



BRIDGES TO SUCCESS PROGRAM

Making Evaluation Useful to Service Providers



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ABSTRACT

The Regional Research Institute for Human Services (RRI) at Portland State University is evaluating the Bridges to Success Program in Josephine County, Oregon. The Bridges to Success program is providing strengths based case management services to homeless adults who meet the HUD McKinney definition of homeless, and who have a serious mental illness, a substance use disorder, or a co-occurring disorder. The evaluation team collects GRPA data, measures fidelity to the Strengths Case Management model, provides reports on services provided, and number of individuals the Bridges program has provided outreach to in Grants Pass. The Bridges to Success treatment team uses this information to continually improve their services and measure their progress toward desired outcomes such as decreased homelessness, decreased symptoms of mental illness, increased employment, education and income for clients.

This poster will discuss how the evaluation team has made evaluation data useful to the Bridges to Success program director and service providers and will focus on the following topics: 1) developing close working relationships with service providers to achieve high follow-up retention rates; 2) regular reports and evaluation feedback provided to the Oversight Committee meetings; 3) Strengths Based Case Management Fidelity reviews; 4) tracking outreach efforts.

BRIDGES TO SUCCESS PROGRAM PRIMARY GOALS

- Assist Bridges clients to find stable permanent housing
- Decrease substance use
- Increase levels of employment, education and economic self-sufficiency
- Improve quality of life

PARTICIPANTS

- The Bridges to Success Program has served 107 clients from November 2005 through March 2008.
- 67% identified their race as White, 30% American Indian and White, and 3% other.
- 87 (81%) of Bridges clients have children. The total number of dependent children was 147 children. Overall, there are 106 children who live in the household with respective clients while 41 children (of 21 parents) have been placed in foster care due to a child protective court order or loss of parental rights.
- 8 clients reported they were pregnant when enrolled in the Bridges to Success program.
- Average age was 39.5, range was 18 to 63.
- 66% were female.
- Average gross income was \$530 per month at baseline.
- 22 clients (21%) received public assistance at baseline.

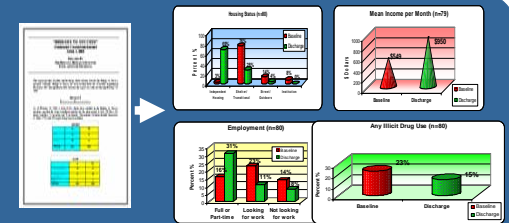
Close Working Relationship between the evaluators and treatment staff

The evaluation team has created a close working relationship with the treatment team through weekly meetings and shared office space, which helps the evaluation team achieve excellent follow-up GRPA rates (96%) and provides valuable feedback to treatment team.

HOW THE EVALUATION TEAM PROVIDES USEFUL DATA TO THE BRIDGES TO SUCCESS PROGRAM

FEEDBACK

The evaluation team provides regular feedback to the service providers via quarterly reports which are presented at oversight committee meetings. GRPA outcomes and other data are presented in a standardized format for ease of interpretation by the service providers and key stakeholders. Examples of data reported include housing status, income, employment, and substance abuse.



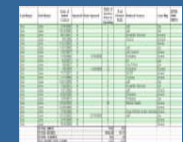
FIDELITY REVIEWS

The evaluation team monitors fidelity to the Strengths Case Management model (SCM) via biannual reviews. The evaluation team gives feedback to the Bridges to Success treatment team on all aspects of SCM fidelity, including supervision, community contacts, caseload size, use of naturally-occurring resources, strengths assessments and recovery goal plans. The treatment team has used this feedback to increase their fidelity to the model with each review (72% in May 2006, 78% in February 2007, and 83% in October 2007).



TRACKING OUTREACH

The evaluation team created a simple spreadsheet to assist the treatment team in tracking their outreach efforts. The treatment team enters their time spent in outreach activities on a monthly basis. The evaluation team tallies the data on a monthly basis and reports findings back to the treatment team. From November 2005 – April 2008, the Bridges to Success program provided outreach services to 551 individuals, spending an average of 3.62 hours with each person.



146 People housed

AS OF MARCH 2008



69 Participants Housed

9 Other Adults in Household

68 Dependent Children