

Essential Needs Strategy Map

Definitions:

Result-(or outcome or goal) is a population condition of well-being for children, adults, families and communities, stated in plain language

Indicator-(or benchmark) is a community measure that helps quantify the achievement of a result

Strategy-is a coherent collection of actions that has a reasonable chance of improving results

Program Performance Measure-is a universal measure of how well a program is working. The most important performance measures tell us whether program customers are better off. After each strategy are examples of performance measures used by United Way of Central Iowa. There are three types of performance measures:

1. Quadrant 1 (Q1) - performance measure that answers the question "How much did we do?"
2. Quadrant 2 (Q2) - performance measure that answers the question "How well did we do it?"
3. Quadrant 3 & 4 (Q3 & Q4) – performance measure that answers the question "Is anyone better off?"
To determine if clients are better off, programs measure changes in four categories: Skills/Knowledge, Attitude/Opinion, Behavior, and Circumstance.

ESSENTIAL NEEDS

GOAL: ALL INDIVIDUALS AND FAMILIES HAVE ACCESS TO FOOD, SHELTER AND OTHER SUPPORTS

Headline Indicator: Percent of families earning 185 percent of poverty or less¹

Housing/Homelessness/Transportation (HHT)

Indicator 1: Annual number of homeless people in Polk, Dallas, and Warren Counties (in emergency shelter and transitional housing) unduplicated²

Indicator 2: Percentage of extremely low income renter households (household income \leq 30percent HUD Area Median Family Income) who are severely rent burdened (cost burden $>$ 50percent)³

Indicator 3: Number of public transit riders⁴

Indicator 4: Percent of licensed drivers⁵

HHT Strategy 1 Permanent Supportive Housing to avoid evictions

Program Performance Measures:

1. *Number of unduplicated clients served (Q1)*
2. *Number of case management/support services hours delivered (Q1)*
3. *Number/percent who increased their knowledge through education and awareness of rental rights and processes (Q3/Q4)*
4. *Number/percent of tenants in program 12 months or less who improve their "Housing" score on Arizona self-sufficiency matrix or similar self-sufficiency tool by at least 1 point (Q3/Q4)*

¹ This measure was chosen because a family at 100percent of poverty or less will qualify for all public benefits even though many public benefits have income eligibility above 100percent of poverty

² Data Source: Iowa Institute for Community Alliance – Annual Point in Time data

³ Data Source: Polk County Housing Trust Fund – HUD Comprehensive Housing Affordability Strategy

⁴ Data Source: DART

⁵ Data Source: Iowa Department of Transportation

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5. *Number/percent of tenants who move into independent permanent housing (Q3/Q4)*
6. *Number/percent of tenants who maintain permanent supportive housing for 12 months (Q3/Q4)*

HHT Strategy 2 Emergency shelter & needs

Program Performance Measures:

1. *Number clients served (Q1)*
2. *Number/percent of families who have improved their housing situation to permanent housing (Q3/Q4)*
3. *Number of public benefit screenings completed (Q1)*
4. *Number of public benefit applications completed (Q1)*
5. *Number families who receive public benefits (Q3)*

HHT Strategy 3 System change to Centralized Intake for Housing

Program Performance Measures:

1. *Number of client intakes (Q1)*
2. *Percent who increased knowledge through education (Q4)*
3. *Percent who took action based on increased education (efficacy) (Q4)*
4. *Number of people referred to next step (Q1)*
5. *Number of people who followed through on their referral (Q1)*
6. *Number of people who entered back into Centralized Intake (Q1)*
7. *Percent of providers using Centralized Intake for placement in housing (Q2)*

HHT Strategy 4 Affordable and accessible public and private transportation

Program Performance Measures:

1. *Number of low-income people who accessed free/reduce priced bus passes (Q1)*
2. *Number of "how to use the bus" trainings held (Q1)*
3. *Number people trained to use the bus (Q1)*
4. *Number of people who used an alternative transportation system to get to class, jobs, pantry and/or healthcare appointment (Q1)*
5. *Number of people assessed for transportation issues (data collected & reported) (Q1)*
6. *Number of people who obtained a driver's license for the first time or had a license reinstated (Q1)*
7. *Number of auto related businesses that provide free/reduce priced sales, services and repairs (Q1)*

Food Insecurity/Hunger (FIH)

Indicator 1: Number of people who are food insecure (Polk, Dallas, Warren)⁶

Indicator 2: Number of SNAP recipients⁷

Indicator 3: Number of WIC recipients⁸

FIH Strategy 1 Food security for school aged youth, adults and seniors

Program Performance Measures:

⁶ Data Source: Map the Meal report (Hunger Free Polk Dallas Counties)

⁷ Data Source: Iowa Department of Human Services; iowacan.org/wp-content/uploads/214/05/SNAP-Iowa-Info.pdf ;
<https://fred.stlouisfed.org/series/BR19000IAA647NCEN>

⁸ Data Source: Iowa Department of Public Health;

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1. Number of unduplicated clients served (Q1)
2. Number/percent of individuals who received an emergency food box (Q3/Q4)
3. Number of meals supplied to direct clients through food assistance in XXX County (1.2Number of good = 1 meal) (Q1)
4. Number of meals served/provided to program participants (before/after school, congregate meals, meals on wheels, etc.) (Q1)
5. Number of TOTAL individuals screened for eligibility for WIC & SNAP (before/after school, congregate meals, meals on wheels, etc.) (Q1)
6. Number/percent of TOTAL individuals who gain knowledge about nutrition programs (WIC & SNAP) (Q3/Q4)
7. Number of TOTAL individuals enrolled into nutrition programs (WIC & SNAP) (Q1)
8. Number of individuals enrolled in SNAP (Q1)
9. Number of households with children under age 5 enrolled in WIC (Q1)
10. Number of people assessed for issues beyond food insecurity (data collected & reported) (employed, wage level, educational level, etc.) (Q1)

FIH Strategy 2 Pipeline to financial stability

Program Performance Measures:

1. Number of people assessed for issues beyond food insecurity (data collected & reported) (employed, wage level, educational level, etc.) (Q1)
2. Number of people who received outreach and education about public benefits (SNAP, WIC, SSI/SSDI, HSED, etc.) (Q1)
3. Number agency clients connected with other supportive services (Q1)
4. Number/percent of pantry recipients screened for public benefits (Q3/Q4)
5. Number/percent of clients reporting that they received SNAP/WIC and other public benefits (Q3/Q4)

Legal Services (LS)

Indicator 1: Number of people receiving legal aid to have barriers removed through free or low cost services⁹

Indicator 2: Percent of need met through legal services to remove barriers to financial stability¹⁰

Indicator 3: Number of system-level barriers to successful outcomes removed or addressed (Data Development Agenda)¹¹

LS Strategy 1 Housing Issues (landlord/tenant, foreclosures, public housing vouchers, bankruptcy, 2nd resettlement, etc.)

Program Performance Measures:

1. Number screened (Q1)
2. Number served (Q1)
3. Number/percent with successful outcome (Q3/Q4)
4. Number people referred to other legal services (Q1)

⁹ Data Source: Iowa Legal Aid

¹⁰ Data Source: Iowa Legal Aid

¹¹ Data Source: Iowa Legal Aid ; United Way of Central Iowa ; United Ways of Iowa

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LS Strategy 2 Family Problems/Issues (domestic violence, restraining orders, child custody, divorce)

Program Performance Measures:

1. *Number screened (Q1)*
2. *Number served (Q1)*
3. *Number/percent with successful outcome (Q3/Q4)*
4. *Number people referred to other legal services (Q1)*

LS Strategy 3 Income, including Public Benefits (garnishments, debt collectors, employment issues, etc.)

Program Performance Measures:

1. *Number screened (Q1)*
2. *Number served (Q1)*
3. *Number/percent with successful outcome (Q3/Q4)*
4. *Number people referred to other legal services (Q1)*

LS Strategy 4 Health Care (Medicare, Medicaid, etc.)

Program Performance Measures:

1. *Number screened (Q1)*
2. *Number served (Q1)*
3. *Number/percent with successful outcome (Q3/Q4)*
4. *Number people referred to other legal services (Q1)*

Information and Referral Services: Under Construction

Indicator 1: Percent of need met through resource and referral information¹²

IRS Strategy 1 Accessible resource and referral information

Program Performance Measures:

¹² Data Source: United Way of Central Iowa 2-1-1