

Resources

Kids Help Phone

Challenge 1: Create a data-driven solution that will engage staff in performance-enhancing metrics.

Kids Help Phone's counsellors work diligently to provide a high standard of services to youth over the phone. To gauge the quality of care, Kids Help Phone would like a solution that tracks the performance metrics of staff. These metrics would reflect the quality of the call, how the call impacted the young person, and overall effectiveness of the staff member. Ideally, an interactive dashboard would be shared with all staff to track and compare performances.

Currently, Kids Help Phone has a [Quality Dashboard](#) which is comprised of 3 tiers:

- 1) Departmental/Channel
- 2) Team
- 3) Counsellor

The dashboard presents performance metrics that track the quality of interactions.

Ideal Features:

- Increase the number of metrics used to monitor staff performance on the phone
- Interactive dashboard that staff can use
- Metrics-driven
- Ability to compare staff metrics

[Client-Counsellor Conversations \(Coming Soon!\)](#)

[Current Performance Review Workflow](#)

[Counsellor Scorecard Dashboard](#)

[Sample Quality Data](#)

[Sample Scorecard Data](#)

[Current API](#)

[Scheme 1](#)

[Scheme 2](#)