

Community Investment Strategy Results Measurement Framework

Building Financial Capability Services

Providing a line of sight for MSD and Providers - what are we contributing towards?

Priority Result: Supporting vulnerable children and children in hardship, and reducing maltreatment

Intermediate Outcomes	New Zealanders' beliefs, attitudes, awareness and knowledge about child maltreatment is improved	New Zealanders' are motivated and supported to act on concerns about child maltreatment	Family / whānau and caregivers have the knowledge and skills to nurture children and keep them safe and healthy	Children / tamariki are resilient and have their physical and mental development supported	Children / tamariki are achieving and engaging in learning and education	Children / tamariki who experience trauma, have illness or disability, have improved wellbeing in order to participate fully in society	Children / tamariki who have had 'out-of-home' care are supported to lead safe and healthy lives and participate fully in society	Family / whānau and caregivers' financial and material wellbeing is improved	Family / whānau and caregivers have the knowledge and skills to ensure financial security and sustainability for their children / tamariki
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Population Indicators (to be developed)	<p>Population indicators from a variety of sources (eg MSD, MoE, MoH, MoJ, Corrections, Police and other agencies, administrative data, population surveys) will measure medium to long-term progress against intermediate outcomes</p> <ul style="list-style-type: none"> Sustained change at the population level will take time to observe for some outcomes, and in some instances be only indirectly or weakly attributable to programmes
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Intervention Level	<p>Prevention</p> <p>Risk factors are prevented before they occur</p>	<p>Early Intervention</p> <p>Issues are identified early and families are supported to meet their children's needs</p>	<p>High risk / Intensive Support</p> <p>High risk families are identified, monitored, and their problems managed or reduced</p>
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Services	<p style="color: red;">Building Financial Capability Services</p>
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Theory of Change	<p>If we:</p>	<p>We will help improve:</p>	<p>Which will contribute to:</p>	<p>For the ultimate goal of:</p>
	<p>Design and deliver client and whānau-centred, strengths-based, adaptive, accessible and culturally relevant financial capability products and services that reflect the diversity and complexity of people and whānau circumstances</p> <p>Integrate services and connect people, their family and whānau to the right services and support focused on their outcomes, when and how they need it</p> <p>Work with peoples and whānau natural support networks for behavioural change through and with these relationships</p> <p>Celebrate and build on people, their family and whānau small and large successes (both financial and non-financial)</p> <p>Use meaningful and robust research, monitoring and evaluation to ensure an adaptive and innovative financial capability service system</p>	<p>People, their family and whānau who are in debt are supported to reduce debt</p> <p>People, their family and whānau have their basic needs protected, for example, access to rent, power and food</p> <p>People, their family and whānau are supported to improve their financial confidence and capability</p> <p>People, their family and whānau are enabled to access appropriate financial products and services, when and how they need them</p> <p>People, their family and whānau are empowered and supported to achieve their financial goals</p>	<p>Reduced unproductive debt</p> <p>Reduced stress caused by financial problems</p> <p>Increased short and long term savings</p> <p>Improved financial confidence and capability</p> <p>Improved resilience to cope with financial shocks</p> <p>Improved financial and material well-being</p>	<p>Improved well-being of people, their family and whānau</p> <p>Improved opportunities and life outcomes for tamariki / children</p> <p>Improved social and economic inclusion</p>

Individual client level data	<p>Client: Name, Date of birth, Address, Gender, Ethnicity, Iwi and Country of birth</p> <p>Service detail: Programme / service name, start date and end date, Source of Referral</p> <p>Dependants: Number of dependants. Name and date of birth of youngest dependant</p>
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Service Performance Measures	Quantity Measures	<ul style="list-style-type: none"> # of new clients referred during the reporting period Of the total new clients referred, # of clients who started the service during the reporting period Of the clients who started the service, # of clients who closed during the reporting period # of financial mentor sessions during the reporting period # of MoneyMates sessions during the reporting period
	Quality Measures	<ul style="list-style-type: none"> Of the clients who closed during the reporting period, # of clients who provided formal 'client satisfaction' feedback Of the clients who provided client satisfaction feedback, # who reported they were satisfied or very satisfied with the service

Client Result Measures	<p>Of the clients who closed during the reporting period:</p> <ul style="list-style-type: none"> and who presented with debt, the # who reduced their total debt (comparing pre and post intervention; provider reported) # who report being better able to meet their families / whānau basic needs and obligations (comparing pre and post intervention) # who report having greater financial confidence and capability (comparing pre and post intervention) # who completed the service with most or all of their goals achieved, or evidence (in workers opinion) of ability to achieve their goals without further support
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Narrative Reporting	<p>Provider narrative reporting to support data reported:</p> <ol style="list-style-type: none"> What is the 'story behind the data'? (eg environmental factors that could affect client results including issues, gaps, overlaps and trends) What are your areas for improvement towards achieving better results for clients (continuous improvement)? Who are your partners that help you achieve results, and what joint activities have you participated in? What combination of services do you think is most effective for your clients? Provide examples of strategies or practices used to encourage 'hard to reach' clients to engage Provide an explanation of the variances (if any) between volumes contracted and volumes delivered
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