Community Connectedness & Wellbeing

at the local, regional, & (inter)national levels

The CIC Community Indicator Consortium

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Presenters:

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- Samantha Green, Project Manager, Applied Survey Research
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- Brian R. Sala, Ph.D., Deputy Director for Evaluation and Program Operations Mental Health Services Oversight and Accountability Commission
- Kate Scrivens, Policy Analyst & Wikiprogress Manager, OECD Well-being Measurement Division
Agenda

1. Setting the context
   Whats and Ways of Wellbeing
2. Defining
3. Measuring
4. Final Comments
5. Discussion
Wellbeing for All

Leadership

Step 1

Evaluate Progress/Sustainability

Step 10

Step 2

Diverse Participation

Step 3

Create an Outcomes Framework/Reach Consensus

Step 4

Collect Secondary Data/Conduct Community Surveys

Step 5

Analyze Data Results

Step 6

Community Conversations/Goals

Step 7

Publish and Promote Community Status

Step 8

Align Program and Community Outcomes

Step 9

Community Action
Individual and Community Wellbeing

<table>
<thead>
<tr>
<th>PHYSICAL</th>
<th>MENTAL</th>
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</thead>
<tbody>
<tr>
<td>EMOTIONAL</td>
<td>SPIRITUAL</td>
</tr>
</tbody>
</table>

Community Connectedness

Under appreciated
Individual/Community Connections

- Participation
  - Relationships
  - Trust
  - Visions in common

- Engage
  - Seek each other out for support
  - Shared interests

- Connect
  - Self-led groups
  - Alignment of intention

- Think as Community
  - Grow
  - Sustain
  - Value connections
  - Act together
  - Adapt

Transformation Through Individual And Small Group Action
Redefining the Definition of Community

- A group of people who...
  - Care and depend on each other for support, are in a relationship, and
  - Act together
# Measuring Individual/Community Change

<table>
<thead>
<tr>
<th></th>
<th>Interior</th>
<th>Exterior</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Individual</strong></td>
<td>I feel better about myself because of engagement in this community</td>
<td>I feel better about my relationships with other people because of my engagement in this community</td>
</tr>
<tr>
<td><strong>Group</strong></td>
<td>By engaging with this community, I feel better about myself</td>
<td>By engaging with this community, I feel better about my relationships with other people</td>
</tr>
</tbody>
</table>
Community Connections and Actions
Community Connections: RBA Example

COMMUNITY RESULT
Healthy Families

THEORY OF CHANGE

PERFORMANCE MEASUREMENT
Health Clinic

<table>
<thead>
<tr>
<th>HOW MUCH DID WE DO?</th>
<th>HOW WELL DID WE DO IT?</th>
<th>IS ANYONE BETTER OFF?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groups involved</td>
<td>Self-led strategies to achieve wellbeing</td>
<td>% increased wellbeing</td>
</tr>
<tr>
<td>Definition of wellbeing</td>
<td></td>
<td>% community connectedness</td>
</tr>
</tbody>
</table>

# of wellbeing efforts | % increased wellbeing | % community connectedness
Youth Violence Prevention, Results Based Accountability Community/Groups

**Methodology**

- Family/violence prevention education
- Improve student support relationships
- Increase knowledge of academic supports and community resources
- Safe schools education

**Implementation**

- Community engagement and partnerships
- School-based strategies
- Parental and community involvement
- School-based programs and interventions

**Overview of Strategic Plan**

The following table outlines the strategic plan. It identifies the long-term goals, specific results, and strategies that will help reach these results. The results are highlighted in red.

**Goals**

- **Promote positive child and youth development:**
  - Use a strength-based approach to youth intervention
  - Focusing on increasing youth assets in key areas

- **Support and function families:**
  - Reduce the risk of violence in the prevention of violence and therefore not be easily supported to be show for their youth and young adult

- **Post safe and vibrant neighborhoods:**
  - Youth and their families are part of the process of youth violence prevention using a public health approach.
  - It is also critical to address the neighborhoods and environments within our youth group.
Groups/Individuals, Early Childhood

Social Network Map

Helpful as a snapshot of connections between organizations (or people). Useful to understand the structure of the network, e.g.,

- Who is at the center, and most connected?
- Who is on the outside, or least connected?
- What organizations have the most diverse set of connections?
Groups/Individuals Ways To Measure Change Across a Network

Can be hard to observe using maps, so…
…best to use **quantitative measures**:

- **Connectivity** - Pct. of all possible connections that exist.
- **Centrality** - when few organizations are responsible for the most connections.
- **Trust** – Are members perceived as reliable and deeply committed to shared goals?
- **Value** – Are members’ contributions are valuable to goal of the network?
- **Relative Connectivity** – Overall connectivity, weighted by trust and value.

**Changes in Connectivity of Each Member (example)**

- **Drug/Alcohol Clinic, 88%**
- **Housing Dept, 78%**
- **Job Training, 75%**
- **Public Health Dept., 74%**
- **Law Enforcement, 62%**
- **Mayor’s Office, 49%**

PRE

POST

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Can be hard to observe using maps, so…”

…best to use **quantitative measures**:  
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Individual/Organizations

**IF**
- We agree on measurements and establish the evaluation system

**THEN**
- We can regularly reflect on data and begin to sustain the effort

**WHICH LEADS TO**
- Increased learnings
- Increased well-being
- Meeting our mission

** Strength of Relationships **

- **How much did we do?**
  - Agree on principles: initiative wide, anonymity/confidentiality, change through time, learning, importance of emergence, RBA collective impact model
  - Establish the evaluation system

- **How well did we do it?**
  - Reflect on data
  - Sustaining the effort

- **Are we making a difference?**
  - Increased learnings
  - Increased well-being
  - Meeting our mission

- **Positive increase**
  - Time 3 - Nov 2014
  - Time 2 - Jan 2014
  - Time 1 - Mar 2013

- **Initiative-wide**
- Org 1, Org 2, Org 3, Org 4, Org 5, Org 6, Org 7, Org 8, Org 9, Org 10, Org 11
Defining Wellbeing & Community Connectedness in Context
In Relationship

• At ASR we focus in on community assessments and program evaluation looking to build capacity and leadership across programs and across communities

• Much of the work focuses on marginalized and minority populations who are traditionally underrepresented in community level data

  • Relationship types
    » Person to person
    » Person to system
    » System to system

  • Building the web or patch the holes
    » Personal support networks
    » Coordinated systems of care
    » Building community leadership
    » Building sustainability and commitment to community assessment work
At the Children’s Board, community connectedness is generally defined in the context of children having supportive and supported families – families are fundamental to communities.

Within this context we strive to nurture or facilitate programs that will ensure:

- Children are healthy and safe
- Children are developmentally on track
- Children and youth are ready to learn

Generally done through the funding categories of “Leading”, “Uniting”, or “Investing” grants (scaled funding levels).

- Leading tend to be small scale, sometimes pilot projects
- Uniting tend to bring together partners
- Investing tend to be Countywide, social infrastructure type projects
Community Connectedness in California’s MHSA

• Community connectedness/social well-being
  » Critical concept in mental/behavioral health: otherness/alienation
  » Stigma and discrimination reduction are core program elements

• The Mental Health Services Oversight and Accountability Commission’s role
  » Policymaking partnership to reduce disparities in treatment/outcomes; promote wellness, recovery, resiliency, and system accountability
  » Support the voice of consumers and family members
  » Promote transparency
  » Technical assistance to spread best practices
OECD work on measuring well-being

- OECD: international organisation, 35 member countries, provides policy advice to member countries (and increasingly, non-member countries)
- For last decade, increasing focus on going ‘Beyond GDP’. Better Life Initiative launched in 2011, led by Statistics Directorate

In-depth statistical reports: 
**How’s Life? 2011; 2013; 2015**

Communicating with citizens and the media: 
*Your Better Life Index website*
[www.oecdbetterlifeindex.org](http://www.oecdbetterlifeindex.org)

Building well-being measures into OECD country reviews: 
Economic Surveys, Multidimensional Country Reviews, How’s Life in Israel?

Projects to adapt the framework for new uses: How’s Life in Your Region? How’s Life in Latin America?

Multidimensional policy analysis: **NAEC and Inclusive Growth Initiative**
Measuring Wellbeing
Measures that Matter

Do you have someone to call at 3AM?

• Measuring community connectedness
  » I feel that I am a member of a community
  » I have someone to confide in or talk to when I need support
  » I know how to ask for help when I need it

• Measuring collaboration and coordination
  » I know what other organizations exist in my community
  » I know what other service providers can offer to my clients
  » Coordinated assessment, shared data systems and common measures
Children’s Board

• Outcomes are captured both on a demographic level and on a specific project level.
  » Individual demographics are used both to sample the community at large and to validate contractual obligations.

• At the project level, each program has an evaluation plan that relates to Children’s Board outcomes, and each outcome has indicators that are generally measured with validated tools.
  » CBHC outcomes are standardized – applicants must have validated measures to receive funding.
California’s Mental Health Services Act

Voter-driven initiative (2004) generating $1.5 billion per year for mental health services from a personal income surtax.
- Not to supplant existing programming
- Local determination within broad parameters
- Mandated, broad community planning requirements
- Oversight Commission to provide policy leadership, transparency
Local MH funding in CA

Mental Health Funding at the Local Level

The graph below displays local mental health funding levels from 2004 to 2016 from different funding sources. The graph also indicates that even with fluctuations of individual accounts, funding for the overall system has grown since the enactment of the MHSA in 2005.
Well-being in Mental Health

• 7 key outcomes in MHSA:
  » (1) suicide; (2) incarcerations; (3) school failure/dropout; (4) unemployment; (5) prolonged suffering; (6) homelessness; (7) removal of children from their homes

• These are negative outcomes that can be measured at individual or community level
  » not an index of well-being

• Mission: Promoting transformational change in community mental health systems
  » Transparency
  » Community Planning Process and Stakeholder Advocacy
OECD measures of well-being: general principles

- OECD well-being measurement focuses on highlighting trends, differences and inequalities across a wide range of countries (although some country studies go in more depth)

- Data considerations are therefore key:
  - official or established sources; non-official place-holders
  - comparable/standardized definitions
  - maximum country-coverage
  - recurrent data collection
  - can be disaggregated by population groups

- Indicators are selected on the basis of:
  - policy relevance
  - ability to summarise the underlying concept
  - easily understandable (e.g. more is better)

- Dashboard with 25 headline indicators, around 2 per dimension: averages, distributions and trends

- About 30 secondary indicators to complement the analysis on specific topics.
OECD measures of connectedness: Social connections

- Not easy to summarise connectedness in 1 or 2 indicators
- Headline indicator in BLI: social network support
- The share of people responding ‘yes’ to question: do you have anyone to count on for help in a time of need? (Source: Gallup World Poll, 2014)

USA ranks around the middle of OECD countries (90%), and just above the OECD average (88%)

- Supplementary measures: time spent socialising with friends and family, time spent volunteering
OECD measures of connectedness: Trust

- We define Social Capital in this context as ‘trust and norms of cooperation’.
- Trust is generally measured with the question “Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people?” (various sources)
- Strongly correlated with lots of positive outcomes: e.g. happiness, subjective well-being, better physical and mental health, economic growth, productivity

\[
\text{Trust and happiness in European countries}
\]

- BUT there is a lot we don’t know and much more research and statistical work is needed
- OECD working to improve international measurement and knowledge on trust (Guidelines, Trustlab)

Source: European Social Survey 2015
Examples of Wellbeing & Community Connectedness
Promising Practices

Stanislaus County – MHSA PEI Programs

I feel a sense of accomplishment or pride in myself

We act together to make positive change

I am a member of a community

Figure 24. Because of My Involvement I Am More Involved in My Community

Figure 16. Measures of Support

Note: I have someone I can confide in – Significantly higher among female, employed and respondents 35-55 an over 55 (higher than under 35). I have someone I can call – Significantly higher among female, employed, Hispanic, Spanish-preferred respondents and respondents 35-54 (higher than under 35).

n= I have someone I can confide in 1,733; I have someone I can call 1,688.
First Hug

“First Hug”, a project with Metropolitan Ministries in Tampa, serving homeless families, with a goal of safe and stable housing as well as a sustainable, hopefully fulfilling livelihood.

- Countywide outreach – working with over 3000 homeless families, yes, families, a year, this project works with a subset of around 200 parents and 300 children.
- Case management plans are built around the North Carolina Family Assessment Scale (which looks not only at individual issues but family and social connectivity) which has seven domains: Environment, Parental Capabilities, Family Interaction, Family Safety, Child Well-being, Self-sufficiency, and Family Health.
- Using the NCFAS as their planning tool, the program increased its success rate from 37% on 7 domains in 2012-13 to over 90% on all 7 domains in 2015-16.

http://www.metromin.org/
Examples of Program Success

• MHSA has produced a wealth of qualitative data on program success or promising practices.
• More quantitative data is only beginning to be collected systematically in some areas.
  » Full Service Partnerships are designed to provide wrap-around, “whatever it takes” services to the most needy client partners.
  » Prevention and Early Intervention programs range broadly from ambitious service programs to community-level efforts to change attitudes about mental illness
Issues for FSP Partners in Year before Enrollment
Ages 16+ (TAY, Adult and Older Adult)
July 2004 - June 2012

Total Enrolled = 45,706
Success in FSPs

Disposition of Discharged FSP Partners
Ages 16+ (TAY, Adult and Older Adult)
July 2004 - June 2012

<table>
<thead>
<tr>
<th>Discharged Before 2 Years of FSP</th>
<th>Discharged After 2 Years of FSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did Not Meet Goals</td>
<td>2636</td>
</tr>
<tr>
<td>Discontinued, Not Located</td>
<td>9190</td>
</tr>
<tr>
<td>Moved, Target Criteria, Deceased</td>
<td>5633</td>
</tr>
<tr>
<td>Met Goals</td>
<td>5406</td>
</tr>
</tbody>
</table>

Total Discharged = 32,562
Early Intervention Examples

• Older Adult program participants in early intervention programs saw significant improvements in depression status across a variety of counties and programs.

<table>
<thead>
<tr>
<th>Scale by subgroups</th>
<th>N</th>
<th>Time 1 Mean (S.D.)</th>
<th>Time 2 Mean (S.D.)</th>
<th>Mean Difference (S.E.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Score</td>
<td>415</td>
<td>11.10 (5.15)</td>
<td>6.44 (5.35)</td>
<td>-4.66 (0.20)</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>281</td>
<td>11.40 (5.13)</td>
<td>6.82 (5.55)</td>
<td>-4.57 (0.37)</td>
</tr>
<tr>
<td>Male</td>
<td>111</td>
<td>10.11 (5.14)</td>
<td>5.42 (4.71)</td>
<td>-4.68 (0.52)</td>
</tr>
</tbody>
</table>
What do we know about social connections and trust?

• We know very little about the causal pathways of social connections and trust and how to differentiate between drivers and outcomes.

• Hard to give examples of best practice at the country level because the factors involved are so complex – education, health, income, inequality, demography, work-life balance etc.

• We are only just beginning to find ways to understand how ‘connectedness’ at the individual and collective level is created and destroyed.

• There are a few stylized facts we can observe, however.
Age, education and income level impact trust and social connections (but not always in the same way)

Percentage of people reporting that they have someone to count on in times of need, 2010

Percentage of people saying that most people can be trusted, 2010
Trust varies widely at the local and regional level, and is highly correlated with levels of inequality.
Wikiprogress: a different example of connectedness

www.wikiprogress.org

- A crowd-sourced knowledge-base on social progress
- Aims to connect people and organizations working on well-being, quality of life and sustainability issues
- Includes:
  - Database of organizations and initiatives
  - Repository of resources (data, reports, websites, etc.)
  - Crowd-sourced wiki of glossary articles
  - Blog
  - Newsletter
  - Twitter and Facebook (@wikiprogress)
Concluding Comments

- Community connections count
- Participation
- Valuing wellbeing
- Alignment
- Sustainability
Thank You

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