



The Western Australian Alliance to End Homelessness Outcomes Measurement and Evaluation Framework

Ending Homelessness in Western
Australia: A Complexity Science
Approach to Measurement,
Evaluation and Accountability

— 2019

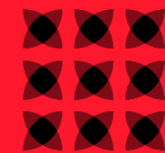
Ali Mollinger-Sahba, Paul Flatau, Ami Seivwright,
Lisette Kaleveld, Catherine Bock, Jacob Baron,
Oliver Cull and Luke Thomas - Centre for Social
Impact University of Western Australia



Ali Mollinger-Sahba, Paul Flatau,
Ami Seivwright,
Lisette Kaleveld, Zoe Callis,
Catherine Bock, Jacob Baron,
Oliver Cull, Luke Thomas and
Jessica Knight

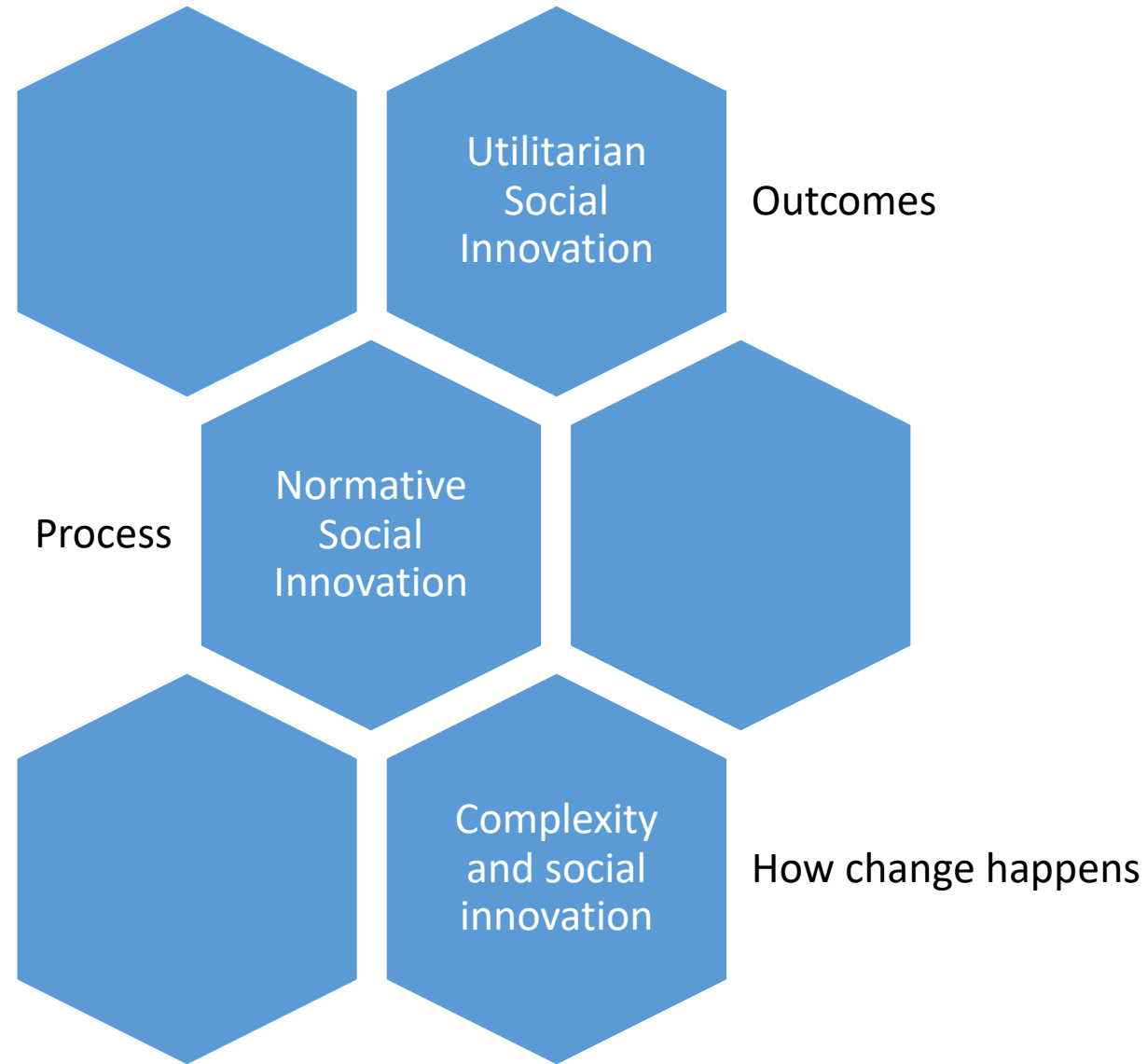


THE UNIVERSITY OF
WESTERN
AUSTRALIA



CENTRE
for **SOCIAL**
IMPACT

Social Innovation: Critiquing the Foundations of Evaluation Logic



#EndHomelessnessWA



THE UNIVERSITY OF
WESTERN
AUSTRALIA



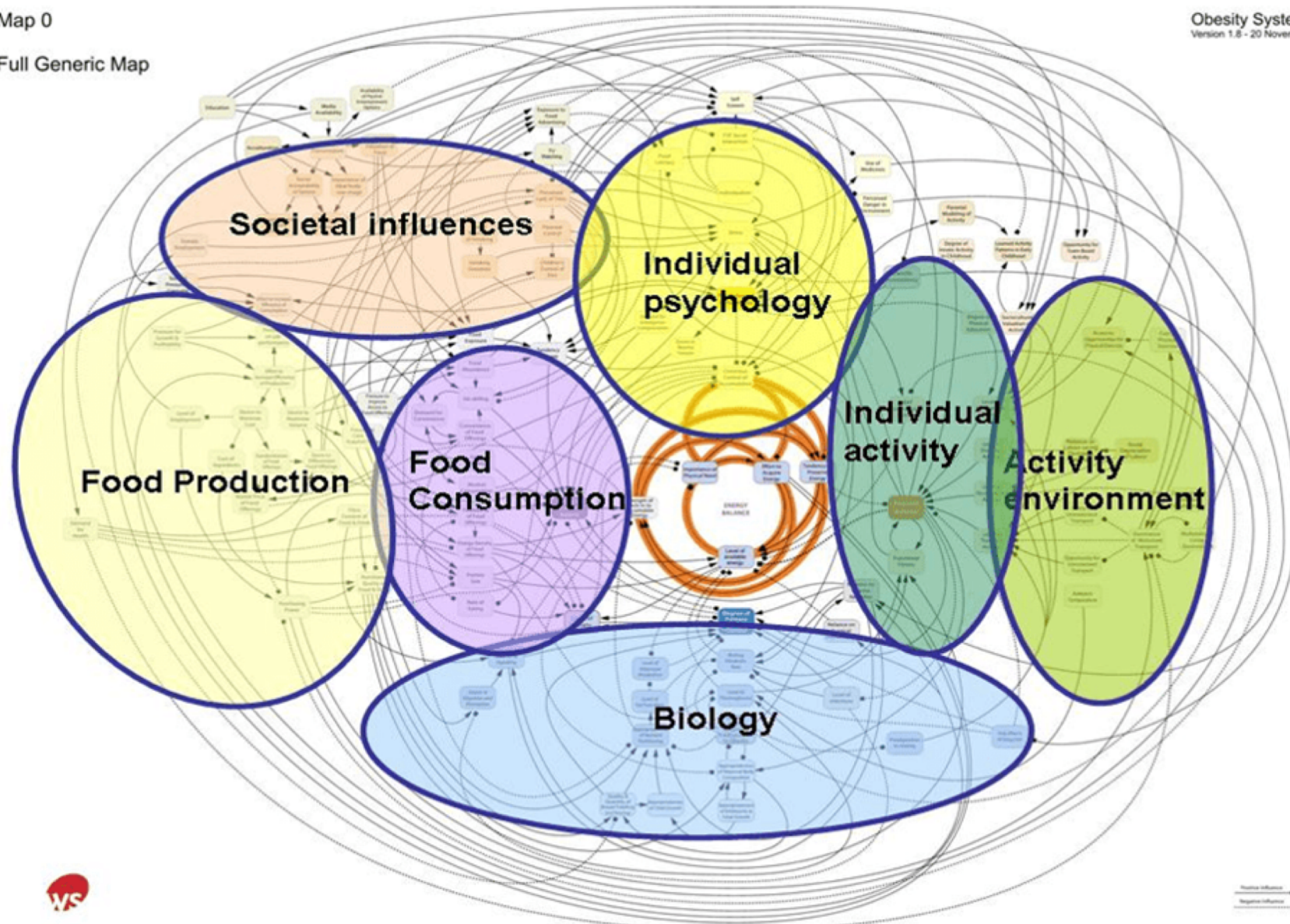
CENTRE
for **SOCIAL**
IMPACT

The complex adaptive system of obesity

Map 0

Full Generic Map

Obesity System Map
Version 1.8 - 20 November 2006



#EndHomelessnessWA



THE UNIVERSITY OF
WESTERN
AUSTRALIA



CENTRE
for SOCIAL
IMPACT

What does this mean for practice?

Complexity Sensitive Evaluation

Figure 6: Developmental Evaluation vs Traditional Evaluation (from Patton, 2012)

Traditional evaluation	Developmental evaluation
Purpose: Supports improvement, summative tests and accountability	Purpose: Supports development of innovation and adaption in dynamic environments
Roles & relationships: Positioned as an outsider to assure independence and objectivity	Roles & relationships: Positioned as an internal team function integrated into the process of gathering and interpreting data, framing issues, surfacing and testing model developments
Accountability: Focused on external authorities and funders based on explicit and pre-ordinate criteria	Accountability: Centred on the innovators' values and commitment to make a difference
Options: Rigorously options-focused, traditional research and disciplinary standards of quality dominate	Options: Utilization focused; options are chosen in service to developmental use
Measurement: Measure performance and success against pre-determined goals and SMART outcomes	Measurement: Develops measures and tracking mechanisms quickly as outcomes emerge; measures can change during the evaluation as the process unfolds
Evaluation results: Detailed formal reports; validated best practises, generalizable across time and space. Can engender fear of failure	Evaluation results: Rapid, real time feedback; diverse, user-friendly forms of feedback. Evaluation aims to nurture learning
Complexity & uncertainty: Evaluator tries to control design implementation and the evaluation process	Complexity & uncertainty: Learning to respond to lack of control; staying in touch with what's unfolding and responding accordingly
Standards: Methodological competence and commitment to rigor, independence; credibility with external authorities and funders; analytical and critical thinking	Standards: Methodological flexibility, eclecticism, and adaptability; systems thinking; creative and critical thinking balanced; high tolerance for ambiguity; open and agile; teamwork and people skills; able to facilitate rigorous evidence-based perspectives



#EndHomelessnessWA

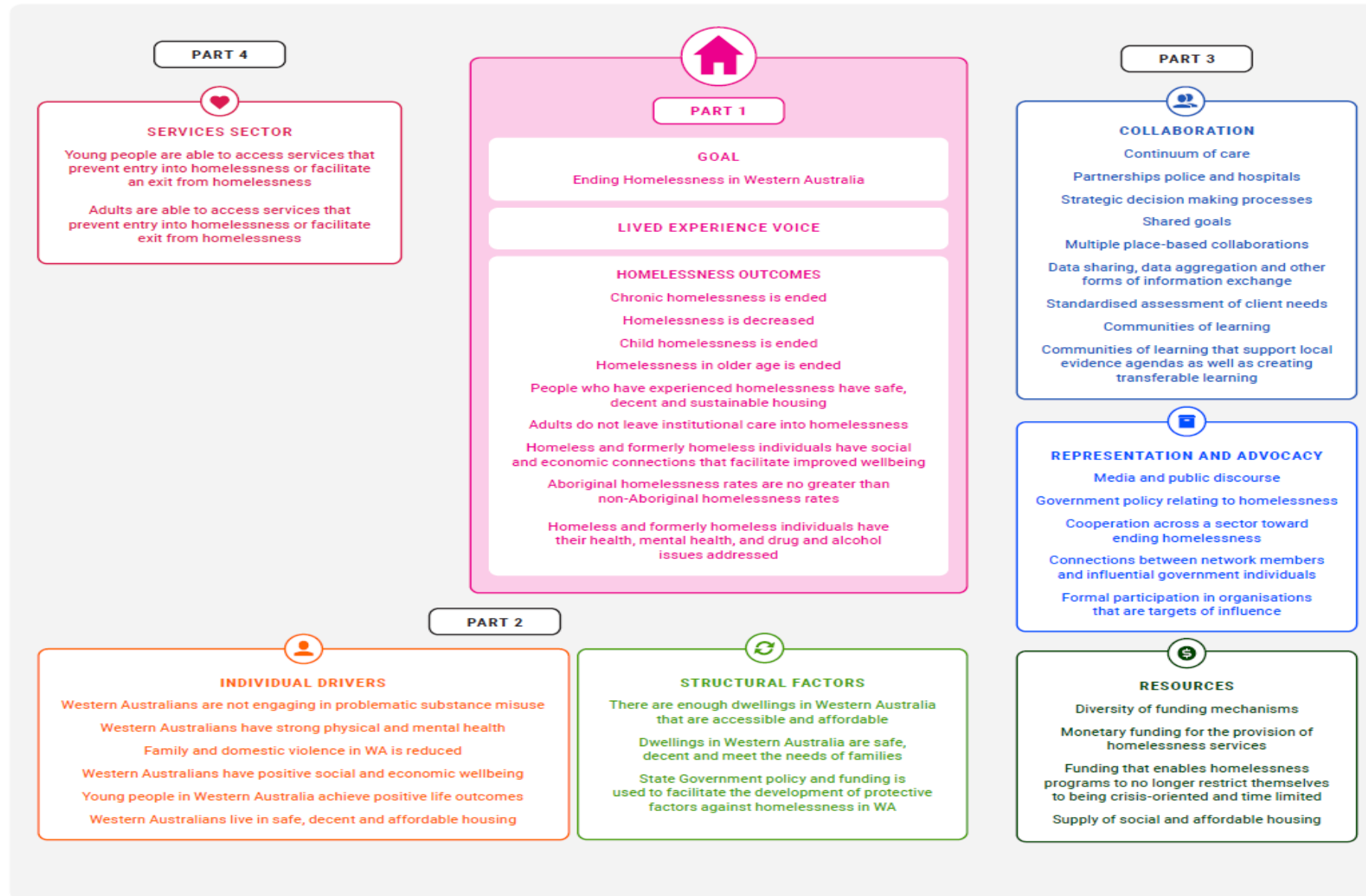


THE UNIVERSITY OF
WESTERN
AUSTRALIA



CENTRE
for **SOCIAL**
IMPACT

The Parts and Domains of the Framework



#EndHomelessnessWA

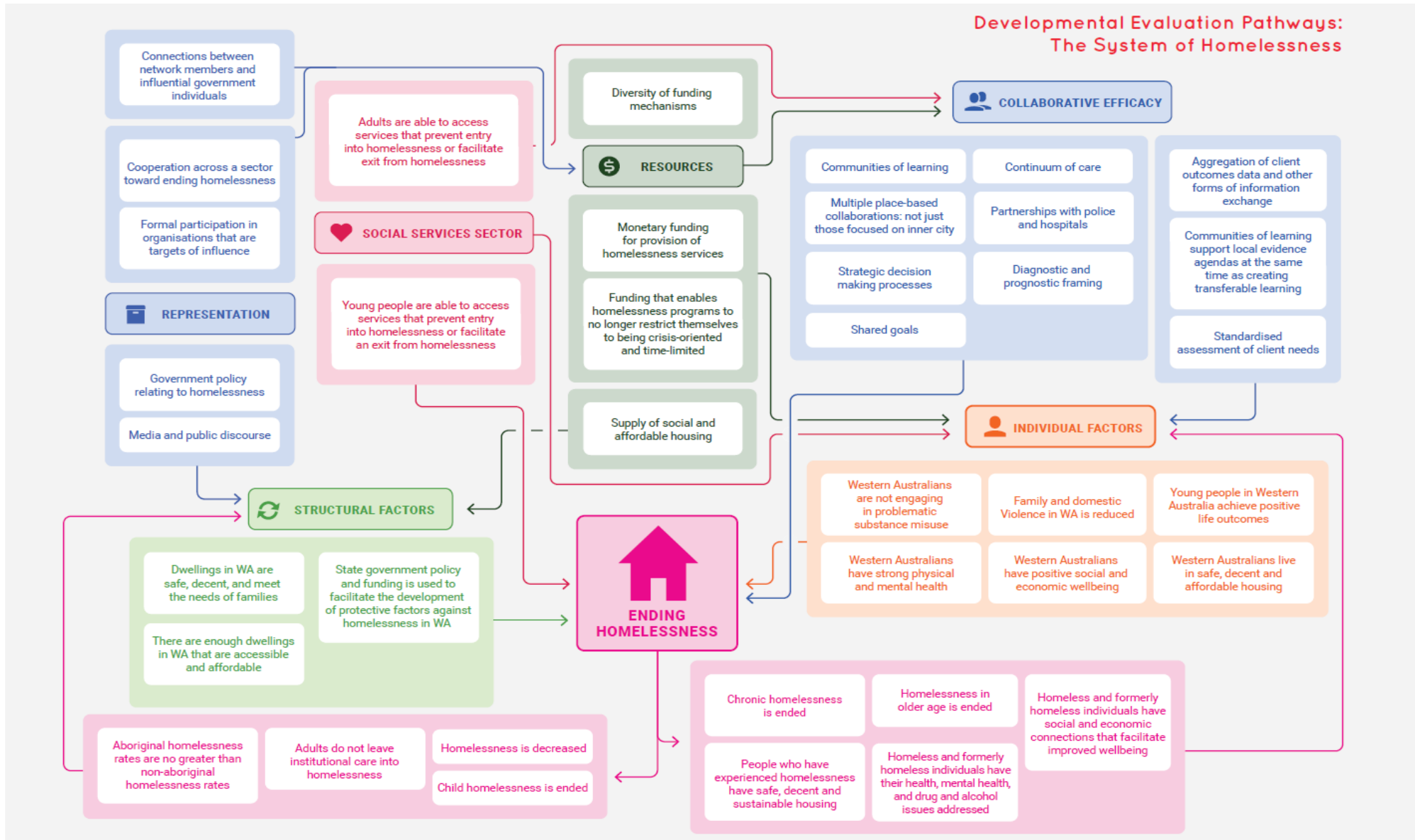


THE UNIVERSITY OF
WESTERN
AUSTRALIA



CENTRE
for **SOCIAL**
IMPACT

Pathways of interaction across the domains of the Framework



#EndHomelessnessWA



THE UNIVERSITY OF
WESTERN
AUSTRALIA



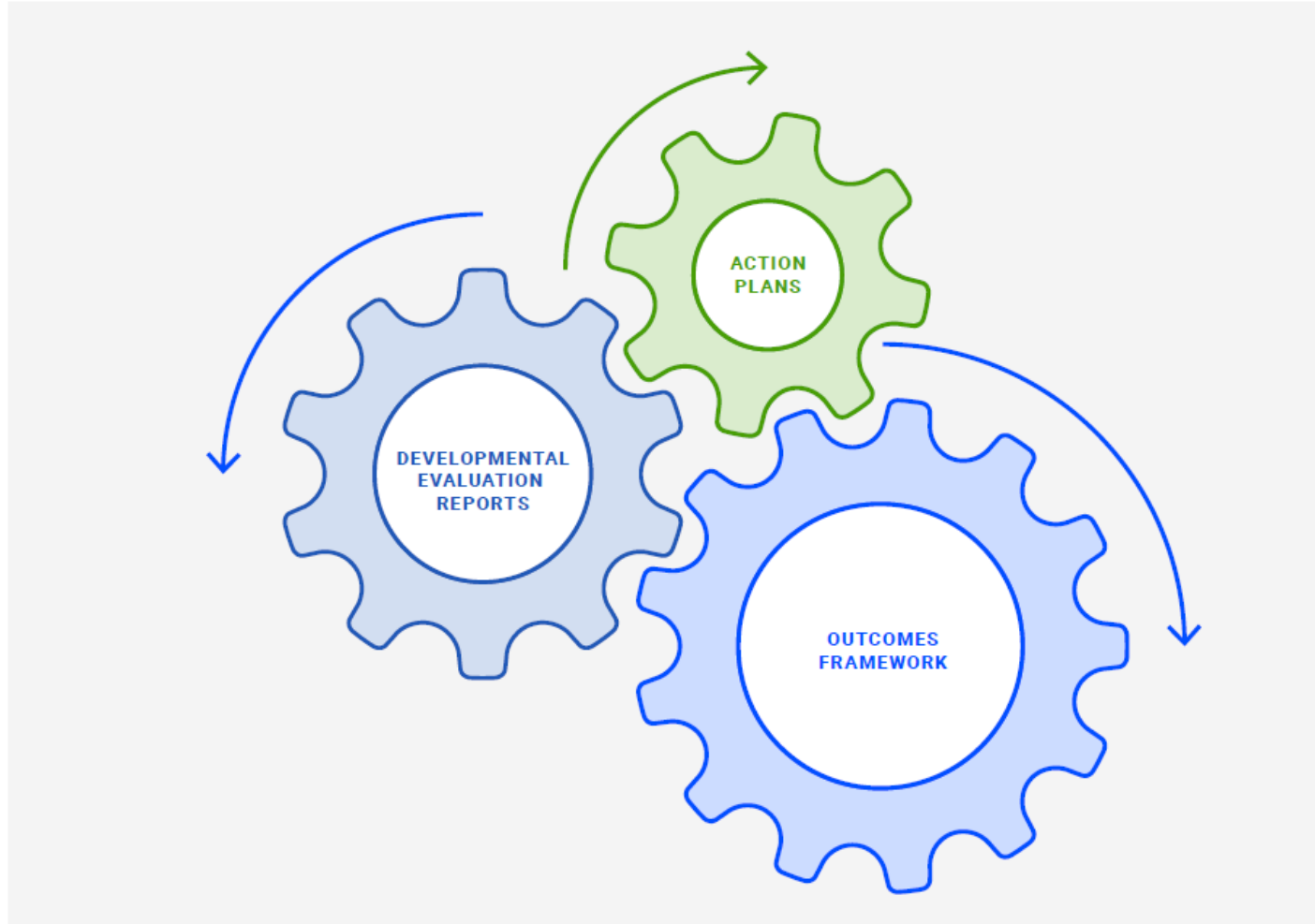
CENTRE
for **SOCIAL**
IMPACT

Relationship between Action Plans, Outcomes Framework and Developmental Evaluation Reports



#EndHomelessnessWA

Figure 7: Feedback Loops Between Developmental Evaluation Reports, Action Plans and Future Versions of the Outcomes Framework



THE UNIVERSITY OF
WESTERN
AUSTRALIA



CENTRE
for **SOCIAL**
IMPACT

Outcomes Framework, Dashboard and Data Dictionary



#EndHomelessnessWA

The Western Australian Alliance to End Homelessness Outcomes Measurement and Evaluation Framework

Ending Homelessness in Western
Australia: A Complexity Science
Approach to Measurement,
Evaluation and Accountability

— 2019



#EndHomelessnessWA

The Western Australian Alliance to End Homelessness Outcomes Measurement Framework: Dashboard

— August 2019



#EndHomelessnessWA

The Western Australian Alliance to End Homelessness Outcomes Measurement Framework: Data Dictionary

— August 2019



#EndHomelessnessWA



THE UNIVERSITY OF
WESTERN
AUSTRALIA



CENTRE
for **SOCIAL**
IMPACT

Data Dictionary: an example of how the indicators are operationalised

Indicator 1.1.2: Rates of primary homelessness

Measure 1.1.2.1: The rate of persons aged 15 years and over living in improvised dwellings, tents, or sleeping out in Western Australia.

Measure	1.1.2.1: The rate of persons aged 15 years and over living in improvised dwellings, tents or sleeping out in Western Australia.
Rationale	The goal of the WAAEH is to end homelessness in Western Australia, therefore the number and rate of homelessness must be measured. The homelessness estimates derived from the ABS Census of Population and Housing are the source of headline figures of homelessness in Australia, and thus the numbers upon which policy, funding, and media coverage on homelessness are based.
Method	<p>Analysis of the Population of Census and Housing resulting in the number of people in the various homelessness categories. We find the rate of persons aged 15 years and over living in improvised dwellings, tents or sleeping out in Western Australia by taking the total number of homeless people aged over 15 years in that category (ABS, 2016a), and dividing it by the total population over 15 at the time of Census (ABS, 2016b). This is then multiplied by ten thousand to find the rate per ten thousand.</p> $\text{rate} = \frac{\text{WA population living in improvised dwellings, tents, sleeping out}}{\text{total WA population}/10,000}$
Target	The rate of persons aged 15 years and over living in improvised dwellings, tents or sleeping out in Western Australia will decrease to 2.2 per 10,000 population.
Definitions	<i>Improvised dwellings, tents or sleeping out</i> : this category is “enumerated in the Census in an ‘improvised home, tent, sleepers out’ and who reported either being at home on Census night or having ‘no usual address’” (ABS, 2016a)
Data source	ABS Cat. 2049.0 Estimating Homelessness.
Data availability	Public
Ethics and privacy	Data is confidentialised to ensure that no individual can be identified.
Data quality	Low risk
Baseline	2016 level of 4.4 per 10,000 population (ABS, 2016a)
Further information	See Kaleveld et al. (2018) for analysis of the limitations of the Census methodology of enumerating homelessness. Disaggregation of the Census data by homeless operational group, geography and demographic characteristics to provide deeper insights into the experience of particular cohorts is limited as the data is subject to random perturbation and other privacy-preserving techniques.



#EndHomelessnessWA



THE UNIVERSITY OF
WESTERN
AUSTRALIA



CENTRE
for SOCIAL
IMPACT

The WAAEH Broad Targets

The nine WAAEH targets to be achieved by 2028 are:

1. Western Australia will have ended all forms of chronic homelessness including chronic rough sleeping.
2. No individual or family in Western Australia will sleep rough or stay in supported accommodation for longer than five nights before moving into an affordable, safe, decent, permanent home with the support required to sustain it.
3. The Western Australian rate of homelessness (including couch surfing and insecure tenure) will have been halved from its 2016 level.
4. The underlying causes that result in people becoming homeless have been met head-on, resulting in a reduction by more than half in the inflow of people and families into homelessness in any one year.
5. The current very large gap between the rate of Aboriginal homelessness and non-Aboriginal homelessness in Western Australia will be eliminated so that the rate of Aboriginal homelessness is no higher than the rate of non-Aboriginal homelessness.
6. Those experiencing homelessness and those exiting homelessness with physical health, mental health, and alcohol and other drug use dependence needs will have their needs addressed. This will result in a halving of mortality rates among those who have experienced homelessness and a halving in public hospital costs one year on for those exiting homelessness.
7. Those experiencing homelessness and those exiting homelessness will be supported to strengthen their economic, social, family and community connections leading to stronger well-being and quality of life outcomes. Employment among those experiencing homelessness will be significantly increased. Over half of those exiting homelessness will be employed within three years of moving into housing. Well-being and quality of life will equal those of the general population in the same timeframe.
8. A strong, collaborative and adaptive network of services and responses across the community services, health, mental health, justice, and education sectors will exist working collectively to address the underlying causes of homelessness and meeting the needs of those who become homeless.
9. Measurement, accountability and governance mechanisms that are robust, transparent and open to external review will be operating, providing an on-going means for assessing progress in meeting the goals of Ending Homelessness in Western Australia in 10 years.



#EndHomelessnessWA



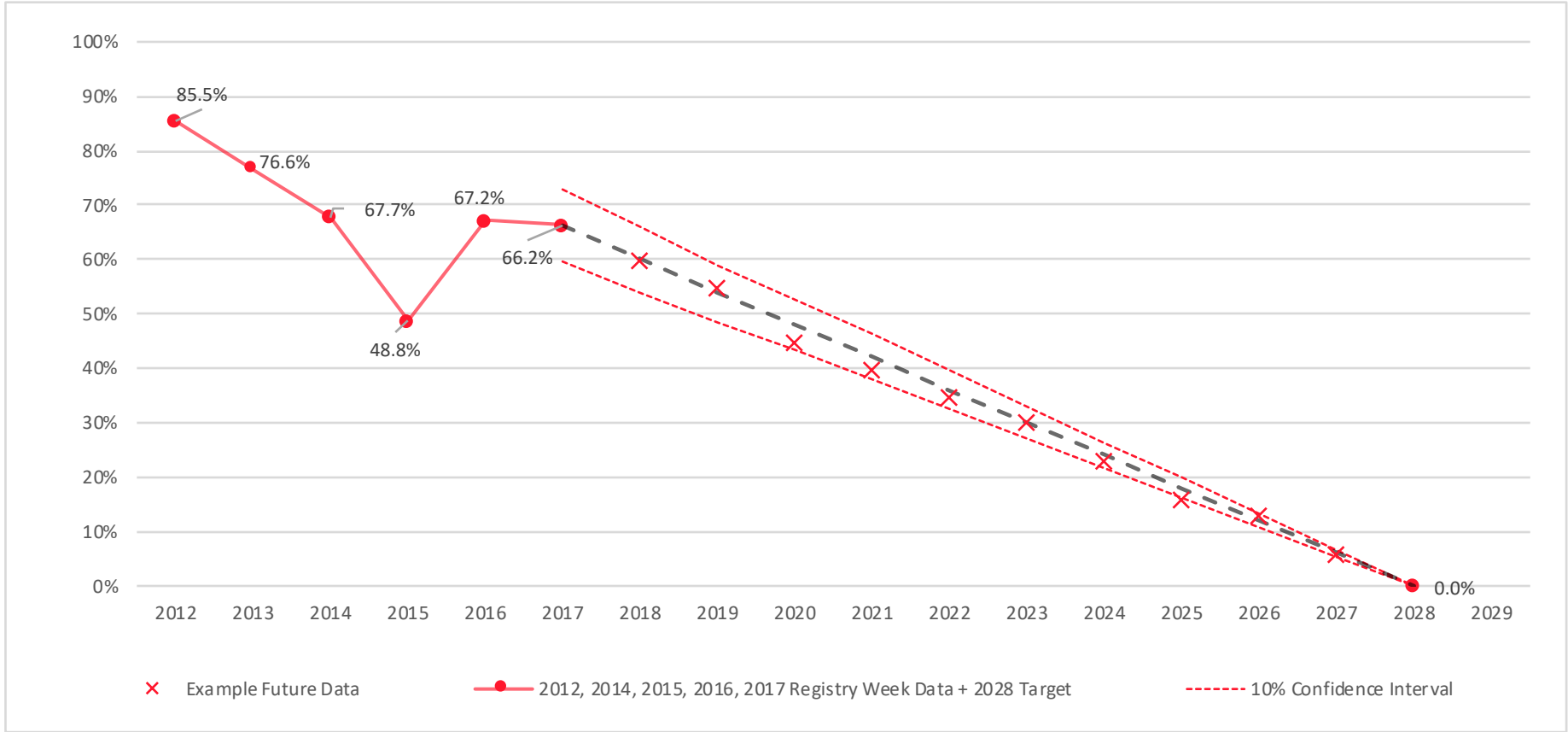
THE UNIVERSITY OF
WESTERN
AUSTRALIA



CENTRE
for **SOCIAL**
IMPACT

Target 1. Western Australia will have ended all forms of chronic homelessness, including chronic rough sleeping.

Proportion of those who have lived on the streets or in emergency accommodation for more than 12 months in WA Registry Week Collection



Source: Registry Week Data Collection 2012-2017 (unpublished)



#EndHomelessnessWA



THE UNIVERSITY OF
WESTERN
AUSTRALIA

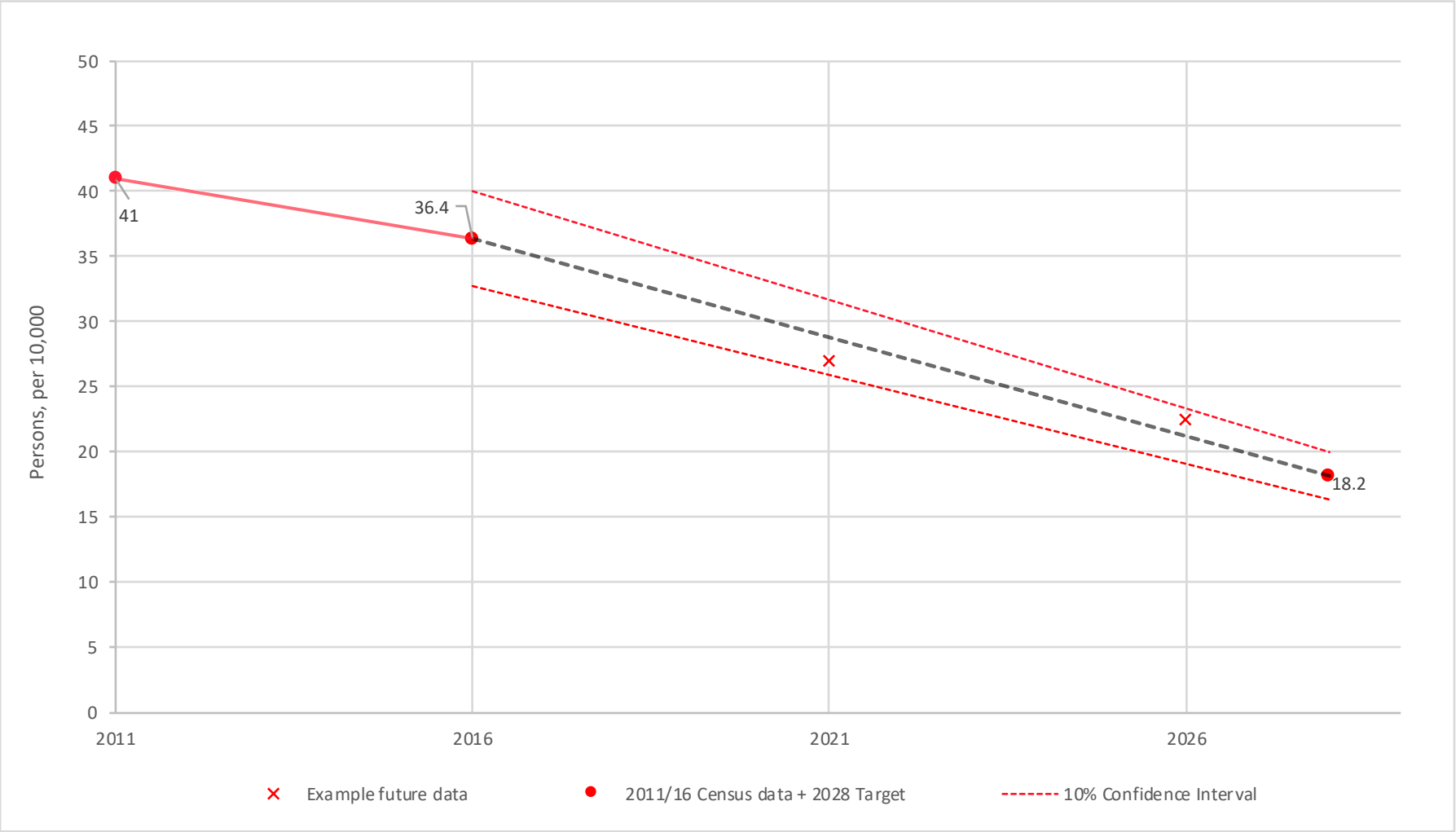


CENTRE
for **SOCIAL**
IMPACT

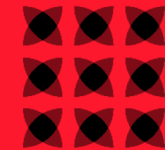
Target 3. The Western Australian rate of homelessness (including couch surfing and insecure tenure) will have been halved from its 2016 level.



#EndHomelessnessWA



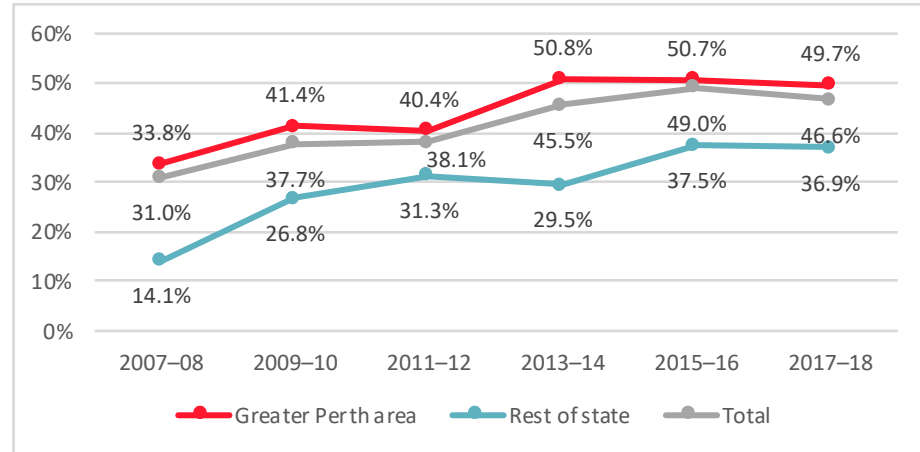
THE UNIVERSITY OF
WESTERN
AUSTRALIA



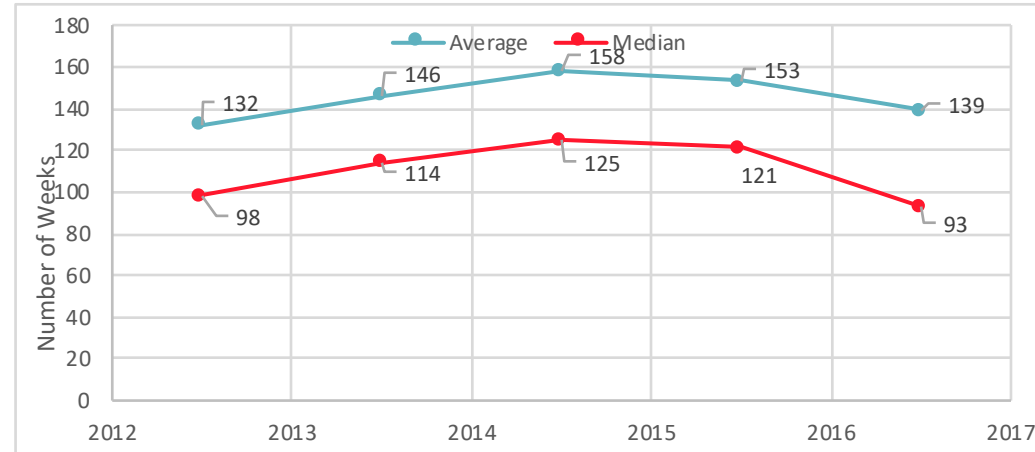
CENTRE
for **SOCIAL**
IMPACT

Drivers of homelessness (examples)

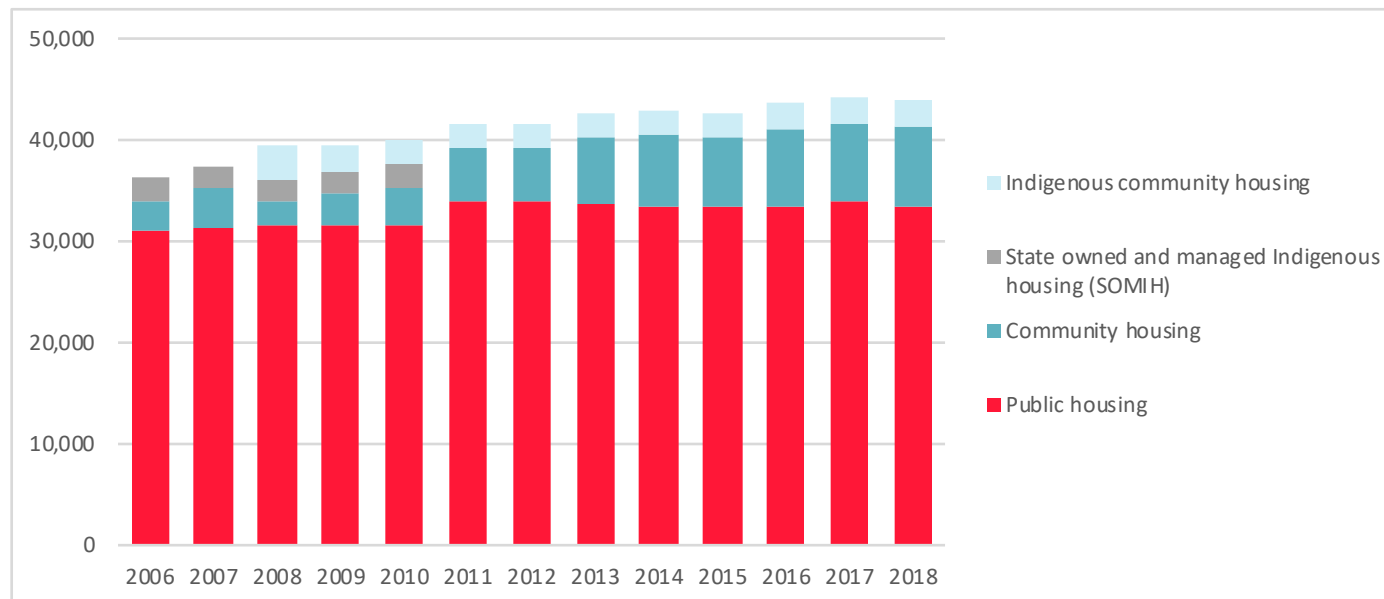
Proportion of low income rental households spending more than 30 per cent of their gross income on housing costs (rental stress) (%), by location, 2007–08 to 2017–18 (WA)



Waiting time to secure public housing accommodation, from 2012 to 2017 (WA)



Number of social housing dwellings, All areas, at 30 June 2006 to 2018 (Western Australia)



#EndHomelessnessWA



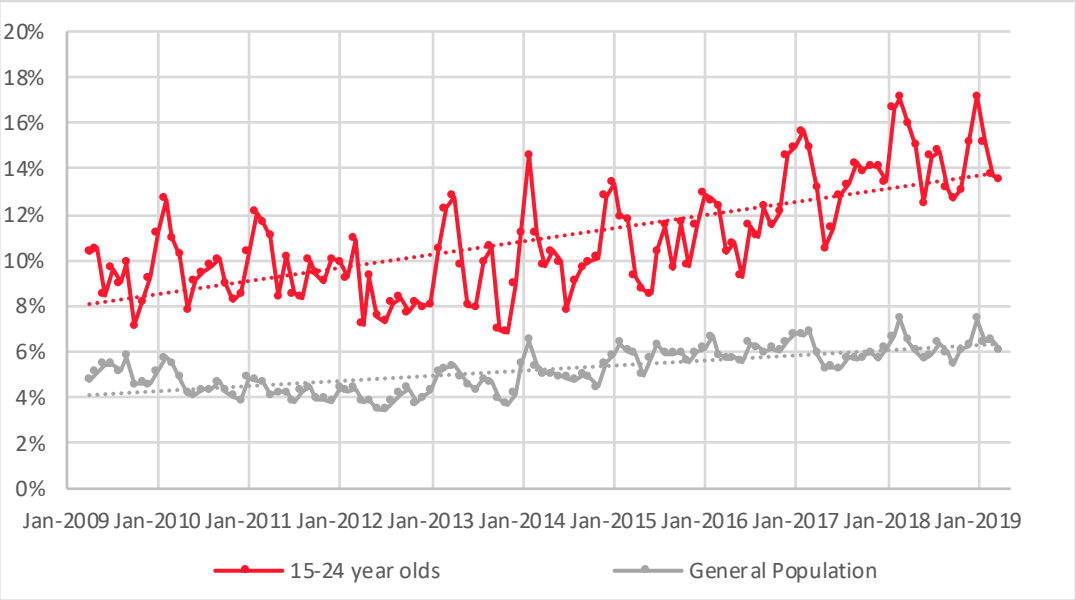
THE UNIVERSITY OF
WESTERN
AUSTRALIA



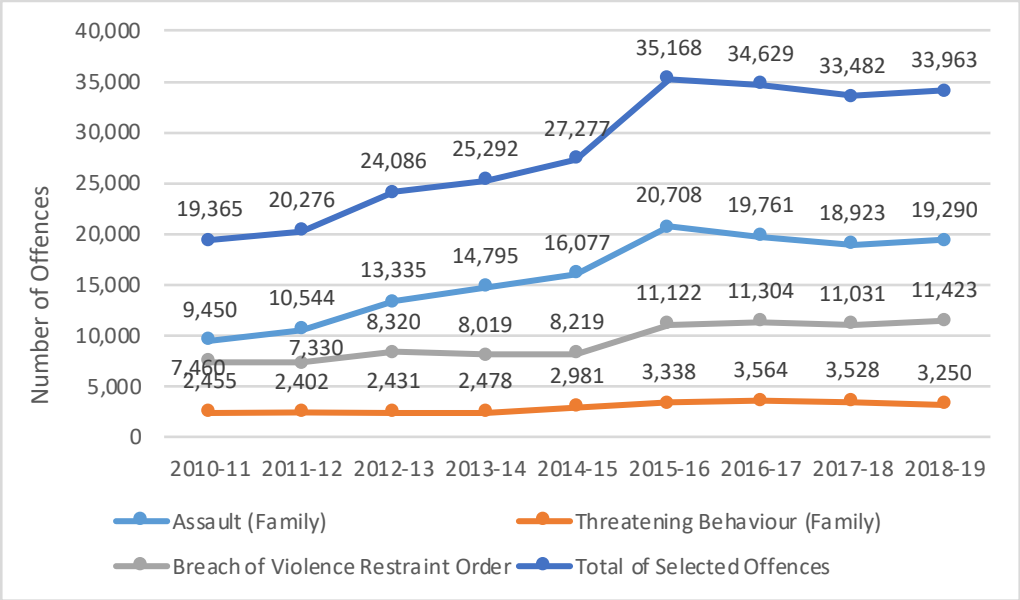
CENTRE
for **SOCIAL**
IMPACT

Drivers of homelessness (examples)

Unemployment Rate, youth and general population (WA)



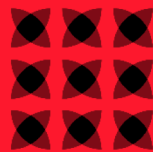
Family violence offences in WA (2010-11 to 2018-19)



#EndHomelessnessWA



THE UNIVERSITY OF
WESTERN
AUSTRALIA

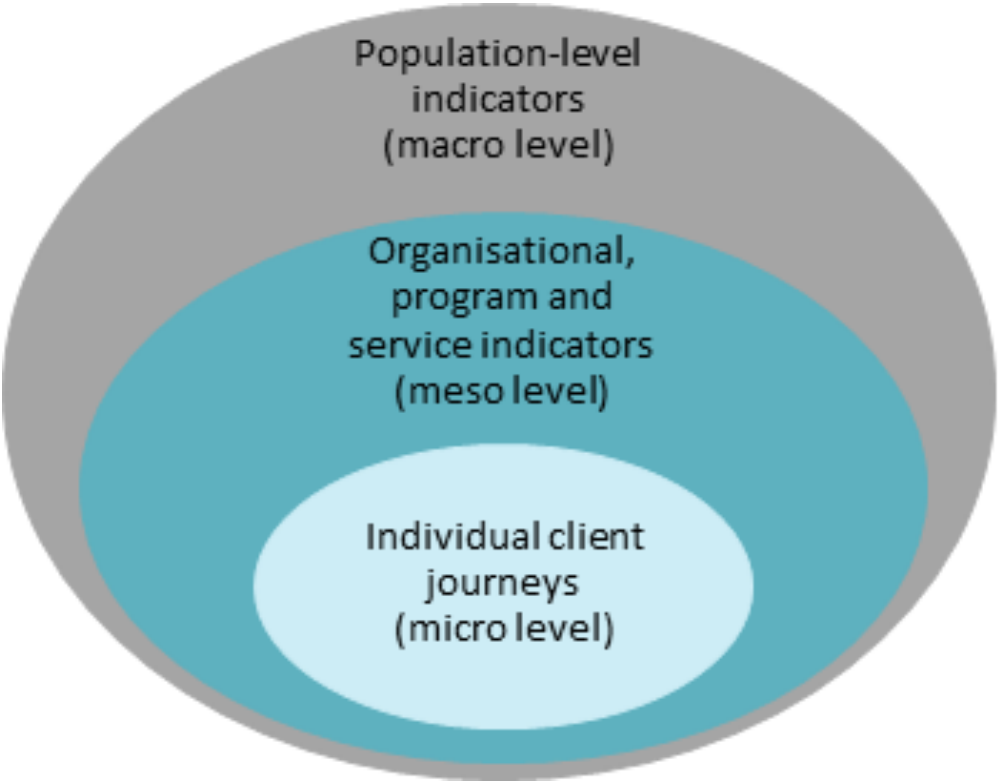


CENTRE
for SOCIAL
IMPACT

Hybridity in Measurement

The multi-level, nested indicators of the WAAEH Outcomes Framework

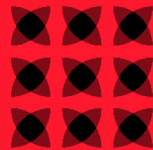
Advance to Zero



#EndHomelessnessWA



THE UNIVERSITY OF
WESTERN
AUSTRALIA



CENTRE
for **SOCIAL**
IMPACT