



Evaluation of Reaching Home

JG Research &
Evaluation

May 18, 2022

What and Why

- *10-Year Plan* launched in 2012, reaches 10 year life in 2022
- Evaluation intended to understand successes, challenges, gaps, and where shifts are required given changes in last 10 years
- Funding
 - *\$42,000 from fund balance, approved in FY22 budget cycle*
 - *Additional funds through generous partnership with United Way of Missoula County to provide compensation for people with lived expertise of houselessness*
- Limited Solicitation process
 - *Reached out to 11 firms, received 3 proposals, selected JGRE*

JG Research & Evaluation

- Applied Social Science Firm, based in Bozeman, MT

Project Director – Brandn Green, PhD

Project Managers – Suzanna Powell, MS & Erika Berglund, MS

- Selected prior projects
 - Needs assessment of the Missoula County substance use care system
 - Analysis of the Missoula County behavioral health crisis response system
 - Lived experience in the Montana behavioral health crisis response system: Individual, family, and provider perspectives on system performance
 - Substance use and treatment experiences among youth experiencing homelessness: 1992-2017

Commitments

Person-first language

Consideration of racial inequity – Alignment with City's JEDI (Justice, Equity, Diversity and Inclusion) Resolution 8533

Rigorous research design and methods

Plain, accessible language in written materials

Project Goals

Identify	Assess	Develop
Identify community-wide accomplishments during past 10-years	Identify and assess gaps and areas for continued progress	Develop strategic report that will inform the next phase of Reaching Home: Missoula's 10-year Plan to End Homelessness

Project Priorities

Complete a retrospective evaluation – focused on understanding the drivers of successes and barriers to achieving elements in the 2012 Reaching Home plan to end homelessness

- *Leverage information gathered in previously completed reports*
- *Use participatory-based research approaches to encourage inclusion of lived experts in the research design and analysis*
- *Identify areas of overlap and contradiction in perspectives from those who engage in the housing care system in Missoula county*



Approach – Qualitative Data

Interviews

Lived experts - individuals who have utilized housing services and experienced housing barriers or houselessness in Missoula

City and Housing Agency Staff

Direct Service providers – Trinity, Temporary safe outdoor space, Poverello center...

Indirect service providers – Behavioral health, EMS, Law enforcement...

Community stakeholders – Landlords, Chamber of Commerce...

Focus Groups

Community members

Approach – Quantitative Data



Homeless Management
Information System (HMIS)



Missoula Coordinated Entry
System (MCES)

Outcomes

10-year timeline mapping

Final report

Summary final report – Intended for lay audience

Presentations – Stakeholder planning and strategic engagement with results

Questions & Contact Information

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