



Community Homelessness Prevention Initiative
(CHPI)

Evaluation Planning

OMSSA Conference March 8, 2018

Context

- In support of the Ontario government's increased focus on assessing outcomes and evidence-based decision making, the Ministry of Housing has initiated several program evaluations to measure, track and adjust progress on priorities while enabling continuous improvement of programs and services.
- Five years after the Community Homelessness Prevention Initiative (CHPI) program was implemented, the ministry is interested in evaluating how things are going, what is working well and what can be improved.
- The ministry has initiated a competitive process to procure a consultant to evaluate the CHPI.

Evaluation Objectives and Scope

- The **scope** of the CHPI program evaluation includes:
 - All Service Manager areas
 - All Service Categories
 - The period from program launch on January 1, 2013 to 2017-18
- The overall **evaluation objective** is to inform continuous program improvement and share lessons learned and best practices with Service Managers.
- The evaluation will be guided by the following **key areas of inquiry**:
 - **Program relevance:** is the program aligned with the needs of communities, individuals served and government priorities?
 - **Program design and delivery:** is the program design appropriate to meet the need and its expected outcomes? Has the program been delivered as intended?
 - **Effectiveness:** has the program achieved the expected outcomes?

Proposed Evaluation Questions

The ministry has proposed the following (draft) evaluation questions, which are to be used to guide the evaluation design:

Program Relevance

1. To what extent does the program align with government priorities and objectives (such as the province's updated Long-Term Affordable Housing Strategy, and Poverty Reduction Strategy)?
2. To what extent does the program meet the needs of clients and delivery partners?

Program Design

3. To what extent does the flexibility of the program design enable effective delivery of the program?
4. Is the program, as it currently exists, the best means to support the province's goal to end chronic homelessness by 2025?
5. To what extent has the flexible design of the program achieved the intended shift of focus from emergency responses to prevention and housing?

Proposed Evaluation Questions (continued)

Program Delivery/Process

6. To what extent is the program being administered and delivered as intended, according to its objectives?
7. To what extent are the program processes appropriate, clear and transparent?
8. Is the current program administration and delivery structure appropriate?

Effectiveness

9. To what extent is the program cost-effective to achieve value-for-money?
10. To what extent have there been unintended (positive or negative) outcomes resulting from the program?
11. To what extent has the program been effective at achieving its expected immediate, intermediate and ultimate outcomes (e.g. people experiencing homelessness obtain and retain housing; people at risk of homelessness remain housed)? Are there differential impacts based on factors such as geography, population group, program delivery approach or other?

Possible Evaluation Methods and Sources

- The final evaluation methodology will be developed by the successful evaluation consultant hired through the competitive process and approved by the ministry.
- Taking a participatory approach, the ministry will invite interested Service Managers to participate in an Evaluation Reference Group to help inform the design and implementation of the evaluation.
- Evaluation methods and sources could include the following:
 - Surveys
 - Program participants
 - Service Managers
 - Service providers
 - Key informant interviews
 - Focus groups
 - Case Studies
 - To showcases different models/approaches to CHPI program delivery that have demonstrated effectiveness in achieving positive outcomes

Discussion

1. Has your SM area conducted a **local review** or **evaluation of CHPI**?
2. What **other questions** would you want to see included in the CHPI evaluation?
3. Do you have suggestions on the **evaluation methods or sources** to be used to evaluate the program?

Next Steps

- The CHPI evaluation is expected to start in April 2018 and be completed in Fall 2018.
- A communication will be sent out to all Service Managers once the evaluation consultant is hired. This will include a formal invitation for interested Service Managers to participate in the CHPI Evaluation Reference Group.
- For any questions about the evaluation, please feel free to contact Marci Pernica, Manager, Research, Evaluation and Reporting Unit, Housing Policy Branch, Ministry of Housing at Marci.Pernica@ontario.ca