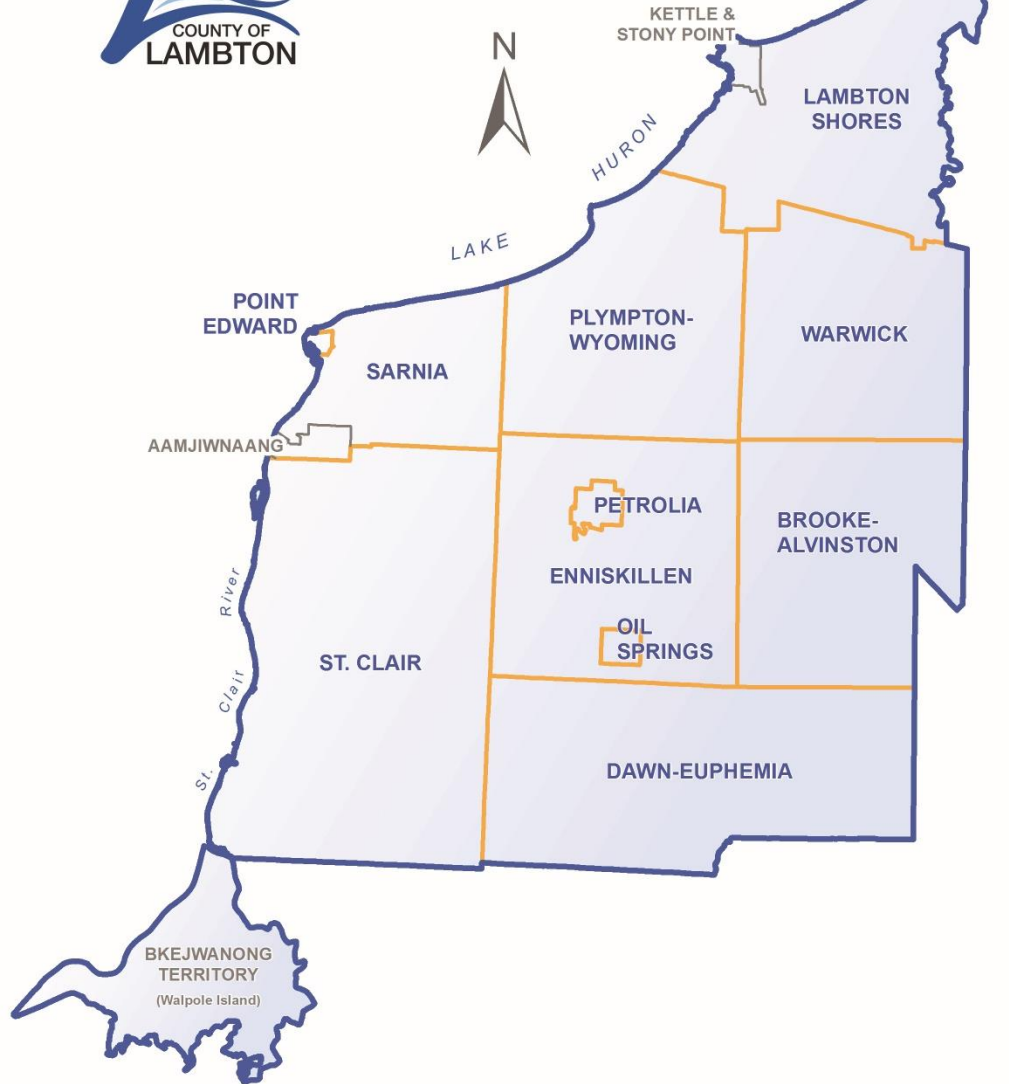




*Community Engagement and Outcomes Measurement
in Rural & Smaller Urban Communities
~Lessons from the Cheshire Cat~*

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if you don't know
where you
want to go,
it doesn't matter
which path
you take.



With Provincial Funding, we knew
where we wanted to go...

- Programs that meet community needs & enrich lives
- Support initiatives that align with the County's Mission, vision and values and Ministry Objectives
- Information about impacts of the money spent collectively in regards to homelessness & housing in our community
- Ensure that we were not dictating operational direction. Leave that to the experts (the community agencies doing the work)
- Information available that the Ministry would be interested in (and directed us to report)
- Increase in new partnerships in our community that function well (with the County and with each other)
- Gather data that could help evaluate the spending on the initiatives and could help in decision making in the event funding shrunk or required reallocation
- Make reports/data easy to understand!

Community Consultation

- We are not the experts...they are!
- A community driven approach
- Survey
- Proposal/presentation
- Individual meetings
- The agreements (commitment to working through outcomes planning)
- County support (outcomes planning)
- Reporting (individual and collective)

Do outcomes matter?



Collaborative process of identifying indicators & outcome measures with the Lead Agencies on the CHPI Funded Pilots

- County directed
 - Ministry's funding objectives specific to Housing & Homelessness
 - Needs to be integrated into each agency's data collection process
 - Includes County support and easy reporting process

Our 2 mottos:

 - 1) *Don't create too much extra work for our community partners!*
 - 2) *Always endeavor to answer the question: "So what?"*
- Community Agency directed
 - Specific to program objective(s)
 - Likely includes data they already collect
 - Could include County support (if needed)
 - An outcomes measurement plan is set out in each of the funding agreements
 - Understand that outcomes *may* help determine funding from the County in future



The “So What?” Factor

Are you a slave to:

- History?
- Reporting structure?
- Time factors to change/evaluate what data is being collected?

Programs/ activities often need to be revisited to remind us...What was/is the point of it all? What were/are we supposed to be doing? New programs need to spend the time up front to make sure the Cheshire Cat is satisfied

When you are considering **how** to collect data...
ask yourself :

- What is the purpose of your data collection?
- Who do you need data from?
- Who are your “experts” in this area?
- Already existing available data collection points
- How can you reach your “experts” easily and with limited workload added to whoever is collecting the data?
- What are you collecting now and does it related to any of the purpose(s) defined above? (probably not)

County-Directed Data Collection Samples

Overall Directive:

12 questions at Intake

+ 4 questions at follow up (4, 8, 12 months)

+ ED's complete "Partnership Assessment tool" annually

Intake Data

Information Based on Practitioner's Assessment

1. What is the individual's current housing?

Please see Glossary for definitions

- | | |
|---|--|
| <input type="radio"/> Homeless | <input type="radio"/> Retirement home |
| <input type="radio"/> Staying with family (paying rent) | <input type="radio"/> Hospital (ALC bed) |
| <input type="radio"/> Staying with friends (paying rent) | <input type="radio"/> Hospital (acute care bed) |
| <input type="radio"/> Staying with family/friends (no rent) | <input type="radio"/> Other Institution (e.g. jail, mental facility) |
| <input type="radio"/> Temporary rental accommodation | <input type="radio"/> Long-term care residence |
| <input type="radio"/> Emergency shelter | <input type="radio"/> Social housing |
| <input type="radio"/> Transitional housing | <input type="radio"/> Private market rental |
| <input type="radio"/> Supportive housing | <input type="radio"/> Home ownership |

Other (please specify):

2. How long has the individual been in his/her current housing?

- | | |
|---|---|
| <input type="radio"/> Less than 1 month | <input type="radio"/> Between 1 and 3 years |
| <input type="radio"/> Between 1 and 6 months | <input type="radio"/> Between 3 and 5 years |
| <input type="radio"/> Between 6 months and 1 year | <input type="radio"/> Over 5 years |

3. How would you assess the quality of the individual's current housing? (check all that apply)

Please see Glossary for definitions

- | | | |
|---------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Affordable | <input type="checkbox"/> Safe | <input type="checkbox"/> Permanent |
| <input type="checkbox"/> Unaffordable | <input type="checkbox"/> Unsafe | <input type="checkbox"/> Temporary |
| <input type="checkbox"/> Stable | <input type="checkbox"/> Healthy | |
| <input type="checkbox"/> Unstable | <input type="checkbox"/> Unhealthy | |
| <input type="checkbox"/> Other: | | |

4. Over the last 3 years, what best describes the individual's overall housing experience?

Please see Glossary for definitions

- | | |
|--|---|
| <input type="radio"/> Chronically Homeless | <input type="radio"/> At risk of Homelessness |
| <input type="radio"/> Episodically Homeless | <input type="radio"/> Appropriately Housed |
| <input type="radio"/> Provisionally Accommodated | |
| <input type="radio"/> Other (please specify) | |

Includes CHPI (provincial) reporting requirements



Information Based on Individual's Perspective

1. My gender identity is:

- Female Trans*
 Male Other

2. My age:

3. The number of children (under the age of 18) living with me:

4. My marital status:

- Single (never legally married) Separated
 Married Divorced
 Living with common law partner Widowed

5. My highest level of education:

- Completion of elementary school College Diploma or Certificate
 High School Diploma Bachelor's Degree or higher

6. My source of income (please check all that apply):

- Employment Canada Pension Plan (CPP)
 Spouse or Partner's Employment Employee Pension Plan
 Ontario Disability Support Program (ODSP) Personal Savings (e.g. RRSPs)
 Ontario Works (OW) No income
 Other (please specify)

Information Based on Practitioner's Assessment

7. What (if any) vulnerable groups does this individual belong to? (check all that apply)

Please see Glossary for definitions

- Aboriginal peoples living off reserve
 Newcomers/immigrants
 Persons with disabilities
 Youth between the ages of 15 & 29; not in education, employment or training
 Individuals experiencing long-term unemployment
 Unattached individuals aged 45 to 64
 Female lone parents

Information Based on Individual's Perspective

3. How safe do you feel in your current housing?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Not at all safe | | | Somewhat safe | | Very safe |
| 1 | 2 | 3 | 4 | 5 | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. As a result of participating in this pilot, your overall housing situation has....

- Improved Stayed the same Declined Unsure

Improved Stayed the same Declined Unsure



THE RESULTS SO FAR....

What if we don't achieve the outcomes we set out to?

- Poor outcomes are outcome measures in themselves
- It sets the stage for discussion, are we setting the right outcomes? Do we need to change what we measure? Are there issues with our measurement plans/tools?
- Inability to achieve outcomes doesn't always mean failure.... Look for unintended impacts

Canadian Mental Health Association Pilot *Subsidized Supportive Housing*

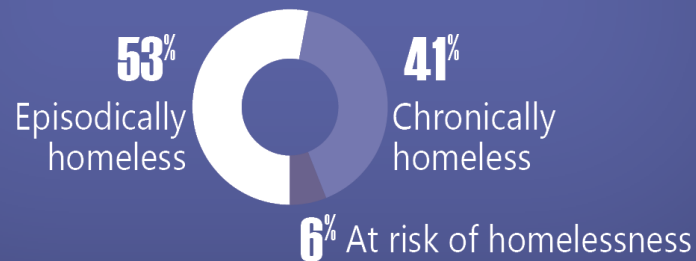
Before participating in the pilot:

Assessment of initial quality of housing:



89% of participants **did not feel safe** in their initial housing

Overall housing experience in the past 3 years:



Canadian Mental Health Association Pilot *Subsidized Supportive Housing*

After 4 months of participating in the pilot:

76% of participants had **moved forward along the housing continuum**



Once involved in the pilot:

94% of participants **felt safe** in their current housing

100% of participants reported that their **housing situation had improved.**

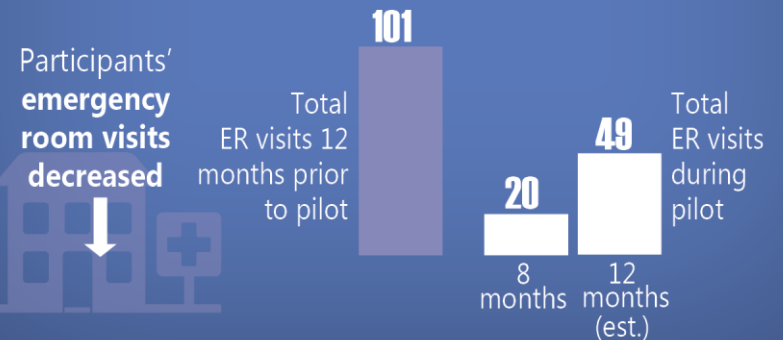
After 8 months of participating in the pilot:

88% of participants had **maintained housing stability** (stayed in the same place)

- 1** participant was **rehoused** into another private market rental
- 1** participant's situation changed and **no longer required subsidy**

Once involved in the pilot:

100% of participants reported **increased engagement in community & mental health supports**



Community Red Cross Pilot *Rural Transportation*

As of February 2017

The transportation pilot had provided a **total of 360 rides**:

30% were for **medical** purposes

23% were for **professional** services

20% were related to **wellness**

15% were for **housing**

20 participants completed a client survey. Since using the transportation program:

100% **felt more independent** & able to get things done for themselves

80% agreed that their **mental well-being had improved**

80% felt like they could **stay in their current housing** more permanently

Collecting consistent information across all Pilots gave us this information:



Indicator 1: Participants were moving forward along the housing continuum.
The Housing Continuum in Sarnia-Lambton:



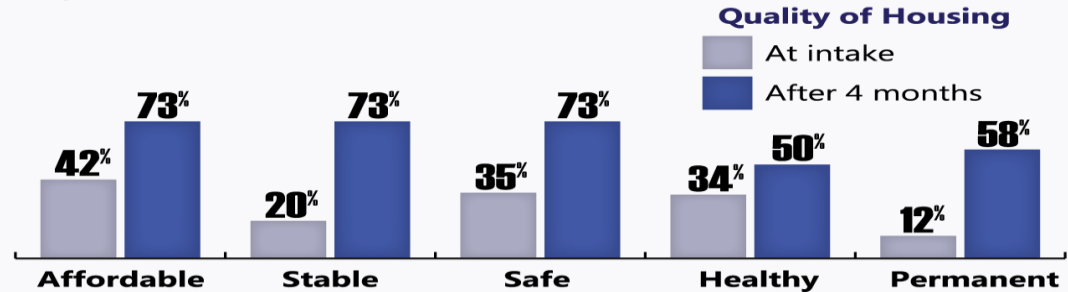
After involvement with the pilots:

66% of participants had moved forward along the housing continuum.



Indicator 2: Housing stability for participants increased.

Assessments of participants' housing for affordability, stability, safety, health, and permanency indicated an **improvement in housing qualities that support housing stability.**



Indicator 3: Housing situations were improving for participants.

After involvement with the pilots:

68% of individuals reported an **improvement in their housing situation** as a result of participating in one of the pilots

69% of participants reported **feeling safe in their current housing situation** compared to 32% of participants at intake.

Improving community agency partnerships with the County (and with each other)



Results from the *Partnership Self-Assessment Tool* indicate that over the past year the five organizations leading the pilots **improved**:

- Their **capacity to work together**
- The **effectiveness** of their leadership and administration
- The **efficiency** of the implementation of the pilots
- Their **ability to affect public policy**

All five pilot lead organizations also reported the following benefits:

- The development of **valuable relationships**
- An enhanced **ability to meet the needs of clients**
- The **ability to have a greater impact** than they could have on their own
- The ability to **make a contribution to the community**

NEWS LOCAL

Projects aim to assist seniors, chronically homeless and rural homeless population



By [Barbara Simpson](#), Sarnia Observer
Thursday, January 21, 2016 3:09:10 EST PM

NEWS LOCAL

CMHA-led pilot helps homeless in Sarnia-Lambton find housing



By [Tyler Kula](#), Sarnia Observer
Monday, March 13, 2017 12:28:30 EDT PM

NEWS LOCAL

Lambton County pilot program aims to ease ALC burden on hospitals



By [Tyler Kula](#), Sarnia Observer
Saturday, January 28, 2017 9:32:09 EST AM

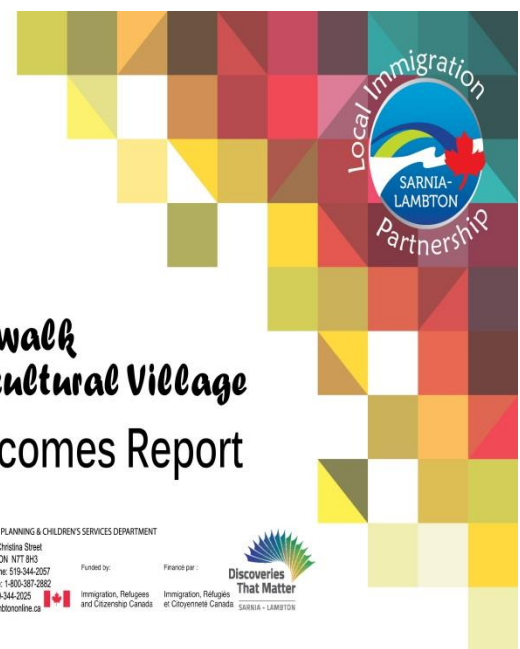


Construction & Roofing Fundamentals
Board of Governor's Certificate

Outcomes Report 2016



**10-Year Housing & Homelessness Plan (2014-2023)
2016/17 PROGRESS REPORT**



**Sarnia Artwalk
TD Multicultural Village
2016 Outcomes Report**



**Sarnia-Lambton
Immigrant Youth Engagement Project**



**Habitat for Humanity Pilots
OUTCOMES REPORT**

2016

back
on my
feet!

back on my feet promo



COMMUNITY IMPACT

1,500+
MEMBERS
(INDIVIDUALS EXPERIENCING HOMELESSNESS)

3,000+
VOLUNTEERS

100,000+
SUPPORTERS
(ACTIVE DATABASE)

ANNUALLY*

381



TRAINING | EDUCATION

476



EMPLOYED

294



HOUSED

SINCE LAUNCH

1,706

2,378

1,608

6,000+
MEMBERS SERVED



*based on 2015 data

In three years, \$1 invested in Back on My Feet returns nearly \$2.50 to the community through increased economic activity and cost savings. The economic impact includes: increased economic output from employment and the cost savings from housing, medical costs associated with hospitalization & low physical activity levels, incarcerations costs, and treatments for alcohol/drug addiction. The economic impact results have been validated by PA Consulting Group.

ECONOMIC IMPACT

\$1 → \$2.50

HEALTH IMPACT

After 60 days of running with Back on My Feet members experience:

High Blood Pressure

48%

Obesity

41%

BMI

13%

SOCIAL IMPACT

After 90 days of running with Back on My Feet members experience:

97% of members take a more positive attitude toward themselves

72% of members find their life to be more meaningful

86% of members feel more satisfied with their lives

Thank you!

