



2018 Program Report Card: Mentoring Supports

Achieving Youth Results (AYR) Goal:

Our community will provide children, youth, and families with healthy, safe, and thriving environments.

Program: One to One Big Brothers/ Big Sisters

Agency: Ithaca Youth Bureau

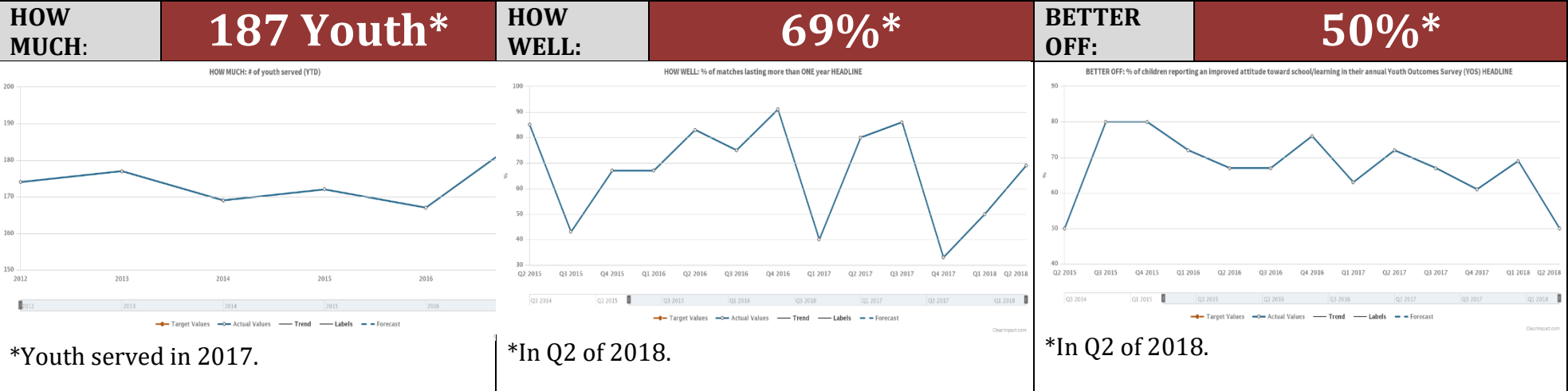
CLIENTS:

Children between the ages of 6-14

PARTNERS:

Cornell University student and faculty groups, Ithaca College HSHP school and student clubs/groups, school counselors and family liaisons, volunteer mentors, families/schools, BBBS of America, parents, schools, and community organizations.

RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES



THE STORY BEHIND THE DATA

GRAPH 1: # of youth served - Since we always have a very active 4th quarter, I would expect to serve between 170-175 children this year. This year we have had another successful year of volunteer recruitment and relationship building with families. We have done more targeted recruitment of volunteers and have managed to match all appropriate mentors with children in the community in an efficient fashion.

GRAPH 2: % of matches lasting more than ONE year - In Q3 2018 the retention has improved, and based on current match situations it seems they will either remain steady or improve slightly above that. At end of year, one year retention rate is projected to be in the 70th percentile. Occasionally, our staff may make a matching decision that could be said to have had an effect on the longevity of the match, but for the most part our retention rates are affected profoundly by elements entirely out of our control. Since from quarter to quarter we are dealing with small numbers of children, the rate rise or drop is large with one small change. Occasionally a match ends because a volunteer quit, or a child didn't like the experience, and arguably we can make changes to try and prevent such things. However, the majority of

matches that end early have to do with moving families.

GRAPH 3: % of children reporting an improved attitude toward school/learning in their annual Youth Outcomes Survey - These numbers will most likely hover around the same 60-70's percentages we usually see. These numbers are the result of the BBBS of America's YOS (Youth Outcomes Survey). This survey is given directly to youth and will often reflect the current mood of the participant just as much as it reflects outcomes. This survey is designed for children over the age of 9, as most of BBBS agencies serve older children. Therefore, the survey results are from those participants only. The large number of children we serve who are 9 and under do not receive this survey. These outcomes are greatly affected by a large number of factors in each youth participants' life, most of which are well out of the scope of this program. Much can be expected from mentors and mentoring, but often the other factors in the child's life are overwhelming.

*Ithaca Youth Bureau staff will be working with TCYS staff to revise this measure in 2019 in order to reflect data that the program itself has more of a direct impact on.

AGENCY ACTION PLAN TO "TURN THE CURVE"

2019 Action Plan

HOW MUCH

- More partnerships with student groups.
- More visits/interaction with school district personnel.
- More targeted recruitment of volunteers.

HOW WELL

- Mentor recognition.
- Clear expectations for volunteers.
- Educating families on their role in making the match work.

BETTER OFF

- Staying in contact with parents/schools and other partners as frequently as possible.
- Keeping mentors informed of new developments in the lives of the child and family.
- Frequent training, coaching and contact for mentors/volunteers.

2018 Action Plan & Status

HOW MUCH

- Find funds to continue to employ a part time person to run Saturdays and recruit. **↑ Accomplished**
- Continue to foster relationships with community orgs through increased collaboration. **↔ In process**
- Continue to reach out once per semester to new, targeted groups who may want to volunteer or get involved. **↑ Accomplished**

HOW WELL

- In-person, monthly match support. **↑ Accomplished**
- Quality orientation for volunteers and families. **↑ Accomplished**
- Celebration of match milestones and recognition of match achievements. **↑ Accomplished**

BETTER OFF

- Asking each match to try one school based activity per quarter. **↔ In process**
- Asking each Big to visit their child's school one time. **↓ Not Accomplished due to complex schedules**
- Incentivize visits to the library or other literacy-related activities. **↑ Accomplished**