

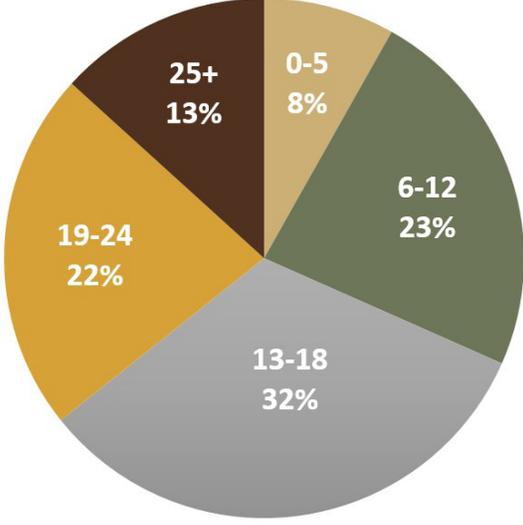


Good Shepherd Services



**Advancing the Field with Evidence-Based Practice (EBP)**

**Participant Characteristics FY13**  
Age (In Years)



**Total GSS Service Population:**  
26,037

Good Shepherd Services (GSS) is a leading youth development, education, and family service agency. Working with more than 25,000 children, youth, and families each year, it addresses the needs of children and youth growing up in high-need New York City communities. To achieve its mission, GSS leads in the development of innovative youth development programs, provides quality, effective services that strengthen participants’ connections with family, school and community, and advocates on their behalf for broader change. Good Shepherd Services has been using Efforts to Outcomes (ETO™) software since 2005.

**Culture of Inquiry and Performance Management**

Good Shepherd Services has created a dedicated team for its data collection, performance management and EBP implementation efforts. This centralized Performance Evaluation and Planning (PEP) Department partners with each GSS program to develop a plan for performance management and continuous learning. The plan includes a logic model that specifies the program’s target population, intended impact, resource investment, inputs, activities and outcomes.



## Multiple Pathways to Graduation Programs: Annual Participant Outcomes for Young Adult Borough Centers (YABCs)

**79%** successfully maintained their Learning to Work internship

**86%** developed adult networks and social capital (as measured by Youth Experience Survey)

**1151** students who were off-track for graduation earned their high school diploma

Data from 2012-2013 school year

**“To ensure the collection of the highest quality data, GSS implements a variety of standardized assessments and utilizes program-tailored data collection systems, including Efforts to Outcomes (ETO) software.”**

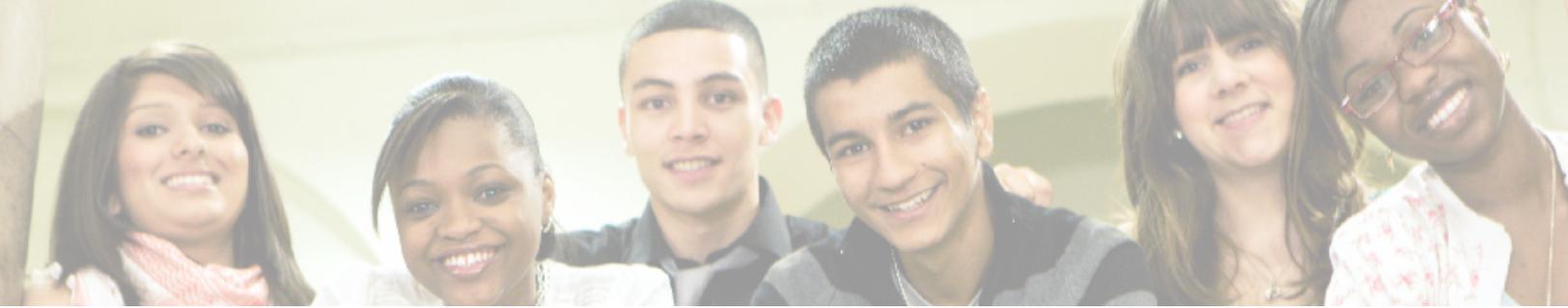
Barbara Alcantara  
Project Manager Community-Based Programs  
Good Shepherd Services

By tracking this information, GSS is able to answer critical questions such as: how are each of our programs performing on a daily basis, what practices should be replicated at other sites or in other program areas, and what practices need to be modified because they are not meeting our standards? By fostering a culture of inquiry, GSS is able to identify and promote best practices in order to improve its services.

## Rigorous Use of Evidence

GSS draws from existing research in the youth development field to inform program development and management. Staff use validated instruments— such as assessments made available in PerformWell—to track participant progress, paying close attention to fidelity milestones (these ensure program models are followed in both service delivery and data collection). When the data indicates efforts are not achieving their intended outcomes for a certain program, suggesting that its model should be revised, the PEP team carefully considers not only participant input and its own internal analysis but also research literature and external evidence on effective practices.

As part of this process, GSS collaborates with external research and evaluation partners, which include Columbia University, The City University of New York, Brandeis University and Metis Associates. These organizations have been able to analyze GSS’ de-identified, participant-level data from ETO software and provide the agency with empirical support through which it can strengthen its programming and demonstrate to funders the extent of need in areas such as college and work readiness.



## Evidence-Based Tools

Models currently implemented by GSS include:

- **The Missouri Model**
- **The Parenting Journey**
- **The Sanctuary Model**
- **Solution-Based Casework**
- **Solution-Focused Brief Therapy**

## Data That Facilitates, Not Frustrates

GSS has used ETO software to streamline reporting so that data collection is integrated into the day-to-day responsibilities of staff and so that even supplying data to partners and funders—such as the NYC Department of Education—happens ‘behind the scenes’ without placing additional burdens on case workers. Using ETO HMIS and its custom reports feature, GSS has been able to gather data, do quality checks on that data, and provide that data in different formats to different stakeholders.

## Continuing to Evolve with ETO software

Good Shepherd Services has been using ETO software for more than six years, and as a result, is far ahead of many organizations just beginning their journeys as learning organizations. But GSS still has room to grow.

On the horizon, the organization plans to implement more sophisticated inferential analysis of its data, for instance by testing the impact of its services while controlling for baseline characteristics. It also plans to expand the use of ETO software to its new programs in juvenile justice and postsecondary readiness.



**“We strongly believe that ETO software has provided us with the crucial technological capacity to fully engage in evidence-based practice (EBP) and provide leadership in knowledge building. This, in turn, has helped us to advocate more effectively for our service population.”**

**Miranda Yates, Ph.D.**  
**Director of Program Evaluation and Planning**  
**Good Shepherd Services**

**ETOSOFTWARE®**

Welcome Barbara Alcantara - Chelsea Foyer: **Active Participants** (Change Program)

New Quick Search To Do List Messages (New)

Enter Search Term(s) within Participant

**Take Assessment for Alonso, Jorge on** -Month-

**3 Hud Exit Assessment**

Assessment Identifier: Active Participants

Hud Exit Assessment: This assessment should be taken

Universal Information

**A-56.** Is the client currently employed?  
 [--Select--]

**A-59.** If unemployed, is the client looking for work? If  
 [--Select--]

**A-60.** Is the client in school or working on any degree  
 [--Select--]

**A-61.** Has the client received vocational training or ap  
 [--Select--]

**A-62.** What is the highest level of school the client has  
 [--Select--]

**A-63.** If client has enrolled in post-secondary educati  
 [--Select--]

**A-71.** Did the client receive income from any source i  
 [--Select--]

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**Q29 Length of Participation by Exit Status and Length of Stay**

Permanent Destinations	Total	Without Children	With Children and Adults	With Only Children	Unknown Type
Owned by client, no ongoing subsidy	0	0	0	0	0
Owned by client, with ongoing subsidy					
Rental by client, no ongoing subsidy					
Rental by client, VASH Subsidy					
Rental by client, ongoing subsidy other					
PSH for homeless persons					
Living with family, permanent tenure					
Living with friends permanent tenure					
Subtotal					

Temporary Destinations	Total
Emergency Shelter	
TH for homeless persons	
Staying with family, temporary tenure	
Staying with friends temporary tenure	
Place not meant for human habitation	
Safe Haven	
Hotel or motel, paid by client	
Subtotal	

Institutional Settings	Total
Foster care	
Psychiatric facility	
Substance abuse or detox facility	
Hospital (non-psychiatric)	
Jail or prison	
Subtotal	

**ETOSOFTWARE®**

Welcome Barbara Alcantara - Chelsea Foyer: **Active Participants** (Change Program)

New Quick Search To Do List Messages (New) My Favorites My Dashboard Reporting Dashboard

Enter Search Term(s) within Participant in Active Participants Search

**HMIS Reports (Active Participants Program) : 01/01/2000 - 04/30/2012 (Run on: May 1 2012 9:17AM by Barbara Alcantara)**  
 Export ID: 51

- Export CSV 3.02
- AgencyProgram CSV 3.02
- SiteInformation CSV 3.02
- ProgramParticipation CSV 3.02
- ProgramParticipation ShortID CSV 3.02
- Client CSV 3.02
- ClientHistorical CSV 3.02
- IncomeBenefit CSV 3.02
- ServiceEvent CSV 3.02
- BedInventory CSV 3.02
- Arizona Matrix CSV 3.02
- Export CSV 3.02 (Readable)
- AgencyProgram CSV 3.02 (Readable)
- SiteInformation CSV 3.02 (Readable)
- ProgramParticipation CSV 3.02 (Readable)
- ProgramParticipation ShortID CSV 3.02 (Readable)
- Client CSV 3.02 (Readable)
- ClientHistorical CSV 3.02 (Readable)
- IncomeBenefit CSV 3.02 (Readable)
- ServiceEvent CSV 3.02 (Readable)
- BedInventory CSV 3.02 (Readable)
- Arizona Matrix CSV 3.02 (Readable)
- HMIS\_QPR Raw Data
- Data Entry Errors
- QPR
- Financial Assistance Summary
- Missing Universal Elements

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