

WRITING INDICATOR DEFINITIONS

Mentor Core

M&E Development Series

What is an indicator?

- ▣ A performance measure of whether an objective or activity has been achieved
- ▣ Describes activity in terms that can be measured and standardized

Qualities of Good Indicators

Valid	Measure what they are intended to measure
Reliable	Produce the same results when measuring the same thing
Affordable	Cost is reasonable
Specific	Measure only what they are intended to measure
Sensitive	Can show changes in what they are measuring
Operational	Have existing standards and definitions
Feasible	Data collection is possible

Types of Indicators

Inputs:

Measure allocated resources and budgeted items

Number of dollars spent

Number of discounted movie tickets distributed

Types of Indicators

Outputs:

Measure actions taken and activities completed

Generally presented as *numbers*

Number of mentors trained

Number of mentor-mentee matches

Types of Indicators

Outcomes:

Measure short- to mid-term effects of activities

Presented as *percentages*

Percent of mentees that complete the program requirements

Percent of program youth that exhibit improved social competence

Types of Indicators

Impact:

Measure long-term and collective large-scale effects

Decreased trend in gang activity within the program city


Types of Indicators

- ▣ Input:

Measure allocated resources and budgeted items

- ▣ **Output:**

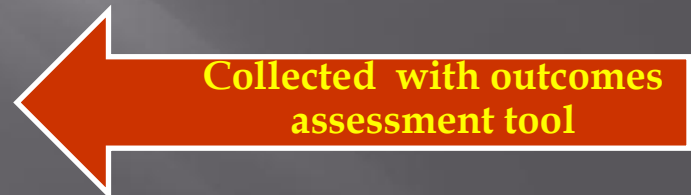
Measure actions taken and activities completed
Generally presented as *numbers*



Collected by routine monitoring

- ▣ **Outcome:**

Measure short- to mid-term effects of activities
Generally presented as *percentages*



Collected with outcomes assessment tool

- ▣ Impact:

Measure long-term and collective large-scale effects

Indicators specify:

- ▣ Quantity (how much?)
- ▣ Quality (how well?)
- ▣ Time (by when?)
- ▣ Location (where?)
- ▣ Target group (for whom?)

Indicators can be verified by reliable and current data that already exists or can reasonably be collected

Indicators selected for NCMI Mentoring Institute are listed on the M&E Framework for Youth Mentoring

There are 6 required indicators about mentors.

NCMI Monitoring & Evaluation Framework for Youth Mentoring

Youth Mentoring Core (Mentors)

OBJECTIVES / ACTIVITIES	INDICATORS	MEANS OF VERIFICATION	KEY DATA POINTS
1.2 Recruit 650 new mentors (278 existing mentors) <ul style="list-style-type: none"> 600 Adult mentors 50 Peer mentors <i>By Sex, By Race</i>	1. 1 Increase in number of program mentors recruited [Number of new mentors recruited (and completing pre-training requirements) since the grant was awarded]	1.1 Pre-training Recruitment Checklist	1. ID# 2. Age 3. Sex 4. Race 5. Location 6. Referral 7. Eligibility criteria 8. Exclusion criteria 9. Application date 10. Follow-up date 11. Interview date 12. Filed documents
2.1 Train 900+ mentors to provide evidence-based mentoring to at-risk youth in accordance with program model guidelines. 2.2 Train 100% of mentors present to provide evidence-based mentoring to at-risk youth in accordance with program model guidelines <ul style="list-style-type: none"> 100 % Adult mentors 100 % Peer mentors <i>By Sex, By Race</i>	2.1 Number of program mentors successfully completing training during the reporting period 2.2 Number of program mentors present during the reporting period 2.3 Percent of program mentors successfully completing training	2.1 Training Requirements Checklist 2.2 Training attendance sheet	1. ID# 2. Attendance (for each section of training, listed by key topic) 3. Dates of training modules 4. Date of training completion 5. Name of trainer
3.1 100% of mentors that complete training demonstrate increase knowledge of the program model for mentoring.	3.1 Number of trained program mentors with increased knowledge of program area 3.2 Number of training program mentors 3.3 Percent of trained program mentors with increased knowledge of program area	3.1 Training pre-test 3.1 Training post-test	1. ID# 2. Pre-test score 3. Pre-test date 4. Post-test score 5. Post-test date 6. Test administrator

Mentor Core Indicators

1. Increase in number of program mentors recruited [Number of new mentors recruited (and completing pre-training requirements) since the grant was awarded]
2. Number/Percent of program mentors successfully completing training
3. Number/Percent of trained program mentors with increased knowledge of program area

Mentor Core Indicators

4. Number/Percent of trained program mentors matched with at-risk youth in a mentoring relationship within 2 months of completing training
5. Mentor retention rate (one year/life of project)
6. Number/Percent of trained program mentors that report being satisfied with the program

Example: 50 new mentors
recruited (and completed pre-
training requirements)

What are the “pre-training requirements”?

Writing Indicator Definitions

- ▣ A key component to M&E is following clear and specific definitions of what will be measured and how.
- ▣ All indicators on the M&E framework should be defined.
- ▣ Standard written instructions ensure that the meaning of the indicator will not change depending on who is reporting it.
- ▣ Indicator definitions also clarify to stakeholders what the numbers that are reported to them actually mean.
- ▣ Indicators definitions outline the essential parameters of the project model.

Indicator Definitions:

- ▣ Help to control the quality of services and program delivery
- ▣ Provide a reference for standardized reporting
- ▣ Create a common language for referring to the program and the number of people who complete the program

Indicator Definitions:


- ▣ Outline how numbers are to be counted or calculated
- ▣ Should include provisions for all essential parameters [from Parameters workbook]
- ▣ Should include provisions all disaggregation variables [from M&E framework]

Writing Indicator Definitions

Step 1: Describe the indicator in brief, simple terms. The Indicator Name included in the documented definition should match the one listed on the M&E framework.

50 new mentors recruited (and complete pre-training requirements)

Output 1
Name of indicator: Number of new mentors recruited (and completing pre-training requirements)
Results to which indicator responds:
Level of indicator:
Is this a OJJDP indicator:
Definition:



Writing Indicator Definitions

Step 2: List a program area or desired result that the indicator measures. Examples are recruitment, training, retention, matching, satisfaction, etc.

50 new mentors recruited (and complete pre-training requirements)

Output 1

Name of indicator:

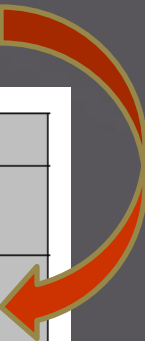
Results to which indicator responds:

Recruitment and screening

Level of indicator:

Is this a OJJDP indicator:

Definition:



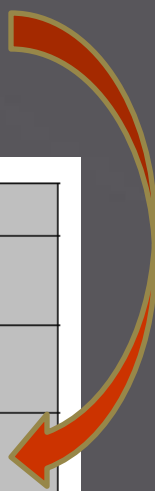
Writing Indicator Definitions

Step 3: List the indicator's classification as an impact, outcome, or output.

- Impact indicators measure goals.
- Outcome indicators measure short- and mid-term effects of activities.
- Output indicators measure achievement of activities.

50 new mentors recruited (and complete pre-training requirements)

Output 1
Name of indicator:
Results to which indicator responds:
Level of indicator: Output
Is this a OJJDP indicator:
Definition:



Writing Indicator Definitions

Step 4: Has the indicator been defined in writing by the donor?

50 new mentors recruited (and complete pre-training requirements)

Output 1

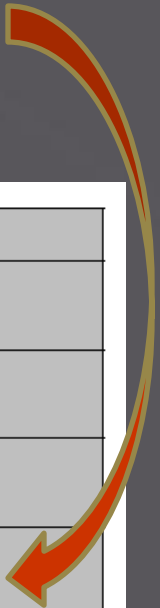
Name of indicator:

Results to which indicator responds:

Level of indicator:

Is this a OJJDP indicator: **YES**

Definition:



Writing Indicator Definitions

Step 5: Write an *overview* of what the indicator is designed to measure, why the measure is important for the program, and what it will tell you.

50 new mentors recruited (and complete pre-training requirements)

Definition:

Unit of measure:

(*Numerator*)

(*Denominator*)

Paragraph 1: Tracking the number of new mentors recruited will allow us to demonstrate increased capacity of the site to provide mentoring services related to preset targets. The indicator will also allow us to determine which mentor recruitment strategies have been most effective, and monitor whether eligibility screening and follow-up timeline policies have been met.

Writing Indicator Definitions

Step 6: *Describe the means of verification* including specific data collection tools, who will complete them, how often, and aggregation methods.

50 new mentors recruited (and complete pre-training requirements)

Definition:

Unit of measure:

(Numerator)

(Denominator)

Paragraph 2: Data to calculate this indicator will be obtained from individual mentor files that contain applications, interview notes, and reports from background checks. Mentor files are maintained by the Mentoring Manager and Volunteer Recruitment Officer, and the contents and dates of completion are summarized on a file ledger checklist, which is also stored electronically within the Volunteer Tracking database. Each month the total number of new mentors with files completed during that month will be calculated using Volunteer Tracking database.

Writing Indicator Definitions

Step 7: *Outline definition details* by explaining who will be reported and what requirements they must complete. Include all essential parameters.

50 new mentors recruited (and complete pre-training requirements)

Definition:

Unit of measure:

(Numerator)

(Denominator)

Paragraph 3: To be reported under this indicator, individuals must complete the following *within the reporting period*:

- Completed mentor application form
- Face-to-face interview with Mentoring Manager
 - Interest in youth and belief in mentoring
 - Able to make one year commitment (2hr/wk)
- Background check does not indicate any of the following exclusions: history of child abuse, sex offender registry, open case
- Completed mentor interest survey

Writing Indicator Definitions

Step 8: Describe any categories for disaggregation (by sex, race, age group [adult/peer], location, referral source, etc).

50 new mentors recruited (and complete pre-training requirements)

Definition:

Unit of measure:

(Numerator)

(Denominator)

Paragraph 3: The number of new mentors recruited will be disaggregated by sex, race, and age group (adult/peer). The number can also be reported separately by location and referral source as needed.

Writing Indicator Definitions

Step 9: For indicators verified by interview questionnaire, include the specific questions that will be asked to determine the indicator outcome.

This step will be more relevant for indicators about satisfaction, behavioral outcomes and quality of match relationship.

Writing Indicator Definitions

Step 10: Describe the “success” criteria for being counted or included in the numerator.

50 new mentors recruited (and complete pre-training requirements)

Definition:

Unit of measure:
(Numerator)

(Denominator)

Paragraph 3: The number of individuals 16 and older with complete mentor files as indicated on file ledgers with dates of completion that fall within the reporting period.

Writing Indicator Definitions

Step 11: Describe the criteria for being included in the denominator.

50 new mentors recruited (and complete pre-training requirements)

Definition:

Unit of measure:

(Numerator)

(Denominator)

No denominator for this indicator

Output 1

Name of indicator: Number of new mentors recruited (and completing pre-training requirements)

Results to which indicator responds: Recruitment and screening

Level of indicator: Output

Is this a OJJDP indicator: YES

Definition: Tracking the number of new mentors recruited will allow us to demonstrate increased capacity of the site to provide mentoring services related to preset targets. The indicator will also allow us to determine which mentor recruitment strategies have been most effective, and monitor whether eligibility screening and follow-up timeline policies have been met.

Data to calculate this indicator will be obtained from individual mentor files that contain applications, interview notes, and reports from background checks. Mentor files are maintained by the Mentoring Manager and Volunteer Recruitment Officer, and the contents and dates of completion are summarized on a file ledger checklist, which is also stored electronically within the Volunteer Tracking database. Each month the total number of new mentors with files completed during that month will be calculated using Volunteer Tracking database.

To be reported under this indicator, individuals must complete the following *within the reporting period*:

- Completed mentor application form
- Face-to-face interview with Mentoring Manager
 - Interest in youth and belief in mentoring
 - Able to make one year commitment (2hr/wk)
- Background check does not indicate any of the following exclusions: history of child abuse, sex offender registry, open case
- Completed mentor interest survey

The number of new mentors recruited will be disaggregated by sex, race, and age group (adult/peer). The number can also be reported separately by location and referral source as needed.

Unit of measure:

(Numerator)

The number of individuals 16 and older with complete mentor files as indicated on file ledgers with dates of completion that fall within the reporting period.

(Denominator)

None for this indicator

QUESTIONS?

Q&A: Writing Indicator Definitions

To Do

- ▣ Write indicator definitions for the Mentor Core (six main indicators).
- ▣ Include definitions for additional indicators selected by your site.