Understanding Data to Manage your FOC: FFT Performance Report Case Study

FOC/BCO
National Meeting
Houston, TX

Nov 8, 2018

Agenda

I. Welcome and Introductions

II. Case Study Instructions

III. Group Activity and Review

IV. Q&A Session

Session Presenters

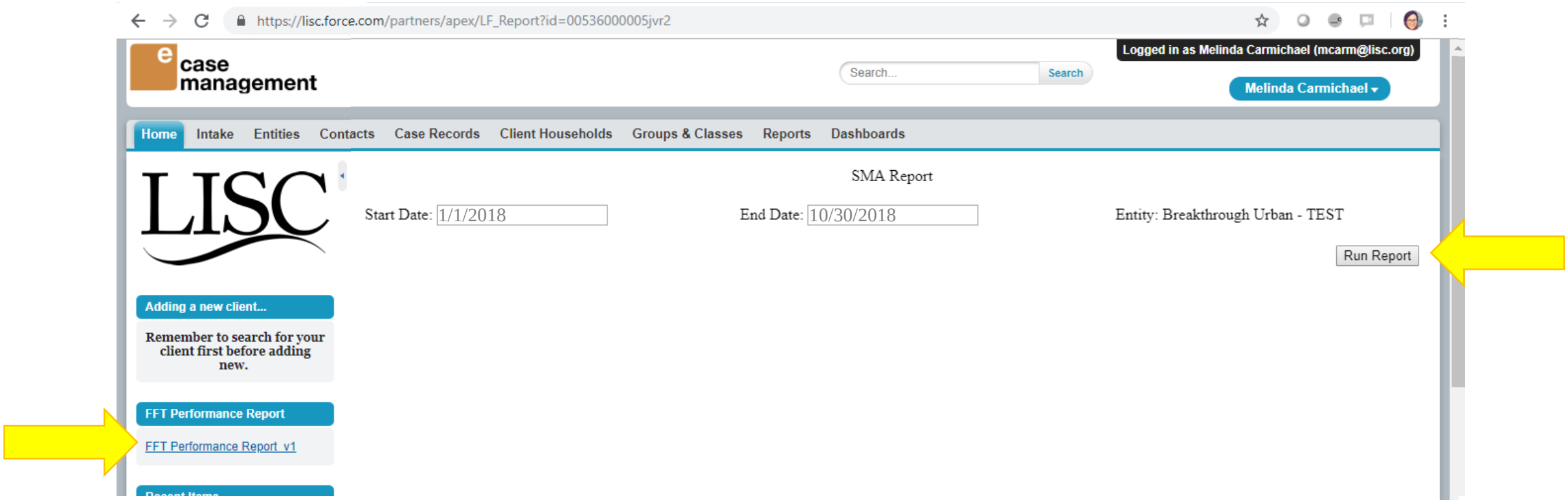
Carolina Rendon, Program Officer

Carolina joined the national team two years ago and brings over ten years of experience working in non-profit and over five years of experience managing Salesforce. Prior to joining LISC, Carolina worked at a Chicago FOC for eight years as the Grants Management and Compliance Coordinator.

Jackie Guzman, Assistant Program Officer

Jackie supports the team through assistance with grants management/compliance, data management, and technical assistance. Prior to this position she worked at a Chicago FOC providing direct services to clients seeking training and employment.

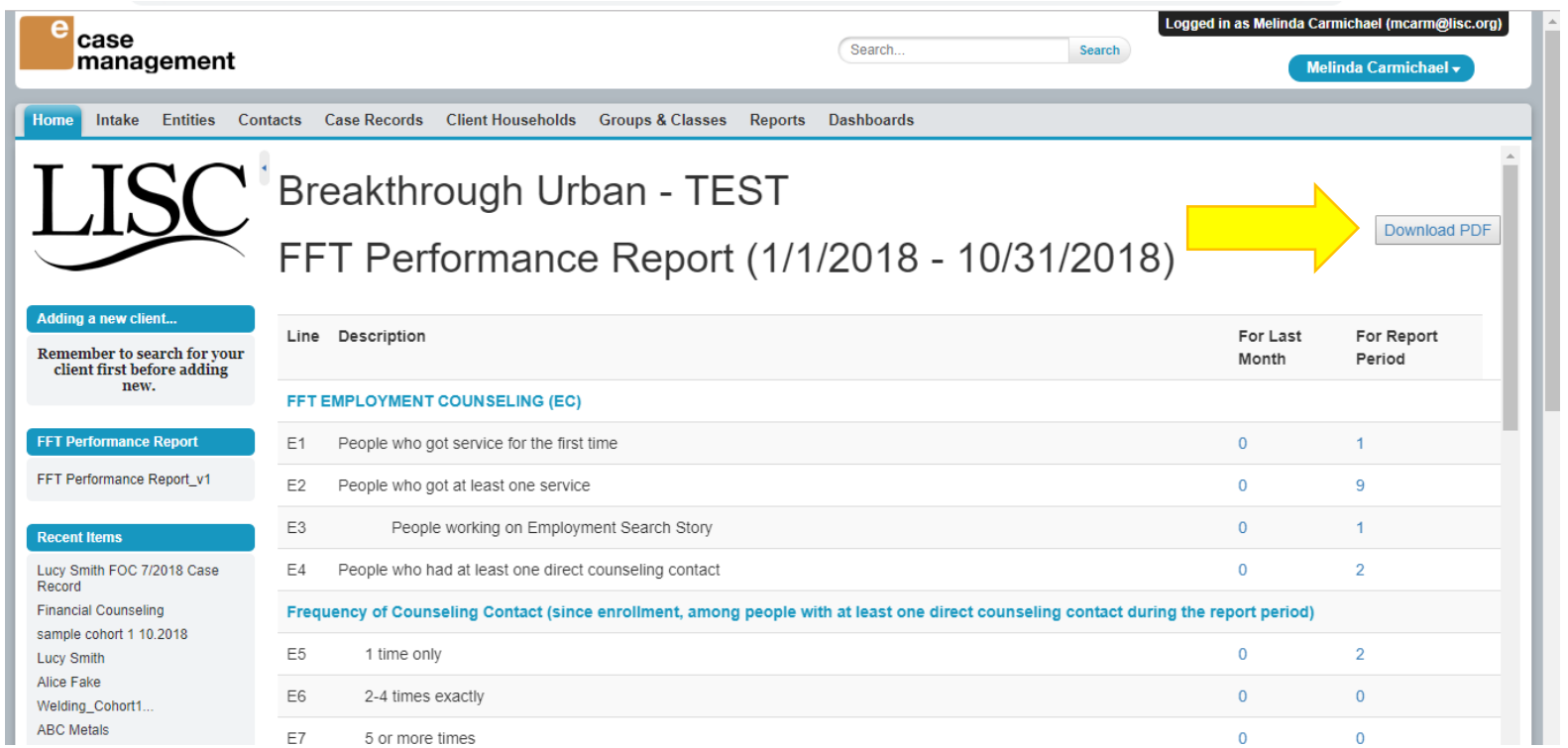
FFT™ Performance Report



Tip:

Make sure the left panel is expanded by clicking on the blue arrow button

FFT™ Performance Report



PDF Sample

Breakthrough Urban - TEST

FFT Performance Report
(1/1/2018 - 10/31/2018)

Line	Description	For Last Month	For Report Period
FFT EMPLOYMENT COUNSELING (EC)			
E1	People who got service for the first time	0	1
E2	People who got at least one service	0	9
E3	People working on Employment Search Story	0	1
E4	People who had at least one direct counseling contact	0	2
Frequency of Counseling Contact (since enrollment, among people with at least one direct counseling contact during the report period)			
E5	1 time only	0	2

Tip:

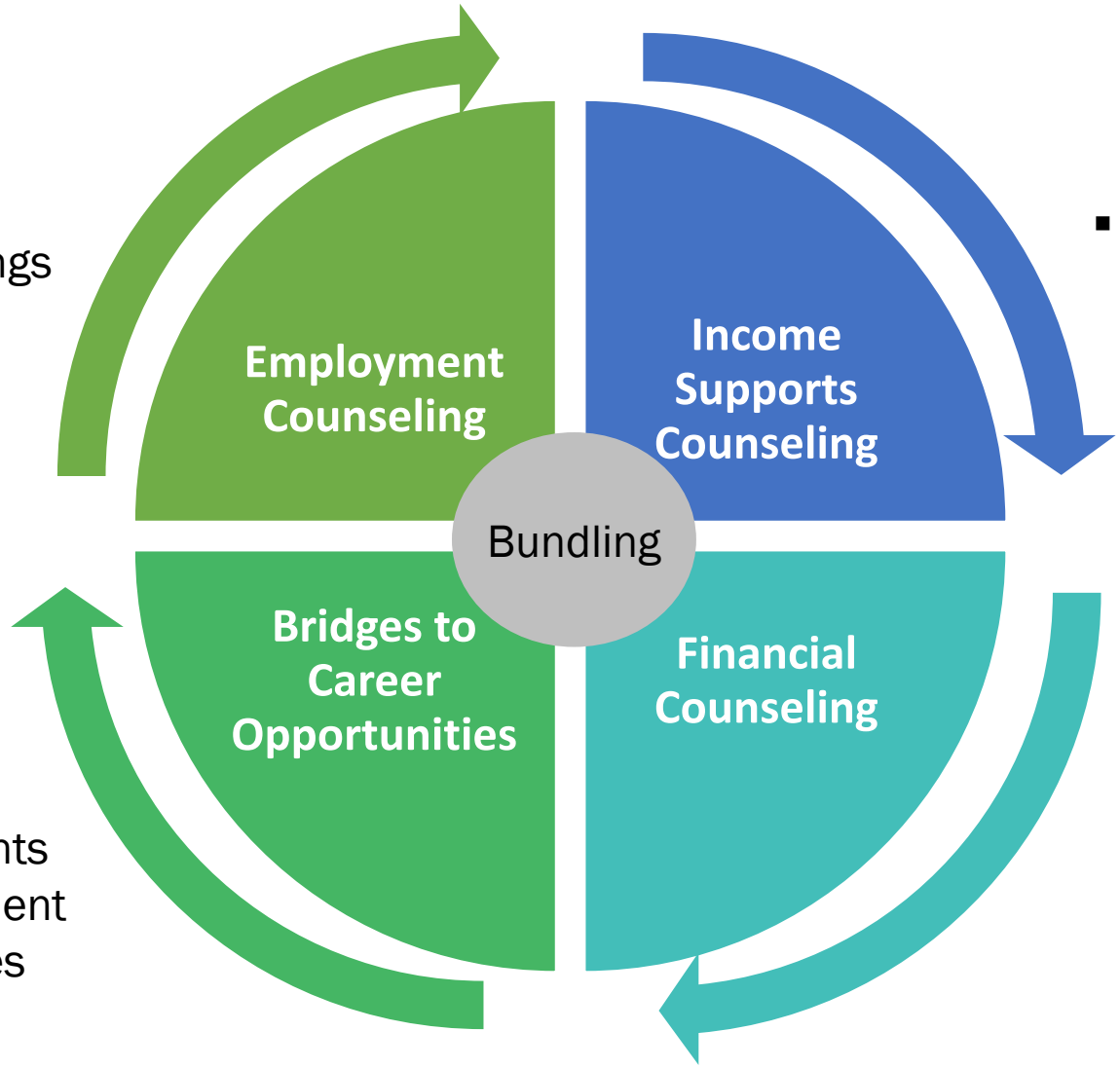
Wait until the report is fully loaded to download the PDF copy

FFT™ Performance Report

- Employment Counseling (EC)
- Bridges to Career Opportunities (BCO)
- Income Supports Counseling (ISC)
- Financial Counseling (FC)
- Digital Literacy
- Overall Participation

Outcomes & Program Areas

- Job Placements
- Increased earnings
- Job Retention



- Benefit approvals

- Job Placements
- Starting Wages
- Wage Advancements
- Credential attainment
- Financial Outcomes

- Baseline CFA
- Financial Outcomes
  1. Increases in FICO credit score
  2. Increases in monthly Net Income
  3. Increases in Net Worth

Case Study Purpose:

To learn how to use the FFT Performance Report to manage program performance for your site. Through this exercise, we hope you will gain familiarity and ease with the report. The FFT Performance Report (found by logging into Salesforce | Home Page) may be overwhelming for those who are unfamiliar with it. However, over time and with practice, this report will become a valuable tool for managing and evaluating your program.

Exercise Instructions:

Please work together in groups and review the sample performance report. Select one member of the group to take notes and present your findings to the larger group.

1. Identify at least three areas or lines of the report that reflect complete and proper data documentation.
2. Next, identify at least five areas or lines of the report that reflect potential inconsistencies in the data.
3. Lastly, discuss potential solutions or actions that you, as program managers, can take to rectify problems in the site's data. Some examples of solution areas include documentation processes, client flow processes, staff communication and training.
    a. Identify the problem in the report (page and line in question), and
    b. Share how you would address the issue

Example:

Line #	FFT Employment Counseling (EC)	For the last month	For the report period
	FFT EMPLOYMENT COUNSELING (EC)		
E1	People who got service for the first time	14	104
E2	People who got at least one service	39	203
E3	People working on Employment Search Story	12	115
E4	People who had at least one direct counseling contact	34	184
	Frequency of Counseling Contact (since enrollment, among people with at least one direct counseling contact during the report period)		
E5	1 time only	32	111
E6	2-4 times exactly	2	73
E7	5 or more times	0	0
	Employment Outcomes		
E8	People with an increase in earnings	19	90
E9	People with an increase in wages (in same job OR from one job to another)	3	13
E10	People with an increase in hours (in same job OR from one job to another)	2	9
E11	People placed in jobs (subsidized or unsubsidized)	18	83
E12	People with subsequent BUDGETs completed for last increase in earnings during report period	5	27
E13	People with Net Income going up	1	21
E14	People placed in jobs (all types)	20	83
E15	People placed in unsubsidized jobs	16	64
E16	Median hourly wage for last placement	$11.20	$11.03
E17	Average hourly wage for last placement	$11.58	$11.81
E18	Placements during the report period due for any retention verification	20	35

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Best Practice – Data Management

- Everyone is trained on telling the story in FFT
- One person is responsible for reviewing and understanding data, but ultimately everyone is responsible
- Data is used to
  - Record successes and setbacks of clients
  - Improve performance
  - Communicate successes
  - Evaluate the program

Thank you!

Resources Link: http://www.foc-network.org/eto-legacy-for-foc-salesforce.html

LISC