

ROAD HOME

Where housing, health, legal and mental health services come together to support vulnerable people where, how and when they need it.

RH PROGRAM & EVALUATION CONTEXT

- RH operates across housing, legal, mental health and health sectors. Each of these sectors are under significant resource pressure and can be complex to navigate
- The RH team operates in a dynamic, and at times stressful environment.
- Funding primarily through several philanthropic grants has imposed limitations on RH development and evaluation design. There has been a focus on making the most effective use of staff and financial resources while adhering to Developmental Evaluation principles
- Disruption has been a feature of RH with covid, organisational restructures, and significant staff changes which has tested the team's ability to maintain focus and the evaluation's flexibility and adaptability while remaining focussed

ROAD HOME CLIENTS

Predominantly women (and families) who

Are in crisis – housing and much more

Have complex, co-occurring needs (MH, Medical, Legal)
that act as barriers to engagement and positive housing outcomes

Have experienced significant, sometimes lifelong trauma including
sexual abuse, neglect and family violence

Have poor experiences with the service system – little trust little or
no engagement

Are very vulnerable

ROAD HOME IN SUMMARY

A mental health nurse, nurse practitioner and lawyer from First Step attend Launch Housing crisis accommodation sites on a weekly basis to provide responsive, coordinated support for people in housing crisis.

The First Step team partner with housing workers to form an integrated multi-disciplinary team to provide holistic, onsite support to people with multiple complex needs, where, when, and how they want it.

This includes, 1-1 appointments, secondary consultations, information sharing and advice, referrals, advocacy and support.

Team engagement in shared learning and exploring program possibilities is driven by a commitment to supporting clients and enabled by reflective practice

DEVELOPMENTAL EVALUATION

Fitness for purpose – to assist social innovators to bring about social change.

Real time – facilitates real time data and feedback, promotes continuous development.

Participatory – team members play an active role in the evaluation from the outset,

Adaption and co-creation - RH model has been built and adapted as it is being delivered

Primarily qualitative - designed to build understanding and knowledge to explain what is occurring and why

Positioning of evaluators – integrated with the team to gather, interpret data, frame issues, surface and test new approaches in ongoing process of adaption, learning, and practice change



REFLECTIVE PRACTICE – THE GAME CHANGER

RP meetings serves multiple purposes where data is dynamically folded into program development and learning. Enabled evaluators to:

- Strengthen team and client engagement
- Work in step with the team to conceptualise, test, and understand what is occurring in real time as the model is applied in practice
- Chart shifts in the team's thinking, processes, and practice
- Surface exceptionally rich and nuanced client and staff data and insights
- Build team trust and deep cross disciplinary learning
- Reshape RH in light of emerging information
- Help embed RH to become 'how we do things around here'

QUESTIONS FOR YOU TO CONSIDER

- What jumps out at you and why?
- What do you have a strong reaction to (points of agreement, disagreement, like, dislike), or that surprises or intrigues you
- What would you like to know more about?

OUR BIG EVALUATION TAKEAWAYS

Slow down and notice as you listen and learn and offer your expertise

Prioritise and foster engagement with all involved early and ongoing

Invest in reflective practice for your clients and yourself as evaluators

Be open to shifting and changing what you are doing and how you are doing it

PRACTITIONER'S PERSPECTIVES OF ROAD HOME

It's been magic. (client) is now proactively talking with legal service and having full conversation and where she needs support. It is a testament to every individual on the team and how we have worked together.

RH model doesn't rely on clients being wholly responsible for the burden of engagement

RH provides sticky supports

RP is grounding – like having a meeting with yourself ... reminded and more aware of what we do and how we function, ways of navigating things so we can work better together

It's validation for clients to know that everyone is working together on their behalf.

The whole program is a trust building exercise through consistency, availability and flexibility and responsiveness.

You are not on your own.

Court wants to see that you have addressed the underlying causes often the case with RH clients results in better court) outcomes and people aren't derailed again.

The exposure of lawyers, mental health nurse and nurse practitioner to our clients creates stronger support community

RH provides us with more solutions and something practical we can offer ... is empowering ... I can confidently say that I know this or that because of the collaboration. It gives us more resources to draw upon.

For further information about the Road Home program
or evaluation please email the following:

Anne@ldc.net.au

Caroline.Lynch@launchhousing.org.au

kym@firststep.org.au

Lesley@ldc.net.au