

Rapid Response Program Outcome Measurement and Reporting Framework

Revised Review Draft – March 25, 2002

Longer-term Outcome	Intermediate Outcome	Indicator(s)	Reporting Frequency	Data Source & Collection Method
I. Increase ability of agencies to provide assistance and information to parents in the community	1. Increase in families who call Rapid Response Warmline compared to other agency information lines	1.1. Number of callers to Rapid Response Warmline compared to other partner agency <u>information</u> phone lines	1.1. Pre-pilot and post-full implementation	1.1. Rapid Response Database System; partner agency <u>monthly information</u> phone call records
	2. Increase in families receiving appropriate information in a timely manner	2.1. Average length of time callers are in queue 2.2. Percent of Warmline callers whose needs were: a) <u>fully</u> met at the time of their call b) <u>fully</u> met within 24 hours of their call c) <u>fully</u> met within a week of their call d) <u>partially met at the time of their call</u> e) <u>partially met within 24 hours of their call</u> f) <u>partially met within a week of their call</u> g) not met – services not available h) <u>not met – insufficient capacity to meet need</u> i) <u>not met – refused referral</u> 2.3. Percentage of time system is operational, i.e., functioning properly during normal hours of operation 2.4. Percentage of Warmline callers satisfied with the <u>information assistance</u> provided to them <u>at the time of their call</u> 2.5. Percentage of Warmline caller <u>referrals</u> satisfied with the <u>speed at which they received assistance</u> help provided to them	2.1. Quarterly – pilot through post-full implementation 2.2. Quarterly – pilot through post-full implementation 2.3. Quarterly – pilot through post-full implementation 2.4. <u>Quarterly – Post-pilot</u> through and post-full implementation 2.5. <u>Quarterly – Post-pilot</u> through and post-full implementation	2.1. Rapid Response Database System 2.2. Rapid Response Database System (call log; caller referral tracking by partner agency required) 2.3. Rapid Response Database System operational log 2.4. Rapid Response Database System (random sample caller satisfaction survey) 2.5. Rapid Response Database System (caller partner agency administered client satisfaction survey)
	3. Increase in effective links between referral sources and services	3.1. Number of Rapid Response agreements between partner agencies 3.2. Partner Agencies' perception as to the level of collaboration achieved 3.3. Number of Warmline callers receiving services after referral	3.1. Post-full implementation 3.2. Post-full implementation 3.3. Quarterly – pilot through post-full implementation	3.1. Rapid Response Memoranda of Agreements (MOAs) records 3.2. Evaluator administered partner agency surveys/interviews 3.3. Rapid Response Database System (call log, caller referral tracking by partner agency required)
	4. Increase knowledge-base concerning single access point	4.1. Percentage of respondents aware of Rapid Response Warmline 4.2. <u>How callers heard about the Rapid Response Warmline</u>	4.1. Post-full implementation 4.2. <u>Post-full implementation</u>	4.1. United Way 2004 Parenting Norms survey 4.2. <u>Rapid Response Database System (random sample caller survey)</u>
	5. Callers perceive single line as improving accessibility to services	5.1. Percentage of respondents perceiving improved accessibility to services 5.2. Percentage of Warmline callers perceiving improved accessibility to services	5.1. Post-full implementation 5.2. Post-full implementation	5.1. United Way 2004 Parenting Norms survey; 5.2. Rapid Response Data base System (<u>random sample caller survey</u>)

Light-blue highlight = information gathered by the parent educator via the call log
Green highlight = partner agency tracking, reporting, and/or participation responsibility
Yellow highlight = random sample caller survey
Double underline = recommended edit additions ~~Strikethrough~~ = recommended edit deletions

Longer-term Outcome	Intermediate Outcome	Indicator(s)	Reporting Frequency	Data Source & Collection Method
I. Increase ability of agencies to provide assistance and information to parents in the community (cont.)	6. Increase in volume of inquiries regarding children and families	6.1. Number of Warmline social service inquiries by nature of issue 6.2. Number of TheLane website hits 6.3. <u>Average duration of visit on TheLane website</u>	6.1. Quarterly – pilot through post-full implementation 6.2. Quarterly – pre-pilot through post-full implementation 6.3. <u>Quarterly – pre-pilot through post-full implementation</u>	6.1. Rapid Response Database System (call log) 6.2. TheLane website tracking 6.3. <u>TheLane website tracking</u>
	7. Increase in utilization of service providers for families and children	7.1. Number of people accessing family and children services by partner agency	7.1. Quarterly – pre-pilot and post-full implementation	7.1. Partnering agency monthly service utilization records
	8. Increase in families linking to information and resources prior to crisis arising	8.1. Number of Warmline callers linked prior to a crisis arising	8.1. Quarterly – pilot through post-full implementation	8.1. Rapid Response Database System (call log)
II. Provide assistance to a large and diverse population within the community	9. Accurately represent the community in which the Warmline is implemented	9.1. Age and gender of child(ren) that the call pertained to 9.2. Caller's primary language 9.3. Caller's gender 9.4. Who was caller (i.e., parent, child, concerned party, etc.)? 9.5. Geographic location by zip code 9.6. Ethnic/Racial backgrounds of callers <u>referrals</u> 9.7. Education of person calling <u>referrals</u> 9.8. <u>Referral</u> household size 9.9. <u>Referral</u> household income 9.10. <u>Referral</u> employment status	9.1. Post-full implementation 9.2. Post-full implementation 9.3. Post-full implementation 9.4. Post-full implementation 9.5. Post-full implementation 9.6. Post-full implementation 9.7. Post-full implementation 9.8. Post-full implementation 9.9. Post-full implementation 9.10. Post-full implementation	9.1. Rapid Response Database System (call log) 9.2. Rapid Response Database System (call log) 9.3. Rapid Response Database System (call log) 9.4. Rapid Response Database System (call log) 9.5. Rapid Response Database System (caller survey <u>log</u>) 9.6. Rapid Response Database System (caller survey Partner agency quarterly reports to the Human Services Commission) 9.7. Rapid Response Database System (caller survey Partner agency quarterly reports to the Human Services Commission) 9.8. Rapid Response Database System (caller survey Partner agency quarterly reports to the Human Services Commission) 9.9. Rapid Response Database System (caller survey Partner agency quarterly reports to the Human Services Commission) 9.10. Rapid Response Database System (caller survey Partner agency quarterly reports to the Human Services Commission)
		10. Increase number of people who will make calls to help their families	10.1. Number of callers to Warmline 10.2. Percentage of Warmline callers who are repeat callers	10.1. Quarterly – pilot through post-full implementation 10.2. Post-full implementation

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III. Improve system decision making by agencies and community leaders via analysis of actual data	11. Improve ability of service providers to use needs data to aid in providing responsive services	11.1. Service providers' perception of the value of the use needs data	11.1. Post-pilot and post-full implementation	11.1. <u>Evaluator administered service provider surveys/interviews</u>
	12. Improve ability to track response to callers to ensure people were served and appropriate follow-up was provided	12.1. Satisfaction of service providers	12.1. Post-pilot and post-full implementation	12.1. <u>Evaluator administered service provider surveys/interviews</u>

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