



Youth PQA Performance Report

Prepared for: Womens Home

(Boys and Girls Clubs of Greater Houston / United Way of Greater Houston / Houston)

Type: Self Assessment

Date prepared: 4 / 28 / 2023



This report describes the results of a Program Quality Assessment (PQA). This introduction will give you an overview of what is contained in your performance report and how you might use it to plan for improvement.

When you are interpreting your performance report, here are a few tips to keep in mind:

- The performance data is given to help you improve your program.
- The conversations that you have with your site team regarding improvement efforts are most important.
- Comparisons against other data sets are available to give you context to understand your own scores.

Follow this suggested sequence for reading and interpreting your performance report:

1. Examine the domains, scales, and items presented in the report. Consider: What scales and items make up each domain? What are the instructional practices that are measured by the assessment?
2. Celebrate your strengths! Identify the items that you feel are successes in your program. What factors do you think contribute to these strengths?
3. What can you work on? After you have identified which items you think could use improvement, refer to the corresponding practice descriptions in the PQA. Reflect on what might be causing some of your scores to be lower than you would like and brainstorm what steps you could take to improve in this area.

If you have questions regarding your report, please do not hesitate to contact the David P. Weikart Center for Youth Program Quality: scoresreporter@cypq.org

PQA scores range from 1.0 to 5.0. In general, scores can be interpreted as follows:



Score of 1 = The practice is not in place

Score of 3 = The practice is available to a limited extent or in a less advanced form

Score of 5 = The practice is widely available and/or with great frequency

Scores between 4.0 and 5.0 are excellent in most categories. Scores between 1.0 and 2.0 can be a general cause for concern. Low scores on your performance report (relative to other scores in the report) may suggest areas of potential improvement.

The scores on your report reflect one of two methods - self assessment or external assessment. Self assessment is a team-based process where multiple program offerings are observed and as a result of a consensus meeting, one set of program-wide scores is submitted. For external assessment, a trained, reliable external assessor will observe a single program offering and score a PQA based on the observation.

To complete the assessment, a rater may decide to mark certain items with an "X" or an "NS", as instructed in the instrument. A mark of an "X" indicates that a specific practice was not able to be scored during the program offering (e.g. Reframing Conflict if no conflict situation was observed). Alternatively, a site may decide in advance not to score specific practices because they are not relevant to the program offering (e.g. fire extinguisher in a virtual program) and mark with an "NS". Those items are excluded from the scale and domain averages, so as not to negatively impact the scores.

When more than half of the items within a scale are unscored, there is not enough available data to calculate a valid scale score. Similarly, when more than half of the scales within a domain are unable to be scored, there is not enough available data to calculate a valid domain score. Throughout this report, those situations will be identified by N/A.

This performance report presents scores at three levels - domain, scale, and item.

Domain Scores

Each domain consists of a group of related scales. The first graph presents the domains associated with the PQA used.

Scale Scores

Each scale is composed of specific items corresponding to evidence-based practices for that domain. The first table presents the scales that make up the domain.

Item Scores

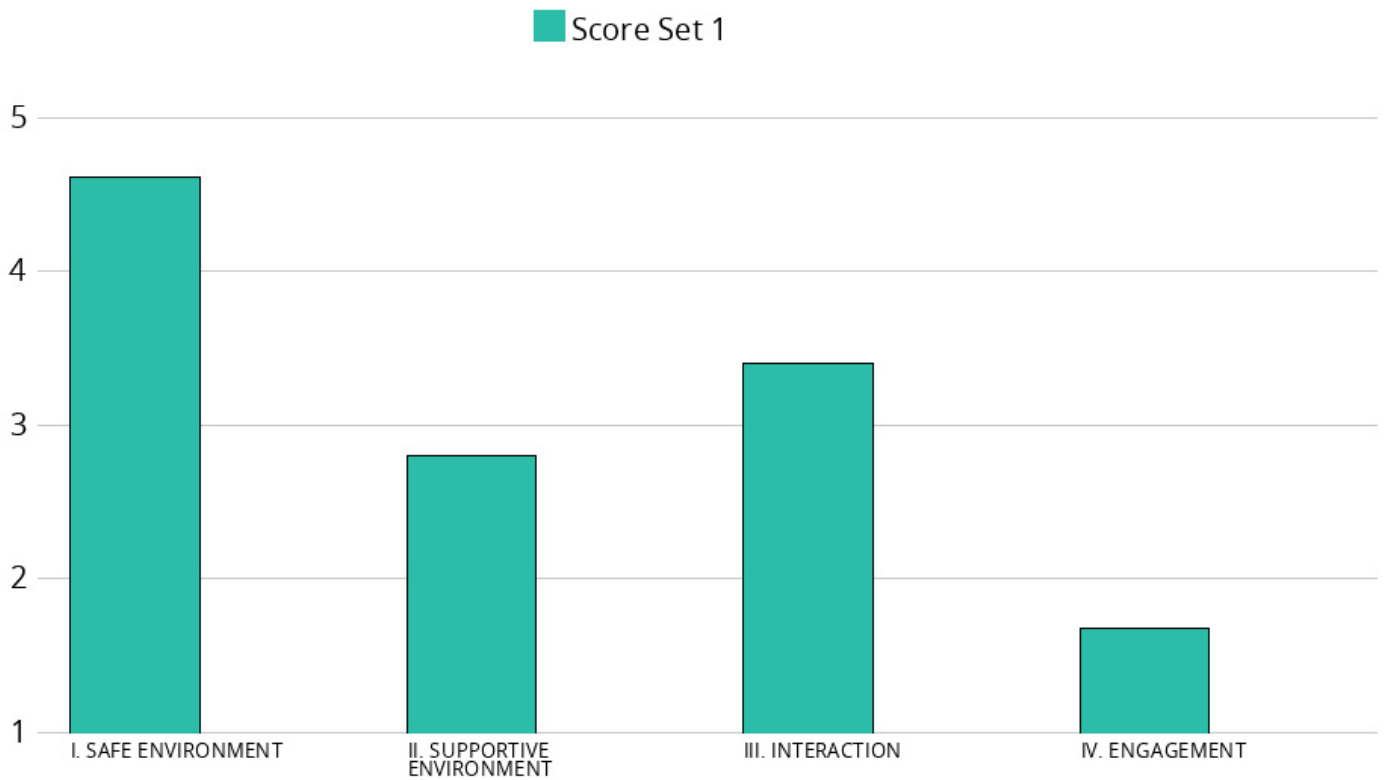
Items represent performance at the level of practice. The second table presents the scores for each item. While the item names in the report are abbreviated, you can view full practice descriptions in the appropriate version of the PQA.

Scores are calculated using averages. Scales are averages of items and domains are averages of calculated scales. Each average is unweighted, meaning that each item and scale contributes equally to the overall average. The Total score at the bottom of the table is the unweighted average of the domain scores. For aggregate reports of multiple PQA entries (e.g. a network report), scale scores and domain scores are calculated for each entry separately and then averaged together.

Figure 1. Sample performance report with labels

Domain	SAFE SPACE	
		Score Set
Scale	Emotional Safety	2.00
	1 Positive emotional climate	1.00
Item	2. Lack of bias	3.00

Program Observation Summary



Observation Identification

Score Set # 1

Tags: Self
Womens Home

Observation Details

Score Set # 1

PQA: Youth PQA
Date: 10/31/2019
Forms: 1 form
Offering: N/A

Summary Report

Score Set 1

I. SAFE ENVIRONMENT

4.60

Emotional Safety	4.00
Healthy Environment	5.00
Emergency Preparedness	4.00
Accommodating Environment	5.00
Nourishment	5.00

II. SUPPORTIVE ENVIRONMENT

2.79

Warm Welcome	3.00
Session Flow	3.00
Active Engagement	2.33
Staff support youth in Skill-Building	2.60
Encouragement	3.00
Reframing Conflict	N/A

III. INTERACTION

3.39

Belonging	3.50
Collaboration	N/A
Leadership	3.67
Adult Partners	3.00

IV. ENGAGEMENT

1.67

Planning	1.00
Choice	3.00
Reflection	1.00

Instructional Total Score*

2.61

*The Instructional Total Score is the unweighted average of three of the four domains: Supportive Environment; Interaction; and Engagement. This score represents quality associated the instructional experience between staff and program participants. The Safe Environment domain is omitted from this score because items in this domain are typically mandated by organizations outside the site (e.g. Items in the Emergency Preparedness scale, which include questions about accessibility of fire extinguishers and first aid kits).

Detailed Report

I. SAFE ENVIRONMENT

Score Set 1

Emotional Safety 4.00

1	Positive emotional climate	3.00
2	Lack of bias	5.00

Healthy Environment 5.00

1	Free of health and safety hazards	5.00
2	Clean and sanitary	5.00
3	Adequate ventilation and lighting	5.00
4	Comfortable temperature	5.00

Emergency Preparedness 4.00

1	Posted emergency procedures	3.00
2	Accessible fire extinguisher	5.00
3	Visible first-aid kit	3.00
4	Appropriate safety equipment	5.00
5	Supervised indoor entrances	5.00
6	Supervised access to outdoors	3.00

Accommodating Environment 5.00

1	Sufficient Space	5.00
2	Suitable Space	5.00
3	Enough comfortable furniture	5.00
4	Flexible physical environment	5.00

Nourishment 5.00

1	Available drinking water	5.00
2	Plentiful food and drink	5.00
3	Nutritious food and drink	5.00

II. SUPPORTIVE ENVIRONMENT

Score Set 1

Warm Welcome 3.00

1	Youth greeted	3.00
2	Staff warm and respectful	3.00
3	Positive staff body language	3.00

Session Flow 3.00

1	Starts and ends on time	3.00
2	Materials ready	3.00
3	Sufficient materials	3.00
4	Explains activities clearly	3.00
5	Appropriate time for activities	3.00

Active Engagement 2.33

1	Youth engage with materials or ideas	3.00
2	Youth talk about activities	1.00
3	(Y) Balance concrete and abstract	3.00
4	(Y) Tangible products or performances	X

Staff support youth in Skill-Building 2.60

1	Learning focus linked to activity	1.00
2	Staff encourages youth to try skills	3.00
3	Staff models skills	3.00
4	Staff breaks down tasks	3.00
5	Support for struggling youth	3.00

Encouragement 3.00

1	Staff uses non-evaluative language	3.00
2	Staff asks open-ended questions	3.00
3	(Y) Staff actively involved	X

Reframing Conflict N/A

1	(Y) Staff approaches calmly	X
2	(Y) Staff seeks youth input	X
3	(Y) Youth examine actions and consequences	X
4	(Y) Staff acknowledges and follows up	X

III. INTERACTION

Score Set 1

Belonging **3.50**

1	Opportunities for youth to get to know each other	3.00
2	Inclusive relationships	3.00
3	Youth identify with program	5.00
4	(Y) Public acknowledgement of achievements	3.00

Collaboration **N/A**

1	(Y) Opportunities to work cooperatively	X
2	(Y) Interdependent roles	X
3	(Y) Shared goals	X

Leadership **3.67**

1	(Y) Practice group process skills	3.00
2	(Y) Mentoring opportunities	3.00
3	(Y) All youth lead group	5.00

Adult Partners **3.00**

1	(Y) Staff shares control with youth	3.00
2	(Y) Expectations explained	3.00

IV. ENGAGEMENT

Score Set 1

Planning

1.00

- | | | |
|---|---------------------------------------|------|
| 1 | (Y) Opportunities to make plans | 1.00 |
| 2 | (Y) Multiple planning strategies used | 1.00 |

Choice

3.00

- | | | |
|---|--------------------------|------|
| 1 | (Y) Content alternatives | 3.00 |
| 2 | (Y) Process alternatives | 3.00 |

Reflection

1.00

- | | | |
|---|--|------|
| 1 | Intentional reflection | 1.00 |
| 2 | Multiple reflection strategies | 1.00 |
| 3 | Structured opportunities to provide feedback | 1.00 |
| 4 | (Y) Structured opportunities to present to the group | X |

Professional Development

Review the Domain, Scale, and Item scores in this report, then:

1. Identify scales with a score lower than 3.00 (those that may be the best candidates for improvement action).
2. Review the items within the identified scales.
3. Use the chart below to locate the recommendation numbers that correspond to the scales that you have identified as needing improvement.
4. The recommendation numbers correspond to specific professional development methods and resources (described on the last page of this report) that correspond to areas that have been identified as needing improvement.

Safe Environment and Safe Space Domains

Scale	Recommendation Numbers
Accommodating Environment	YW 9
Creating Safe Space	YW 3, YW 8, YW 9, SEL 3, SEL 4
Emergency Preparedness	YW 9
Emotional Safety	YW 3, YW 8, YW 9, SEL 3, SEL 4
Healthy Environment	YW 9
Nourishment	https://www.fns.usda.gov/cacfp https://theicn.org/cnss/resources/

Supportive Environment Domain

Scale	Recommendation Numbers
Active Engagement	YW 1
Child Centered Space	YW 9
Emotion Coaching	YW 8, SEL 4
Encouragement	YW 2, SEL 6
Fostering Growth Mindset	YW 2, SEL 6
Reframing Conflict	YW 8, SEL 4
Scaffolding Learning	YW 1, SEL 6
Session Flow	YW 9
Skill Building	YW 1, YW 2, SEL 6
Warm Welcome	YW 2, YW 3

Interaction and Interactive Environment Domains

Scale	Recommendation Numbers
Adult Partners/Interactions with Adults	YW 10
Belonging	YW 3, SEL 3
Collaboration	YW 4, SEL 9
Cultivating Empathy	YW 3, SEL 3
Fostering Teamwork	YW 4, SEL 9
Leadership/School-Age Leadership	YW 10, SEL 10
Managing Feelings	YW 8, SEL 4
Promoting Responsibility and Leadership	YW 10, SEL 10

Engagement and Engaging Environment Domains

Scale	Recommendation Numbers
Choice/School-Age Choice	YW 10
Furthering Learning	YW 1, SEL 7
Planning	YW 7, SEL 7
Reflection	YW 7
Responsibility	YW 10, SEL 10
Supporting Plans and Goals	YW 7, SEL 7
Supporting Youth Interests	YW 10

Youth Work Methods

Recommendation Number	Method	Overview
YW 1	Active Learning	The Active Learning method provides practical strategies for actively engaging young people in their own learning process by providing meaningful, challenging content with strong adult support.
YW 2	Ask-Listen-Encourage	Ask-Listen-Encourage is a method for carrying out positive, purposeful interactions with young people. The method includes practices that can both foster positive relationships with youth and support young people in learning new skills.
YW 3	Building Community	This method supports staff in creating a safe space in which youth feel a sense of belonging. Young people and adults can get to know each other better and build relationships through the icebreakers, games, team-building exercises and concepts engaged with in this method.
YW 4	Cooperative Learning	Cooperative Learning gives strategies for successfully incorporating interactive, interdependent, goal-oriented group work into youth programs. Working in pairs or groups supports young people in being active, self-directing and expressive.
YW 5	Homework Help	This course focuses on making homework help time effective by helping youth get organized, by providing an atmosphere that helps youth focus on their work, and by building a supportive relationship with youth. This is done through communication, productive settings, and supportive interaction.
YW 6	Introduction to the Active-Participatory Approach	This method introduces the "active-participatory approach" which is the foundational philosophy for all our other youth work methods workshops. In an active-participatory approach, adults engage young people socially, emotionally, cognitively and physically as active participants in their own learning and development. Positive Youth Development means young people can thrive when they feel safe and supported to learn and lead.
YW 7	Planning and Reflection	The Planning and Reflection Method provides practical and fun tools for engaging young people in the Plan-Do-Reflect learning process. It focused on establishing clear, comprehensive plans at the beginning of an activity and reflecting on the results and process after the activity has been completed.
YW 8	Reframing Conflict	The Reframing Conflict method provides a six -step youth-centered, non-threatening way of resolving conflicts that inevitably occur in youth settings. It is a problem-solving approach that seeks to turn conflicts into learning opportunities.
YW 9	Structure and Clear Limits	Structure and Clear Limits helps youth workers establish appropriate structure with routines and rituals. Clear limits (norms, behavior guidelines) foster emotional and physical safety, a feeling of fairness and predictability that supports young people to explore and express themselves in a conducive learning environment.
YW 10	Youth Voice	This workshop guides youth workers to support young people by providing opportunities for voice and choice. With proper support and scaffolding over time, youth grow in responsible decision-making and leadership.

SEL Methods

Recommendation Number	Method	Overview
SEL 1 *Recommended Prerequisite for SEL Methods	Essentials of an SEL Framework	This workshop provides an overview of what is involved in incorporating SEL practices into existing youth programs. The 8 essential elements for readying and deepening a program's efforts to foster social, emotional and cognitive development are explained, examining how SEL competencies, staff practices, and program design interact to support positive student outcomes regardless of program curriculum or content.
SEL 2 *Prerequisite for SEL 3, 4	Foundations and Self-Awareness of Emotional Development	As adults, our ability to support young people in identifying and managing their emotions starts with our ability to do the same. In this experiential workshop, participants will deepen their understanding of how people interpret and feel emotions; how they personally experience hot buttons and emotional activation; and explore self-regulation.
SEL 3	Cultivating Empathy	As adults, our ability to support young people in identifying and managing their emotions starts with our ability to do the same. In this experiential workshop, participants will deepen their understanding of how people interpret and feel emotions; how they personally experience hot buttons and emotional activation; and explore self-regulation.
SEL 4	Emotion Coaching	Emotion Coaching is an approach to young people's emotions that accepts and validates the emotions, while still providing guidance and tools, when needed, to support young people's emotion management skills. Participants are given a step-by-step guide to emotion coaching and given opportunities to practice their emotion coaching skills.
SEL 5 *Prerequisite for SEL 6, 7	Foundations and Self-Awareness of Cognitive Development	In this workshop, youth workers will take time to identify their own attitudes, strengths, needs, interests, and constraints related to learning and cognitive development. Additionally, participants will explore how their background, experiences, privilege, bias, and/or discrimination have affected their attitudes toward learning and their expectations about other's learning.
SEL 6	Engaging Youth in Supportive Struggle	Optimal growth and learning occur when trusted and encouraging adults provide young people with enough challenge, with enough support. This workshop helps youth workers learn practical ways to normalize struggle and foster growth mindset in a balanced and nuanced way that acknowledges social inequities while encouraging perseverance, high expectations, and hope.
SEL 7	Facilitating Problem Solving	This workshop gives youth workers practical tools to build problem solving opportunities into programs and support young people with in-the-moment problem solving. Participants will learn the basics of how our brain solves problems and will practice a model for helping young people define and explore problems, preparing them to take action and learn from them.

Recommendation Number	Method	Overview
SEL 8 *Prerequisite for SEL 9, 10	Foundations and Self-Awareness of Social Development	This workshop provides youth workers with an introspective look at their own social development so they can be prepared to support social development in young people. Participants will explore their personal identity, strengths, and values in social and professional settings, and how that influences their approach to communication, teamwork, responsibility, and leadership.
SEL 9	Fostering Teamwork	With time, support, and facilitation youth workers can help young people have both strong teambuilding skills and a sense of trust and group identity. Participants in this workshop will learn and apply norm building and facilitation techniques. Time will be spent applying and scaffolding techniques to support youth in managing their communication styles and applying conflict resolution skills.
SEL 10	Promoting Responsibility and Leadership	In this workshop participants will explore how responsibility and leadership fit within a broader SEL framework and develop practical skills to model roles and responsibilities and support youth in leveraging their strengths, interests, and leadership style as part of groups and relationships. Participants will practice applying techniques learned to their programs with an eye toward facilitating youth ownership.

The scales in the SEL PQA and associated SEL Methods align with the SEL domains as described in the SEL Challenge(<http://cypq.org/SELChallenge>). These six SEL domains represent course classifications of SEL behaviors that we would like to see youth exhibit.