



Feidhmeannacht um Dhaoine ar Easpa
Díidine Réigiún Bhaile Átha Cliath
Dublin Region Homeless Executive



The role of ICT in monitoring and evaluating the complex problem of homelessness in a networked society

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Presentation overview

Context

- Ireland's networked environment
- Complex problem of homelessness
- Evidence informed policy & programme response

ICT role in monitoring and evaluation in the above context

- Role of ICT: PASS
- Measuring the problem and reporting outcomes
- DRHE Monitoring and Evaluation Framework: systems & staffing

What else is needed?

- Decision Accountability Model of Evaluation
- Conclusion

Context: Networks, agents, actors ...

- Ireland

- Conservative adaptor to ‘New Public Management’ paradigm

(Hardiman and MacCarthaigh, 2008)

“[S]elf regulating actors and networks within an institutional framework [that facilitates] a certain degree of conformity with broadly defined objectives”

(Sorensen & Torfing 2009: 238)

- Challenge of managing tensions

- Partnership approach amongst actors
- Voluntarism (little regulation)
- Competitive processes (efficiencies)

Context: Homelessness network of funded actors ...

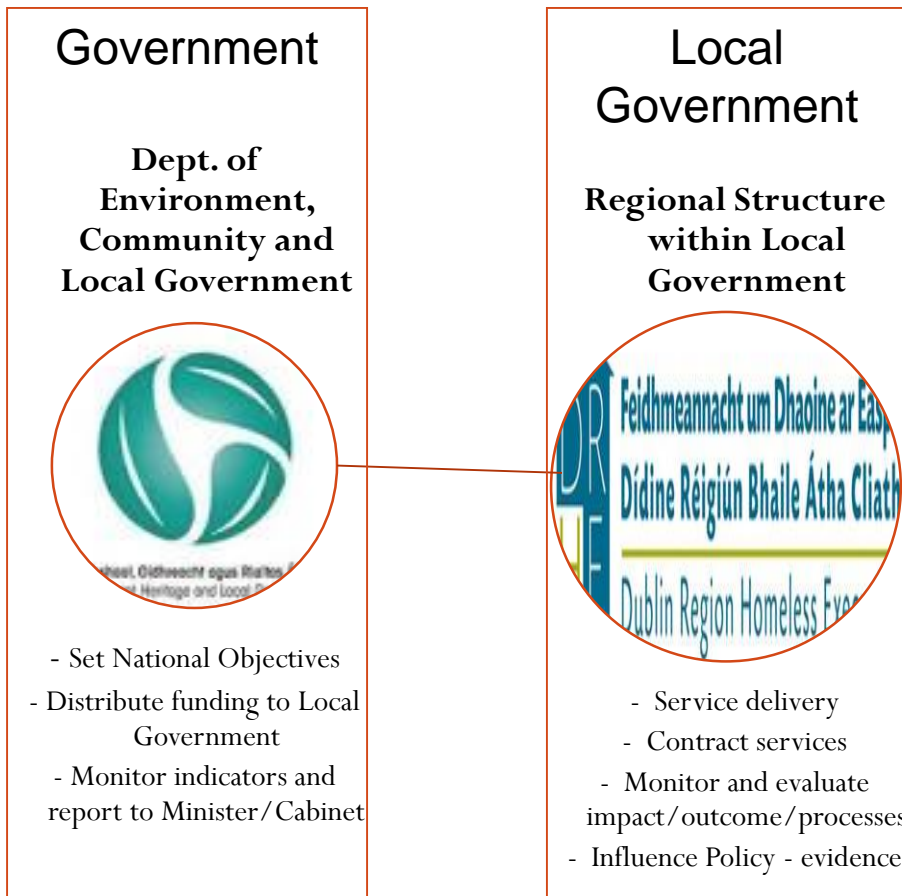
Government

**Dept. of
Environment,
Community and
Local Government**

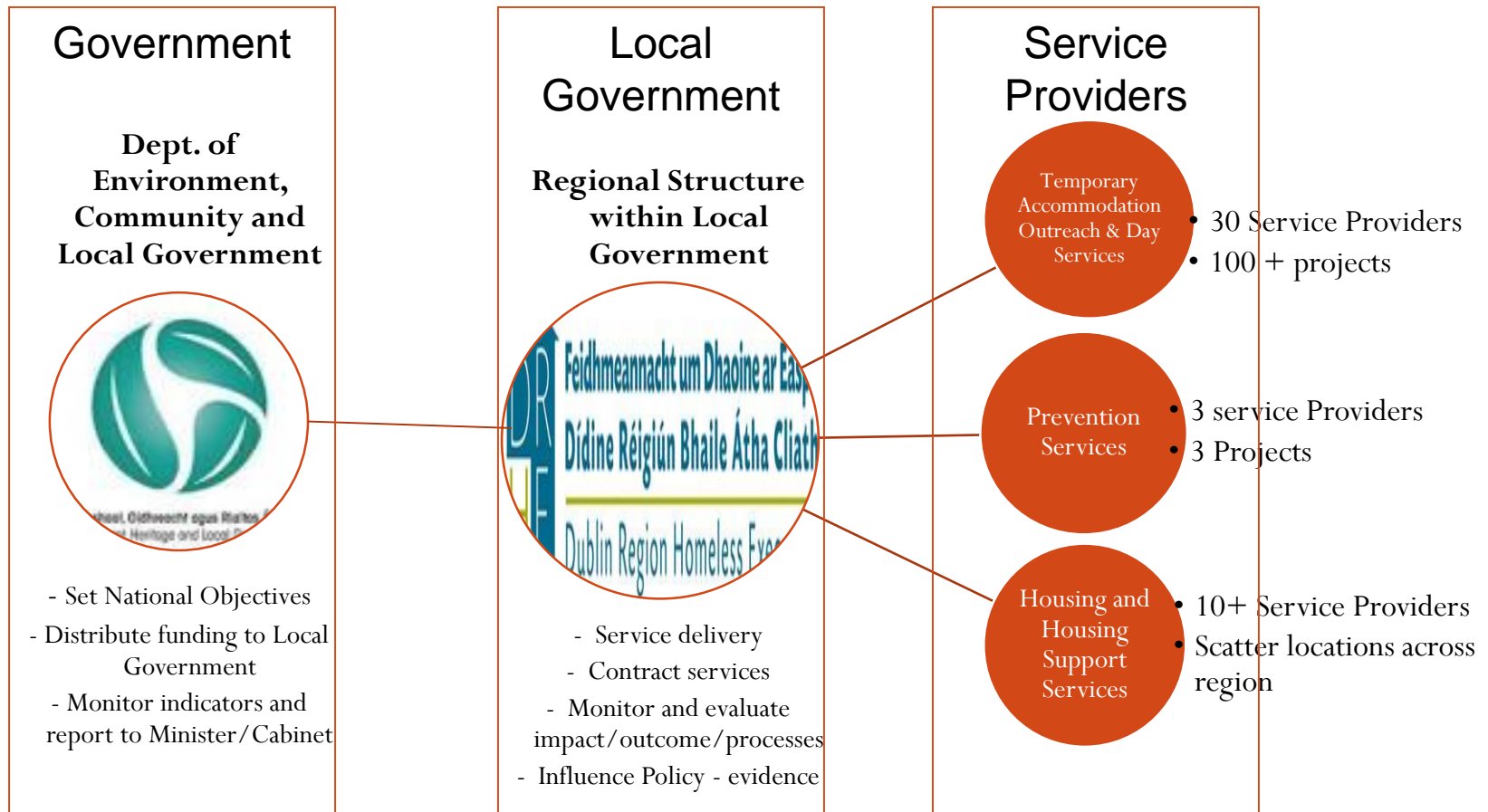


- Set National Objectives
- Distribute funding to Local Government
- Monitor indicators and report to Minister/Cabinet

Context: Homelessness network of funded actors ...



Context: Homelessness network of funded actors ...



Range of formal and informal consultative structures involving all actors

Context: Homelessness as a Complex problem ...

“... homelessness meets the essential test of a complex socioeconomic issue with multiple causal and contributory factors, multiple and diverse stakeholders, and multiple potential points of intervention.”

(Wilkins, 2011: 147)

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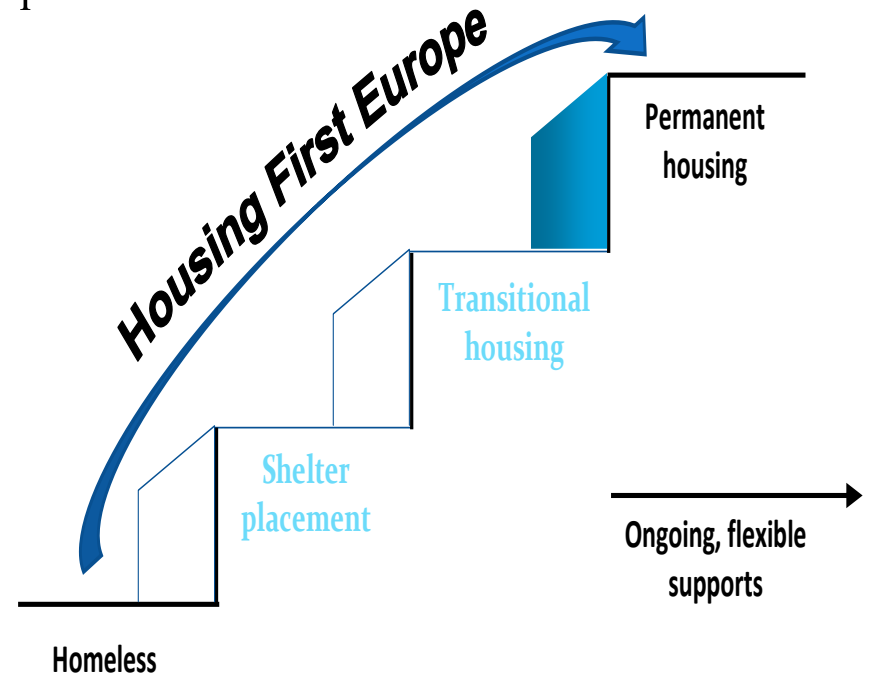
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Evidence informed approach to tackling the problem

A housing led approach

- Appropriate housing first
- On-going flexible supports
- Customer choice



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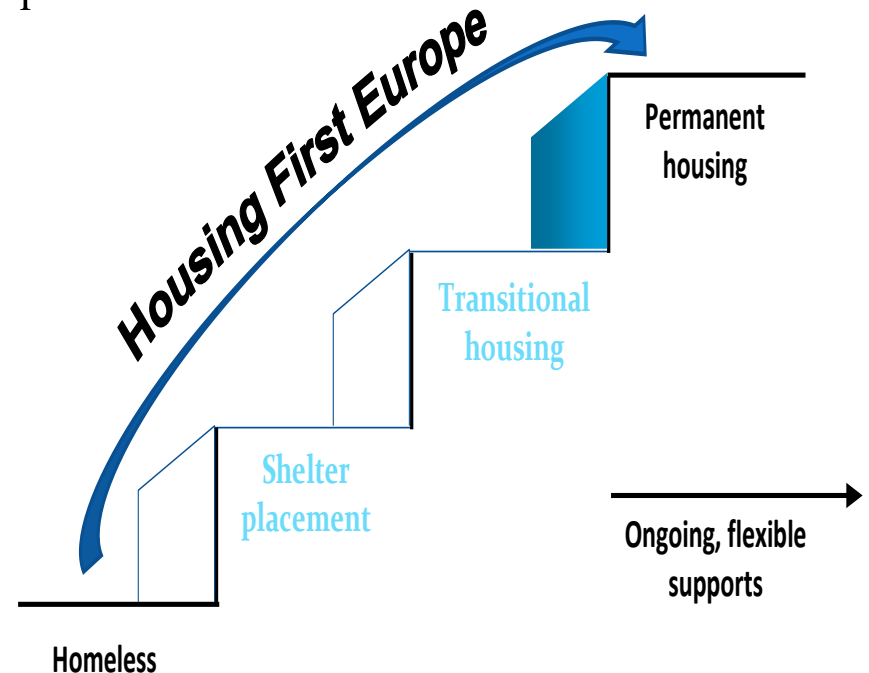
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Evidence informed approach to tackling the problem

A housing led approach

- Appropriate housing first
 - On-going flexible supports
 - Customer choice
- ✓ 80% retention rate in housing 2 years+
- ✓ Improved health, reduced consumption of services



Context: the Irish response ...

- National Objective (2008):
 - End long-term homelessness and the need to sleep rough by 2016
 - Using a housing-led approach (2011)
- National Indicators consider (2013):
 - How many homeless? (repeat and new);
 - How many using homeless services? (accommodation, supports and outreach - includes rough sleepers);
 - How many housed and with what level of support?
 - Number and type of tenancies (social vs. private housing)
 - Level of support needed

ICT: Pathway Accommodation & Support System (PASS)

- What is PASS?
 - In place in Dublin Region since 2010
 - Single IT system used by all funded network actors
 - DRHE Data Controller for region

Dublin County – 4 Local Authorities (capital city)
28 % of national population (1.27 million)
63% of homeless population (approx. 5,000 p.a.)
50,000+ placements into Emergency Accommodation p.a.

- What data does it capture?
 - Engagement with accommodation/support services & tenancies
 - Profile data;
 - Housing and support needs assessment;
 - On-going support planning;
 - Engagement with accommodation, outreach and day services;
 - Departure reasons.

ICT: PASS compliance and buy-in

- SLA Requirement
 - All funded services in the region required to use PASS under Service Level Agreements (SLA)
- National coverage
 - Rolled out to all 9 regions in the state by end 2013
- Sectoral Integration
 - Major service providers have adopted PASS as internal IT system with add-ons for own use
- Extensive training and on-going monitoring of key data
 - Quarterly reports to Dept. of Environment
 - Informed national indicators issued Feb 2013

ICT: Generation and dissemination of reliable data

A level of sectoral acceptance of figures by network actors (but still continue to gather their own data):

1. Government Department release of data – website:
 - a. National count of service users (third week of each month)
2,539 Nationally of which 1,598 Dublin Region – August 2014
 - b. National quarterly reports for each 9 regions in the state
Report on National Indicators
2. Regional Data release:
 - Info-graphics
 - Briefing paper: key figures, issues, responses
3. Use by service providers to lobby and fundraise

ICT: media reports using data



What age, where, and how many: The data on homelessness in Ireland

How many people are sleeping rough in Wexford? Or how many are in emergency accommodation in Tipperary?

4 hours ago 12,819 Views 6 Comments Share 3 Tweet 29 Email 9



Note: Data used in this article is mostly available from the Department of Environment, Community, and Local Government

DATA ON HOMELESSNESS in Ireland is difficult to collate – at least right now.

Cohesive systems were only introduced in the past few years. Regions now report back to the Department of Environment, Community and Local Government each quarter with specific figures, but only since the start of this year.

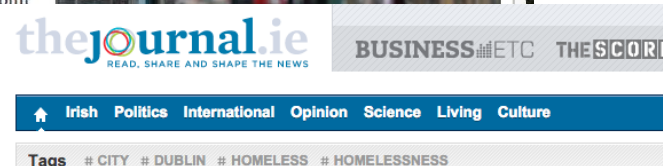
Get involved in TheJournal.ie's Homeless Ireland series>

This is connected to the Pathway Support and Accommodation Support (PASS) bed management system, which allows for information on rough sleepers and those in emergency or temporary accommodation to be tracked in much more detail.



THE NUMBER OF families being made homeless in Dublin has risen above one a day, leading homeless charity h said.

Focus Ireland says that 39 families a month are being homeless in the capital alo



154 people slept rough in Dublin last night here's what councils are doing about it

Campaigners have said it's a "worrying trend" and called for Housing Minister Jan O'Sullivan to a problem.

ICT: Monitoring and evaluation framework

Key Objective: Evidence Informed Decision Making

Seek to Understand

1. Nature of the Problem
2. What works / doesn't work
3. How are we positioned Internationally

Process Focus (Service Provider)

Outcomes/ Output Focus (Service User)

Service Level Agreements

PASS

Rough Sleeper Counts

- SLA KPIs aligned with National KPIs – also introduce process focus
- Quarterly review of indicators with Monitoring Team – voice service provider

What else is needed? Monitoring and Evaluation Design Challenges

“Evaluation’s more important purpose is not to prove but to improve”

(Stufflebeam & Shinkfield, 2007:199)

- Voice of service user missing; voice of service provider limited;
- Decision-Accountability Model of evaluation as facilitates evidence informed decision making, client focus, multiple data collection mechanisms & multiple opportunities for stakeholder involvement.

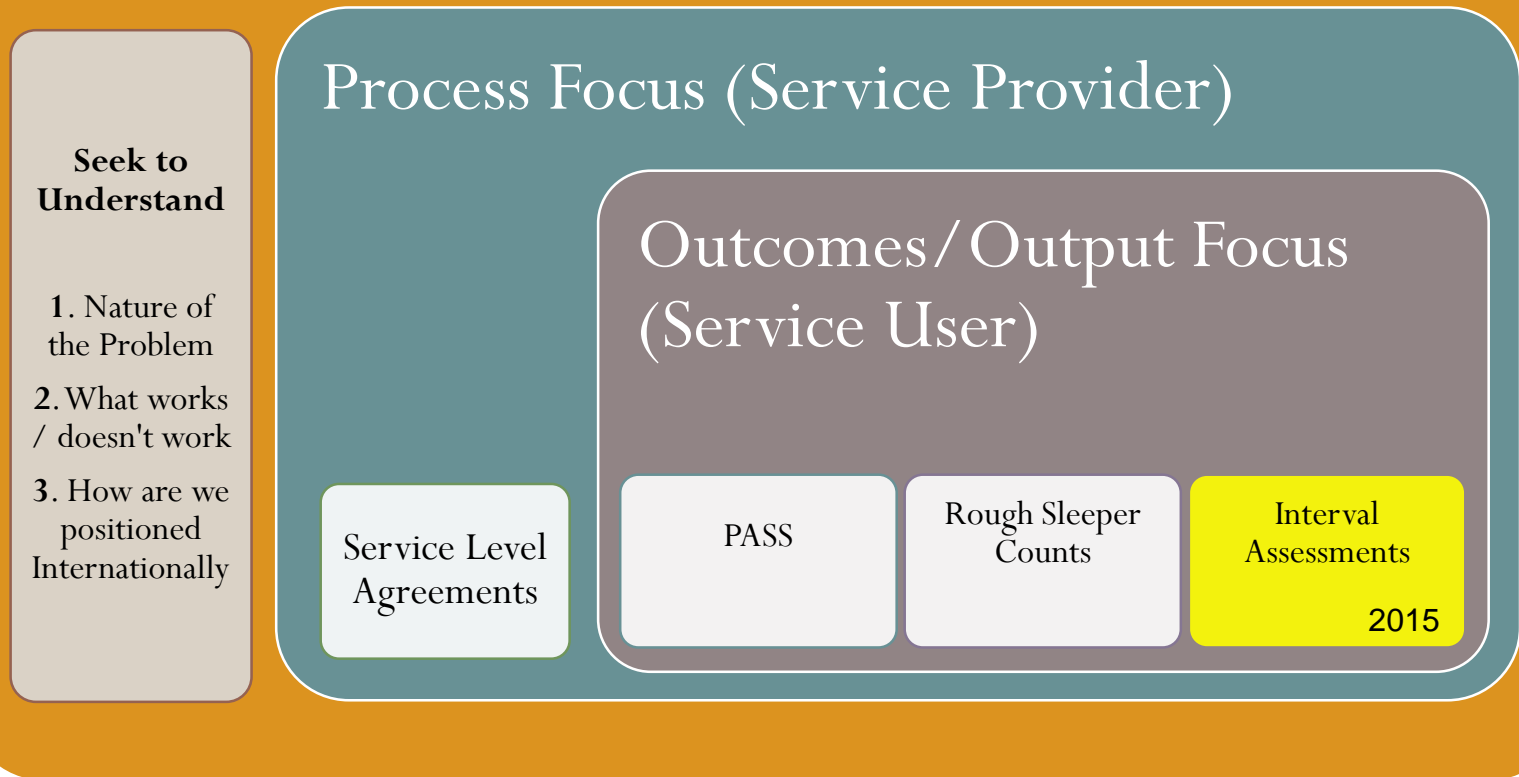
“[objective]... is to provide a knowledge and value base for making and being accountable for decisions that result in developing, delivering, and making informed use of services that are morally sound and cost-effective . . .”

(Stufflebeam & Shinkfield, 2007:199)

DRHE Monitoring and Evaluation Framework

Service User Voice

Key Objective: Evidence Informed Decision Making



- Longitudinal – entry, exit, 6 months of support
 - Voice of Service User

DRHE Monitoring and Evaluation Framework

Final Elements Needed

Key Objective: Evidence Informed Decision Making

Seek to Understand

1. Nature of the Problem
2. What works / doesn't work
3. How are we positioned Internationally

Process Focus (Service Provider)

Service Level Agreements Q_n

Knotty Problem workshops Q_L

Rolling Service Evaluations Q_L

Outcomes/Output Focus (Service User)

PASS

Q_n

Rough Sleeper Counts

Q_n

Service Level Agreements

Q_n

Interval Assessments

Q_n

- Formative (Q_L) as well as summative evaluation elements (Q_n) needed
 - External evaluation necessary

Conclusion

- Aspire to Decision Making and Accountability Model.

Elements in Place:

- PASS foundation stone on which everything stands
- Transparency about what is being monitored/evaluated and by whom, therefore increased accountability
- National KPIs key influencer of regional/local KPIs, working towards a common goal

Future Plans:

- More focus on process evaluation and qualitative data
- Multiple points of contact/data collection mechanisms
- Increased influence decision making and evidence