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# LIFT Boston Client Well Being Study

Michael P. Johnson

*University of Massachusetts Boston, michael.johnson@umb.edu*

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# LIFT Boston Client Well Being Study

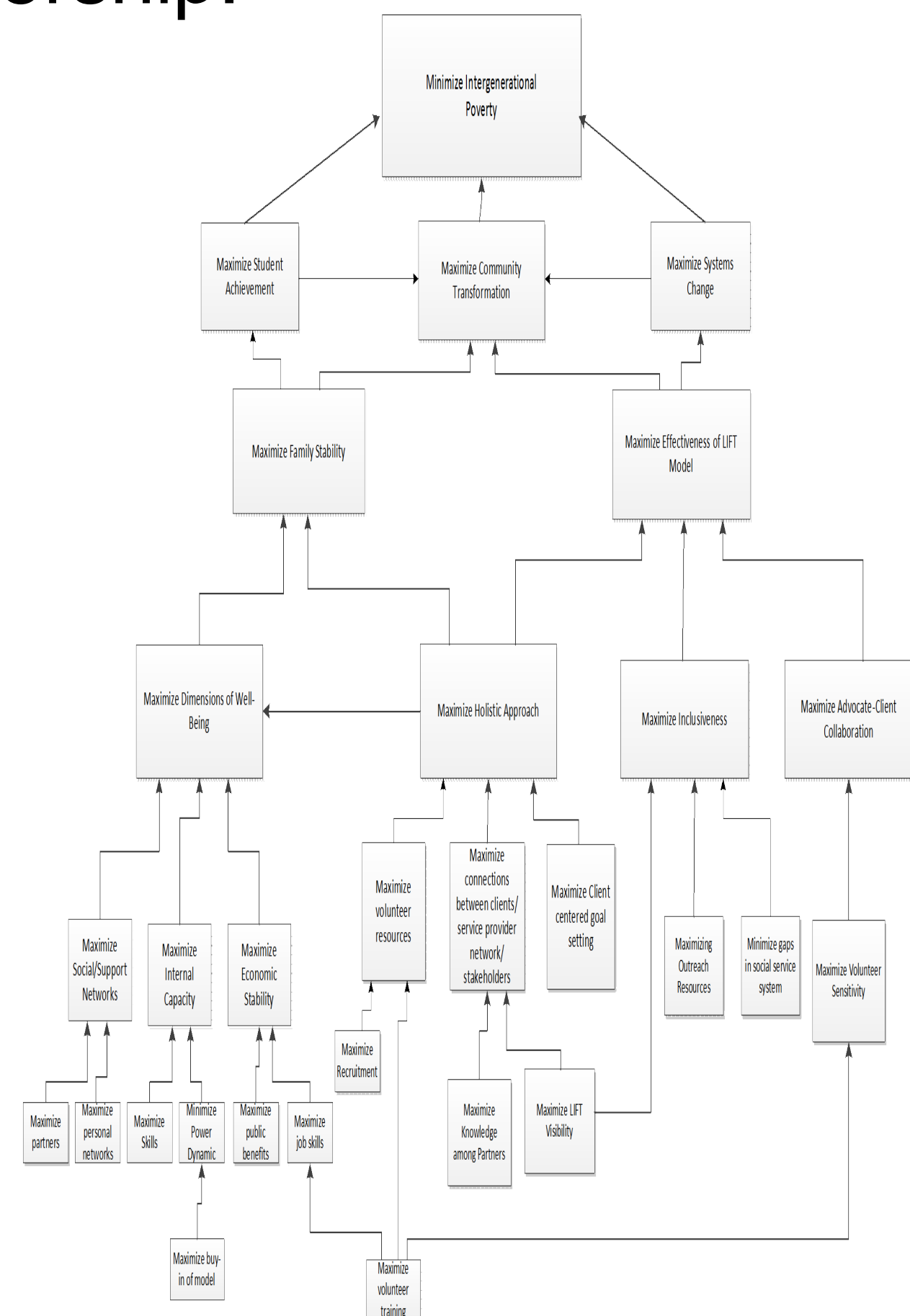
Public Policy Practicum, John W. McCormack Graduate School of Policy and Global Studies  
LIFT Boston – Roxbury and Somerville Locations

## Project Summary

LIFT-Boston, a local nonprofit, and a team of UMass Boston Public Policy PhD students, have engaged in a collaborative problem identification and goal setting focused on the effectiveness of LIFT's unique service delivery model. LIFT uses volunteer advocates and a goal-oriented process with no eligibility criteria to assist clients in distress. Our study aims to help LIFT discover how their approach affects their clients' well-being.

## Value Focused Thinking

To narrow down our research questions, we engaged in internal and external **Value Focused Thinking (VFT)** sessions, leading to the following guide for our study and partnership:



Resource: Ralph Keeney (1996)

## Primary Research Questions

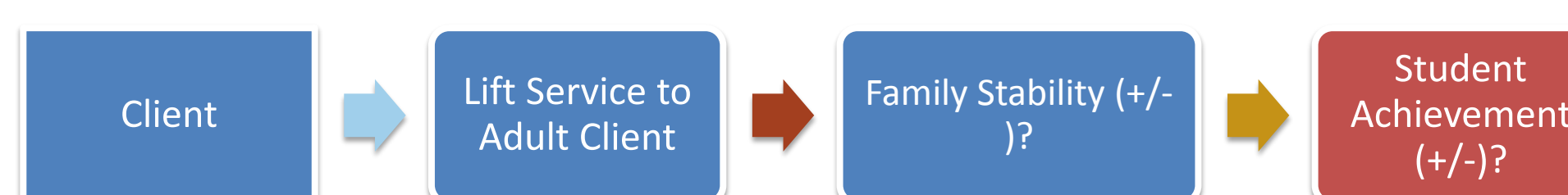
We engaged the client to narrow down organizational values and synthesized with our own VFT sessions to identify research questions important for our research design.



### Question 1:

*What impacts do LIFT services have on the wellbeing of the clients it serves?*

The VFT sessions also identified a secondary question aimed at assessing parent well-being as compared to student performance for households with children. This was an important VFT finding given LIFT's role in the Boston Circle of Promise initiative.



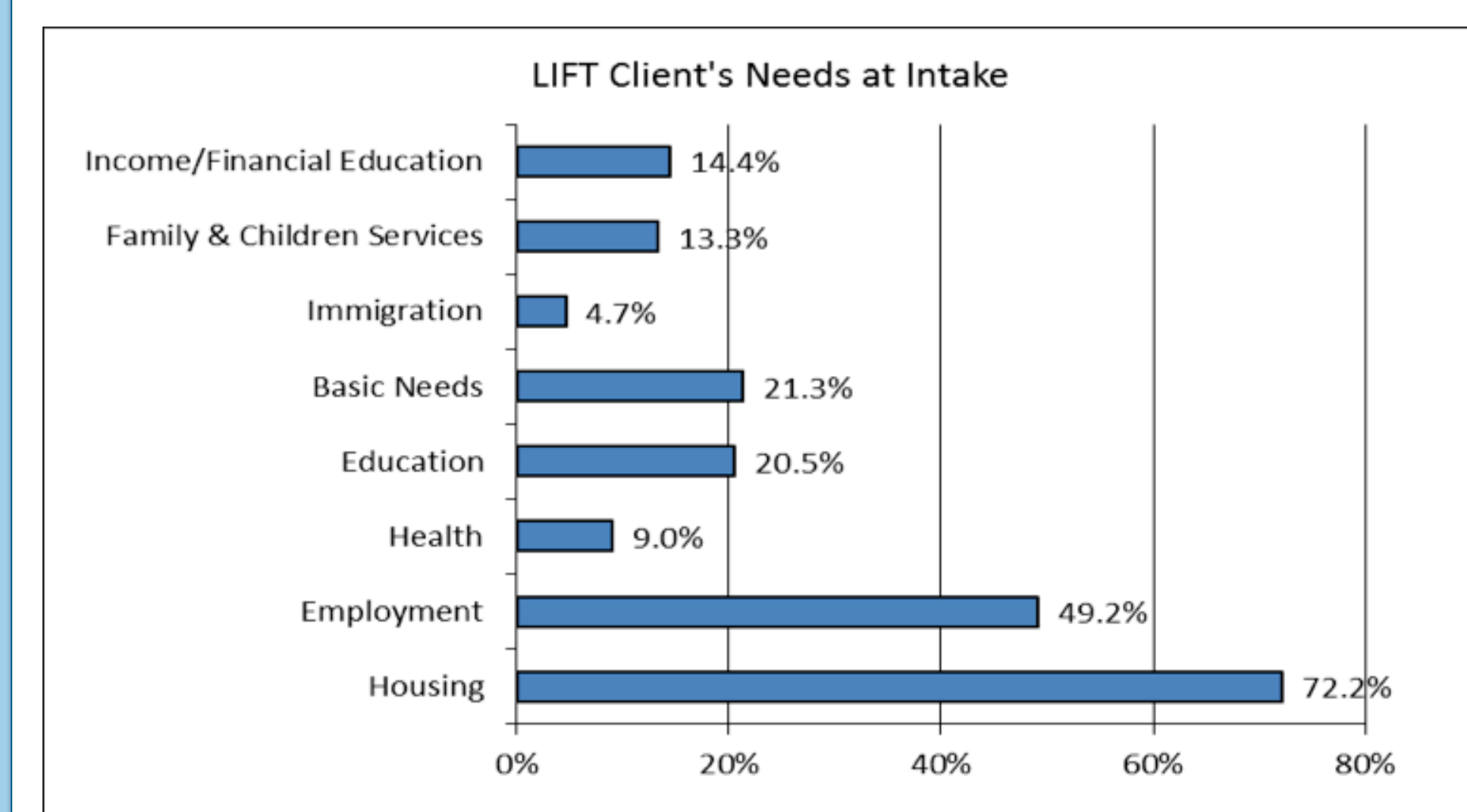
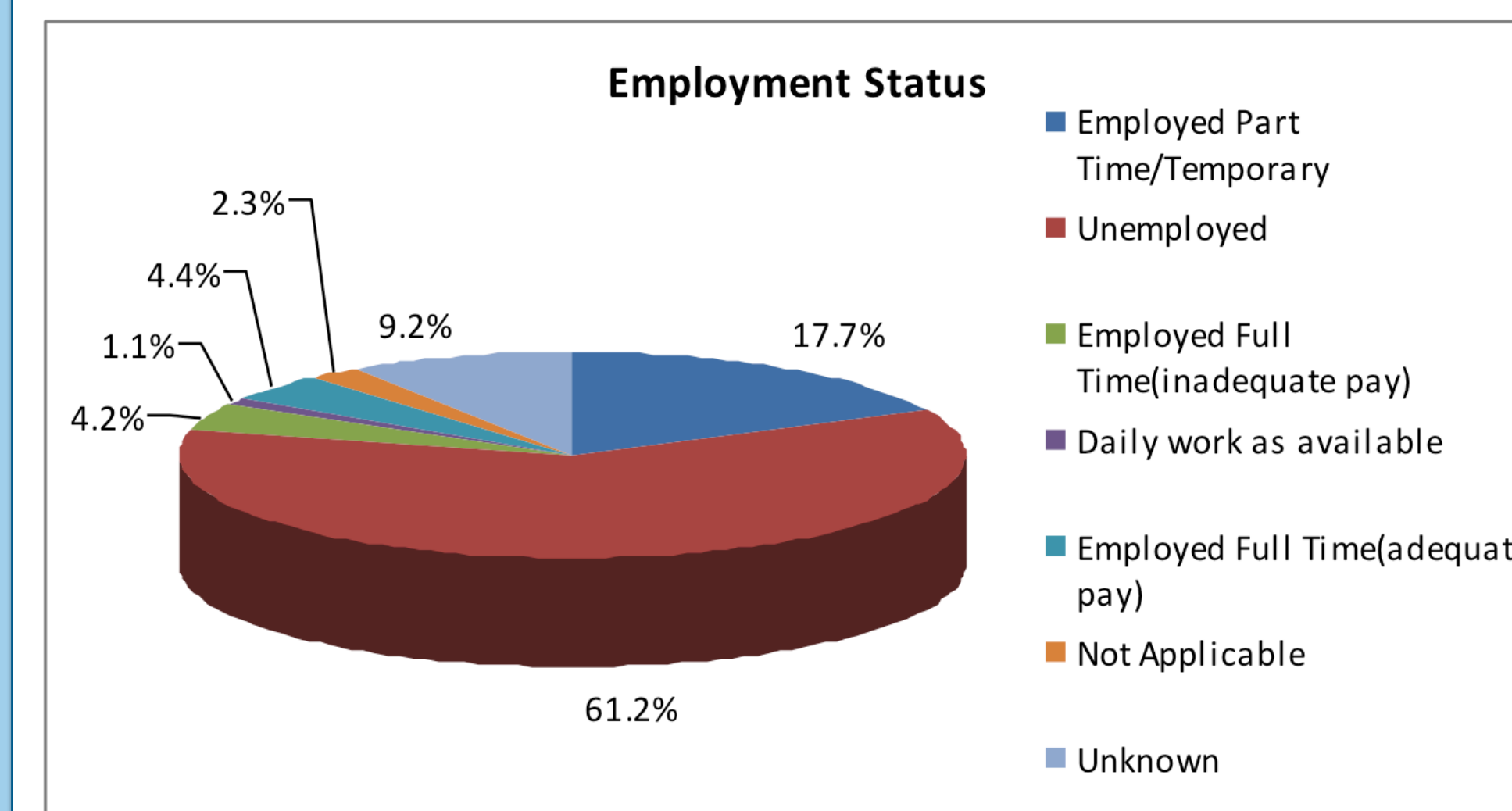
### Question 2:

*In what ways can LIFT's services to its clients positively effect student achievement?*

## Administrative Data

Our project uses administrative data from LIFT-Boston to describe their clients and establish a baseline that may be useful in assessing how LIFT's service model impacts overall client well-being over time.

### Initial LIFT Client Data



## Research Partnership

**LIFT Boston**  
**Maicharia Weir Lytle and Tim Potsaid**  
Department of Public Policy And Public Affairs  
**Faculty Advisor: Michael P. Johnson**  
Associate Professor, michael.johnson@umb.edu

**Second Year Public Policy PhD Students:**  
**Ryan Kling**  
**Lisa Kalimon**  
**Ryan McLane**  
**Ana Maria Sanchez**  
**Tanya Stepasiuk**  
**Bukola Usidame**  
**Ryan Whalen**

## Well-being Survey

Our 10-week survey assesses LIFT client well being by asking questions about economic situations, social networks and internal capacity. All of our data collection tools are available in French and Spanish for LIFT clients.

### Sample Survey Question:

4. If you are employed, how satisfied are you with your current employment?
- Very satisfied 4
  - Somewhat satisfied 3
  - Somewhat dissatisfied 2
  - Very dissatisfied 1
  - DOES NOT APPLY 9

## Interview and Focus Groups

Over the next month we will be meeting with more than 20 former and current LIFT clients to ask them about their LIFT experiences. These methods enrich and validate some of the data we have gathered from other sources. They will also provide our client with concrete examples of the effect of their services.

## Next Steps

Data collection will continue through April. At the end of the semester, we aim to deliver to LIFT a study that illustrates how their unique service delivery model impacts client well-being over time, among other questions.