



## 2019 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 and Ithaca College BBBS student clubs/groups, school counselors and family liaisons, volunteer mentors, families/schools, BBBS of America, parents, schools, community organizations, My Brother's Keeper.

## RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

HOW MUCH:

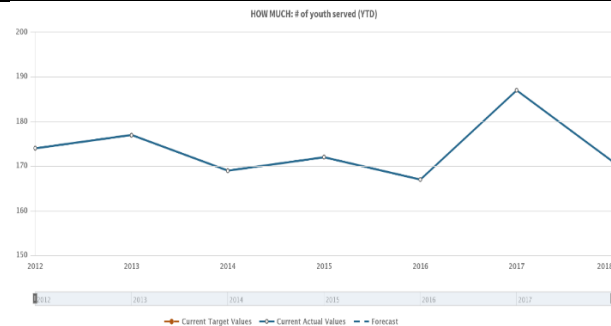
**171 Youth\***

HOW WELL:

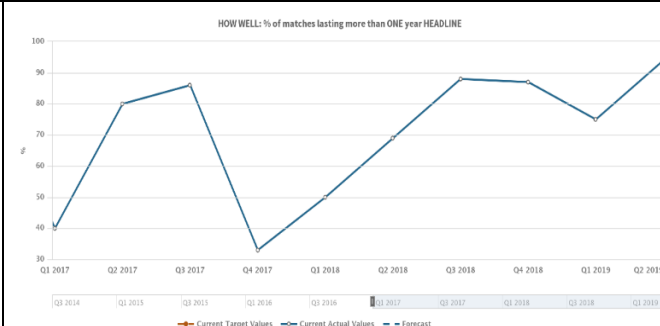
**94%\***

BETTER OFF:

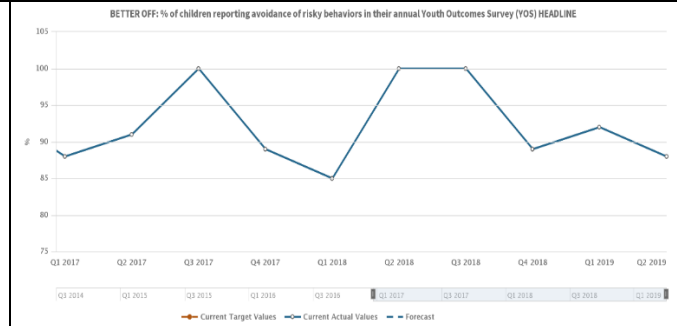
**88%\***



\*Youth served in 2018.



\*In Q2 of 2019.



\*In Q2 of 2019.

## THE STORY BEHIND THE DATA

**GRAPH 1: # of youth served** – At the end of Quarter 3 2019, 147 total youth have been served. By the end of 2019, an additional 10-12 new matches and new children served during weekend programming will meet our annual goal of 170 youth served. In 2018 and 2019, volunteer recruitment slightly declined but efforts are underway to reverse that trend.

**GRAPH 2: % of matches lasting more than ONE year** – Our one-year retention rate will continue to be high for the remainder of 2019. Many matches formed over 1.5 year ago all naturally came to an end in 2019, which will be evident in future reports. Our retention rate seems poised to continue to be positive into 2020 and beyond, and is a result of the solid matching decisions made using the BBBSA framework.

**GRAPH 3: % of children reporting avoidance of risky behaviors in their annual Youth Outcomes Survey** – This measure is anticipated to remain steady throughout 2019. In 2019, BBBSA released an Outcomes Survey for children 9 years old and under, called the Child Outcomes Survey, which will enable further accumulation and analysis of this data. Previously, data for this age group was not collected.

## AGENCY ACTION PLAN TO "TURN THE CURVE"

### 2020 Action Plan

#### HOW MUCH

- More efforts on local volunteer recruitment
- More incentivizing current Bigs/Families to recruit through word of mouth.
- Allow the Program Coordinator to facilitate the campus recruitment rush.

#### HOW WELL

- Match recognition and celebration of success.
- Being available to Bigs and Families.
- Stay up to date with training and data related to match retention.

#### BETTER OFF

- Training volunteers on proper mentoring methods to ensure that good role modeling is provided.
- Frequent check ins with staff, families and volunteers that address any issues that have arisen and making proactive plans to deal with them.
- Work with Bigs and families to plan activities that can address issues of this nature.

### 2019 Action Plan & Status

#### HOW MUCH

- More partnerships with student groups. ↑ **Accomplished**
- More visits/interaction with school district personnel. ↔ **In process**
- More targeted recruitment of volunteers. ↑ **Accomplished**

#### HOW WELL

- Mentor recognition. ↑ **Accomplished**
- Clear expectations for volunteers. ↑ **Accomplished**
- Educating families on their role in making the match work. ↔ **In process**

#### BETTER OFF

This is a new measure selected for the Agency in 2019. No previous Action Plan submitted for this measure.