

**Common Metrics for Services and Integrated Client Journey**  
**Version 1, Date: April 5, 2021**

**Service Metrics**

**Financial Stability:**

People increase their income.  
People increase their savings.  
People are primed to acquire assets.

**Early Childhood & Youth Development:**

Parents agree that an Out-of-School-Time (OST) opportunity helps them stay focused and maintain employment.  
Programs provide high-quality experiences for young children and youth.  
Kids demonstrate school readiness.  
Youth demonstrate college and/or career readiness.

**Healthcare:**

People engage with health care and/or behavioral health care.  
People improve their behavioral health well-being.  
People have a medical home.

**Safety Net:**

Basic Needs: People meet their basic needs.  
Freedom from violence: People increase their safety.

**Integrated Client Journey Metrics**

United Way supported agency partners in creating a journey experience that is client driven, personalized, and successful.

United Way supported partners and programs in being versatile in order to meet community needs in real-time.

United Way supported the creation of trusted data sharing practices within the Journey.

United Way fostered and supported coordination between agencies in the Journey to ensure services are accessible to clients in a timely manner.