

Measures of Effectiveness

Summary: As we expand the ETS-SP program nationally in partnership with a growing number of Community Integration Coordinators and State Departments of Veterans Affairs, identifying the metrics to be used in assessing program effectiveness is critical. This white paper outlines our time-based comparison across a range of factors to determine the impacts of the ETS-SP approach on our new Veteran community, while acknowledging that our assessment will need to be refined over time to account for spurious results, correlations unrelated to the program itself, and the complexities of multivariate analysis inherent in measuring human behavior.

Methodology: Whenever possible, our basic methodology compares longitudinal data gathered from trusted sources within the Veteran support community with data generated after the ETS-SP program is established. We seek to identify quantifiable differences in the Veteran community once ETS-SP is active. In doing so, it is important to establish a common baseline. Data gathered should focus explicitly on factors impacting Veterans in the critical first year after transition. That may require some sifting of data. For example, we want to avoid comparing unemployment rates for the entire Veteran population to the rates for our transitioning service members this year. That will produce an apples-oranges comparison and skew the results. Further, specific program impacts on suicide will rely heavily on Dr. Geraci's methodology as employed in the various pilots already underway. The following list of proposed factors focuses more holistically on determinants of successful transition to civilian life, of which preventing suicide is a critical subset. Finally, some of the proposed metrics are likely not currently being tracked for the existing Veteran population and will need to be baselined over multiple iterations of the program.

Metrics

- **Employment Outcomes**
 - % employed within 180 days of ETS (# employed/# expressing a desire for employment)
 - % spouses employed within 180 days (# employed/# expressing a desire for employment)
 - # of job opportunities highlighted/offered to new Veterans each quarter
- **Education Outcomes**
 - % enrolling in 9-11 GI Bill education programs (# enrolled/# expressing a desire to do so)
 - % enrolling in credentialing/career skills programs (# enrolled/# expressing a desire to do so)
- **Health Care Outcomes**
 - % enrolling in VA healthcare (minus those possessing adequate third party healthcare)
 - % receiving mental health care (# receiving care/# identified as needing care thru intake)
 - % reporting TBI issues and receiving appropriate care/disability ratings
 - % reporting burn pit exposure and receiving appropriate care/filed disability claims
- **Referral Outcomes**
 - # of referrals initiated per X veterans
 - % of successfully met referral actions
 - Average time from request for referral to needs being met
- **Self-Reported Outcomes**
 - % of TSMs reporting anxiety due to transition pressures
 - Survey results during program participation and on graduation from the program
- **Program Outcomes**
 - % of TSMs enrolled in ETS-SP (# enrolled per month/# TSMs arriving per month)
 - # of partners successfully identified/certified
 - # of sponsors successfully identified/trained
 - Ratio of sponsors to TSMs