

This report cover sheet explains the FY 19-20 Agency Contact Snapshot and FY 19-20/FY 20-21 Capacity Assessment Results.

Agency Contact Snapshot

Understanding the Report: The Agency Contact Snapshot consists of three sections: The Contact Summary, Contacts by Month, and the Goal Snapshot. Data on the Agency Contact Snapshot was collected between July 1st, 2019-June 30th, 2020.

- **Contact Summary:** This section consists of icons which display the number of phone calls, visits (this includes virtual visits), and video calls your agency conducted with PCANC in FY 19-20. It also displays the total number of contacts which is the sum of phone calls, visits, and video calls as well as the total amount of hours your agency spent on the contacts.
- **Contacts by Month:** This section has a line graph which displays the number of contacts (video calls, visits, and phone calls) your agency had each month.
- **Goal Snapshot:** This section shows the number of goals your agency worked on with PCANC in FY 19-20. It indicates which goals were completed, in progress, or not started by the end of the fiscal year and shows the percentage of goals that were complete. Additionally, there is a table that shows which staff at your agency had set what goals and what their goal status was at the end of the fiscal year.

Using the Contact Snapshot: There are many ways it may be helpful to use this data; here are a few:

- Agency Goals: Better understand what goals are being worked on across your agency
- Engagement: Review how much engagement staff at your agency had with PCANC's services
- Goal Setting: Review your goals and reflect on whether your agency may want to increase engagement with PCANC, if you want to work on goals that weren't complete last fiscal year, and if the goals set were the best fit for you and your agency
- Reporting to funders: Some agencies have reported work with PCANC as professional development to funders!

Capacity Assessment

Understanding the Report: The Capacity Assessment reflects data gathered by PCANC during the orientation process in FY 19-20 (July-September 2019) and the orientation process in FY 20-21 (July-September 2020). The report includes a section for each index on the Capacity Assessment (Recruitment, Data, Fidelity, Facilitator Support, Staff Selection, Systems Intervention, and Facilitative Administration) and your overall results. Each section shows a bar graph comparing the count of your responses on the index in FY 19-20 and FY 20-21, a summary of your results, and a table with your agency's responses in FY 19-20 and FY 20-21 to each item in the index.

- **The Bar Graph:** This graph shows the number of items you marked "In Place," "Partially in Place," or "Not in Place" for the index in FY 19-20 and FY 20-21.
- **Summary of Results:** Will let you know if you increased capacity, maintained capacity, or decreased capacity from the previous fiscal year. It also will tell you the percentage of total points you scored on the index. You get two points for every item that is "In Place," one point for every item that is "Partially in Place," and zero points for every item that is "Not in Place." The percentage of total points is calculated by adding up the number of points you scored on the index and dividing by the total number of possible points. Each section also includes the average score on the index across all agencies that PCANC supports.
- **The Table:** Includes every item that makes up the index; what your response was each fiscal year; and whether you maintained, increased, or decreased capacity on that item. Dark blue indicates "In Place," light blue indicates "Partially in Place," and orange indicates "Not in Place."

Using the Capacity Assessment: There are many ways it may be helpful to use this data; here are a few:

- Goal setting: Reflect on any areas in which might want to build more capacity in and brainstorm other goals to work on with your specialist.
- Reporting to funders: Some agencies have reported information in the report to funders as part of their annual reporting or as part of their grant applications.

FY 19-20 Agency Contact Snapshot

Southwestern Child Development Center Commission

This report reflects contacts your agency had with PCANC staff in FY 19-20 (July 1, 2019 through June 30, 2020).

Contact Summary



1
Calls



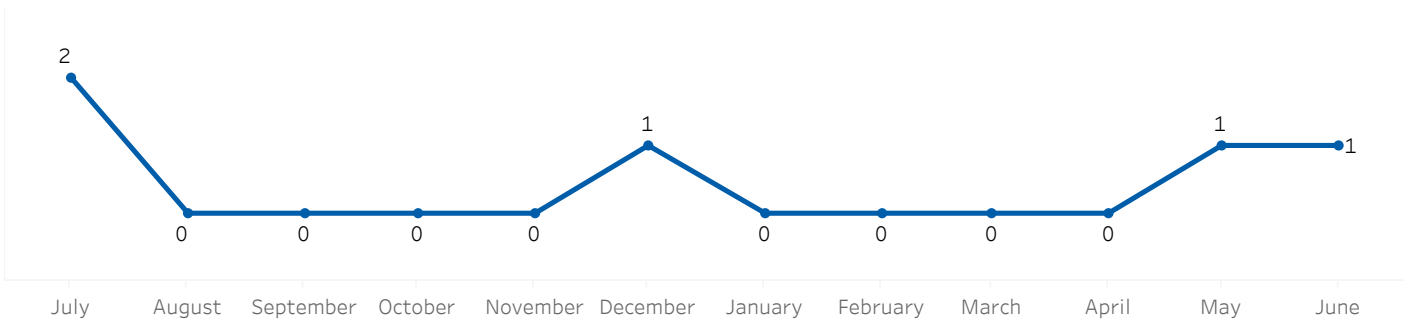
3
Visits



1
Zooms

Southwestern Child Development Center Commission participated in **5** contacts with PCANC in FY 19-20. They spent **5.4** hours participating in services.

Contacts by Month



Goal Snapshot



5
Not Started



3
In Progress



0
Complete

Southwestern Child Development Center Commission worked on **8** goals with PCANC. By the end of the fiscal year **0%** of the goals were completed.

Goal Type	Goal Setter	# In Progress	# Not Started
Recruitment-Related Goal	Andrea McClure	1	
	Sara Tarter		1
Fidelity Assessment-Related Goal	Deidre McMahon	2	
Facilitator Support-Related Goal	Andrea McClure		1
Facilitation Skill-Related Goal	Andrea McClure		1
	Sara Tarter		2

Results presented in this report reflect agency responses on the Capacity Assessment administered by PCANC.

Recruitment Index

The Recruitment Index contains seven items that assess the extent to which your agency has recruitment best practices in place.

Comparing FY 19-20 and FY 20-21 Recruitment Index Responses



Southwestern Child Development Center Commission **increased capacity** on the recruitment index from FY 19-20 to FY 20-21. In FY 20-21 you **scored 79%** of the total possible points on the index. The average score on this index across all agencies was 85%.

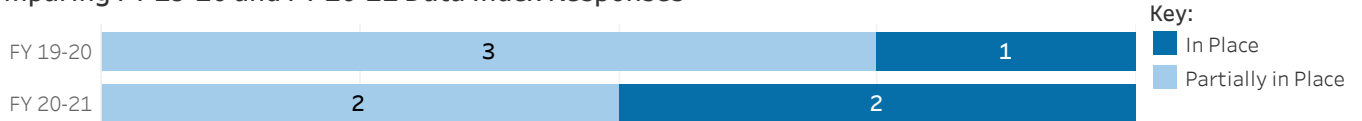
Comparing FY 19-20 and FY 20-21 Recruitment Item Responses

	FY 19-20	FY 20-21	
Documented Recruitment Plan	Partially in Place	In Place	↑
Identified Responsible	Partially in Place	In Place	↑
Identified Target	Partially in Place	In Place	↑
Appropriate Messaging	Partially in Place	In Place	↑
Referral Channels	Partially in Place	In Place	↑
Implemented Recruitment Plan	Not in Place	Partially in Place	↑
Use Recruitment Data	Not in Place	Not in Place	=

Data Index

The Data Index contains four items that assess the extent to which your agency has data best practices in place.

Comparing FY 19-20 and FY 20-21 Data Index Responses



Southwestern Child Development Center Commission **increased capacity** on the data index from FY 19-20 to FY 20-21. In FY 20-21 you **scored 75%** of the total points on this index. The average score on the index across all agencies was 91%.

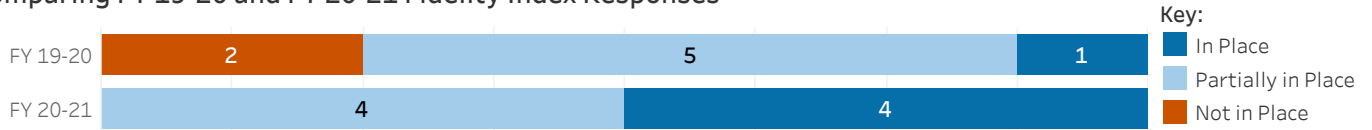
Comparing FY 19-20 and FY 20-21 Data Item Responses

	FY 19-20	FY 20-21	
Collects and Uses Process and Outcome Data	Partially in Place	Partially in Place	=
Collects and Uses Retention Data	Partially in Place	Partially in Place	=
PDSA	Partially in Place	In Place	↑
Shares Outcome Data	In Place	In Place	=

Fidelity Index

The Fidelity Index contains eight items that assess the extent to which your agency has fidelity best practices in place.

Comparing FY 19-20 and FY 20-21 Fidelity Index Responses



Southwestern Child Development Center Commission **increased capacity** on the fidelity index from FY 19-20 to FY 20-21. In FY 20-21 you **scored 75%** on this index. The average score on the index across all agencies was 81%.

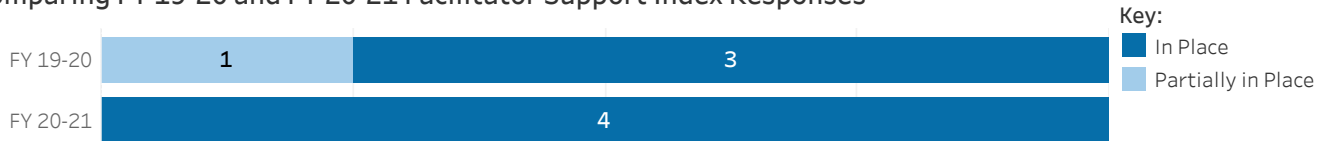
Comparing FY 19-20 and FY 20-21 Fidelity Item Responses

	FY 19-20	FY 20-21	
Documented Fidelity Process	Partially in Place	In Place	↑
Identified Responsible Fidelity	In Place	In Place	=
Support Responsible Fidelity	Partially in Place	In Place	↑
Conducts Fidelity Assessments	Not in Place	Partially in Place	↑
Explained Fidelity Process to Staff	Partially in Place	In Place	↑
Fidelity Assessment Assesses Skills	Partially in Place	Partially in Place	=
Uses Fidelity Data to Make Decisions	Not in Place	Partially in Place	↑
Uses Multiple Data Sources	Partially in Place	Partially in Place	=

Facilitator Support Index

The Facilitator Support Index contains four items that assess the extent to which your agency has systems and processes in place to support program facilitators.

Comparing FY 19-20 and FY 20-21 Facilitator Support Index Responses



Southwestern Child Development Center Commission **increased capacity** on the facilitator support index from FY 19-20 to FY 20-21. In FY 20-21 you **scored 100%** of total points on this index. The average score on this index across all agencies was 99%.

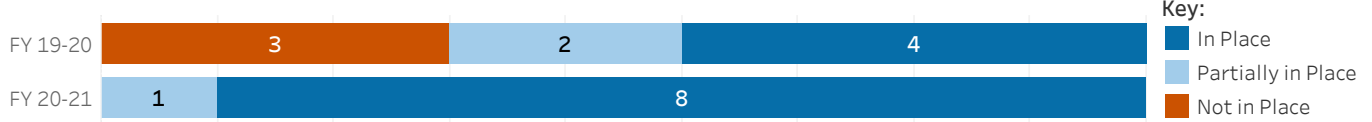
Comparing FY 19-20 and FY 20-21 Facilitator Support Item Responses

	FY 19-20	FY 20-21	
Facilitator Allotted Sufficient Time	Partially in Place	In Place	↑
Facilitator Supported by Leadership	In Place	In Place	=
Facilitator Observed	In Place	In Place	=
Regular Check-Ins and Feedback Loops	In Place	In Place	=

Staff Selection Index

The Staff Selection Index contains nine items that assess the extent to which your agency has best practices for hiring in place.

Comparing FY 19-20 and FY 20-21 Staff Selection Index Responses



Southwestern Child Development Center Commission **increased capacity** on the staff selection index from FY 19-20 to FY 20-21. In FY 20-21 you **scored 94%** on this index. The average score on the index across all agencies was 79%.

Comparing FY 19-20 and FY 20-21 Staff Selection Item Responses

	FY 19-20	FY 20-21	
Documented Process	Partially in Place	In Place	↑
Written Job Descriptions	In Place	In Place	=
Process Includes Behavioral Rehearsals	Not in Place	Partially in Place	↑
Checks if Candidate can Change Behavior	Not in Place	In Place	↑
Checks if Candidate Accepts Feedback	Not in Place	In Place	↑
Interview Data is Fed Forward to Training Staff	Partially in Place	In Place	↑
Agency Identified Who is Responsible for Process	In Place	In Place	=
The Agency Supports the Person Responsible	In Place	In Place	=
Interviewer Understands Skills Required	In Place	In Place	=

Systems Intervention Index

The Systems Intervention Index contains four items that assess the extent to which your agency has community feedback loops and a sustainability plan.

Comparing FY 19-20 and FY 20-21 Systems Intervention Index Responses



Southwestern Child Development Center Commission **increased capacity** on the systems intervention index from FY 19-20 to FY 20-21. In FY 20-21 you **scored 75%** of total points on this index. The average score on this index was 86%.

Comparing FY 19-20 and FY 20-21 Systems Intervention Item Responses

	FY 19-20	FY 20-21	
Gets Feedback on Services	In Place	In Place	=
Has Media Strategies	Partially in Place	In Place	↑
Shares Successes with the Community	In Place	In Place	=
Documented Sustainability Plan	Not in Place	Not in Place	=

Facilitative Administration Index

The Facilitative Administration Index contains five items that assess the extent to which your agency’s policies, systems, and processes support program implementation.

Comparing FY 19-20 and FY 20-21 Facilitative Administration Index Responses



Southwestern Child Development Center Commission **increased capacity** on the facilitative administration index from FY 19-20 to FY 20-21. In FY 20-21 you **scored 80%** on this index. The average score on the index across all agencies was 87%.

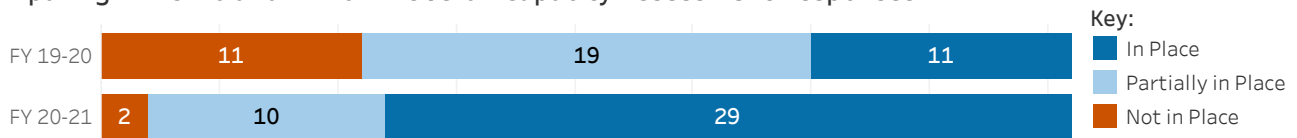
Comparing FY 19-20 and FY 20-21 Facilitative Administration Item Responses

	FY 19-20	FY 20-21	
Agency Policies Create an Environment that Supports Program Implementation	Partially in Place	In Place	↑
Programs are in Agency Strategic Plans	Not in Place	Partially in Place	↑
Staff Weighs in on Agency Policies	Partially in Place	In Place	↑
Families and Community Members Weigh in on Access and Appropriateness of Programs	Not in Place	Partially in Place	↑
Info From Staff and Families is Documented and Shared Internally	Not in Place	In Place	↑

Overall Capacity

This section looks at how your agency did across all of the indices included in the Capacity Assessment.

Comparing FY 19-20 and FY 20-21 Overall Capacity Assessment Responses



Overall Southwestern Child Development Center Commission **increased capacity** on the capacity assessment from FY 19-20 to FY 20-21. In FY 20-21 you **scored 83%** of total points on the assessment. The average score across all agencies on the assessment was 85%.