UNITED WAY OF METROPOLITAN CHICAGO

SAFETY NET ISSUE AREA MEASUREMENT FRAMEWORK

JULY 1, 2017 – JUNE 30, 2019

MEASUREMENT FRAMEWORK OVERVIEW

UWMC has identified key indicators of progress and success for each Safety Net 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 Safety Net – Housing, an agency must report on all Housing 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.

SAFETY NET – ALL FY18-19 INDICATORS BY STRATEGY

HOUSING
Ensure basic housing needs are met

# adults receiving housing assistance	# of youth receiving housing assistance
# of nights of shelter provided	Utilization rate of programming
Average length of stay in program supported housing	# of individuals who leave program supported housing with a permanent, stable destination
# of adults provided with case management services	# of adults screened for benefits
# of adults assisted in applying for benefits	# of adults assisted in maintaining benefits

SAFETY FROM ABUSE
Address immediate safety needs

# of adults gaining safety from abuse	# of youth gaining safety from abuse
# of individuals accessing safe, stable housing	# of adults who develop a safety plan
# of youth who develop a safety plan	# of adults provided with case management services
# of adults screened for benefits	# of adults assisted in applying for benefits
# of adults assisted in maintaining benefits	

LEGAL ASSISTANCE
Ensure equal access to justice

# of adults receiving brief legal services	# of adults receiving extended legal representation
Average length of extended representation services	

FOOD ACCESS
Meet basic food needs

# of individuals receiving food assistance	# of adults receiving food assistance
# of youth receiving food assistance	# of adults screened for benefits
# of adults assisted in applying for benefits	# of adults assisted in maintaining benefits

STRATEGY: HOUSING
Ensure basic housing needs are met

OUTCOME: Provide shelter for individuals experiencing homelessness or rental assistance to prevent homelessness

INDICATOR	DEFINITION
# of adults receiving housing assistance # of youth receiving housing assistance	**Housing assistance** can include: • emergency housing, temporary housing, rapid rehousing, or permanent supportive housing OR • rent and mortgage assistance OR • moving individuals from institutional settings into community based housing (for additional definitions of housing types, please see end of framework) • youth are participants under age 18 • adults are participants 18 and older
# of nights in shelter provided	• "Nights in shelter" is the total number of nights of service provided – the total number of nights each bed in the program was occupied.
Utilization rate of programming	• "Utilization rate" is the number of nights in shelter utilized divided by the nights of shelter available for the year
Average length of stay in program supported housing	• "Program supported housing" is housing provided by the partner agency
# of individuals who leave program supported housing with a permanent, stable destination	• "Permanent" housing is community based housing not supported by the partner agency

OUTCOME: Provide case management services to individuals to mitigate the likelihood of future homelessness

INDICATOR	DEFINITION
# of adults provided with case management services	• "Case management" is a method of service delivery in which a qualified case manager conducts assessments of clients and their families. Based on the needs identified in an assessment, a case manager then arranges, coordinates and monitors multiple services from different providers to serve client needs

STRATEGY: HOUSING (continued)	
Ensure basic housing needs are met	
OUTCOME: Increase access to benefits via screening and assistance in benefit enrollment	
INDICATOR	**DEFINITION**
# of adults screened for benefits	• "Benefit screening" is using a web or in person tool to determine an individuals' eligibility for public or private benefits • "Benefits" include: TANF, tax credits, SSI/SSDI, SNAP/LINK, WIC, subsidized housing (public, Section 8), LIHEAP, weatherization, utility, eviction prevention, subsidized fare cards and vouchers, childcare subsidies, Medicaid, Medicare, and All Kids
# of adults assisted in applying for benefits	• "Assistance" in applying for benefits is using a web or in person tool to assist clients in completing the application(s) for public or private benefits • "Benefits" include: TANF, tax credits, SSI/SSDI, SNAP/LINK, WIC, subsidized housing (public, Section 8), LIHEAP, weatherization, utility, eviction prevention, subsidized fare cards and vouchers, childcare subsidies, Medicaid, Medicare, and All Kids
# of adults assisted in maintaining benefits	• "Assistance" in maintaining benefits can include assisting the individual in reapplying for benefits after they have expired, or assisting in maintaining benefits program eligibility • "Benefits" include: TANF, tax credits, SSI/SSDI, SNAP/LINK, WIC, subsidized housing (public, Section 8), LIHEAP, weatherization, utility, eviction prevention, subsidized fare cards and vouchers, childcare subsidies, Medicaid, Medicare, and All Kids

STRATEGY: SAFETY FROM ABUSE
Address immediate safety needs

OUTCOME: Provide crisis services to victims of abuse

INDICATOR	DEFINITION
# of adults gaining safety from abuse **# of youth gaining safety from abuse**	• youth are participants under age 18 • adults are participants 18 and older
# of individuals accessing safe, stable housing	
# of adults who develop a safety plan **# of youth who develop a safety plan**	• A "safety plan" is a personalized, practical plan to help individuals avoid danger and know the best way to react in dangerous situations • youth are participants under age 18 • adults are participants 18 and older

OUTCOME: Provide case management services to individuals to mitigate the likelihood of future abuse

INDICATOR	DEFINITION
# of adults provided with case management services	• "Case management" is a method of service delivery in which a qualified case manager conducts assessments of clients and their families. Based on the needs identified in an assessment, a case manager then arranges, coordinates and monitors multiple services from different providers to serve client needs

OUTCOME: Increase access to benefits via screening and assistance in benefit enrollment

INDICATOR	DEFINTION
# of adults screened for benefits	• "Benefit screening" is using a web or in person tool to determine an individuals' eligibility for public or private benefits • "Benefits" include: TANF, tax credits, SSI/SSDI, SNAP/LINK, WIC, subsidized housing (public, Section 8), LIHEAP, weatherization, utility, eviction prevention, subsidized fare cards and vouchers, childcare subsidies, Medicaid, Medicare, and All Kids

STRATEGY: SAFETY FROM ABUSE (continued)
Address immediate safety needs

OUTCOME: Increase access to benefits via screening and assistance in benefit enrollment	
INDICATOR	**DEFINITION**
# of adults assisted in applying for benefits	• "Assistance" in applying for benefits is using a web or in person tool to assist clients in completing the application(s) for public or private benefits • "Benefits" include: TANF, tax credits, SSI/SSDI, SNAP/LINK, WIC, subsidized housing (public, Section 8), LIHEAP, weatherization, utility, eviction prevention, subsidized fare cards and vouchers, childcare subsidies, Medicaid, Medicare, and All Kids
# of adults assisted in maintaining benefits	• "Assistance" in maintaining benefits can include assisting the individual in reapplying for benefits after they have expired, or assisting in maintaining benefits program eligibility • "Benefits" include: TANF, tax credits, SSI/SSDI, SNAP/LINK, WIC, subsidized housing (public, Section 8), LIHEAP, weatherization, utility, eviction prevention, subsidized fare cards and vouchers, childcare subsidies, Medicaid, Medicare, and All Kids

STRATEGY: LEGAL ASSISTANCE Ensure equal access to justice	
OUTCOME: Provide legal services/representation and information to individuals	
INDICATOR	**DEFINITION**
# of adults receiving brief legal services	• Brief services refers to legal counsel and advice and/or other brief services including drafting of simple legal documents for clients to use on a pro se basis
# of adults receiving extended legal representation	"Extended legal representation" may include the following: • Representation without litigation – Extensive research, preparation of complex letters or other legal documents, negotiations with third parties, extensive transactional work • Administrative hearings – Representation in formal proceedings and/or hearings before an administrative agency • Litigation – Representation in court proceedings
Average length of extended representation services	• Average length of time measured in weeks

STRATEGY: FOOD ACCESS Meet basic food needs	
OUTCOME: Provide food assistance	
INDICATOR	**DEFINITION**
# of individuals receiving food assistance # of adults receiving food assistance # of youth receiving food assistance	• "Food assistance" includes food pantries, congregate meals, at home deliveries for individuals who would struggle to attend a food distribution site, and food banks • adults are participants 18 and older • youth are participants under age 18
OUTCOME: Increase access to benefits via screening and assistance in benefit enrollment	
# of adults screened for benefits	• "Benefit screening" is using a web or in person tool to determine an individuals' eligibility for public or private benefits • "Benefits" include: TANF, tax credits, SSI/SSDI, SNAP/LINK, WIC, subsidized housing (public, Section 8), LIHEAP, weatherization, utility, eviction prevention, subsidized fare cards and vouchers, childcare subsidies, Medicaid, Medicare, and All Kids
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ADDITIONAL HOUSING DEFINITIONS

• **EMERGENCY SHELTER:** Any facility with the primary purpose of providing temporary or transitional shelter for the homeless in general or for specific populations of the homeless.

• **TRANSITIONAL HOUSING**: A project that facilitates the movement of homeless individuals and families to permanent housing within a reasonable amount of time (usually 24 months). Transitional housing includes housing primarily designed to serve deinstitutionalized homeless individuals and other homeless individuals with mental or physical disabilities and homeless families with children.

• **RAPID RE-HOUSING:** Temporary assistance in order for individuals and families who are experiencing homelessness (residing in emergency or transitional shelters or on the street) to obtain housing and retain it.

• **PERMANENT SUPPORTIVE HOUSING**: Long-term, community-based housing that has supportive services for homeless persons with disabilities. This type of supportive housing enables special needs populations to live as independently as possible in a permanent setting. The supportive services may be provided by the organization managing the housing or coordinated by the applicant and provided by other public or private service agencies. Permanent housing can be provided in one structure or several structures at one site or in multiple structures at scattered sites. There is no definite length of stay.

• **RENT AND MORTGAGE ASSISTANCE:** Short term assistance to households who have a temporary need, rather than a long term subsidy in order to make payments on rent or mortgage.