

Partnership4Success

Agency Continuous Improvement Action Plan Summary

Agency

Big Brothers Big Sisters of Central Ohio

Overview

Continue to monitor and examine Early Warning Indicators using Learning Circle Data to inform our work and provide quality, timely interventions to students in need.

Purpose

Identify which students need support and in what areas. We will use the data to shape and enhance our work with the student, their parent/guardian, and their mentor.

Programs:

- *Project Mentor, School-based Mentoring program in Columbus City Schools*
 - *Currently in 39 schools – serving students ranging in grades 1-12.*
 - *The intent of the mentoring program is to help students reach their desired outcomes including, but not limited to, academic success, life and social skills, community engagement, and perseverance.*
 - *Students are matched 1:1 to an adult mentor whom they meet with during the students' lunch period. Big Brothers Big Sisters program staff is on site to provide support and facilitate ongoing activities for mentors and students to do together.*

- *Community-based Mentoring program*
 - *Over 200 students in the program are Columbus City Schools students.*
 - *Youth in the Community-based program are matched to a volunteer mentor who can help reinforce the values and goals the parent/guardian has set for their child as well as build the child's self-confidence, social competencies and caring attitudes.*
 - *Mentors and youth meet on average two times a month doing different activities that include academics and recreational activities.*

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Goals

Goal #1- *Youth Participants in 1:1 programs (Community-based and Project Mentor) will, at an aggregate level, show improvement in attendance rates in the 2015-2016 SY compared to the 2014-2015 SY.*

Action Items	Description
1. Activities Provided to Mentors and Students	Project Mentor Programming, Training for Volunteer Mentors/Youth/Families/Staff
2. Parental Engagement	Match Support Conversations – For example, when a student is absent the day of their Project Mentor program, we connect with the family to ascertain the reason for the absence and deliver any resources or support needed.
3. Linking Students/Families in need to the appropriate resources	Supportive Services – For example, providing a family with information on obtaining a COTA pass

Goal #2- *Youth Participants in 1:1 Programs (Community-based and Project Mentor) will, at an aggregate level, show improvement in their overall core academics in the 2015-2016 SY compared to the 2014-2015 SY.*

Action Items	Description
1. Activities Provided to Mentors and Students	<p>Providing activities that align with established outcomes set by mentor-mentee relationship.</p> <p>Project Mentor Programming – For example, we have numerous activities focused on goal setting and the mentor-mentee review those goals and their progress frequently. There are additional activities focused on work ethic and prioritization.</p> <p>Annual Summer Event/Ongoing Partnerships – For example we provide Programming information for local Columbus Metropolitan Libraries and feature them as a resource booth at our Annual Summer Event.</p>
2. Parental Engagement	Home Visits/Group Meetings – For example, BBBS staff will meet with the mentor, mentee, and family to review current

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	<p>status and set new goals with our Youth Outcomes Development Plan.</p> <p>Communication - Annual Newsletters and other avenues of communication to engage involvement and feedback from parent/guardian on their student’s progress and goals they’d like to see the youth accomplish.</p>
<p>3. Linking Students/Families in need to the appropriate resources</p>	<p>Staff and mentors advocating for the youth and teaching them how to advocate for themselves.</p> <p>Supportive Services – For example BBBS staff will research and recommend applicable tutor services or direct referrals for additional assistance.</p>

Goal #3- *Youth Participants in 1:1 Programs (Community-based and Project Mentor) will, at an aggregate level, show improvement in behavior trends in the 2015-2016 SY compared to the 2014-2015 SY.*

Action Items	Description
<p>1. Activities Provided to Mentors and Students</p>	<p>Project Mentor Programming – For example, we have numerous activities focused on goal setting and the mentor-mentee review those goals and progress frequently.</p> <p>Training for Volunteer Mentors/Youth/Families/Staff – For example The Mentoring Center offers an Anger Management Training quarterly.</p>
<p>2. Parental Engagement</p>	<p>Home Visits, Match Support Conversations</p>
<p>3. Linking Students/Families in need to the appropriate resources</p>	<p>Supportive Services</p> <p>Staff will coach mentor on ways to model positive habits and behaviors.</p>

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Implementation Plan

Data Review: Monthly Program Managers Meetings, Bi-Weekly Program Leaders Meeting, Bi-Weekly Supervisions, additional review as needed

Action Plan Discussions:

- Bi-Weekly Franklin County Office Program Leaders Meeting
 - Focus on Team Initiatives, Staff and Program Needs,
- Bi-Weekly Supervisions
 - One-on-One Check Ins between Program Managers and their direct reports. Focus on individual needs, review of successes/challenges, and brainstorming creative strategies to drive and enhance outcomes for mentor-mentee relationships.
- Programming Demos
 - Ongoing review of all Programming Activities to ensure agency and CCS district's vision and values are represented.
- Support & Coaching Workgroup
 - Committee focused on driving and enhancing innovative strategies of support, training, and enriching opportunities for mentor-mentee relationships.

Allocation of work (Resources/Timeline):

Action	Person(s) participating	When / How often
Program Managers Meetings	Chief Operating Officer, VP of Programs, program AVPs, Program Managers	Monthly (ongoing)
Program Leaders Meetings	VP of Programs, Program AVPs, Program Managers	Bi-weekly (ongoing)
Supervision Meetings with program coordinators	Program managers, Program coordinators	Bi-weekly (ongoing)
Programming Demos	AVP of Child Safety, Quality Assurance & Programming, Program Managers, Program Coordinators	Annually (ongoing)
Support and Coaching Workgroup	VP of Programs, Program Manager, Program Coordinators	Monthly
Accessing and reviewing Learning Circle Data	Chief Operating Officer, VP of Programs, Program AVPs, Program Managers, Program Coordinators	Ongoing

Review of Continuous Improvement Goals: Quarterly

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Alignment

Project Mentor's work aligns with Columbus City Schools' mission, which is that each student is highly educated, prepared for leadership and service, and empowered for success as a citizen in the global community.

Our agency has worked very closely with Columbus City Schools to develop Project Mentor. At each individual school where the mentoring program is offered, CCS teachers, counselors and school administrators work hand-in-hand with Big Brothers Big Sisters to monitor the effectiveness and operational excellence of programs. Partnership Agreements are signed with each participating school annually. Our program leadership staff also meet regularly with CCS leadership, including our designated district liaisons, to ensure that our programs and activities align with student needs.

Our program coordinators meet regularly with teachers and counselors to discuss the specific needs of students in the program. We have ongoing meetings with Columbus City Schools' leadership members, to ensure that our activities and interventions align with the district's learning objectives and priorities. Our ongoing collaboration with CCS helps identify necessary interventions with youth in our Community-based program.