

# Introduction to NREIC Coaching Modules

Leveraging knowledge and insights accumulated from decades of combined experience in evidence-based program delivery, The National Race Equity Implementation Center (NREIC) recognizes participant engagement as a paramount fidelity factor. In order for a program or practice to be delivered with high quality, those receiving the program or practice must be thoughtfully engaged. With this in mind, participant retention and attendance serve as primary indicators of quality and success for programs, alongside more traditional measures of fidelity like adherence and dosage.

Prioritizing early and intentional analysis of how participants engage in programs and practices enables the identification and application of effective practices to enhance participant experience and foster purposeful emotional commitment and investment. Engaged participants invest themselves emotionally and socially, are more motivated to apply learned skills, contribute positively to program environments, and overcome barriers to learning through contributing to program success. We know that with greater engagement comes improved and stronger outcomes for participants.

Implementing and administering engagement surveys requires careful planning. In addition to prescribed outcome and fidelity measures, engagement data provides insight for quality improvement. While strategies for enhancing participant engagement in evidence-based programs and practices vary, NREIC prioritizes content relevance, alongside meaningful program delivery and the shared lived experiences of participants and facilitators, ensuring that programs and practices resonate with the experiences of children, youth, and families. NREIC engagement surveys gather actionable, equitable data for quality improvement.

Making use of engagement data involves more than just entering information into a database to look at down the road or to report out to funders. When collected and made use of throughout the lifecycle of a program, this actionable data can be a central driver in service to equity. Additionally, engagement data should not be reviewed in isolation of other elements, but should be the centerpiece that centralizes and affirms all available data inputs, both quantitative and qualitative. Engagement surveys are part of ongoing continuous quality improvement and need to be regularly deployed to improve overall program effectiveness.

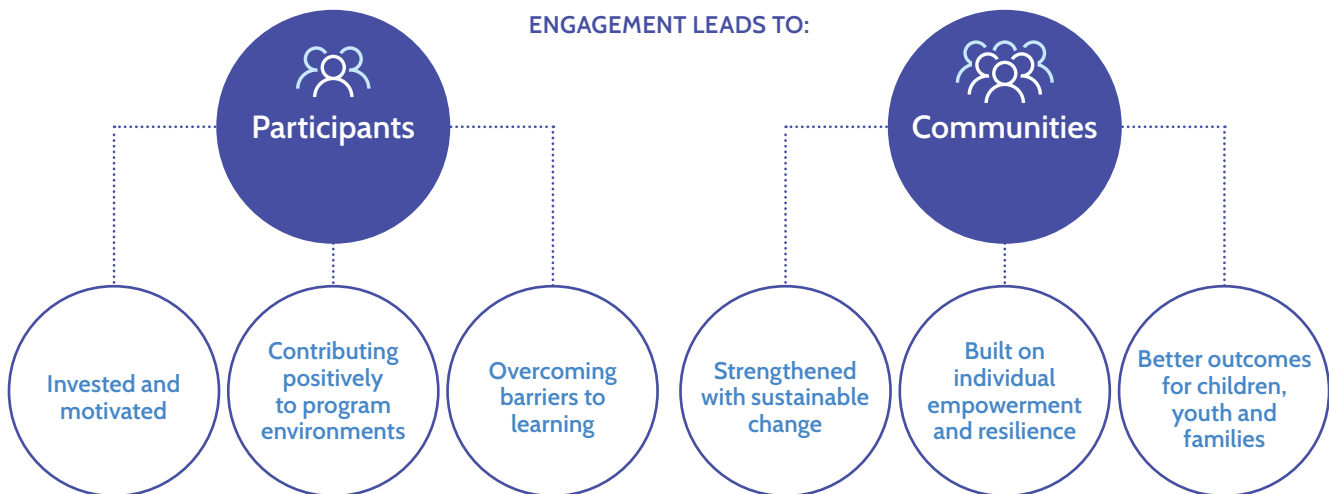
In support of the NREIC Engagement Survey, NREIC offers tools and coaching on:

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Best practices and strategies in administering the engagement survey in an equitable way.	How to make sense of the data you collect in each domain of the survey and why each domain is important to incorporate.	How to address what you find in the data in an actionable and direct way and in real time.

Through the Engagement Survey and its coaching tools, NREIC’s goal is to ensure that all evidence-based programs and practices used with participants adopt the same rigor and equitable lens around participant engagement.

**Coaching Tools:**

The NREIC Engagement Survey and coaching tools allow you to see beyond the surface of the data and deeply engage with it. This ensures that you understand what participants are experiencing, truly demonstrating to the community that you are paying attention to what they are saying and feeling, and that you are responsive to their experiences.





When implemented and deployed with quality, the NREIC Engagement Survey and accompanying tools serve as a catalyst for positive change at both the administration (facilitator) and community level. This work helps to shape communities by fostering the dissemination of knowledge, application of new strategies, supporting the overarching goals to promote behavioral change, strengthening the fabric of communities, and building on individual empowerment and resilience. This impact is foundational to nurturing sustainable community change and better outcomes for children, youth and families.

From an administration standpoint, engagement surveys have a positive impact on accelerating the improvement of practice and delivery. By soliciting, and responding to

this feedback, program design and facilitation strategies can be refined (via adaptations), and any improvements made can closely align with participant need. These timely adjustments have a significant, positive impact on engagement and retention, ultimately elevating the participant experience and increasing positive outcomes.

**How to Get Involved**

 Read more about the NREIC at [cycprovidence.org/nreic](https://cycprovidence.org/nreic)

 To learn more, please contact Matthew Billings at [matthew\\_billings@cycprovidence.org](mailto:matthew_billings@cycprovidence.org) or call 401-662-1637