

DEVELOPING SHARED OUTCOMES FOR THE HOUSING AND HOMELESSNESS SECTORS

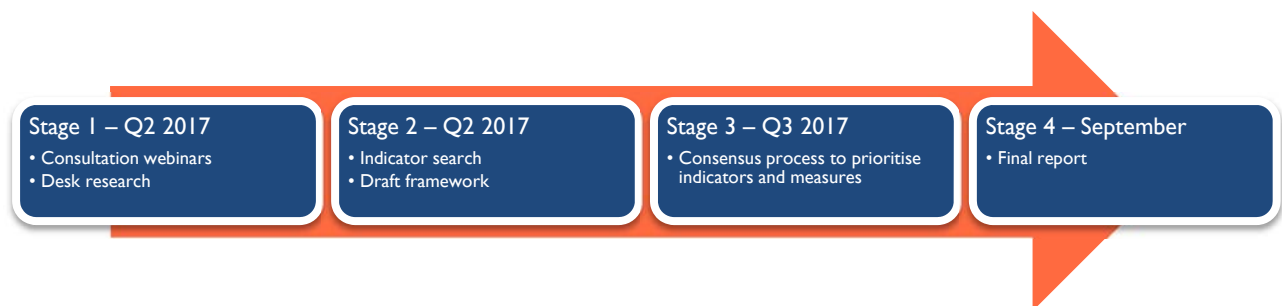
The Centre for Social Impact in collaboration with Homelessness NSW is leading a project to support Specialist Homelessness Services, Community housing providers and others, to identify and select appropriate outcome indicators that can best demonstrate change that occurs in people's lives because of receiving services from homelessness services and community housing providers.

The objectives are to:

- Identify key **outcomes** for the housing and homelessness sector
- Identify and assess **indicators and measures** that can be matched to identified outcomes
- **Engage and consult** with stakeholders to ensure appropriateness
- Synthesise findings into a **shared outcomes framework**

The project will support the development of a shared language and understanding of outcomes and indicators across the sector. It will also give service providers access to information they can use in tracking and evaluating their impact on people's lives.

What we are doing



What we we've done so far

This project kicked-off (Q2 2017) with a consultation with Specialist Homelessness Services to identify what outcomes service providers are trying to achieve for the people they support. In the series of nine online webinars we held for this purpose, we asked providers to explore and prioritise anticipated outcomes across a range of cohorts and issues including:

- Young people, Mental health, Drug and Alcohol, Family Violence, Aboriginal and Torres Strait Islanders, rough sleepers, ex-prisoners, LBGQTQUIA, CALD groups

We are now using that information to guide our desk research to identify indicators and measures of the priority outcomes.

What we wanted to know from Service Providers in the webinars

- What are the expected outcomes for people?
 - In the short, medium and long-term
- How do these outcomes differ across the sector?
 - By region, issue or type of activity/service
- What expected outcomes are a priority?
 - Based on their importance for the organisation
 - Based on their feasibility to achieve by the organisation

Who attended the webinars

Over 100 people representing about 60 organisations attended the nine webinars held over the week of 1-8 May 2017. Participants represented a diversity of providers, both in type of services as well as location across New South Wales.

What we heard: outcomes

A wide range of outcomes emerged from the webinars, including:

- Housing outcomes: safe, stable, appropriate, affordable
- Services: access to, appropriateness of, relationships with, knowledge, referrals
- Employment and financial assistance
- Education and training
- Empowerment: Self-determination, control, setting goals
- Connection to community: Belonging, connection to culture and country, social inclusion
- Health: physical and mental, “stabilising” health needs, improvement in wellbeing, trauma recovery, rehabilitation
- Feeling listened to and respected



What we heard: outcomes of greatest importance and feasibility to help clients achieve

For the general population of homelessness service seekers, priority outcomes were:

- Housing stability
- Safety

For specific cohorts, prioritised outcomes included:

- Feeling safe, welcome, and supported (applicable to cohorts: Young People; Aboriginal and Torres Strait Islanders; LGBTQIQA; Family violence; and Culturally and Linguistically Diverse)
- Access to opportunities that will lead to employment, housing, and sense of connection and belonging (applicable to Young People cohort)
- Linkages made to other services (applicable to cohorts: Mental Health, Drug & Alcohol; Rough Sleepers; and Family Violence)
- Improved control, choice, and self-determination (applicable to Family Violence cohort)
- Social inclusion (applicable to Ex-prisoner cohort)
- Improved wellbeing (applicable to cohorts: Aboriginal and Torres Strait Islanders; and Rough Sleepers)

What we are doing next

The full list of prioritised outcomes will be used to guide CSI staff desk research on indicators and measures. These indicators will be assessed for their specificity, reliability, validity, and comparability.

That list of indicators will then go through a prioritisation process based on their importance, feasibility to collect, appropriateness, acceptability, accessibility, and usability. Sector representatives will be asked to participate in that process as the next round of consultation. Stay tuned for more details on that.