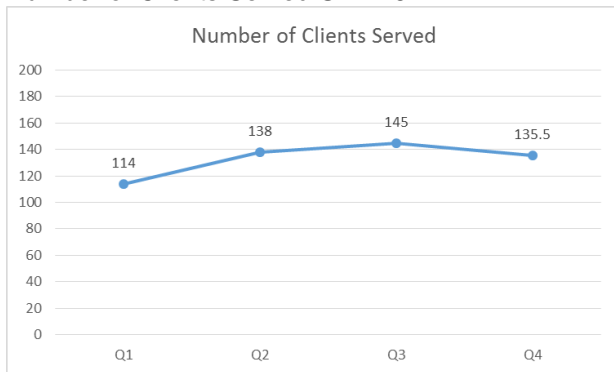
Contribution to the Result: One on One Mentoring Program (OOMP) contracts with local service providers statewide to supply adult mentors to DCF involved adolescents ages 14-21. The providers recruit, screen and train eligible candidates to become mentors. Mentoring program provides an important and long lasting relationship to adolescents who are placed outside of their homes. Mentors are involved in the adolescent's life as a guide, a positive role adult model and a confidant.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Estimated SFY 16	\$86,876	\$322.013	\$47,306	\$456,195
Estimated SYI 17	\$86,876	\$322.013	\$0	\$408,889
Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding

Partners: Private providers, DCF Regional offices liaisons, families using the service

How Much Did We Do?

Number of Clients Served SFY 16



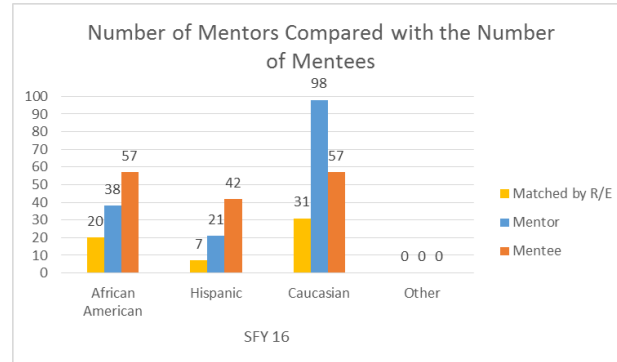
Story behind the baseline:

In April 2016 we reduced the number of One on One annual capacity from 280 to 228. Mentor providers also participated in the Tier Classification process. Taking a closer look at contractual compliance and service delivery, PDOC worked with providers to clean up data. Although there is a small decrease in the numbers of clients served during the 4th quarter, the utilization trend represents a 20% increase during the year.

Trend: ▲

How Much Did we Do?

Race/Ethnicity of Mentors compared to Race/Ethnicity of mentees

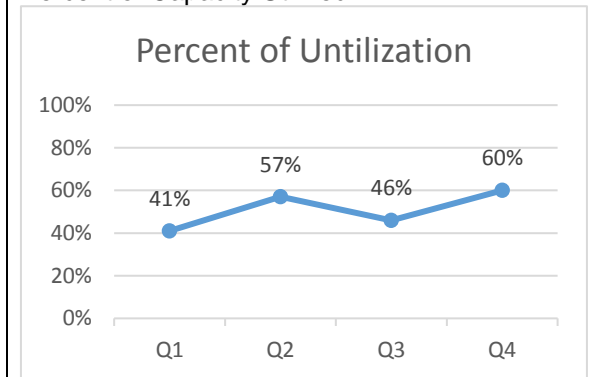


Story behind the baseline: The mentor program must take into consideration race and ethnicity when matching mentors to mentees. The data continues to indicate that across programs there are nearly double the numbers of Caucasian Mentors than any other race/ ethnicity. Providers have developed recruitment plans to increase diversity in the pool of resources. There has been a slight increase in AA/ Blk & Hisp mentors.

Trend: ▲

How Well Did We Do It?

Percent of Capacity Utilized



Story behind the baseline:

The program continues to increase in utilization after a slight decline last quarter. By focusing on the quality of services, providers have improved performance. This includes a reduction of the wait time average from 42 days to 31.5 days from referral to match. In addition providers are working more closely with their regional liaisons which has resulted in better quality of service and increased utilization.

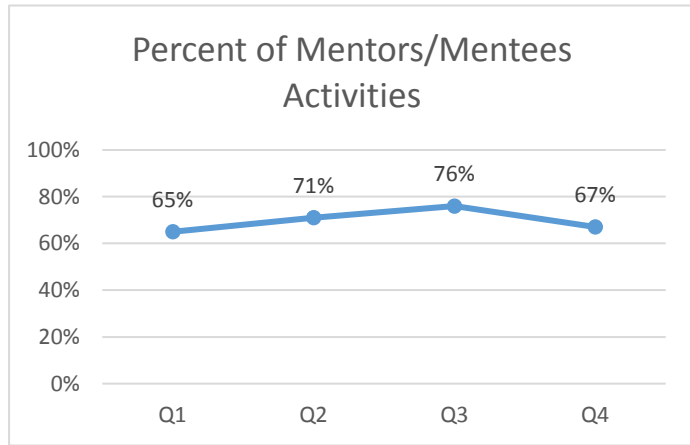
Trend: ▲

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Quality of Life Result: All Connecticut's Children will grow up stable, safe, healthy and ready to lead successful lives.

How Well Did We Do It?

Percent of mentor/mentees who engaged in 3 or more face to face activities per month.

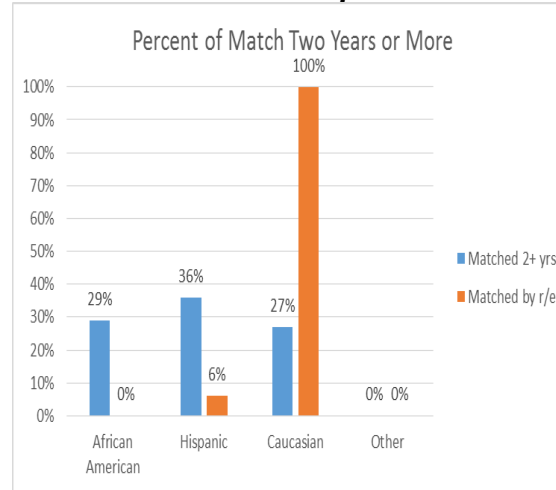


Story behind the baseline: The quality of a mentor/mentee relationship is built on regular predictable contact. Mentors are required by contract to have weekly contact including 3 face to face contacts per month. Providers indicate that their mentor and mentees have solid relationships and have regular contact. However, the data does not support this claim, and providers indicate that this is difficult data to maintain as mentors and mentees don't always provide the information needed. While it appears that the level of activity increased during Q2 and Q3, the overall trend remains flat.

The PDOC has recently implemented new reporting requirements to assist providers in retrieving this data more accurately including the ability to capture race and ethnicity data. The PDOC will continue to closely monitor the data to determine whether reported data is accurate, and if in fact, there is a greater level of mentor/mentee contact; and will work with providers to develop additional strategies if necessary.

Trend: ◀▶

Is Anyone Better Off? Youth with long term mentor relationship



Story behind the baseline: Research indicates that mentor mentee relationships that last more than 1 year has a positive overall impact on young people. The Mentoring.org website uses data which supports the assumption that longer relationships are stronger relationships. This report infers a direct relationship with increased self-esteem and self-confidence and mentees who maintain long term relationships tend to pursue higher

In January 2016 the OOMP began to administer the Rosenberg Self-esteem. Results of this tool will begin to come in and shared next qtr.'s postcard.

education, leadership positions and sports activities. Youth (34) report on surveys that are satisfied with the service and their mentor.

Trend: ◀▶

Proposed Actions to Turn the Curve:

- The PDOC will closely monitor data regarding client contact to assess if participants are better off as a result of the contact.
- Use Rosenberg results to determine if participants are better off and explore more options to support better off outcomes.
- Use the length of time from referral to match to access how well did we do
- Increase DCF liaisons participation at quarterly provider meetings to build relationships and increase referrals.
- Review provider's annual mentor recruitment plan in order to increase the number of African American, Hispanic and male mentors by 10% by focusing on organizations and institutions in the communities they live, and assist providers in implementing those plans
- Monitor the matching process across programs based on geographic factors and needs, ensuring that the maximum number of youth receive services taking into consideration race and ethnicity and document their findings.
- Providers will begin to actively ensure that service recipients and referral source are satisfied with the services by following up with liaisons and client satisfaction surveys.
- Utilize new data collection tool.

Data Development Agenda:

The PDOC has recently implemented new reporting requirements to assist providers in retrieving this data more accurately. The PDOC will continue to closely monitor the data to determine whether reported data is accurate. Data collection will transition to PIE in the fall.