

Immediate Needs Strategy

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 measure that helps quantify the achievement of a result

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

Performance Measure-is a universal measure of how well a program, agency or service system is working. The most important performance measures tell us whether program customers are better off. 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.

Result 1: Children and adults have access to a safety net system for the provision of immediate needs services

Indicator 1: Number/percent of families living at 200% poverty rate (Census data)

Indicator 2: Number/percent of families with children living at 200% poverty rate (Census data)

Indicator 3: Number/percent of eligible for free or reduced lunch (School Board data)

Indicator 4: Number/percent of seniors eligible for in home food delivery (data source)

Indicator 5: Number/percent of people on waiting lists for immediate needs services (provider data)

Indicator 6: Number/percent of people living in immediate shelters and average length of stay

Strategy 1.1 The immediate needs for food, shelter, and other crisis assistance needs of low-income individuals/families are met¹

Program Performance Measures:

1. *Number of individuals/families who are receiving public benefits (i.e. food assistance, child care assistance, FIP, WIC, SHIP, Medicaid, and/or private assistance for food and shelter, etc.) (Q1)*
2. *Number of families served (Q1)*
3. *Number of families/individuals receiving temporary shelter and length of stay (Q1)*
4. *Number of food items distributed (Q1)*
5. *Number of meals distributed/served (Q1)*
6. *Number of individuals/families who receive rent/mortgage assistance (Q1)*
7. *Number of individuals/families who receive utility assistance (Q1)*
8. *Number/percent of families who were referred for supportive assistance (Q2)*

¹ According to a study done by Child & Family Policy Institute of California conducted across five counties in California, they found fourteen barriers to employment. Material hardships constitute a barrier for employment. Material hardships include food, shelter and transportation (Addressing barriers on the path to self sufficiency, CFPIC Policy Brief, p2). Human Capital and social supports variables such as adequate housing, food, transportation and child care can predict employment & income (Strategy to Empower People: A Step Towards Self-Reliance for Low-Income Families Receiving Public Assistance – Association for Financial Counseling and Planning Education, p2).