

The Specialist Homelessness Sector Transition Plan (2018-2022)

Build sector capacity in relation to outcomes

The Specialist Homelessness Sector Transition Plan (2018-2022) outlines 15 goals. Action tables have been developed to provide more specific detail on what each goal means, why it is important, future vision, relevant literature, good practice examples and helpful resources.

The action tables are designed to be a useful reference and a good starting point for organisations or individuals wanting to action any of the 15 goals in the SHS Transition Plan.

All 15 action tables can be found at: chp.org.au/shs-transitionplan18/.

2. Build sector capacity in relation to outcomes

What we mean	Continuing to work with the SHS to develop a shared understanding of the value of outcomes measurement. Identifying what outcomes should be measured and why. Key elements include: Identifying outcomes frameworks suitable to the SHS Identifying individual, program and population level outcomes and measurement methods Training and development opportunities for the SHS in outcomes measurement.
Why is this important	By focusing on outcomes (rather than processes or outputs) the SHS can have confidence that its work is helping to practically improve consumers' lives A focus on consumer outcomes helps clarify where to best use limited resources.
Future Vision	A sector capable and ready to progress a SHS outcomes framework A shared understanding what should comprise an SHS outcomes framework The Specialist Homelessness Information Platform (SHIP) supports outcomes measurement.
Literature	Victorian Context A recent position paper on outcomes framework development in Victoria has suggested ¹ : Work is underway on a whole-of-government outcomes-based management approach The Victorian DHHS has a strategic plan that includes an outcomes framework. Some of these outcomes are relevant to the SHS but only reference population level outcomes

¹ Planigale, M. (2018). *Preparing for Outcome Measurement* (draft). Council to Homeless Persons Position Paper.

	<p>There is no consistent, widely accepted framework or approach for outcome measurement in the Victorian SHS or nationally The Victorian SHS has experimented with various approaches to outcome measurement, but no consistent approach or platform has emerged.</p> <p>Outcomes Key considerations for outcome measurement of homelessness services indicated in the literature include: <i>Housing gained</i> and <i>housing maintained</i> are the two most commonly referenced outcomes for people experiencing homelessness² It is important to distinguish between population, program and individual level outcomes³ Outcomes need to be considered over the short, medium and long term⁴ A focus on outcomes must be balanced against other considerations such as community needs, sufficiency of resources, efficiency of processes, the delivery of outputs⁵ Attribution of outcomes is an important consideration, it is likely that multiple factors will contribute to a given outcome when considering housing and homelessness impacts⁶.</p>
Good practice examples	<p>Journey to Social Inclusion Pilot Program Evaluation - This three year randomised control trial assessed the value of an intensive case management support program on client housing and wellbeing outcomes⁷ Housing First Outcomes Research - One Year Outcomes of a Randomised Controlled Trial of Housing First with ACT (<i>assertive community treatment</i>) in Five Canadian Cities⁸.</p>
Helpful Resources	<p>"Position Paper on the Victorian Homelessness Action Plan Reform Project: A Framework for Ending Homelessness." Council to Homeless Persons, Melbourne, Australia. (2013).<i>Preparing for Outcome Measurement</i>⁹. Council to Homeless Persons, Melbourne, Australia. Position Paper (2018).</p>

² Gronda, H., Ware, V., and Vitis, L. (2011). "What Makes a Difference? *Building a Foundation for Nationally Consistent Outcome Measures*." Melbourne: Australian Housing and Urban Research Institute.

³ Friedman, M. (2005). *Trying Hard Is Not Good Enough: How to Produce Measurable Improvements for Customers and Communities*. FPSI Publishing / Booksurge.

⁴ Spellman, B., and Abbenante, M. (2008). "*What Gets Measured, Gets Done: A Toolkit on Performance Measurement for Ending Homelessness*." Washington, DC: National Alliance to End Homelessness.

⁵ Planigale, M. (2018). *Preparing for Outcome Measurement* (draft). CHP Position Paper. Council to Homeless Persons.

⁶ Planigale, M. (2018). Op. cit.

⁷ Johnson, G., Tseng, Y., Parkinson, S. and Kuhlne, D. (2014) Journey to Social Inclusion (2014) Final Report: Accessed April 2018 from: Journey to Social Inclusion Pilot Program Evaluation

⁸ Aubry, T., et al. (2015). One Year Outcomes of a Randomised Controlled Trial of Housing First With ACT (*assertive community treatment*) in Five Canadian Cities. *Journal of Psychiatric Services*. Canada. Accessed April 2018 from:

⁹ Planigale, M. (2018). Op. cit.