NSW GOVERNMENT | Communities & Justice

Program Logic – Specialist Homelessness Services (SHS)

Standard font = Case management client measures   **Green** font = Access client measures   **Red** font = Shared service system measures

CLIENT SITUATION AND NEEDS	PROGRAM ACTIVITIES	MECHANISMS OF CHANGE	OUTPUTS	Short-Term Outcomes Primarily attributed to the SHS program	Medium-Term Outcomes Primarily attributed to the SHS program. Some shared attribution.	Long-Term Outcomes Mostly require shared attribution across service system partners
Safety Domain — Core Outcomes: Clients feel safer / Clients feel supported to make progress in addressing their safety needs						
• Many people who are experiencing homelessness, or who are at risk of homelessness do not feel safe • Some people accessing a specialist homelessness service are experiencing domestic and family violence[1]	• Assistance with legal issues and negotiating the justice system • Domestic and family violence assistance • Sexual assault assistance • Child protection assistance • Referral to mainstream and specialist services (e.g. health / GPs, drug and alcohol, legal, employment service, and court support)	• Providing a client centred, strengths based, culturally appropriate, trauma informed approach, that builds client engagement and capacity • Supporting clients to maintain or establish networks and resources that increase their safety and resilience.	• Number of clients with case management plans that address safety • Number of Access clients referred to DFV services (where applicable).	• Clients engage with services to address safety needs • Clients report feeling safer since engaging with the service • Clients have been supported to access information and services to remain safer.	• Clients continue to engage with services to address safety needs. • Clients continue to report feeing safer since engaging with the service. • More clients have been supported to access information and services to remain safer.	• More clients continue to report feeing safer since engaging with the service. • Clients have been further supported to access information and services to remain safer.
Housing Domain — Core Outcomes: Clients sustain their tenancy / Clients make progress addressing their housing needs						

• Some of the main reasons people seek assistance from a specialist homelessness services provider are:
  - Housing crisis precipitated by eviction action or other lease termination by landlords, forced to leave by flatmates, mortgage foreclosures, etc.[1]
  - Inadequate or inappropriate dwelling conditions
  - Housing affordability stress[1]
  - Leaving institutional settings – without proper transition planning into stable accommodation[1]
  - Differential access to housing markets for some groups based on characteristics perceived as 'higher risk' tenancies[1], and
  - Difficulty sustaining a tenancy for a range of reasons[1]
	• Assistance to access Temporary Accommodation, Crisis Accommodation or Transitional Accommodation
	• Assistance to sustain existing private rental market or social housing
	• Assistance to obtain and secure private rental housing or social housing
	• Assistance to access 'housing products' such as bond loans and rental subsidies
	• Living skills support, including tenancy education
	• Basic support (e.g. meals, showers and transport)
	• Engagement with real estate agents to work collaboratively with tenancies at risk and intervene early to identify housing opportunities[2,3]
	• Engagement with social housing and community housing providers to advocate on behalf of people accessing specialist homelessness services and to enable collaborative referral processes and support to maintain tenancies[2,3]
		• Intervene early to reduce risks and prevent homelessness; entrenchment in homelessness; escalation of associated difficulties
		• Re-house clients as quickly as possible to prevent further breakdown of connections, routines, relationships etc.
		• Stabilise accommodation for clients with complex needs as a priority so that interventions to address other needs, such as mental health, can have most effect
		• Earliest practicable and sustainable transition of clients from temporary accommodation to independent living arrangements to restore personal autonomy and independence
			• Number of clients with case management plans that address housing
			• Number of Access clients referred to housing assistance services (where applicable).
				• Clients engage with services to address housing needs.
				• Clients sustain their tenancy or other accommodation for the duration of the support period.
				• Clients have:
				  - increased knowledge of housing options (if applicable);
				  - increased skills in maintaining suitable housing (if applicable);
				  - completed actions to maximise housing opportunities (if applicable);
				  - transitioned to safer, more stable living arrangements (return to home, transitional accommodation, tenancy) (if applicable).
				• Access clients receive support that assists them to sustain their tenancy or other accommodation while supported by specialist homelessness service (includes early intervention and post crisis support).
					• Clients continue to sustain their tenancy or other accommodation for the duration of the support period.
					• Clients continue to engage with services to address housing needs.
					• More clients have:
					  - increased knowledge of housing options (if applicable);
					  - increased skills in maintaining suitable housing (if applicable);
					  - completed actions to maximise housing opportunities (if applicable);
					  - transitioned to longer term living arrangements (return to home, transitional accommodation, tenancy) (if applicable).
					• Increased % clients accessing government housing assistance (e.g. priority social housing, Rent Choice, where applicable).
						• More clients continue to sustain their tenancy or other accommodation for the duration of the support period and beyond
						• Clients have:
						  - further increased knowledge of housing options (if applicable);
						  - further increased skills in maintaining suitable housing (if applicable);
						  - further completed actions to maximise housing opportunities (if applicable);
						• Increased % of clients safely moving out of homelessness (by District and state-wide)
						• Reduced % of people exiting NSW government services (e.g. Health, justice, social housing) into homelessness.

[1] Specialist homelessness services 2019-20: Annual Report, Australian Institute of Health and Welfare
[2] Indirect Supports – more information on what Indirect Supports are is in the Program Specifications
[3] Activities could include: early notification of property availability, training of real estate/community housing staff around homelessness issues and support, establishing mechanisms for referrals to specialist homelessness services for support of existing tenants, and also building relationships to facilitate rapid rehousing of clients in crisis

CLIENT SITUATION AND NEEDS	PROGRAM ACTIVITIES	MECHANISMS OF CHANGE	OUTPUTS	Short-Term Outcomes Primarily attributed to the specialist homelessness services program	Medium-Term Outcomes Primarily attributed to the specialist homelessness services program. Some shared attribution.	Long-Term Outcomes Mostly require shared attribution across all service system partners
Wellbeing Domain Core Outcomes: Clients have improved personal wellbeing / Clients have increased capacity to tackle future challenges						
• Some of the main reasons people seek assistance under from a specialist homelessness service are: - Drug and alcohol issues - Mental health issues • Many clients experiencing homelessness experience relationship breakdown/s leading to one or more household members leaving home without adequate alternative accommodation[1] • Many clients experiencing homelessness do not have strong familial connections • Many clients experiencing homelessness do not have a strong connection to their community • Many clients experiencing homelessness do not engage with education services or training despite children and young people representing nearly half of all people receiving assistance from specialist homelessness services • Many homeless clients have financial difficulties • Many homeless clients struggle to maintain stable employment • 30% of people receiving SHS were Aboriginal people[1] • Many clients experiencing homelessness do not have a sense of empowerment	• Health and mental health assistance • Family / relationship assistance • Personal and emotional support • Participation in community networks and events that support cross-sector approaches to enhancing outcomes for people at risk or experiencing homelessness[2] • General advice, advocacy, mentoring • Case management • Programs to improve job and study readiness skills • Brokerage assistance • Financial counselling support • Engagement with a range of government and non-government services to build partnership and collaboration that assists with advocacy and access, and enables person-centred, holistic support for people accessing specialist homelessness services[2] • Assistance obtaining identification documents • Cultural service provision	• Supporting clients to maintain or establish supportive family and community supports to increase resourcefulness and resilience • Supporting clients to maintain or establish education and / or training to increase resourcefulness and resilience • Supporting clients to maintain or establish employment connections to increase resourcefulness and resilience • Supporting clients to utilise brokered services to provide flexible and timely provision of supports to facilitate implementation of case plans • Providing a client centred, strengths based, culturally appropriate, trauma informed approach, that builds client engagement and capacity • Ensure clients are able to express their views about the services they receive and are empowered to influence this	• Number of clients with case management plans that address wellbeing • Number of Access clients referred to the following services (where applicable): - mental health services - AOD services - family services - general health services - services that support a connection to culture.	• Clients engage with services to address wellbeing needs. • Clients report improved personal wellbeing since engaging with the service. • Clients have: - increased engagement with health / mental health services (if applicable); - improved relationships with family (where appropriate) & support networks (if applicable); - increased connection to community (if applicable); - increased connection to education and employment (if applicable). • Aboriginal clients report experiencing culturally accessible services; • CALD clients report experiencing culturally accessible services. • Reduced proportion of Access clients with closed support periods due to disengagement from service.	• Clients continue to engage with services to address wellbeing needs. • Clients continue to report improved personal wellbeing since engaging with the service. • More clients have: - increased engagement with health / mental health services (if applicable); - improved relationship with family (where appropriate) & support networks (if applicable); - increased connection to community (if applicable); - increased connection to education and employment (if applicable). • Aboriginal clients continue to report experiencing culturally accessible services; • CALD clients continue to report experiencing culturally accessible services.	• More clients continue to report improved personal wellbeing since engaging with the service. • Clients have: - further increased engagement with health / mental health services (if applicable); - further improved relationship with family (where appropriate) & support networks (if applicable); - further increased connection to community (if applicable); - further increased connection to education and employment (if applicable). • More Aboriginal clients continue to report experiencing culturally accessible services. • More CALD clients continue to report experiencing culturally accessible services. • Increased % of clients accessing health services (where applicable) • Increased % of clients accessing employment services (where applicable)

[1] Specialist homelessness services 2019-20: Annual Report, Australian Institute of Health and Welfare
[2] Indirect Supports – more information on what Indirect Supports are is in the Program Specifications
[3] Activities could include: early notification of property availability, training of real estate/community housing staff around homelessness issues and support, establishing mechanisms for referrals to specialist homelessness services for support of existing tenants, and also building relationships to facilitate rapid rehousing of clients in crisis