Impact Profile Summary

Organization Overview

Alpha Omega Veterans Services' (AOVS) mission is to provide displaced and homeless veterans with the social services needed to totally reintegrate back into society. AOVS fights poverty by providing veterans transitional or permanent housing and increasing their access to supportive services including counseling and wraparound case management. Through AOVS's programming, veterans are referred to job opportunities, connected with education programs, and provided access to therapeutic support at its Urban Farm. Working with over 100 individuals annually, AOVS exclusively serves veterans experiencing housing instability.

Shelby County has approximately 50,000 veterans with an estimated 1,000 to 2,000 experiencing housing instability. Compared to the general public, veterans experience higher rates of housing instability and nearly double the incidence of PTSD (estimated 12.9 percent vs. 6.8 percent). More than 2 in 10 veterans suffering from PTSD also struggle with substance abuse. Veterans experiencing housing instability are more likely to have traumatic brain injuries and disabilities, making it difficult to secure stable housing, employment, and income.

Impact Results

An Impact Study Update measures the change in poverty-fighting effectiveness since the previous impact study. For each dimension, the effectiveness is determined based on the strength of available evidence compared to Slingshot Memphis' outcomes-driven methodology. Impact results provide an objective, consistent way to measure impact, track progress, and identify opportunities for growth. Below are the impact results for AOVS:

Dimension	Unclear	Weak	At Least Neutral	At Least Strong	Very Strong
Benefit-Cost Ratio	Insufficient evidence exists to confidently estimate benefits	Costs exceed estimated benefits	**Estimated benefits and costs similar**	Estimated benefits exceed costs	Estimated benefits substantially exceed costs
Systems-Level Change	Insufficient evidence to determine systems-level change	Evidence for the creation of systems-level change does not exist	Evidence for the creation of limited systems-level change	**Evidence for the creation of moderate systems-level change**	Evidence for the creation of significant systems-level change
Use of Best Practices	Indiscernible best practices or insufficient data on the practices	Few practices are effective and/or practices are inconsistently applied	Some practices are effective and/or inconsistently applied	**Most practices are effective and consistently applied**	Practices are most effective and consistently applied
Measurement Infrastructure	Required information is inaccessible	Limited measurement infrastructure and use of data to understand and improve impact	Basic measurement infrastructure and use of data to understand and improve impact	**Acceptable measurement infrastructure and use of data to understand and improve impact**	Robust measurement infrastructure and use of data to understand and improve impact

Benefit-Cost Ratio
At Least Neutral ⬇

- AOVS creates an estimated $0.80 to $1.05 in poverty-fighting benefits for each dollar it spends
- The magnitude of estimated poverty-fighting benefits remained constant while expenditures increased since the previous impact study
- The primary benefits include improved housing stability, reduced housing costs, improved mental health support and access to healthcare, and increased wages for employed veterans
- New benefits were created with the transition from palliative care and hospice programs to the Life House program which provides 24/7 nursing and rehabilitation care

Use of Best Practices
At Least Strong ↔

- Transitional supportive housing conforms with evidence-informed practices and government-mandated requirements for similar programs
- Robust program performance improvement processes exist, using individual and program-level data to help improve outcomes for veterans
- Professional development is provided, including several mandatory trainings with opportunities to make it more systematic and to address specific development goals for each staff member
- The Life House program transitioned to a 24/7 hospital-to-housing model from a palliative and hospice care model

Systems-Level Change
At Least Strong ↔

- Numerous partnerships create additional poverty-fighting benefits for veterans
- Primary examples include
  - Partnership with the Memphis Veterans Affairs Medical Center, which is the largest source of referrals and provides supportive services to AOVS clients
  - Corporate partnerships with FedEx, Valero, Kroger, and Comcast that provide direct goods and services and/or volunteers
- Policy efforts include helping preserve local funding for homeless veterans and their families via a coalition of veteran-focused organizations
- Since the last impact study, existing corporate partnerships were strengthened to provide additional financial and in-kind donations

Measurement Infrastructure
At Least Strong ⬆

- Data quality assurance and metric documentation are the strongest components
- Measurement objectives and data collection support an outcomes-oriented view of impact
- A data dictionary exists and robust participant metrics are collected; more detailed program and outcomes metrics would enhance insights
- Automated and manual data quality practices are used, including manuals for data entry and weekly and monthly data audits
- Data is stored primarily in a single system, Clarity, which is the local HMIS platform
- Analyses are primarily descriptive with opportunities to enhance internal reporting mechanisms and set up practices to consistently use data and analyses in decision making

Potential Opportunities for Growth

- Strengthen the robustness of benefits counseling and tracking for veterans
- Develop comprehensive internal dashboards to monitor program outputs and client outcomes as well as other organizational metrics
- Pursue opportunities to increase the benefits derived from corporate partnerships
- Develop and track more structured sets of interventions to create more powerful insights
- Transition data collection tools from primarily paper forms to digital collection tools

⬆ Higher impact result   ↗ Some measurable improvement   ↔ Limited change

⬇ Lower impact result   ↘ Some measurable regression

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