

# ETO™ Performance Starter Model

## Transitional Housing for Youth

Begin your journey toward high performance with the Efforts to Outcomes (ETO™) Performance Starter Model (PSM) designed specifically for transitional housing services for youth.

The PSM for transitional housing allows agencies to track screening, service delivery, progress toward outcomes and individualized goals, as well as follow-up after participants leave the program. This PSM may be adapted for transitional housing programs that serve a different population.

### Screening

For programs to be successful, they must recruit participants that meet eligibility criteria and can benefit substantially from the services offered. With this PSM, agencies can track all applicants, the screening process, and whether young people seeking services were accepted into the program.

### Case Management, Workshops & Progress toward Outcomes

The core outcomes in transitional housing programs are the life skills to manage independently, education, employment and permanent housing. This PSM allows for tracking of group activities like workshops, as well as case management, while simultaneously tracking progress toward outcomes:

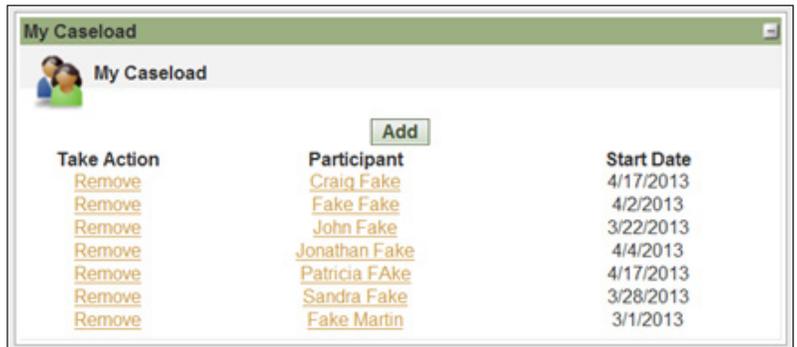
- **Life Skills Assessment:** The Life Skills Inventory is available for initial assessment, as a basis for service planning, as well as follow-up assessment to measure progress.
- **Service Planning:** Service planning is designed to encourage individualized and intentional case management. Case managers can establish goals, all of which will show on a convenient participant dashboard from which they can easily be updated.
- **On-on-one and Group Services:** At each interaction, case managers record case notes and progress toward individual goals, as well as progress toward shared outcomes such as education and employment. In this way, the PSM promotes highly intentional one-on-one service delivery. Group-based services such as workshops can be recorded for all participants at once.
- **Coordination:** Case managers can easily record referrals made and track progress toward receiving services from external providers. This helps them ensure that participants receive the services for which they were referred and that those services are helpful.

The PSM for transitional housing includes numerous standard reports, as well as three custom-written reports. Staff may easily review individual and aggregate services delivered as well as individual and aggregate progress toward outcomes.

### What is a Performance Starter Model?

A performance starter model is a research-based Efforts to Outcomes (ETO™) software configuration designed to support program performance management for frontline staff and managers. As the name suggests, performance starter models are starting points. Agencies may modify them to meet their programs' needs.

Performance starter models are free with purchase of ETO software. By electing to begin the ETO software experience with performance starter models, agencies benefit from Social Solutions' research and considerable experience while reducing or eliminating implementation costs.

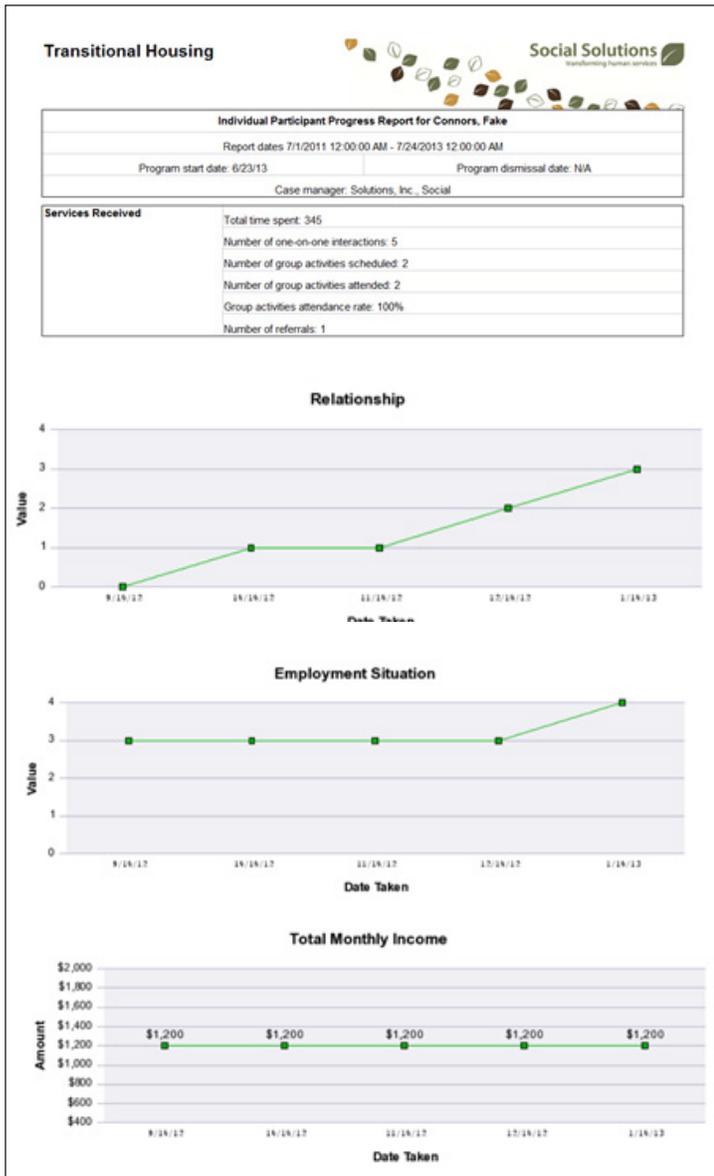


Take Action	Participant	Start Date
<a href="#">Remove</a>	<a href="#">Craig Fake</a>	4/17/2013
<a href="#">Remove</a>	<a href="#">Fake Fake</a>	4/2/2013
<a href="#">Remove</a>	<a href="#">John Fake</a>	3/22/2013
<a href="#">Remove</a>	<a href="#">Jonathan Fake</a>	4/4/2013
<a href="#">Remove</a>	<a href="#">Patricia FAke</a>	4/17/2013
<a href="#">Remove</a>	<a href="#">Sandra Fake</a>	3/28/2013
<a href="#">Remove</a>	<a href="#">Fake Martin</a>	3/1/2013

Staff can use the convenient caseload functionality to keep track of their caseloads. Clicking on any participant's name takes them directly to the participant's dashboard.

## Follow-up: Do Outcomes Endure Over Time?

Improving life skills, gaining employment and securing housing are only meaningful if the outcomes endure over time. This PSM allows agencies to record follow-up interactions with participants after they have left the program. At regular intervals, staff may record notes, whether young people are still employment and housed, and referrals to other service providers, should that be needed.



The individual progress report (above) provides an overview of services provided in a given date range, and graphs which illustrate the staff's progress toward building a sound relationship with the participant, as well as progress toward key participant outcomes.

**Life Skills Inventory Aggregate Progress**  
 For 18 participants who've taken this TouchPoint between 1/1/2010 and 7/24/2013, started the program between 8/1/2010 12:00:00 and 7/24/2013 and have been enrolled for at least 1 day(s)

Life Skills Area	Baseline Average Score	6 Months Average Score	12 Months Average Score	18 Months Average Score	Exit Average Score	Progress Since Baseline
Educational planning score	1.50	1.50	2.00	3.00	0.00	1.50
Emergency and safety skills score	1.00	2.00	2.00	3.00	0.00	2.00
Food management score	2.00	2.33	2.00	3.00	0.00	1.00
Health score	1.50	2.33	2.00	3.00	0.00	1.50
Housekeeping score	1.00	2.00	1.50	3.00	0.00	2.00
Housing score	1.00	1.50	2.00	3.00	0.00	2.00
Interpersonal skills score	1.00	1.00	1.50	3.00	0.00	2.00
Job maintenance skills score	1.00	1.50	1.50	4.00	0.00	3.00
Job seeking skills score	1.50	1.50	2.00	3.00	0.00	1.50
Knowledge of						

This aggregate report (above) on progress toward life skills provides an overview of average scores at various points of residents' program participation, and progress since baseline.