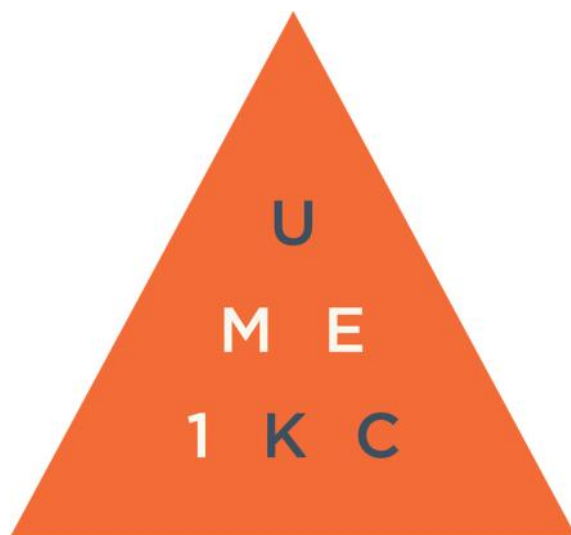


United Way of Greater Kansas City
Shared Outcomes Manual
2017-2019



UNITED WAY OF
GREATER KANSAS CITY

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Introduction

In a time of growing need and scarce resources, United Way of Greater Kansas City is more committed than ever to telling the critical story of human services and their impact on our community. To support this effort, every organization that receives program funding is required to report on “Shared Outcomes” or standardized program outcomes.

Originally developed in the spring of 2009, program partners participated in collaborative discussions in clusters by program areas to develop the first set of common outcomes across programs. These interactive meetings created the opportunity for shared learning about outcome measurement in different fields. During the intervening years, United Way has benefitted by agencies’ discussion of, and reporting on shared outcomes.

This year, Shared Outcomes were actively reviewed to examine their alignment with the 2017 Community Impact Agenda’s objectives. Modifications were made to align outcomes with the 2017 Community Impact Agenda, and in most cases, to consolidate and streamline the data collection.

United Way will use these shared outcomes as a tool to communicate results and advance the 2017 Community Impact Agenda; they will also be used as a framework for informing volunteers on the work of United Way as they make resource investment decisions. Shared outcomes and indicators will be incorporated into United Way’s request for proposals, and programs seeking United Way funds will be asked to demonstrate how they achieve the specified results for the people they serve. Some programs might not be able to report on all relevant outcomes in the RFP at time of application, but will be expected to report on the shared outcomes in their funding category beginning in 2017 should they receive funding.

Definitions

Base number

A new feature has been added to the outcomes reporting forms in this year's funding application. Applicant programs are required to report the total number of participants for which each outcome is relevant. Sometimes that number is all of the program's participants; sometimes it is a subset of them.

We refer to this as the *base* number. In other contexts this is referred to as the *sample size*. Knowing the base number allows United Way to calculate the percentage of program participants that achieved a particular outcome. In certain cases, some programs cannot provide data on all participants/individuals served for every outcome because the participant might have just started a program (and not been in the program long enough to be assessed for outcome attainment) or because the specific outcome does not apply to all participants, only a subset of them. In order to avoid calculating inaccurate percentages, United Way is now asking for a base number for each of the program outcomes that you are asked to report on. The following examples illustrate this new data point:

Example 1: A case management program with 125 participants served in 2015

Number of heads of household who reach at least one self-determined goal: 85

Total number of participants for which this outcome is relevant (base #): 100

The base number is 100, not 125, because at six-month milestone when data for this outcome is gathered, 25 participants had been in the program for less than six months. Those 25 are excluded from the base calculation because no data on outcome attainment were available for those participants.

Therefore,

85 out of 100 (participants for whom this outcome is relevant) achieved the outcome, or 85%.

Example 2: An after school program with a range of activities offered to participants serving 1,000 youth in 2015

Number of children and youth who articulated aspirations to pursue math and science-related careers:
246

Total number of participants for which this outcome is relevant (base #): 375

In this example, there are 246 participants who expressed a desire to pursue a math- or science-related career out of 375 who participated in a STEM-career "track" of this after school program, or 66% of the base number. (There were 625 others of the 1,000 enrolled in the after school program who did not opt into this programming track—so they are excluded from the base figure for the purpose of demonstrating the rate of outcome achievement.)

Example 3: A high school equivalency test preparation program with 50 participants in 2015

Number of participants who attained their high school equivalency: 10

Total number of participants for which this outcome is relevant (base #): 30

In this case, your base number would be the 30 participants who took the high school equivalency exam, excluding the 20 who were not in the program long enough to take it, or a 33% achievement rate.

When reporting outcomes data, including both base and achievement figures, you should make use of the “comments” field in the outcomes report form to describe how your “base” figure was determined—particularly if it is significantly different from the total number of program participants. Also, please note: the “base” figure should never be larger than the total number of program participants.

Case Management

A collaborative relationship between a staff person and a client that involves goal-setting, identification of resources and a mechanism for client accountability related to progress on goals.

Social and Emotional Learning

Social and emotional learning is defined as the process through which children and adults acquire and effectively apply the knowledge, attitudes, and skills necessary to understand and manage emotions, set and achieve positive goals, feel and show empathy for others, establish and maintain positive relationships, and make responsible decisions.

Healthy Beginnings

Early Learning Centers & Systems Support Programs

The outcomes for this investment category will have shared outcomes. These outcomes can be found in the Special RFP that will be released in October 2016.

Home Visiting

The outcomes for this investment category will have shared outcomes. These outcomes can be found in the Special RFP that will be released in the first quarter of 2017.

Prepared Youth

After-School and Summer Programs (Quality Matters)

These outcomes can be also found in the Special RFP that was released in October 2016.

- 1. Indicate the year end of the 12-month period on which you are reporting.**
- 2. Participants have a safe and enriching environment to go to when they are not in school.**

Indicator:

 - a. Number of children and youth served by staff who are engaged in continuous quality improvement (such as Quality Matters)
 - i. Total number of participants for which this outcome is relevant (base number)*
 - b. Number of unduplicated children and youth participating in after school programming
 - c. Number of unduplicated children and youth participating in summer enrichment programming
 - d. Number of participating children and youth who engage in programming for a full year or more
 - i. Total number of participants for which this outcome is relevant (base number)*
- 3. Children and youth increase social and emotional skills and competencies.**

Indicator:

 - a. Number of children and youth who demonstrate positive behaviors (cooperation, self-management, volunteering, etc.) in the program
 - i. Total number of participants for which this outcome is relevant (base number)*
 - b. Number of children and youth who improve social skills (e.g., empathy, conflict resolution, etc.) in the program
 - i. Total number of participants for which this outcome is relevant (base number)*
 - c. Number of children and youth who demonstrate improved life-skills (responsibility, punctuality, effective communication, decision making, financial capability, etc.) as is appropriate for their age level
 - i. Total number of participants for which this outcome is relevant (base number)*
- 4. Children and youth form a positive relationship with caring adults.**

Indicator:

 - a. Number of children and youth who develop positive, sustained relationships with program staff or volunteers
 - i. Total number of participants for which this outcome is relevant (base number)*
 - b. Number of children and youth who express/feel a sense of belonging
 - i. Total number of participants for which this outcome is relevant (base number)*
- 5. Children and youth are actively engaged in learning**

Indicator:

 - a. Number of children youth who demonstrate a positive attitude toward school and/or learning
 - i. Total number of participants for which this outcome is relevant (base number)*

- b. Number of children and youth who participate in a consistent and ongoing basis
 - i. *Total number of participants for which this outcome is relevant (base number)*
- c. Number of children and youth who increase academic knowledge/skills
 - i. *Total number of participants for which this outcome is relevant (base number)*

Career Pathways for School-Age Youth

- 1. Indicate the year end of the 12-month period on which you are reporting.**
- 2. Youth gain experiences and skills that prepare them for post-secondary education and career success.**

Indicator:

- a. Number of children and youth participating in programming related to post-secondary and career success
- b. Number of participants who engage in career-related programming for the full program year
 - i. *Total number of participants for which this outcome is relevant (base number)*
- c. Number of children and youth participating at least one time per week on average in structured, career development programming
 - i. *Total number of participants for which this outcome is relevant (base number)*
- d. Number of youth who complete employment readiness or post-secondary education preparations during the programming year
 - i. *Total number of participants for which this outcome is relevant (base number)*

- 3. Participants make successful progress toward a career pathway.**

Indicator:

- a. Number of participants who engage in early-work experiences, including part - or full-time jobs and internships
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of participants who successfully persist in post-secondary education for one year or who complete a credential
 - i. *Total number of participants for which this outcome is relevant (base number)*

- 4. Participants build financial assets.**

Indicator:

- a. Number of participants who build financial assets intended to pay for post-secondary training and education.
 - i. *Total number of participants for which this outcome is relevant (base number)*

- 5. Youth increase social and emotional skills and competencies (definition on page 6).**

Indicator:

- a. Number of participants who demonstrate positive behaviors in the program (cooperation, self-management, volunteering, etc.)
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of youth who improve social skills (e.g., empathy, conflict resolution, etc.) in the program

- i. *Total number of participants for which this outcome is relevant (base number)*
 - c. Number of youth who demonstrate improved life-skills (responsibility, punctuality, effective communication, decision making, financial capability, etc.) as is appropriate for their age level
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 6. Youth form a positive relationship with caring adults.**

Indicator:

 - a. Number of youth who develop positive, sustained relationships with program staff or volunteers
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 7. Youth are actively engaged in learning**

Indicator:

 - a. Number of youth who demonstrate a positive attitude toward school and/or learning
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - b. Number of youth who increase academic knowledge/skills
 - i. *Total number of participants for which this outcome is relevant (base number)*

Child and Youth Trauma and Abuse: Advocacy, Intervention and Treatment

- 1. Indicate the year end of the 12-month period on which you are reporting.**
- 2. Number of unduplicated children and youth who were served by trauma and abuse programs.**
- 3. Children and youth gain understanding of ways to remain safe.**

Indicator:

 - a. Number of children and youth who can express an understanding of personal safety and the actions they can take to keep themselves safe; or who increase behaviors that demonstrate they feel safer
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 4. Participants gain knowledge about child abuse/neglect and respond appropriately.**

Indicator:

 - a. Number of parents and/or guardians of children and youth who demonstrate they are better equipped to identify abuse/neglect and respond appropriately
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - b. Number of professionals who work with children and youth that demonstrate they are better equipped to identify abuse/neglect and respond appropriately
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 5. Clients make progress toward treatment goals.**

Indicator:

 - a. Number of children and youth with trauma and/or mental health needs who successfully met treatment goals/objectives and made progress toward recovery from the symptoms of trauma
 - i. *Total number of participants for which this outcome is relevant (base number)*

- b. Number of parents and/or guardians who successfully met treatment objectives or goals
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 6. Number of children and youth who do not experience substantiated abuse or neglect while in the program**
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 7. Number of children and youth who achieve a stable, less restrictive place to call home**
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 8. Number of children and youth who demonstrate fewer undesirable behaviors and more positive social interactions**
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 9. Children and youth Increase social and emotional skills and competencies (definition on page 6).**

Indicator:

- a. Number of youth who demonstrate positive behaviors (cooperation, self- management, volunteering, etc.) in the program
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of youth who improve social skills (e.g., empathy, conflict resolution, etc.) in the program
 - i. *Total number of participants for which this outcome is relevant (base number)*
- c. Number of youth who demonstrate improved life-skills (responsibility, punctuality, effective communication, decision making, financial capability, etc.) as is appropriate for their age level
 - i. *Total number of participants for which this outcome is relevant (base number)*

Services for Transition-Age Youth

- 1. Indicate the year end of the 12-month period on which you are reporting.**
- 2. Young people have the knowledge, resources and skills to successfully transition to adulthood.**

Indicator:

- a. Number of young people served by programs that help eliminate barriers or provide support to help them function as adults
- b. Number of participants who exit to permanent housing
 - i. *Total number of participants for which this outcome is relevant (base number)*
- c. Number of participants who are enrolled in eligible mainstream resources with the goal of meeting their essential needs on a regular basis
 - i. *Total number of participants for which this outcome is relevant (base number)*
- d. Number of participants who graduate from high school or pass a high school equivalency exam
 - i. *Total number of participants for which this outcome is relevant (base number)*
- e. Number of participating youth who develop a plan and secure related supports for post-secondary training or educational opportunities
 - i. *Total number of participants for which this outcome is relevant (base number)*

- f. Number of participants who receive referrals or are connected to services that support their successful transition to adulthood after they exit the program
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 3. Participants make successful progress toward a career pathway.**

Indicator:

 - a. Number of youth who enroll in post-secondary education
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - b. Number of participants who successfully persist in post-secondary education for one year or complete a credential
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 4. Participants obtain and retain employment.**

Indicator:

 - a. Number of participants who obtain employment during the program year.
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - b. Number of participants who successfully achieve and maintain full-time employment for one full year
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 5. Participants increase their income.**

Indicator:

 - a. Number of participants who increase their income from program entrance to exit
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 6. Youth increase social and emotional skills and competencies (definition on page 6).**

Indicator:

 - a. Number of participants who demonstrate positive behaviors in the program (cooperation, self-management, volunteering, etc.)
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - b. Number of youth who improve social skills (e.g., empathy, conflict resolution, etc.) in the program
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - c. Number of youth who demonstrate improved life-skills (responsibility, punctuality, effective communication, decision making, financial capability, etc.) as is appropriate for their age level
 - i. *Total number of participants for which this outcome is relevant (base number)*

Youth Development and Mentoring

6. Indicate the year end of the 12-month period on which you are reporting.

7. Youth sustain participation in the program.

Indicator:

- a. Is the program time-limited or on-going over the course of the school year?
- b. Over the course of a year, what is the typical (or average) number of days a youth participants in a program?

- c. Number of youth who remained active for a full-year
- d. Number of youth who remained active for two years or greater

8. Youth Increase social and emotional skills and competencies (definition on page 6).

Indicator:

- a. Number of youth who demonstrate positive behaviors (cooperation, self- management, volunteering, etc.) in the program
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of youth who improve social skills (e.g., empathy, conflict resolution, etc.) in the program
 - i. *Total number of participants for which this outcome is relevant (base number)*
- c. Number of youth who demonstrate improved life-skills (responsibility, punctuality, effective communication, decision making, financial capability, etc.) as is appropriate for their age level
 - i. *Total number of participants for which this outcome is relevant (base number)*

9. Youth form a positive relationship with caring adults.

Indicator:

- a. Number of youth who develop positive, sustained relationships with program staff or volunteers
 - i. *Total number of participants for which this outcome is relevant (base number)*

10. Youth are actively engaged in learning

Indicator:

- a. Number of youth who demonstrate a positive attitude toward school and/or learning
 - i. *Total number of participants for which this outcome is relevant (base number)*

Thriving Adults and Families

Adult Education Programs

1. **Indicate the year end of the 12-month period on which you are reporting.**
2. **Number of unduplicated people who participated in an adult education program.**
3. **Participants make progress toward educational attainment.**

Indicator:

- a. Number of participants who made progress toward their educational attainment
 - i. *Total number of participants for which this outcome is relevant (base number)*
4. **Participants improve their basic literacy and/or math skills.**

Indicator:

 - a. Number of participants who improved their command of the English language in order to support their progress towards financial stability
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - b. Number of participants who improved their English language reading skills (i.e. improved reading test scores) in order to support their progress towards financial stability
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - c. Number of participants who improved their math skills (i.e. improved math test scores) in order to support their progress towards financial stability
 - i. *Total number of participants for which this outcome is relevant (base number)*
5. **Participants make progress toward earning their high school diploma.**

Indicator:

 - a. Number of participants who made progress in achieving their high school diploma
 - i. *Total number of participants for which this outcome is relevant (base number)*
6. **Participants attain high school equivalency diploma.**

Indicator:

 - a. Number of participants who attained their high school equivalency
 - i. *Total number of participants for which this outcome is relevant (base number)*

Basic Needs Safety Net: Emergency Assistance/Case Management

In the fields below please list unduplicated numbers for each type of assistance. For example, a family that accesses utility, food and rent assistance appears once in each of those fields, even if they returned for food assistance multiple times during the year.

1. **Indicate the year end of the 12-month period on which you are reporting.**

2. People's life-sustaining basic needs are met.

Indicator:

- a. Number of unduplicated households whose immediate crisis needs were met or stabilized through emergency assistance programming
- b. Number of households that received assistance with rent or mortgage payments
- c. Number of households that received utility assistance
- d. Number of households that received medicine or medical supplies
- e. Number of households that received clothing
- f. Number of households that received transportation assistance
- g. Number of households that received food assistance

3. People receive support and education to set goals and improve their financial situations.

Indicator:

- a. Does your program offer group financial education to increase family financial stability?
 - i. Number of individuals who complete financial education/capability program
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Does your program offer case management, financial coaching or counseling, with the goal of increasing household financial stability?
 - i. Number of individuals who engage in at least two sessions of 1:1 financial coaching, counseling or case management, with the aim of increased household financial stability
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - ii. Number of individuals engaged in case management for 1-4 months
 - iii. Number of individuals engaged in case management for 5-8 months
 - iv. Number of individuals engaged in case management for 9-12 months
 - v. Number of individuals engaged in case management for more than 1 year

4. Qualifying households access public benefits to stabilize their income.

Indicator:

- a. Does your program screen for public benefits?
- b. Number of households that you screened for public benefits
- c. What method(s) do you use? Check all that apply:
 - i. Screening website, such as benefits.gov or beneficheckup.org
 - ii. Paper worksheets or checklists
 - iii. Staff knowledge and familiarity with public benefits
 - iv. Other methods for public benefit screening (please specify below)
- d. Does your program help with public benefit enrollment?
- e. Number of households who apply for income supports with help from the program
 - i. *Total number of participants for which this outcome is relevant (base number)*
- f. Number of households who successfully enroll in income supports for which they are eligible
 - i. Number of SNAP (food stamp) applications

- ii. Number of Medicaid or Children’s Health Insurance Program applications
 - iii. Number of childcare assistance applications
 - iv. Number of WIC applications
 - v. Number of Earning Income Credit or other tax credits applied for
 - vi. Number of housing assistance/voucher applications
 - vii. Number of publically supported utility assistance applications (LIHEAP, Life Line, etc.)
- g. Number of households that began receiving mainstream resources of benefits
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - i. Number of households receiving SNAP (food stamps)
 - ii. Number of households receiving Medicaid or Children’s Health Insurance Program
 - iii. Number of households receiving childcare assistance
 - iv. Number of households receiving WIC
 - v. Number of Earned Income Credit or other tax credits received
 - vi. Number of housing assistance/voucher applications approved
 - vii. Number of publically supported utility assistance applications (LIHEAP, Life Line, etc.) approved
- h. If staff in your program assist a client in applying for public benefits, does your program take the step of having the staff person named by the client as an “authorized representative” so that they may advocate on behalf of the client during the eligibility process? (For clarification, here is a link to the authorization form used by the State of Missouri: <http://dss.mo.gov/fsd/formsmanual/IM-6AR-IM-Authorized-Representative.pdf>; details on this role in the State of Kansas can be found here: <http://content.dcf.ks.gov/ees/keesm/robo5-11/keesm1523.htm>).

5. Financially vulnerable households increase their financial stability.

Indicator:

- a. Number of individuals who made progress toward short or intermediate financial stability goals (e.g., meeting short term savings goals, paying down existing debt, changing spending habits)
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of households participating in case management who experienced an increase in net income (income minus expenses)
 - i. *Total number of participants for which this outcome is relevant (base number)*
- c. Number of households in case management who secured permanent housing as a result of program interventions
 - i. *Total number of participants for which this outcome is relevant (base number)*

Disaster Preparedness and Response

1. Indicate the year end of the 12-month period on which you are reporting.

2. Participants gain knowledge of community resources.

Indicator:

a. Number of households assisted during times of disaster who were given information on additional community resources or public benefits

i. *Total number of participants for which this outcome is relevant (base number)*

3. Participants obtain safe, temporary housing.

Indicator:

a. Number of households assisted during times of disaster who were helped by providing temporary housing

i. *Total number of participants for which this outcome is relevant (base number)*

4. Participant's immediate basic needs were met.

Indicator:

a. Number of households assisted during times of disaster who were helped with basic needs such as food, clothing, transportation or other household necessities

i. *Total number of participants for which this outcome is relevant (base number)*

Health Access & Advocacy Programs

Domestic Violence: Prevention

1. Indicate the year end of the 12-month period on which you are reporting.

2. Number of unduplicated adults, including professionals, reached on prevention of domestic and/or sexual violence.

3. Participants gain knowledge about domestic and sexual violence and ways to remain safe.

Indicator:

a. Number of participants who received prevention programming and are more knowledgeable about domestic or sexual violence and its effects

i. *Total number of participants for which this outcome is relevant (base number)*

b. Number of participants who received prevention programming and are more knowledgeable about ways to remain safe

i. *Total number of participants for which this outcome is relevant (base number)*

c. Number of youth who demonstrate appropriate knowledge or attitudes about sexual violence

i. *Total number of participants for which this outcome is relevant (base number)*

Domestic Violence: Intervention & Advocacy

1. Indicate the year end of the 12-month period on which you are reporting.

2. Number of unduplicated adults, including professionals, reached on prevention of domestic and/or sexual violence.

3. Survivors of domestic and/or sexual violence benefit from supportive services.

Indicator:

a. Number of unduplicated adults who benefited from supportive services or counseling for survivors of domestic violence, sexual assault or sex trafficking

i. *Total number of participants for which this outcome is relevant (base number)*

b. Number of unduplicated children who benefited from supportive services or counseling for survivors of domestic and/or sexual violence

i. *Total number of participants for which this outcome is relevant (base number)*

4. If your program provides a crisis hotline, what is the number of calls received by the hotline?

5. If your program provides services to perpetrators of domestic or sexual violence, what is the unduplicated count of perpetrators served?

6. Survivors of domestic and/or sexual violence gain knowledge on community resources and ways to remain safe.

Indicator:

a. Number of survivors who have increased their knowledge of and access to community resources

i. *Total number of participants for which this outcome is relevant (base number)*

b. Number of survivors of domestic or sexual violence who have increased understanding of domestic or sexual violence and on ways to remain safe

i. *Total number of participants for which this outcome is relevant (base number)*

7. Participants improve their ability to remain safe.

Indicator:

a. Number of clients who develop a safety plan

i. *Total number of participants for which this outcome is relevant (base number)*

8. Survivors of domestic and/or sexual violence make progress toward their goals.

Indicator:

a. Number of clients (including counseling and therapy) who made progress towards treatment goals or improved functioning

i. *Total number of participants for which this outcome is relevant (base number)*

Domestic Violence: Legal Advocacy

1. Indicate the year end of the 12-month period on which you are reporting.

2. Clients improve their knowledge of their legal rights.

Indicator:

a. Number of unduplicated clients for whom a case was opened and who were represented in court to increase their safety.

i. *Total number of participants for which this outcome is relevant (base number)*

3. Number of unduplicated clients who received only legal advice about their rights and legal options (does not include clients for whom a case was opened).

4. Clients attain legal protection for themselves and their children.

Indicator:

- a. Number of clients for whom orders of protection were sought
- b. Number of clients for whom orders of protection were successfully obtained
- c. Number of clients for whom child custody orders were sought
- d. Number of clients who were successful in obtaining child custody orders

Medical Care: Oral Health, Primary Care, Access and Chronic Health Conditions

1. Indicate the year end of the 12-month period on which you are reporting.

2. Patients have improved access to healthcare.

Indicator:

- a. Number of unduplicated participants who received health services, including oral/dental care, primary care, assistance in accessing health care, and support for managing chronic health conditions
- b. Number of participants who received primary care services
- c. Number of unduplicated participants who received assistance in accessing health care

3. Does the program not provide direct care – but rather facilitate access to care?

- a. If yes, how many patients did the program assist in accessing care?

4. Clients access services regardless of ability to pay.

Indicator:

- a. Number of participants who received medical care services who were uninsured.
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of participants who received medical care services who were underinsured.
 - i. *Total number of participants for which this outcome is relevant (base number)*

5. Patients' dental health status improved.

Indicator:

- a. Does your program provide dental care?
- b. Number of unduplicated participants who received dental care
- c. Number of oral care participants who received an annual preventative dental exam
 - i. *Total number of participants for which this outcome is relevant (base number)*
- d. Number of participants who need services beyond preventative care and who completed treatment to restore dental health
 - i. *Total number of participants for which this outcome is relevant (base number)*

6. Patients with a chronic health condition are better prepared to manage their health.

Indicator:

- a. Does your program provide support for people with chronic health conditions in managing their health?
- b. Number of unduplicated participants who received management support services for chronic health conditions

- i. *Total number of participants for which this outcome is relevant (base number)*
 - c. Number of participants who are better prepared to manage their chronic health condition
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 7. Participants successfully manage their chronic health condition.**

Indicator:

 - a. Number of participants with a chronic health condition whose key health indicators are at or below recommended levels, or determined to have made clinically meaningful improvement
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 8. Participants are satisfied with services received.**

Indicator:

 - a. Number of participants who reported that they were satisfied with the health services provided by your program
 - i. *Total number of participants for which this outcome is relevant (base number)*

Mental Health Advocacy & Counseling

- 1. Indicate the year end of the 12-month period on which you are reporting.**
- 2. Number of unduplicated participants who received mental health services through individual, group, or family services.**
- 3. Clients access services regardless of ability to pay.**

Indicator:

 - a. Number of participants who received mental health services who were uninsured.
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - b. Number of participants who received mental health services who were underinsured.
 - i. *Total number of participants for which this outcome is relevant (base number)*
- 4. Number of unduplicated participants served through individual counseling.**
- 5. Number of unduplicated family units who received individual or family counseling.**
- 6. Number of unduplicated participants who participated in group counseling.**
- 7. Clients engaged in mental health treatment services.**

Indicator:

 - a. Number of participants who received mental health services who sustain participation beyond an initial session
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - b. Number of participants who received mental health services who sustain participation for at least 3 sessions
 - i. *Total number of participants for which this outcome is relevant (base number)*

8. Clients experience improved life functioning.

Indicator:

- a. Number of participants (based on your client unit, i.e. family or individual) who received mental health services whose functioning improved based upon a validated assessment tool's score
 - i. *Total number of participants for which this outcome is relevant (base number)*

9. Clients receive trauma specific services.

Indicator:

- a. Number of participants who received mental health services whose trauma history is assessed and who receive trauma specific services, as appropriate

10. Participants make progress on individual goals.

Indicator:

- a. Number of participants who received mental health services who demonstrated progress towards treatment goals.
 - i. *Total number of participants for which this outcome is relevant (base number)*

Substance Abuse: Prevention, Intervention & Treatment

1. Indicate the year end of the 12-month period on which you are reporting.

2. Number of unduplicated participants who received substance abuse services through individual, group, or family services.

3. Clients access services regardless of ability to pay.

Indicator:

- a. Number of participants who received substance abuse services who were uninsured.
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of participants who received substance abuse services who were underinsured.
 - i. *Total number of participants for which this outcome is relevant (base number)*

4. Number of unduplicated family units who received individual or family counseling.

5. Number of unduplicated participants who participated in group counseling.

6. Clients engage in recovery services and activities.

Indicator:

- a. Number of participants who received substance abuse services who sustain participation beyond an initial session
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of participants who received substance abuse services who sustain participation for at least 3 sessions
 - i. *Total number of participants for which this outcome is relevant (base number)*
- c. Number of substance abuse participants who are involved in a community-based self-help or peer support program at discharge
 - i. *Total number of participants for which this outcome is relevant (base number)*

7. Clients experience improved life functioning in areas affected by substance abuse.

Indicator:

- a. Number of participants (based on your client unit, i.e. family or individual) who received substance abuse services whose functioning improved based upon a validated assessment tool's score
 - i. *Total number of participants for which this outcome is relevant (base number)*

8. Participants make progress on individual goals.

Indicator:

- a. Number of participants who received substance abuse services who demonstrated progress towards treatment goals.
 - i. *Total number of participants for which this outcome is relevant (base number)*

9. Participants reduce favorable attitudes toward substance use and abuse.

Indicator:

- a. Number of participants who received substance abuse services who demonstrate a change in attitude toward the use or abuse of alcohol, tobacco, and other drugs
 - i. *Total number of participants for which this outcome is relevant (base number)*

10. Participants reduce or abstain from substance abuse.

Indicator:

- a. Number of participants who reduce or abstain from substance abuse
 - i. *Total number of participants for which this outcome is relevant (base number)*

11. Participants demonstrate positive life change.

Indicator:

- a. Number of participants who demonstrate positive change in life areas affected by their substance abuse
 - i. *Total number of participants for which this outcome is relevant (base number)*

12. Family members of participants improve knowledge or experience attitude changes that support participant health.

Indicator:

- a. Number of participants who are family members of persons with substance abuse problems who have demonstrated increased knowledge or attitude changes that support positive health
 - i. *Total number of participants for which this outcome is relevant (base number)*

13. Clients receive trauma specific services.

Indicator:

- a. Number of participants who received substance abuse services whose trauma history is assessed and who receive trauma specific services, as appropriate
 - i. *Total number of participants for which this outcome is relevant (base number)*

Income and Asset Development Programs

1. Indicate the year end of the 12-month period on which you are reporting.

2. People have manageable expenses and sufficient income and assets to meet their basic needs, prepare for emergencies and save for the future.

Indicator:

- a. Number of households participating in a program intended to increase financial capability, income and financial assets
- b. Number of participants who successfully complete financial education training
 - i. *Total number of participants for which this outcome is relevant (base number)*
- c. Number of participants who engage in 1:1 financial coaching, counseling or case management, working toward increased household financial stability
 - i. *Total number of participants for which this outcome is relevant (base number)*
- d. Number of individuals who made progress towards short or intermediate financial stability goals (e.g., meeting short-term savings goals, paying down existing debt)
 - i. *Total number of participants for which this outcome is relevant (base number)*
- e. Number of individuals/households who achieved an asset-related savings goal (e.g., savings to pay for school/training, starting a business, purchase of a car or house, or invest in retirement)
 - i. *Total number of participants for which this outcome is relevant (base number)*

3. People access safe and affordable financial products.

Indicator:

- a. Number of individuals/households, previously unbanked, who open bank accounts
 - i. *Total number of participants for which this outcome is relevant (base number)*

4. Qualifying households access public benefits to stabilize their income

Indicator:

- a. Number of households who apply for income supports with help from the program
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of households who successfully enroll in income supports for which they are eligible
 - i. *Total number of participants for which this outcome is relevant (base number)*

Integrated Employment and Financial Management Programs (FOC Network)

The outcomes for this investment category will have shared outcomes. These outcomes can be found in the Special RFP that will be released in January 2017.

Maximizing Independence Programs

Services for Older Adults

1. Indicate the year end of the 12-month period on which you are reporting.

2. Participants maintained/improved their ability to live independently.

Indicator:

- a. Number of unduplicated participants who maintained/improved their ability to live independently due to services provided
 - i. *Total number of participants for which this outcome is relevant (base number)*

3. Number of participants who were provided home-based services and supports.

4. **Number of participants who were provided services and supports based outside of the home.**
5. **Participants have improved physical, mental, and/or social well-being.**
Indicator:
 - a. Number of participants who have improved physical, mental, and/or social well-being due to services provided
 - i. *Total number of participants for which this outcome is relevant (base number)*
6. **Participants have reduced isolation.**
Indicator:
 - a. Number of participants who regularly engage in activities that involve them in the community.
 - i. *Total number of participants for which this outcome is relevant (base number)*
7. **Number of occasions when you identified a problem and connected an older adult to the appropriate resources.**

Services for People with a Disability

1. **Indicate the year end of the 12-month period on which you are reporting.**
2. **Participants maintained/improved their ability to live independently.**
Indicator:
 - a. Number of unduplicated participants who improve skills supporting independent living and working
 - i. *Total number of participants for which this outcome is relevant (base number)*
3. **Participants make progress on individual goals.**
Indicator:
 - a. Number of participants who demonstrate progress on self-determined goals (e.g., gaining/maintaining independent housing, gaining/maintaining employment, increased savings, debt reduction)
 - i. *Total number of participants for which this outcome is relevant (base number)*
4. **Participants have improved physical, mental, and/or social well-being.**
Indicator:
 - a. Number of participants who have improved physical, mental, and/or social well-being due to services provided
 - i. *Total number of participants for which this outcome is relevant (base number)*
5. **Participants have reduced isolation.**
Indicator:
 - a. Number of participants who regularly engage in activities that involve them in the community.
 - i. *Total number of participants for which this outcome is relevant (base number)*

Safe and Stable Housing Programs

Domestic & Sexual Violence Shelter Programs

1. Indicate the year end of the 12-month period on which you are reporting.

2. Survivors of domestic and/or sexual violence benefit from supportive services.

Indicator:

- a. Number of unduplicated adults who benefited from supportive services or counseling for survivors of domestic violence, sexual assault or sex trafficking
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of unduplicated children who benefited from supportive services or counseling for survivors of domestic and/or sexual violence
 - i. *Total number of participants for which this outcome is relevant (base number)*

3. Survivors of domestic and/or sexual violence gain knowledge on community resources and ways to remain safe.

Indicator:

- a. Number of survivors who have increased their knowledge of and access to community resources
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of survivors of domestic or sexual violence who have increased understanding of domestic or sexual violence and on ways to remain safe
 - i. *Total number of participants for which this outcome is relevant (base number)*

4. Participants improve their ability to remain safe.

Indicator:

- a. Number of clients who develop a safety plan
 - i. *Total number of participants for which this outcome is relevant (base number)*

5. Survivors of domestic and/or sexual violence make progress toward their goals.

Indicator:

- a. Number of clients (including counseling and therapy) who made progress towards treatment goals or improved functioning
 - i. *Total number of participants for which this outcome is relevant (base number)*
- b. Number of bed nights of shelter provided by your program
- c. Average length of stay in bed nights

6. Participants increase knowledge, skills and economic resources to sustain stable housing.

Indicator:

- a. Number of heads of household who successfully enroll in mainstream resources for which they are eligible
 - i. *Total number of participants for which this outcome is relevant (base number)*

7. Survivors of domestic and/or sexual violence make progress toward achieving permanent stable living.

Indicator:

- a. Unduplicated number of households (families and single adults) that exit to permanent housing

- i. *Total number of participants for which this outcome is relevant (base number)*
 - 1. Number of households who exited to permanent housing that was subsidized
 - 2. Number of households who exited to permanent housing that was unsubsidized
- b. Number of households who exit to transitional housing
 - i. *Total number of participants for which this outcome is relevant (base number)*
- c. Number of households who exit to temporary shelter
 - i. *Total number of participants for which this outcome is relevant (base number)*
- d. Number of households who exit into temporary housing with friends or family
 - i. *Total number of participants for which this outcome is relevant (base number)*
- e. Number of households who exit into another setting
 - i. *Total number of participants for which this outcome is relevant (base number)*
- f. Number of households that left the program with an unknown status
 - i. *Total number of participants for which this outcome is relevant (base number)*
- g. Number of households served in the reporting year who have not exited the program at the time of this report
 - i. *Total number of participants for which this outcome is relevant (base number)*

Safe and Stable Housing Legal Advocacy

1. Indicate the year end of the 12-month period on which you are reporting.

2. Participants obtain or maintain safe, affordable housing suitable to their needs.

Indicator:

- a. Does the program provide permanent housing?
 - i. Unduplicated number of single adults who received permanent housing
 - ii. Unduplicated number of families who received permanent housing
 - iii. Unduplicated number of children and adults, who are part of a family unit, who received permanent housing
 - iv. Unduplicated number of children, who are part of a family unit, who permanent housing
 - v. Number of households - including families and single adults - that received permanent housing
 - vi. The average length of stay - in days - for participants in permanent housing
- b. Does the program provide permanent supportive housing?
 - i. Unduplicated number of adults who received permanent supportive housing services
 - ii. Unduplicated number of children who received permanent supportive housing services
- c. Does the program provide transitional housing?
 - i. Unduplicated number of single adults who received transitional housing
 - ii. Unduplicated number of families who received transitional housing
 - iii. Unduplicated number of children and adults, who are part of a family unit, who received transitional housing

- iv. Unduplicated number of children, who are part of a family unit, who transitional housing
- v. Number of households - including families and single adults - that received transitional housing
- vi. The average length of stay - in days - for participants in transitional housing

3. Homeless adults/families in crisis have a safe shelter.

Indicator:

- a. Does the program provide emergency shelter?
 - i. Unduplicated number of adults who received emergency shelter services
 - ii. Unduplicated number of families who received emergency shelter services
 - iii. Unduplicated number of children, who are part of a family unit, who received emergency shelter services
 - iv. The average length of stay - in days - for participants in emergency shelter

4. Participants increase knowledge, skills and economic resources to sustain stable housing.

Indicator:

- a. Does the program provide case management or individualized support?
- b. Number of heads of household who increase life skills
- c. Number of heads of household who successfully enroll in mainstream resources for which they are eligible
- d. Number of heads of household who develop an individualized strengths-based goal plan with specific objectives and timeframes
- e. Number of heads of household who reach at least one self-determined goal
- f. Number of heads of household who increase their income

For Transitional Housing and Shelter Programs Only

5. Homeless adults/families and youth make progress toward achieving permanent stable living.

Indicator:

- a. Unduplicated number of households (families and single adults) that exit to permanent housing
 - i. *Total number of participants for which this outcome is relevant (base number)*
 - 1. Number of households who exited to permanent housing that was subsidized
 - 2. Number of households who exited to permanent housing that was unsubsidized
 - 3. Number of households who remained permanently housed for at least 3 months
 - 4. Number of households who remained permanently housed for at least 6 months
 - 5. Number of households who remained permanently housed for at least 12 months
- b. Number of households who exit to transitional housing
 - i. *Total number of participants for which this outcome is relevant (base number)*

- c. Number of households who exit to temporary shelter
 - i. *Total number of participants for which this outcome is relevant (base number)*
- d. Number of households who exit into temporary housing with friends or family
 - i. *Total number of participants for which this outcome is relevant (base number)*
- e. Number of households who exit into another setting
 - i. *Total number of participants for which this outcome is relevant (base number)*
- f. Number of households that left the program with an unknown status
 - i. *Total number of participants for which this outcome is relevant (base number)*
- g. Number of households served in the reporting year who have not exited the program at the time of this report
 - i. *Total number of participants for which this outcome is relevant (base number)*