

# EVALUATING A HEALTH AND SOCIAL SERVICE NETWORK

## Approach & Lessons Learned

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 GEORGE WARREN BROWN SCHOOL OF SOCIAL WORK



### BACKGROUND

Re-Entry Community Linkages (RELINK) St. Louis is an Office of Minority Health funded program aimed at demonstrating the effectiveness of a reentry transition process for young people.

**PURPOSE:** Improve health outcomes for minority reentrants, ages 18-26, in transition from jail to their communities by providing culturally appropriate and trauma-informed service navigation.

**INNOVATION:** Led by the St. Louis Integrated Health Network, brings together health and social service providers to create a coordinated service delivery and support system—the Health and Social Service Network (HSSN).

# 25

HSSN MEMBER ORGANIZATIONS

Academia

Behavioral Health

Coalitions

Corrections

Government

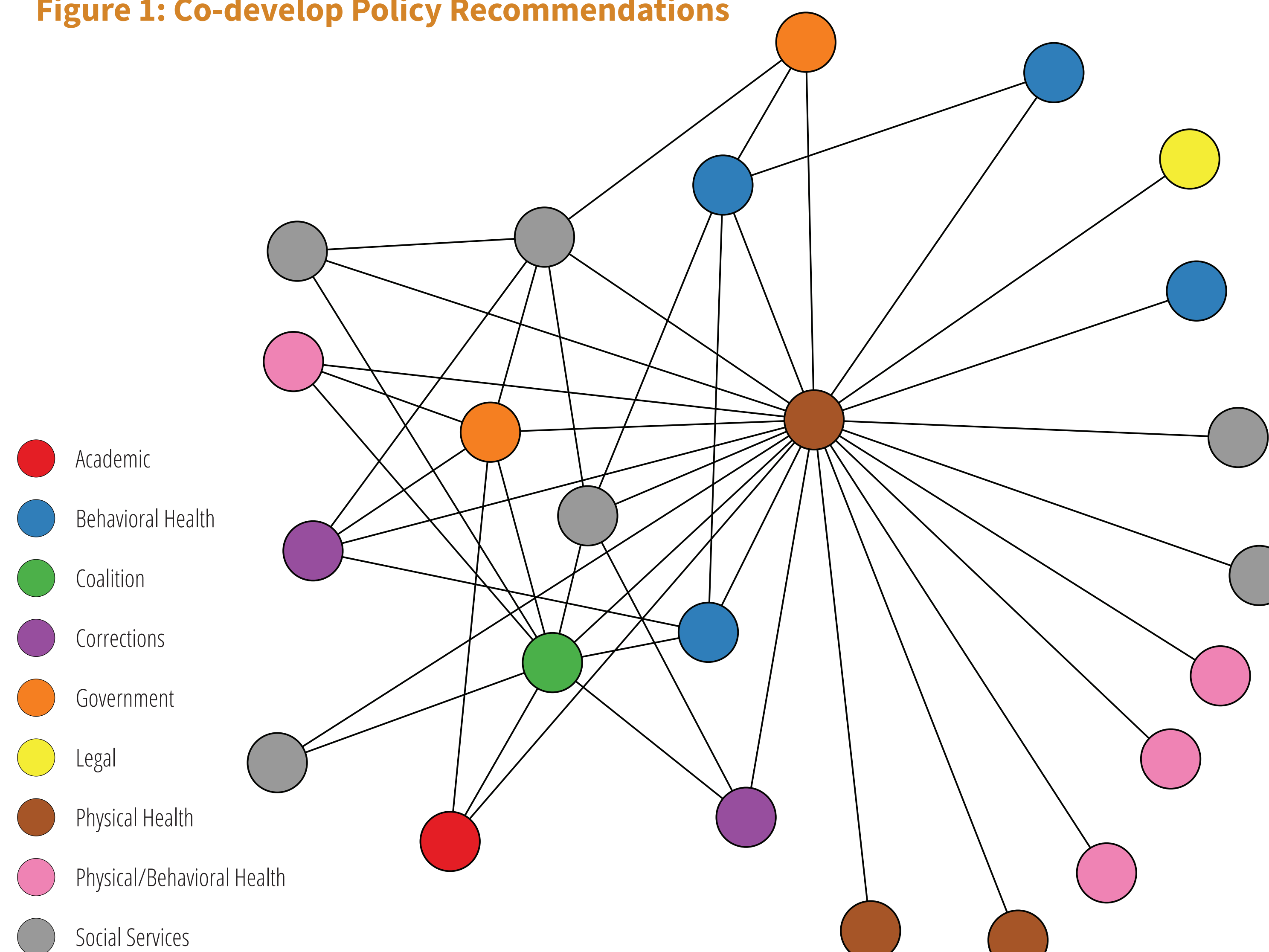
Legal

Physical Health

Social Service

### HSSN POLICY COLLABORATION

Figure 1: Co-develop Policy Recommendations



### KEY FINDINGS

#### SOCIAL NETWORK ANALYSIS

37 surveys (57% response rate) completed, Dec 2016-February 2017

- HSSN organizations were already well connected through communication and existing collaboration.
- The St. Louis Integrated Health Network is a common link for HSSN partners for 'co-developing policy recommendations'. There will be more opportunities for this priority area in 2018 (Figure 1).

#### HSSN MEETING SURVEYS AND OBSERVATIONS

68 surveys (68% response rate) completed, Oct 2016-May 2017

- HSSN members were consistently satisfied with management of the HSSN meetings and progress of the Network to date (Figure 2 & 3).
- The City of St. Louis shows a strong commitment to supporting RELINK St. Louis.
- HSSN members suggested having more opportunities to become familiar with one another and the work of their organizations.

#### MEETING PROCESS IMPROVEMENTS

Informed by HSSN surveys

- Member sign-in sheets
- Introductions at each meetings to raise awareness of organizations
- Documentation of Network charges on all meeting agendas

### EVALUATION DESIGN

**PURPOSE:** Assess the functioning of the HSSN over time

**TYPE:** System-level evaluation

**METHODS:**

- HSSN meeting surveys & observations: Bi-monthly
- Social network analysis: Years 1, 3, and 5
- Key informant interviews: Years 2, 3, and 4

St. Louis Integrated Health Network is also conducting individual-level evaluation activities to understand changes in participant health and wellness outcomes over time.

### HSSN MEMBERS' MEETING SATISFACTION

Figure 2: Overall, today's meeting was a good use of my time

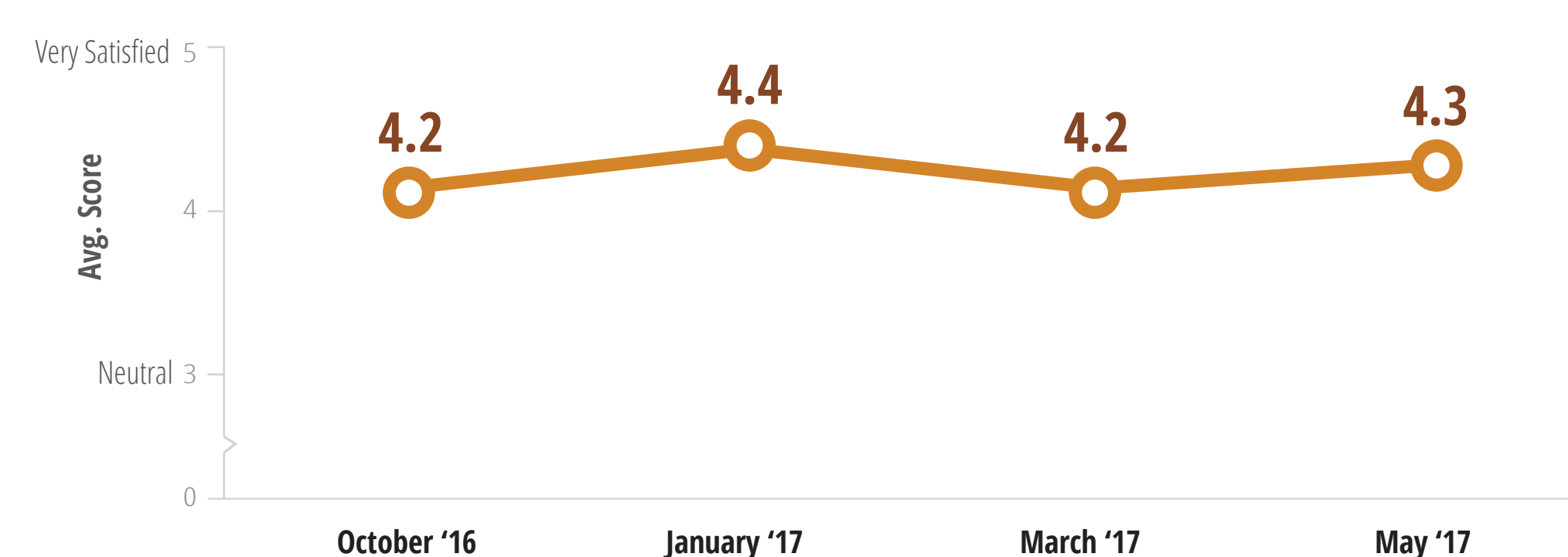
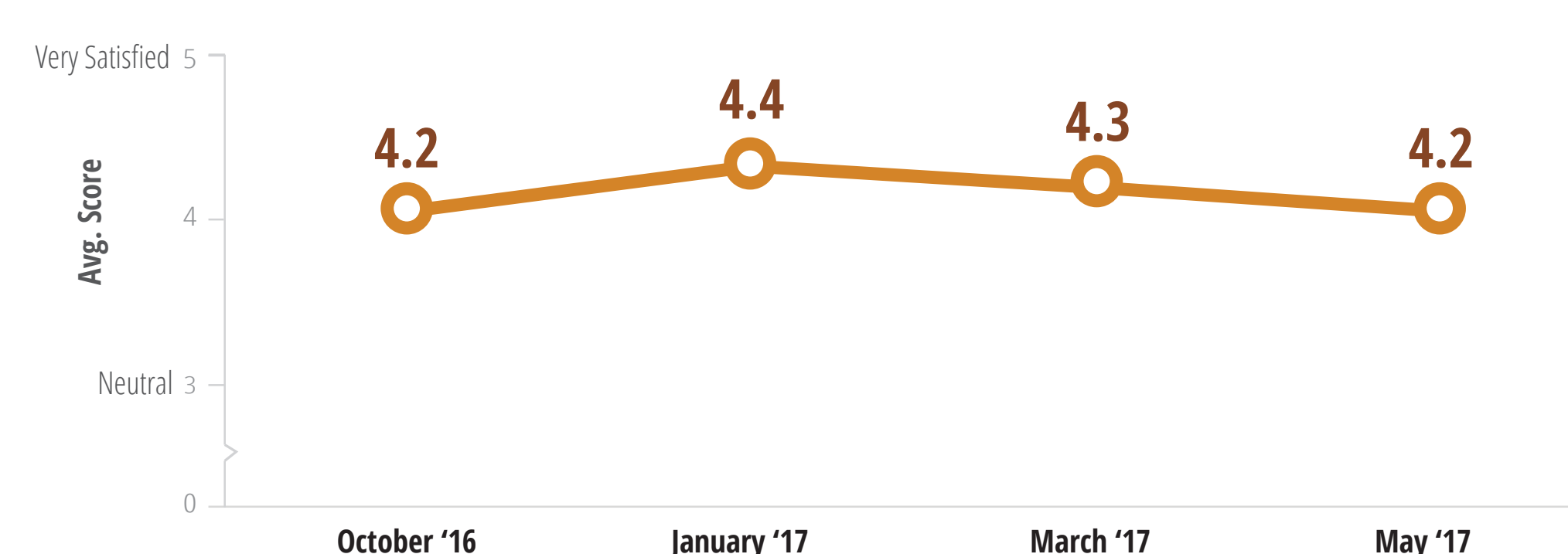


Figure 3: Overall, I am satisfied with the progress made by the Network to date



### LESSONS LEARNED

Understanding the extent of collaborations among members is difficult to see because members are connected outside of the HSSN.

Social network analysis is most useful when paired with qualitative methods to understand what one sees in a social network analysis map.

The evaluation process is enhanced by our community academic partnership which brings together three areas of expertise—re-entry, system-level evaluation, and individual-level evaluation.

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