

United Way Halton & Hamilton Investment Framework 2020 – 2026 Program Outcomes and Indicators

Focus Area: Poverty to Possibility

Investment Priority: Food Security

Outcome	Indicators
<p>People can access affordable, nutritious, and appropriate food</p>	<ul style="list-style-type: none"> • Number of people who have increased access to food as a result of the program • Number of people who are eating healthier food more frequently • Number of people who are eating culturally appropriate food more frequently • Number of people who have a sufficient amount of food for their needs with fewer service points • Other (please specify)
<p>People have the knowledge and skills to handle, prepare, and consume healthy, nutritious food</p>	<ul style="list-style-type: none"> • Number of people who know how to grow or raise their own food • Number of people who understand how to select and source healthy food • Number of people who know how to prepare and cook healthy meals • Other (please specify)
<p>People have the opportunity to come together around good food to build community</p>	<ul style="list-style-type: none"> • Number of people who have taken part in community/communal meals • Number of people who have engaged with others and built social connections as a result of participation in meal programs • Number of people who accessed other programs/services as a result of food program (either at the same or a different agency) • Other (please specify)

Investment Priority: Employment & Financial Security

Outcome	Indicators
<p>People have access to training and skills development services</p>	<ul style="list-style-type: none"> • Number of people who are aware of training and skills development resources in their community • Number of people who have accessed training opportunities (such as job training and mentorships) • Number of people who have improved their literacy skills • Number of people who have improved their soft skills (such as work ethic, accountability, communication, etc.) • Number of people who have accessed pre-employment training • Number of people who have achieved their career-preparation goals • Other (please specify)
<p>People have sustaining and meaningful employment</p>	<ul style="list-style-type: none"> • Number of people who have achieved part-time or contract employment • Number of people who have achieved full-time employment • Number of people who have been supported to maintain their current employment • Number of people who feel the agency has advocated on their behalf to employers • Number of people who feel they can advocate for themselves to their current or future employers • Number of people who feel their employment is fulfilling and sustaining • Other (please specify)
<p>People have access to affordable goods and services and work towards financial security</p>	<ul style="list-style-type: none"> • Number of people who can access affordable goods (such as clothing and hygiene products) for themselves and/or their families • Number of people who can access affordable services (such as childcare, recreation, counselling, etc.) for themselves and/or their families • Number of people who increase their financial literacy and feel they are capable of managing their finances • Number of people who can access the financial benefits they are entitled to • Number of people who understand and avoid predatory lending • Number of people who feel an increased sense of stability • Other (please specify)

Focus Area: All That Kids Can Be

Investment Priority: Child & Youth Supports

Outcome	Indicators
Children and youth improve academic performance and pursue further education/training	<ul style="list-style-type: none"> • Number of children and youth assessed as ready to learn • Number of children and youth who have shown improved school attendance • Number of children and youth who have shown improved marks in school • Number of children and youth who meet or exceed level 3 EQAO standardized test levels • Number of children and youth who are on track with credit accumulation • Number of children and youth who make efforts to succeed in school (such as: having academic goals, completing homework on time, etc.) • Number of children and youth who graduate high school on time • Number of children and youth who register in post-secondary education or training • Other (please specify)
Children and youth make positive health choices	<ul style="list-style-type: none"> • Number of children and youth who make healthy eating habits (such as: eating breakfast, eating healthy items, etc.) • Number of children and youth who are physically active for at least 60 minutes a day, 4 days a week • Number of children and youth reaching appropriate physical development milestones • Number of children and youth who have reduced risky behaviours (such as: self-harm, physical or verbal fighting, substance use, etc.) • Other (please specify)
Children and youth demonstrate strong emotional and social skills	<ul style="list-style-type: none"> • Number of children and youth who understand their moods and feelings • Number of children and youth who show positive changes in self-regulation • Number of children and youth who reach appropriate emotional development milestones • Number of children and youth who show positive changes in communication skills • Number of children and youth who show increase pro-social behaviour • Number of children and youth show reduced behavioral problems • Number of children and youth who show positive changes in self-esteem

	<ul style="list-style-type: none"> • Number of children and youth who reach appropriate social and cognitive development milestones • Other (please specify)
Children and youth have positive relationships with peers and adults	<ul style="list-style-type: none"> • Number of children and youth who have a social group they engage with positively • Number of children and youth who have friends/peers they feel comfortable around • Number of children and youth who have positive relationships with adults outside of their families (such as: teachers, mentors, etc.) • Number of children and youth have positive relationship with their caregivers/parents • Other (please specify)
Children and youth are involved in their community	<ul style="list-style-type: none"> • Number of children and youth who show increased efforts to help others • Number of children and youth who are connected to community organizations • Number of children and youth who engage in volunteer activity • Number of children and youth who show increased engagement in school • Number of children and youth who engage in leadership activity • Other (please specify)

Investment Priority: Family Supports

Outcome	Indicators
<p>Families have more capacity to work through challenges</p>	<ul style="list-style-type: none"> • Number of individuals who feel their family has the ability to address challenges • Number of individuals who have used skills and resources from the program to address challenges • Number of families who feel their family has a stronger relationship which will help them address challenges together • Number of individuals who feel increased confidence in their caregiving/parenting skills • Number of individuals who feel they have increased ability to support themselves and provide for their families • Other (please specify)
<p>Families have more knowledge about available services and options</p>	<ul style="list-style-type: none"> • Number of families who know about therapeutic resources and services available to them (such as behavioural therapy and family counselling) • Number of families who know about financial support resources and services available to them (such as Ontario Child Benefit and the Canada Learning Bond) • Number of families who know about social support resources and services available to them (such as family social programs) • Number of individuals who have used resources and services they learned about from the program (please specify) • Other (please specify)
<p>Parents and caregivers have healthy engagement with their children</p>	<ul style="list-style-type: none"> • Number of families (or family members) that spend more time together • Number of families (or family members) that participate in activities together • Number of parents/caregivers that are aware of their child's social networks • Number of parents/caregivers that have increased empathy towards and understanding of their child • Number of families (or family members) that engage in education and learning together • Number of families (or family members) that show increased frequency and quality of communication • Other (please specify)

Focus Area: Healthy People, Strong Communities

Investment Priority: Mental Health & Safety

Outcome	Indicators
People have more capacity to work through challenges	<ul style="list-style-type: none"> • Number of people who have increased knowledge, skills, and ability to address challenges • Number of people who believe they are able to solve problems • Number of people who can remain calm in stressful situations • Number of people who have improved self-regulation of emotion and behaviour • Number of people who have improved communication skills • Number of people who have improved decision-making skills • Number of people who know where to access resources to help them work through challenges • Number of people who believe they are able to improve their situations • Other (please specify)
Public awareness of mental health and violence is increased and stigma is reduced	<ul style="list-style-type: none"> • Number of people who report increased awareness and understanding of mental health challenges • Number of people who report increased awareness and understanding of abuse and violence • Number of people who report increased awareness of services and supports available in community • Number of people reached with message (please specify) • Other (please specify)
Community services work together to help people better navigate support systems and reduce barriers to access	<ul style="list-style-type: none"> • Number of people who were able, with support from the program, to access: assessment services (please specify) • Number of people who were able, with support from the program, to access: treatment services (please specify) • Number of people who were able, with support from the program, to access: income supports or entitlements (please specify)

	<ul style="list-style-type: none"> • Number of people who were able, with support from the program, to access: temporary housing • Number of people who were able, with support from the program, to access: permanent housing • Number of people who were able, with support from the program, to maintain their current housing • Number of people who were able, with support from the program, to access: emergency or one time food • Number of people who were able, with support from the program, to access: ongoing food supports • Number of people who know of other supports and services available to them • Other (please specify)
<p>People have improved mental health</p>	<ul style="list-style-type: none"> • Number of people who show decreased levels of distress • Number of people experiencing fewer life disruptions • Number of people who show decreased frequency of hospitalization or emergency room visits • Number of people who show decreased frequency of police intervention • Number of people who show increased self-esteem • Number of people who feel they are in control of their lives • Number of people who feel an increased sense of wellbeing • Other (please specify)
<p>Neighbourhoods and homes are safer for people, especially survivors of violence</p>	<ul style="list-style-type: none"> • Number of people who have increased understanding of abuse and that survivors are not at fault • Number of people who report increased feelings of safety • Number of people who have developed a safety plan for themselves or their families • Number of people who report fewer calls to police and/or emergency services • Number of people who understand how to identify and avoid dangerous or exploitative situations • Other (please specify)
<p>People are able to live independently and make healthy choices</p>	<ul style="list-style-type: none"> • Number of people who feel they can access the services and supports they need • Number of people who are able to live where they choose

	<ul style="list-style-type: none"> • Number of older adults that are able to age in place • Other (please specify)
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Investment Priority: Community Inclusion

Outcome	Indicators
People develop stronger social connections and community trust	<ul style="list-style-type: none"> • Number of people who report improved social support and strengthened relationships • Number of people who know someone they could call on for help/support • Number of people who know multiple people in their neighbourhood • Number of people who know of community services, organizations, and/or groups they trust and can be involved with • Other (please specify)
Diversity is celebrated and people feel represented and included in their communities	<ul style="list-style-type: none"> • Number of people who are educated about their own and others' cultures, gender identities, and ages • Number of people who are able to interact and engage with their own and others' cultures, gender identities, and ages • Number of people who feel their voice is heard and valued • Number of people who see themselves (their culture, gender, and identity) represented in their community • Other (please specify)
People are involved in their communities	<ul style="list-style-type: none"> • Number of people who show new or increased engagement with community organizations, groups, and/or activities • Number of people who engage in new social or recreational activities • Number of people who engage in volunteer activity • Number of people who engage in leadership activity • Other (please specify)
People feel a sense of belonging in their community	<ul style="list-style-type: none"> • Number of people who report decreased feelings of isolation • Number of people who feel an increased sense of connectedness to their community • Number of people who feel they belong in their community • Other (please specify)

<p>People feel their contribution can influence the future of their community</p>	<ul style="list-style-type: none">• Number of people who believe their actions can make a difference• Number of people who know pathways to have their voice heard in community• Number of people who are engaged in community projects and activities• Other (please specify)
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