



# Human Services Program Results Framework

The Town of Chapel Hill and the Town of Carrboro’s Human Services Program funds programs that improve education, livelihood security, and health outcomes for all residents. The program’s overarching goal is to achieve economic and social wellbeing and opportunities to thrive for all residents, particularly those who are low-income or otherwise disenfranchised.

**Goal: All Chapel Hill and Carrboro residents experience economic and social well-being & opportunities to thrive.**

**Strategic Objective 1:**  
Children improve their education outcomes

**Strategic Objective 2:**  
Residents increase their livelihoods security

**Strategic Objective 3:**  
Residents improve their health outcomes

**Intermediate Result 1.1:**  
Children birth-to-K access early childhood development opportunities

**Intermediate Result 1.2:** Children demonstrate new grade-level-appropriate skills

**Intermediate Result 2.1:** Residents access the most appropriate social safety net services

**Intermediate Result 2.2:** Residents increase job skills appropriate for the local economy

**Intermediate Result 3.1:** Residents access basic health care services (primary, behavioral, dental)

**Intermediate Result 3.2:** Residents demonstrate new healthy lifestyle behaviors

## Strategic Objective 1: Children improve their education outcomes

### Intermediate Result 1.1: Children birth-to-K access early childhood development opportunities

#### Agency Performance Indicators

- % and # of children receiving scholarships who attend licensed, 4-5-star child care facilities
- % and # of program participant children who are read age-appropriate books in their home once a week
- % and # of children referred to socio-emotional health services that complete an age appropriate therapeutic or enrichment program

### Intermediate Result 1.2: Children demonstrate new grade-level-appropriate skills (grades K-12)

#### Agency Performance Indicators

- % and # of program participants that are promoted to the next grade
- % and # of program participants that improve grades by end of program period
- % and # of program participants that improve classroom behavior
- % and # of program participants that express greater confidence in their ability to be successful at school
- % and # of program participants that express greater confidence in their leadership and pro-social abilities
- % and # of children referred to socio-emotional health services that complete an age appropriate therapeutic or enrichment program
- % and # of program participants who plan on attending post-secondary education

## Strategic Objective 2: Residents increase their livelihoods security

### Intermediate Result 2.1: Residents access the most appropriate social safety net services

#### Agency Performance Indicators

- % and # of program participants with knowledge of appropriate social services
- % and # of completed referrals
- % and # Client satisfaction rates
- % and # of program participants who meet at least 1 financial goal
- % and # of program participants who maintain or improve their housing status
- % and # of unduplicated community members who receive emergency shelter services
- % and # of program participants who are homeless or experiencing unstable housing who obtain housing
- % and # of individuals that receive abuse and neglect prevention and response services
- % and # of program participants that receive food assistance
- % and # of individuals who receive emergency financial assistance for essential needs
- % and # of individuals who receive legal information, services or referral
- % and # of participants who do not become court involved during the program

### Intermediate Result 2.2: Residents increase job skills appropriate for the local economy

#### Agency Performance Indicators

- % and # of participants who pass ESL tests
- % and # of participants who self-report improved English language abilities
- % and # of participants who earn GEDs
- % and # of program participants who secure employment
- % and # of program participants who report improved wages and benefits

- % and # of program participants who report that services enabled employment, education or training
- % and # of participants who increase incomes (wages, disability, public benefits, or other income)
- % and # of participants who maintain incomes (wages, disability, public benefits, or other income)

### Strategic Objective 3: Residents improve their health outcomes

#### Intermediate Result 3.1: Residents access basic health care services (primary, behavioral, dental)

##### Agency Performance Indicators

- % and # of program participants that report they have access to primary care
- % and # of program participants that report they have access to behavioral care
- % and # of program participants that report they have access to dental care
- % and # of program participants who report they have improved access to health care services
- % and # of preventive screenings provided
- % and # of individuals referred to health promotion and/or healthcare services
- % and # of program participants that report they have access to substance abuse treatment

#### Intermediate Result 3.2: Residents demonstrate new healthy lifestyle behaviors

##### Agency Performance Indicators

- # of people reporting healthier functionality and lifestyle behaviors (improved nutrition, conflict resolution skills, stress reduction practices, exercise at least 30min 3x a week, annual check-ups, etc.)
- % and # of program participants who demonstrate new physical skills that support their independence
- % and # of program participants who demonstrate new, improved, or restored social skills
- % and # of program participants who demonstrate new, improved, or restored life skills
- % and # of program participants who report new, improved, or restored social connections
- % and # of program participants who meet one wellness goal
- % and # of program participants who comply with treatment
- % and # of hospitalization rates among program participants with substance abuse and/or psychiatric disorders
- % and # of program participants that consume fresh food

### Other Measures

- Total residents served
- % and # of agencies that pay employees a living wage
- % and # of agencies that offer health benefits to employees

### Key Terms

- Goal: The longer-term, wider change to which the program contributes.
- Strategic Objective (SO): The benefit expected to occur for beneficiary groups. SOs express the central purpose of the program in a realistic, specific, measurable way.
- Intermediate Result (IR): The expected change in identifiable behaviors of a specific group or the expected change in systems, policies or institutions required to achieve the strategic objectives.

- **Output:** The goods, services, knowledge, skills, attitudes and enabling environment that are delivered by the project (as a result of the activities undertaken).
- **Indicators:** Quantitative or qualitative factors or variables that provide a simple and reliable means to measure achievement, to reflect the changes connected to an intervention, or to help assess the performance of a development actor. Performance indicator statements should be SMART (specific, measurable, achievable, relevant, time bound).

## **Measurement**

In a results framework, results statements are measured through performance indicators. Agency performance indicators will be measured and reported on annually by funded agencies.

The Human Services Program will report on the overall results. During the first year of implementation of the results framework, staff will determine the appropriate frequency of measurement and reporting. We anticipate being able to disaggregate measures by gender, race, ethnicity, age, and disability status.