

## Community-Level Outcomes

The following community-level outcomes, by focus area, have been identified as critical for Berks County to cooperatively work towards achieving.

The United Way of Berks County invests in programs that support community members to reach their full potential. Some of these programs include assistance with literacy, health care, early learning, housing, employment skills, financial management, healthy relationships and transportation. Our partner agencies specifically define the vulnerable population(s) they assist during their annual United Way reporting process.

## **EDUCATION OUTCOMES**

### **Helping Children and Youth Reach Their Potential**

#### **EARLY CARE AND SCHOOL READINESS**

- Children reach appropriate developmental milestones.
  - # of children who improved communication skills
  - # of children who improved social and emotional developmental skills
  - # of children who improved cognitive and physical skills
- Families have access to affordable and quality early learning experiences that result in kindergarten readiness.
  - # of children provided high-quality early learning experiences
  - # of early childhood staff trained to provide quality programs/services
- Individuals gain knowledge and develop skills to establish strong families and help children reach their potential.
  - # of individuals increased their knowledge of appropriate developmental growth for their child (based on child's age)
  - # of individuals who increased their involvement in their child's education
  - # of individuals who completed the program

#### **LITERACY**

- Students improve meaning-based literacy skills. *Meaning-based skills include oral language (vocabulary and word knowledge), text characteristics, understanding of purpose, interest, motivation and relevant background knowledge.*
  - # of children reading at their grade level
  - # of children increased their vocabulary
  - # of children who reported an increased interest in reading

#### **SCHOOL SUCCESS**

- Students will achieve academic success by improved attendance and/or promotion to the next grade level.

- # of children/youth who increased school attendance
- # of children/youth who are promoted to the next grade level
- # of children/youth who graduated high school on time
- Students will participate in educational experiences during the summer to maintain reading skills.
  - # of children/youth who maintained or improved their reading skills during the summer months
  - # of children/youth who participated in a summer learning opportunity

### **YOUTH DEVELOPMENT**

- By participating in diverse, safe, and effective out-of-school time programs, youth will develop academic, artistic, and/or leadership skills.
  - # of children/youth who developed leadership skills
  - # of children/youth who attended at least 70% of the program
  - # of children/youth who improved English Language skills
  - # of children/youth who developed and maintained healthy relationships
  - # of children/youth who developed a strong sense of self/confidence
  - # of children/youth who demonstrated team work
  - # of children/youth who participated in STEM activities
  - # of children/youth who avoided at-risk behaviors
  - # of children/youth who participated in out-of-school youth development programming

### **EDUCATION CASE MANAGEMENT**

- Individuals receive case management to improve their lives.
  - # of children/youth who report increased awareness of community resources
  - # of children/youth who improved their academics
  - # of children/youth who improved school behavior
  - # of children/youth who improved attendance

## **FINANCIAL STABILITY OUTCOMES** **Promoting Self-Sufficiency and Independence**

### **AFFORDABLE HOUSING**

- Individuals have access to safe and affordable housing.
  - # of individuals who obtained safe and affordable housing
  - # of individuals who maintained safe and affordable housing
  - # of individuals who received services for drug and alcohol recovery maintained safe and affordable housing
- Individuals have access to transitional or permanent supportive housing.
  - # of individuals who obtained transitional or permanent supportive housing
  - # of individuals who maintained transitional or permanent supportive housing

### **EMPLOYMENT/JOB SKILLS**

- Unemployed and underemployed individuals participate in job preparedness and soft skills training, and receive support to better connect them with, and help maintain, employment.
  - # of individuals who obtained employment
  - # of individuals who maintained employment
  - # of individuals who increased their income
  - # of individuals served who received job skills training
  - # of individuals who obtained their GED
  - # of individuals who participated in post-secondary educational opportunities
- Individuals improve literacy and English language skills.
  - # of individuals prepared to provide ESL training
  - # of individuals who improved their English language skills
  - # of individuals who are ESL students and reported increased community involvement
  - # of individuals who are ESL students and improved their English language skills
  - # of individuals who are ESL students and entered more advanced language programs

### **PERSONAL FINANCIAL MANAGEMENT**

- Individuals develop basic financial management skills.
  - # of individuals who learned financial management skills that lead to successful home ownership
  - # of individuals who received budget training

## **FINANCIAL STABILITY CASE MANAGEMENT**

- Individuals receive case management to improve their lives.
  - # of individuals who accessed mainstream benefits
  - # of individuals who were not re-incarcerated
  - # of individuals connected to health and human service benefits
  - # of individuals who received information and referral services
  - # of individuals connected to and/or provided with supportive services
  - # of individuals who received follow-up care
  - # of individuals who received community navigation with a warm hand-off to another agency

## **HEALTH OUTCOMES** **Improving People's Health**

### **MENTAL HEALTH**

- Individuals experiencing behavioral health problems receive services that improve their ability to function.
  - # of individuals who achieved their mental health goals
  - # of individuals who reported a sense of safety

### **HEALTH AND WELLNESS**

- Individuals receive advocacy, and preventative and managed care for chronic diseases and health conditions.
  - # of individuals who were compliant with their treatment plan
  - # of individuals whose health has improved or stabilized
  - # of individuals who received advocacy support
  - # of individuals who participated in support groups
- Individuals develop and practice active lifestyles.
  - # of individuals who entered recovery
  - # of individuals who completed a recovery program
  - # of individuals who improved social and emotional skills
- Individuals have access to high-quality, patient-centered health care.
  - # of individuals who gained knowledge of their health care plan
  - # of individuals who were provided alternatives to emergency room care
  - # of individuals who were provided alternatives to hospitalization
- Individuals have access to healthy foods to improve their health.
  - # of individuals who received a nutritious meal (per the U.S. Dept. of Agriculture and the Food and Drug Administration guidelines)

### **SELF-SUFFICIENCY AND INDEPENDENT LIVING**

- Individuals receive early assessment and intervention services.
  - # of individuals who received early assessment
  - # of individuals who received specialized care
  - # of individuals who developed new skills as a result of participation in therapeutic recreational activities
- Individuals maintain independent living in their residence.
  - # of individuals who reported a greater sense of security
  - # of individuals who maintained independent living in their residence
  - # of individuals who became more engaged in the community

## **HEALTH CASE MANAGEMENT**

- Individuals receive case management to improve their lives.
  - # of individuals connected to health and human service benefits
  - # of individuals who received information and referral services
  - # of individuals who received follow-up care

## **SAFETY NET SERVICES OUTCOMES** **Helping Vulnerable Populations Meet Basic Needs**

### **BASIC NEEDS**

- Individuals in crisis have their basic needs met.
  - # of individuals who received disaster recovery services
  - # of individuals who are prevented from having a homeless episode
  - # of individuals who received utility assistance to prevent homelessness
  - # of individuals who received emergency food
  - # of individuals who received food pantry services
  - # of individuals who received a meal
  - # of shelter nights provided
  - # of individuals who received emergency shelter
  - # of individuals who received legal counsel
  - # of individuals who increased their knowledge of their legal situation
- Victims of domestic violence and/or sexual assault are ensured safety and supportive services.
  - # of individuals who received legal counsel
  - # of individuals who accessed support hotline
  - # of individuals who received a forensic interview
  - # of individuals who received individualized in-person support services
  - # of individuals who reported increase coping skills and a sense of empowerment
- Individuals have access to transportation.
  - # of individuals who received transportation to receive basic needs services

### **SAFETY NET CASE MANAGEMENT**

- Individuals receive case management to improve their lives.
  - # of individuals connected to health and human service benefits
  - # of individuals who received information and referral services
  - # of individuals who received follow-up care
  - # of individuals connected to and/or provided with supportive services
  - # of individuals who received community navigation with a warm hand-off to another agency
  - # of individuals who increased their knowledge of community resources