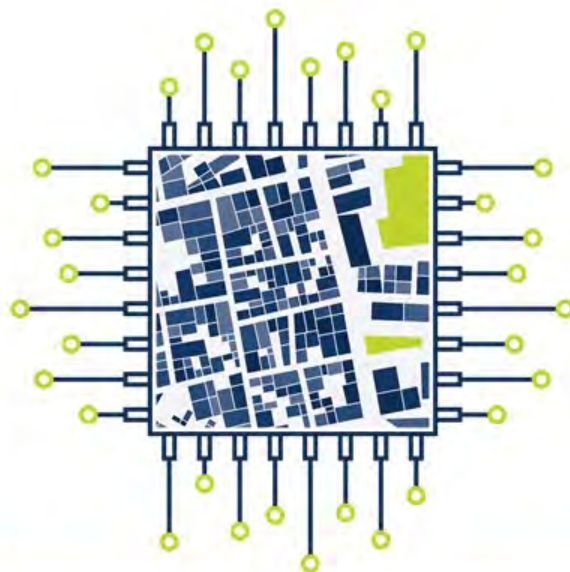


Failing Forward

Creating a Culture of Curiosity and Data Driven Learning



Solving Problems &
Impacting Communities
With Data

Susan McDowell, MA
CEO LifeWorks
Austin, TX

Our Mission

LifeWorks is a fearless advocate for youth and families seeking their paths to self-sufficiency.

We are committed to innovative problem solving, shared accountability and a relentless focus on achieving real, sustainable and measurable results for the youth we serve.

What problem are we trying to solve?

Barriers to self-sufficiency for transitional aged youth/young adults who are:

- Aging out of foster care
- Experiencing homelessness
- Pregnant/parenting
- Have experienced trauma



3



Services

HOUSING

- Homelessness Diversion
- Street Outreach
- Foster Care Transitional Services
- Emergency Shelter
- Transition Age Youth Shelter
- Transitional Living
- Rapid Re-Housing
- Young Parents Program
- Permanent Supportive Housing

COUNSELING

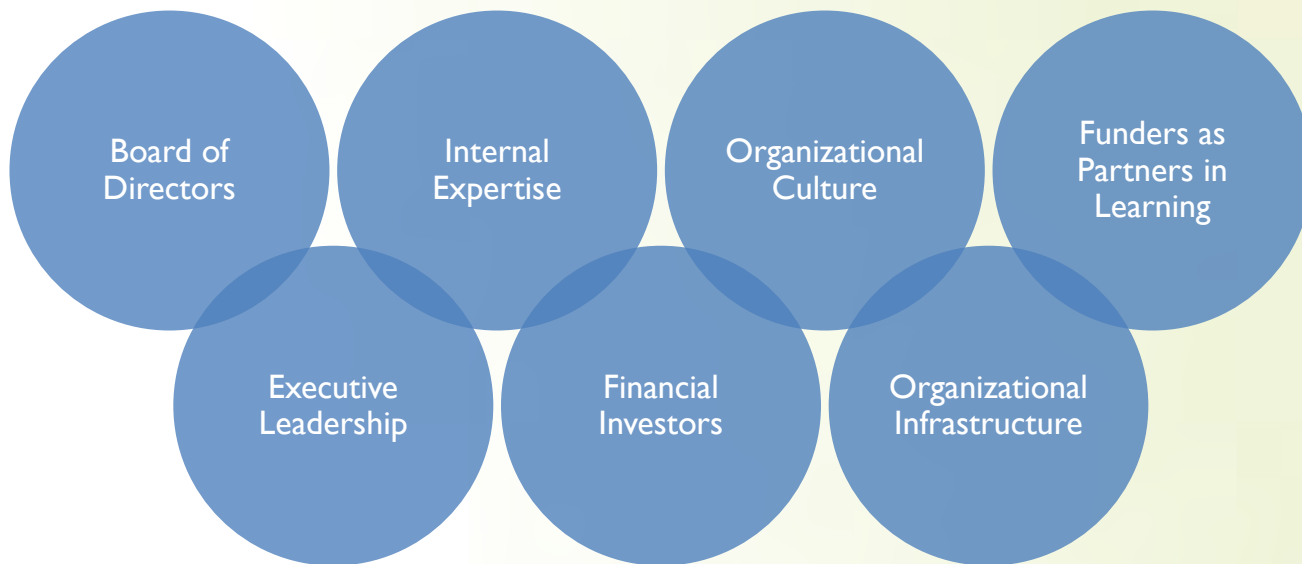
- Youth and Adult Counseling
- Psychiatric Services
- Resolution Counseling
- Community Based Peer Support and Counseling

EDUCATION AND WORKFORCE

- Adolescent Pregnancy Prevention
- GED/Literacy
- Life Skills
- Workforce
- Teen Parent Services



Building a Data Ecosystem





Failing Forward: On the Road to Social Impact
<https://www.nonprofitsfailingforward.org/films>

Define the Scope

- What problem are you trying to solve?
- What outcome(s) are you trying to achieve?
- What are the characteristics of your target population?





Understanding the Population

	No Foster Care (<i>n</i> = 275)	Foster Care (<i>n</i> = 213)
Employed at Intake	35.71%	26.85%
Monthly Income	\$1,006.60	\$209.70
Homeless at Intake (HUD)	19.85%	37.07%
Custody Transitions	1.30	9.96
History of Drug Misuse	16.16%	25.32%
History of Suicidal Ideation	26.50%	38.85%
Attempted Suicide	9.84% (35.85%); <i>n</i> = .74	30.41% (73.77%); <i>n</i> = 2.97

Schoenfeld, E. A., & McDowell, S. (2016). Vulnerabilities and opportunities: Profiles of foster and non-foster youth served by LifeWorks. Austin, TX: Youth & Family Alliance dba LifeWorks. Retrieved from www.lifeworksaustin.org/research-resources



Look to the Literature

- Identify possible evidence-based programs
- Assess the quality of the research
- Reconcile options with youth's perspectives & values

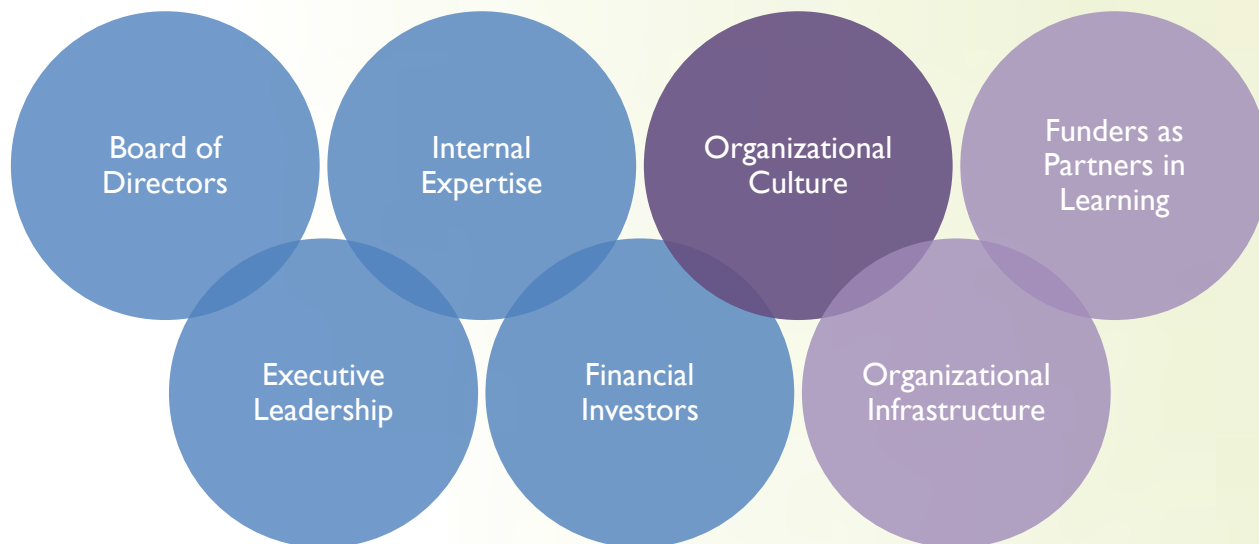


Individual Placement and Support

- Competitive employment is the primary goal
- Everyone who wants to work is eligible for employment support
- We help you look for work which suits your preferences and strengths
- We start job search and contact with employers quickly - within four weeks
- Employment specialists are based within clinical teams, and work with the team to support people to find paid employment
- Our support is ongoing and arranged to suit both the employee and employer
- We provide benefits advice as part of your return to work
- We build relationships with employers to access the 'hidden' labor market



Elements of Our Ecosystem

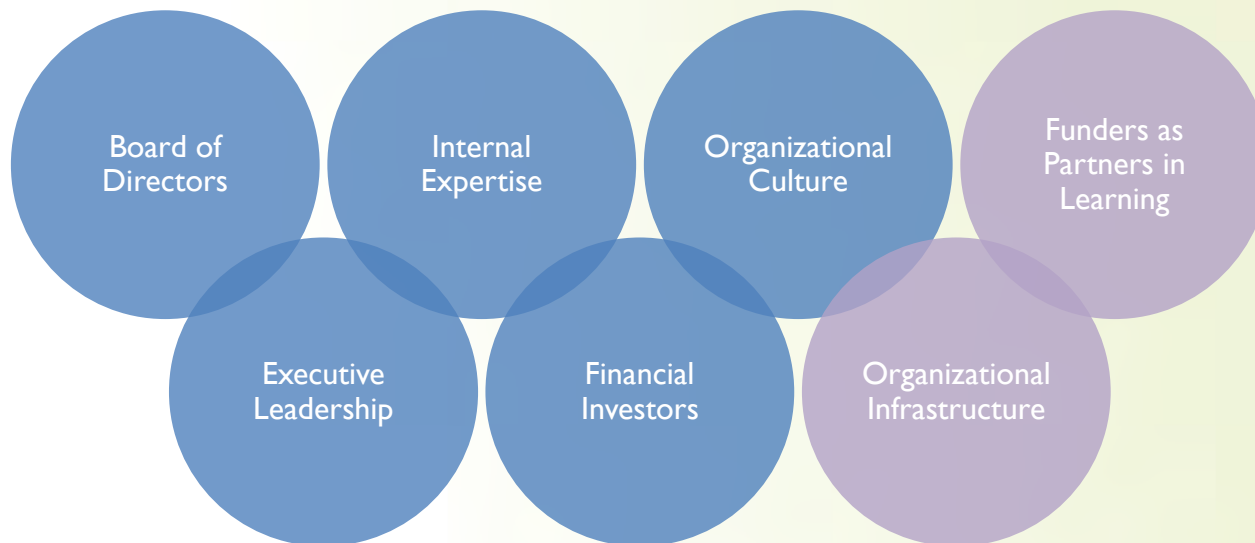


LifeWorks Core Values





Elements of our Ecosystem



What does it mean to fail forward?

- Committed to learning as a top priority
- Articulate how learning from data enhances impact
- Ask Learning Questions
- Build the ecosystem!
- Model resilience

Learning Culture and Staff Value

- Commit time for regular sessions where staff share and interpret data, and propose improvements
- Get useful data back to frontline users
- Have sessions where staff share and interpret data, and propose improvements
- Clarify roles
- Right people in the right roles
- Communicate honestly – safe space

Contact

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