

Status of Referrals

As indicated in Table 2, of the 2,419 eligible referrals, based on the data updated in ETO by the CBOs 4% were referrals that the CBO was still attempting to engage the family into the program, 7% are currently engaged in the program, 9% of referrals received notes assistance, 23% had not responded to attempts to contact the family and were pending closure, 22% of referrals were closed, 4% of referrals had “other” as a referral status and 30% refused. It is important to note that the status reported below reflects the most recent update of the referral status based on information contained in the referral touchpoint (as of January 2016). While there were issues in the third quarter report in CBOs with updating the referral through the ETO system, these issues appear to have been substantially resolved.

Table 2: Referral Status N=2,419 Based on Most Recent Update

CBO	Active Referral Still Attempting to Engage	Engaged in the Program	Notes Assistance	No Contact	Refused	Referral Closed	Other	Total
CBO A	8 (3%)	38 (16%)	0 (0%)	100 (41%)	97 (40%)	2 (1%)	0 (0%)	245
CBO B	0 (0%)	35 (5%)	53 (7%)	90 (12%)	140 (18%)	383 (50%)	72 (9%)	773
CBO C	4 (1%)	72 (18%)	10 (2%)	65 (16%)	202 (51%)	27 (7%)	16 (4%)	396
CBO D	1 (1%)	6 (4%)	58 (37%)	21 (13%)	20 (13%)	46 (29%)	4 (3%)	156
CBO E	0 (0%)	4 (1%)	10 (3%)	150 (44%)	148 (44%)	24 (7%)	0 (0%)	336
CBO F	79 (43%)	8 (4%)	46 (25%)	15 (8%)	21 (11%)	10 (5%)	5 (3%)	184
CBO G	5 (2%)	17 (5%)	49 (15%)	122 (37%)	91 (27%)	43 (13%)	2 (1%)	329
Total	97 (4%)	180 (7%)	226 (9%)	563 (23%)	719 (30%)	535 (22%)	99 (4%)	2,419

Reasons for Refusal of Services

Among the cases that were closed, 719 were closed because the families refused to participate. Of those 719 cases, reasons for refusal were documented in 694 cases. Table 3 provides the breakdown of reasons for their refusal, and the top two reasons were the parent or child is too busy or not interested (330 or 48%); or the parent stated that notes had been sent to the school and were not recorded, and/or issues with the school (150 or 22%).

These reasons are reflected in the CBO specific numbers, with 80% of CBO A, 68% of CBO G, and 64% of CBO E cases where the parent refuses to participate is due to the parent is not interested or is too busy, while for CBO D, 59% of their parents stated the child is not truant, and approximately a third of parents in CBO B and CBO C refused because they had sent prior documentation to the school.

Reasons Why Referrals Are Closed

There were 1,193 eligible cases where the referral touchpoint included a reason for closure (other than a refusal to participate). Table 4 provides the breakdown of these reasons. The top three reasons for closing a referral was no response from the family (544 of 1,193 referrals or 46%), truancy regulation issues resolved by parent/guardian/CBO (226 or 19%), and “other or missing” with referrals (189 or 16%).

Looking by CBO, CBO E closes the majority of their cases (90%) because the families did not respond to outreach attempts, CBO A follows closely with (73%) of their cases closed for this reason, as are 54% of CBO G cases. CBO F is most likely to report closing a case for resolving the truancy issues (63% of their cases closed), followed by CBO D with 45%. The percentage of cases classified as closed for “other” reasons for CBO B declined from 60% in Q3 to 30% in Q4.

Table 3: Reasons Refused Participation, By CBO N=694

CBO	Parent Sent Notes to School	Not Interested or Too Busy	Parent Doesn't Want Agency Involvement	Program too Long or Intrusive	Child Not Truant	Child has or will Transfer	Parent Promises No More Missed Days	Illness is Cause	Current Case CFSA	Other or Missing	Total
CBO A	18 (19%)	76 (79%)	0 (0%)	0 (0%)	0 (0%)	1 (1%)	0 (0%)	0 (0%)	1 (1%)	0 (0%)	96
CBO B	42 (31%)	40 (28%)	15 (11%)	2 (1%)	4 (3%)	1 (<1%)	9 (7%)	12 (9%)	0 (0%)	9 (7%)	134
CBO C	61 (32%)	51 (27%)	14 (7%)	0 (0%)	8 (4%)	6 (3%)	9 (5%)	33 (18%)	2 (1%)	5 (3%)	189
CBO D	3 (11%)	0 (0%)	1 (4%)	0 (0%)	10 (53%)	0 (0%)	0 (0%)	1 (5%)	0 (0%)	4 (21%)	19
CBO E	1 (1%)	93 (65%)	43 (30%)	0 (0%)	3 (2%)	2 (1%)	0 (0%)	0 (0%)	0 (0%)	2 (1%)	144
CBO F	7 (33%)	7 (33%)	3 (14%)	0 (0%)	1 (5%)	0 (0%)	1 (5%)	1 (5%)	0 (0%)	1 (5%)	21
CBO G	18 (20%)	63 (69%)	5 (6%)	0 (0%)	1 (1%)	1 (1%)	0 (0%)	0 (0%)	0 (0%)	3 (3%)	91
Total	150 (22%)	330 (48%)	81 (11%)	2 (<1%)	27 (4%)	11 (2%)	19 (3%)	47 (7%)	3 (<1%)	24 (4%)	694

Table 4: Reasons Referral Closed, Other than Refused N=1,193

CBO	No Contact Information	No Response	Referral Withdrawn	Referred to CFSA	Completed Program	Stopped Participating Before Completion	Truancy Regulation Issues Resolved	Other	Total Cases Closed
CBO A	2 (2%)	98 (73%)	0 (0%)	0 (0%)	14 (10%)	19 (14%)	0 (0%)	1 (1%)	134
CBO B	6 (2%)	84 (23%)	71 (20%)	7 (2%)	8 (2%)	23 (6%)	53 (14%)	110 (30%)	362
CBO C	0 (0%)	65 (58%)	12 (11%)	6 (6%)	7 (6%)	9 (7%)	10 (8%)	4 (3%)	113
CBO D	3 (2%)	18 (14%)	4 (3%)	1 (<1%)	0 (0%)	0 (0%)	58 (45%)	45 (35%)	129
CBO E	1 (1%)	149 (90%)	0 (0%)	0 (0%)	2 (1%)	0 (0%)	10 (6%)	3 (2%)	165
CBO F	0 (0%)	13 (18%)	5 (7%)	3 (4%)	0 (0%)	1 (2%)	46 (63%)	5 (7%)	73
CBO G	3 (1%)	117 (54%)	2 (1%)	10 (5%)	7 (3%)	8 (4%)	49 (23%)	21 (10%)	217
Total	15 (1%)	544 (46%)	94 (8%)	27 (3%)	38 (3%)	60 (5%)	226 (19%)	189 (16%)	1,193

CBO Contact Efforts

The data were also reviewed to ascertain the level of effort expended by the CBOs to conduct outreach and provide services to the families of referred youth who were eligible for services (see Table 5). For the 2,384 eligible youth referred, the CBOs made 7,766 attempted or completed contacts. Among the 2,108 youth who had at 1 or more documented attempted contact, the CBO made 3.68 contacts on average per referred youth (ranging from 1 to 76 contact efforts). The CBO was able to complete those contacts 59% of the time.

Table 5: Total Number of Contacts by CBO and Average by Family/Youth

CBO	Total Eligible Youth	Total Youth w/1 or More Attempted Contacts	Percentage Referrals of w/No Effort	Total Contact Efforts	Attempted Contacts Per Youth		Ratio of Completed Contacts
					Average Number	Range	
CBO A	244	129	47%	362	2.81	1 to 11	.57
CBO B	771	715	7%	1,787	2.50	1 to 33	.66
CBO C	394	341	13%	1,606	4.71	1 to 34	.58
CBO D	146	131	10%	526	4.02	1 to 28	.69
CBO E	324	322	<1%	2,019	6.27	1 to 76	.45
CBO F	178	156	12%	422	2.71	1 to 21	.58
CBO G	327	314	4%	1,044	3.32	1 to 23	.53
Total	2,384	2,108	11%	7,766	3.68	1 to 76	.59

Please refer to the FE program process evaluation section later in this report for more information on measures concerning the implementation of the FE program.

Barriers to Attendance

Figure 1 provides a breakdown of the number of youth that were identified as having various barriers to attendance by CBO. Among the 2,384 unique youth who were eligible for SUSO, 168 had data available on barriers to attendance. Given this small number of youth (7% or 168 of 2,384), we recommend emphasizing this feature of ETO to the CBOs so they may record these barriers in the future.

Barriers are catalogued into 5 general types – academic, school, home, transportation, and other. **Academic** barriers are including falling behind in school work and not being able to catch up; poor academic performance; suspension from school; and/or problems with a teacher or other school personnel. **School** barriers are safety related – such as the surrounding neighborhood is not safe; gang/crew activity; youth not feeling safe inside the school; youth experiencing bullying; and/or youth feeling unsafe walking to/from school. **Home** barriers include students who commute among more than 1 residence; parent or guardian is sick or not well; tending to younger siblings in the home; homelessness or unstable housing, substance issues and/or domestic or family violence in the home. Finally, **Transportation** barriers relate to having no money for transportation; having too far to go; having no reliable means to get to school. **Other** barriers are those which did not fall in the 4 major groups (e.g., family is receiving crime victims services; issues obtaining necessary medical records to attend school due to a custody dispute).

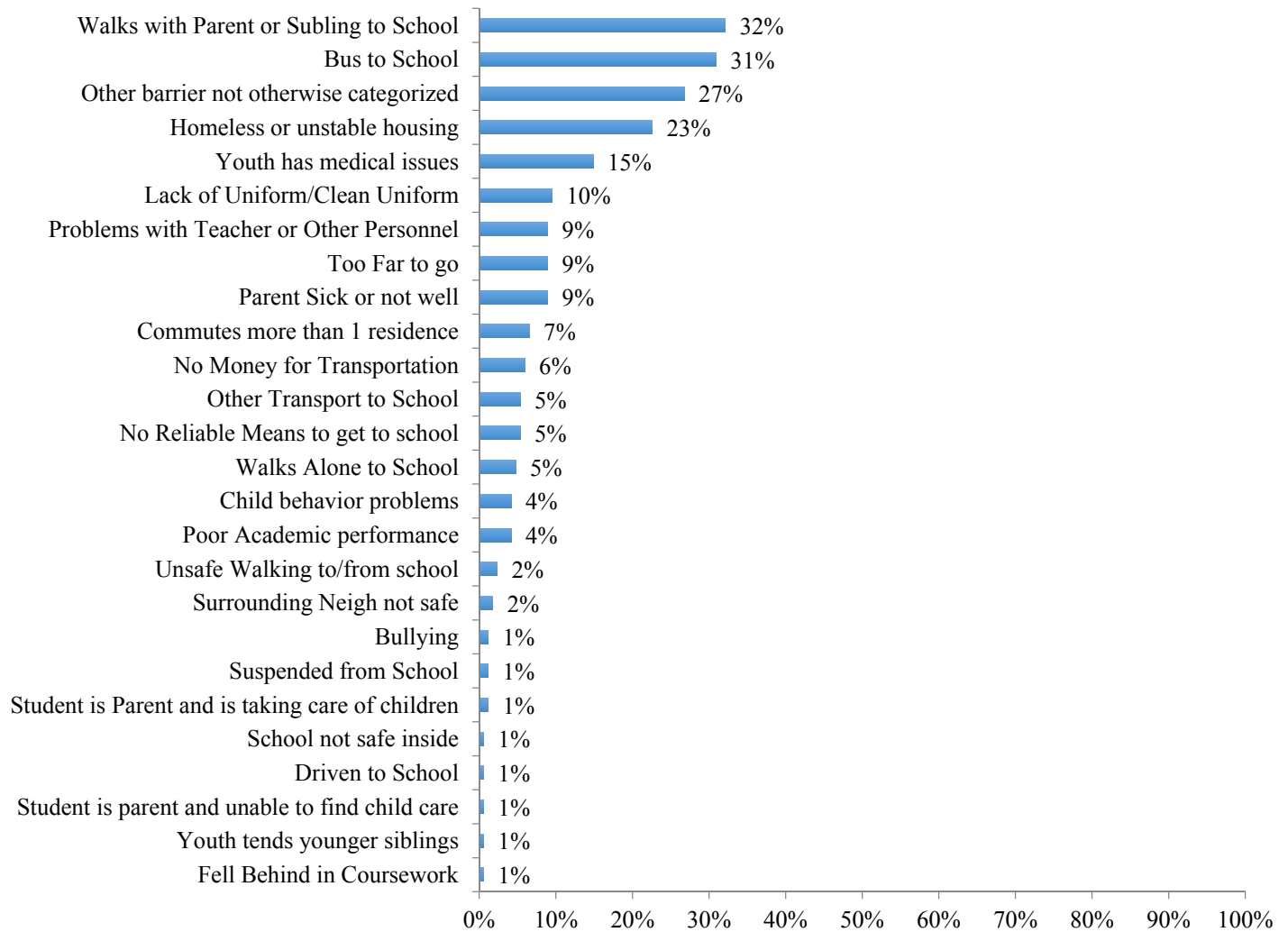
Looking at the average number of barriers by type of barriers among these 168 youth, we see:

- Academic Barriers: 32 of 168 (19%) youth average 1 barrier, ranging from 1 to 1;
- School Barriers: 24 of 168 (14%) youth average 1.1 barriers, ranging from 1 to 3;
- Home Barriers: 63 of 168 (38%) youth average 1.1 barriers, ranging from 1 to 2;
- Transportation Barriers:³ 28 of 168 (17%) youth average 1.2 barriers, ranging 1 to 3; and
- Other Barriers: 70 of 168 (42%) youth average 1 “other” barrier, ranging from 1 to 1.

Overall, these 168 youth had from 1 to 7 identified barriers, on average reporting 1.4 barriers each. The most frequently stated barriers for 45 (or 27%) youth are “other barriers otherwise not categorized” and 44 of these 190 youth (or 23%) are homeless or are in an unstable housing situation. This is followed by youth who have medical issues (29 or 15%), and a group of students who have too far to go to get to school (12% or 23 youth). It may be worthwhile to query the CBOs to determine if they can provide additional context to these findings.

³ Note that while the figure identifies “bus to school” and “walk alone to school” as a “barrier”, these categories are NOT counted in the overall “Transportation Barrier” category because these may intended more as descriptive (e.g., in response to “how do you get to school?”) than identified as a barrier per se.

Figure 1: Barriers to Attendance Family Engagement Program, N=168



Family Engagement Process Evaluation - Overview

The following provides the results of the program standards analysis for overall data collection efforts for Year 3 of SUSO Family Engagement program.⁴ Youth were included in this analysis only if they were eligible to participate in SUSO (had between 5 and 9 absences at the time of referral and/or had at least 3 absences but were identified as high risk) and were in elementary school (K-5th grade) for the Family Engagement Program. Additionally, youth needed to have valid contact log data from the Efforts-to-Outcome (ETO). Overall, 2,217 youth had recorded contacts with valid data to base our evaluation of the implementation of the program standards.

There is one caveat that applies throughout each of the assessments of the program standards. Year 3 of SUSO was the first year that ETO was implemented and there were notable data entry and data quality issues that likely affected accurate recording of contacts with families. As a result, there may be contacts that were either not submitted into ETO or that were inaccurately recorded (e.g., wrong date of contact, missing outcome of contact) that prohibit clear assessments of implementation of the program standards. Table 6 provides a summary of the program standards and level of compliance overall.

Table 6: Summary of Compliance with Program Standards

Summary of Standards	# & % of Clients Met Standard	# CBOs Met Standard
1. CBO would make an attempted contact (by phone or face-to-face) with 100% of clients within 48 hours of date of referral.	1126 of 2217 = 51%	0
2. For 60% of clients, CBOs will have completed a face-to-face or phone contact with families within 10 days of date of referral.	860 of 2217 = 39%	0
3. For 100% of clients, CBOs will follow the attempted contact steps (in no particular order): 1) Attempt to Contact at School; 2) Home Visit; 3) Send Letter to home; if returned by post office; 4) Deliver letter to school and notify school office.	111 of 2217 = 5%	0
4. CBOS will attempt contact by phone, mail, home or school visit for 14 days before closing referral.	2025 of 2217= 91%	0
5. For 75% of clients with an initial completed contact, the first home visit will occur within 7 days of the date of the completed contact.	264 of 337 = 78%	5

⁴ While it would have been ideal to also examine the degree to which CBOs were compliant with the Youth Participation Program process standards, we were unable to provide this type of analysis for a few reasons. First, there were substantial challenges in the early stages of using ETO for the youth program because of technical issues providing YSP access and management for data entry. As a result of this issue, the quality of the data that was uploaded into ETO remained seriously flawed and hindered a meaningful analysis of whether CBOs were complying with the process standards. CBOs and YSPs have now undergone training on ETO and clarification of roles in the youth program, such that a process evaluation may be possible in future evaluations of the program.

Summary of Standards	# & % of Clients Met Standard	# CBOs Met Standard
6. For 100% of clients engaged into the program, CBOs will have parents of youth sign the program consent letter during the first face-to-face contact.	13 of 177 = 7%	0
7. 100% of clients engaged into the program will have at least 2 one-on-one face-to-face contacts per month, of which at least one is a home visit.	31 of 177= 18%	0

Program Standards by CBO

Program Standard 1 – Attempted Contact

The first program standard for the Family Engagement Program required that the CBO would make an attempted contact (by phone or face-to-face) with 100% of clients within 48 hours of the date of referral. As can be seen in Table 7, for only 51% of referred youth was a contact made within 48 hours of the date of referral across all of the CBOs. None of the CBOs achieved 100% fidelity to this standard, however, CBO E achieved this standard for 90% of their referred youth, followed by 53% for CBO D, and 52% for CBO B.

Table 7: Program Standard 1 Compliance by CBO N=2,217

CBO	Standard Met?		
	Yes	No	Totals
CBO A	28% 38	72% 99	137
CBO G	34% 115	66% 222	337
CBO C	46% 178	54% 213	391
CBO B	52% 377	48% 352	729
CBO D	53% 74	47% 65	139
CBO E	90% 296	10% 33	329
CBO F	31% 48	69% 107	155
Totals	51% 1126	49% 1091	2217

Program Standard 2 – Completed Contact

The 2nd program standard expected that for 60% of clients, CBOs will have completed a face-to-face or phone contact with families within 10 days of the date of referral. As indicated in Table 8, CBOs achieved this for only 39% of families and did not achieve this benchmark for 61% of referred families. CBO E was able to meet this standard for 53% of youth, followed by CBO C meeting this standard for 43% of youth, and CBO D meeting the standard for 38% of referred youth.

Table 8: Program Standard 2 Compliance by CBO N=2,217

CBO	Standard Met?		
	Yes	No	Totals
CBO A	23% 32	77% 105	137
CBO G	35% 119	65% 218	337
CBO C	43% 167	57% 224	391
CBO B	37% 268	63% 461	729
CBO D	38% 53	62% 86	139
CBO E	53% 175	47% 154	329
CBO F	30% 46	70% 109	155
Totals	39% 860	61% 1357	2217

Program Standard 3 – Contact Steps

The 3rd program standard for Family Engagement expected CBOs to follow the attempted contact steps (in no particular order): 1) Attempt to Contact at School; 2) Home Visit; 3) Send Letter to home; if returned by post office; 4) Deliver letter to school and notify school office. Of note, there was no option in ETO for CBO case workers to select whether they delivered a letter to the school and notified the school office, therefore, this is excluded from consideration of whether CBOs met this standard for each referred youth. Additional inquiry into case notes for each contact may yield more specific details about whether case workers submitted letters to the school and could be included in future process evaluations. It is also important to note that all the steps would only be attempted for those cases where contact was *not* successful. Therefore, once the CBO made contact with the family, the remaining steps would not be attempted. For example, if a CBO called the family and the phone was disconnected, but then succeeded in making contact with the family at a home visit, then there would be no need to also send a letter.

As can be seen in Table 9 an overwhelming 95% of referred youth did not receive each type of contact referenced in the program standard across all of the CBOs. For only 5% of youth were home visits, phone calls, and written correspondence documented as contacts. CBO E reported the highest percentage of compliance with this standard with 20% of youth meeting this standard.

Table 9: Program Standard 3 Compliance by CBO N=2,217

CBO	Standard Met?		
	Yes	No	Totals
CBO A	1.5% 2	98.5% 135	137
CBO G	<1% 2	99% 335	337
CBO C	2% 9	98% 382	391
CBO B	3% 20	97% 709	729
CBO D	7% 9	93% 130	139
CBO E	20% 66	80% 263	329
CBO F	2% 3	98% 152	155
Totals	5% 111	95% 2106	2217

Program Standard 4 – Contact Before Case Closure

The 4th program standard for Family Engagement expected CBOs to attempt contact by phone, mail, home or school visit for 14 days before closing referral. In order to determine whether CBOs complied with this standard for each youth, two determinations were made. First, if the CBO closed the case before 14 days after the referral date this resulted in a lack of compliance with this standard and the final status of the referral was anything but that the family refused to participate, this resulted in a lack of compliance with this standard. This was done to exclude families who declined participation before 14 days after the date of referral and would no longer need to be contacted by the CBOs. Among the remaining cases, if CBOs did not document contacts within 14 days after the date of referral this also resulted in a determination of lack of compliance.

As can be seen in Table 10, across all CBOs this standard was met for 91% of referred youth. CBO B met this standard for 99% of referred youth, followed by CBO A (98%), and CBO E (98%). Interestingly, CBO F had the lowest compliance rate for this standard (70%) and may reflect significant gaps in dates of contact between the referral date and the closure date.

Table 10: Program Standard 4 Compliance by CBO N=2,217

CBO	Standard Met		
	Yes	No	Totals
CBO A	98% 134	2% 3	137
CBO G	88% 298	12% 39	337
CBO C	82% 320	18% 71	391
CBO B	99% 719	1% 10	729
CBO D	89% 123	11% 16	139
CBO E	98% 321	2% 8	329
CBO F	71% 110	29% 45	155
Totals	91% 2025	9% 73	2217

Program Standard 5 – First Home Visit After Completed Contact

The 5th program standard for Family Engagement expected that among those youth with an initial completed contact, for 75% of these youth the first home visit would occur 7 days after the completed contact. Only 377 youth reported having both an initial successful contact and a subsequent home visit.

As highlighted in Table 11, this standard was met for approximately 78% of all youth across CBOs. In particular, this standard was met by CBO B (90%), CBO A (83%), CBO E (82%), and CBO F (79%). CBO G was only able to complete a home visit within 7 days after a completed contact for 68% of youth and CBO C met this standard for 69% of youth.

Table 11: Program Standard 5 Compliance by CBO N=337

CBO	Standard Met?		
	Yes	No	Totals
CBO A	83% 5	17% 1	6
CBO G	68% 15	32% 7	22
CBO C	69% 70	31% 32	102
CBO B	90% 74	10% 8	82
CBO D	69% 9	31% 4	13
CBO E	82% 68	18% 15	83
CBO F	79% 23	21% 6	29
Totals	78% 264	22% 73	337

Program Standard 6 – Signing Program Consent Letter

The 6th program standard for Family Engagement stated that for 100% of clients engaged into the program, CBOs will have parents of youth sign the program consent letter during the first face-to-face contact. This analysis only includes engaged youth (N=177). As mentioned previously, there were challenges in the recording of contacts and also the recording of specific fields that often needed to be updated in the ETO system. In particular, the date of engagement was a unique field that CBOs often overlooked when submitting referral information. Although CRA and OVSJG conducted data quality meetings with each of the CBOs, there is likely still some inaccuracies in dates of engagement that prevent a clean assessment of this standard.

As noted in Table 12, 7% of referred youth had the program consent letter signed during the first face-to-face contact across all of the CBOs. Although CBO E had the highest percentage of compliance with this standard (50%), they only had 4 engaged youth that had a recorded date of engagement and record of a home or other face-to-face visit that met the criteria for inclusion in this standard.

Table 12: Program Standard 6 Compliance by CBO N=177

CBO	Standard Met?		
	Yes	No	Totals
CBO A	3% 1	97% 30	31
CBO G	13% 2	87% 14	16
CBO C	7% 5	93% 70	75
CBO B	3% 1	97% 33	34
CBO D	13% 1	87% 7	8
CBO E	50% 2	50% 2	4
CBO F	11% 1	89% 8	9
Totals	7% 13	93% 164	177

Program Standard 7 – Face-to-Face Contacts Across Engagement

The 7th program standard for Family Engagement expected that for 100% of clients engaged into the program, they will have at least 2 one-on-one face-to-face contacts per month, of which at least one is a home visit. In order to make this determination, youth had to be engaged into the program and have a record of 6 home visits. Given that the Family Engagement Program is 12-weeks or 3 months long, this standard implies that engaged youth should have 6 face-to-face contacts over the course of engagement.

As documented in Table 13, this standard was only met by approximately 18% of all youth and was not met for 82% of youth. At most, CBO C reported engaging in the most home visits per engaged youth with 33% of youth receiving at least 6 face-to-face contacts. CBO D and CBO A did not meet this standard for any of the engaged youth.

Table 13: Program Standard 7 Compliance by CBO N=177

CBO	Standard Met?		
	Yes	No	Totals
CBO A	0% 0	100% 31	31
CBO G	13% 2	87% 14	16
CBO C	33% 25	67% 50	75
CBO B	3% 1	97% 33	34
CBO D	0% 0	100% 8	8
CBO E	50% 2	50% 2	4
CBO F	11% 1	89% 8	9
Totals	18% 31	82% 146	177

Youth Participation Referrals

Note that the discussion of YP program does not include any discussion of the CBO effort to conduct outreach and contact the families of youth referred to YP, nor does it include an examination of the degree to which CBOs were compliant with the YP process standards. This is due to a few reasons. First, there were substantial challenges in the early stages of using ETO for the youth program because of technical issues providing YSP access and management for data entry. As a result of this issue, the quality of the data that was uploaded into ETO remained seriously flawed and hindered a meaningful analysis of whether CBOs were complying with the process standards. CBOs and YSPs have now undergone training on ETO and clarification of roles in the youth program, measures of CBO effort and a process evaluation may be possible in future evaluations of the program.

Table 14 provides referrals overall and by CBO. Based on data entered into ETO, among these 1,024 referrals, 177 (or 17%) were ineligible for participation in the program because they had fewer than 5 absences at the time of referral.

Table 14: Youth Participation Referrals and by CBO

CBO	Total Referrals	Percent of All Referrals
CBO A	43	4%
CBO B	507	49%
CBO C	11	1%
CBO D	104	10%
CBO E	97	9%
CBO F	140	14%
CBO G	123	12%
Total	1,024	100%

Status of Referrals

As indicated in Table 15, of the 847 eligible referrals, 2% were referrals that the CBO was still attempting to engage the youth into the program, 33% are currently or were engaged, and 65% of referrals were closed, no contact, or refusal to participate.

As indicated below, based on the data provided, neither CBO A nor CBO C engaged any youth into the Youth Service Program. This may be due to a missing data issue – we encourage OVSJG to pursue this issue with these CBOs.

Table 15: Referral Status N=847 Based on Most Recent Update

CBO	Active Referral Still Attempting to Engage	Engaged in the Program	No Contact	Refused	Referral Closed	Total
CBO A	0 (0%)	0 (0%)	16 (37%)	10 (23%)	17 (40%)	43
CBO B	0 (0%)	127 (34%)	5 (1%)	231 (53%)	6 (2%)	369
CBO C	1 (25%)	0 (0%)	0 (0%)	1 (25%)	2 (50%)	4
CBO D	5 (5%)	41 (43%)	0 (0%)	1 (1%)	49 (51%)	96
CBO E	0 (0%)	24 (25%)	28 (29%)	21 (22%)	22 (23%)	95
CBO F	5 (4%)	50 (42%)	12 (10%)	14 (12%)	37 (31%)	118
CBO G	4 (3%)	40 (33%)	32 (26%)	38 (31%)	8 (7%)	122
Total	15 (2%)	282 (33%)	93 (11%)	316 (37%)	141 (17%)	847

Reasons for Refusal of Services

Among the cases that were closed, 316 were closed because the families or youth refused to participate. Table 16 provides the breakdown of reasons for their refusal. The primary reason were the parent or child indicated that they were too busy or not interested (184 or 58%), followed by case with CFSA (43 or 14%) and parent sent notes to the school (30 or 10%).

Looking specifically by CBO, we see that CBO B has not only the lion's share of refusals (231 of the 316 refusals or 73%), but they also report the highest number of youth with current case with CFSA (42 youth or 18% of their 231 referrals that were refused).

Reasons Why Referrals Are Closed

As noted above, among the 847 eligible referrals, approximately a third refused to participate. However, among those where the notes and data indicate the referral was closed there were a myriad of reasons for those closures. Note that while there are only **141** youth classified as closed in Table 15 above, in actuality, 331 referrals have been closed since the start of the school year (see Table 17 below). The reason for this discrepancy (331 vs. 141) is that even if the referral was "closed", if the youth had *engaged* in the program that is counted as an "engagement" – regardless of whether they stopped participating. Also, if the CBO indicated the

status as “no contact” (or the referral was classified as such based on the case notes), then we wanted to specify the case status (no contact) rather than as “closed” in the table.

Looking by CBO, CBO E close almost half of their referrals (22 of 45 49%) and CBO G more than half (15 of 27 or 56%) because the youth completed the program. For CBO D, the majority of their closed cases were due to parents not providing consent (44 of 56, or 79%). In the “other or missing” category, the majority of these where we were unable to assess the reason for the closures (201 of 331 or 61%).

Table 16: Reasons Refused to Participate, By CBO N=316

CBO	Parent Sent Notes to School	Parent or Child Not Interested or Too Busy	Parent Doesn't Want Agency Involvement	The Child is not truant	Child has or will Transfer	Parent Promises to not miss any more days	Child has illness	Case with CFSA	Other	Total
CBO A	0 (0%)	10 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	10
CBO B	5 (1%)	151 (65%)	0 (0%)	24 (10%)	4 (2%)	0 (0%)	1 (<1%)	42 (18%)	4 (2%)	231
CBO C	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
CBO D	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
CBO E	3 (14%)	7 (33%)	0 (0%)	6 (29%)	1 (5%)	0 (0%)	1 (5%)	1 (5%)	2 (10%)	21
CBO F	2 (14%)	10 (71%)	0 (0%)	1 (7%)	0 (0%)	0 (0%)	1 (7%)	0 (0%)	0 (0%)	14
CBO G	20 (53%)	5 (13%)	3 (8%)	1 (3%)	3 (8%)	1 (3%)	1 (3%)	0 (0%)	4 (11%)	38
Total	30 (10%)	184 (58%)	3 (<1%)	32 (10%)	8 (2%)	1 (<1%)	4 (1%)	43 (14%)	11 (3%)	316

Table 17: Reasons Youth Participation Referral Closed, N=331

CBO	No Contact Information	Referral Withdrawn	Referred to CFSA	Completed Program	Stopped Participating Before Completion	Youth Transfer	No Consent from Parents	Youth Behavioral Issues	School Year Ended	Other	Total Cases Closed
CBO A	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	17 (100%)	17
CBO B	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (2%)	1 (1%)	0 (0%)	1 (1%)	0 (0%)	96 (95%)	100
CBO C	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
CBO D	0 (0%)	4 (7%)	0 (0%)	0 (0%)	0 (0%)	1 (2%)	44 (79%)	0 (0%)	1 (2%)	6 (11%)	56
CBO E	11 (24%)	2 (4%)	1 (2%)	22 (49%)	0 (0%)	1 (2%)	6 (13%)	0 (0%)	0 (0%)	2 (4%)	45
CBO F	0 (0%)	4 (4.8%)	0 (0%)	0 (0%)	5 (6%)	0 (0%)	2 (2%)	0 (0%)	0 (0%)	73 (87%)	84
CBO G	0 (0%)	1 (4%)	1 (4%)	15 (56%)	3 (11%)	0 (0%)	2 (7%)	0 (0%)	0 (0%)	5 (18%)	27
Total	11 (3%)	11 (3%)	2 (<1%)	37 (13%)	10 (3%)	3 (<1%)	54 (16%)	1 (<1%)	1 (<1%)	201 (61%)	331

Referrals and Participation in Youth Clubs

The next step in the analysis was to observe the number of youth, among eligible referrals to the CBOs, who were then linked to a Youth Service Provider for participation in a youth club. Table 18 and Table 19 below provide details on the CBOs referrals to the clubs (Table 18) and the current status of the referral, by club, based on data entered into ETO (Table 19).

Of the 847 youth referred to SUSO and were eligible participate, 635 (or 75%) were referred to one or more of the Youth Service Providers. Of those youth, they received from 1 to 3 referrals to a club, with an average number of referrals of 1.65 clubs, for a total of 1,033 referrals. As evidenced in Table 18, among the 635 youth who were referred to one or more clubs, most were referred to Atlas Fitness and MCSR MOST.

Atlas Fitness had 265 referrals, with CBO B providing the majority of those referrals (138 of 265). Looking at Table 19, we see that 24 youth of the 265 (approx. 9%) declined to participate in that program. The remaining 91% of youth referred to Atlas Fitness are either attending the club as an “informational session” (which they can do for up to 2 sessions without requiring parental consent) or are engaged in the club (when parental consent is received).

Looking at MCSR overall, they received the most referrals with a total of 380 referrals (split between the MOST club (for male youth) with 209 referrals --and the WISE club (for female youth) 171 referrals. The rate of refusal to participate in MCSR is about 8 to 9%. The majority of youth have a status of information session only.

Please also note that OVSJG staff advised that CBO A ran their own club called the “CBO A Club”. However, CBO A did not indicate in ETO whether or not the 43 youth in the YPP program were referred to the BT Club, nor provided the status of that club referral. For this reason, this club is omitted from the tables below.

It may be that many of the youth identified in the “information session only” status are actually engaged in the program – but that ETO was not updated to reflect their engagement; however, the current analyses are based on a data pull well after the end of the 4th Quarter. ETO has been adjusted to reduce the number of ‘statuses’ that CBOs are required to enter, which may subsequently facilitate a more accurate description of youth participation in each club.

Table 18: Referrals to Youth Clubs, by CBO

CBO	Atlas Fitness	Jouons Soccer	Georgetown Mentoring	Mentoring Through Athletics	Music Production	MCSR MOST	MCSR WISE	CBO Run MOST	CBO Run WISE	Total
CBO A	0	0	0	0	0	0	0	0	0	0
CBO B	138	0	177	0	0	78	60	0	0	453
CBO C	0	0	0	0	0	0	0	0	0	0
CBO D	57	35	0	0	0	50	34	0	0	176
CBO E	35	19	0	0	0	33	25	0	0	112
CBO F	35	74	0	0	0	0	0	48	52	209
CBO G	0	60	0	4	19	0	0	0	0	83
Total	265	188	177	4	19	161	119	48	52	1033

Table 19: Referral Status in Youth Clubs

Club	Youth Declined	Information Session Only (2)	Engaged Into Club	Total
Atlas Fitness	24	177	64	265
Jouons Soccer	26	86	76	188
Georgetown Mentoring	79	27	71	177
Mentoring Through Athletics	0	2	2	4
Music Production	0	11	8	19
MCSR MOST	14	102	45	161
MCSR WISE	12	71	36	119
CBO Run MOST	4	20	24	48
CBO Run WISE	2	31	19	52
Total	161	527	345	1,033

Barriers to Attendance

Among the 847 eligible youth in the YP program, 76 (or 9%) have one or more barriers indicated in ETO. Among these 76 eligible youth, they report between 1 and 4 barriers, with an average of 1.1 barriers per youth. Given this is small sample of those referred to the YP Program, caution is advised in overstating these findings, but nonetheless, these small number of youth indicate some interesting patterns with respect to barriers for these middle school youth.

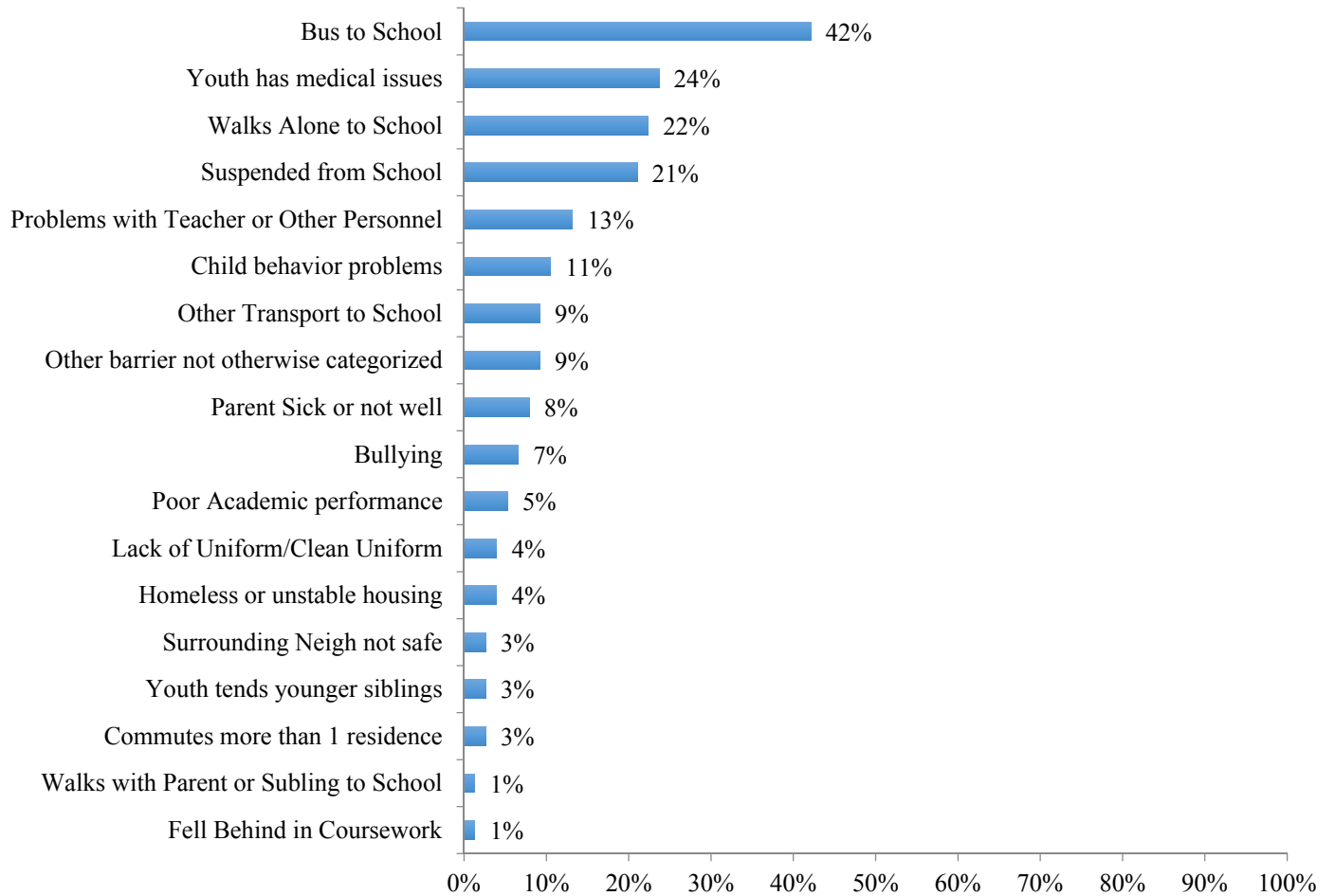
The types of barriers catalogued for the FE program are the same for the YP program -- 5 general types of academic, school, home, transportation, and other.

Looking at the average number of barriers by type of barriers among these 190 youth, we see:

- Academic Barriers: 34 of 76 (45%) youth average 1.14 barrier, ranging from 1 to 3;
- School Barriers: 10 of 76 (13%) youth average 1 barriers, ranging from 1 to 1;
- Home Barriers: 13 of 76 (17%) youth average 1 barriers, ranging from 1 to 1;
- Transportation Barriers: None of the 76 youth had a transportation barrier³; and
- Other Barriers: 25 of 76 (33%) youth average 1 “other” barrier, ranging from 1 to 1.

As we noted in the FE program Barriers to Attendance section, while the figure identifies “bus to school” and “walk alone to school” as a “barrier”, these categories are not counted in the overall “Transportation Barrier” category because these may be intended more as descriptive (e.g., in response to “how do you get to school?”) than identified as a barrier per se. Among the most common barriers identified were 18 (24%) youth who had medical issues, 16 youth (21%) had been suspended, and 10 youth (13%) had issues with teachers or other school personnel. See Figure 2 below for more information.

Figure 2: Barriers to Attendance Youth Participation Program, N=76



Outcome Evaluation -- Overview

This outcome evaluation focuses on the third year of program activity – from August 2014 through the end of the school year in June 2015. This report contains a comprehensive set of evaluations of the impact that the SUSO intervention had on eligible youth referred to the program during the 2014-2015 school year. In total, the analyses seek to identify whether the intervention reduced the number of unexcused absences. The report presents a series of analyses that increase in methodological rigor in order to account for some of the features of the program and to develop a quasi-experimental estimate of the treatment effect. The report will discuss the Family Engagement (FE) and Youth Participation (YP) programs separately.

Importantly, DC Public Schools (DCPS) staff conducted the propensity score matching analysis in order to provide a comparison group for this evaluation. Youth from the treatment group were matched based on having 5 to 9 unexcused absences, gender, grade, and special education status. In addition, as the number of schools participating in SUSO has increased since the program began, there are fewer schools available from which to match with comparison youth. For this reason, it was difficult to find schools from the same ward or having the same characteristics for *each* SUSO school, so Choice Research Associates (CRA) provided a list of schools by Community Based Organization (CBO)⁵ (see Appendix A below).

Data for this evaluation was provided by DCPS for both the treatment and comparison group youth. These data included:

- Number unexcused and excused absences and days enrolled, end of year, school year 2014-2015;
- Number unexcused and excused absences and days enrolled for each term of school year 2014-2015;
- Demographics of gender, race, and zip code;
- Student information including grade, special education status;
- CAS Math and Reading 2014 and 2015 (3rd grade and above);
- Disciplinary – Suspension incidents and days suspended, by term

⁵ Also note that due to the lack of comparison schools, some schools were used for more than one CBO. A code was provided to indicate “unique” youth so that in the overall analysis, youth from schools matched to more than one CBO were only included once.