

THE MUSTARD SEED CALGARY

Data Description

RESEARCH COLLOQUIUM

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OVERVIEW OF DATA

- Organizational data is primarily collected using the Homeless Management Information System.
 - Client Point, ScanPoint, ShelterPoint modules.
- Secondary data is collected using alternative tracking methods.
 - These secondary methods are utilized to quantify measurables that are not tracked using a service transaction in HMIS. These measurable include things such as the number of items donated to the Resource Sorting Centre, the number of volunteer hours, etc.
- Each program has monthly measurable outcome targets that are to be met. These targets are compared to the actual numbers each month.
- Each fiscal year, measurable outcomes are re-evaluated and adjusted to reflect the current need and economic landscape.
- Data generated in HMIS is additionally used to gear programming to best suit client needs.
 - E.g. Our Integrated Services workers at the shelter use HMIS shelter stay transactions to determine which clients are long stayers, new comers, etc. Using this information, the provision of programming is individually tailored to best assist the client in moving out of the shelter into sustainable housing.

MEASURABLE OUTCOMES BY PROGRAM

The Mustard Seed Shelter

Providing for the essential needs of our guests is only the first step towards a changed life. The shelter offers meals, accommodation, clothing, showers, chaplaincy services, housing services, advocacy services and employment opportunities to help guests leave the emergency shelter system and find independence.

- Total # of unique guests
- Total # of shelter intakes
- Average # of days spent at shelter/month/person
- Average # of shelter beds filled each night
- Total # of meals served
- Total # of resource sorting centre guest visits

Aftercare

The Mustard Seed's housing first program serves single adult men and women currently experiencing homelessness. Individuals in the program are assisted in attaining suitable and sustainable housing with the objective of connecting them with a community of supports. This will ensure their housing remains sustainable beyond graduation from the program. Clients of the program receive support for a period of a year.

- Total # of new people housed in Aftercare
- Retention (%)
- Total # of graduations

Resident Support Program (1010 Centre Tower)

The Mustard Seed's Resident Program is a Permanent Supportive Housing Model based around community inclusion, peer support and life recovery.

- Retention (%)
- Capacity (%)
- Average length of stay of all current residents (Months)
- Total # of resident events offered

Employment

The Mustard Seed Employment Centre is designed to provide our clients with meaningful and sustainable employment.

- Total # of clients employed
- Sustainably employed (%)
- Retention (%)
- Total # of clients graduated

Health and Wellness

The Health and Wellness Program consists of services provided to The Mustard Seed guests that provide care and support in their overall Health and Well-being. The current areas we provide services to our guests are:

1. Advocacy: we have Advocates who assist our guests in navigating through the various government and support systems offered in our community.

2. Multidisciplinary Services: We partner with many other agencies who come to The Mustard Seed and provide services such as: Physical Care by Physicians, Nurses and Chiropractors, Legal Guidance, Addictions Counseling, Mental Health Care and Personal Counseling.

- Total # of intakes conducted
- Total # of advocacy services provided
- Total # of third party services provided
- Total # of counselling sessions provided

Spiritual Care

The Spiritual Care department seeks to establish personal relationships with clients by offering emotional and spiritual support both downtown and at our Shelter in the Foothills Industrial park.

- Total # of new/renewed commitments to Christ
- Total # intentionally disciplined
- Total # of bible study attendees
- Total # of events offered

Street Level

Street Level Services exists to help create a safe haven, inviting people to the journey from where they are towards where they need to be. Through building relationships and earning trust, we will strive to help build a community that connects people with most suitable resources.

- Total # of guest interactions
- Total # of support centre check-ins
- Total # of donor interactions
- Total # of public interactions

Targets vs. Actuals (Examples)

