

# OUTCOMES CATALOGUE

## A SELECTION OF OUTCOMES, INDICATORS & TYPES of MEASUREMENT TOOLS

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**Pierce County Funders Group**



City of Tacoma  
Pierce County Community Services  
United Way of Pierce County  
City of Lakewood  
Tacoma Urban Network  
Greater Pierce County Community Network  
Tacoma-Pierce County Health Department  
Prevention Partnership for Children  
Washington Council for the Prevention of Child Abuse & Neglect

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## INTRODUCTION TO THE OUTCOME CATALOGUE

### **Outcome Catalogue**

The purpose of this catalogue is to provide community-based organizations (cbo) with a menu of quality outcomes and indicators for their program. The catalogue is an effort to create a standard format for outcome selection and to provoke dialogue within the program service strategy. It is important for each program to review the outcomes with a clear understanding of their particular service strategy to determine if they are a good fit. If none of the outcomes in this catalogue are suitable for the program, discussion with the contracting funder is advised.

### **Use of the Outcome Catalogue**

The function of this catalogue is as a guide. As such, here is a list of questions that will help you determine the best outcome for your program.

#### BASED ON THE PROGRAM SERVICE STRATEGY

- Which outcomes are most important to achieve?
- Which outcomes are most closely related to the core business of the program?
- Which outcomes are most meaningful to the program? (Is the change or benefit something that makes a real difference for the participants?)
- Which outcomes are most useful? (Provide the best information for decision making or program improvement.)
- Which outcomes are most reasonable? (Outcomes the program can expect to influence in a non-trivial way.)
- Which outcomes can the program be held accountable to?
- Which outcomes are most realistic? (Likely to be achieved with the program resources and in the reporting period.)

Outcomes must realistically reflect the kinds of change the program can make happen. There are many stages of change, and it is the program's responsibility to determine which stage it can purposefully impact.

## OUTCOME STAGES DEFINITIONS

In an effort to understand the continuum of services offered in Pierce County the Funders Group has defined seven stages of outcomes. Each stage should be seen as an integral part of the human services continuum. As you review the stage definitions below, consider what level of the human service system your program is intended to impact. This will assist you in determining the outcomes best suited for your program.

**Customer Service:** How the customer feels about the service or how staff treated them; e.g. respectful, friendly, timely staff or service, is accessible/hours of operation. Service quality expectations; e.g. food is useful to family, shelter is safe.

**Temporary Change in Condition:** Temporary change in general state of physical needs. e.g. shelter needs met, immediate food needs met. Stabilizing or maintaining basic needs.

**Knowledge:** Demonstrates awareness or understanding. Attains a level of knowledge.

**Attitude:** A change in self perception, community perception, peer perception or a change in viewpoint.

**Skill:** A change in the level of proficiency or ability to perform the skill. Ability to demonstrate the skill attained.

**Behavior:** A change in the consistency of performing a skill, application of knowledge or attempting to apply new skill or knowledge.

**Status:** Long-term change in condition (1 or more years) e.g. sobriety, employment, stabilization of basic needs.

**Community:** A change in the community's understanding, attitude or response to a problem; e.g. blight, crime or neighborhood attachment.

**System:** A change in the efficiency, effectiveness or the economy of a human service system.

## SERVICE STRATEGY DEFINITIONS

**Children, Youth & Families:** This service strategy encompasses programs that serve three populations; children 0-8, families, and youth 9 plus years old.

**Children 0-8** are primarily after-school or child care type programs. **Family** programs include family therapy, family recreation and parenting programs.

**Youth 9+** include programs such as late night, crisis interventions, mentoring and after-school programs.

**Community Mobilization:** The focus of this strategy is to build a community's capacity to organize around problem behaviors in the community.

**Employment & Education:** This service strategy includes all programs that seek to enhance an individual's capacity to become employed, earn a living wage and/or maintain long-term employment. Education included in this area is primarily linked to employment or mastering English as a second language.

**Health & Mental Health:** The focus of this strategy area is to encourage self-management of personal health. Included in this strategy are mental health services, community clinics, and health education programs.

**Intimate Violence:** This service strategy includes both domestic violence and sexual assault programs.

**Seniors & Disabled:** The target populations for these programs are seniors or disabled persons. Programs include senior meal sites, senior respite care and services for disabled individuals, focusing on wellness and/or independent living.

**Stability:** This strategy is separated into two areas, Emergency and Housing/Case Management Services.

**Emergency Services** are defined as short-term interventions that do not provided on-going documented case management (Emergency Shelters, Food Banks, Hot Meal Sites).

**Housing/Case Management Services** are shelter programs that provide intermediate (30 or more days) to long-term interventions, part of which is documented case management.

## TYPES OF OUTCOME STATEMENTS

**Change Statements:** an increase, decrease or maintenance of a skill, behavior, attitude, knowledge, etc.

**Target Statements:** declare a specific level of achievement. Shelter 85% of the community's homeless population.

**Benchmark Statements:** comparative targets related to other time periods or organizations. Increase the percentage of homeless sheltered from 78% to 85% by 2004.

## SELECTING STRONG INDICATORS

Identify the logical link between the outcome and the indicator, for example an outcome that changes knowledge should have an indicator that demonstrates knowledge. Indicators should be a direct measure of the outcome. Good indicators are measurable—they can be seen, heard or read, they are specific—conveying one concept. Select indicators that will assist you in understanding the program and where program improvements might be necessary.

A concept rule for indicators that is often violated is using an indicator that is required by the program. For example, a drivers education program requires a valid driver's permit. An indicator of "attains valid driver's permit" for Increased driving skill would be inappropriate because entry into driving school requires the individual to attain a driver's permit. Another concept that is important to remember when selecting indicators is that an outcome and its indicators should represent one population. For example, in parenting programs there are two populations (parents and children). Select an outcome and indicators that are measurable for parents only or children only. Mixing the two populations in the outcome creates difficulty in setting indicators and the criteria to achieve them.

## SELECTING STRONG MEASUREMENT TOOLS

There are several key factors to consider when determining the Measurement Tool for your outcome. The primary consideration is whether or not the Client Perspective would result in valid data. Issues such as cultural biases, age or language may inhibit programs from gathering the clients' perspective. If this is the case, gathering data only from the Staff or Volunteers is advisable. If the Client Perspective is not biased it is recommended that programs gather data from the client.

## CLIENT PERSPECTIVE TOOLS:

Client Assessment Survey: A tool developed to test the client's knowledge or skill of the outcomes and indicators selected. The format could be: True/False, Multiple Choice, Lists or Essay. This tool is used primarily for Knowledge Outcomes.

Survey: A tool that assesses the client's perspective about the outcomes and indicators. It is a written instrument asking perception questions or statements.

Interview: Based on asking the client several written questions and documenting their responses. The added advantage of an interview tool is the ability to clarify ambiguous responses.

Focus Group: Asks a series of questions in a group setting where the participants comments are documented. An important factor in maintaining the validity of focus group data is in having a non-biased, experienced Focus Group Facilitator for the group.

## STAFF OR PROGRAM PERSPECTIVE TOOLS

Observation Tool: A first hand observation of interactions and events witnessed and documented by a staff member or volunteer.

Case Record: A documented summary of the client's case file or family plan.

Official Record: A review of existing information collected by agencies or institutions such as schools or courts.

Standardized Tools: Research-based tools that have been formulated to evaluate specific criteria (child development or self-esteem).

An additional factor to consider is the amount of resources a Measurement Tool will require. Surveys don't consume a lot of time, whereas interviews are time consuming. Consider whether or not the additional information will add significant value to your program's outcome effort.

The Outcomes Catalogue identifies appropriate measurement tools in the far right column of each outcome row.

**CHILDREN, YOUTH & FAMILY OUTCOME – INDICATOR LIST**
**Child Centered Programs (0-8 years)**

<b>Attitude Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved relationship with caring adult	Believes that school staff care (adults) Believes that they can ask school staff for help Expresses feelings to school staff Expresses needs to school staff	Survey Observation Tool
<b>Knowledge Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Increased knowledge of safety issues	Able to identify safety tips Able to identify dangerous situation	Client Assessment Survey
<b>Skill Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved school readiness	Meets age appropriate language skills milestones Meets age appropriate math skills Meets age appropriate self-help skills Meets age appropriate social skills	Standardized Child Development Assessment Tool
Improved ability to meet developmental milestones	Meets age appropriate communication skills milestones Shows an increase in ___ of ___ developmental milestones Maintains progress in ___ of ___ developmental milestones Meets age appropriate self help skills milestones Meets age appropriate social skills milestones Meets age appropriate movement milestones Meets age appropriate behavioral milestones	Standardized Child Development Assessment Tool

CHILD CENTERED PROGRAMS (0-8 YEARS) OUTCOME-INDICATOR LIST

Improved reading skills	Reads at age or grade level Improves one or more age or grade levels	Official Records Standardized Tools
Improved math skills	Demonstrates math skills at age or grade level Improves one or more age or grade levels	Official Records Standardized Tools

<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved stability in child's home/living environment	Adapts to new home Child engages in positive activities Child succeeds in school Guardian/parent provides stable environment Guardian has contact with school Maintains placement for ___ months or transitions to permanent placement Parent has positive contact with child Parent has consistent contact with child Parent complies with Disposition Order	Survey Interview Observation Tool Case Records
Increased parental involvement in school activities	Participates in child's teacher conference Participates in child's recognition assemblies Participates in child's school-based activities Assists child in homework activities	Survey Interview Observation Tool Case Records
Improved social bonding	Works or plays alone at age appropriate levels Works or plays with others at age appropriate levels Demonstrates positive interactions with peers Demonstrates positive interactions with teachers Fewer negative behavior reports with peers Fewer negative behavior reports with teachers	Observation Tool
Increased utilization of community services	Recognizes service needs Identifies services Initiates services Utilizes ___ community services	Survey Interview Observation Tool Case Records
Increased participation in positive activities	Participates in learning activities	Observation Tool

<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
	Participates in character development activities	
Improved academic performance	Maintains average grades in school Attains better than average grades in school Maintains better than average grades in school Achieves 50% of academic goals Achieves 75% or more of academic goals	Survey Interview Observation Tool Case Records Official Records
Improved cooperation with peers or others	Helps others Respects other (including property & environment) Shares with peers or others	Survey Interview Observation Tool Case Records

<b>Status Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Attained Permanent Placement	Child placed with Parent Child placed in Relative Adoption Child placed in Non-relative Adoption	Official Records

**CHILDREN, YOUTH & FAMILY OUTCOME – INDICATOR LIST**

<b>Youth Development (9+ years)</b>		
<b>Knowledge Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved knowledge of community resources	Knows 2 appropriate community resources Knows 3 or more appropriate community resources Knows who to contact to attain community resources Knows when to contact community resources Knows how to get to community resources	Client Assessment Survey
Increased knowledge of juvenile legal system	Knows curfew laws Understands consequences of breaking curfew Knows requirements of diversion contract Understands consequences of not meeting diversion contract	Client Assessment Survey
Improved knowledge of safety issues	Able to identify safety tips Able to identify dangerous situations	Client Assessment Survey
Increased knowledge of advanced technology	Knows hardware components Able to identify three or more applications	Client Assessment Survey
Increased knowledge of youth service strategies	Knows 2 appropriate youth service strategies Knows ____ elements of youth service strategies	Client Assessment Survey
<b>Attitude Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Increased sense of personal value	Believes adults care about him/her Believes it is important to care for self Believes he/she can make a positive contribution to (group, family, society)	Survey Interview Focus Group
Improved self esteem	Demonstrates positive self image Takes initiative for positive self development	Survey Interview Focus Group
Increased sense of responsibility	Chooses to resist gangs, peer pressure, violence, and	Survey

<b>Attitude Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
	drugs Takes responsibility for being a bully, victim, or bystander	Interview Focus Group
Improved emotional well-being	Demonstrates progress on reducing presenting symptoms Consistently follows treatment plan	Survey Interview Focus Group
<b>Skill Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved communication skills	Listens to others Uses "I" statements Articulates messages so others understand Uses rephrasing techniques Understands personal triggers Able to negotiate solutions	Client Assessment Survey Observation Tool Case Records
Improved life skills	Able to interact positively with others Able to transfer work/school skills Able to manage expectations (work, school, family)	Client Assessment Survey Observation Tool Case Records
Improved decision making skills	Considers pros and cons for decisions Thinks about consequences of decisions prior to decisions Uses _____ decision making technique Considers what is socially acceptable when making decisions	Client Assessment Survey Observation Tool Case Records
Improved ability to cope with loss	Shares with another in similar circumstances Able to express feelings Recognizes grieving is a process Able to identify where they are in the grieving process	Client Assessment Survey Observation Tool Case Records
Increased advanced technology skills	Able to dismantle and reassemble a computer hard	Survey

<b>Skill Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
	drive Able to produce streaming audio and video	Interview Focus Group
Improved resistance skills	Demonstrates resolution skills Able to negotiate solutions	
<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Reduced violent behavior	Reports fewer verbal altercations Reports fewer physical altercations Reports using de-escalation techniques Reports child is using de-escalation techniques	Survey Interview Observation Tool Case Records
Improved relationship with an adult	Expresses feelings in an appropriate manner Asks for help on a regular basis Initiates contact Shares experiences or ideas with an adult Reports having caring (teachers, neighbors) Reports having supportive family Reports 3 or more adult resources Reports having a mentoring relationship	Survey Interview Observation Tool Case Records
Reduced recidivism	No re-offenses for ___ months No diversion violations while under contract No probation violations resulting in detention Fewer absences from school	Survey Interview Observation Tool Case Records
Increased positive peer relationships	Identifies friends as a positive influence Identifies self as a positive influence on friends Resists negative peer influence Recognizes need for positive friends Has friends Interacts with peers in a positive manner	Survey Interview Observation Tool Case Records
Increased use of community resources	Uses 2 community resources	Survey

Behavior Outcomes	Indicators	Measurement Tools
	Uses 4 or more community resources Uses clothing resources Uses _____ resource (mental health, financial, etc.)	Interview Observation Tool Case Records
Improved positive interactions with family or group	Shares feelings with family or group Talks positively with family or group Respects other's points of view Suggests compromises to assist in resolutions Accepts compromises to assist in resolutions Manages behavior in group or family Positive movement through identified measurement of cooperative behavior Participates in family activities	Survey Interview Observation Tool Case Records
Improved capacity to achieve life goals	Has plans for future Listens to advise from Advisor Develops action steps for his/her plan Initiates _____ action steps for his/her plan Completes 50% of action steps Completes 75% of action steps Completes 100% of action steps	Survey Interview Observation Tool Case Records
Improved family functioning	Identifies goals and actions steps for family Meets _____ time(s) per week as a family to work on goal Completes 50% of actions steps Completes 75% of action steps Attains goal identified by family Participates in family activities	Survey Interview Observation Tool Case Records
Improved social functioning	Manages anger appropriately Shows constructive level of assertiveness Relates positively with peers	Survey Interview Observation Tool Case Records
Improved academic performance	Attends school _____ days per month	Survey

Behavior Outcomes	Indicators	Measurement Tools
	Maintains C+ or better grades Develops academic goals Achieves 50% of academic goals Achieves 75% of academic goals Attains academic goals Maintains academic goals Does not miss more than one day per month	Interview Observation Tool Case Records Official Records
Increased participation in positive activities	Participates in learning activities Participates in character-development activities	Survey Interview Observation Tool Case Records
Maintained progress on goal plans	Completes ____ financial goal(s) Completes ____ other goal(s)	Survey Interview Observation Tool Case Records
Improved social bonding	Demonstrates positive interactions with peers Works or plays alone at age appropriate levels	Survey Interview Observation Tool Case Records
Improved positive interaction between parent and child	Demonstrates knowledge of age appropriate child development Demonstrates knowledge of child's basic needs	Survey Interview Observation Tool Case Records
Maintains healthy behaviors	Eats a balanced diet Participates in aerobic exercise 3 or more times per week Receives annual physical health exam Receives annual dental health exam	Survey Interview Observation Tool Case Records
Increased engagement in community improvement	Participates in social service activities Volunteers in human service organizations Participates in civic events	Survey Interview Observation Tool Case Records

Behavior Outcomes	Indicators	Measurement Tools
System Outcomes	Indicators	Measurement Tools
Improved/maintained youth service system capacity	Youth organizations participate in public awareness events and or activities Engages in ____ activities for recruiting purposes (contractor) Increases participating youth service organizations by ____% Maintains participating youth service organizations	Survey Records

<b>Family Focused</b>		
<b>Knowledge Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved knowledge of community resources	Knows how to access 2 community services Knows how to access basic needs services Knows how to access self sufficiency services Knows how to access services to meet family's needs Recognizes need for services Identifies appropriate services	Client Assessment Survey
Improved knowledge of child development	Knows age appropriate child development Knows the child's basic needs Knows age appropriate child activity	Client Assessment Survey

<b>Attitude Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved confidence in parenting	Demonstrates confidence as a parent Consistent messages to child Consistent with parenting strategies Doesn't feel easily flustered by parenting Feels confident in their parenting ability	Survey Interview Focus Group
Increased feeling of belonging	Demonstrates mutual importance to each other Demonstrates mutual concern for each other	Survey Interview Focus Group
Improved emotional well-being	Feels supported by others (during pregnancy/birth) Feels confident about birthing process	Survey Interview Focus Group

<b>Skill Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved parenting skills	Able to apply non-violent approaches to discipline Uses age appropriate child development information Meets child's basic needs (emotional, physical, medical)	Observation Tool Client Assessment Tool Case Records
Improved family management skills	Able to identify triggers in self	Observation Tool

<b>Skill Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
	Able to identify triggers in other family members Uses negotiation skills as part of family management Uses communication skills as part of family management	Client Assessment Tool Case Records
Improved communication skills	Listens to others Uses "I" statements Articulates messages so others understand Uses rephrasing techniques Understands personal triggers Able to negotiate solutions	Observation Tool Client Assessment Tool Case Records

<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved positive interaction between parent and child	Nurtures child's development Uses appropriate discipline Facilitates child's development Participates in child's daily activities	Survey Interview Case Records Observation Tool
Improved parenting	Develops close relationships with child(ren) Maintains close relationships with child(ren) Responds to child's behavioral cues Takes responsibility for parenting Reports using natural/logical consequences	Survey Interview Case Records Observation Tool
Improved individual/family functioning	Develops milestones for strengthening relationships Meets milestones for strengthening relationships Identifies goals and action steps for family Attains goals identified by family Family makes progress toward identified goals Increase in families' use of community resources	Survey Interview Case Records Observation Tool
Improved/maintained level of functioning in community	Able to deal with daily activities Able to find solutions to own challenges	Survey Interview Case Records Observation Tool

**COMMUNITY MOBILIZATION OUTCOME – INDICATOR LIST**

<b>Knowledge Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Increased knowledge of how to use community resources	Knows how to use phone trees, crac trak, CPTED, City Services Members are accessing community resources [Police, NPO, Faith, HS]	Client Assessment Survey
Increased knowledge of best practices in community organizing	Knows the tools to mobilize the community Knows how to implement a phone tree Knows how to network Knows how to put together Community gatherings Knows how to develop fliers	Client Assessment Survey
Increased knowledge of underlying community concern	Knows neighborhood issues Sees trends in neighborhood issues	Client Assessment Survey
Increased knowledge of underlying community concern	Knows neighborhood issues Sees trends in neighborhood issues	Client Assessment Survey
Increased knowledge of how to respond to community emergencies	Understands how to respond to community emergencies	Client Assessment Survey
Increased knowledge of crime prevention activities	Knows steps to prevent illegal activity Knows abatement procedures	Client Assessment Survey
Increased knowledge of how to respond to community emergencies	Understands how to respond to community emergencies Understands how to contact community and emergency services	

<b>Attitude Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Increased feeling of belonging or connectedness	Demonstrates mutual importance to each other Demonstrates mutual concern for each other Demonstrates commitment to stay in neighborhood Demonstrates commitment to the neighborhood	Survey Interview Focus Groups
Increase in shared values for the community.	Professes common beliefs Acknowledges shared values	Survey Interview Focus Groups
Increased internal incentives to participate in mobilization effort	Perceives benefits outweigh costs Willing to commit time necessary for mobilization effort	Survey Interview Focus Groups
Improved attitude toward volunteering	Feels volunteer experience is meaningful Feels respected as a volunteer	Survey Interview Focus Groups
Improved attitude towards life	Feels positive about life Feels active in life	Survey Interview Focus Groups
Increased positive feelings toward police/law enforcement services	Perceives police as being helpful Has confidence in police	Survey Interview Focus Groups

<b>Skill Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved communication skills	Members frequently communicate with each other Members communicate with representatives of community resources	Client Assessment Survey) Observation Tool
Improved facilitation skills	Members demonstrate facilitation skills Engages all members of the group Able to resolve conflict Able to set meeting agenda	Client Assessment Survey Observation Tool

Skill Outcomes	Indicators	Measurement Tools
Improved leadership skills	Members demonstrate leadership skills Takes initiative Voices opinions on issues Assumes responsibility for projects Motivates others to assume responsibility for projects	Client Assessment Survey Observation Tool
Improved negotiation skills	Members demonstrate negotiation skills Able to identify the problem and differences State other sides position Identifies areas of compromise Demonstrates willingness to compromise Members seek solutions to real or perceived conflict Members set up opportunities to dialogue about conflict	Client Assessment Survey Observation Tool
Improved ability to work with diverse groups or individuals	Members demonstrate ability to address diversity Diverse populations participate in community mobilization effort Members of affected group participate in mobilization effort Able to identify diversity	Client Assessment Survey Observation Tool
Improved planning skills	Formalizes guidelines for community mobilization Formalizes roles for members Members understand their roles Formalizes procedures to guide the effort Goals are clearly articulated Goals are time specific	Client Assessment Survey Observation Tool

Behavior Outcomes	Indicators	Measurement Tools
Increased community networking	Shares information Coordinates resources Identifies partners	Survey Interview

<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
	Brings new partners to the group	
Increased acceptance of responsibility for maintaining relationships in the community	Block groups maintains for 6 months post organization Block groups maintains for 12 months post organization Shares leadership among several group members	Survey Interview
Increased leadership by community members	Members pull together when necessary Members regularly work together to get tasks done Members assume responsibility for projects	Survey Interview
Improved/maintained nutritional status	Participates at senior nutrition site twice a week Demonstrates reduced/maintained nutritional risk	Survey Observation Tool
Implementation of crime free strategies	Progress on CPTED plan Progress on crime free certification	Case Records
Increased effectiveness of crime free program	Police and fire calls for service Property values	Official Records

<b>Status Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Reduced criminal activity	Reduces drug dealing Reduces auto theft Reduces gang activity	Official records
Reduction in blighting conditions	Meets City Code standards Meets community standards	Official records Survey
Increase in public safety	Meets CPTED standards Meets community standards	Official records Survey

<b>System Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved system to recruit foster families	Families attend information meetings Families complete foster parent licensing training	

	Families licensed to be foster parents Referrals made ___% of families recruited will be accepting meth-impacted children	
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**EMPLOYMENT & EDUCATION OUTCOME – INDICATOR LIST**

<b>Knowledge Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Increased education level	Achieves GED/HS diploma Completes ABE program Is proficient at ____ level Enrolls in next education level Meets test score criteria	Client Assessment Survey Case records Certificates
Increased knowledge of the English language	Proficiency at ____ level Enrolls in next education level Increase proficiency by ____ level(s)	Client Assessment Survey Case records Certificates
Increased knowledge of resume writing techniques	Knows components of a resume Knows resume formats Submits resume in 2 different formats	Client Assessment Survey Case records Certificates
Increased knowledge of interviewing techniques	Knows components of an interview Knows how to present self Knows how to research for job interview Completes a mock interview	Client Assessment Survey Case record
Increased understanding of how to maintain employment	Knows employers expectations Knows appropriate work place behavior Knows own stressors Knows how to get assistance Knows how to progress in job skills	Client Assessment Survey
Increased understanding of how to use employment services		Client Assessment Survey
Increased understanding of college options and opportunities	Knows college degree and certificate options Knows available services and activities	Client Assessment Survey

Attitude Outcomes	Indicators	Measurement Tools
Increased confidence in ability to attain employment	Shows confidence in seeking employment opportunities Shares experiences/knowledge Shows confidence he/she will be a valuable employee Believes he/she has transferable skills	Survey Interview Focus Group
Increased willingness to attain employment	Willing to actively seek employment Willing to try temporary employment Willing to complete application Identifies reason(s) to be employed Willing to participate in WEX or OJT program	Survey Interview Focus Group
Increased willingness to maintain employment	Willing to show up consistently for work Willing to show up for work on time Willing to follow work place rules Willing to dress appropriately Willing to complete the work day Willing to complete assigned work Willing to achieve high quality work	Survey Interview Focus Group
Skill Outcomes	Indicators	Measurement Tools

Skill Outcomes	Indicators	Measurement Tools
Increased job search technical skills	<p style="text-align: center;"><b>Resume Writing Skills</b></p> <ul style="list-style-type: none"> <li>Resume on file</li> <li>Cover letter on file</li> <li>Thank-you letters on file</li> <li>Application filled out correctly</li> </ul> <p style="text-align: center;"><b>Interviewing Skills</b></p> <ul style="list-style-type: none"> <li>Shakes hands with interviewer</li> <li>Asks for business cards</li> <li>Makes eye contact</li> <li>Answers questions appropriately</li> <li>Dresses appropriately</li> <li>Follows up with interview</li> </ul> <p style="text-align: center;"><b>Computer Skills for Job Search</b></p> <ul style="list-style-type: none"> <li>Demonstrates word processing skills</li> <li>Demonstrates email skills</li> <li>Demonstrates internet skills</li> <li>Demonstrates basic computer use skills</li> </ul>	<ul style="list-style-type: none"> <li>Case Records</li> <li>Observation Tool</li> <li>Client Assessment Survey</li> </ul>
Increased life skills	<p style="text-align: center;"><b>Time Management</b></p> <ul style="list-style-type: none"> <li>Comes to class on time</li> <li>Comes back from break on time</li> <li>Turns in assignments</li> </ul> <p style="text-align: center;"><b>Conflict Resolution Skills</b></p> <ul style="list-style-type: none"> <li>Uses "I" statements</li> <li>Manages emotions</li> <li>Demonstrates appropriate assertiveness</li> <li>Demonstrates listening skills</li> </ul> <p style="text-align: center;"><b>Resource Location</b></p> <ul style="list-style-type: none"> <li>Able to identify who could help them out</li> <li>Knows resources for financial emergencies</li> <li>Knows resources for food emergencies</li> <li>Knows resources for transportation emergencies</li> </ul>	<ul style="list-style-type: none"> <li>Observation Tool</li> <li>Client Assessment Survey</li> <li>Case Records</li> </ul>

Skill Outcomes	Indicators	Measurement Tools
	<p style="text-align: center;"><b>Problem Solving</b></p> <p>Able to deal with difficult people                      Able to deal with stressful situations                      Able to find solutions for own challenges</p> <p style="text-align: center;"><b>Planning</b></p> <p>Plans for childcare                      Plans for transportation                      Has back up plans                      Able to plan a budget                      Able to save for emergencies</p>	
Increased job specific skills	Completes vocational training Completes industry specific training Attains certification in job skill Enters an apprenticeship Completes on the job training Demonstrates basic computer skills	Observation Tool Client Assessment Survey Case Records Certificate
Increased client's ability to access services	Makes connection with one community resource Client receives services	Survey
Made educational gains	Attains basic skill Attains English language skills Attains computer literacy	Client Assessment Survey Case Records Certificate

Behavior Outcomes	Indicators	Measurement Tools
Increased employment seeking	Completes ____ information interviews per _____ Applies for _____ jobs per _____ Visits WorkSource _____ times per _____	Observation Tools Case Records Survey Interview

Behavior Outcomes	Indicators	Measurement Tools
Reduced barriers to employment	Develops milestone(s) for barrier reduction Meets milestone(s) for barrier reduction Eliminates _____ or more barriers Develops action plan for barrier resolution Completes action plan for barrier resolution	Observation Tools Case Records Survey Interview
Maintained progress on goal plans	Achieves at least ___% of goals at 6months Achieves at least ___% of goals at 12 months Completes ___ educational goals Completes ___ financial goals Completes _____ other goals (specify _____) Completes education or job skills training	Case Records
Increased access to higher education	Eligible students register for college classes Completes registered classes	Official records

Status Outcomes	Indicators	Measurement Tools
Attained employment	Achieves employment goals Completes temporary job experience Completes volunteer/internship Completes subsidized employment opportunity Attains job in chosen field	Case Records Survey Interview
Maintained employment (30-180 days)	Maintains employment 30 days Maintains employment 60 days Maintains employment 90 days Maintains employment 120 days Maintains employment 150 days Maintains employment 180 days	Case Records Survey Interview

Status Outcomes	Indicators	Measurement Tools
Attained livable wage	Reduces cash assistance Receives employee benefits (dental/medical) Eliminates public assistance	Case Records Survey Interview
Wage progression	Increases wage by 10% over 18 months. Increases wage by ____% Increases benefit value by ____% Achieves promotion in ____ months	Case Records Survey Interview
Adjustment of INS status	Completes INS application progress INS confirmation of status change	Case Records

## HEALTH &amp; MENTAL HEALTH OUTCOME – INDICATOR LIST

Temporary Change in Condition Outcome	Indicators	Measurement Tools
Immediate dental needs met	Provides treatment appropriate for condition Provide dental hygienic care	Case Records

Knowledge Outcomes	Indicators	Measurement Tools
Increased knowledge of health condition	Knows symptoms of health condition Understands health condition Knows symptoms of diagnosis Understands diagnosis Knows personal risk factors Knows rights & responsibilities of a patient for health management	Client Assessment Survey
Increased knowledge of treatment	Understands treatment Knows what to do for self care Knows what to do for prevention	Client Assessment Survey
Increased knowledge of breast health	Knows symptoms of breast cancer Knows what to do for early detection	Client Assessment Survey
Increased knowledge of health care resources	Knows the difference between primary and emergency care Knows where to go for appropriate care Knows how to access appropriate care Knows how to access appropriate health care coverage	Client Assessment Survey
Increased awareness of preventable health risks	Knows what to do for prevention Understands risk factors Knows myths related to risks Knows where to go for appropriate care	Client Assessment Survey
Increased knowledge of mental health condition	Knows symptoms of mental health condition Understands mental health condition	Client Assessment Survey

<b>Knowledge Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
	Knows symptoms of diagnosis Understands diagnosis	
Increased knowledge of treatment of mental health condition	Understands treatment of condition Knows what to do for self care Knows what to do for prevention Knows what personal risk factors	Client Assessment Survey
Increased knowledge of mental health resources	Knows where to go for appropriate care Knows how to access appropriate mental health care coverage	Client Assessment Survey

<b>Attitude Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Increased confidence/belief that treatment can be effective	Discloses relevant experiences Engages in developing treatment plan Willing to participate in treatment Willing to change perception of self worth	Survey Interview Focus Group
Increased willingness to use mental health services, including follow-up for controllable conditions	Willing to make follow-up appointments Willing to go to follow-up appointments	Survey Interview Focus Group

<b>Skill Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved response in emergent situations	Attains life saving skills (CPR/First Aid) Perceives skill level will be adequate in an emergent situation	Client Assessment Survey Observation Tool Case Records
Increased perception of improved level of functioning in a controlled environment	Able to deal with daily activities Able to deal with stressful situations Able to find solutions to own challenges	Client Assessment Survey Observation Tool Case Records
Improved capacity to achieve life goals	Attains coping skills Meets at least one goal identified for therapy	Client Assessment Survey

<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved individual/family stability	Demonstrates stable relationships Develops milestones for strengthening relationships Meets milestones for strengthening relationships	Survey Interview Observation Tool Case Records
Improved/maintained level of functioning in the community	Able to deal with daily activities Able to deal with stressful situations Able to find solutions to own challenges Able to stabilize	Survey Interview Observation Tool Case Records
Increased utilization of mental health services, including follow up for controllable conditions	Makes follow up appointments Goes to follow up appointments Shows up consistently for treatment Identifies reasons to be in treatment Takes prescription medication	Survey Interview Observation Tool Case Records
Increased utilization of health care services, including follow-up for controllable conditions	Makes follow-up appointments Goes to follow-up appointments Demonstrates self care Avoids personal risk factors Takes prescription medication Follows treatment plan	Survey Interview Observation Tool Case Records
Improved positive interaction between parent and child	Nurtures child's development Uses appropriate discipline	Survey Interview Observation Tool Case Records
Increased utilization of dental care services, including follow-ups for controllable conditions	Goes to follow-up appointments Follows treatment plan	Survey Interview Observation Tool Case Records
Increased number of children above the	Number of immunizations provided to children	Official Records

<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
immunization guidelines	Provides sole source of vaccinations % of children meeting immunization schedules	Survey
<b>Status Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved mental health	Demonstrates progress in reducing presenting symptoms Consistently follows treatment plan Demonstrates self care Avoids personal risk factors	Case Records
Stable health	Maintains physical signs within normal limits Has current immunizations Has recommended dental sealant Practices preventative dental care Carries pregnancy to term Achieves ___ lbs birth weight Attends well baby checkups	Case Records Official Records
Improved health (dental, prenatal)	Remains illness free Remains symptom free Demonstrates progress in reducing presenting symptoms Consistently follows treatment plan	Case Records
<b>System Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Reduced barriers to receiving health care services	Hours of operation meets patients needs Location of operation meets patients needs Criteria for receiving services meets patients needs Individual and/or system assumptions meet patients needs Able to meet needs of diverse populations Understand cultural barriers to receiving medical	Survey Interview Focus Group

<b>System Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
	services Applications accepted for insurance coverage	

**INTIMATE VIOLENCE OUTCOME – INDICATOR LIST**

<b>Knowledge Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved knowledge of community resources	Knows how to access advocacy services Knows how to access basic needs services Knows how to access counseling services Knows 2 community resources that are appropriate to their needs	Client Assessment Survey
Improved knowledge of safety planning	Know components of a safety plan Knows why a safety plan is important Knows who can help with a safety plan Knows safety planning is an option	Client Assessment Survey
Improved understanding of sexual violence	Knows their body is okay (child) Understands physical anatomy (child) Understands effects of sexual abuse (family) Understands risks for sexual assault (family) Understands impact of sexual assault on their child Knows the myths of sexual violence Knows what is welcome/consensual behavior Understands connection between sexual assault and current symptoms	Client Assessment Survey
Improved understanding of domestic violence	Knows jealousy is an abusive tactic Knows they are responsible for violent actions Knows violence in a relationship is not normal Knows information about domestic violence Knows the dynamics of power and control	Client Assessment Survey
Improved knowledge of the legal system	Has primary knowledge of the legal system Knows their next legal action step Knows who can assist with next legal step Knows how to report probation violations	Client Assessment Survey

<b>Attitude Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Increased feeling of safety	Feels assured that they are safe now Feels that they will be safe in the future Feels that they are safer than when with abuser	Survey Interview Focus Group
Increased confidence to make change	Feels confident in their ability to problem solve Feels independent Feels like they are making progress Presents self in a positive manner Feels like they have control over some things	Survey Interview Focus Group

<b>Skill Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved ability to work with legal system	Demonstrates skills to advocate for self Demonstrates ability to use advocacy services	Client Assessment Survey Observation Tool Case Records

<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Increased personal safety	Creates a safety plan Implements at least ___% of safety plan Uses safety plan in a d.v. emergency Tells others about their situation	Survey Interview Observation Tool Case Records
Increased use of community resources	Accesses safe housing Uses 2 community resources Uses 3 community resources Uses culturally appropriate services	Survey Interview Observation Tool Case Records

<b>Status Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
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## SENIORS &amp; DISABLED OUTCOME – INDICATOR LIST

Temporary Change in Conditions Outcome	Indicators	Measurement Tools
Reduction in barriers to assistance	Overcomes transportation barriers Provisions of information and referrals meet client's needs	Survey

Knowledge Outcomes	Indicators	Measurement Tools
Increased knowledge of health condition associated with aging	Knows health conditions associated with aging Knows personal risk factors associated with age Knows rights and responsibilities of a senior patient for health management	Client Assessment Survey
Increased knowledge of health condition associated with disability	Knows health conditions associated with disability Knows personal risk factors associated with disability Knows rights and responsibilities of a disabled patient for health management Knows options for health management	Client Assessment Survey
Increased knowledge of health care resources for seniors	Knows where to go for appropriate care Knows how to access appropriate care Knows how to access appropriate health care coverage	Client Assessment Survey
Increased knowledge of health care resources for disabled	Knows where to go for appropriate care Knows how to access appropriate care Knows how to access appropriate health care coverage Knows how to access services provided by TACID	Client Assessment Survey
Increased knowledge of community resources	Knows where to go to meet social needs Knows how to access recreational activities	Client Assessment Survey

<b>Attitude Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Increased willingness to use senior services	Willing to contact senior services Willing to use senior services that are available	Survey Interview Focus Group
Improved attitude toward volunteering	Feels useful in volunteer experience Feels volunteer experience is meaningful Feels volunteer experience gives back to the community Feels respected as a volunteer	Survey Interview Focus Group
Improved attitude toward life	Feels positive about life Has a positive sense of well-being Feels social supports are adequate Feels active in life	Survey Interview Focus Group
Increased willingness to use services for disabled	Willing to contact services Willing to use services that are available Willing to use services provided by TACID	Survey Interview Focus Group

<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved or maintained endurance level	Able to negotiate needs Meets ____% of functional ability goals Participates in at least ____ activities per week Meets ____% of functional ability requirements for class Able to participate in group activity for full duration of activity	Survey Interview Observation Tool Case Records
Improved or maintained independent living	Meets ____% of self identified independent living goals Client is able to do more for him/herself	Survey Interview Observation Tool Case Records
Improved/maintained nutritional status	Participates at senior nutrition sites ____ times per week Demonstrates reduced nutritional risk	Survey Interview Observation Tool Case Records

<b>Behavior Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Decreased isolation	Able to identify social needs Knows resources to satisfy social needs Believes social needs are being met Attends support groups Participates in at least ____ activities each week/month Interacts with others socially Uses available resources Completes at least ____ items on psych/social plan Feels less isolated Has positive feelings about participation in social activities	Survey Interview Observation Tool Case Records
Improved/maintained community involvement	Meets vocational goals Meets recreational goals	Survey Interview Observation Tool Case Records
<b>Status Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved/maintained independent living	Able to move with no or limited assistance Able to maintain home at a functional level Able to maintain sufficient funds to live independently Avoids personal risk factors Demonstrates self care	Survey Interview Observation Tool Case Records
Maintained client in least restrictive living environment	Able to perform daily activities Avoids personal risk factors	Survey Interview Observation Tool Case Records
Maintained safety of at-risk elderly/disabled	Maintains adequate care Able to participate in plan of care Has zero incidents of physical or financial exploitation or abuse	Survey Interview Observation Tool Case Records

<b>Status Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Maintained role as caregiver	Demonstrates self-care Uses new methods to adapt to client’s environmental needs	Survey Interview Observation Tool Case Records

<b>System Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved/maintained volunteer services	Participates in _____ public awareness events and/or activities per reporting period Engages in _____ activities for recruiting purposes Increases volunteer base by _____ percent Maintains volunteer base	Official Records

**STABILITY OUTCOME – INDICATOR LIST**

**Emergency Services – (Food banks, Hot meal sites, Overnight Shelters)**

Temporary Change in Condition Outcomes	Indicators	Measurement Tools
Immediate improvement in hygiene	Utilizes showers Utilizes laundry services Utilizes hygiene products	Survey
Immediate need for clothing met	Provides clothing appropriate for season Provides clean clothes Provides clothing fits Provides an amount of clothing meets needs Provides clothing appropriate for lifestyle	Survey
Immediate need for shelter met	Ensures shelter is available at appropriate times Reserves a bed Refers to other shelters Meets program requirements for assistance Maintains housing for 30 days	Survey
Immediate need for food met	Ensures food available at appropriate times Ensures quantity of food is appropriate	Survey
Immediate needs met	Provides clothing Provides food Provides hygiene products Provides school readiness materials Provides medical assistance	Official Records

EMERGENCY SERVICES – (FOOD BANKS, HOT MEAL SITES, OVERNIGHT SHELTERS)

<b>Customer Service Outcomes</b> <b>(Client Perspective)</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Sense of safety	Surrounding area is secure enough to bring children Facility is secure enough to bring children Feels personal property is secure Feels physically safe in the facility Steps are taken by facility to assure physical safety Feels privacy is protected Staffing levels are adequate to assure safety	Survey
Cleanliness of site	Restrooms are adequately stocked Bedding is clean Floors are free of debris and waste Tables in eating area are clean	Survey
Treated with respect	Treats clients nicely Feels welcomed Treats client like a person Intakes are timely Feels like I have value Answers questions	Survey
Comfort/service amenities	Provides appropriate waiting area Provides locker for belongings Provides toiletries Ensures temperature is comfortable Provides adequate bedding Provides reading material or games Provides fresh/frozen foods Provides bags for food Provides voice mail service Provides postal service	Survey
Positive interactions with staff	Staff initiates conversation with clients Staff knows client's name Staff members are helpful	Survey

EMERGENCY SERVICES – (FOOD BANKS, HOT MEAL SITES, OVERNIGHT SHELTERS)

Customer Service Outcomes (Client Perspective)	Indicators	Measurement Tools
	Can ask staff for assistance Ensures non- threatening interactions	
Quality of food	Ensures food is appropriate temperature Ensures food packages are sealed properly Ensures food is fully cooked Ensures food tastes good Provides balanced food selection or meal Provides variety of foods available Ensures food is culturally appropriate	Survey
Quantity of food	Provides food bag that will feed family (3 meals for 3 days) Ensures hunger was satisfied Able to return for food when necessary	Survey
Food is nutritious	Ensures all food groups were available Ensures primary food groups were provided Ensures balanced meals	Survey

Knowledge Outcomes	Indicators	Measurement Tools
Improved knowledge of community resources	Knows the shelter Knows the meal sites Knows where health care clinics are located Knows how to access CSO/DSHS Knows the food bank system Knows United Way Helpline number Knows housing options Knows who to contact to attain community resources Knows how to get community resources	Client Assessment Survey

EMERGENCY SERVICES – (FOOD BANKS, HOT MEAL SITES, OVERNIGHT SHELTERS)

Behavior Outcomes	Indicators	Measurement Tools
Immediate improvement in hygiene	Utilizes showers Utilizes hygiene services Utilizes laundry service	Survey Interview Observation Tool Case Records
Improved access to service	Accesses services that meet needs Implements action plan to meet service needs with other community resources	Survey Interview Observation Tool Case Records
Reduction in barriers to assistance	Overcomes transportation barrier Overcomes clothing barrier Overcomes basic skills barrier Overcomes lack of motivation barrier Overcomes challenge of getting to foodbank	Survey
Increased social connections	Recognizes other clients in the system Has social support from staff Has social support from other clients Talks to other clients in system Belongs to a peer group Referred by other clients to services	Survey
Improved nutrition over time	Eats food from 4 food groups ___ times per week (Protein, Dairy, Fruit-Veg,Grains) Takes daily vitamins and mineral required (kids)	Survey
System Outcomes	Indicators	Measurement Tools
Reduce barriers to receiving food assistance	Hours of operation meets clients needs Location of operation meets clients needs Criteria for receiving food meets clients needs Type of food is useful to clients Individual &/or system assumptions meet clients needs	Survey

EMERGENCY SERVICES – (FOOD BANKS, HOT MEAL SITES, OVERNIGHT SHELTERS)

System Outcomes	Indicators	Measurement Tools
	Provides training that improves services Has a diverse volunteer pool Has an adequate number of volunteers Able to meet needs of diverse populations (homeless/homebound) Understands cultural barriers to food assistance	
Improved food distribution system	Maintains level of staple food needed Maintains level of fresh food needed Provides timely food delivery	Survey Interview Focus Group
Improved food donation system	Increases donated pounds of food by ___% Increases number of food donation sites by ___% Meets community's need for hours of operation by food donation sites	Survey Interview Focus Group
Improved food bank's ability to operate	Maintains level of food needed Able to complete financial reports Able to write competitive grants	Survey Interview Focus Group
Improved readiness to respond to large scale disasters	___ of facilities with disaster shelter agreements ___ of shelter supply sites ___ of new shelter managers from partner agencies and shelter housing facilities ___ of trained emergency responders	Survey Interview Focus Group
Improved quality standards for shelters	# of shelters met guideline standard #1 # of shelters met guideline standard #2 # of shelters met guideline standard #3	

**Housing Services/Case Management**

<b>Knowledge Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved knowledge of community resources	Knows __ resources for clothing Knows __ resources for food Knows __ resources for housing assistance Knows __ resources for medical assistance Knows __ resources for employment assistance	Client Assessment Survey
Improved knowledge of financial management	Knows ways to reduce utility bills Knows ways to stay within budget	Client Assessment Survey

<b>Attitude Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved emotional well-being		Survey Interview Focus Group
Increased feeling of belonging and connectedness	Expresses mutual concern for each other Try to meet each other's needs	

<b>Skill Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Improved ability to access community resources	Able to identify services to meet their needs Able to create an action plan to utilize services Able to match goals with community services Able to advocate for self in the future	Client Assessment Survey Observation Tool Case Records
Improved ability to remove barriers to attaining permanent housing	Identifies __ personal barriers to housing Develops an action plan for removing __ barrier(s) Identifies resources to assist in barrier removal Identifies ___ personal change(s) necessary to remove barriers	Client Assessment Survey Observation Tool Case Records
Improved financial management skills	Able to develop a comprehensive budget	Client Assessment Survey

Skill Outcomes	Indicators	Measurement Tools
	<ul style="list-style-type: none"> <li>Able to balance check book</li> <li>Able to identify cost saving strategies</li> <li>Able to identify income producing opportunities</li> <li>Able to develop a credit report improvement plan</li> <li>Able to meet financial obligations</li> </ul>	<ul style="list-style-type: none"> <li>Observation Tool</li> <li>Case Records</li> </ul>
Improved life skills	<ul style="list-style-type: none"> <li>Able to interact positively with others</li> <li>Able to manage expectations</li> </ul>	<ul style="list-style-type: none"> <li>Client Assessment Survey</li> <li>Observation Tool</li> <li>Case Records</li> </ul>
Improved quality of life	<ul style="list-style-type: none"> <li>Demonstrates improved decision-making skills</li> <li>Demonstrates improved goal planning skills</li> </ul>	<ul style="list-style-type: none"> <li>Client Assessment Survey</li> <li>Observation Tool</li> <li>Case Records</li> </ul>

Behavior Outcomes	Indicators	Measurement Tools
Improved financial resources	<ul style="list-style-type: none"> <li>Has a working budget</li> <li>Has sufficient move in costs</li> <li>Has implemented a savings plan</li> <li>Maintains employment for ____ weeks</li> <li>Attains wage of at least \$_____ per hour</li> <li>Attains employment of at least ____ hours per week</li> <li>Attains State/Federal income benefits</li> <li>Attains additional State/Federal benefits (medical, child care, food stamps, etc.)</li> <li>Pays rent in full for at least ____ months</li> <li><i>Attains knowledge of ways to reduce utility bills</i></li> <li><i>Attains knowledge of ways to stay within budget</i></li> </ul>	<ul style="list-style-type: none"> <li>Case Records</li> </ul>
Improved educational status	<ul style="list-style-type: none"> <li>Completes high school or GED Certificate</li> <li>Completes vocational training</li> </ul>	<ul style="list-style-type: none"> <li>Case Records</li> <li>Official Records</li> </ul>
Maintained progress on goal plans	<ul style="list-style-type: none"> <li>Achieves at least ____% of goals at 6months</li> <li>Achieves at least ____% of goals at 12 months</li> <li>Completes ____ educational goals</li> <li>Completes ____ financial goals</li> <li>Completes ____ other goals (specify_____)</li> </ul>	<ul style="list-style-type: none"> <li>Case Records</li> </ul>

Behavior Outcomes	Indicators	Measurement Tools
	Completes education or job skills training	
Attained permanent housing	Attains permanent unsubsidized housing Attains permanent subsidized housing Maintains good standing with landlord for ___ months	Case Records
Maintained drug free lifestyle	Achieves consistently clean U.A.s Achieves satisfactory court reports Complies with Disposition Order Completes Disposition Order	Case Records Official Records
Improved access to community resources	Accesses ___ community resources Accesses services that meet needs Implements action plan to meet service needs with other community resources	Survey Observation Tool Case Records
Improved financial resources	Has a working budget Has implemented a savings plan	Case Records
Improved individual/family stability	Develop self-sufficiency goals and milestones for achievement Meets milestones for achieving self-sufficiency goals	Case Records
Maintained stable housing in a group home	Demonstrates acceptance of program norms and rules Demonstrates effective interpersonal skills Achieves ___% of goals at 6 months Achieves ___% of goals at 12 months	Observation Tool Case Records Survey
Increased utilization of services and follow-up for controllable conditions	Avoids personal risk factors Follows treatment plan	Observation Tool Case Records Survey
Improved/maintained independent living	Meets ___% of independent living goals Maintains appropriate living environment	Observation Tool Case Records Survey
Reduced barriers to stable housing	Develops action plan for barrier removal Eliminates ___ or more barriers	Observation Tool Case Records Survey

<b>Status Outcomes</b>	<b>Indicators</b>	<b>Measurement Tools</b>
Maintained permanent housing	Maintains housing for 6 months Maintains housing for 12 months Able to meet monthly expenses Learned ____ new independent living skills	Case Records