



Evaluation Report: 2017-2019

Front Steps: Keep Austin Housed AmeriCorps Program

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INTRODUCTION

Keep Austin Housed (KAH), an AmeriCorps program of Front Steps, places 35 members in 10 nonprofits across Austin to support existing case management services for individuals experiencing homelessness.

The purpose of this document is to outline the results of the program evaluation conducted from 2017-2019, during two terms of service. The majority of the evaluation activities are still taking place during the 2019-2020 service term; when analysis of 2019-2020 data is complete, it will be added to this report.

PROGRAM BACKGROUND

Keep Austin Housed (KAH), with Front Steps as the leading fiscal and programmatic agency, is a collaborative of ten nonprofit agencies in Austin that provides services to a broad range of homeless subpopulations including families with children, people with mental health and substance abuse issues, domestic violence survivors, adults with disabilities, veterans, immigrants, unaccompanied minors, the elderly, and chronically homeless individuals. Along with Front Steps, the nine partner agencies host 35 full-time AmeriCorps members (ACMs) to assist in stabilizing people experiencing homelessness by helping them achieve and maintain permanent housing and employment while developing self-sufficiencies. ACMs provide case management services to clients to intervene in and make a significant, measurable impact on homelessness in Austin.

Members work closely with clients to create housing plans, secure funding for rent and utilities, find available housing units, and complete rental applications. They help clients develop life skills, which includes planning, goal setting, financial literacy, and accessing health care, and connect them to additional community resources related to substance use, mental and physical health, and immigration services. In addition, providing employment assistance requires members to assess client skills and discuss appropriate employment and educational opportunities. In the process, members gain professional skills, training, and case management experience.

Statement of Need

According to the annual Point-In-Time count in January 2016, an estimated 7,054 individuals are experiencing homelessness in Austin. This number represents a 21% increase from 2015's annual count, which identified 6,104 individuals. While most people experiencing homelessness are single individuals (79.7%), the trend shows that families with children (19.9%) have become the fastest growing homeless population. Furthermore, 80% of individuals experiencing homelessness are unemployed, or have no earned income. (Ending Community Homelessness Coalition 2016). Homeless services providers in Austin anticipate that the rate of homelessness will continue to grow as the city's number of residents and key industries, such as real estate and technology, boom.



Individuals experiencing homelessness face considerable barriers in securing both housing and employment. Factors include physical and mental health illness, substance abuse, criminal history, divorce, job loss, domestic violence, and natural disaster. Affordability and availability are two additional barriers excluding many from securing housing in the Austin area, which has a housing market of 94% occupancy driving prices upward. (Real Estate Council of Austin 2015) There is currently a shortage of 2,800 affordable housing units and 744 permanent supportive housing units.

As a whole, Austin does not have sufficient community assets and resources to meet the current needs of the homeless population, nor to strategically manage the rising tide of homelessness in the next few years.

Theory of Change

KAH's program model is built around the theory of change that involvement in structured case management services will increase the likelihood of success in transitioning from homelessness to housing and stability and, ultimately, self-efficacy. The primary goal of case management is to enhance client well-being and overall functioning by coordinating quality services in the most effective and resourceful manner possible. The key to case management's effectiveness as a service delivery model lies in the relationship that is established between the case manager and the client. Structured case management services are defined as meeting with clients on a regular basis (typically weekly or bi-monthly, depending upon client need and agency requirements) to assess clients' short- and long-term needs, create plans to work toward meeting those needs, and to serve as a source of resources, support, and compassion for individuals experiencing difficult times.

Scholarly work on homeless services supports the KAH case management intervention as an apt tool in combating homelessness and joblessness. De Vet et al. (2013) reviewed literature on four different case management intervention methods and found that three of the four interventions improved clients' housing stability. De Vet et al. assert that case management serves six basic functions: outreach, assessment, planning, linkage, monitoring, and advocacy. These functions are carried out through the development of independent living skills, acute care in crisis situations, assistance accessing medical and psychiatric treatment, and linkage to professional support networks. Case management provided by members includes all of the specific interventions described above with some variation depending upon the subpopulation with which members are working. For example, members working with Lifeworks' Young Moms and Babies program teach life skills classes. Members serving with the Permanent Supportive Housing program at Caritas assist clients with Medicaid applications and help find transportation to critical medical appointments. De vet et al. describe these types of interventions as generally having a positive impact on housing stability.

In addition, research on the homeless population consistently shows that they want gainful employment. Yet, 80% of those experiencing homelessness have no income despite Austin's second highest job growth rate in Texas. (Austin American-Statesman 2016) A multi-year study from the Job Training for the Homeless Demonstration Program at the Evaluation Report 2017-2019



Department of Labor "found that with the appropriate blend of assessment, case management, employment, training, and housing and supportive services, a substantial portion of homeless individuals can secure and retain jobs and that this contributes to housing stability." (Shaheen and John 2007)

Davis, Tamayo and Fernandez (2012) conducted a qualitative study to understand the impact of case management from the perspective of participants. The case management programs that they examine in their study are similar in scope and technique to the intervention provided by KAH members. Both interventions focus on obtaining housing and income, as well as client assessment and coordination of care. KAH members create individualized service plans and appropriate referrals to community resources.

Finally, the KAH program allows for greater coordination between agencies through the connections that ACMs have with each other. Participants in Davis, Tamayo and Fernandez's study reported that caring relationships with case managers were key to the program. Participants also valued assistance navigating social systems. KAH members regularly work individually and in small groups with clients to build strong relationships. Members also help clients navigate social services through referrals, contacting resources on behalf of clients, and even providing needed transportation.

Summary of Previous Evaluations

Our evaluation plan is based on two prior evaluations and an ongoing evaluation method. The two prior evaluations are 1) the results of evaluations conducted by graduate students in fall 2015, and 2) the results of a survey sent to KAH members from the 2015-2016 cohort. Summaries are below.

The ongoing evaluation method is performance measures, which are required by, and reported to, CNCS at the end of each service term. Members are required to report on the following data:

- Number of clients who set a goal to obtain safe and affordable housing
- Number of clients who obtain safe and affordable housing
- Number of clients who set a goal to obtain employment
- Number of clients who obtain employment

This data is collected through an online system, OnCorps Reports, throughout the service term.

Prior Evaluations:

1) In fall 2015, graduate students enrolled in the University of Texas-Austin School of Social Work's Program Evaluation course conducted evaluations focusing on four components of KAH:

- *Evaluation of KAH Collaboration Partners*



Results:

- The relationship between the site supervisors and ACMs is considered to be important by site supervisors.
- Mentorship is a key benefit to being a site supervisor.

- *Evaluation & Outcome Measurement*

Results:

- Accurate measurement of program activities requires that outcomes are collected in the timeframe in which the desired outcome is realistically possible.
- It is important to collect comprehensive financial information, as well as to use baseline and follow up (pre- and post-tests) assessments to track client changes.
- Clients need to be included in decision-making processes.

- *Process Evaluation*

Results:

- The site supervisors' training and integration of ACMs meet the training goals as outlined in the KAH grant proposal and logic model.
- ACMs are trained through a combination of formal and informal teaching methods; including a formal orientation, shadowing experienced case workers, and supervision sessions.

- *Member Experience*

Results:

- Members reported the amount of training being both a strength and weakness of the program. Members desire more specific trainings and shadowing opportunities at service sites.
- A majority of ACMs did not understand the connection between the activities they were performing and the performance measures recorded by KAH in regards to housing and employment. Most ACMs performed activities other than what was outlined in the job description.

2) KAH staff annually send out an end-of-year survey to obtain feedback from outgoing members about their experiences. The survey is electronic and asks qualitative and quantitative questions about member experiences,



perception of readiness to serve as case management aides, and suggestions for programmatic improvement. The majority of responses from the 2015-2016 survey were positive; for example, most members answered “agree” or “strongly agree” to the following questions:

- My site provided adequate information to improve my understanding of its mission/purpose, programs, and policies and procedures.
- I received adequate supervision from my site supervisor.
- My ideas were supported by my site supervisor.
- I performed meaningful work at my site.
- My position allowed my service site to enhance client services.
- My service activities matched the position description I was presented with at the beginning of service.
- My service activities were in line with the project’s performance measures (e.g. housing, employment, independent living skills, and volunteer mobilization).
- My site provided ongoing training opportunities to aid my professional development.

The question that yielded the most mixed responses (significant portions of “agree” and “disagree” answers) was “My site adequately prepared me to serve clients.” Feedback from members about this topic included:

- “There could be a manual and more concrete shadowing opportunities.”
- “Orientation to [site] policies could be more direct, but I understand it's hard to hold policies in an environment that's always changing. I greatly appreciate the support of my supervisor and coworkers. They made me feel autonomy and competence as we figured things out in a team.”



EVALUATION PURPOSE

The purpose of the evaluation was to build upon findings from previous evaluations and determine the extent to which our program is fulfilling its proposed goals. Evaluation activities were structured to inform KAH about the day-to-day, on-the-ground functions of the program and what members are doing, as well as how clients are and aren't being assisted through their interactions with KAH members.

Specifically, we focused on process, outputs, and short-term outcomes. We gathered data on the following:

- Whether there is consistency in model implementation across all 10 sites
- Goals set and achieved with clients
- Client characteristics, attitudes, and experience before and after working with KAH members.

The KAH Program Coordinator oversaw the majority of the evaluation activities, with assistance and insight provided by Front Steps Program Director and KAH Program Assistant.

EVALUATION DESIGN AND METHODS

Research Questions

Process

- To what extent do members perform service activities with clients using the same core components of case management across all ten service sites?
- To what extent do members perform the same core activities across all ten service sites?
- Do clients demonstrate gains in housing and employment while interacting with members?
- To what extent do clients achieve goals beyond obtaining housing and employment while interacting with members?

Non-Experimental Outcome

- To what extent do clients demonstrate greater awareness of community social services resources after interactions with members during the service term?
- Do clients believe their self-efficacy increases as a result of interactions with members during the service term?
- Do clients perceive that their confidence in advocating for themselves increases as a result of interactions with members during the service term?
- Do clients perceive their interactions with KAH Case Management Aides to be positive and productive?



Design

The evaluation design consists of two parts: a process evaluation and a non-experimental outcome evaluation.

- The study group for the process evaluation consists of site supervisors and ACMs for the 2017-2018 and 2018-2019 cohorts. Surveys and checklists will be used for the process evaluation.
- The study group for non-experimental outcome evaluation consists of clients who are part of ACM members' caseloads. Clients are homeless individuals; to be considered part of an ACM member caseload, a client must meet with a member at least two times. Administrative data, a pre/post survey, and a post/retrospective pre survey will be used for this component of the evaluation.

The table below summarizes the data collection and analysis plan for each research question.

Data Collection

| <u>Research Question</u> | <u>Data Sources & Analysis</u> |
|--|---|
| <p>To what extent do members perform service activities with clients using the same core components of case management across all ten service sites?</p> | <p>As part of mid-term evaluations (held in February) and end-of-term evaluations (held in July), members and supervisors complete performance evaluations about the member.</p> <p>Members will be asked to check yes or no as to whether the member performed the core components of case management.</p> <p>Analysis: KAH staff will review member and supervisor evaluations from each site to determine which activities are and aren't being performed at which sites and the consistency with which they're being performed, e.g. "at 70% of sites, members are creating housing plans."</p> |
| <p>To what extent do members perform the same core activities across all ten service sites?</p> | <p>On a roughly quarterly basis (October, February, May, July), KAH staff will distribute an electronic survey to members asking them to indicate which core activities they are completing at their sites. Survey results will be reviewed by KAH staff. The survey will also encompass other information pertinent to this evaluation.</p> <p>Analysis: KAH staff will review the aggregated results and track them in a document (most likely an Excel spreadsheet) over the course of the service year. Staff will review the cumulative data at the end of the service term, in July, to understand what types of clients members are serving (e.g. what barriers they have) and what kinds of activities are</p> |



| | |
|--|--|
| | <p>being performed beyond the official performance measures of helping clients obtain housing and employment.</p> <p>KAH staff will review member evaluations from each site to determine which activities are and aren't being performed at which sites and the consistency with which they're being performed, e.g. "at 70% of sites, members are creating housing plans."</p> <p>The success stories will provide qualitative data to understand how members and clients are interacting, and give additional insight into activities that are taking place between them.</p> <p>KAH staff will look for themes in the data and see if certain types of activities are being performed more than others, e.g. 65% of members are helping clients with life skills.</p> |
| <p>Do clients demonstrate gains in housing and employment while interacting with members?</p> | <p>Data for this research question is already collected for performance measurements. KAH staff will provide training to members in October 2017 on collecting these data. (This is done annually; materials are already prepared and will be updated if needed).</p> <p>Members will gather data on client housing and employment status during their regular client meetings; members are trained to obtain documentation that clients have obtained housing and/or employment (e.g. pay stubs, a lease). This data is collected throughout the year and recorded in OnCorps (system is already set up).</p> <p>Analysis: KAH staff will download this data from OnCorps Reports into an Excel spreadsheet and document the numbers throughout the year. Cumulative data will be reviewed at the end of the year.</p> |
| <p>To what extent do clients achieve goals beyond obtaining housing and employment while interacting with members?</p> | <p>On a roughly quarterly basis (October, February, May, July), KAH staff will distribute an electronic survey to members asking them to indicate types of activities they assisted clients with. Cumulative results will be reviewed by KAH staff at the end of the service term, in July 2018. The survey will also include an area for members to describe any successes they have had with clients. The survey will also encompass other information pertinent to this evaluation, as described above.</p> <p>Analysis: KAH staff will review survey data for themes at the end of the year.</p> |



| | |
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| <p>To what extent do clients demonstrate greater awareness of community social services resources after interactions with members during the service term?</p> | <p>Data on client awareness of community resources will be collected on a pre/post survey. The pre-survey will be collected when a client begins working with a member. At this point, the client will complete a checklist that asks him/her about their awareness of community resources.</p> <p>The post-survey will be completed when the client exits the program or will no longer be working with the member. Surveys will be completed in the presence of the member when possible.</p> <p>Members will retain completed checklists in a binder, along with their other client tracking materials and turn it in at the end of the service term to KAH staff, who will analyze the results.</p> <p>Analysis: At the end of the service term, KAH staff will compile all the pre- and post-community resource awareness checklists and assess the level of change, e.g., 40% of clients reported an increase in their awareness of resources, or 50% of clients went from knowing about less than half of the resources to knowing about all of them.</p> |
| <p>Do clients believe their self-efficacy increases as a result of interactions with members during the service term?</p> | <p>A pre/post survey will be used to measure changes in clients' self-efficacy. The reason for this design is because clients' frame of mind about self-efficacy is likely to change after receiving services; for example, a client may perceive they have high self-efficacy at the start of the program, but after learning about what is available to them, they could change their perception.</p> <p>Clients working with KAH members will complete surveys when they begin working with the member and when they are exiting the program or no longer going to work with a member. Questions asking whether they believe their self-efficacy increased will be included.</p> <p>The survey will be completed with the member present when possible, but clients will be given privacy and will put the completed survey into a box. Questions corresponding to the following research question will also be encompassed in this survey.</p> |



| | |
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| | <p>Analysis: KAH staff will review the surveys at the end of the service year and compile the results in an Excel spreadsheet; staff will compare answers to the first four questions of the pre- and post-test and identify any changes, e.g. “75% of clients said they are more self-sufficient after working with their KAH aide.”</p> |
| <p>Do clients perceive that their confidence in advocating for themselves increases as a result of interactions with members during the service term?</p> | <p>Clients working with KAH members will complete pre/post surveys when they begin working with the member and when they are exiting the program or no longer going to work with a member. Questions will ask whether they believe their confidence in self-advocacy increased.</p> <p>The survey will be completed with the member present when possible, but clients will be given privacy and will put the completed survey into a box.</p> <p>Analysis: KAH staff will review the surveys at the end of the service year and compile the results in an Excel spreadsheet; staff will compare answers to the first four questions of the pre- and post-test and identify any changes, e.g. “75% of clients said they are more confident in advocating for themselves after interacting with a KAH case management aide.”</p> |
| <p>Are client interactions with KAH Case Management Aides positive and productive?</p> | <p>Clients working with KAH members will complete pre/post surveys when they begin working with the member and when they are exiting the program or no longer going to work with a member. Qualitative and sliding-scale questions about clients’ experiences with their case management aide will be asked on the post-test.</p> <p>Analysis: KAH staff will review the surveys at the end of the service year and compile the results in an Excel spreadsheet; staff will look for themes in answers, e.g. 30% of clients said they disagree that they are satisfied with the services their KAH case management aide provided.</p> |

Timeline

Evaluation activities started in July 2017, with KAH program staff (Program Coordinator [PC] and Program Assistant [PA], with guidance from Front Steps Program Director) reviewing the evaluation plan in its totality and preparing materials and written procedures for implementing the evaluation. KAH staff followed the timeline outlined in the above table, with the first quarterly survey being distributed in October 2017. Analysis of the data was completed in September 2018. The evaluation activities continued on the same schedule during the 2018-2019 service term.

Budget

All survey tools and data collection methods will be no-cost, other than staff time as outlined above.



DATA

Research Questions:

To what extent do members perform service activities with clients using the same core components of case management across all ten service sites?

To what extent do members perform the same core activities across all ten service sites?

Data from member evaluations, all of which were returned with completed questions:

| I have a caseload of clients | | I have interacted (whether in-person or over the phone) with clients on my caseload at least twice. | | I assess clients' short- and long-term needs. | |
|------------------------------|----------------|---|----------------|---|----------------|
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| I create plans to work toward meeting client needs. | | I provide support and guidance to clients as they work to overcome barriers and achieve goals. | | I provide referrals and resources to clients. | |
|---|----------------|--|----------------|---|----------------|
| Member Y/N | Supervisor Y/N | Member Y/N | Supervisor Y/N | Member Y/N | Supervisor Y/N |
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Research Questions:

To what extent do members perform the same core activities across all ten service sites?

To what extent do clients achieve goals beyond obtaining housing and employment while interacting with members?

Data collected from quarterly surveys (created using Google Forms) – surveys had an 85% response rate, and were considered mandatory for all members:

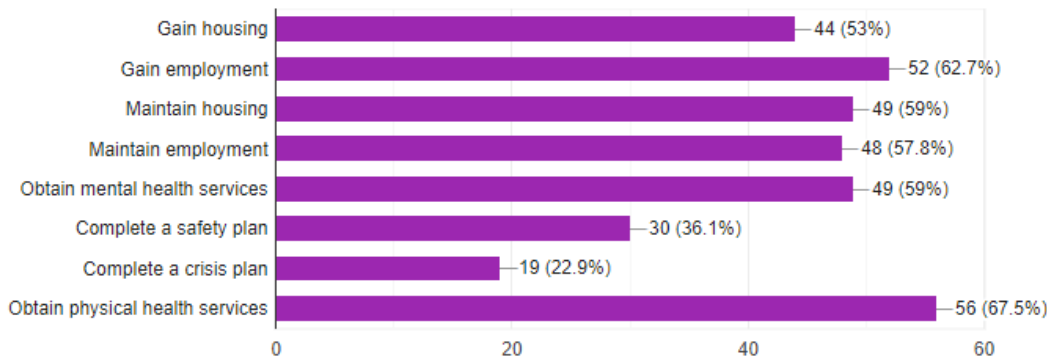


2017-2018

Have you helped a client achieve any of the following goals? Check all that apply.



83 responses



Please describe any additional goals you have achieved with clients:

- Child-care, obtain ID/BC/SS cards
- Applying for public benefits, riding the bus
- Independent living skills class
- resume and interview trainings
- Complete Resumes
- Independent Living Skills class
- Helped client apartment search, gain necessary documents for employment, obtain clothing, and other basic services.
- Purchasing clothes for new job, taking coordinated assessment, family reunification
- help them create and maintain budgets, access transportation and other resources, maintain food security,
- Obtain benefits (SNAP) | Obtain veteran housing voucher (VASH)
- Learning how to use the bus
- created housing plans
- Apply for benefits
- I am a case aid at the moment, I have helped but I have no clients
- I have mostly been helping my youth-aged clients start back at school or get daycare access so they can work or go back to school.
- Helped in getting clients housed and helping them maintain housing stability.
- Education
- Connecting client to support groups, researching LGBTQ resources
- Apply for social security benefits (SOAR)
- Have connected clients to churches/other agencies for rental assistance if LifeWorks cannot help.
- Create housing stability plans
- Obtaining/Increasing benefits (i.e. SNAP, Safelink Wireless, etc.)
- Completing court ordered mandates
- Go to detox and rehab
- Academic improvement with kids
- Attain Housing Supports
- Childcare, SSI benefits, SNAP/TANF



Obtain childcare

Find legal services

Helped clients reunify with family out of state, which allowed them to return to safe and stable housing

One resident received a lease violation due to the condition of his apartment. We were able to help him obtain in home care services to clean his apartment so that he would not receive another lease violation, ultimately avoiding eviction.

SSI/SSDI SOAR applications

Connecting clients to transportation resources (free bikes, etc)

Enrolled a client into a Commercial Driver's License Course

Occupational training

Housing and employment

Obtain benefits (SNAP, Social Security, Lifeline, etc.), Establish money management services (Representative Payee)

Establishing utility accounts, formalizing informal lease agreements, searching for childcare, paying off debt, applying for benefits

Registered children of clients in school and daycare

Obtained childcare

LGBTQ rights

Reuniting with family; obtaining SSI

Personal relationship goals, obtaining identification

Obtain housing voucher, obtain childcare

Worked through CPS case, ensured client had access to efficient prenatal care

Helped them deal with CPS

Obtaining income through SSI

Obtain benefits (SSI/SSDI, Medicaid), obtain long term care at a skilled nursing facility, reconnect with family, obtain case management outside of Front Steps/access additional community resources

Obtain CDL training, work towards GED

community building through client events and trips

Helped a client report stalking and harassment to police/detectives multiple times, she now has a restraining order against her ex boyfriend.

If you are not participating in one or more of these activities, why?

N/A

Most of the clients I have worked with so far are seniors and are not currently looking for employment. Also, since my site is in independent living facility, the residents here are already housed. I have not yet worked with a client who is looking to or needs to move to another location.

I am still training and do not have clients at this time.

Clients are still working towards these goals. Some clients have decided to not participate in grant anymore.

So far I have only helped clients make goals and given referrals; I have not had enough time with them to be able to obtain them.

I've only met with two clients.

Not a lot of clients right now.

A lot of my service revolves around individualized services and consistent interactions outside of case management, such as in our Youth Resource Center or at free meals.

Clients have not yet reached their moveout date

My clients are already housed, so I don't help them gain housing.

clients have not yet achieved housing; have not sought mental health services; have not needed crisis plan or safety plans

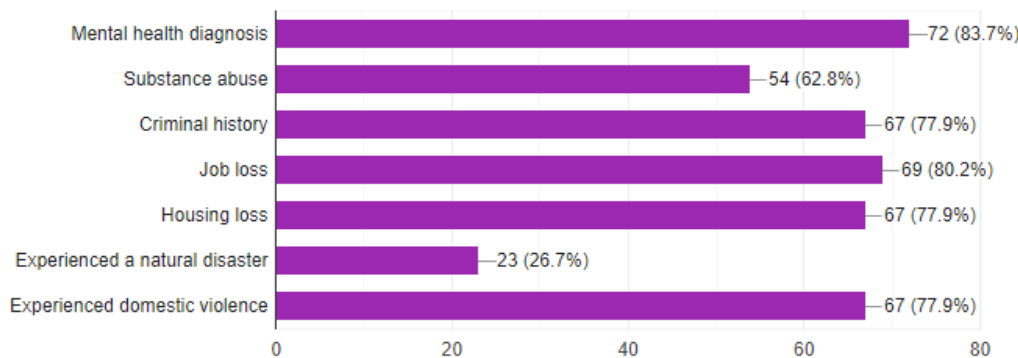
I've only had one of my own clients, the other cases I have been assisting another case manager with.



My clients have to be housed with us in order to be in the program, so I do not actually help with finding housing.
 n/a
 At Posada we do not use safety or crisis plans
 The majority of my clients were formerly Ayesha's and January was mostly a 'get to know you', catch-up month for us.
 The clients at my site are already housed and most do not work because of their age.
 Haven't had a client with those housing barriers
 I don't have my own case load
 My site isn't involved in those activities
 The residents at RBJ are already housed.
 I have no clients and a lot of clients aren't signing up for case management.
 Relevancy to population e.g. seniors not appropriate to gain employment
 Other case managers have handled it
 Housing and employment are particularly difficult for RCP clients because they are required to have no income coming into the program and are rarely healthy enough to work when they complete the program.
 I did not have a caseload of clients.

**Have you worked with clients who have any of the following barriers?
 Check all that apply.**

86 responses



Please describe any additional barriers:

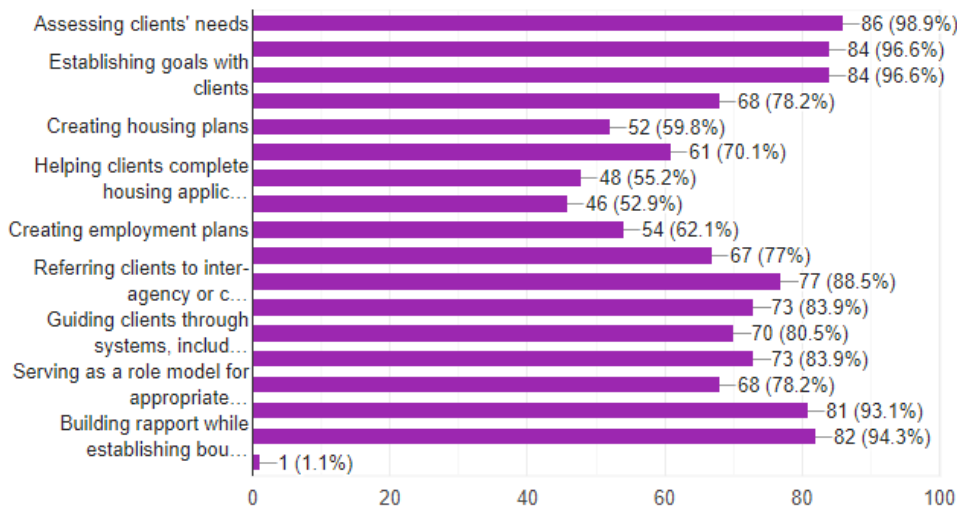
Evictions, debt
 Immigration status, lack of work permit, lack of childcare, lack of affordable housing
 Chronic physical disability
 Trafficking, CPS involvement with parents or children, deafness, poor credit history
 Legal barriers, health barriers (making it difficult to work)
 Extremely low income
 Immigration status, language barriers
 no documents (social security card, work permit); lack of affordable child care
 High debt
 Physical disabilities
 Housing and utility debt
 Finding childcare, finding work, health services
 Chronic health diagnosis (diabetes, heart failure, liver failure, etc)



- Immigration status, language barrier, childcare
- Lack of English, Immigration status
- Lack of legal status, lack of child care
- Undereducated
- Unable to work to due disability or age.
- immigration status, lack of child care
- Evictions, rental debt, utility debt, CPS case open.
- Disability (self or child), poor rental history, being undocumented
- Immigration status, limited English proficiency, low levels of education, lack of access to transportation, lack of access to childcare
- High rental debt, bad rental history
- Single mothers, chronic health issues, former foster care
- No access to childcare or sufficient health care
- Severe physical health conditions
- chronic and terminal illness physical disabilities
- Immigration issues, limited English proficiency, low levels of education, lack of childcare, lack of transportation

Check off all activities you have participated in at your service site.

87 responses



Please describe a success you had with a client:

- Been getting clients rapidly housed
- Client has successfully enrolled her child in daycare- the biggest barrier to employment and hence housing
- I was able to attend a few different surgeries with a client who usually does not take well to others, especially adult males. It seemed a success in being able to build rapport with this client and to be able to assist her in accomplishing her medical needs.
- I have 2 clients that I have been able to help gain housing and who is now working on becoming more independent to maintain the housing
- Residents felt so comfortable in my ILS class that they were able to make friends that they had not before.
- providing emotional support and resources to a displaced disaster survivor



As I mentioned above, I have not had much time with my clients so far; I have only been able to take them off of the waitlist and do an initial intake appointment with them. That being said, some of them have been on the waitlist for as long as a year, so they were extremely grateful to be added to my caseload which is a wonderful feeling for both of us :).

Getting them ready for the workforce

Helped a client apply for jobs this week, got hired as assistant manager at a coffee shop 1 day later. :)

One client was interested in family reunification in Chicago. Once we solidified the safety and security of the family member, we were able to get him there via bus.

I've been able to write letters for clients on the waitlist to verify their lack of housing, which they need to get into FC properties. Often this is the last barrier clients have in order to be eligible for housing w FC so it's been really satisfying to be able to help with that.

Getting SNAP, MAP, and Medicaid, finding a job

helped a client access health services regularly who hadn't seen a provider in a long time and had a severe distrust of the healthcare system

I have successfully housed a chronically homeless woman.

Helped a client get a job and learn the bus

Client had pay raise after holding employment for one month

The one client I have is very close to obtaining housing. She will be able to get herself and her child into the apartment as soon as we get her rental debt cleared and provide a letter of support.

Helped a CL fill out a budget

I helped a client get daycare through the Bridge program as well as help her get financial aid and enrollment in Cosmetology school

Helping clients with very high barriers such as a registered sex offender to gain housing.

Connected a client who was extremely reluctant to seek out mental health services to Integral Care.

Helped my client move into her first apartment in the US!

My client was able to pass away with dignity in a nursing facility with hospice care.

Several clients have had interviews/have been hired this month through LifeWorks' Workforce program!

worked with property managers to prevent eviction

A client came to me with only 1000 a month in income which was not enough to pay rent. Now that client makes 4000 per month.

Achieved housing!

I was able to get two individuals who struggle with chronic alcoholism agree to go to a detox after 3 months of building a relationship. It seems it would not be too difficult but it is not what their first choice would have been. But they decided to do it. Even though the system let them down. I felt good about being able to support them to get there. It certainly looked good to the property manager as well to make sure they would be able to keep their housing.

I helped a client get SNAP

I was able to house a client who had experienced DV and that no one else would work with to help house due to mental health.

We were able to house, find daycare, and get a client started in Nursing School through Capital Idea!

Obtain housing

Moving 3 families out into a shared apartment.

I am in the process of helping a client apply for jobs with her new US work authorization which is very exciting!

I helped a client who was in an unstable relationship realize the issues at hand and create a plan to make the relationship healthier.

Helping them gain housing

I connected a client who was initially very resistant to seeking mental health treatment to a representative from Integral Care.

A few of my clients have become over income for my program which I see as a big success!

Completed a coordinated assessment with a highly vulnerable client, client came up on our housing wait list the very next day and is now being navigated through the housing process.



I have helped clients find the resources they need and offered some support and guidance.

I successfully kept in contact with a client and have helped her manage updates to her SSI/SSDI application. We have also been able to continue giving her bus passes after her discharge from the program so she can keep going to appointments with her doctors.

Helped client create a budget, save money, and client will move into housing soon.

client successfully has maintained employment for 1 month at a painting company

A CL went to community court and figured out a way to get all his cases and fines worked off through community service.

His legal stuff is all now clear. Pretty amazing stuff on his part.

I had a client who chose to quit his job. He was on the verge of violating his parole, but decided not to after I took the time to talk to him.

Applied for and obtained utility assistance benefits (CEAP) for extremely low income couple.

I helped a client qualify and apply for the CHI program at Foundation Communities. I worked with the client to follow up on her application and maintain temporary housing while she waited to be approved. I helped facilitate move-in. Now the client is successfully housed in an affordable apartment with additional supportive services!

Successful move-out of two clients as roommates!

watching a client do what they decided was best for their family, overcoming several barriers to maintain housing

I just recently gained a client whose main barrier to being financially stable was a utility debt she incurred as a result of her abuser's manipulation. Very quickly I was able to connect her with a funding source that was willing to pay off the full amount of her debt with one payment. The client was unbelievably thankful and relieved to have that weight taken off her shoulders, and I was thrilled to be able to help her achieve that.

A client who does not usually participate in case management, did. It took me 7 months of kind pestering, but eventually this particular CL came to me with many many things he wanted to accomplish. It felt so good to see this individual begin to advocate for himself.

Worked with a client to write an appeal to clear his driving record to get a job which he did!

My client moved from Posada, to shared housing, to her own 1 bedroom apartment in the year that I have been working with her.

Helped with CPS

A client of mine has been through a lot during his time in RCP. He came to our program with a severe foot and leg injury that eventually resulted in a below-the-knee amputation. He was extremely depressed about the loss of his foot and lower leg, as well as the loss of his job and his home because of his injuries. I was able to connect him with his surgeons for follow-up care, as well as mental health services to support him during this tough time. He's been able to utilize the medical care available through MAP and CommUnityCare to its fullest extent. He now has a primary care physician to help him manage his chronic health conditions, as well as specialists who are helping treat conditions he has been dealing with for decades. We have also gotten connected with a prosthetics clinic to get him a new limb. He's over the moon about the idea of getting up and walking again using his prosthetic. I got him started with case management with the Texas Workforce Commission's Vocational Rehab program and he's dreaming about getting his GED and working with animals.

I have talked a client out of violating his parole two times. I have also sent four people to CDL training and about 7 to fork lift training. I also trained the case manager that is taking over my case load.

A client is taking over a group that I previously led at Spring Terrace. Now it's going to be client-led and this client will gain leadership experience.

I just helped a young mom get housed in her first apartment after couch-surfing with different family members for over a year.

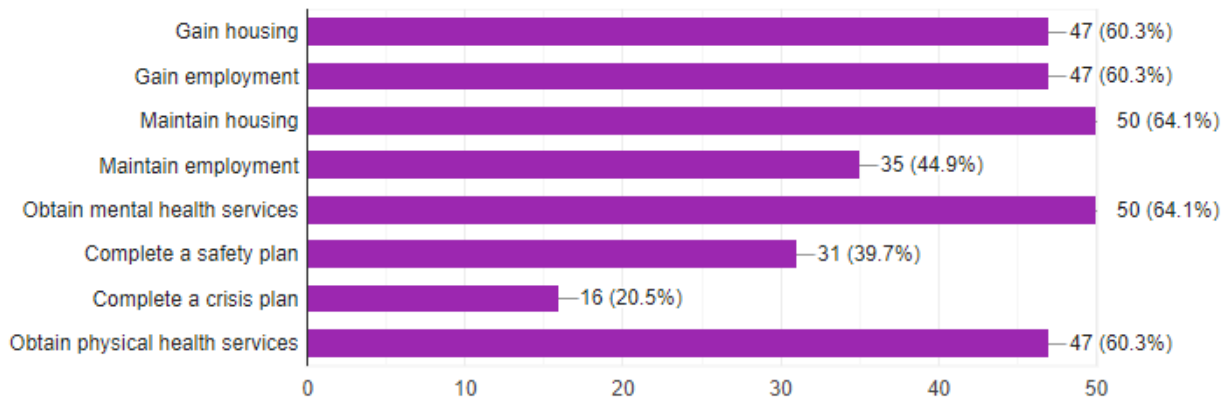
Through ATC, helped reduce a 1500 rental debt to 912.

2018-2019



Have you helped a client achieve any of the following goals? Check all that apply.

78 responses



Please describe any additional goals you have achieved with clients:

Thus far, I have assisted my clients with connecting them to resume and interview help. I have also developed a Individual Career Plan to determine their goals.

Signed up for food stamps, ordered birth certificates, driver licenses, ID's, etc.

Obtained ID

Obtain benefits and childcare

taken clients to complete the coordinated assessment; helped with resumes; dropped off resumes and met with hiring managers

Advocating for children's health services,

For now, this has been all.

We have completed housing applications together.

Coordinated Assessments

Acquire documentation

obtaining child care

Daycare

Take steps towards regularizing immigration status. Access subsidized daycare

I have helped clients with issues regarding CPS and HHS.

Obtain certification; complete occupational training class

Obtaining legal services

Return of kids from CPS, enrolling in school, gathering documentation for members of the family

Apply for Food Stamps, Sign up for phone services, refer them to integral care, help them obtain identification

Getting vital documents

Helped with resume writing, obtaining IDs, birth certificates, self-regulation, getting connected with counseling resources, connected to domestic violence resources

Obtained Housing Voucher for Client

Researched affordable apartment options for my client. Gathered paperwork necessary to apply for a room at an apartment complex for my client. Helped clients with medical appointments. Taught how to navigate the city and ride the bus. Helped my clients by translating paperwork for them.



Assisting clients with enrolling into occupational training courses.
 Obtain transportation resources, Obtain clothing resources, Gain SNAP benefits, Admission to rehab
 Obtain texas benefits
 obtain occupational training, transportation assistance, clothing assistance, food assistance, complete high school diploma program/GED program, Driver's License Recovery, Expunction of Criminal Background to increase hirability
 Clients and I have worked through personal trauma during our sessions.
 Obtaining identification, pursuing education, applying for benefits, budgeting, developing enriching hobbies, resolving rental debts, certifying an Emotional Support Animal, applying for Housing Choice Vouchers
 Obtain child care, obtain government benefits
 day care
 Obtain legal services
 Benefits renewal
 Obtain child care
 Assist with coordination of services, and outside referrals.
 Taught my clients how to navigate the city of Austin by using public transportation. Reminded my clients to take their medications. I also helped them by coordinating transportation to upcoming court dates in San Antonio.
 N/A
 Childcare, completing a HS diploma
 Secure family stability and financial independence
 Helped clients pay off tickets/fines; helped clients work through their CPS Action plan
 Obtain clothing, obtain bus passes, obtain identifying documents
 Obtaining child care
 daily living skills such as cleaning, hygiene, healthy diet, etc
 obtain childcare
 Got client on Social Security Income
 Assistance with graduating High School/Paying for occupational training.
 helped with utility debt
 The clients and I have worked on medical and childcare needs.
 Going back to School, Explore the Military
 I have also helped CL's understand Credit Score and Budgets.

If you are not participating in one or more of these activities, why?

N/A
 n/a
 In order to assist my clients with housing resources and help, I am required to officially enroll my clients into the Ready To Work grant program.
 Sometimes it is hard to help someone when they do not want to receive help or are going through difficult times that make them shut off everyone else in their life.
 Just recently started working with clients.
 Not part of FFH program
 Hasn't been needed/requested
 I am at the mercy of what the client needs
 My clients are already housed. I am working on maintaining housing stability.
 N/A.
 Not applicable to my site
 Not relevant to my role



I don't work with safety plan's or if I do I do not understand what this activity would entail. I have help Domestic Violence victims with housing but this may not constitute a safety plan.

Because I work with Street Outreach, I don't generally help clients obtain housing or employment, but I help more with individual services and maintaining these things.

Safety plan and crisis plans were not needed for my clients.

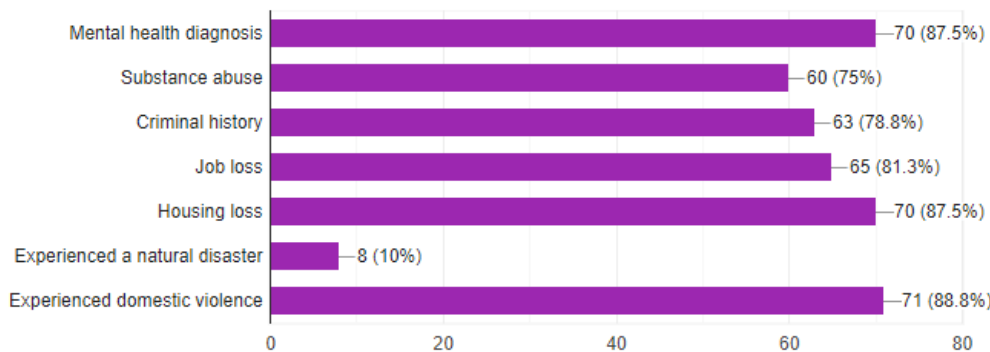
None.

I feel that safety plan and crisis plan may just be jargon for something I am doing but that's not how I would say them. I help people budget and understand resources to advert crisis and give CL's security.

Have you worked with clients who have any of the following barriers?

Check all that apply.

80 responses



Please describe any additional barriers:

- N/A
- Former foster youth
- Lack of transportation.
- Physical disabilities
- CPS interactions presently and historically for our clients
- That covers it.
- Sex Offense
- Evictions and broken leases, lack of income, need for first floor apt
- Undocumented and in immigration proceedings
- Have multiple children in the fostercare system; have over \$1,000 in debt.
- n/a
- System involved through childhood (CPS)
- childhood trauma
- Sabotage from family
- Years of homelessness, undocumented immigration status, no childcare for multiple children.
- Rental debt, rental history, need for physical accommodations, need for specification location, need for accessible public transportation, rent affordability, need for large (3 or 4 bedroom) residence
- Language barriers
- non citizenship status
- In immigration proceedings
- Lack of family support.



Most of the clients that I work with do not have documents or IDs. Finding a job or applying for an apartment can be difficult for them.

Foster system involved

Lack of education; CPS investigations; Lack of affordable child care;

Head trauma, physical health

Transportation

lack of citizenship, language and culture barriers

Ostracized or abandoned by family, went through the foster care system

No family support.

No transportation

childhood abuse

Lack of childcare

Sexual abuse or human trafficking survivors

Most of our clients do not have IDs or they are undocumented. Those documents are important to submit job applications or applications to apartments. Not having an ID leaves them with very limited job opportunities and housing options.

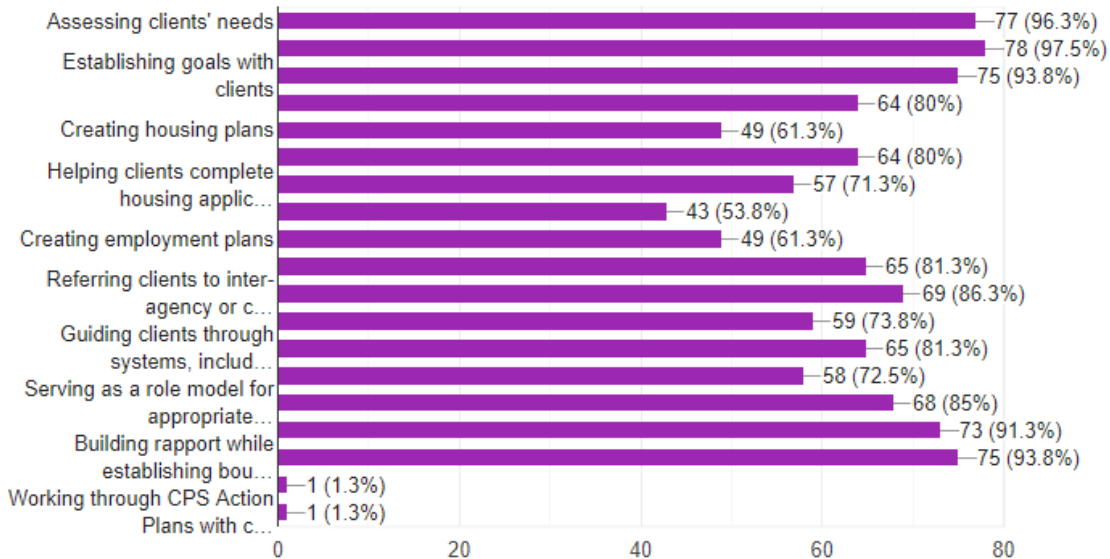
Lack of documentation

I have also helped people with Physical Disabilities

Check off all activities you have participated in at your service site.



80 responses



Please describe a success you had with a client.

Got a client who was very resistant to psychiatric care connected and she is now more stable on medication.

Have helped a client apply for a job, ID, and academic scholarship.

One of my clients has struggled to find a consistent job for a long time now and she just got hired through AARP and is receiving on-job training. She is so excited to build technical skills.



I referred one of my clients to another AmeriCorps site (SAFE) because she was interested in volunteering and serving as a resource to women who have experienced intimate partner/ domestic violence.

Got a client signed up for food stamps and client is now receiving those funds.

Went with client to get identification documents

Today I helped a client move into a great apartment. At Posada Esperanza, we allow a three month living period, but we extended this period to allow my client time to find housing she actually loved. She was able to find great housing,

Determined that the client needed in home care and was able to get a care attendant

Helped a client establish boundaries with an overbearing parent

I worked with a client who had lost her job on creating a resume toward her dream job of working in an elderly care facility. I connected her with the hiring manager and she has been in contact about starting work there.

I was able to advocate for my client to resolve an issue with her phone bill. It was really big for us in building rapport and trust that I would listen to her and advocate for her when necessary.

Got one of my clients to call a provider for mental health services.

My clients respond well to my requests for filling out housing applications. I often find that they feel supported and listened to when I have paperwork ready for them to complete after an intake or meeting and they can get started right away.

I have a client who was selected during the section 8 lottery

Obtained HCV for client

Emergency Shelter Grants Program To help pay for client utility debt

My clients are getting housed!

Obtaining housing with the extreme barrier of inability to increase income due to disability

One client of mine just moved out into stable housing with family. We got one kid enrolled in daycare and the other in a nearby school

One of my clients recently received a call from Mobile Loaves and Fishes and was told that he is the next on the waiting list for a house in Community First Village. I helped him secure funding for his first few months of rent and deposit by completing a BSS+ referral with him and sending him over to our housing case managers to work with him. He has been homeless for the past 15 years and is finally going to have a place of his own in a community that he is excited to be a part of. He is going to find work in the village, independence, and receive case management with MLF. This is HUGE for him and I am so excited for this transition in his life!

I have worked with a CL to acquire housing and budget to stay in sustainable housing.

I recently helped a single mother of seven and a single mother of four move into an apartment together that they can afford and that had all the kids on the lease. It took awhile to find the place and for both moms to be ready, but after months of maintaining employment, saving, support, and planning, they finally were able to move to unsubsidized, permanent housing.

I feel so lucky to have seen so many people get housed and be a part of that process.

I had a client who was able to obtain a year of free housing through a program for young adults. She has two young children and was also able to get child care through the program so she can work and have income now!

i had a client who was going to be "swapped" out of shelter, halting all services we had been working on here and affecting her CPS case. i advocated for her to stay here, which was able to happen.

One of my clients passed her phlebotomy certification exam on her third attempt (if you don't pass it after the third time, then you're barred from taking the exam for a year). She completed the phlebotomy class and is currently looking for work Client experiences fear of leaving home, but with support and resources available, the client managed to obtain the mental health services he needed. We started with little steps on getting a job and started out with volunteer opportunities that can motivate to step out of the apartment. With effort, the client worked hard to receive a job offering and is now working.

Housed a client who will now be able to get her kids back due to housing stability.

Supported a client enough to motivate them to get a mental health diagnosis and obtain medication, helped client apply to a job that they got

Helped 2 clients obtain stable housing in December

Obtained social security card



I worked closely with a client and helped him with his college application, his FAFSA, pre-enrollment paperwork, and registration. He started this past semester.

A client was accepted into an apartment complex!

Motivating and encouraging CI's not to give up on achieving goals.

I helped a client staying outside get enrolled in a rehab program.

Reinstated benefits

I was able to convince a client who was insistent on only using food pantries to apply for SNAP. Our next step is to get him health insurance.

One of my clients is about to graduate with her High School Diploma and walk the stage at Goodwill graduation. Two others just passed their Phlebotomy exams and are certified Phlebotomist technicians.

Recently, one of my clients moved out into her first apartment with her child. She is no longer in touch with her abuser.

Obtaining a Housing Choice Voucher

Got a client and her five children who had been chronically homeless for 2.5 years in safe and stable housing. I was able to get funding for her DACA renewal, eviction debt, and new housing.

Getting a job for a women who had not been able to hold work for 6 months

I helped a single mother with five kids and a single mother with seven kids make a plan to save money, help them find an apartment and apply together, help them move in and set up utilities in their names, help them maintain childcare and work while maintaining stable, market rate apartment after they moved out.

Obtained services

Secured employment opportunities.

I had been working with a client on the intake team and guided them through that process. I helped interview them and this client and their family obtained housing through CHI.

I recently closed a client who has maintained stable housing for the past 5 months, and has made significant progress with mental and physical health challenges.

N/A

Worked with a client to get pest control and buy new items when she had a bed bug infestation and felt hopeless.

After halting an eviction, I have helped a client create a budget and find resources to secure stable housing and avoid homelessness.

I have had a client move into new housing and be able to pay for everything and maintain their housing for the rest of the term! :)

I helped a client get housing after staying in the shelter for over 3 years.

Helping a client complete their first job applications.

One client got into a fight with another client, and I had a long talk with him about coming to staff when he feels disrespected, rather than immediately getting fired up and fighting back. The next day another argument was budding, and instead of getting violent he came over to me and asked if I could step in so that it didn't escalate.

After exiting a client due to completing the program, the client left with having a counselor and more motivation to continue the job that the client originally had but stopped due to the abuse. Now in the next year, this person wants to volunteer at SAFE.

Fellow staff members were confused as to why one of clients was receiving less SSI money than he should (500 instead of 771). I determined the answer (they had not considering Caritas a social service agency, and were cutting his check because he was getting financial assistance through us) and then went with a client to the Social Security office and advocated for an error on his SSI check to be corrected. The woman at first began to protest, but upon realizing SSA had indeed made an error and was paying my client \$271 less a month than she should, she hastened to correct it. I then gathered materials for the appeal process so that his backpay can also be modified. My client was thrilled.

I was pleased when a standoffish client reached out to me about an anxiety-provoking situation.

after a long stay here at Posada, and a baby, I finally helped a client move into her own apartment

I was able to help a client get check into rehab after 5 months of case management

Assisting a client with an older felony become approved to attend occupational training in the health care field.



When a client had no idea what else to do I sat her down and we made a list since that is what made her more comfortable. We sat down and wrote all that needed to be done - created deadlines, priority levels, etc. so that she can see everything on paper. Turns out it made her less anxious and all that needed to be done was not that scary anymore. I have been able to help many families through achieve housing- from starting an application to interviewing and moving in. It has been extremely rewarding.

after having no housing plan, an opportunity at housing authority appeared and we were able to secure it for her to move. I was able to get a client housed in her very first apartment last month and begin her divorce paperwork with her. She is living away from her abuser for the first time in 10 years.

One of my clients had recently gave birth to her baby. After two months, we talked with her about the importance of getting a job and start saving money to become independent. She was scared a first to leave her baby with another mom who offered to babysit. But then, she realized that it was important to earn money so that she can provide a safe home to her baby.

After a CL had issues with housing stability and drug abuse, I worked to find them housing, house the CL, and offer resources dealing with other issues like drug abuse and employment.

| | Additional Goals Achieved w/Clients | | | If Not Participating in Activities, why? | | | Describe Additional Barriers |
|----------------------|-------------------------------------|--|---|--|--|---------------------------|------------------------------|
| Coding Words | # | | Coding Words | # | | Coding Words | # |
| | | | Activities not relevant to population or site | 13 | | Immigration status | 9 |
| Apply for Benefits | 11 | | No clients yet | 9 | | Childcare | 9 |
| Housing Assistance | 10 | | No clients of my own | 5 | | Rental history | 7 |
| Daycare | 8 | | Clients not interested in them | 1 | | Disability | 7 |
| Employment Trainings | 5 | | | | | Physical health | 6 |
| Education | 5 | | | | | Language barrier | 5 |
| Family Reunification | 4 | | | | | Non-criminal legal issues | 3 |
| Legal Services | 4 | | | | | Education | 3 |
| Vital Documents | 3 | | | | | | |



| | | | | | |
|--------------------------------|---|--|--|--------------------|---|
| Transportation Assistance | 3 | | | Trauma | 2 |
| Budgeting/Financial Management | 3 | | | No vital documents | 2 |
| Community Building | 3 | | | Income | 2 |
| Independent Living Skills | 2 | | | | |
| Clothing | 2 | | | | |
| Substance Abuse | 1 | | | | |

Research Question:

Do clients demonstrate gains in housing and employment while interacting with members?

This data is available on OnCorps Reports, where members enter data related to performance measures. The end-of-term numbers are below:

2017-2018

| Performance Measure | End-of-Term Progress Toward Goal |
|--|----------------------------------|
| Clients will receive housing placement services. | 595 (350 goal) |
| Clients will obtain housing. | 221 (210 goal) |
| Clients will receive employment services. | 293 (200 goal) |
| Clients will obtain employment. | 97 (111 goal) |

2018-2019

| Performance Measure | End-of-Term Progress Toward Goal |
|--|----------------------------------|
| Clients will receive housing placement services. | 477 (400 goal) |
| Clients will obtain housing. | 201 (210 goal) |
| Clients will receive employment services. | 280 (200 goal) |
| Clients will obtain employment. | 82 (100 goal) |

Research Questions:

To what extent do clients demonstrate greater awareness of community social services resources after interactions with members during the service term?

Do clients believe their self-efficacy increases as a result of interactions with members during the service term?

Do clients perceive that their confidence in advocating for themselves increases as a result of interactions with members during the service term?



Are client interactions with KAH Case Management Aides positive and productive?

Please see the “Findings and Results” section.

FINDINGS AND RESULTS

The data culled from the evaluation largely showed that, across both terms of service, members engaged in activities within the scope of their position description and are providing supportive case management aide services for people with significant barriers that may contribute to homelessness.

Limitations arose in some aspects of the evaluation due to limited KAH staff capacity, and due to members not completing certain tasks, e.g. missing a round of the quarterly survey.

Answers to research questions:

To what extent do members perform service activities with clients using the same core components of case management across all ten service sites?

Nearly 100% of members and their supervisors reported that members are performing service activities using the same core components of case management. Members are creating action plans and goals with clients, maintaining a caseload, and providing resources and referrals. Those who are not engaging in one or more of these activities are bound to the nature of their site; for example, couple members were serving at a youth drop-in center, where most clients needed basic needs met but were less concerned with long-term housing and employment plans.

To what extent do members perform the same core activities across all ten service sites?

Nearly 100% of members and their supervisors reported that members are performing the same core activities across all ten service sites. Those that aren't are at a particular site where members are paired with case managers and share clients. There was also some variation depending on the population served, e.g. a recuperative medical setting serves ill clients who are likely unable to obtain employment and will instead pursue benefits or a supportive, nursing home-like environment.

Do clients demonstrate gains in housing and employment while interacting with members?

For both terms of service, performance measures were met or almost met. KAH staff attributes goals that were not met to low recruitment numbers.

To what extent do clients achieve goals beyond obtaining housing and employment while interacting with members?



Answers provided in the quarterly survey showed a range of services provided beyond housing and employment. For example, members noted helping clients receive benefits, e.g. disability and SNAP, helping parents with CPS cases, and helping chronically ill clients manage their health. Members all provide different services depending on funding availability, the population they're working with, and the programs their agency operates. However, they all appear to be helping clients with circumstances that are often related to lack of housing and/or employment.

To what extent do clients demonstrate greater awareness of community social services resources after interactions with members during the service term?

Do clients believe their self-efficacy increases as a result of interactions with members during the service term?

Do clients perceive that their confidence in advocating for themselves increases as a result of interactions with members during the service term?

Are client interactions with KAH Case Management Aides positive and productive?

There was not enough data to successfully answer these questions. Few pre- and post-surveys intended for clients to complete before and after working with a member were turned in to KAH staff, and those that were, were typically missing the post-survey. Members noted that there is already a lot of paperwork they have to complete while onboarding and exiting a client, and that they often forgot to have clients complete the surveys.

Understanding the impact of KAH members on clients is important for the program, so the 2020-2023 evaluation plan will focus more intensely on obtaining client feedback.

NEXT STEPS

During the 2020-2023 grant cycle, Front Steps: Keep Austin Housed will complete another evaluation that expands on 2017-2019 evaluation activities. Many of the same activities will continue, e.g. quarterly surveys, as KAH staff found them to provide useful information about members' day-to-day functions and can also be an opportunity to identify success stories and potential red flags. However, KAH staff plans to focus more intently on successfully gathering client feedback about their interactions with members. Future evaluation activities will incorporate methods of client feedback, to better understand the impact KAH members have on the clients they work with.