St Bartholomew’s House Measurement & Evaluation Framework

**External enablers**
- Government commitment to end homelessness
- Investment in housing and housing support services
- Affordable housing to meet a range of needs
- Community awareness and support to end homelessness
- Service integration to reduce overlaps and address gaps

**Dashboard outcomes**
- Person assisted to access or sustain accommodation suited to their needs
- Person trusts St Bart’s and is willing to partner with St Bart’s on their journey
- Improved skills and ability to live independently
- Improved or stabilised mental and physical health and wellbeing
- Increased social and community connection and reduced isolation
- Stable, sustained accommodation
- Increased quality of life and improved ability to meet one’s potential

**Internal enablers**
- Staff skills, capacity & motivation to make a difference
- Partnerships & collaborations across sectors
- Range of housing and housing support services
- Advocacy & marketing
- Focus on continuous improvement
- Information systems and operations

**External enablers benefits**
- Reduced homelessness
- Cost savings to Western Australian community
- Increased community participation
PROPOSED ‘DASHBOARD’
OUTCOME MEASURES

Reported every 6 months or annually *

Person assisted to access or sustain accommodation suited to their needs

- # assisted by any St Bart’s service
- # unassisted – no vacancies

Person trusts St Bart’s and is willing to partner with St Bart’s on their journey

- % people who are satisfied with St Bart’s services*
- % people who progress in their journey of change from Stuck to Accepting Help*

Improved skills and ability to live independently

- # goals fully achieved
- % people who progress in their journey of change*

Improved or stabilised mental and physical health and wellbeing

- # referrals arranged
- % people who progress in their journey of change*
- % people who are satisfied with their health*

Increased social and community connection and reduced isolation

- % people who feel socially connected*
- % people who feel socially isolated*
- % people who progress in their journey of change*

Stable, sustained accommodation

- # exits from all services
- % exits into stable accommodation
- # people who sustain stable accommodation after 12 months*
- # people who sustain stable accommodation for 5 years*

Increased quality of life and improved ability to meet one’s potential

- % people who feel satisfied with their life as a whole*
- % people who feel satisfied with their level of personal wellbeing*
- % people who feel they have some control in their life*

Client stories
Most significant change reported by people accessing St Bart’s services*

- Reduced homelessness
- Cost savings for Western Australian community
- Increased community participation

# exits from all services

# people who sustain stable accommodation after 12 months*

# people who sustain stable accommodation for 5 years*