

Using PAGES Reporting to Understand Program Outcomes

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Goal for This Session:

Encourage grantees to use PAGES data

- Provide examples of ways to use data
- Show ease of creating examples
- Encourage thinking about your own needs
- Discuss and answer your questions

Ways Grantees Can Use PAGES Data

- For program management
- To understand participants' services and trainings received and their outcomes
- Reaching out to partner organizations, stakeholders, and employers to show program effectiveness
- To monitor issues of data quality

Today we are going to show examples of using your data for each point, including how you can display the data to tell a story.

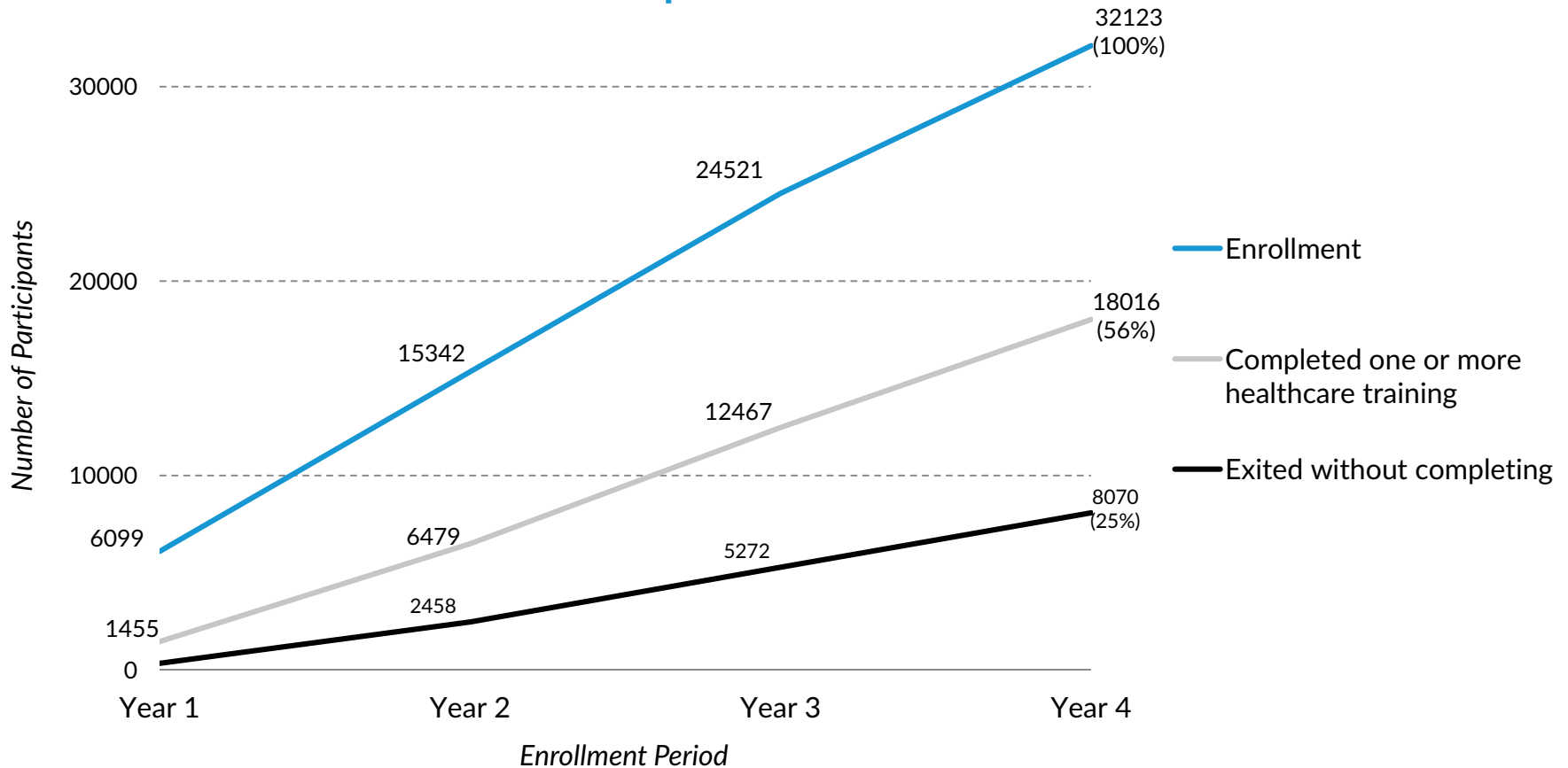
Examples from HPOG 1.0

Grantees and the evaluation team in HPOG 1.0 used data to understand and present program results:

- One grantee used data from the HPOG 1.0 management information system, the PRS, to conduct a cost-benefit analysis of their HPOG program's impact on the local economy.
- The evaluation team used data from the PRS to visualize how the program evolved over time (example next slide).

HPOG 1.0 Results over Time

HPOG Enrollment, Healthcare Training Completion, and Exiting without Completion



Source: HPOG Fourth Annual Report
http://www.acf.hhs.gov/sites/default/files/opre/year_four_annual_report_final_b508_0.pdf

Understanding Service Receipt and Outcomes in HPOG 2.0

- What is the status of my participants?
 - Are they currently in training, completed, or dropped out?
- What services are being delivered by my grant?
 - How many participants are receiving academic supports, personal/logistical supports, employment assistance?
- What outcomes are participants achieving?
 - How many completed training and are employed?

Participant Outcomes that can be Tracked In PAGES

Here is a partial list of outcomes:

- Basic Skills Training completed
- Healthcare Occupational Training completed
- Received a certification
- Dropped out of training without completing
- Completed at least half of a “milestone” training (> 12 weeks)
- Completed more than one healthcare training
- Completed training within predicted timeframe
- Completed entry-level and mid-level training
- Employed in healthcare
- Employed after completing training

Using PAGES data to learn about your program and tell your story

We encourage you to use PAGES to learn as much as you can about who you are serving, how you are serving them, and what they are achieving.

This can help you make program adjustments and show partners your program is effective.

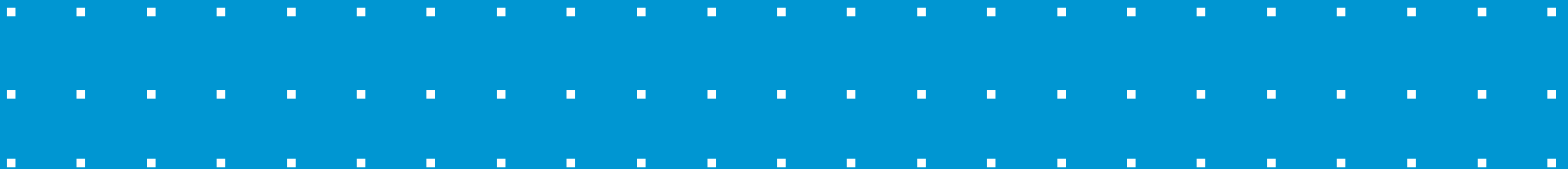
How can you use PAGES to tell a story about your program?

There are different ways you can use PAGES to learn about your program outcomes. These include:

- Use the PPR as an overarching “summary” report and to compare progress to program goals
- Use Advanced Find to generate reports and export them to Excel
- Use Excel to create tables, graphs and charts to visualize your data

System Demonstration

How to use Advanced Find



Participant and program data is a powerful tool for providing information about your program

Let's work with the example of a Certified Nursing Assistant (CNA) training.

This example uses actual PAGES data from across all HPOG 2.0 programs. We use it to show examples of what you can do with PAGES data for your own program.

What kind of a story can you tell?

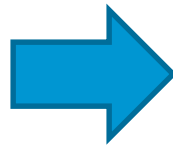
We are going to show you how to learn about and report on the following for a CNA training:

1. Training enrollment
2. Training enrollment by subsets of participants
3. Training completion
4. Employment as a CNA
5. Participation in CNA training over time
6. Program-level data and quality control

Intake
Characteristics



CNA
Enrollment



Employment in
Healthcare



CNA
Completion



Additional training, such
as Licensed Vocational
Nurse (LVN)

You can use Advanced Find to visualize the progression of participants through your program.

1. CNA Training Program Enrollment

A key element of understanding a course of training is measuring enrollment in that training.

We will show how to monitor enrollment in training **overall**, for a **subset of participants**, as well as **over time**.

1. CNA Training Enrollment

Using Advanced Find you can create the following query to select all participants by occupational code.

Look for:

▼ [Status](#) [Equals](#) [Active](#)

▼ [Service Details \(Case\)](#)

▼ [Status](#) [Equals](#) [Active](#)

▼ [Occupational Code](#) [Equals](#) [31-1014 Nursing Assistants](#)

[Select](#)

This will look at data from the “case” level, resulting in lists of participants rather than lists of trainings.

2. Adding a Subset of Participants

Because we are looking at participants we can examine participant characteristics in our query. A short list of key subsets that can be added from participants' intake include:

- Demographics, such as gender and race
- Receipt of public benefits, such as TANF or SNAP
- Income and household characteristics
- Family status
- Employment status at intake
- Education level at intake

Adding a Subset of Participants

We can identify subsets of participants by adding columns from the intake to our Advanced Find query.

Add Columns

Select the columns to add to this view.

Record Type

Baseline Intake (Intake) ▼

<input type="checkbox"/>	Display Name ▲	Name	Type
<input type="checkbox"/>	Individual - Medicaid	acf_pb_medicaid	Option Set
<input checked="" type="checkbox"/>	Individual - TANF	acf_pb_tanf	Option Set
<input type="checkbox"/>	Individual - UI Recipient	acf_ui	Option Set

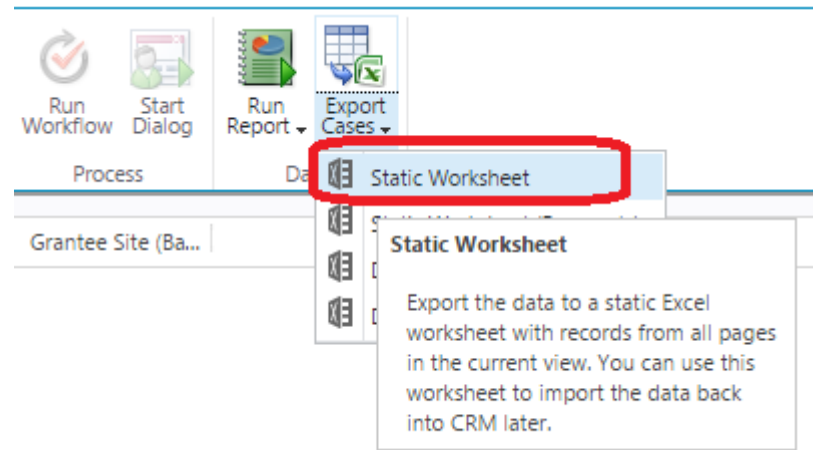
You can add as many columns as you would like.

Exporting to Excel

A powerful piece of the Advanced Find tool is the ability to quickly export the results to Excel.

With some basic manipulation in Excel (count and sum functions) you can [generate the charts and graphs we are going to show here.](#)

We added the TANF column and exported our data to Excel.



Creating a “Static Worksheet” will produce an Excel file.

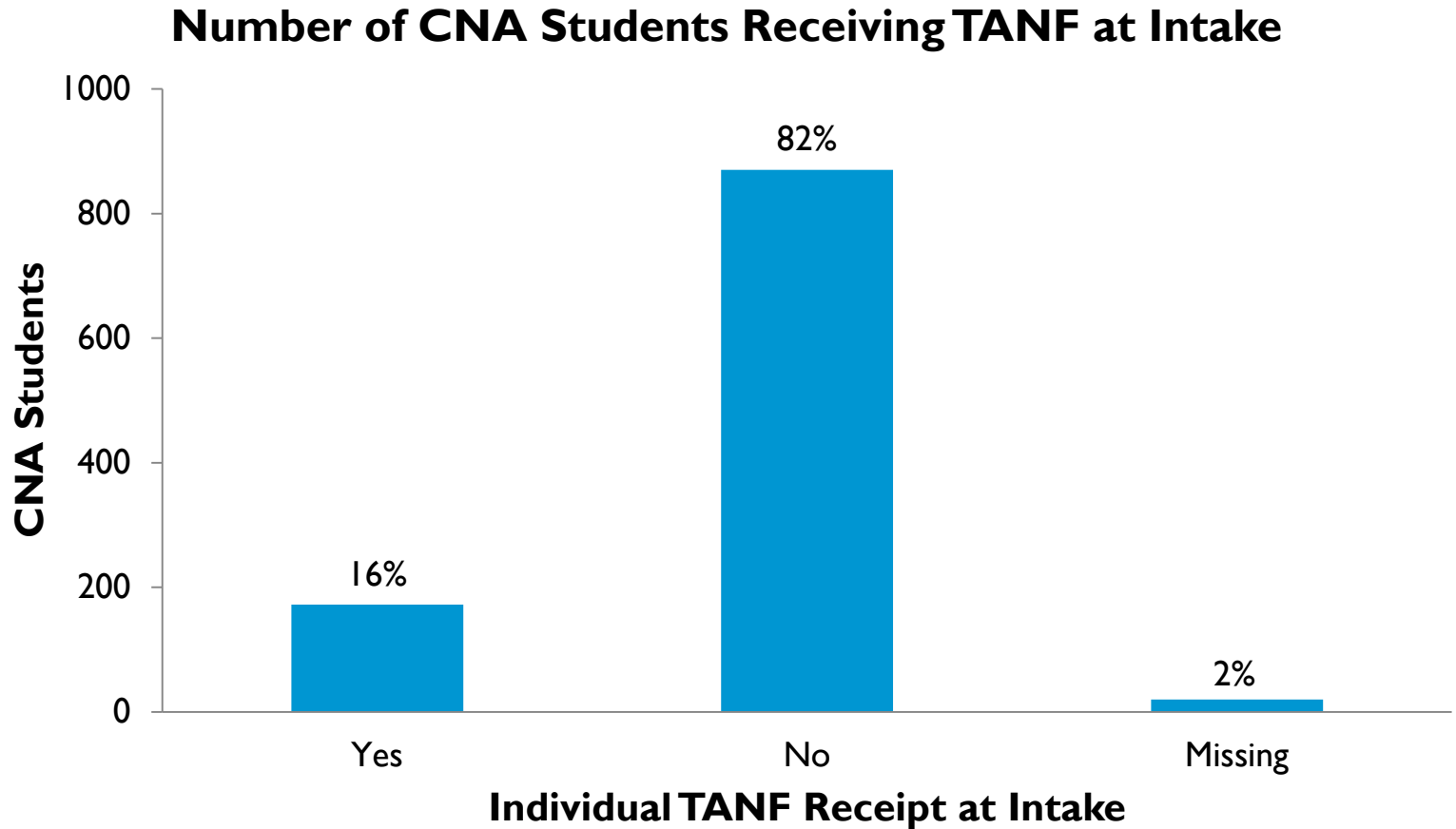


The file will be available to open from your browser and will be found in your downloads.

Creating a graph to show data

Total of **1,062 CNA students** to date in HPOG

Of those, **172 (16 percent)** were receiving TANF at the time of intake



3. CNA Training Program Completion

A natural progression is to examine how many participants have completed the CNA training.

We can add a completion clause onto our query:

Look for:

▼ Status	Equals	Active
Select		
▼ Service Details (Case)		
▼ Status	Equals	Active
▼ Occupational Code	Equals	31-1014 Nursing Assistants
▼ Completion	Equals	<input type="text" value="Completed Satisfactori"/> <input type="button" value="..."/>
▼ End Date	Contains Data	
Select		

Using these two queries we can build the following table in Excel:

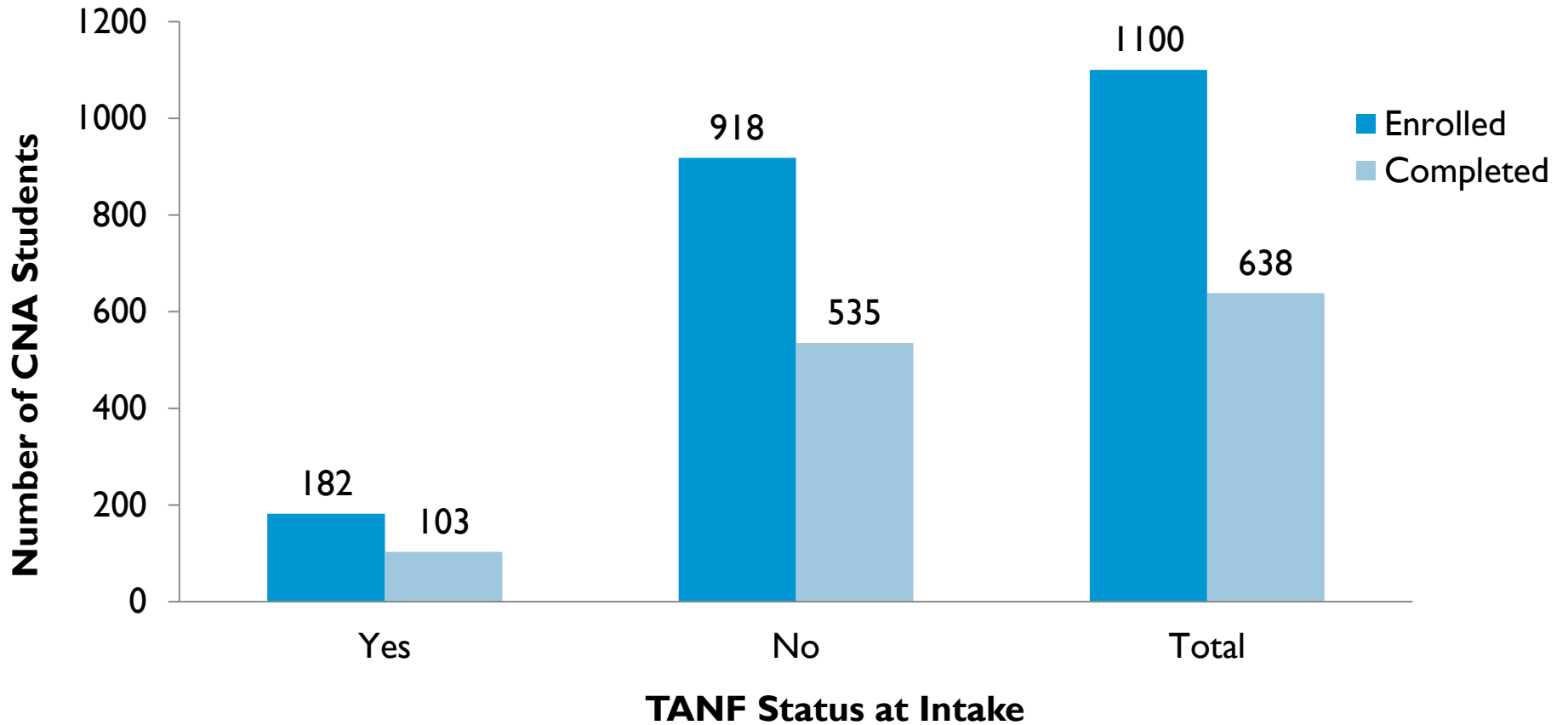
TANF at Intake	Total Enrolled Participants	Enrolled as Nursing Assistant	Completed Nursing Assistant	Percent of Enrolled as Nursing Assistant who Completed, to date
Yes	1049	182	92	51%
No	4676	918	479	52%
Missing	108	20	11	55%
TOTAL	5833	1120	582	52%



52 percent of non-TANF students who have enrolled in a CNA training have completed their training to-date, while **51 percent** of TANF students have completed.

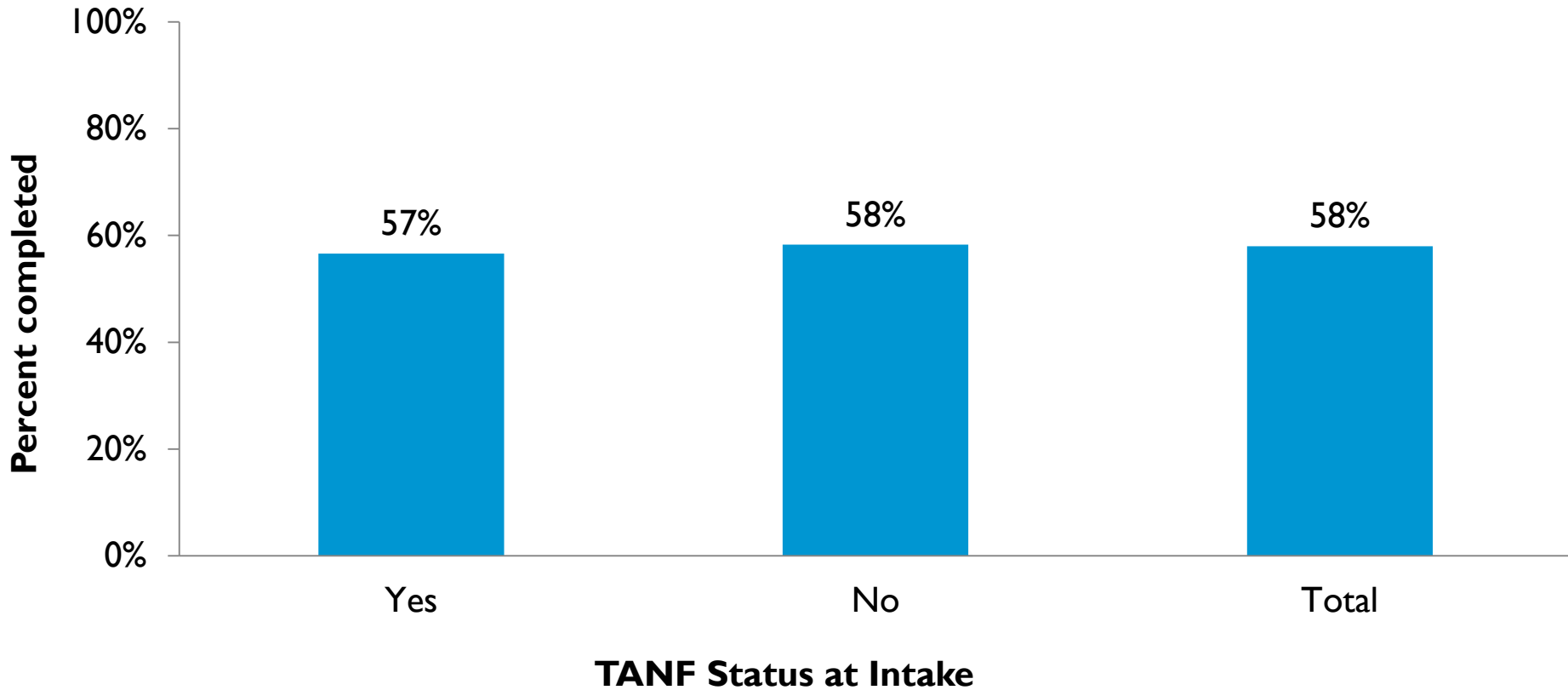
And create the following chart:

Number of CNA Students Enrolled and Completed, by TANF at Intake



We can also display the completion percentages by TANF status:

CNA training completion (to date) varies little by TANF status



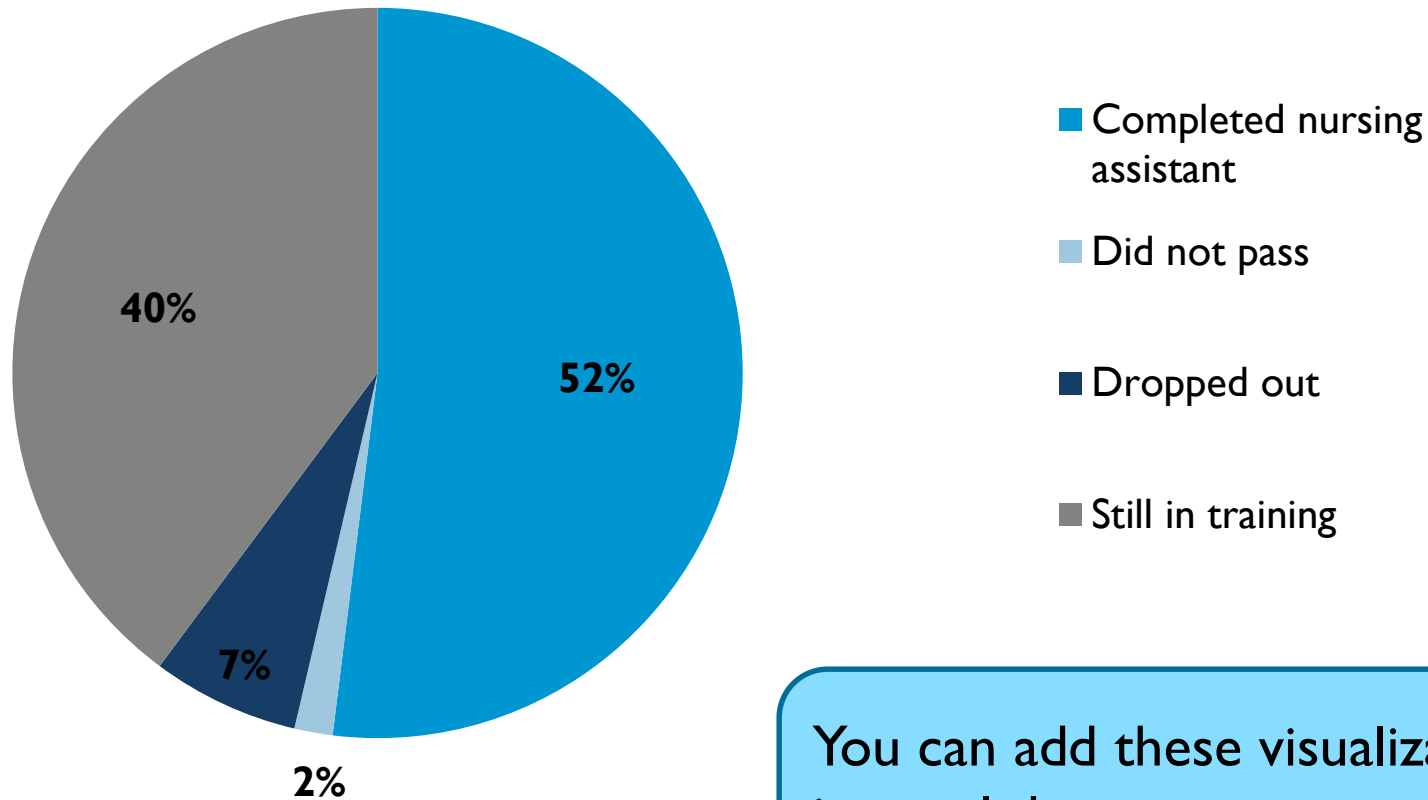
We can add to our “Completion” query to include non-completion.

TANF at intake	Enrolled as nursing assistant	Completed nursing assistant	Percent completed	Did not pass	Dropped out	Percent dropped out or did not pass	Still in training	Percent still in training
Yes	182	92	51%	7	14	12%	69	38%
No	918	479	52%	12	79	10%	348	38%
Missing	20	11	55%	0	1	5%	8	40%
TOTAL	1120	582	52%	19	73	8%	446	40%

Thirty-eight percent of participants enrolled in CNA training are still in training. **Twelve percent** of TANF participants did not complete, while **ten percent** of non-TANF did not.

We can display these data in different ways

Training Status for all HPOG CNA Students



You can add these visualizations to internal documents, presentations, and other communications.

4. Employment as a CNA

We now ask of those who completed training, who has gone on to find employment as a CNA?

We know the number of completed, so we just need to add an employment clause to our query:

Look for:

▼ Status	Equals	Active
Select		
▼ Service Details (Case)		
▼ Status	Equals	Active
▼ Occupational Code	Equals	31-1014 Nursing Assistants
▼ Completion	Equals	<input type="text" value="Completed Satisfactori"/> <input type="button" value="..."/>
▼ End Date	Contains Data	
Select		
▼ Employment History (Case)		
▼ Employment in Healthcare ...	Equals	Yes
▼ Occupational Code	Equals	31-1014 Nursing Assistants;...
Select		

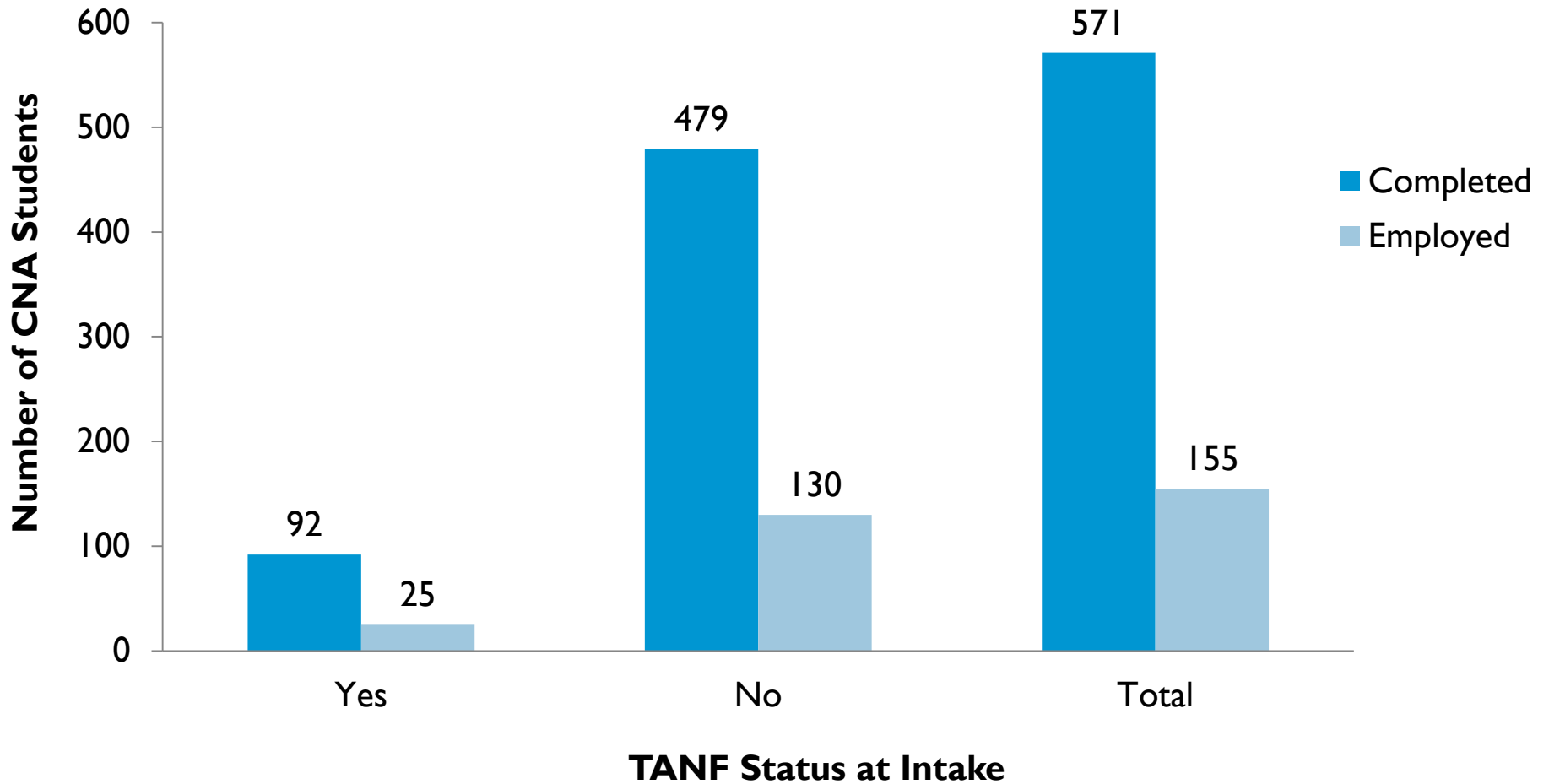
This allows us to create the following table:

TANF at Intake	Completed Nursing Assistant	Completed and Employed as a CNA	Percent Completed and Employed as a CNA
Yes	92	25	27%
No	479	130	27%
Missing	11	4	36%
TOTAL	582	159	27%

In total, almost **30 percent** of completed CNA participants are now employed as a CNA (regardless of employment status at intake), with the same percentage of TANF and non-TANF finding employment.

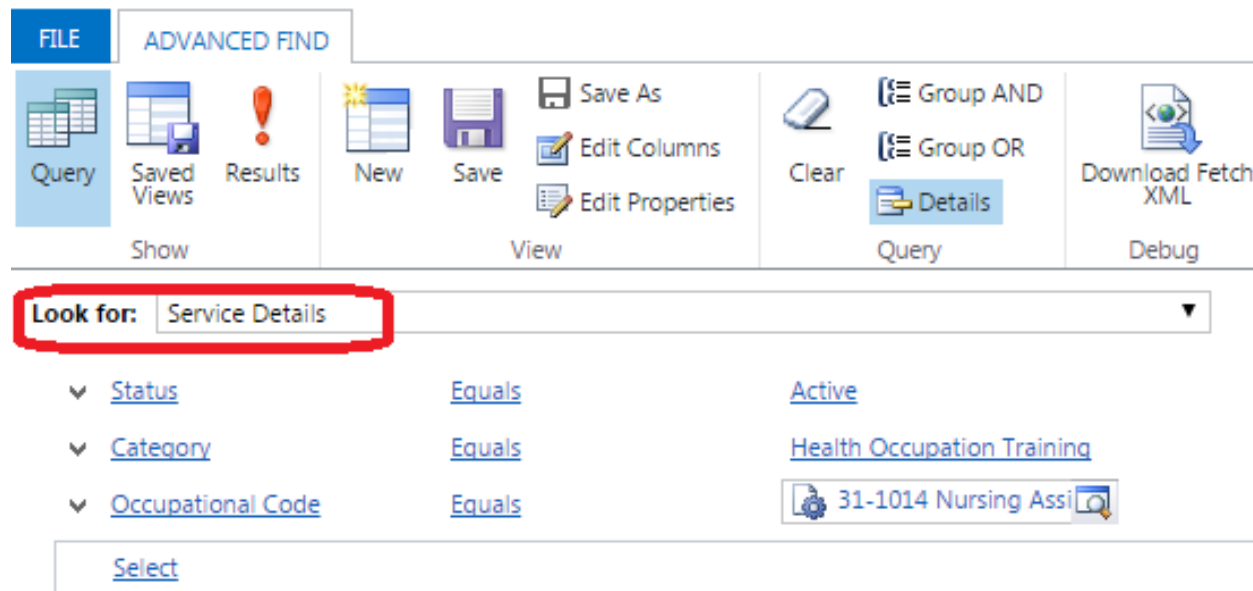
Here is an employment chart:

Participants Completing CNA and finding Employment as a CNA



5. Training Enrollment over Time

Now we switch our query to look at “Service Details” which are the individual trainings in which participants have enrolled. Add columns from the actual trainings such as “begin date,” “end date,” and “completion.”

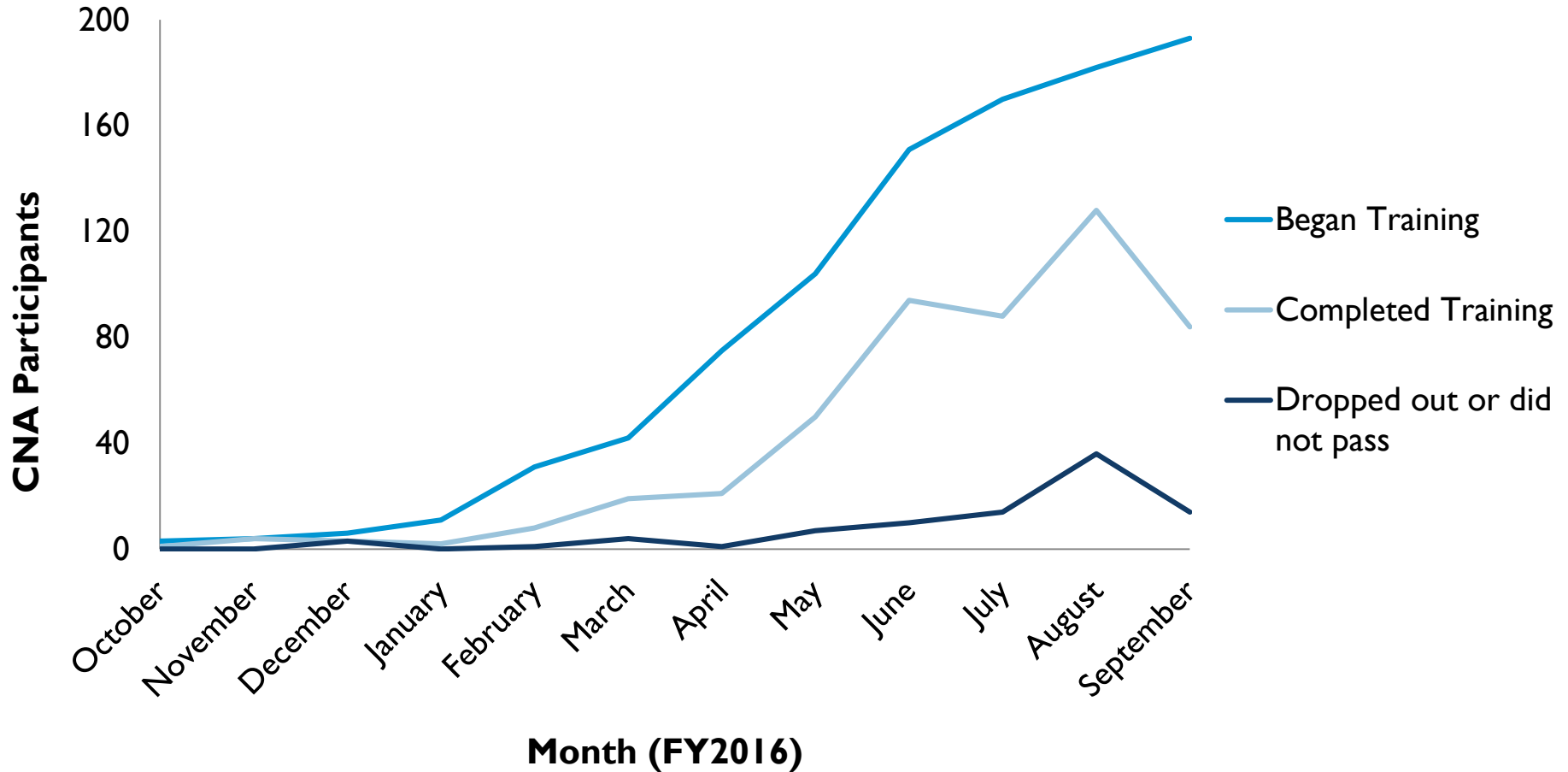


We can use Excel to create a table of activity in CNA training by month

Month (FY2016)	Began nursing assistant training	Completed nursing assistant training	Did not complete or dropped out of nursing assistant training
October	3	1	0
November	4	4	0
December	6	3	3
January	11	2	0
February	31	8	1
March	42	19	4
April	75	21	1
May	104	50	7
June	151	94	10
July	170	88	14
August	182	128	36
September	193	84	14

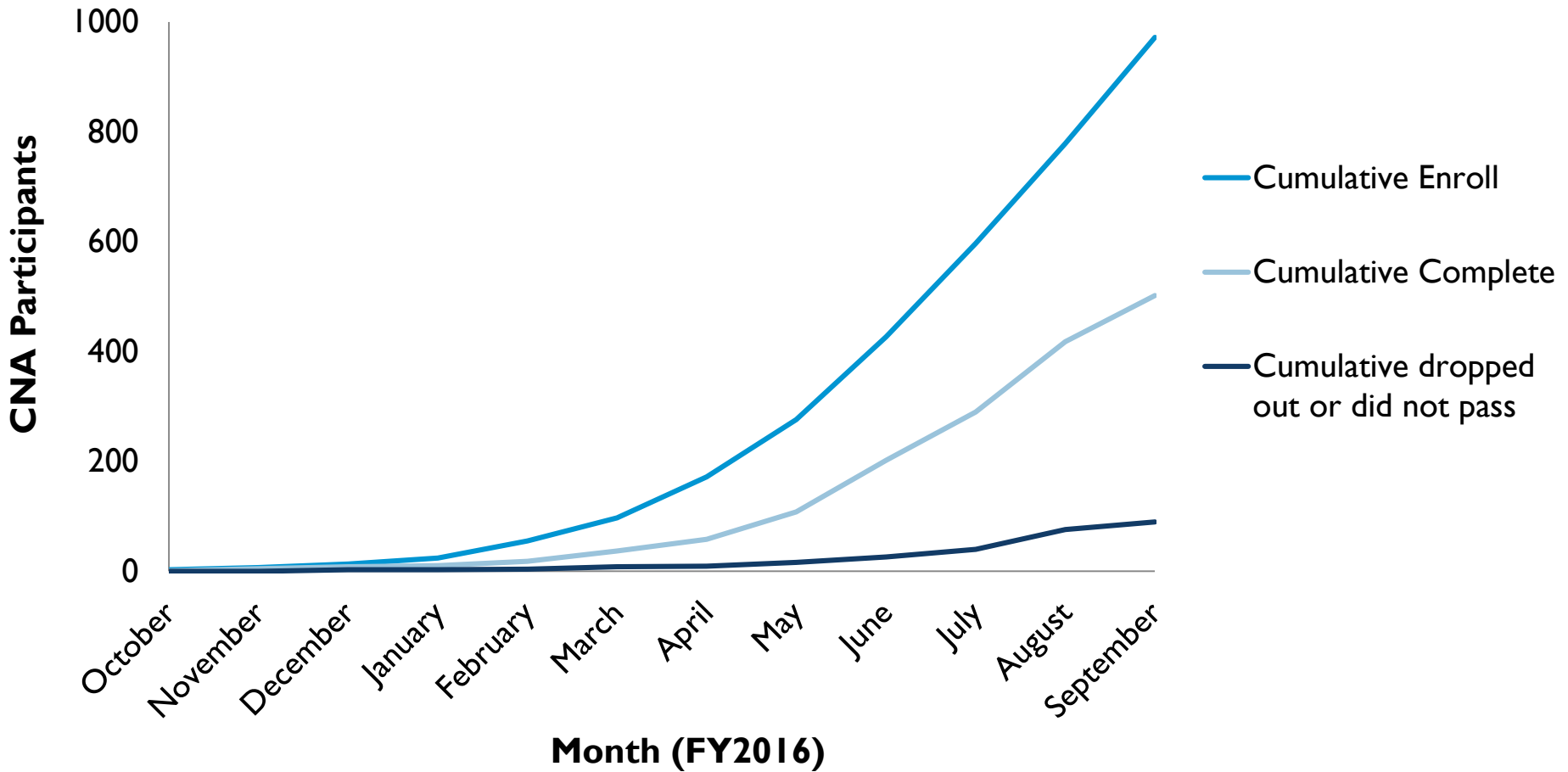
Graph these data to show the change in enrollment and completion per month

CNA Trainings Began and Completed by Month, FY2016



Or graph the numbers cumulatively:

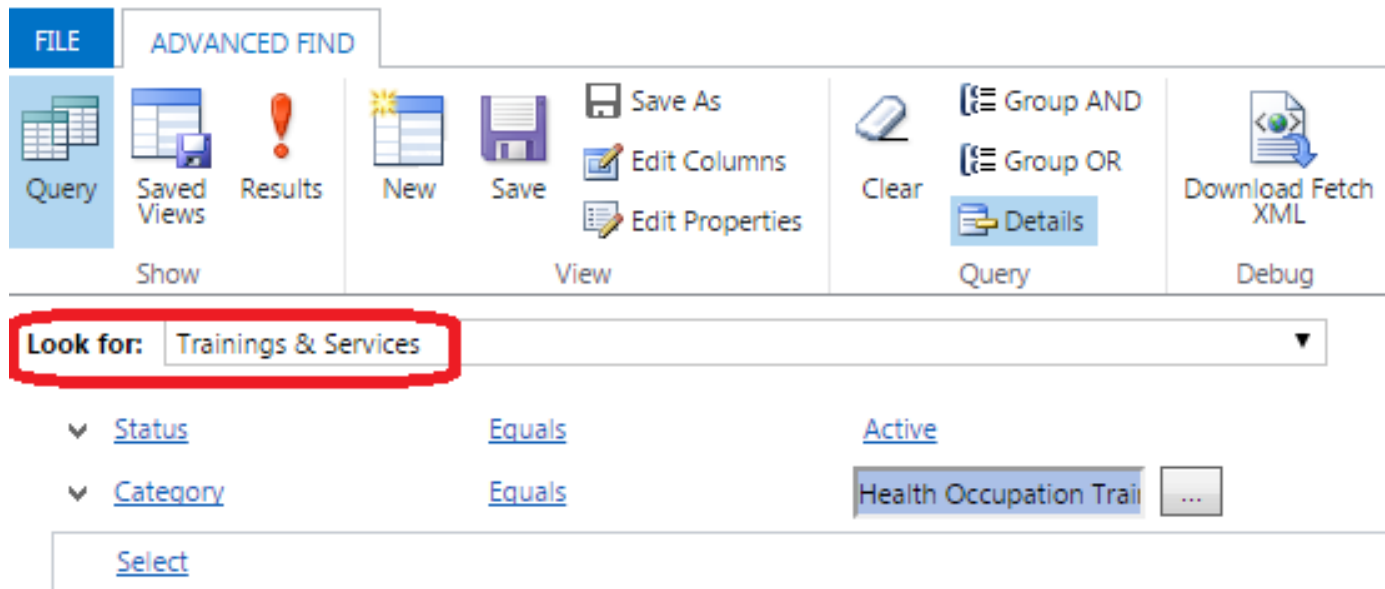
Cumulative CNA Trainings Began and Completed by Month, FY2016



How could you use this data graphed over time?

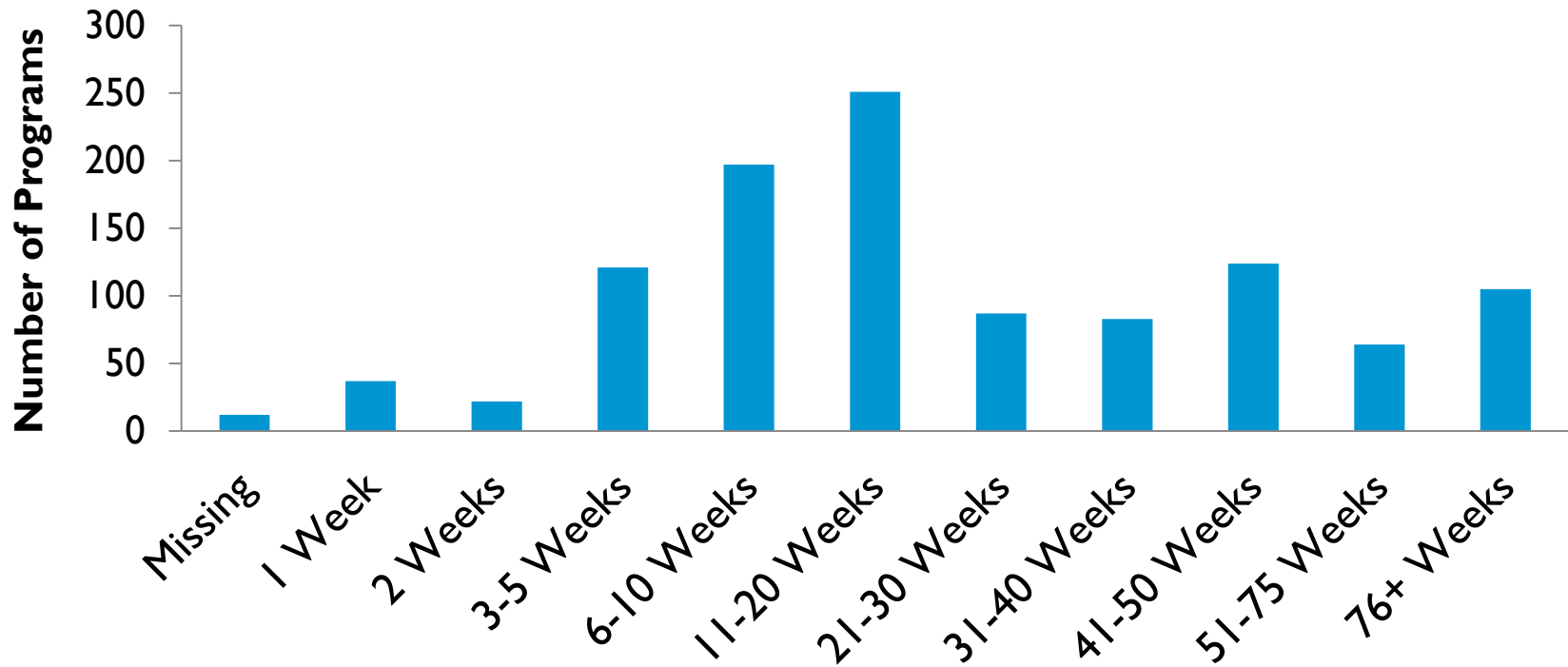
- Charting your progress internally and visualizing activity
- Printing out or emailing to provide at a staff meeting, either to motivate or make aware of progress
- Monitor trends and determine if interest in a training is decreasing over time, or decreasing relative to another training
- Provide to a stakeholder, employer, partner, or local agency in order to show program activity and trends in training program enrollment

6. Use Advanced Find to query program-level data, that is, characteristics of trainings and services offered by the program. We need to switch to “Trainings & Services”.



Health occupational trainings offered by length in weeks

Grantee Program Length by Weeks



Using this table we can see how many training program entries are missing the number of weeks – this is useful for quality control

Number of weeks	Number of trainings
Missing	12
1 Week	37
2 Weeks	22
3-5 Weeks	121
6-10 Weeks	197
11-20 Weeks	251
21-30 Weeks	87
31-40 Weeks	83
41-50 Weeks	124
51-75 Weeks	64
76+ Weeks	105



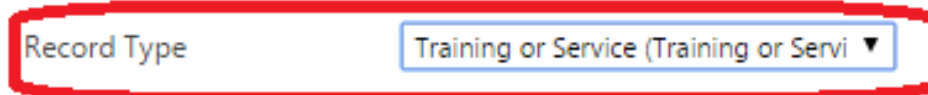
Uh oh! You should fix these 12 missing. They will be easily identifiable in the Excel extract.

We can also look in “Service Details” but add in columns from the “Training and Service” program data

We can examine trainings by completion status, by characteristics of the trainings, such as length in number of weeks or if a training is an interim milestone training

Add Columns

Select the columns to add to this view.



Record Type Training or Service (Training or Servi ▼

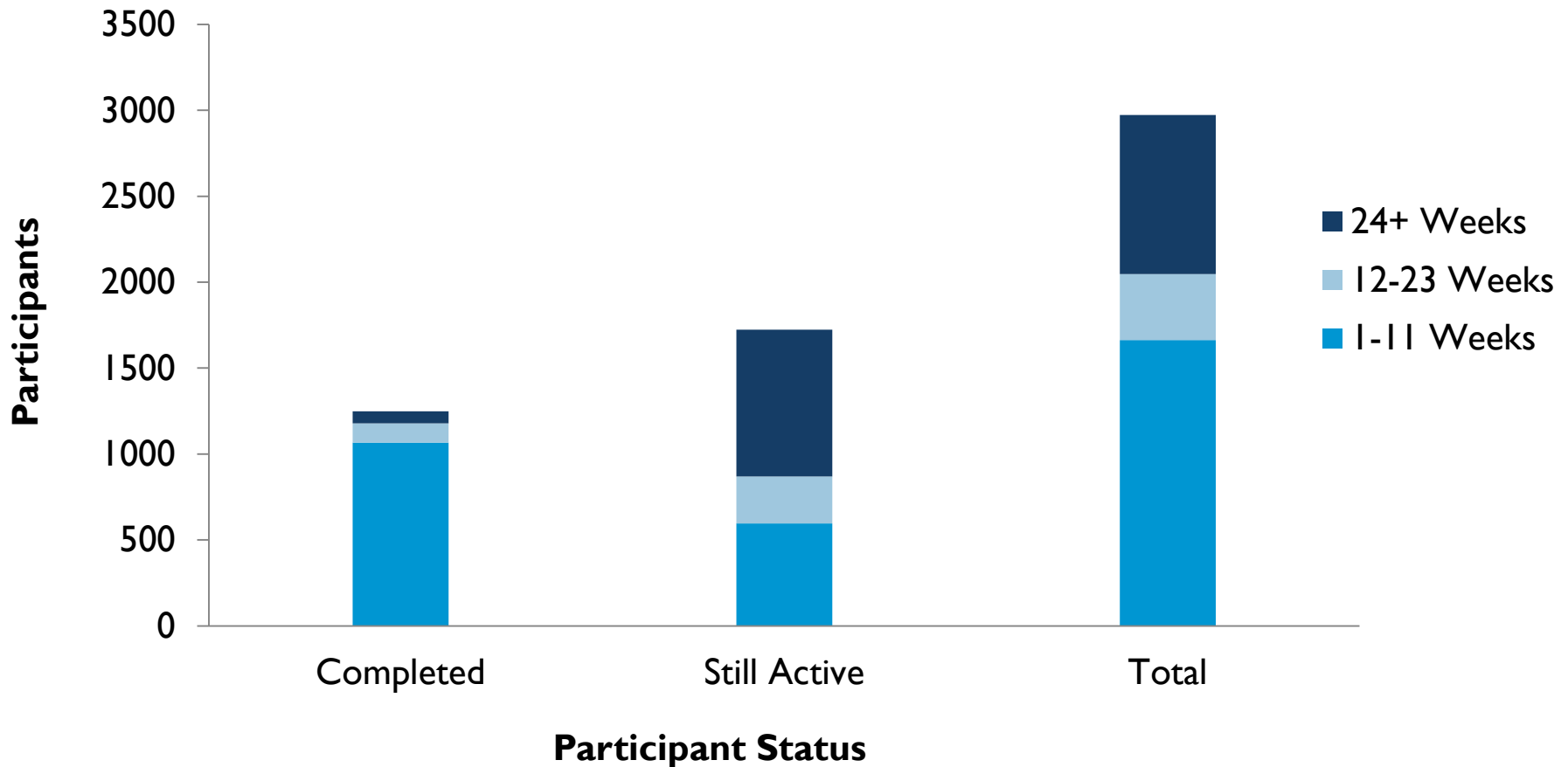
Here we add columns from training and services – the program-level data.

Using two queries, one for completed trainings and one for those still in progress, we can create the following table:

Number of weeks at Program Level	Completed Training	Still Active	Total Participants
1-11 Weeks	1067	596	1663
12-23 Weeks	111	273	384
24+ Weeks	70	855	925

We can present these data like this:

Participant Training Status by Program Length in Weeks



Many participants are currently in long-term trainings of 24 weeks or more.

Using Advanced Find to extract data and answer questions can be valuable to running an adaptive and effective program.

Understanding your program and its participants will help you serve them well.

Knowing how to visualize and present data will help you gain visibility and form new partnerships.

What questions do you want to answer about your program?

Discussion/Questions

- What questions do you want to answer?
- What audiences are you trying to reach?
- How can PAGES Support help?
- Other PAGES related questions?

Contact Information

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Contact PAGES Support

Submit a ticket in PAGES by clicking on the “Tickets” section and selecting “+new”

-OR-

PAGES Support PAGESSupport@urban.org