Building Capacity through Program Evaluation

DMH Housing Institute
2014
Panelists

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Overview

I. Background on ALA and Bonnie Brae Village
II. Why Does Program Evaluation Matter?
III. How to Get Started
IV. Evaluation Plan
V. Funding
VI. Evaluation Process
VII. What to Do with the Results
Vital Research empowers clients utilizing our expertise in:

- Research design
- Survey development
- Data collection
- Statistical analysis
Affordable Living for the Aging

ALA provides affordable permanent supportive housing, shared living residences and home-sharing for seniors.
Bonnie Brae Village Community
Mixed Population of Seniors 62+

46 units
Homeless with mental illness

45 units
Low-income
Video from BBV Grand Opening
Integrated Service Model

- Voluntary
- Proactive
- Self-directed
- Flexible
Social Service Program Goals
Why Does Evaluation Matter?

Extraordinary claims require extraordinary evidence.  -Carl Sagan

Evaluate what you want — because what gets measured, gets produced.  -James Belasco
What Gets Measured Gets Produced

Program Goals & Desired Outcomes

Program Design
How will you achieve outcomes?

Evaluation
How will you measure outcomes?
ALA Conducted the Evaluation To:

- Assess program effectiveness
- Gather information to inform improvements
- Build capacity for replication

*Timing was right...*
Evaluation Design

1. Measure progress
2. Accuracy and reliability
3. Identifies specific areas for improvement or modifications
4. Reveals intended and unintended outcomes
5. Provides structure
How to Get Started

- Articulate program goals
- Draft evaluation questions
- Consider available data sources
  - Does data match questions?
- Identify third party evaluators
Evaluation Questions

1. What services does the Bonnie Brae Village Program provide to homeless seniors and are they satisfied with these services?

2. How is the program being implemented?

3. How effective is the program in assisting homeless seniors to maintain the highest level of independence and stability?
Work with a Program Evaluator

- Develop scope of work with the evaluator
- Facilitate staff participation
- Discuss feasibility based on data sources
- Request proposal from evaluator
- Review proposal: agree upon budget and timeline
Determine the Type of Evaluation

- ALA had data from at least two points of time for most of the tenant roster
- ALA selected a process and outcomes evaluation
Funding

Are any of you looking for funding now?

1. Prepare competitive proposal
2. Identify targets

Section 4 HUD Funding
Foundations or institutions that care about:

- Resident Services
- Outcomes your evaluation proposes to analyze
- Population served by your program
You Have Funding – Now What?

1. Revisit plan
2. Finalize evaluation timeline
3. Discuss data sources
4. Organize data for evaluators
Discussion - Evaluation Experiences

What kind of information do you collect?

Who has completed an evaluation?

What are some of the lessons you learned?
Evaluation Process  - *Data Collection and Analysis*

ALA’s data sources:

- Annual Satisfaction Survey
- Bio-psychosocial Assessment
- Progress Notes
- *Focus Groups*
- *Staff Interviews*
Affordable Living for the Aging

BONNIE BRAE VILLAGE PROCESS AND OUTCOME EVALUATION

Prepared by Vital Research

March 2014
Key Findings

- Data Collection Procedures
  (*Process part of evaluation*)
- Quality of Life Outcomes
- Staff – Tenant Relations
Challenges

There’s another page to this assessment?
Key Findings

Data Collection

- 12-page assessment
- Multiple screening tools
- Lack of formalized tracking system
- Limited oversight & QA
Vital Research Recommendations

*Data Collection*

- Measurement
- Burden
- Tracking Systems and Procedures
- Incentives
- Value
Key Findings

Quality of Life – self report

27%  Health had improved

43%  Same health one year later

30%  Health had declined
## Key Findings - Quality of Life

<table>
<thead>
<tr>
<th>QOL ITEM</th>
<th>Intake (Average)</th>
<th>Year 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of days physical health was not good</td>
<td>16.1</td>
<td>13.6</td>
</tr>
<tr>
<td>Number of days mental health was not good</td>
<td>12.0</td>
<td>8.8</td>
</tr>
<tr>
<td>Number of days physical or mental health kept you from doing usual activities</td>
<td>23.0</td>
<td>7.8</td>
</tr>
<tr>
<td>Visits to PCP</td>
<td>9.0</td>
<td>9.9</td>
</tr>
<tr>
<td>Unscheduled ER trips in past 12 months</td>
<td>2.7</td>
<td>3.6</td>
</tr>
<tr>
<td>Hospitalizations in past 12 months</td>
<td>1.6</td>
<td>2.3</td>
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</tbody>
</table>
# Key Findings

## Services Delivered

<table>
<thead>
<tr>
<th>SERVICES RECEIVED</th>
<th>Year 1</th>
<th>Year 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management</td>
<td>84%</td>
<td>94%</td>
</tr>
<tr>
<td>Psychiatric Medication Support</td>
<td>38%</td>
<td>54%</td>
</tr>
<tr>
<td>Mental Health Therapy</td>
<td>64%</td>
<td>64%</td>
</tr>
<tr>
<td>Substance Abuse Treatment</td>
<td>13%</td>
<td>14%</td>
</tr>
<tr>
<td>Physical Healthcare</td>
<td>87%</td>
<td>88%</td>
</tr>
<tr>
<td>Employment/Educational/ Volunteer Services</td>
<td>24%</td>
<td>29%</td>
</tr>
<tr>
<td>Life Skills Training</td>
<td>31%</td>
<td>29%</td>
</tr>
<tr>
<td>Self Help/Peer/Caregiver Support Groups</td>
<td>22%</td>
<td>26%</td>
</tr>
<tr>
<td>Recreational/Social Activities</td>
<td>87%</td>
<td>85%</td>
</tr>
<tr>
<td>Supportive Service Coordination/ Linkage</td>
<td>86%</td>
<td>87%</td>
</tr>
</tbody>
</table>
Key Findings

Services Delivered

- Case Management: Year 1 - 34%, Year 2 - 74%
- Psychiatric Medication Support: Year 1 - 3%, Year 2 - 34%
- Mental Health Therapy: Year 1 - 18%, Year 2 - 37%
- Substance Abuse Treatment: Year 1 - 5%, Year 2 - 3%
- Physical Healthcare: Year 1 - 40%, Year 2 - 74%
Key Findings

*Staff – Tenant Relations*

61%  Contact with social worker 1x a month

27%  More than 1x a month

12%  No contact at all
Recommendation Categories

I. Data Collection
II. Staff & Tenant Relations
   ▪ Transparency
   ▪ Access
III. Tenant Engagement
   ▪ Orientation and personalization
IV. Strategic Partners
Full Report Available:

http://www.alaseniорliving.org/publications

Publications

ALA Publications:

- 2014 Outcome Evaluation of Social Services at Bonnie Brae Village
- 2012 Shared Housing Strategic Guide
- 2011 Home Share Case Study
Thank You!

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