



Determined. Focused.
Navigating to Success.

Learning from Evidence and Experience: *Big Brothers Big Sisters of America*

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Today's Objectives

- Review critical elements of the P/PV research conducted on the BBBS mentoring model
- Discuss our progress over the last decade to bring about more impacts for more of our Littles
- Share current efforts to stay evidence-based “focused”



About BBBSA:

- 1 national organization
- 380+ local affiliates
- 5,000+ employees nationwide
- community-based and school-based program types
- 245,000 total children served in 2009



About our program:

- National standards – *Standards of Practice*
- Service Delivery Model – framework of best practices built upon standards
- Priorities are:
 - Youth protection / child safety
 - Quality service yielding youth outcomes
 - Efficient and customer-centric experience



Recognition and Support

- Blueprints for Violence Prevention
- OJJDP
- DOE
- SAMHSA
- Various foundations



Making A Difference: An Impact Study of BBBS

- Conducted by P/PV in the mid-1990's
- 1st study to provide scientifically credible evidence that BBBS programs have many positive and socially important effects on youth
- Participation in BBBS led to important, observable changes in attitudes, perceptions, and behaviors of at-risk youth



The results?

- 46% less likely to start using illegal drugs
- 27% less likely to start drinking
- 32% less likely to hit others
- Improved school attendance and performance
- Improved attitudes towards completing schoolwork, and
- Improved family and peer relationships



What produced these results?

- The one-to-one interaction
- The program infrastructure
 - Screening
 - Orientation/training
 - Match making process
 - Ongoing support and development



And where are we today?

- How many: significant growth (75K to 245K TCS)
- Which ones: more intentional focus on “who” we serve
- How well: measuring outcomes is centerpiece



Our last decade's focus...

Operational excellence

- Service Delivery System
 - Program
 - People
 - Platform
 - Performance management

Outcomes measurement

- Length of match
- Strength of match
- Youth outcomes



Achieving Operational Excellence: *The Service Delivery System*

- The SDM – set of best practices that define our model
- Talent management – program certification
- Technology - AIM
- Performance management – outputs, drivers, and outcomes



Program: Service Delivery Model

- Reinforces program elements present in the P/PV study
- Covers areas of quality, youth protection, efficiency, and customer service
- In the process of revising key practices to integrate latest evidence



People: Talent Management

- Program certification process
- Focus on skills and competencies required to effectively “do the job”
- 1 track for managers
- 1 track for line staff



Platform: AIM

Agency Information Management

- National technology platform
- Designed upon workflow framework of the SDM
- Drives workflow and assists with performance management
- Captures variety of critical data points



Performance Management

- Is the “glue” of the SDS
- Ensures “fidelity” to the model (SDM)
- Focuses on processes *and* practices that lead to the right drivers and outcomes
 - Quality file reviews, match support compliance, etc.



Outcome Evaluation System:

- Length of match
 - 6 and 12 month match retention rates
- Strength of match
 - Strength of Relationship survey
- Youth outcomes
 - Youth Outcomes Survey



Longer matches...

- Average match length – average length of matches at time of closure
- 6 month retention rate – percentage of matches reaching 6 months
- 12 month retention rate – percentage of matches reaching 12 months



Stronger matches...

- The Strength of Relationship tool (SoR) drives an evaluation process designed to capture data on relationship *qualities* that predict strength of relationship between Big and Little
 - For Littles: coping, disappointment, safety, importance, and closeness
 - For Bigs: connectedness, frustration, confidence, and closeness



Positive Youth Outcomes

- Youth Outcomes Survey (pre/post)
 - To track current outcomes for each Little, each agency, and nationally.
 - To use methodologies that are compelling to supporters, funders and researchers.
 - To improve agency program performance and build our case for community support using outcomes.



Summary of the Youth Outcomes Survey

- Academics
 - Scholastic Competence
 - Educational Expectations
 - Self-Assessment of Academic Performance
- Relationships
 - Social Acceptance
 - Parental Trust
- Risky Behaviors
 - Attitudes Towards Risk



Current efforts to stay EB focused...

- Research to Practice Committee
- Research Advisory Council
- YOUTHMENTORING@LISTSERV.UIC.EDU
- Enhancements to both CB and SB prgms
- Future research on impacts of multiple yrs of mentoring
- Upcoming revision of national program standards