

United Way of Greater Houston's approach is to create the opportunity for individuals and families in the Greater Houston community to thrive.

Purpose & Assumptions
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 Inputs
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 Activities
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 Common Metrics

Service Metrics

Navigation

- People engage with navigation services
- People increase their self-sufficiency and well-being throughout their journey
- People access services through referrals
- People establish personal plan that progresses toward sustainable quality of living

Financial Stability (FS)

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

Health Care (HC)

- People engage with health care
- People have a medical home
- People improve their behavioral health well-being

Early Childhood & Youth Development (ECYD)

- Kids demonstrate school readiness
- Youth demonstrate college/career readiness
- Parents agree that an Out-of-School-Time opportunity helps them stay focused and maintain employment

Legal (LG)

- People engage with legal services

Basic Needs (BN)

- People meet their basic needs
- People increase their safety

Integrated Client Journey Metrics

Foster and support **coordination** between agencies in the Journey to ensure services are **accessible to clients** in a timely manner.

Support the creation of **trusted data sharing practices** within the Journey.

Support partners and programs in being **versatile** in order to meet community needs in real-time.

Support agency partners in creating a journey experience that is **client driven, accessible, and personally successful.**

- Services and navigation along Integrated Client Journey (ICJ)
- Tracking and measuring data along ICJ
- Leading convening and collaboration among partners

- Information and referral from 211 Texas/United Way Helpline
- Single investment funding process
- Ongoing stewardship

- Continuous Quality Improvement (CQI)
- Youth Program Quality Intervention (YPQI)

- Households with annual income between \$0 and the ALICE survival budget
- Partners (nonprofit, government, etc.)
- Community volunteers and stakeholders

- Annual Community Campaign (funding)
- 4-county service area (12 priority regions)
- Data governance and technology

- Application, evaluation, e-Cimpact for funding process
- Upskill trainings and modules
- UWGH staff

Critical to UWGH meeting the demand will be the need to:

1. Accelerate impact as need continues to grow
2. Integrate programs in order to serve greater Houston area most effectively
3. Define data needs, measure and apply toward impact
4. Continue to raise funds to drive impact in the community

Huge demand exists, with **31% of households struggling to make ends meet** and **14% living below the federal poverty level.**

