

Options Bytown

Measuring what matters:
Evidence-based evaluation
in supportive housing

Session number: 406

Presented by: Catharine Vandelinde and Joyce
Lundrigan



Learning Objectives



Experience and understanding of goal identification and setting within a supported housing program

What is important to you?

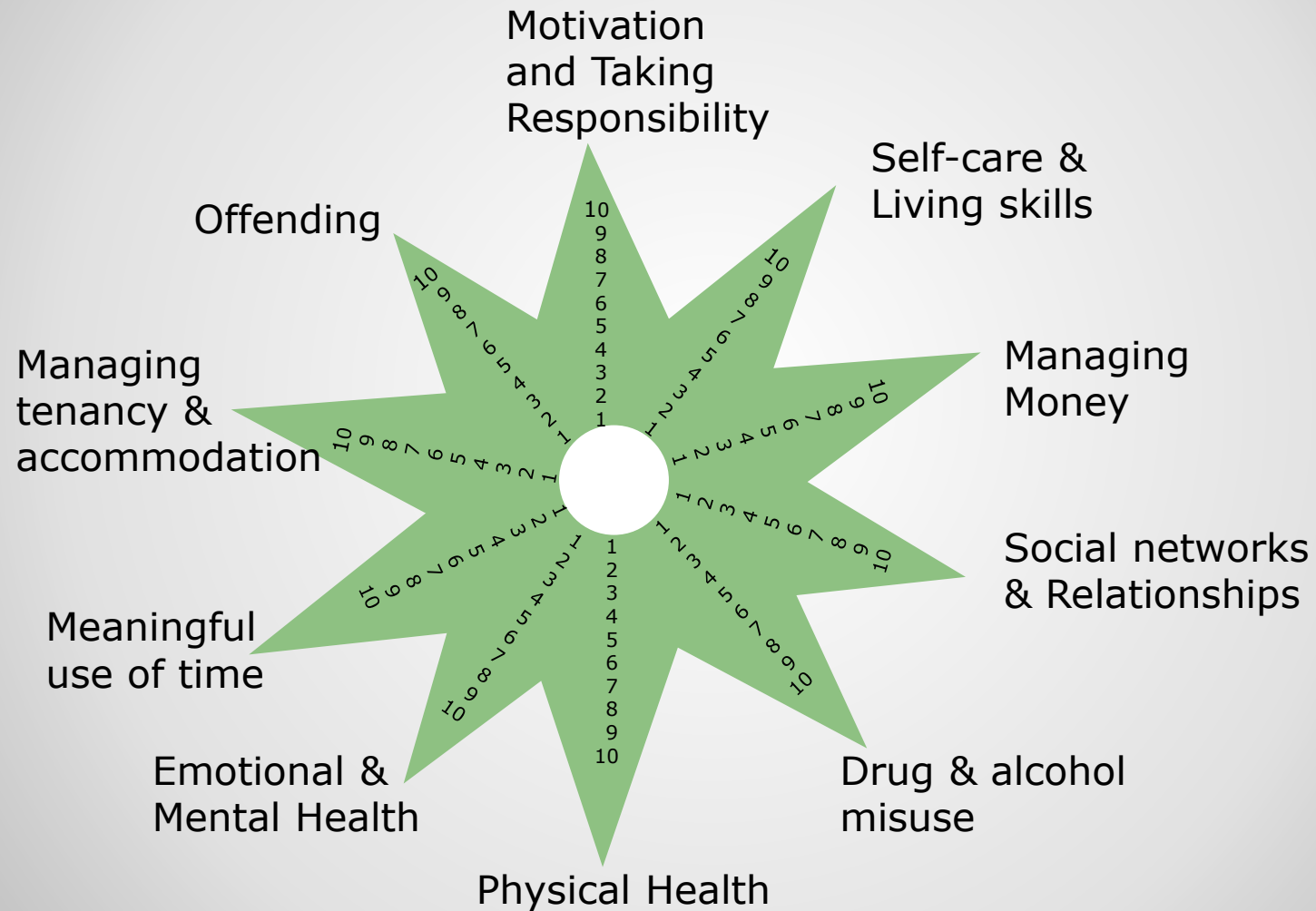
What are your goals for the
next 1-2 years?



What next?



Outcome Star



Journey of Change



1-2	3-4	5-6	7-8	9-10
Stuck	Accepting help	Believing	Learning	Self-Reliance

Action Plan



Priority area and score	Next Goal	SMART Actions	By Who?	By when? (date)

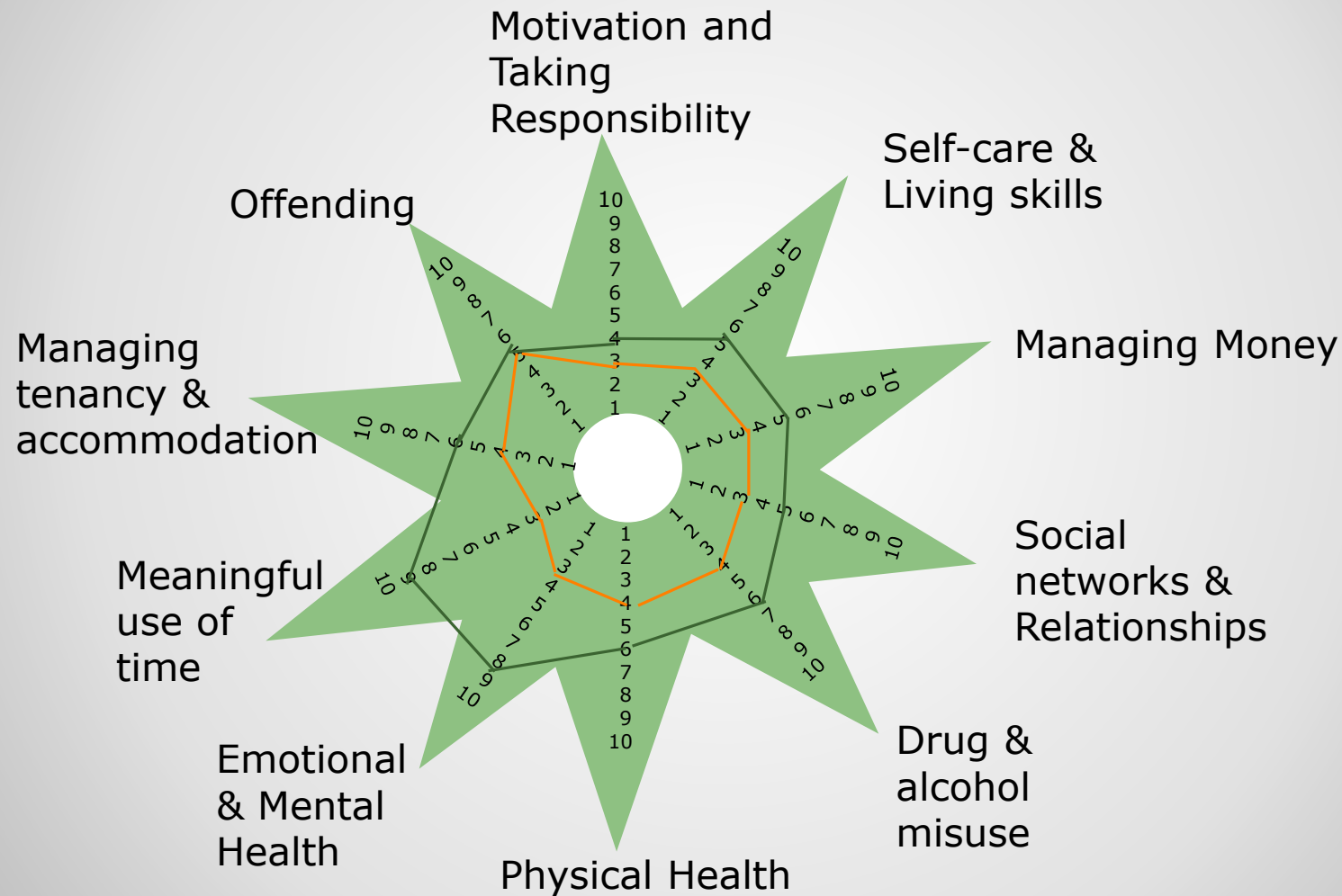
Signatures:

Client

Date

Staff

Date



Is this an effective tool?



Evaluate!

What did you think of the tool?



Easy to understand

Evidence Based

Works well for the
housing population

Measures Change

A good tool

User friendly

Measures across
programs

Quantitative and
Qualitative

What did you like about using the tool?



Creates hope

Able to track progress

Helped me to speak my mind rather than keeping it in

Encouraged self-reflection

Participatory

Promotes conversation in unconventional areas-spirituality

Encouraging

Sets realistic goals

Can be broken up-not done in one sitting

Better understood myself

Not overly clinical-easy to use

Helps clients think long-term

Felt better understood by caregiver

Tool established trust

What did you dislike about using the tool?



Felt like
paperwork

Confusing to some
clients

I don't like talking about myself

Some
Categories not
relevant

Overworked
already- too
time
consuming

Difference between
numbers on scale
difficult to explain

Too long

"Sometimes clients can be having a bad week or bad month and so their scores can be bad, and it's not representative of their overall progress. It can either underestimate or overestimate progress in some cases"

What could be improved?



A guide with
concrete examples
would be helpful

More training with
someone local

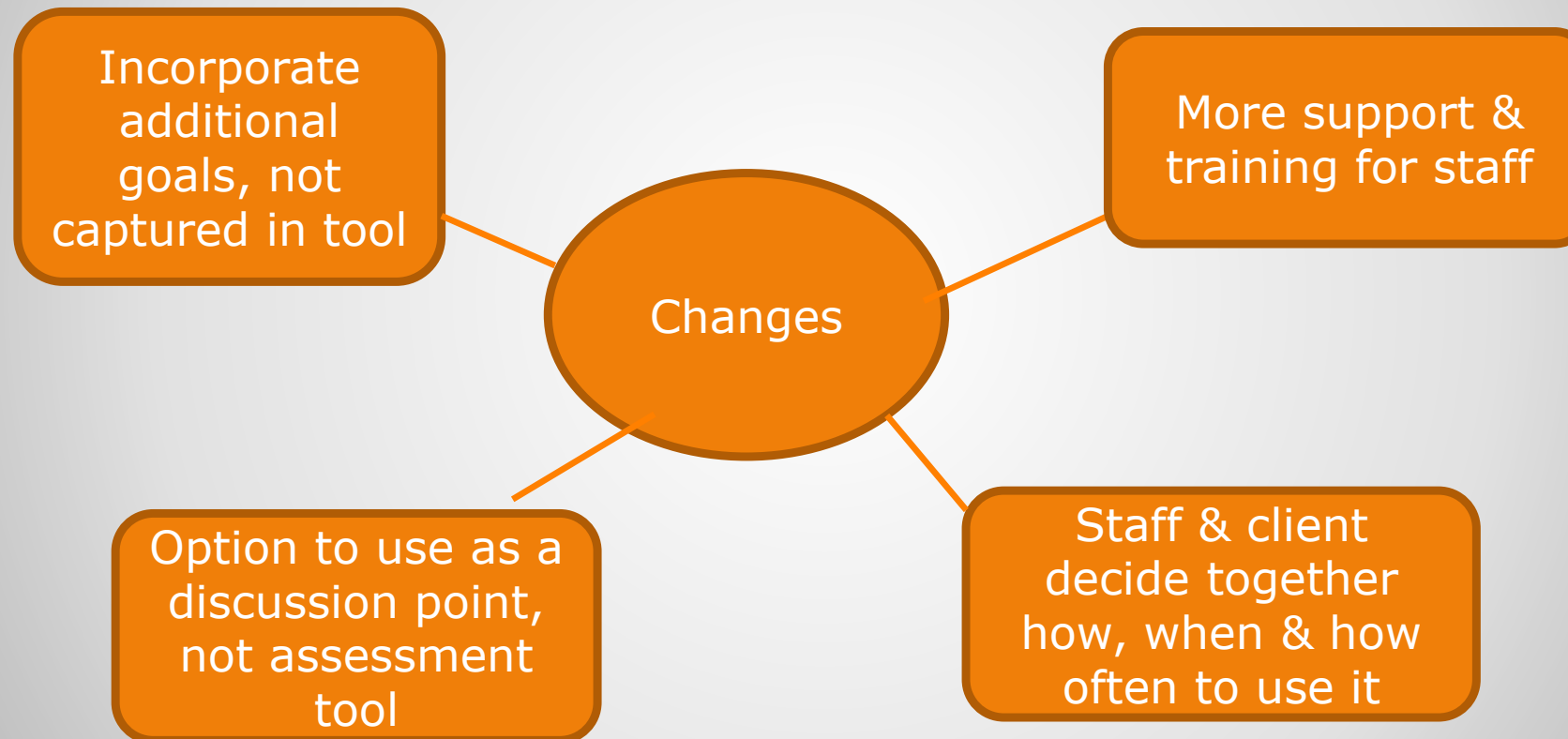
Tool is too wordy-
should be
simplified

Shorten number of
items

More emphasis
on an action plan

Terms should be
defined

Add a
leisure
category



Let's try it out!

Questions and Discussion

Thank you!



Questions?
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