

## **GAL SnapShot Benchmark Explanation– October 2013**

1. The following are the performance benchmarks for our updated GAL Program SnapShot. These new benchmarks are intended to be uncomplicated while being very effective and impactful. They make it easier to calculate and report SnapShot data, easier to monitor for desired performance and provide us with a tool for Circuit leadership teams to drive local Program growth in key operational outcome areas. The data for the SnapShot is extracted from various GAL Tracker reports and is critical for tracking improvement in children represented, volunteer growth and utilization and quality of child advocacy. It is important to note that all of the rated benchmarks fall under the direct management, guidance and control of GAL Circuit leadership teams.
2. The primary objectives of our updated GAL SnapShot are:
  - A. Proactively shift the “mindset” away from Circuits competing with each other to Circuit leadership teams striving for individual, local Program excellence based on meeting or exceeding prescribed statewide performance benchmarks.
  - B. Create an inter-related and dynamic set of key operational linkages that tie into GAL mission critical goals and objectives.
  - C. Eliminate any “external factors or barriers” to desired performance and allow Circuit leadership teams to focus on “self-driven” management, guidance and control over achieving desired performance benchmarks.
3. **Benchmark 1 – Children Appointed to GAL Program - Percentage**

Data Source – DCF monthly FSFN data & GAL Tracker

Measurement Method – This benchmark is informational only (Not Rated) and not included in overall SnapShot performance calculations. Will be taken directly from the Monthly GAL Representation Report. Current statewide benchmark assigned = 80%. Data will earn a green or yellow result. Weight = 0

Why it's Important - Shows Program progress toward achieving 80% appointed child representation by June 2014. Tied to GAL Program LBR objectives submitted and enhances our ability to make a strong case for increased funding and resources.
4. **Benchmark 2 – Active Certified Volunteers – Percentage**

Data Source – GAL Tracker

Measurement Method – Circuit Active Certified Volunteer percentage from Monthly Data Elements report. Statewide assigned benchmark = 80%. Data will earn a green or yellow result. 80% or > = Green- Weight = 2

Why it's Important – Motivates and focuses managerial efforts on becoming more effective in utilizing our most precious resource – our Certified Volunteer Advocates. Also positively impacts volunteer retention performance and spurs growth in children appointed/assigned to Program.
5. **Benchmark 3 – Children/Certified Volunteers - Productivity Ratio**

Data Source – GAL Tracker

Measurement Method – Data will be calculated from Monthly Data Elements report - total children assigned to volunteers divided by total Certified Volunteers. Statewide assigned benchmark = 2.1. Data will earn a green or yellow result. 2.1 or > = Green - Weight = 2

Why it's Important – Motivates and encourages Child Advocate Coordinators to improve their assigned Certified Volunteer productivity – especially for our more experienced volunteers who are willing and capable of taking on additional cases. Also, in Circuits at or approaching “capacity”, it positively impacts our ability to gain appointment to more children and can ultimately lead to reduced workloads (# of volunteers per CAC) for our CAC's.

**6. Benchmark 4 – 12 Month Rolling Certified Volunteer - Retention Rate**

Data Source – GAL Tracker

Measurement Method – Data will be calculated using a rolling 12 months of total Certified Volunteers and Discharged Volunteers from Monthly Data Elements report data. Statewide assigned benchmark = 75%. Data will earn a green or yellow result. 75% or > = Green - Weight = 2

Why it's Important – Motivates and encourages GAL staff/volunteer relationship building, improved volunteer performance coaching and becoming more effective at recognizing and assisting with volunteer personal experience “needs”. Improved volunteer retention outcomes can reduce stress on GAL recruiter/VRC teams and positively impacts the number of children appointed and assigned to the Program.

**7. Benchmark 5 – Certified Volunteer Recruitment Progress – Percentage of Dec. 2014 Goal**

Data Source – GAL Tracker

Measurement Method – Progress is measured by current total number of Certified Volunteers. Circuit YTD growth progress will be calculated and measured against a moving benchmark percentage of the Circuit's Dec. 2014 total Certified Volunteer goal. Data will earn a green or yellow result. Weight = 2

Why it's Important – Motivates and encourages local volunteer recruitment teams to achieve established recruitment objectives with more urgency, consistency and timeliness. Dynamically related to improved volunteer retention performance – this benchmark positively impacts the number of children appointed and assigned to the Program.

**8. Benchmark 6 - Educational Advocate Volunteers – Percentage of Volunteers Trained**

Data Source – GAL Tracker

Measurement Method – Measured by the percentage of Certified Volunteers who have completed educational advocacy training. Statewide benchmark assigned = 40%. Data will earn a green or yellow result. Weight = 1

Why it's Important – Provides increased and improved educational advocacy for GAL children needing critical assistance with educational issues. Also, enhances overall skills, competencies and advocacy performance of our volunteers. Promotes normalcy for our children.

**9. Benchmark 7 - Transportation Eligible Volunteers – Percentage of Volunteers Approved**

Data Source – GAL Tracker

Measurement Method – Measured by the percentage of Certified Volunteers who have been approved eligible to transport children. Statewide benchmark assigned = 25%. Data will earn a green or yellow result. Weight = 1

Why it's Important – Promotes normalcy for GAL children and improved communications and confidence between GAL children and their assigned volunteer advocates.

**10.** Some operational improvements to our updated GAL SnapShot are: A. The ability to track year to date Circuit average benchmark performance. Now you can monitor improvement by instantly comparing the local Program's current month's performance with YTD trend benchmark performance. B. The use of statewide averages as benchmarks has been replaced by standardized performance targets. C. Circuit teams now have the ability to deliberately and quickly focus on “moving the needle” on a particular benchmark – achieving significant increase in both monthly and YTD overall performance.