



# **Whole of Community System Response – Evaluation Framework**

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March 26, 2024



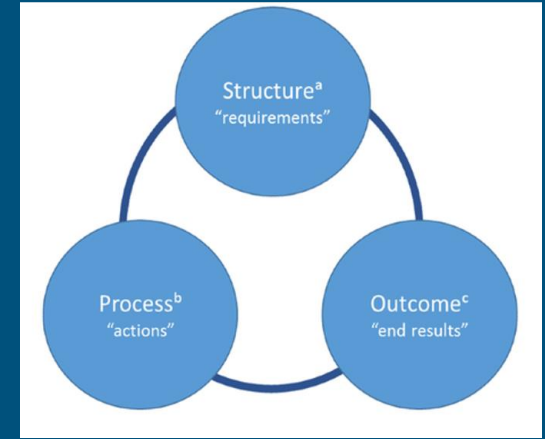
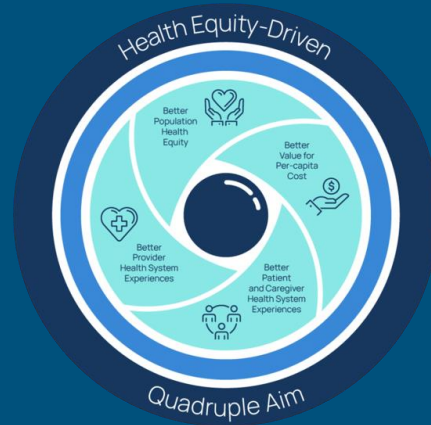
# What is the System Foundations Table?

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- Part of the Whole of Community System Response includes multiple tables to support the work (e.g. Hubs, Highly Supportive Housing, etc.)
- System Foundations was stood up to support the **measurement and evaluation** of the Whole of Community System Response.
- This table recommends **guidelines and tools** that contribute to a coordinated Whole of Community System Response to Health and Homelessness. Driven by and supporting our shared values, our contributions include recommendations for **outcome measurement, reporting, and policies and processes**, which we develop through a **health equity-driven** framework.

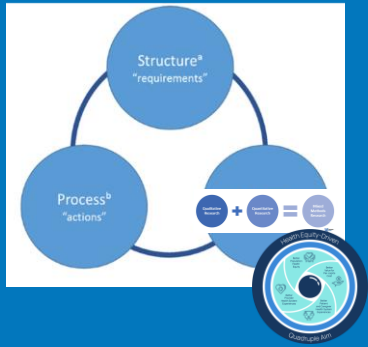
# Evaluation Framework: The Concepts

1. Now, Next, Later
2. Structure, Process, Outcomes
3. Health Equity-Driven Quadruple Aim

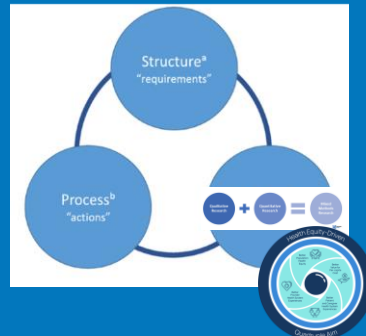


# Mixed Methods Approach

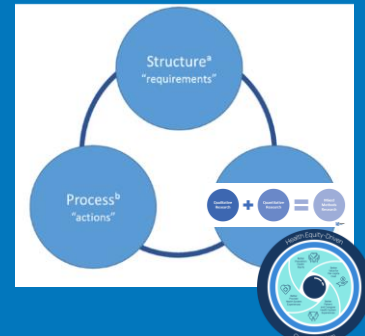
Now



Next



Later



# Roles and Responsibilities for the Evaluation Framework

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1. The **Centre for Research on Health Equity and Social Inclusion (CRHESI)** was endorsed in November 2023 as an arms-length research partner to further facilitate research and evaluation efforts for the Whole of Community System Response.
2. **Civic Administration** will continue to support the System Foundation Table and its co-chairs in informing, guiding and supporting CRHESI and their staff as they stand up the evaluation teams and begin the work of measuring this system's efforts.
3. **Research & Evaluation managers** will be responsible for multiple tasks around the evaluation framework, including some of the following: support work within and between teams working on key evaluation domains including Research Ethics protocols and accountabilities; managing key questions given to each of the evaluation teams; meet with different partners and collaborators to further add additional research questions.

# Research Teams

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- The Research & Evaluation Managers will stand up the following research and evaluation teams focusing on these topics, with the flexibility to add or remove topics as they get deeper into this work:
  1. Experiences and Outcomes of Defined Groups
  2. Experiences and Outcomes of Direct Service Workers
  3. Systems, Structures, Processes and Costs of Care
  4. Overall Whole of Community System Response Process Review
- The teams will be made up of individuals throughout the sector, and these teams will also reach out to external experts to ensure the full breadth of possible evaluation criteria is gathered and discussed.

# Asking the Right Questions

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- Each research team will be responsible for stewarding questions that need to be answered to help **define** what progress looks like in the Whole of Community System Response, as well as **demonstrate** that this work is successful. These questions may come from the teams themselves, community, agencies, etc.

## Team 1: Experiences and Outcomes of Defined Groups

- What proportion of those identified in HIFIS in July 2022 are still alive today? How many have been housed? How is their health? What are their stories?
- How do we identify people who are precariously housed or at risk of homelessness? How is their health? What are their stories? How do we work with them to improve their situation?
- How do residents of London feel about their experiences with the homeless population?

## Team 2: Experiences and Outcomes of Direct Service Workers

- How do staff experience their work today? How does it impact their wellbeing? How is their workload? Income? Benefits (or lack of)? Do they feel safe at work? Has any of this changed? How does this vary across the sector?

# Asking the Right Questions (cont'd)

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## Team 3: Systems, Structures, Processes and Cost of Care

- How many services provide care to our priority populations? How many sites are there? How many staff? How do these organizations/staff work together?
- What does it cost to support the populations of focus? What additional resources are required?
- How can we provide the best value for the populations we serve? What policies and procedures are in place to support integrated care across the system today? Which ones help, which ones hinder?

## Team 4: Overall WCR Process Review

- How did London develop the WCSR? What were the enabling factors? What barriers were overcome and what ones still exist?



# Funding for this Work

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**The evaluation framework is supported through the following funding partners:**

- St. Joseph's Hospital Foundation (Finch Mental Health Fund), London Health Sciences Centre, and the University of Western Ontario.
  - These partners each pledged \$200,000 for 2 years, for a total of at least \$600,000.
- In addition, this funding has been used to leverage “in kind” contributions in a grant proposal submitted on February 9, 2024 to Infrastructure Canada, which, if successful, would bring an additional \$700,000 to our planned evaluation activities. Notice of results of the grant application is expected summer 2024.

# What's next for the Evaluation Framework?

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1. Gather information and identify needs including:
  - What are the relevant research questions?
  - What evidence (quantitative and qualitative) do the Table co-chairs need to evaluate their initiatives?
  - What data already exists? What evaluation work has or is already being done?
  - What resources (such as training guides, boilerplate text for ethics applications) are needed to support research and evaluation?
2. Support the System Foundation's Table to prioritize research questions.
3. Begin developing processes and resources to support the coordination and communication between the System Foundations Table, researchers, and partners.

We are encouraged that a lot of this work – gathering data, evaluation work – is being done **as we speak**. We are in the fortunate position of knowing what data exists and that we can leverage. It's now about bringing it together.

Thank you for your  
continued trust in and  
support for this work.