AGENCY CAPACITY BUILDING

SP	Type	Indicator Description	Unit of Measure	Definition	Method	Required/Optional
Agency Capacity Building	Outcome	Internal Operations & Management Capacity is improved	Agency's choice	Improved Internal Operations and Management Capacity (HR, finance, project management, governance, infra-structure). (*Agency to cite which type of capacity is to be improved and how.*)	Agency to describe how they will quantify the improved capacity.	Required
Agency Capacity Building	Outcome	One or more collective impact pillars has advanced or improved	Agency's choice	One or more collective impact pillars (mutually reinforcing activities, continuous communication, backbone support, shared measurement, common agenda) has advanced or improved as a result of capacity building supports	Agency to describe how they will quantify the advancement/improvement	Required
Agency Capacity Building	Outcome	Supported agencies are able to leverage additional resources (cash) to support priority goals	Percent	Refers to the year to year change in financial resources	Current year revenue divided by previous year revenue	Required
Agency Capacity Building	Outcome	Supported programs increase beneficiaries served as a result of capacity building	Percent	Programs who receive capacity building support through the funded program are able to increase beneficiaries served as a result of the increased capacity.	Collect beneficiary data from programs at start and following intervention (*agency to determine appropriate follow up timeframe*). Calculation: Total beneficiaries at follow up/Total beneficiaries at start = % increase	Required
Agency Capacity Building	Outcome	Programs Improved (internal evaluation)	Percent	Capacity of the supported program (s) is enhanced. Improvements in procedures, policies, methodologies, use of resources, responsiveness/ effectiveness, services provided etc... Improvements are measured through the supported program self assessing. (Agency to cite specific capacities being enhanced)	Administer pre-service and post-support survey to Program senior management requesting self assessment using a 6 point Likert scale on agency capacities targeted for improvement. Calculation: Number of measured capacities demonstrating at least a 1/6 scale improvement divided by number of capacities measured on both pre- and post-service surveys.	Required
Agency Capacity Building	Outcome	Supported agencies are able to leverage additional resources (in-kind) to support priority goals	Number	Refers to the year to year change in in-kind resources	Current year in-kind value	Required

Agency Capacity Building	Output	Board Member Training participants	Number	Board member participants in training provided by Agency *(Agency to further define the specific knowledge or skill focus area)*	Count of Board member participants in training provided by Agency	Optional
Agency Capacity Building	Outcome	Common priority issues addressed	Number	Ability to address priority issues is improved as a result of organizational or coalition capacity building. The issues must have been 1) formally identified and 2) work/progress documented and 3) primary goal related to issue must have been achieved. (Agency to cite priority issues/goal when setting target)	Count of issues where all the criteria outlined in the indicator definition are met.	Optional
Agency Capacity Building	Outcome	Improved financial sustainability	Percent	Program or Coalition has secured stable long term funding, has increased revenue generation, diversified funding sources etc… comparison of financial sustainability year over year.	Dollar value of the specific revenue streams to the program or coalition that meet the criteria outlined in the definition of this indicator divided by the dollar value of the specific revenue streams to the program or coalition that meet the criteria outlined in the definition of this indicator from the previous year.	Optional
Agency Capacity Building	Outcome	Increased ability to lead research in support of priority goals	Number	Studies with practical and actionable recommendations in support of United Way priority goals completed and accessible *(Agency to cite study name/purpose).*	Study must be accessible to those who can use the information and useful/functioning to be considered complete.	Optional
Agency Capacity Building	Outcome	Programs improved (Outcomes)	Percent	Capacity of the supported program (s) is enhanced. Improvements in procedures, policies, methodologies, use of resources, responsiveness/ effectiveness, services provided etc... Improvements are felt through improved result outcomes of the supported program. (Agency to cite specific outcomes being improved)	Administer pre-service and post-support survey to Program senior management requesting results on 3-5 measured key outcomes. Calculation: Average percent improvement of the 3-5 key indicators between the pre-and post support survey.	Optional
Agency Capacity Building	Outcome	Progress on developing shared measurement systems and effective cross-sector coordination	Number	Sector or community-wide research measurement/ analysis tools developed and made accessible. Includes databases, indices, profiles, analysis, measurement systems etc… (Agency to further specify the measurement/ analysis tool developed and its accessibility.)	Tool must be accessible to those who can use the information and useful/functioning to be considered complete.	Optional

Agency Capacity Building	Output	Staff skill development opportunities	Percent	Staff offered skill development opportunities as a percentage of the overall staff count	Number staff offered skill development opportunities in the year divided by all staff	Optional
Agency Capacity Building	Outcome	Studies with practical and actionable recommendations for Collective Impact Initiatives completed and accessible	Number	Studies or research reports with practical and actionable recommendations for Collective Impact Initiatives completed and shared in a public forum. (Agency to cite study name/purpose).	Study must be accessible to those who can use the information and useful/functioning to be considered complete.	Optional
Agency Capacity Building	Outcome	Supported Networks, partners or coalition members increase beneficiaries served as a result of capacity building	Percent	Networks, partners or coalition members who receive capacity building support through the funded program are able to increase beneficiaries served as a result of the increased capacity.	Collect beneficiary data from partners at start and following intervention (agency to determine appropriate follow up timeframe). Calculation: Total beneficiaries at follow up/Total beneficiaries at start = % increase	Optional
Agency Capacity Building	Outcome	The efficiency, resiliency and effectiveness of the network, partnership or coalition is enhanced.	Percent	Perception of the efficiency, resiliency and effectiveness by the network, partnership or coalition members before and after	A survey is given pre-intervention, and a second survey is given following the capacity building work (agency to determine appropriate timeframe). Calculation: the number of members' responding positively to all three questions evaluating the result of the support by the agency. One question each to evaluate efficiency, resiliency, and effectiveness of the project/coalition. This number is divided by the number surveyed	Optional
Agency Capacity Building	Output	Total Partnerships	Number	Number of new and maintained partnerships. Partnerships can be from the non profit sector or cross-disciplinary, incluing charities, service providers, public servants, government officials and private industry	# of partnerships	Optional

CRITICAL HOURS

SP	Type	Indicator Description	Unit of Measure	Definition	Method	Required/Optional
Critical Hours	Outcome	Children develop soft skills	Percent	Soft skills: the essential personal and social skills people need to be able to perform most jobs. E.g. leadership, critical thinking, problem solving, teamwork, conflict resolution, time management, personal presentation, communication, positive attitude, self-confidence etc…	# of children complete program to develop skills / # of children participate in program	Required
Critical Hours	Outcome	Children have improved emotional well-being	Percent	Children and/or youth supported by the program report or demonstrate improved emotional well-being including self-esteem, confidence, social belonging and/or motivation	A survey or observation taken of supported participants. A count is kept of all participants who either report or demonstrate improved emotional well-being. This number is divided by all participants surveyed or observed.	Required
Critical Hours	Outcome	Increase in children practicing prosocial behaviors	Number	Increase in children practicing prosocial behaviors. Agency to provide examples of types of behaviors practiced.	Interview, focus group or survey of parents, children, staff and/or instructors. Agency to indicate selected method.	Required
Critical Hours	Outcome	Participants served who eat healthier, increase their physical activity, and/or move towards a healthy weight	Percent	Eat healthier: e.g. more fruits/vegetables and legumes, nuts, whole grains, less sugar Physical activity: aerobic, muscle or bone strenghtening activities. Healthy weight: Body mass index is the most common measure of healthy weight	Pre and post survey of youth or parents on eating, activity levels and other healthy practices	Required
Critical Hours	Outcome	youth who transition from middle to high school on time	Percent	students served who matriculate on time, from middle to high school (typically from 8th to 9th grade), at the conclusion of their final expected year of middle school.	Survey of youth or parents	Required
Critical Hours	Output	Child and Youth development staff trained to provide quality programs, services	Number	staff trained to improve the quality of programs and services delivered	# of staff trained	Optional

Critical Hours	Outcome	Children have improved attitude towards school	Percent	Children and/or youth supported by the program report or demonstrate improved attitude toward school/ school work.	A survey or observation taken of supported participants. A count is kept of all participants who either report or demonstrate improved attitude toward school/ school work. This number is divided by all participants surveyed or observed.	Optional
Critical Hours	Outcome	Elementary/middle/high school youth served who maintain satisfactory or improve school attendance	Percent	To have satisfactory attendance a student can miss no more than 18 school days in one school year (Ontario Ministry of Education)		Optional
Critical Hours	Output	Individuals served participating in physical activity and/or healthy food access/nutrition programs	Number	Program examples: those that promote the benefits of an active lifestyle and encourage participation in regular physical activity as a means of improving health, preventing disease, and enhancing the overall quality of life. Also nutrition education, food distribution programs, child nutrition programs etc...	Activity or program participant list and report	Optional
Critical Hours	Outcome	Middle/high school youth served who earn passing grades in core subject areas	Percent	students who earn passing grades in core subject areas e.g. English or French language arts (depending on English or French board) math, science, and social studies.	E.g. Each middle/high school student's credits are tracked and averaged (e.g. total credits/ total students)	Optional
Critical Hours	Output	Participants completing their homework	Percent	Children and/or youth supported by the program completing their homework each day	Yearly average of the number of students who complete their homework each day as a result of program support divided by enrolled participants	Optional
Critical Hours	Outcome	Youth (ages 15-24) served who gain employment	Number	number of youth ages 15 to 24 who gain employment because of services provided	# of youth surveyed who gained part time or full time employment during or after program.	Optional
Critical Hours	Outcome	Youth served who graduate high school on time	Percent	Youth receiving supports who graduate	Survey of youth or parents	Optional
Critical Hours	Output	Youth served who receive job skills training	Number	Job skills training activities may include one or more of the following: interest and skills assessment, testing and counseling, soft and technical skill development and training, job search assistance, apprenticeships, and internships.	# of youth complete job skills training	Optional

Critical Hours	Outcome	Consistent Participation (previously referred to as Improved Client Engagement)	Percent	Pattern of attendance or contact	# of clients with improved attendance (showing up for appointments) or contacts or otherwise displaying improved engagement / # of clients assessed for enagement	Optional

CRISIS SUPPORTS

SP	Type	Indicator Description	Unit of Measure	Definition	Method	Required/Optional
Crisis Supports	Outcome	Client distress is reduced	Percent	Clients indicating decreased levels of distress	# of clients demonstrating decrease in experienced distress/ # clients assessed for distress reduction	Required
Crisis Supports	Outcome	Clients achieve counselling or program goals	Percent	Counsellor and client conduct a progress review at termination comparing to initial assessment. Program goals can include achievement of life skills, coping mechanisms, literacy, etc.	# of clients achieving one or more goals / # of counselling clients assessed for goal attainment.	Required
Crisis Supports	Output	Total Referrals	Number	Number of referrals provided to clients	# of referrals for all clients	Required
Crisis Supports	Outcome	Clients equipped with positive coping strategies	Percent	Clients who demonstrate or report positive coping strategies such as: positive self-talk, more sleep, more exercise, talking to trustworthy people, relaxation techniques, healthy eating, positive attitude etc…	# of clients demonstrating or reporting positive coping strategies / # of clients assessed for coping strategies	Required
Crisis Supports	Output	Calls to crisis line	Number	Number of calls to crisis line that were answered	Count of all crisis calls that were answered	Optional
Crisis Supports	Output	Clients attending counselling sessions	Number	Clients registered with Agency, attending regular group or individual counselling sessions.	# of clients regularly attending counseling sessions	Optional
Crisis Supports	Output	Hours of counselling sessions provided to clients	Number	Total Hours of counselling provided to clients in the year (group or individual or both)	# of total hours of counseling provided. For group sessions multiply each attendee by length of sessions attended (in hours) to get total hours.	Optional
Crisis Supports	Output	Clients with access to crisis support resources	Number	Total Number of clients provided navigation support to access crisis support resources	# of clients provided navigation support	Optional
Crisis Supports	Output	Clients in financial crisis receive support	Number	Total number of clients provided navigation support to access financial literacy resources or services	# of clients provided with financial literacy resources or services	Optional

| Crisis Supports | Output | Clients feel safer | Percent | Participants or beneficiaries of a service express feelings of safety or security | Residents respond positively to these survey questions, divided by the number surveyed | Optional |

EMPLOYMENT PROGRAMS (INCLUDING EMPLOYMENT FOR NEWCOMERS, EMPLOYMENT FOR PEOPLE WITH DISABILITIES, AND BEGINNINGS AND TRANSITIONS)

SP	Type	Indicator Description	Unit of Measure	Definition	Method	Required/Optional
Employment Programs	Outcome	Clients enrolling in time limited education or training	Percent	Clients enrolling in time limited (e.g. set end date) formal education, training related to employment to gain job skills	count of clients enrolling in education or employment training divided by all clients in the year	Required
Employment Programs	Outcome	Clients obtaining employment	Percent	Clients obtaining employment that adheres to labour market standards as a result of program participation (part-time or full-time). Positions within an agency's own social enterprise excluded.	count of clients obtaining employment each year divided by all clients in the year	Required
Employment Programs	Outcome	Clients obtaining employment (social enterprise)	Percent	Clients obtaining employment that adheres to labour market standards within the agency's social enterprise as a result of program participation. (part-time or full-time)	count of clients obtaining employment each year divided by all clients in the year	Required
Employment Programs	Output	Clients receiving supports to obtain or retain employment	Number	Refers to the number of clients receiving counselling or other supports (employment profiles, orientation sessions, employment plans, CV support, mentoring, coaching, training) to gain or retain employment. (Agency to specify types of supports offered)	Simple count of unique clients receiving supports. If a client receives more than one type of support, they are only counted once.	Required
Employment Programs	Outcome	Client job retention (6-12 months)	Percent	Clients who obtain and keep paid employment for six to twelve months	Clients who obtain and keep paid employment for six to twelve months divided by all clients who obtained employment through support by agency	Optional
Employment Programs	Outcome	Clients gain upward mobility	Percent	Clients receive a promotion, wage increase, or additional hours (20% increase or more)	Number of clients who achieve one or more of the factors of upward mobility in the year divided by all clients in the year	Optional

Employment Programs	Output	Customers of social enterprise or self-employment venture increase	Percent	Customers /Service users of social enterprise or self-employment venture employing clients increase year over year	Number of service/sales transactions from most recent year divided by number of transactions from previous year	Optional
Employment Programs	Output	Inclusive workplaces cultivated	Number	Workplaces that have received training, supports, advise, capacity building activities, have staff trained to provide peer support to clients etc…	Count of workplaces that have received multiple types of capacity building supports with the aim of creating an inclusive workplace	Optional
Employment Programs	Output	Increase in revenue of social enterprise or self- employment venture	Percent	Increase in revenue (year to year) of social enterprise or self-employment venture employing clients. This will show a leveraging of funds	Revenue from most recent year divided by revenue from previous year	Optional
Employment Programs	Output	Job matches /placements developed for clients	Number	The number of employment matches offered to clients looking for work	Count of employment matches offered	Optional
Employment Programs	Output	Participants at community presentations /networking events promoting the inclusion of clients in the workplace	Number	Participants at Community presentations/ networking events promoting the inclusion of clients in the workplace including raising awareness among employers of the business case for inclusive hiring. (Agency to specify types of presentations/events)	headcount or attendance sheets tallying participants at such events	Optional
Employment Programs	Outcome	Research reports/ tools developed focused on improving labour market outcomes and to developing employer case studies on the benefits of creating an inclusive workplace.	Number	Research reports / tools with a focus on identifying ways to improve labour market outcomes and/or developing employer case studies on the benefits of creating an inclusive workplace. Must be completed and shared in a public forum. (Agency to cite study name/purpose).	Study must be accessible to those who can use the information and useful /functioning to be considered complete.	Optional
Employment Programs	Output	Stakeholders advocating for strategies and polices which would improve economic integration for clients.	Number	Stakeholders sharing or advocating for best practices, strategies and polices which would improve economic integration for clients. (Agency to describe stakeholders)	Count of stakeholder agencies participating	Optional
Employment Programs	Output	Work hours of clients generated by Agency's social enterprise	Number	Refers to the total number of paid hours of work for clients created by the Agency's social enterprises during the year (excluding program staff)	Count of hours worked as per internal records	Optional

Employment Programs	Output	Total employers or employees of an employment organization receive training supports on inclusive workplaces	Number	The number of employers or employees of an organization that receive training support for inclusive workplace. This measures the reach to employers	Count of employers as per internal records	Optional
Employment Programs	Output	Total employees receiving training supports for the first time on inclusive workplaces	Number	The number of new employers or employees of an organization who indicate receiving training support on inclusive workplaces for the first time. This measures the reach to new employees	Count of employers as per internal records	Optional
Employment Programs	Output	Total new partnerships	Number	Agency to specify nature of partnerships (who/roles) in the methodology.	Count of formal or informal partnerships where roles have been clearly defined and activities are under way	Optional

MENTAL HEALTH AND ADDICTION

SP	Type	Indicator Description	Unit of Measure	Definition	Method	Required/Optional
Mental Health & Addictions	Outcome	Client distress is reduced	Percent	Difference in average client experienced distress as measured through self-reporting, represented through the percentage of clients indicating decreased levels of distress by at least one point on the scale. (Agency to describe the measurement tool used)	Administer pre-service and post-service questionnaires (with a 6-point Likert scale) to client. Calculation: # of clients demonstrating decrease in experienced distress (e.g. 1/6 reduction from pre-survey)/ # clients assessed for distress reduction	Required
Mental Health & Addictions	Outcome	Clients achieve counselling goals	Percent	Counsellor and client conduct a progress review at termination comparing to initial assessment	Calculation: # of clients achieving one or more goals divided by # of counselling clients assessed for goal attainment. (e.g. Intake goals logged at the beginning versus achieved ones logged at termination of the therapeutic process in the database.)	Required
Mental Health & Addictions	Outcome	Clients have a healthier relationship with substances	Percent	Clients improve their relationship with substance and/ or alcohol use	Calculation: # of clients reporting reduced problematic substance use OR a healthier relationship with substances divided by the total number of clients with concerns about substance use at intake	Required
Mental Health & Addictions	Outcome	Clients served who avoid or reduce risky behaviours	Percent	The most commonly recognized risky behaviors among youth and adults include alcohol, drug, and tobacco use and unprotected sexual activity	# of individuals who reduced or avoided any of the aforementioned risky behaviors / # of individuals served by programs addressing any or all of these risky behaviors	Required
Mental Health & Addictions	Outcome	Clients with improved mental health outcomes	Percent	Agency to list types of outcomes. Outcomes could include improved resilience, ability to cope, reduced anxiety, improved life satisfaction, fewer symptoms of depression, improved self-esteem etc…	pre and post survey of clients with one or more improved mental health outcomes reported or observed	Required

Mental Health & Addictions	Outcome	Clients equipped with positive coping strategies	Percent	Clients who demonstrate or report positive coping strategies such as: positive self-talk, more sleep, more exercise, talking to trustworthy people, relaxation techniques, healthy eating, positive attitude etc…	# of clients demonstrating or reporting positive coping strategies / # of clients assessed for coping strategies	Required
Mental Health & Addictions	Output	Clients attending group counselling sessions	Number	Clients registered with Agency, attending regular (e.g. weekly, bi-weekly etc…) group (e.g. more than one person) counselling sessions. (Agencies can further specify whether this is family, mixed group, couples etc…)	# of clients regularly attending counseling sessions	Optional
Mental Health & Addictions	Output	Clients attending individual counselling sessions	Number	Clients registered with Agency, attending regular (e.g. weekly, bi-weekly etc…) one-on-one counselling sessions. (Agencies can further define clients as adults, youth etc…)	# of clients regularly attending counseling sessions	Optional
Mental Health & Addictions	Outcome	Clients with academic or employment success	Percent	Improved Attendence (hours), credits earned, completion of year, Graduation, employment, post-secondary enrollment etc..	# clients reporting or observed to have improved academic or employment outcomes / # of clients monitored for academic or employent outcomes	Optional
Mental Health & Addictions	Outcome	Clients with improved connections to family, friends and community	Percent	Clients experiencing better relations, less isolation, feeling better about relationships, stronger support network etc….	# clients reporting or observed to have improved connections / # of clients monitored for improved connections	Optional
Mental Health & Addictions	Outcome	Clients with reduced suicide ideation	Percent	Clients with reduced frequency/intensity of thinking about ending their life or dying by suicide	# of clients reporting reduced frequency of suicide ideation/ # of clients with presenting issue of suicide ideation.	Optional

Mental Health & Addictions	Outcome	Consistent Participation	Percent	Pattern of attendance or contact	# of clients with improved attendance (showing up for appointments) or contacts or otherwise displaying improved engagement / # of clients assessed for engagement	Optional
Mental Health & Addictions	Outcome	Clients have a healthier relationship with technology	Percent	Clients improve their relationship with technology use	Calculation: Number of youth who report reduced problematic technology use OR who report a healthier relationship with technology divided by total number of youth who reported concerns with technology use at intake	Optional

SCHOOL READINESS

SP	Type	Indicator Description	Unit of Measure	Definition	Method	Required/Optional
School Readiness	Outcome	Children (0-5) served who achieve developmental milestones	Percent	Developmental milestones are behaviors or physical skills seen in infants and children as they grow and develop. Rolling over, crawling, walking, and talking, follows 2-step directions are all considered milestones. The milestones are different for each age range	pre and post EDI survey of children	Required
School Readiness	Outcome	Children served who are proficient on school readiness assessments by the end of their (Sr.) kindergarten year	Percent	This indicator refers to the percent children served that are proficient on readiness assessments (e.g. EDI).	pre and post survey of # of children assessed to be school ready / # of children participating in program	Required
School Readiness	Outcome	Increased awareness of children's developmental needs and how to address them	Percent	Parental/ Caregiver awareness of their children's developmental, physical health and well-being needs and what practices are important to address those needs	A survey taken of trained participants. A count is kept of all participants who demonstrate improved awareness.	Required
School Readiness	Outcome	Parent-child relationships are improved	Percent	Parent-child relationships are improved (e.g. secure attachment, use of positive discipline, coping skills for stress and anger)	A survey or observation taken of supported participants. A count is kept of all participants who either report or demonstrate improved parent-child relationships. This number is divided by all participants surveyed or observed.	Required
School Readiness	Outcome	Parents/caregivers have increased confidence in parenting ability	Percent	Program participant parents or caregivers have increased confidence in parenting/ care giving ability	Parents surveyed indicate that their confidence level has increased as a result of program supports. Average number of parents with increased confidence is divided by all parents surveyed.	Required

School Readiness	Output	Total Referrals	Number	Number of referrals provided to parents for additional supports	# of referrals for all clients	Required
School Readiness	Output	Children regularly participate in play and parental interaction	Number	Unique children participating regularly (at least 1 times per month) in group play with guided parental interaction	Count of unique children participating at least 1 times per month	Optional
School Readiness	Output	Early childhood staff trained to provide quality programs, services	Number	staff trained to improve the quality of programs and services delivered in the area of Childhood Success and school readiness	# of staff complete training	Optional
School Readiness	Output	Families, caregivers supported	Number	Families, caregivers served that are provided with information, resources, tools, trainings, and/or teaching skills	Count of unique families / caregivers that are served by the program	Optional
School Readiness	Outcome	Consistent Participation	Percent	Pattern of attendance or contact	# of clients with improved attendance (showing up for appointments) or contacts or otherwise displaying improved engagement / # of clients assessed for enagement	Optional

STRONG NEIGHBOURHOODS

SP	Type	Indicator Description	Unit of Measure	Definition	Method	Required/Optional
Strong Neighbourhoods	Output	Activities/opportunities addressing priority issues	Number	Number of community activities or opportunities that address priority issues. Agency to list activities/opportunities as well as the priority issues each addresses in the methodology	Total count of all activities addressing priority issues. Each activity is counted once even if it addresses multiple issues.	Required
Strong Neighbourhoods	Outcome	Dollar value of Cash & In-kind contributions leveraged	Number	Value of cash /in-kind resources contributed towards neighbourhood priorities including events/initiatives using the Ottawa Neighbourhood Social Capital forum methodology (includes but not limited to value of human resources, space contributions, new funding, in-kind assets).	tally of value of resources contributed towards events/initiatives/neighbourhood priorities using the ONSCF methodology	Required
Strong Neighbourhoods	Outcome	Participants with increased meaningful connections	Percent	Participants who feel they or the community are better connected as a result of the project	Participants who respond positively to these survey questions divided by all those surveyed	Required
Strong Neighbourhoods	Output	Partnerships	Number	Partnerships developed to support priority neighbourhood initiatives (Agency to specify nature of partnerships (who/roles) in the methodology.)	Count of formal or informal partnerships where roles have been clearly defined and activities are under way	Required
Strong Neighbourhoods	Output	Residents participating in project activities	Percent	Residents (unique - each individual counted once) in targeted neighbourhoods participating in project activities	Unique participants tracked through event or activity record divided by Ottawa Neighbourhood study neighbourhood population	Required
Strong Neighbourhoods	Outcome	Residents volunteering	Percent	Percent of unique residents who volunteer with project activities (e.g. communications, outreach, small projects e.g. community gardening, small/large events, workshops)	Unique volunteers tracked through event or activity record divided by population (from Ottawa Neighbourhood study). In method indicate if target is a subset of population (e.g. women, seniors, youth)	Required
Strong Neighbourhoods	Output	Volunteer Hours	Number	Number of hours of volunteer activities contributed	Count from internal records	Optional

Strong Neighbourhoods	Outcome	(Research) Assessment of neighbourhood well being (equity index) completed	Complete	A broad quantitative assessment of neighbourhood well-being, measuring broad inequity across neighbourhoods is complete and shared with stakeholders	Report completed incorporating input received from key stakeholders in the sector and disseminated with stakeholders	Optional
Strong Neighbourhoods	Outcome	(Research) Study on strengthening social cohesion, equity and inclusion within priority communities completed	Complete	Study on the factors affecting social cohesion, equity and inclusion within priority local communities (place-based) which provides actionable recommendations on how this might be strengthened. Study is complete and shared with stakeholders	Study completed incorporating input received from key stakeholders in the sector and disseminated with stakeholders	Optional
Strong Neighbourhoods	Outcome	Community resources or assets developed related to neighbourhood priority issues	Number	New or expanded community resources or assets related to neighbourhood priority issues (e.g. playground equipment, expanded bus route, better lighting)	Record details of changes and when they happen.	Optional
Strong Neighbourhoods	Outcome	Initiatives developed as a result of resident engagement	Number	New initiatives that develop as a direct result of resident engagement	Record listing of initiatives	Optional
Strong Neighbourhoods	Outcome	Participants with increased ability to support community change due to training/capacity building	Percent	Participants in training or capacity building who report they will be better able to support positive community change as a result of participating in the training/capacity building	Participants respond positively to these survey questions, divided by the number surveyed	Optional
Strong Neighbourhoods	Outcome	Policies or programs promoted, enacted or modified	Number	Policy/program changes promoted or enacted or modified that increase opportunities for positive community connections, encourage inclusion and/or respond to neighbourhood priority issues.	Record details of changes, enactments and when they happen.	Optional
Strong Neighbourhoods	Outcome	Residents with increased access to social opportunities	Percent	Residents who report having increased access to social opportunities	Residents respond positively to these survey questions, divided by the number surveyed.	Optional
Strong Neighbourhoods	Outcome	Residents feel safer	Percent	Residents participating who report the project has improved safety	Residents respond positively to these survey questions, divided by the number surveyed	Optional

Strong Neighbourhoods	Outcome	Residents helped in a meaningful way	Percent	Residents participating who report the project helped them in a way that was meaningful to them. Residents indicate what was meaningful (i.e. the issue or the type of help)	Residents respond positively to these survey questions, divided by the number surveyed.	Optional
Strong Neighbourhoods	Outcome	Residents with increased ability to access services/ resources	Percent	Residents participating who report the project has increased their ability to access services and resources	Residents respond positively to these survey questions, divided by the number surveyed.	Optional
Strong Neighbourhoods	Outcome	Residents with increased access to healthy food	Percent	Residents in food based activities who report having increased access to healthy food	Residents respond positively to these survey questions, divided by the number surveyed.	Optional
Strong Neighbourhoods	Outcome	Residents with increased sense of belonging	Percent	Residents participating who report the project has increased their sense of belonging	Residents respond positively to these survey questions, divided by the number surveyed	Optional
Strong Neighbourhoods	Outcome	Residents with increased supports for health and well-being	Percent	Residents in food based activities who report having increased access to supports for their health and well-being	Residents respond positively to these survey questions, divided by the number surveyed.	Optional

SUCCESSFUL AGING

SP	Type	Indicator Description	Unit of Measure	Definition	Method	Required/Optional
Successful Aging	Outcome	Caregivers report reduced feelings of isolation/stress	Percent	Caregivers report that their stress/isolation level has reduced by one level on the Likert Scale as a result of respite support. Data collection: survey of a representative sample of clients	Administer pre-service and mid-service (and/or post-service) questionnaires (with a 6-point Likert scale) to client. Calculation: clients demonstrating at least a 1/6 scale improvement divided by clients completing both pre-and mid/post-service surveys.	Required
Successful Aging	Outcome	Client ability to live independently is improved	Percent	Clients report that agency provided services improved their ability to live independently by at least one point on a Likert scale (a predetermined index set by the agency)	Administer pre-service and mid-service (and/or post-service) questionnaires (with a 6-point Likert scale) to client. Calculation: clients demonstrating at least a 1/6 scale improvement divided by clients completing both pre-and mid/post-service surveys.	Required
Successful Aging	Outcome	Client awareness of community, social and health resources is improved	Percent	As a result of being coached or attending presentations, clients report increased knowledge of senior support services and community, social, and health resources.	Administer pre-service and mid-service (and/or post-service) questionnaires to client. Calculation: average number of services/resources spontaneously named by participants initially/ average number of services/ resources spontaneously named mid/post-participation. An average of all clients' improvement percentages would be the result.	Required
Successful Aging	Outcome	Clients report improved feelings of well-being	Percent	Overall physical, health, mental, social and emotional well-being of senior participants improves by self-report.	Administer pre-service and mid-service (and/or post-service) questionnaires (with a 6-point Likert scale) to client. Calculation: clients demonstrating at least a 1/6 scale improvement divided by clients completing both pre-and mid/post-service surveys.	Required
Successful Aging	Outcome	Clients report reduced feelings of isolation /loneliness	Percent	Clients show improved results based on average responses to a series of questions designed to elicit feelings about loneliness/isolation.	Administer pre-service and mid-service (and/or post-service) questionnaires (with a 6-point Likert scale) to client. Calculation: clients demonstrating at least a 1/6 scale improvement divided by clients completing both pre-and mid/post-service surveys.	Required
Successful Aging	Output	Clients attending Social, recreation, fitness and/or networking activities	Number	Number of clients attending social, recreation, and networking activities. (Agency can further specify type of clients e.g. French speaking, immigrant, intellectual disabilities etc...)	Count of clients with social, recreation, and networking activities from internal records. Each client is counted maximum once per year	Optional

Successful Aging	Output	Clients participating in outreach programs from their homes	Number	Number of clients participating in outreach/services that are provided in their home either in person or using technology	Number of clients provided with outreach/services in their homes from internal records. Each individual is counted no more than once per year	Optional
Successful Aging	Output	Clients provided with caregiver respite support	Number	Number of clients provided with caregiver respite support	Number of clients from internal records. Each client is counted maximum once per year	Optional
Successful Aging	Outcome	Participants remain living in the home of their choice	Percent	Gaining access to quality services/ awareness of other support systems help clients maintain independence and age in place	Established by a follow up of all clients to determine their living situation after one year (or a sample of clients - minimum 30). Clients remaining in their homes / divided by all clients served (or total sample).	Optional
Successful Aging	Output	Unique Clients provided with transportation	Number	Number of clients provided with transportation at least one time throughout the year for shopping, dr. visits etc... (Agency can further specify type of clients e.g. French speaking, immigrant, intellectual disabilities etc...)	Number of clients provided with transportation from internal records. Each individual is counted no more than once per year.	Optional

YOUTH HOMELESSNESS

SP	Type	Indicator Description	Unit of Measure	Definition	Method	Required/Optional
Youth Homelessness	Output	Youth provided with supports to attain or maintain permanent housing	Number	Youth aged 16-25 provided with supports to attain or maintain permanent housing including, but not limited to, those related to employment, financial literacy, mental health counselling, education, tenant services etc… *(Agency to specify types of supports provided)*	Unique count of clients supported at least once throughout the year. Clients accessing more than one type of supports are counted only once.	Required
Youth Homelessness	Outcome	Number of youth housed	Number	Youth aged 16-25 who were homeless or living in transitional housing who move or are being supported after their move into affordable housing with no limitations or requirements.	Count of supported youth in housing during the year	Required
Youth Homelessness	Output	Hours of supports provided to youth to maintain permanent housing	Number	Hours of supports provided to youth aged 16-25 to maintain permanent housing including, but not limited to, those related to employment, financial literacy, mental health counselling, education, tenant services etc… *(Agency to specify types of supports provided)*	Count of number of hours of supports provided to youth by staff or volunteers of Agency. For group sessions multiply the number of participants by the length of the session. Add the total client hours for each session offered during the year	Optional
Youth Homelessness	Outcome	Supported youth who keep permanent housing for six months	Percent	Youth aged 16-25 who find and keep affordable housing with no limitations or requirements for at least 6-months	Youth clients who have maintained their permanent housing for six months or more divided by Youth supported during the year	Optional
Youth Homelessness	Outcome	Youth finishing school	Percent	Youth receiving supports who graduate	Tally of those graduating in the school year divided by all grade 12/GED students supported.	Optional

Youth Homelessness	Outcome	Youth gain access to employment opportunities	Percent	Youth aged 16-25 receiving supports who find paid employment (permanent or temporary). Employment must adhere to labour market standards.	Those finding employment in the year divided by all youth for whom this type of work would be appropriate.	Optional
Youth Homelessness	Output	Youth that complete job skills, entrepreneurship training programs, internships, apprenticeships	Number	Youth aged 16-25 receiving supports that complete job skills, entrepreneurship training programs, internships, apprenticeships	Count of supported youth completing these types of programs in the given year	Optional
Youth Homelessness	Outcome	Youth that enroll in an education program, secondary school or a job training programs	Number	Youth aged 16-25 receiving supports that enroll in secondary school, post-secondary education program or job training programs such as job skills, entrepreneurship training programs, internships, apprenticeships	Count of supported youth enrolled in the given year	Optional
Youth Homelessness	Outcome	Youth have improved emotional well-being	Percent	Youth supported by the program report or demonstrate improved emotional well-being including self-esteem, confidence, social belonging and/or motivation	A survey or observation taken of supported participants. A count is kept of all participants who either report or demonstrate improved emotional well-being. This number is divided by all participants surveyed or observed.	Optional

Youth Homelessness	Outcome	Youth with improved connections to family, friends and community	Percent	Youth experiencing better relations, less isolation, feeling better about relationships, stronger support network etc….	# youth reporting or observed to have improved connections / # of youth monitored for improved connections	Optional