

# RESULTS BASED ACCOUNTABILITY METRICS



**UNITED WAY**  
Florence County

# FUNDING APPLICATION

The following measures are intended to serve as a general framework for assessing a potential partner agency's capacity to measure, track, and report meaningful impact outcomes. These recommended metrics align with Results-Based Accountability (RBA) principles and are designed to support consistent and transparent evaluation across funded programs.

Following a funding decision, United Way of Florence County recognizes that a customized set of RBA metrics may be more appropriate to fully capture the unique impact of an individual agency's work. For this reason, the measures included in this document should be viewed as guidance rather than strict requirements.

**If an agency is unable to report on several of the recommended metrics at the time of application, applicants are encouraged to propose alternative measures** to [jfulmer@uwflorence.org](mailto:jfulmer@uwflorence.org) that better reflect their program's outcomes and impact.

# KINDERGARTEN READINESS

We aim to enhance access to resources that support the physical, social, emotional, cognitive, and language development of children from birth through age 4 while encouraging family and caregiver involvement in their learning. We also focus on improving access to quality childcare, promoting reading and language development, increasing math and science knowledge, and fostering a love for lifelong learning in children and youth

# RBA METRICS: KINDERGARTEN READINESS

## Objective 1

Children start Kindergarten developmentally on track.

## Intended Results

Increase the number of children who track on time, advance grades, and meet standards.

! indicates a required metric

### How much did we do?

! # of children served (0-4) who were involved in high-quality early childhood programs

### How well did we do it?

- ! # of early intervention services offered for children
- ! # of children who complete the program
  - # of qualified individuals facilitating the program
  - # of home visits completed
  - # of children who have a participation rate of 70% or higher in the program
  - # of age-appropriate books provided
  - Average satisfaction rating with the expertise of the individuals facilitating the program  
(Decimal # on a scale of 1-5)

### Is anyone better off?

- ! % of children demonstrating kindergarten readiness  
(According to the Department of Education Kindergarten Readiness Assessment)
- % of children who achieve developmental milestones  
(Social, emotional, language, cognitive, mathematical, and/or physical skills)



# RBA METRICS: KINDERGARTEN READINESS

## Objective 2

Parents, caregivers, and/or guardians can access services that support the family and the academic success of their children.

### Intended Results

- Increase involvement of parents, caregivers, and/or guardians in the academic and social success of their children and youth.
- Increase the knowledge and skills of parents, caregivers, and/or guardians to create a home environment that values education.
- Improve parent, caregiver, and/or guardian ability to support social and language development in young children.

### How much did we do?

- ! # of parents, caregivers, and/or guardians enrolled in the program
- ! # of single parents, caregivers, and/or guardians engaged in the program
  - # of sessions conducted

### How well did we do it?

- ! # of parents, caregivers, and/or guardians who completed the program
  - # of home visits completed
  - # of parents, caregivers and/or guardians who have a participation rate of 70% or higher in the program

### Is anyone better off?

- ! % of parents, caregivers, and/or guardians who are able to demonstrate increased knowledge of age-appropriate childhood development
- ! % of parents, caregivers, and/or guardians who report engaging in an increase of developmentally-appropriate activities with their child at home
  - % of parents, caregivers, and/or guardians able to articulate parenting goals and parenting success

# RBA METRICS: KINDERGARTEN READINESS

## Objective 3

Working families have access to affordable childcare and can pursue positive enrichment opportunities for themselves and their children.

## Intended Results

Families gain access to affordable, high-quality childcare for their children.

### How much did we do?

- ! # of children and/or youth served
- ! # of parents, caregivers, and/or guardians served
- ! # of single parents, caregivers, and/or guardians served
- # of outreach/engagement activities

### How well did we do it?

- ! # of families receiving tuition assistance for childcare
- # of parents, caregivers, and/or guardians that are receiving help with their childcare needs by being connected with information, resources, benefits, and/or tools
- # of children on a waitlist for their childcare needs

### Is anyone better off?

- ! % of families who gain access to high-quality, affordable childcare
- % of parents, caregivers, and/or guardians who are able to maintain employment and/or education opportunities from gaining access to high-quality, affordable childcare



# YOUTH ACTIVITIES

We seek to support and improve access to resources focusing on reading and language development, increased knowledge of math and science, and developmental skills for children and youth.

# RBA METRICS: YOUTH ACTIVITIES

## Objective 1

Children and youth learn character development and leadership skills to avoid risky behaviors.

## Intended Results

Increase the opportunity for children and youth to become more well-rounded in the areas of:

- General academic performance
- Outdoor & environmental education
- Travel & cultural immersion
- STEM understanding
- Creative & performing arts
- Physical activity & wellness
- Life skills development
- Leadership & civic engagement

! indicates a required metric

## How much did we do?

! # of children (5-12) served

! # of youth (13-18) served

- # of children served from rural areas of the county
- # of youth served from rural areas of the county
- # of children and youth enrolled in outdoor and environmental education programs
- # of children and youth enrolled in travel and/or cultural immersion programs
- # of children and youth enrolled in STEM-focused programs
- # of children and youth enrolled in creative and/or performing arts programs
- # of children and youth participating in physical activity and/or wellness programs
- # of children and youth enrolled in life skills development programs
- # of children and youth enrolled in leadership, mentoring and/or civic engagement programs

# RBA METRICS: YOUTH ACTIVITIES

## How well did we do it?

- ! # of children and youth with a 70% participation rate or higher in the program
- ! Average satisfaction rating with the program provided (Decimal # on a scale of 1-5)

### Outdoor & Environmental Education

- # of participants who demonstrate an increased understanding of environmental conservation and sustainability
- # of youth who express greater confidence in outdoor skills (navigation, survival, or teamwork)

### Travel & Cultural Immersion

- # of participants who report an increased appreciation for different cultures and global perspectives
- # of youth who demonstrate new language skills or cultural competencies

### STEM-Focused Programs

- # of participants who demonstrate improved problem-solving and critical thinking skills
- # of youth who complete a STEM-related project, competition, or hands-on experiment

### Creative & Performing Arts

- # of youth who showcase their work in performances, exhibitions, or competitions
- # of participants who report increased confidence in creative self-expression

### Physical Activity & Wellness Programs

- # of participants who increase their level of physical activity or adopt healthier habits
- # of participants who demonstrate improved knowledge of nutrition, fitness, or mental well-being

### Life Skills Development Programs

- # of youth who demonstrate improved problem-solving and decision-making skills
- # of youth who complete a financial literacy activity (budgeting, saving, etc.)
- # of youth who report increased confidence in independent living skills (cooking, hygiene, time management, transportation, etc.)

### Leadership, Mentoring or Civic Engagement

- # of participants who report feeling supported by mentors, peers, or program facilitators
- # of youth who report increased public speaking skills
- # of youth who report increased teamwork skills
- # of youth who engage in goal-setting and follow through on their leadership development plans
- # of program alumni who return as mentors or volunteers

# RBA METRICS: YOUTH ACTIVITIES

## Is anyone better off?

- ! % of parents who report seeing a positive improvement in their child or youth following the program

### Outdoor & Environmental Education

- % of participants who continue engaging in environmental activities (e.g., recycling, conservation efforts, outdoor recreation) after program completion
- % of participants who apply learned skills in real-world scenarios (e.g., planting a garden, leading a hike, organizing a cleanup)
- % of youth who express a stronger connection to nature and environmental responsibility

### Travel & Cultural Immersion

- % of participants who report an increased appreciation for diverse cultures and global perspectives
- % of youth who engage in cross-cultural interactions (e.g., cooking international meals, attending cultural events, learning a new language) after program participation
- % of participants who take action based on their experience (e.g., volunteering, studying abroad, or joining multicultural groups)

### STEM-Focused Programs

- % of participants who express increased interest in STEM education or careers
- % of youth who demonstrate improved problem-solving and critical thinking skills in academic or real-world situations
- % of youth who apply STEM concepts in practical ways (e.g., coding a project, engineering a solution, participating in science competitions)

### Creative & Performing Arts

- % of youth who continue pursuing creative activities (music, art, theater, writing) after program completion
- % of participants who report increased self-confidence in their creative abilities
- % of participants who showcase their artistic talents in public performances, exhibitions, or competitions

# RBA METRICS: YOUTH ACTIVITIES

## **Physical Activity & Wellness Programs**

- % of participants who maintain or increase their level of physical activity beyond the program
- % of participants who adopt healthier lifestyle habits (e.g., improved nutrition, better sleep, reduced screen time)
- % of parents who report improved mental well-being and stress management skills in their children and youth

## **Life Skills Development Programs**

- % of youth who successfully demonstrate independent living skills (e.g., budgeting, cooking, responsibility management)
- % of participants who report improved decision-making, conflict resolution, or emotional resilience
- % of youth who feel more prepared for adulthood and future responsibilities (education, employment, financial management)

## **Leadership, Mentoring or Civic Engagement**

- % of youth who take on leadership roles in school, community, or extracurricular activities after program completion
- % of youth who report increased confidence in public speaking, teamwork, and decision-making
- % of participants who continue engaging in volunteerism or advocacy efforts after the program
- % of youth who report improved problem-solving and conflict-resolution skills in real-world settings
- % of participants who feel more prepared for future responsibilities (college, career, civic engagement, etc.)



A photograph of a woman with long, dark, curly hair hugging another person from behind. The woman's eyes are closed and she has a gentle smile. The image is covered with a semi-transparent blue filter. The text 'MENTAL HEALTH' is overlaid on the left side in large, white, bold, sans-serif capital letters.

# MENTAL HEALTH

Our goal is for all people in Florence  
County to experience mental wellness  
and reduced substance misuse.

# RBA METRICS: MENTAL HEALTH

## Objective 1

Improve awareness of and access to mental health services.

## Intended Results

Increased awareness of and opportunities for mental health wellness, prevention and early detection.

! indicates a required metric

### How much did we do?

- ! # of people served by the program
- ! # of education/prevention hours provided to the community
  - # of referrals to other service providers
  - # of counseling/therapy sessions provided
  - # of education/prevention sessions provided

### How well did we do it?

- ! # of people successfully completing mental health courses  
Definition: A mental health course is a structured program that educates individuals on mental well-being, coping strategies, and recognizing and managing mental health conditions.
  - # of people returning for services
  - # of individuals who received information, resources, tools, and/or trainings
  - # of people who successfully completed mental health education/training programs (staff, volunteers, community, etc.)
  - # of people who received psychiatric treatment
  - Average satisfaction rating with mental health services provided (Decimal # on a scale of 1-5)

### Is anyone better off?

- ! % of individuals who have improved health outcomes i.e. increase in average # of positive mental health days **and/or** decrease in average # of poor mental health days
- ! % of individuals who report being able to access appropriate and affordable mental health and/or behavioral support
  - % reduction in non-emergent emergency room visits for mental health
  - % reduction in people sent to the ER for evaluation
  - % reduction in people who were admitted for inpatient services
  - Average mental health rating (Where 1 = poor and 10 = excellent)

# RBA METRICS: MENTAL HEALTH

## Objective 2

Improve awareness of and access to substance misuse services and addiction recovery resources/services.

### Intended Results

- Reduce substance misuse.
- Provide effective harm-reduction interventions.

#### How much did we do?

- ! # of people served by the program
- ! # of education/prevention hours provided to the community
  - # of education/prevention sessions provided
  - # of engagement/outreach sessions

#### How well did we do it?

- ! # of people receiving recovery services within 7 days of an emergency visit or overdose
  - # of people who relapse
  - # of people returning for services for reasons other than relapse
  - # of people connected to healthcare services and addiction recovery resources/services
  - # of staff/community members trained (Narcan)
  - # of individuals successfully discharged from substance abuse treatment
  - Average satisfaction rating with substance abuse recovery services provided (Decimal # on a scale of 1-5)

#### Is anyone better off?

- ! % of individuals who report being able to access appropriate and affordable mental health and/or behavioral support
- ! % of individuals who have increased success in managing their symptoms
  - % of individuals who adopt healthy behaviors and avoid/reduce risky behaviors
  - % of individuals in community and rehabilitation treatment programs reporting positive outcomes
  - % of people who report an increase in knowledge of issue-specific treatment strategies
  - % reduction in ER visits for drug overdoses, treatment, etc.
  - % reduction in repeat ER visits for drug overdoses, treatment, etc.

A photograph of a two-story house undergoing renovation. The house is covered in scaffolding, and a ladder leans against it. The entire image is overlaid with a semi-transparent red filter. The text 'HOME REHABILITATION' is written in large, white, bold, sans-serif capital letters across the middle of the image.

# HOME REHABILITATION

Our goal is for all people in Florence County to have access to safe, accessible, and sustainable housing.



# RBA METRICS: HOME REHABILITATION

## Objective 1

Homeowners of eligible homes receive comprehensive repairs in a timely manner.

## Intended Results

- Increase availability of home repair services.
- Decrease wait times to receive housing services.

! indicates a required metric

### How much did we do?

- ! # of homes repaired
- ! # of homeowners considered ALICE
- # of participants who were referred to other providers/programs

### How well did we do it?

- ! # of participants who received services within 6 months of initial contact
- # of small repairs (fewer than \$5,000)
- # of large repairs (\$5,000+)
- # of homes with less than three large repairs.
- # of homes with three or more large repairs.
- # of homes completed on schedule
- # of homes completed that pass the first inspection
- # of participants who received services within 12 months of initial contact
- # of participants who were provided with information, resources, tools, and/or training on home maintenance

### Is anyone better off?

- ! % of participants who were able to stay in their home but would have had to relocate without assistance
- ! % of repairs completed deemed necessary from inspection

# RBA METRICS: HOME REHABILITATION

## Objective 2

Homeowners of ineligible homes receive support to obtain sustainable housing.

### Intended Results

- Increase availability of alternative housing options.
- Decrease wait times to receive housing services.

#### How much did we do?

- ! # of participants considered ALICE
- ! # of participants served by the program
  - # of participants who were referred to other providers/programs
  - # of beds, rooms, or housing units offered by the organization

#### How well did we do it?

- ! # of participants who were able to locate affordable housing
- ! # of participants who were able to locate transitional or permanent housing
- ! # of participants who received services within 6 months of initial contact
  - # of participants who received services within 3 months of initial contact
  - # of participants who received services within 12 months of initial contact
- # of participants who were able to access emergency housing/shelter
- # of trained staff/community health workers who assisted with housing needs
- # of participants who were provided with information, resources, tools, and/or training on home maintenance

#### Is anyone better off?

- ! % of participants who report living in a stable environment
- ! % of participants who return within 12 months for additional support
  - % of participants who return within 3 months for additional support
  - % of participants who return within 6 months for additional support
  - % of participants who have a detailed plan for stable housing



# BASIC NEEDS

We seek to create a network of emergency housing/shelter assistance for our most vulnerable and at-risk population.



# RBA METRICS: BASIC NEEDS

## Objective 1

People have access to emergency housing services (i.e. rent and utility assistance, emergency shelter, etc.).

## Intended Results

- Increase availability of services that help with basic housing/shelter needs for people in crisis.

! indicates a required metric

### How much did we do?

- ! # of participants served by the program
- ! # of participants considered ALICE
  - # of participants who were referred to other providers/programs

### How well did we do it?

- ! # of participants who received budget counseling
- # of participants who were able to stay housed by receiving utility assistance
- # of participants who were able to stay housed by receiving rent/mortgage assistance
- # of participants who were able to locate affordable housing
- # of participants who were able to access emergency housing/shelter
- # of participants who were able to locate transitional or permanent housing
- Average satisfaction rating with quality of communication between service providers and participants (Decimal # on a scale of 1-5)

### Is anyone better off?

- ! % of participants who report an increased understanding of how to create and maintain a personal budget
- ! % of participants who return within 18 months for additional support
- ! % of participants who received assistance and were referred to other providers/programs for additional support
- % of participants who return within 6 months for additional support

# RBA METRICS: BASIC NEEDS

## Objective 2

People have access to opportunities to learn important life skills (i.e. financial literacy, resume building, budgeting, career counseling, etc.).

## Intended Results

- Increased availability of financial literacy training to prevent future crises and promote economic mobility.

### How much did we do?

- ! # of participants served by the program
- ! # of participants considered ALICE
- # of participants who were referred to other providers/programs

### How well did we do it?

- ! # of participants who received career counseling
- ! # of participants who built or improved a resume
- ! # of participants who received budget counseling
- # of participants who were provided with information, resources, tools, or trainings

**Please respond to at least one of the three required metrics. For metrics that are not applicable to your program, enter "0."**

### Is anyone better off?

- ! % of participants who report an increase in wages or earnings
- % of participants who return within 6 or 18 months for additional support
- % of participants who return within 18 months for additional support
- % of participants who demonstrate increased financial literacy