



Big Brothers Big Sisters

**Learning from Evidence and Experience:
*Big Brothers Big Sisters of America***

***Sandra LaFleur, Senior Director, Youth Outcomes
Blueprints for Violence Prevention Conference, April 2012***

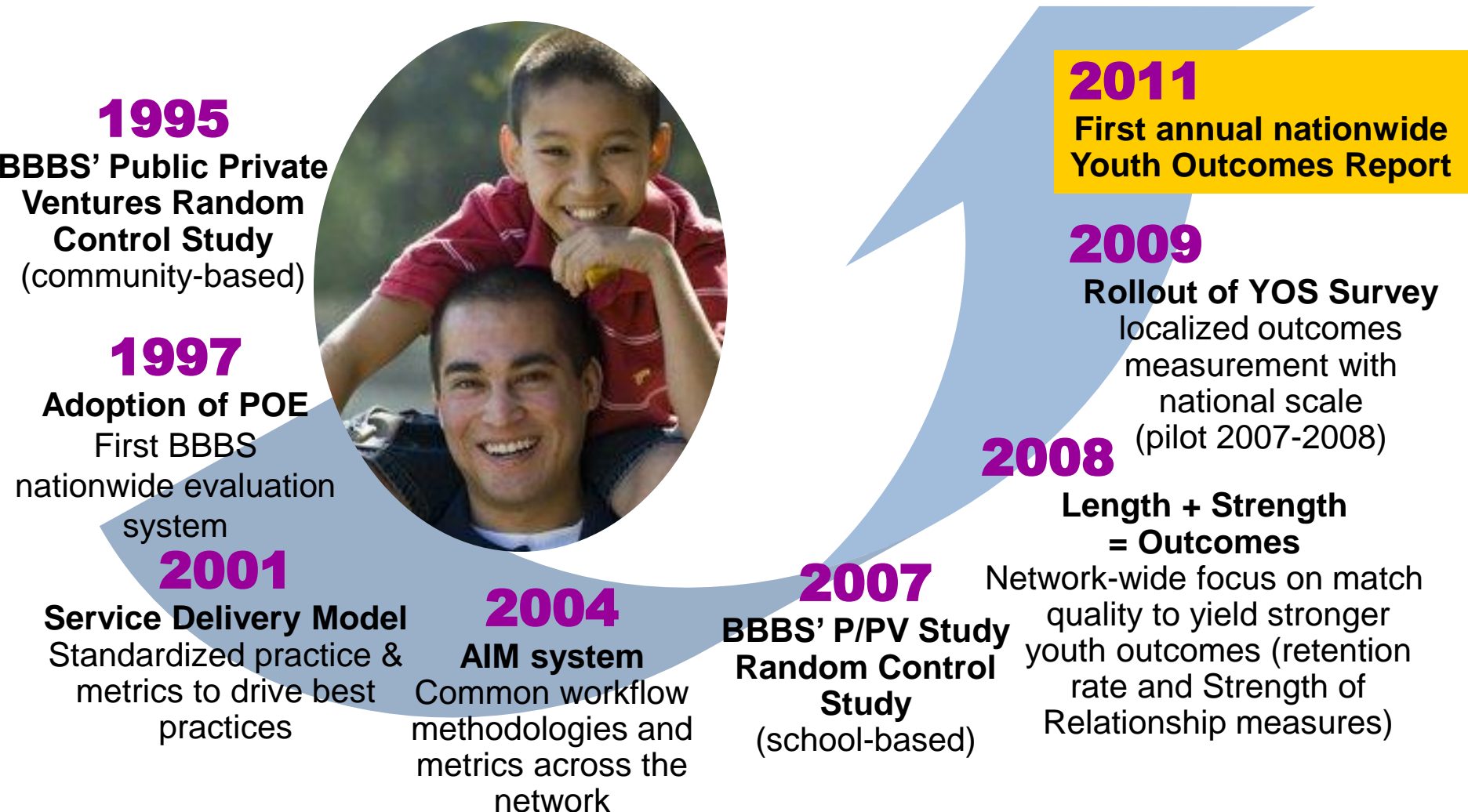


About BBBS

- 1 national, federated organization
- 360+ local affiliates
- 5000+ employees nationwide
- Community-based and school-based program models
- 245,000 children served in 2009
- Target populations:
 - At-risk/high-risk youth; children of incarcerated parents; youth of military families; Native American, Hispanic, and African American youth focus
- Target outcomes:
 - Educational success
 - Avoidance of risky behavior
 - Socio-emotional development



From Evidence to Practice...and Beyond





Making A Difference: An Impact Study of BBBS

- Conducted by P/PV in the mid-1990's
- 1st study to provide scientifically credible evidence that BBBS programs have many positive and socially important effects on youth
- Participation in BBBS led to important, observable changes in attitudes, perceptions, and behaviors of at-risk youth



Making A Difference: An Impact Study of BBBS – the results...

- 46% less likely to start using illegal drugs
- 27% less likely to start drinking
- 32% less likely to hit others
- Improved school attendance and performance
- Improved attitudes towards completing schoolwork
- Improved family and peer relationships



What produced these results?

- The one-to-one interaction
- The program infrastructure
 - Screening
 - Orientation/training
 - Match making process
 - Ongoing support and development



Impact at Scale...critical elements:

- Standards of Practice
- Service Delivery Model (of evidence-based practices)
- Program certification system for staff
- AIM – proprietary platform
- role of national staff
 - monitoring
 - support / development
 - coaching / consulting



National Standards of Practice

Affiliate Boards can use the Standards to assess their strength in Operations and Program:

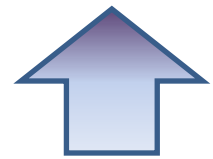
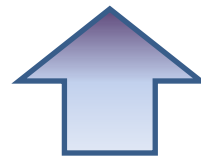
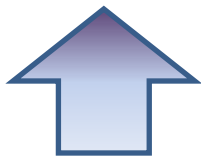
- Sustainability
 - Organizational Capacity
 - Leadership

- Performance
 - Program Outcomes
 - Impact

- Child Safety



Operational Excellence through the SDS...



SERVICE DELIVERY SYSTEM

SERVICE DELIVERY
MODEL

TALENT MANAGEMENT

PERFORMANCE
MANAGEMENT

AIM

ENGAGEMENT & PARTNERSHIPS



Program Certification System

- A systematic approach for achieving functional competency, quality and managing risk
- Improved management skills for your management team
- Competency development that can lead to job satisfaction and career progression
- Opportunities for targeted staff development for high performers



AIM: Agency Information Management

- National technology platform
- Designed upon workflow framework of the SDM
- Drives workflow and assists with performance management
- Captures variety of critical data points



National Staff

- monitor/support on compliance
- support/develop tools for advancements
 - research and evaluation
 - innovation design and testing
 - marketing and communications
 - subject matter expertise: juvenile justice, education, military, Native American, Hispanic, children of incarcerated parents
- coach/consult on organizational effectiveness