

PREPARED FEB 2019

STEPPING STONE HOUSE

SOCIAL IMPACT REPORT 2018

Measuring Wellbeing



PREPARED BY



HUBER
SOCIAL

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THE SITUATION

HELPING YOUTH BUILD THEIR FUTURE

Stepping Stone House supports young people who have experienced a range of traumas throughout their childhood, resulting in feelings of isolation and hopelessness. For many of these individuals, their lives have been turbulent and disrupted and they have possibly never experienced a stable, safe and secure living arrangement.

Stepping Stone House provides long-term accommodation and development to 12 to 24 year olds who are homeless, at risk of homelessness or are living away from their families. The aim is to develop their self-esteem, resilience, self-confidence and good health through motivational experiential learning, including outdoor education and adventure, so that they have the opportunity to achieve responsible independence and be in the best position to achieve their potential.

The Stepping Stone House services are unique in that young people who live at the Houses will often stay for years, thereby allowing for the time necessary to work through the impact the trauma has had in their young lives. The Stepping Stone House programs fill an important gap in services for young people, with government support coming to an end at 18 years old. For over 25 years Stepping Stone House has successfully helped over 450 young people to achieve responsible independence.

As the Not for Profit sector moves towards a focus on delivering outcomes and competition for funding grows, a data driven approach to impact measurement is key for Stepping Stone House to be able to continue to deliver their services, and to give the community and supporters confidence that resources are being directed to have the greatest impact.

Huber Social commenced measuring the social impact of Stepping Stone House in January 2017. This is the second Annual Social Impact Report. The active measurement system is used by Stepping Stone House to understand the needs of the young people in their care, and ultimately to prove and improve the impact of their service.

The Huber Social Wellbeing Framework™ measures a young person's subjective Wellbeing, alongside their levels of 'capability' and 'opportunity' across a range of factors. This allows Stepping Stone House to identify what a young person needs to be in the best position to fulfil their potential and achieve responsible independence.

Huber Social applauds Stepping Stone House's continual investment in social impact measurement and are committed to helping them deliver a service that continues to meet the needs of young people in their care.



SERVICE SUMMARY

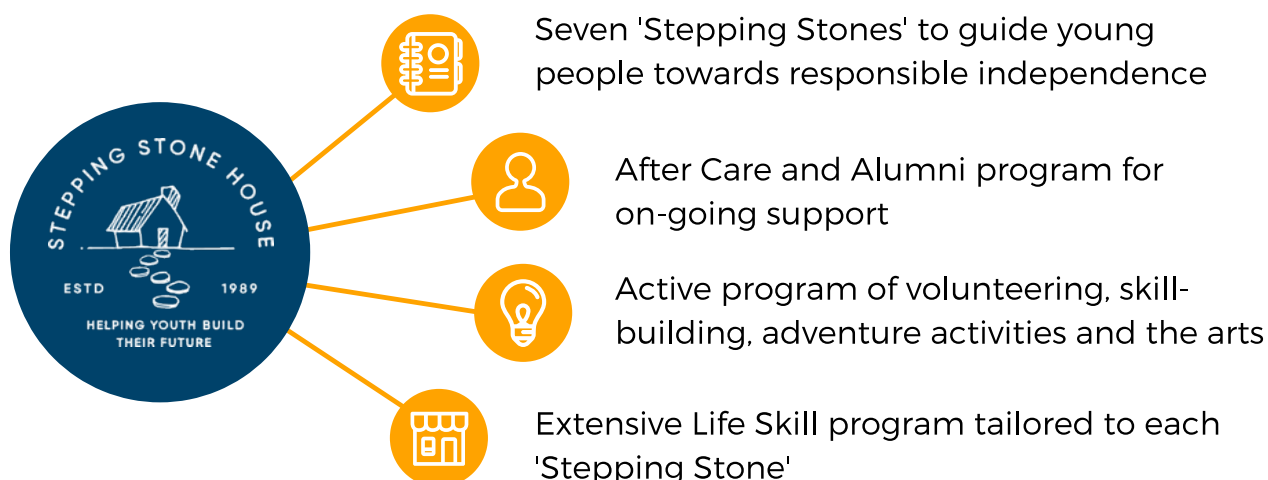
STEPPING STONE HOUSE

Stepping Stone House is more than just a residential service. It is way for young people to build their future.

Stepping Stone House gives young people a safe environment, where the staff can interact and engage them and work towards building a meaningful, therapeutic and non-judgemental relationship.

The house assists the young people in meeting their primary needs of food, water, shelter and safety. From the creation of such a relationship, it is possible for the staff to assist young people to identify, understand and acknowledge secondary needs such as understanding why they have been taken into care, reasons that they cannot live at home, emotional support, understanding their behaviours, health, education, belonging and connectedness, social relationships, learning new skills, participating in new experiences and gaining access to resources in a supporting and nurturing holistic learning environment.

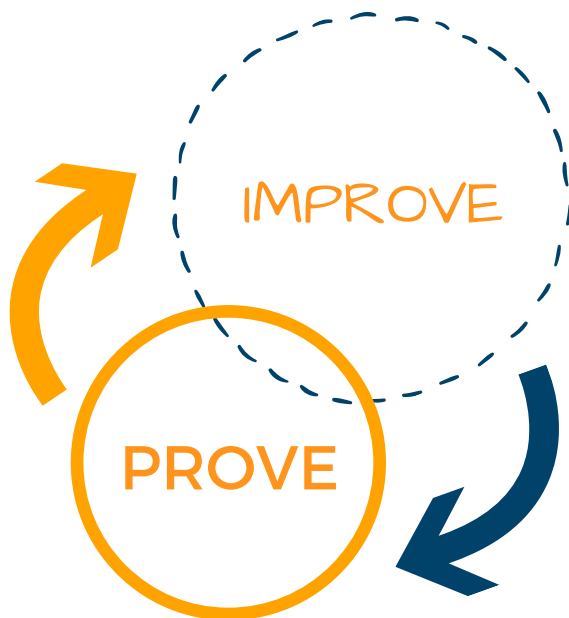
The service has 24-hour supervision and the staff of Stepping Stone House work as a team to provide care to the young people. Each staff member is chosen because of their unique skill set and commitment to the aims and mission of Stepping Stone House.



WHY MEASURE SOCIAL IMPACT?

TARGET OUTCOMES

The Social Impact of Stepping Stone House is measured to prove and improve their programs to allow the young people they help to fulfil their potential and live a life that they value.



PROVE

Stepping Stone House measures the shift in Wellbeing for young people participating in programs each quarter, with levels of contributing factors measured at an individual and community level.

IMPROVE

Measurement informs decision making about where to allocate resources and how to refine the service, if required.



WHAT WE MEASURE

MEASURING IMPACT THROUGH WELLBEING

.....

**WE MEASURE
WHAT
MATTERS
MOST -
WELLBEING.**

.....

The ultimate goal for Stepping Stone House is for the young people they help to be in the best position to fulfil their potential and live a life of value; to achieve their own Wellbeing.

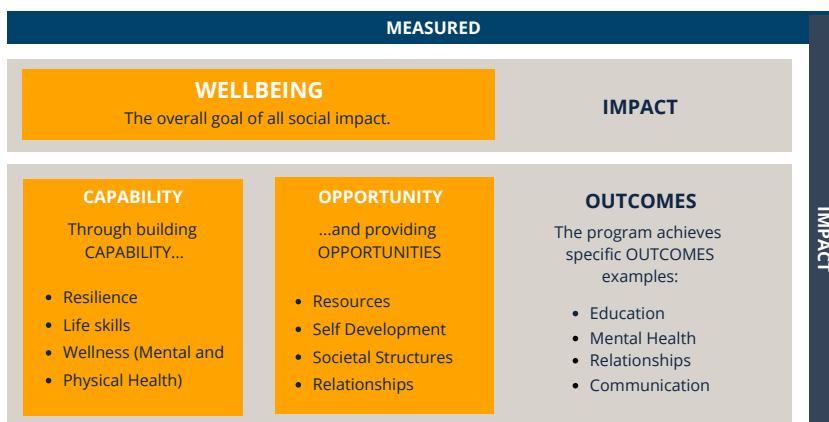
To achieve Wellbeing, people need to have the capability and the opportunity to do so. We recognise that everyone has different needs within these categories depending on their context.



The Huber Social Wellbeing Framework™

Social Impact is "all forms of significant change experienced by individuals and communities. This includes income and labour market impacts, education impacts, social inclusion and relationship changes, mental and physical health effects, and overall impact on quality of life and wellbeing."

Professor Paul Flatau,
Director of the Centre of Social Impact, UWA Business School



To measure the social impact of Stepping Stone House we measure the levels of Wellbeing, and capability and opportunity factors, before and during and after at young person engages with Stepping Stone House. Not only does this approach demonstrate how well the service meets the needs of its participants, but it also identifies where resources can be directed to have the greatest impact.

To measure Wellbeing, Huber Social applies the Satisfaction with Life Scale*, a set of globally recognised questions with a score out of seven.

Ongoing active measurement continues to refine the needs of youth-at-risk as a sector to ensure we improve our research and knowledge around what is most important to overcome the social issues for each sector.

* Source: Ed Diener, Robert A. Emmons, Randy J. Larsen and Sharon Griffin as noted in the 1985 article in the *Journal of Personality Assessment*.

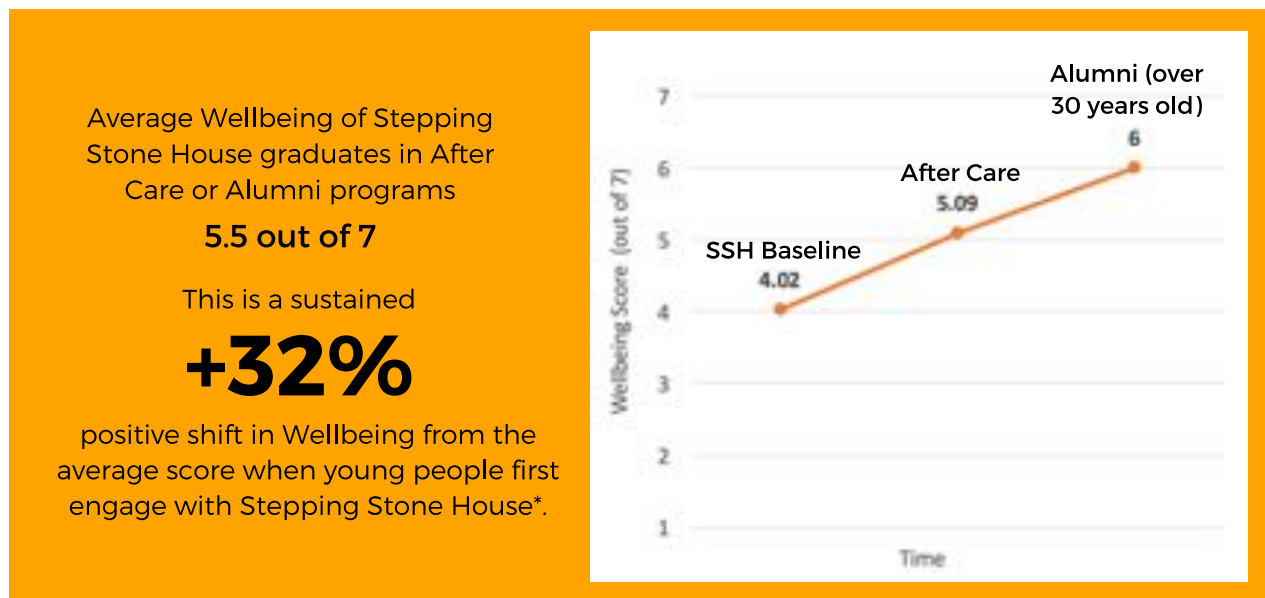
THE RESULTS

STEPPING STONE HOUSE IMPROVES THE WELLBEING OF YOUNG PEOPLE BY 32%

Through social impact measurement, Stepping Stone House aims to track the impact it has on young people from when they first engage with Stepping Stone House through to their graduation as a resident, and then life after Stepping Stone House as an alumni.

In November 2017, Huber Social and Stepping Stone House reached out to a sample of nine former Stepping Stone House residents (After Care and Alumni) to measure how their Wellbeing is tracking since leaving the service. The sample included people who had been at Stepping Stone House from one to five years and left the program between 1992 and 2017. The results are shown below.

Stepping Stone House is committed to measuring impact throughout an individual's complete journey, which can span over several years. As this longitudinal data is collected, the analysis and findings below will be strengthened.



Sustained positive outcomes over time

- 33% home owners and 45% renting
- 78% are currently employed
- 56% report earning enough income to live comfortably
- 89% completed higher education qualifications
- 0% been in juvenile justice or correctional centre

Highest scoring factors for After Care and Alumni

- Financial Management
- Housing
- Employment
- Health Management
- Daily Life Skills

* the baseline score is based on data collected from current residents between 2017 and 2018.

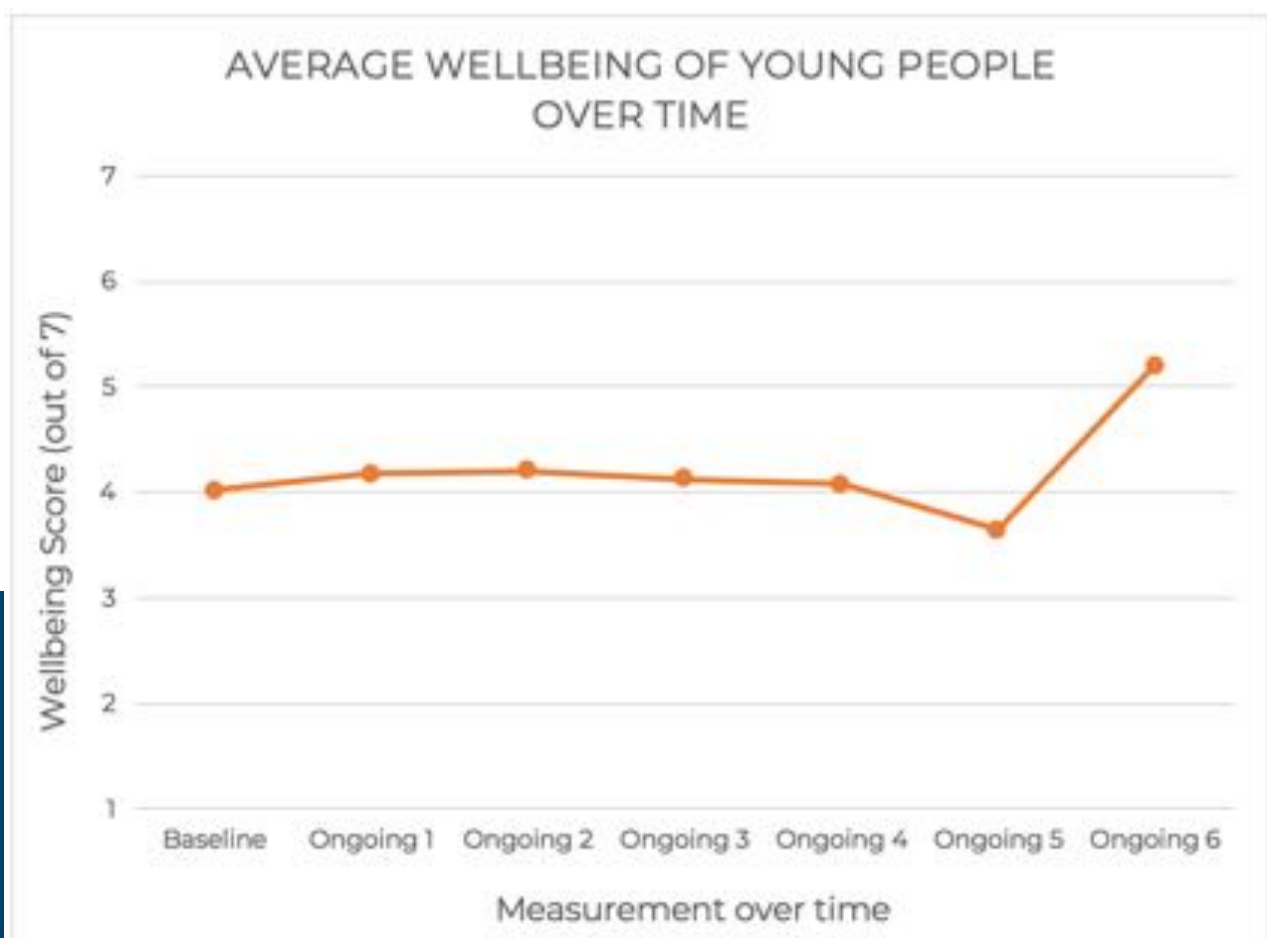
TIME IN PROGRAM

WELLBEING RISES AND FALLS AS PEOPLE STEP THROUGH PROGRAMS

The social impact measurement plan at Stepping Stone House tracks the progress of young people in the service on a quarterly basis, from joining to graduation.

Below is the average journey of a young person at Stepping Stone House based on the data collected between 2017 and 2019. The graph demonstrate that despite the positive trend over the entire journey with Stepping Stone House, Wellbeing is not linear. As residents step through the different programs and become more independent, Wellbeing rises and falls depending on the individual's context.

Stepping Stone House acknowledges this reality and uses the the quarterly impact measurements to tailor and improve their services to best provide for the young people they work with. These results will be strengthened over time with longitudinal data.



THE RESULTS

THE IMPACT OF STEPPING STONE HOUSE IN 2018

The following pages detail the impact of Stepping Stone House in 2018.

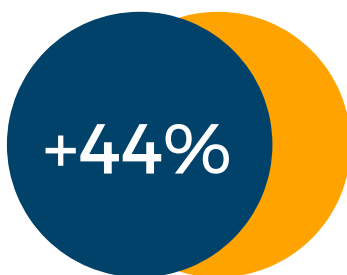
The shift or change in Wellbeing compares an individuals measurement at the point they start with Stepping Stone House, to their most recent 'shift' measurement in December 2018.



Stepping Stone House improves the holistic Wellbeing of young people in their care



Stepping Stone House programs address the challenges young people are facing when they come into care



On average, young people in the Stepping Stone House programs in 2018 experienced a 44 per cent positive shift in their Wellbeing.

The 2018 findings include data from nine Stepping Stone House participants who were still in Stepping Stone House services in December 2018 and have both a baseline and shift measurement. The data does not include results of two individuals that discontinued their placement in March 2018. Including the results of these individuals brings average shift down to 26%.

See page 11 for more detail on the measurement approach.



THE HIGHEST SHIFTS

IMPROVED OUTCOMES ACROSS WELLNESS, LIFE SKILLS AND RESILIENCE FACTORS

Huber Social measured the impact of Stepping Stone House across a range of different wellness, resilience and life skill needs to see how the participants were impacted in different areas. The percentages shown below represent the highest positive shifts that young people experienced between their baseline and most recent measurements.

Aligned with the target areas of Stepping Stone House, the highest positive shifts were achieved across employment, mental and physical health, conversation skills and resilience.

+221%

Employment: being to apply for and secure a job (life skill factor)

+150%*

Being vulnerable with others (wellness factor)

+110%

Conversation skills (life skills factor)

+102%

Physical health: use of drugs, alcohol or tobacco (wellness factor)

+107%

Physical, mental and or emotional health prohibiting work, housework or school (wellness factor)

+88%

Sense of purpose (wellness factor)

+104%

Coping: the ability to handle many things at once (resilience factor)

+88%

Self belief (resilience factor)

* Being vulnerable with other people had a response rate (those with both a baseline and shift measurement) below 50%. All other factors had a response rate from participants of over 78%.



THE LOWEST SCORING FACTORS

STEPPING STONE HOUSE ADDRESSES THE CHALLENGES FACING YOUNG PEOPLE

As they first engage with Stepping Stone House's services, young people are surveyed to determine the biggest challenges and roadblocks that they face (baseline factors). Below are the lowest scoring factors for young people when they commence with Stepping Stone House.

Stepping Stone House has a positive impact across the lowest scoring factors, demonstrating that their programs successfully address the challenges facing the young people in their care.

CAPABILITY FACTOR	Average Wellbeing score for baseline	Average shift from baseline
Financial literacy and saving money (life skills factor)	2.67	80%
Personal development - regretting decisions (life skills factor)	2.75	68%
Employment - ability to apply for and secure a job (life skills factor)	2.86	221%
Mental health - feeling sad and unhappy (wellness factor)	3.25	49%
Coping – the ability to handle many things at once (resilience factor)	3.89	104%
Self belief (wellness factor)	3.89	88%
Physical health – use of alcohol, drugs or tobacco (wellness factor)	3.89	107%

Feeling guilt, anger or shame and the ability to secure stable accommodation also reported baseline averages below 3.7 yet only had a response rate below 65%.

PREDICTORS OF WELLBEING

STEPPING STONE HOUSE WILL CONTINUE TO ADDRESS THE PRIORITY NEEDS

To determine the priority needs of the young people working with Stepping Stone House, Huber Social undertook a statistical analysis of the highest correlates of Wellbeing for all residents surveyed in 2017 and 2018. By outlining the factors that are the highest predictors of Wellbeing, Stepping Stone House will be able to direct resources to have the greatest impact for the youth in their care. To identify unique predictors of Wellbeing a Lasso Regression test was used.

Predictors of Wellbeing:

- 1 **MENTAL HEALTH**
Enjoying life and having fun (wellness factor)
- 2 **COPING**
Being able to handle many things at once (resilience factor)
- 3 **FAITH IN THE LAW**
Positive respect and faith in the legal system (life skills factor)

EMPLOYMENT and being in a RELATIONSHIP were also found to be predictors of high Wellbeing

There was a trend for participants in a relationship (i.e. casual, long-term relationship or married) to have a higher Wellbeing score than single participants. Similarly, there was a significant trend for employment status to predict Wellbeing; students and casual/part-time workers were found to have a higher average Wellbeing when compared to full-time or unemployed people. Ongoing longitudinal measurement will build on the rigour of these findings.

The Stepping Stone House programs will continue to build the capability and opportunity to help to establish stability in a young person's life, including part-time employment and building social relationships.

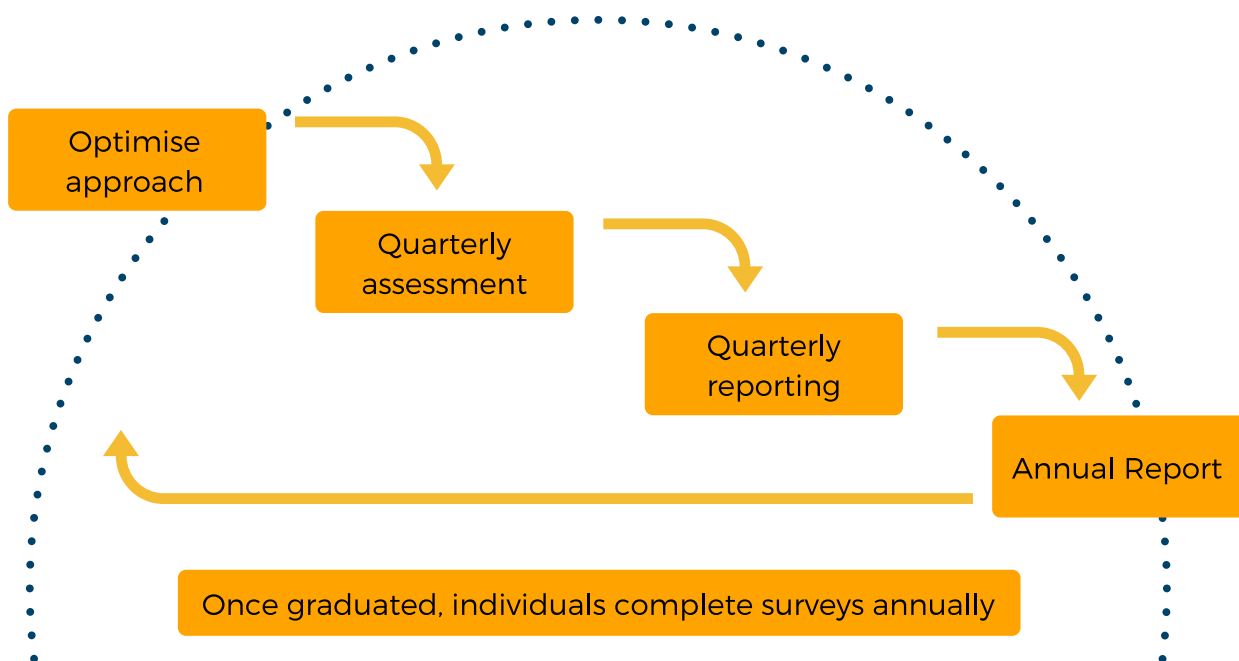
MEASUREMENT PLAN APPROACH



Working with Stepping Stone House we have developed a Measurement Plan that will investigate the overall impact, and driving factors, focusing on each of the Stepping Stone House Programs.

Huber works with Stepping Stone House staff to conduct measurement and independent needs assessments. A major component of data collection uses surveys. The surveys are conducted online by each young person at Stepping Stone House and where necessary the staff help to facilitate completion to ensure that we have consistency in data collection and participation. This enables us to have longitudinal data of each individual in the programs, showing the shifts in impact over time.

Participation is voluntary and all information remains de-identified. Confidentiality and data integrity is rigorously protected in accordance with Huber Social's Data Protection Policy and Wellbeing Measurement Ethics Policy.



PROCESS

TEAMS
TRAINED

- Detailed program agreed
- Measurement tools built
- Staff trained to assist/facilitate
- Measurement

DATA
COLLECTED

- Surveys
- Focus Discussion Groups
- Direct Observation
- Secondary data from other sources

ANALYSIS &
OPTIMISATION

- Findings prepared and delivered
- Measurement approach optimised
- SSH programs optimised

BE PART OF THE SOLUTION

PARTNER WITH US

Sharing Across the Sector

Huber Social works as a coordinator between different service providers across the sector to share insights and different approaches measured to be effective.

We welcome any partner organisations including service providers, government departments and research partners.

Support Stepping Stone House

Instead of just giving money and hoping it has the impact the organisation pledges, when donating to Stepping Stone House you can track the difference your dollar makes to the lives of the the young people they serve.

This is the second report in a series of annual Social Impact Reports that will track progress as Stepping Stone House contributes to the Wellbeing of all the people they work with, providing evidence that your resources are directed to have the greatest impact.

Stepping Stone House are also very grateful for non-financial support in the way of donating your time through services and corporate worker bees.

Please visit:

<http://steppingstonehouse.com.au/donate-now/>
or email info@steppingstonehouse.com.au for more information.



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TRANSPARENCY PAGE

To ensure the integrity of findings always, Huber Social includes a Transparency Page for every project. This ensures both the rigour of evidence and rigour of analysis is clear for each project, across every stage of the data lifecycle.

DATA LIFECYCLE

1. Design Measurement

2. Measurement Activities

3. Cleaning

4. Analysis

5. Reporting

Life Cycle Phase	Questions on the Treatment of the Data	+	✓
DESIGN	Everyone in the program included in the measurement	2	Y
	OR Survey Sample Population designed to be representative of Group	1	
	Baseline Inferred from time in program	1	
	Group Baseline established (measurement before any intervention)	2	Y
	Control Group	3	
	Specific exclusions	0	
	Details of people to be excluded from the measurement: <i>Score dependent on exclusions but may incur a negative</i>		
COLLECTION	Online Surveys	0	Y
	Hardcopy Surveys	0	
	Supervision	1	
	Focus Discussion Groups	1	
	Data Mining of Other Sources	1	
	Translation or Guidance provided	0	
	Details of Translation or Guidance provided: <i>Score dependent on exclusions but may incur a negative</i>		
CLEANING	Survey Sample Population representative of Group	1	Y
	Partial Responses Removed	1	Y
	Any other response removed?	0	
	Details of any responses removed: <i>Score dependent on exclusions but may incur a negative</i>		
ANALYSIS	Shift measurement calculated on time in program	0	
	Shift Measurement calculated on Group Average	1	
	Shift Measurements calculated based on individual scores	2	Y
	Data Included from previous years/measurements	1	Y
	Statistical Correlation Test	2	
	Multiple Regression or Lasso Regression Test	3	Y
REPORTING	Client received Social Performance Report (Improve)	1	Y
	Client published Social Impact Report (Prove)	2	Y
		LOW: 1-9 MED 10-14 HIGH 15-20	RIGOUR SCORE 15 H