

# LIVE UNITED



UNITED WAY OF METROPOLITAN CHICAGO

HEALTH ISSUE AREA MEASUREMENT  
FRAMEWORK

JULY 1, 2017 – JUNE 30, 2019

## **MEASUREMENT FRAMEWORK OVERVIEW**

UWMC has identified key indicators of progress and success for each Health strategy that drive toward specific outcomes. The following pages contain a complete list of indicators, arranged by strategy, as well as detailed definitions of terms. Partner agencies are required to report data for **all** of the indicators in each strategy for which funding is received (e.g. if funded for Health – Behavioral and Mental Health, an agency must report on all Behavioral and Mental Health indicators). UWMC utilizes outcome data to gauge the performance of an agency throughout the program year.

UWMC does not fund on a fee-for-service basis, but rather funds programming that will deliver on identified outcomes. Therefore, organizations must agree to report on outcomes and indicators for **all participants** in UWMC-funded programs, rather than some portion of client population served.

In addition to the strategy indicators, partner agencies will also be required to report annually on the following elements:

- *Strategy Narratives*: Qualitative questions associated with specific strategies.
- *Demographics*: Program participants' race/ethnicity, age, gender, economic status, disability status (if available), sexual orientation (if available), veteran status (if applicable), homeless (if applicable), wards of the state/youth in foster care (if applicable), female heads of household (if applicable), immigrant or refugee status (if applicable), criminal background/re-entry population (if applicable). Reported by agency, not program.
- *Communities Served*: Number of people served living in each Chicago Community Area or suburban municipality within UWMC's footprint. Reported by agency, not program.
- *Site Locations*: Name and address of locations where UWMC-funded programs are conducted.
- *Success Story*: The story of one client who has successfully utilized the agency's UWMC-funded program.

## HEALTH – ALL FY18-19 INDICATORS BY STRATEGY

### BEHAVIORAL AND MENTAL HEALTH

#### Improve access to mental health services

# youth served	# adults served
# of mental and behavioral health sessions provided	# behavioral and mental health screenings/referrals to treatment
Increase in staff time (Yes/No)	Increased appointment availability/reduced wait time (Yes/No)
# participants served during program year that are uninsured	# of youth/adults gaining or retaining health insurance during the program year
Type of services provided to reduce barriers to care	# people who report their mental health has improved (optional)

### COMMUNITY HEALTH

#### Communities support healthful behaviors that focus on nutrition and physical activity

# of youth/adults consuming more servings of fruits & vegetables per day	# of youth/adults engaging in more minutes of physical activity/ day
# of participants with increased knowledge of healthy lifestyle behaviors	

### HEALTH ACCESS AND LITERACY

#### Improve coverage and utilization of health services; promote and enhance health access and literacy

# of 1:1 educational sessions	# of attendees at group sessions
# participants served during program year that are uninsured	# of youth/adults gaining or retaining health insurance during the program year
# people connected to a health provider/primary care physician/regular care	# people who report their physical health has improved (optional)

<b>STRATEGY: BEHAVIORAL AND MENTAL HEALTH</b>	
<b>Improve access to mental health services</b>	
<b>OUTCOME: People access behavioral and mental health care</b>	
<b>INDICATOR</b>	<b>DEFINITION</b>
# youth served # adults served	<ul style="list-style-type: none"> <li>• youth are participants under age 18</li> <li>• adults are participants 18 and older</li> </ul>
# of mental and behavioral health sessions provided	<ul style="list-style-type: none"> <li>• a “session” may consist of individual, group, or family therapy; crisis intervention; parenting skills training; or other sessions applicable to the population served</li> </ul>
# behavioral and mental health screenings/ referrals to treatment	
# of people who report their mental health has improved	<b>This indicator is optional</b>
Increase in staff time (Yes/No)	<ul style="list-style-type: none"> <li>• Staff increase is the number of additional full- or part-time staff added to provide clinical services</li> </ul> <b>Staff increases are not required for a program to be considered successful</b>
Increased appointment availability/reduced wait time (Yes/No)	<ul style="list-style-type: none"> <li>• Increased appointment availability is the number of additional time slots for patients to access care</li> <li>• Reduced wait time refers to the length of time a client has to wait for an appointment to become available</li> </ul> <b>Appointment increases and reduction of wait times are not required for a program to be considered successful</b>
<b>OUTCOME: People overcome barriers to care</b>	
<b>INDICATOR</b>	<b>DEFINITION</b>
<b>Type of services provided to reduce barriers to care:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Language access</li> <li><input type="checkbox"/> Transportation</li> <li><input type="checkbox"/> Financial</li> <li><input type="checkbox"/> Accompaniment</li> <li><input type="checkbox"/> Other (Please specify)</li> </ul>	Financial barriers to care are those that may limit an individual’s access to quality care, including: <ul style="list-style-type: none"> <li>• Ability to pay for care (with or without health insurance)</li> <li>• Ability to finance a copay or extra costs associated with doctor visit or treatment plan</li> </ul>
<b>OUTCOME: People are connected to insurance in order to access care</b>	
<b>INDICATOR</b>	<b>DEFINITION</b>
# participants served during program year that are uninsured	Where applicable, please provide reason clients remain uninsured
# of youth/adults gaining or retaining health insurance during the program year	The program may serve youth and/or adults, which will be reported separately <ul style="list-style-type: none"> <li>• youth are participants under age 18</li> <li>• adults are participants 18 and older</li> </ul> This may include renewing coverage or assisting clients with redeterminations

**STRATEGY: COMMUNITY HEALTH**

**Communities support healthful behaviors that focus on nutrition and physical activity**

**OUTCOME: People adopt healthy behaviors**

<b>INDICATOR</b>	<b>DEFINITION</b>
<b># of youth/adults consuming more servings of fruits &amp; vegetables per day</b>	The program may serve youth and/or adults, which will be reported separately <ul style="list-style-type: none"><li>• youth are participants under age 18</li><li>• adults are participants 18 and older</li></ul> “More” is based on the difference between the # of servings consumed at follow-up and the # of servings consumed at initial intake A “serving of fruits or vegetables” is: <ul style="list-style-type: none"><li>• 1 cup raw green salads</li><li>• 1 banana or apple</li><li>• 1/2 cup cooked greens or chopped fruits or vegetables</li><li>• 1/4 cup dried fruit</li></ul>
<b># of youth/adults engaging in more minutes of physical activity/ day</b>	The program may serve youth and/or adults, which will be reported separately <ul style="list-style-type: none"><li>• youth are participants under age 18</li><li>• adults are participants 18 and older</li></ul> “More” is based on the difference between the number of minutes of physical activity at follow-up and the number of minutes of physical activity at initial intake
<b># of participants with increased knowledge of healthy lifestyle behaviors</b>	

<b>STRATEGY: HEALTH ACCESS AND LITERACY</b>	
<b>Improve coverage and utilization of health services; promote and enhance health access and literacy</b>	
<b>OUTCOME: People increase their health literacy and utilization of preventive care</b>	
<b>INDICATOR</b>	<b>DEFINITION</b>
<b># of 1:1 educational sessions</b>	<ul style="list-style-type: none"> <li>• A 1:1 educational session is a client interaction which involves providing education on health care utilization and/or health system navigation</li> <li>• Health literacy: "the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions."</li> </ul>
<b># of attendees at group sessions</b>	<ul style="list-style-type: none"> <li>• A group session is a pre-arranged gathering of multiple clients to provide education on health care utilization and/or health system navigation</li> </ul>
<b># people connected to a health provider/primary care physician/regular care</b>	This may include researching, identifying, and/or contacting a primary care physician, specialist, or behavioral and mental health provider
<b># people who report their physical health has improved</b>	<b>This indicator is optional</b>
<b>OUTCOME: People are connected to health insurance in order to access care</b>	
<b>INDICATOR</b>	<b>DEFINITION</b>
<b># participants served during program year that are uninsured</b>	Where applicable, please provide reason clients remain uninsured
<b># of youth/adults gaining or retaining health insurance during the program year</b>	<p>The program may serve youth and/or adults, which will be reported separately</p> <ul style="list-style-type: none"> <li>• youth are participants under age 18</li> <li>• adults are participants 18 and older</li> </ul> <p>This may include renewing coverage or assisting clients with redeterminations</p>