



Enter here. Start anew.

CITYGATE™
NETWORK

*Against
All Odds*

1 John 5:4



Welcome to

The Impact of Outcomes

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Why are Outcomes important? The bigger picture

Homelessness in California-Trailer

<https://www.youtube.com/watch?v=QCshFHWOUXQ>



Logic Model

Key Points:

- *Logic Model as the foundation for Outcomes Assessments*
 - *Includes inputs, activities and outcomes*
 - *Differentiation between outputs and outcomes*
- *How to measure and define success?*

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Goal Statements

- *Focuses on a specific expected program outcome.*
- *Identifies a population served.*
- *Is jargon-free, short, concise, and easily understood*
- *Frames outcomes in positive terms or in terms of a decrease in negative outcomes.*
- *Provides a Framework for identifying strategies and objectives for achieving the goal(s).*

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Goal Statements-Examples

- *Alumni Ambassadors: Grow to 450 individuals with events and activities to cultivate this group.*
- *Human Trafficking Program: Grow to serve 25 women or men per year in an emergency trafficking program.*
- *Job Workshop: 80% of job workshop graduates are employed full-time within 3 months of completion.*
- *Get 1,500 people off streets immediately and 375 off the streets permanently.*

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Case Studies

- *Outcomes in the context of low-barrier shelters.*
 - *Arizona Self-Sufficiency Matrix*
- *Outcomes in the context of transitional housing.*
 - *Pre/Post and Alumni*
- *Incorporate HMIS/HUD data standard of visit destination to validate reporting.*

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Funding

- *Impact reports*
- *Charity Navigator Rating (SMART Objectives)*
- *Annual Reports (data storytelling)*
- *Grants/Foundations*
 - *Working with grant writing staff to provide output/outcomes data.*

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SMART Objectives

- *Specific, Measurable, Achievable, Relevant & Time-Bound*
- *Example: Provide 1:1 volunteer coaching support post-job workshop for those not receiving interview appointments to meet the goal of 80% employed full-time in 3 months.*

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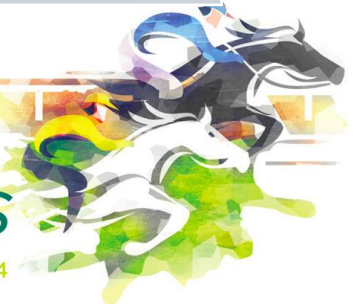


Objectives & Key Results

Weak	Average	Strong
Objective: Win the Indy 500 Key result: Increase lap speed Key result: Reduce pit stop time.	Objective: Win the Indy 500 Key result: Increase average lap speed by 2 percent Key result: Reduce average pit stop time by one second.	Objective: Win the Indy 500 Key result: Increase average lap speed by 2 percent. Key result: Test at wind tunnel ten times. Key result: Reduce average pit stop time by one second. Key result: Reduce pit stop errors by 50 percent. Key result: Practice pit stops one hour per day.

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Objectives and Key Results

Discuss with a neighbor and share out.



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Public Policy

- *How can rescue missions impact the current public policy debates?*
 - *Spending vs. effectiveness*
 - *Impact of criminal justice policies and psychiatric beds*
 - *Cost of homelessness in terms of public sector dollars*

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How to Get Outcomes Assessments Off the Ground:

<https://vimeo.com/917313848?share=copy>

Talking Points:

- *Need for a “Ferrari driver”*
- *Staff Turnover*
- *Buy-in from staff-leadership AND frontline staff.*

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Homework before the Homework:

- *Have you designed your data and logic models*
- *Low barrier data models and goals*
- *Programs data models and goals for tracking*
- *Funding - How are the above data sets used for funding?*
- *Use an outside (independent) tool to determine program efficacy*

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Take Home Tip Sheet:

- *Leadership Buy-In*
- *How to Measure Success*
- *Data Mapping*
- *Reporting is iterative-your first version will not be your last-give yourself permission to revise continually.*

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Q & A

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Resources

Arizona Self-Sufficiency Matrix

Self-Sufficiency Matrix Participant Name _____ DOB __/__/__ Assessment Date __/__/__ Initial Interim Exit
 (If using ServicePoint) Program Name _____ HMIS ID _____

Domain	1	2	3	4	5	Score	Participant goal? (✓)
Housing	Homeless or threatened with eviction.	In transitional, temporary or substandard housing; and/or current rent/ mortgage payment is unaffordable (over 30% of income).	In stable housing that is safe but only marginally adequate.	Household is in safe, adequate subsidized housing.	Household is safe, adequate, unsubsidized housing.		
Employment	No job.	Temporary, part-time or seasonal; inadequate pay, no benefits.	Employed full time; inadequate pay; few or no benefits.	Employed full time with adequate pay and benefits.	Maintains permanent employment with adequate income and benefits.		
Income	No income.	Inadequate income and/or spontaneous or inappropriate spending.	Can meet basic needs with subsidy; appropriate spending.	Can meet basic needs and manage debt without assistance.	Income is sufficient, well managed; has discretionary income and is able to save.		
Food	No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost food.	Household is on food stamps.	Can meet basic food needs, but requires occasional assistance.	Can meet basic food needs without assistance.	Can choose to purchase any food household desires.		
Child Care	Needs childcare, but none is available/ accessible and/or child is not eligible.	Childcare is unreliable or unaffordable, inadequate supervision is a problem for childcare that is available.	Affordable subsidized childcare is available, but limited.	Reliable, affordable childcare is available, no need for subsidies.	Able to select quality childcare of choice.		
Children's Education	One or more school-aged children not enrolled in school.	One or more school-aged children enrolled in school, but not attending classes.	Enrolled in school, but one or more children only occasionally attending classes.	Enrolled in school and attending classes most of the time.	All school-aged children enrolled and attending on a regular basis.		
Adult Education	Literacy problems and/ or no high school diploma/ GED are serious barriers to employment.	Enrolled in literacy and/ or GED program and/ or has sufficient command of English to where language is not a barrier to employment.	Has high school diploma /GED.	Needs additional education/ training to improve employment situation and/ or to resolve literacy problems to where they are able to function effectively in society.	Has completed education/ training needed to become employable. No literacy problems.		
Health Care Coverage	No medical coverage with immediate need.	No medical coverage and great difficulty accessing medical care when needed. Some household members may be in poor health.	Some members (e.g. Children) have medical coverage.	All members can get medical care when needed, but may strain budget.	All members are covered by affordable, adequate health insurance.		
Life Skills	Unable to meet basic needs such as hygiene, food, activities of daily living.	Can meet a few but not all needs of daily living without assistance.	Can meet most but not all daily living needs without assistance.	Able to meet all basic needs of daily living without assistance.	Able to provide beyond basic needs of daily living for self and family.		
Family /Social Relations	Lack of necessary support from family or friends; abuse (DV, child) is present or there is child neglect.	Family/ friends may be supportive, but lack ability or resources to help; family members do not relate well with one another; potential for abuse or neglect.	Some support from family/ friends; family members acknowledge and seek to change negative behaviors; are learning to communicate and support.	Strong support from family or friends. Household members support each other's efforts.	Has healthy/ expanding support network; household is stable and communication is consistently open.		

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Resources

Other Validated Assessments:

Behavioral Health-Depression and Anxiety

[PHQ-9](#) and [GAD-7](#) also [PHQ-2](#) and [GAD-2](#) (includes Staying Health Assessment)

Sobriety

[AUDIT](#)-Alcohol Use Disorders Identification Test

[DAST](#) -The Drug Abuse Screening Test

Other:

Perserving Hope Scale



Resources

Book

Measure what Matters by John Doerr

Research Cited:

Streeter, Jiulu. 2022 “Homelessness in California: Causes and policy considerations”.
Stanford Institute for Economic Research <https://siepr.stanford.edu/publications/policy-brief/homelessness-california-causes-and-policy-considerations>





Don't forget to do the



evaluation!

