NAZ Connect Tool

An Online System that
Drives Family Achievement
& Collects Data

A Promise Neighborhood

NAZ Connect is an online achievement-planning and data collection system that supports our "high-touch" approach with families. The tool serves three critical functions:

1. Drives achievement and supports family partnerships.
2. Supports coordination across the Northside Achievement Zone (NAZ) system of partner organizations.
3. Tracks both family and program data and contributes to longitudinal data system.
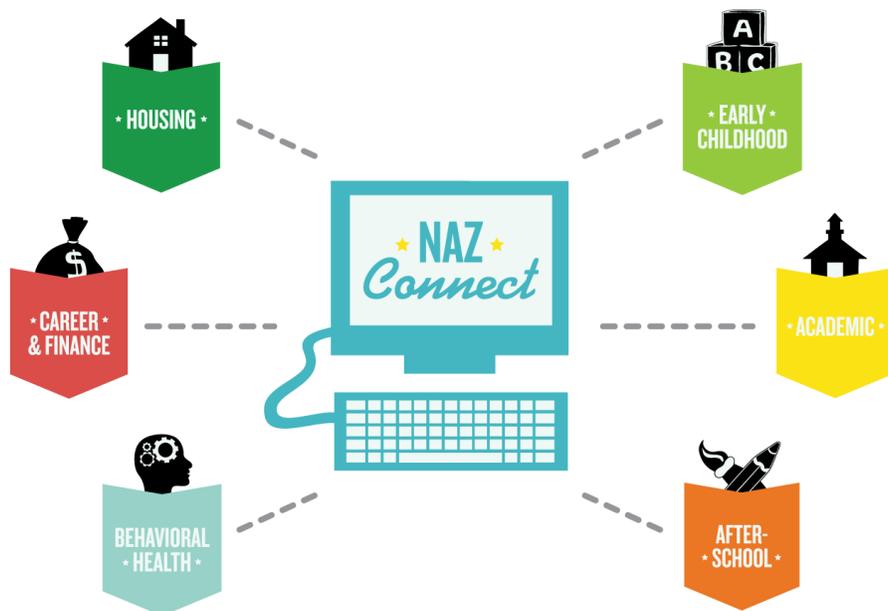
One Set of Family Goals

Families work with their "NAZ Engagement Team" to develop one set of goals within the NAZ Connect tool—called Achievement Plans. These Achievement Plans are supported across multiple service providers within the NAZ system. The Engagement Team implements regular progress monitoring through the NAZ Connect system. Through the coordination of the NAZ Connect tool, families, schools, and organizations are now working together at every turn to drive success and provide opportunities, support and solutions to persistent challenges.

NAZ Connect as a Tool for Family Partnership Building and Driving Achievement

The NAZ Engagement team is made up of NAZ Connectors who act as "family coaches"; and NAZ Navigators who are specialists in education, housing, early childhood, career and finance, and behavioral health.

NAZ Connectors are Northside residents who serve as the primary and consistent relationship for enrolled families. These neighbor-to-neighbor family partners have the background and context critical to developing an equal relationship with families. They work with parents to effectively embed new beliefs, skills, and actions that support the success of their children.

NAZ Connectors are full-time employees who are not required to have expertise or prior training in social services or technology. Therefore, the NAZ Connect tool becomes a critical, user-friendly roadmap to support them in building relationships with families and leading parents to new actions that drive student achievement.

Within the tool, Connectors use a pre-set, easy to follow interactional processes between Connector and family. This includes both assessments to uncover family needs or opportunities; and goal planning.

> *Example: Within the NAZ Connect tool, there is an early childhood assessment that Connectors follow. It includes simple questions to uncover whether a parent is taking specific steps to support early learning. Through the assessment, it may be discovered that a parent is not offering enough language development opportunities. The Connector is prompted to walk the family through concrete goal options, like "Read a minimum of three books a day to my child".*

Assessments and goal plans in the NAZ Connect tool are populated with evidenced-based strategies that help families use specific activities to drive college-readiness outcomes in children.

NAZ Connect as a Coordinating Tool Across Partners

NAZ operates as one integrated system across multiple organizational and school partners with NAZ families at the center. This works because each partner has access to the family's goals through the NAZ Connect tool, and partners provide solutions as part of a complete continuum of support.

The family's Achievement Plan—complete with assessment, goals and steps, and identified resources—is shared between programs based on family-driven release of information. This facilitates coordinated services across programs involved with families. Additionally, aggregate and de-identified information is generated through reports to track activities, gaps and progress across all NAZ partners. Key family data is reviewed weekly to inform effective decision-making in real time.

In the second half of 2012, NAZ began a process to significantly upgrade NAZ Connect system and the way we track data across partners. We have entered into contractual agreements to share data with 27 Anchor partners and nine Anchor schools, and are launching NAZ Connect 2.0 in 2013.

NAZ Connect as a Data System

Data is collected in the NAZ Connect tool across all the partners that work with a family. This includes:

- General "profile" information about families, such as demographics and social indicators.
- Specific academic information about children, including academic history and progress data.

Because data is collected and used directly with families as part of their achievement planning process, there is no need to burden parents with onerous data collection. From the family perspective, data collection is part of their efforts to put their children on a path to college. In fact, parents are brought to become key leaders in the process of using data to drive results with their children!

This real-time data is migrated in aggregate to a longitudinal data system that includes administrative data from across our geographic Zone. This data system allows for clear tracking of day-to-day information about families related to their achievement plan; segmentation of data by program or Action Area (i.e. early childhood education); and analysis outcomes for both NAZ-enrolled families and the Zone population as a whole.

NAZ Connect Tool Components and How they Work Together

The NAZ Connect tool operates with seven core functions; all executed across partners with a HIPPA- and FRPA-valid *release of information*:

1. Profile Tabs

   Capture key information about each member of the household at the time of enrollment. Profile tabs include scholar information and family stability data. Areas are related to the NAZ continuum of support: Early Childhood, Education, Out-of-School Time/Mentoring, Housing, Behavioral Health and Health, and Career and Finance.

   Education profile information about each child is gathered at enrollment and augmented as work with student scholars is implemented. Academic data, including history and progress, is tracked. Whole-family stability profile tabs can be completed with the family and: NAZ Connectors; NAZ Navigators (content experts in key areas); or staff from our key "Anchor Partner" organizations. Updates to profile tabs work to track long-term progress.

2. Goals and Goal Plans

   Families work with NAZ Connectors, NAZ Navigators, and our Anchor Partner organizations to set measurable goals and identify concrete steps that drive toward scholar success and family stability.

3. Notes

   As staff and partners work with families, key notes illuminating conversations, actions, challenges, and commitments can be entered by one person in the system and reviewed by another. This provides continuity across relationships with families.

4. Opportunity Network and Referral Process

   Anchor Partner organizations are key partners working together in NAZ Connect (such as our nine Anchor Schools). Referral Partner organization support families but do not operate as a full user of NAZ Connect. Both types of partner organizations populate into the "NAZ Connect Opportunity Network". This Opportunity Network within the NAZ Connect tool describes services and supports available to families and enables them to be referred directly through the system.

5. Assessments/Common Applications

   Assessments across multiple areas are populated into the system to help uncover needs and opportunities in families. This enables applications for services or programs through our partner organizations to be automatically completed.

6. Tracking Activities and Resources
   All resources, supports, and activities that are implemented between families, staff, and partners are logged in the system.

7. Attendance and Classroom Module
   NAZ and our partner organizations can implement a variety of functionalities to track program attendance, class work, and more.

The NAZ Connect tool is hosted by Supply Core (formerly Community Collaborations, Inc.) It was pilot tested in 2011, and significantly enhanced in functionality in 2012.