Micah Projects

WORKING TOWARDS MEASURING OUTCOMES
Micah Projects

Micah Projects is a community organisation with an unswerving commitment to social justice. We believe that every child and adult has the right to a home, an income, healthcare, education, safety, dignity and connection with their community of choice.

Micah Projects provides a range of support and advocacy services to individuals and families.
Micah Projects core service areas

Wellspring - Families, Women and Children
Lotus Place - Adults who were in out-of-home care
Brisbane Homelessness Service Collaborative
Supportive Housing
Inclusive Health
Mental Health and Disability
Innovation, Research and Evaluation Unit
Business Services.
Micah Projects believes our commitment to social justice and our approach to support can make a difference in peoples lives.

But how can we measure that?

And how do we know if we could be doing better for somebody?

Our drivers:
- we want to be sure the work we are doing creates positive change
- we want to articulate that benefit to others
- we want to put effort and resources into activities and strategies that work
- we want ‘evidence’ to drive service improvement and innovation
Defining and measuring outcomes - challenges

We are a multi-disciplinary organisation
• Working to address the needs of vulnerable people with a complexity of challenges in a complex environment
• What is an outcome for these populations? What are the right outcomes?

We focus on partnerships, collaboration and integration to provide the right support to vulnerable individuals and families
• Do we have full control over achievement of outcomes? - Different services holding different pieces of the outcome
  ➢ barriers to sharing of data
  ➢ how do we measure the impact of ‘partnerships’?

We deliver our services within a life-course framework
• each stage of life affects the next, and has impacts across generations
• biological, social and economic, and psycho-social processes operate across the life span
  ➢ How do we implement an outcomes framework across domains – health, safety and wellbeing?
Life course approach to interventions & outcomes

Each stage of life affects the next and has impacts across generations

Micah’s Journey to defining and measuring outcomes

Where did we start?

Commitment to evidence-informed practice

Replication of frameworks, practices and models utilised successfully elsewhere

Research into best practice and evaluation of services and approach

BUT

No articulated outcomes framework covering the breadth of our services and approach

No systematic way of measuring impact and change over time

Limited capacity to ‘test’ evidence based practices, in an ongoing way, in our setting (the populations we serve, our community, our policy environment)
An Economic Evaluation of the Homeless to Home Healthcare After-Hours Service

Spending $503,000 and proactively addressing the health and housing needs of Brisbane’s homeless people has saved the Queensland Public Health System between $6.45 - $6.9 million*.

*In a Brisbane study with 1,369 individuals

$503,000 spent

$6.45 - $6.9 million saved

IMPROVED QUALITY OF LIFE
HOUSING + HEALTHCARE

225 permanently housed
110 permanently housed & receive healthcare
1,259 individuals provided with nursing care via street outreach & home visits
1,369 individuals benefited

110 + 1,259 = 1,369
Example – Longer term impacts of 50 Lives 50 Homes Campaign – 3 Years on

LONG TERM IMPACT

Housing Retention
- 77% Still permanently housed
- 16% Passed away in their own home
- 7% Moved on - outcome unknown

Reduction in Rough Sleeping
- 282 Inner Brisbane
- 80

Where are people housed?
- 55% Community Housing
- 44% Public Housing
Micah’s Journey to defining and measuring outcomes

Where are we now?

- Development of **Practice Framework**
  - Articulation of **outcomes, objectives, strategies and activities** for supporting ‘Children and Families’ and ‘Vulnerable Adults’ – in line with organisational vision, mission and strategic plan

- **Results Based Accountability** methodology to identify performance indicators to measure these outcomes
  - what would outcomes **look like** for the people and families we support?

- Continue investigation into **evidence based models** that are aligned with our Practice Framework
  - Implementation with fidelity = expected outcomes

- Working towards:
  - Articulated outcomes framework covering the breadth of our services and approach
  - Systematic way of measuring impact and change over time
  - Capacity to ‘test’ evidence based practices, in an ongoing way, in our setting
Outcomes: Children and families

Outcome 1: Children and families access and have stability in housing
Outcome 2: Children and families are safe
Outcome 3: Family functioning and stability is improved
Outcome 4: Infants and toddlers have their developmental needs met within family and community
Outcome 5: Children and young people are healthy and learning in school and family
Outcome 6: Children and families are successfully accessing mainstream services and resources
Outcome 7: Families with children achieve economic security
Outcome 8: Children and their families are actively engaged in the community
Outcome 9: Micah Projects will have partnerships with agencies that will enhance services to families with children

Outcomes: Vulnerable adults

Outcome 1: Vulnerable adults access and have stability in housing
Outcome 2: Vulnerable adults are safe in their home and community
Outcome 3: Personal recovery and stability is sustained
Outcome 4: Improve the health and quality of life of vulnerable adults
Outcome 5: People are strengthened in their identity, culture and personal and family histories
Outcome 6: Vulnerable adults achieve economic security
Outcome 7: Vulnerable adults are actively engaged in the community
Outcome 8: Citizen Participation
Outcome 9: Micah Projects will have partnerships with agencies to enhance services for vulnerable adults
Micah’s Journey to defining and measuring outcomes

You can’t manage what you can’t measure

- Is it measureable?
- Is it worth measuring?
- Is it **critical** to our core business?
- Are we measuring it already?
- Will measuring involve practice change?
- Do we have reporting and measuring capacity?
- Will the measure be understood?
- Is it aligned with state and national developments?
What have we learnt so far?

It takes time - it will continue to evolve

Data and measurement requires resourcing – look for expertise in your organisation

Document – approach, model, practice and outcomes

Keep it simple, but ensure it aligns with organisational direction

Leverage opportunities where you can
• what measurement processes do you already have in place? Feedback, assessment tools etc

Staff communication and involvement is critical

Implementation of evidence based practices with fidelity will reliably lead to expected outcomes

Common outcomes (e.g. for children and families) and alignment with national indicators is a critical area of development for Australia
www.micahprojects.org.au
Breaking social isolation, building community.