

United States Interagency Council on Homelessness



National Project Homeless Connect

Best Practices Colloquy

Toolkit 2.0

August 2008



9. Data and Results: One *Measuring Outcomes*



Quantifiable results are central to 10-Year Plans and to PHC. Every resource provider should keep and report data. Identify a lead to report on the following for each resource area:

- Clients/Volunteers Engaged
- Persons Housed
- Persons off the Streets
- Persons Employed / Trained
- Social Security Benefits Applications
- Veteran Benefit Applications
- Food Stamp / Welfare Applications
- Government ID's Issued
- Eyeglasses Issued
- Medical / Dental Care Received
- Wheelchairs / Bicycles Repaired
- Citations Adjudicated
- Personal Hygiene Kits Given
- Lbs of Food Distributed
- Haircuts / Massages Given
- Phone Calls / Voicemails



9. Data and Results: One *Measuring Outcomes*



**Project Homeless Connect 22:
Thanks to the 975 volunteers and providers who helped:**

- 42 acupuncture treatments were given to clients
- 23 banking service consultations were given, resulting in many clients opening accounts
 - 115 benefits meetings (Food Stamps, GA, CAAP, SSI) took place at PHC in 2007
- 44 dental screenings performed. As of June almost 200 PHC clients received day of treatments
 - 61 employment interviews and services
 - 120 eye exams and reading glasses distributed
- 90 hair cuts
 - 35 Individuals enrolled in Healthy San Francisco
 - 237 California State IDs were issued
 - 115 legal meetings were conducted
 - 814 lunches were served
 - 60 massages were performed
 - 167 medical service interactions
- 56 substance abuse, behavioral health, or methadone connections were made
 - 250 phone calls and mailings were made to family or friends
 - 30 podiatry treatments were given
 - 35 veterans service connections were provided
- 41 veterinary care and pet setting served Dogs, Cats and other pets
 - 140 voicemail accounts were opened
 - 15 wheelchairs were repaired
- 48 People were off the streets (Homeward Bound, Shelter, Stabilization and Residential Housing)
 - 36 Individuals were off the street and placed in either a shelter or stabilization room



9. Data and Results: Two *Best Practices in Measuring Outcomes*

- San Francisco, Denver, Miami, and Minneapolis/Hennepin County measure and report out event results same-day.
- Some jurisdictions partner only with those that provide tangible resources wanted by consumers and identify one person accountable for each reportable result.
- Many communities that host the innovation regularly track results longitudinally from one event to the next.
- Best practice events report outcome data coupled with compelling personal accounts of transformation and healing.



9. Data and Results: Three *Best Practices in Measuring Outcomes*

- Use exit interviews to assess and record individual results and cross check partner-reported results for quality control.
- Streamline and standardize reporting by using the Federal Interagency Council's PHC reporting tool.
- Use check-ins at each event area at closing time to obtain and tally all quantifiable results immediately, while the 'storytelling area' tracks anecdotal outcomes.

Fourth Annual National Project Homeless Connect Week

December 1-7, 2008



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