



THE UNIVERSITY OF  
WINNIPEG



University  
of Manitoba

# Barriers & Enhancers of Evidence Use in a Supported Housing Project: A Case Study

Aynslie Hinds<sup>1</sup>, Carolyn Peters<sup>2</sup>, Andrea Ayo<sup>1</sup>, Krystal Payne<sup>1</sup>, Karrie Musicky<sup>2</sup>,  
Sarah Zell<sup>1</sup>, Keith Lowe<sup>3</sup>, Shivoan Balakumar<sup>3</sup>, Javier Mignone<sup>3</sup>

## DEFINITIONS

**Information** is data that has been processed, interpreted, organized, structured, or presented to make it meaningful or useful.

**Evidence use** is the utilization of quality information collected and/or understood by non-profits to inform organizational practice.

## OBJECTIVE

To determine how information is processed and evidence is used in a supported housing program in a medium-sized community organization in Winnipeg, Manitoba.

## RATIONALE

In four years, the housing program has doubled in size, increased in scope, and been impacted by COVID-19. Now is an optimal time to take stock and reflect.

How and whether information and evidence are used effectively to make decisions in small and medium-sized non-profit organizations is an understudied area.

## CONCEPTUAL FRAMEWORK

### WAYS OF THINKING\*

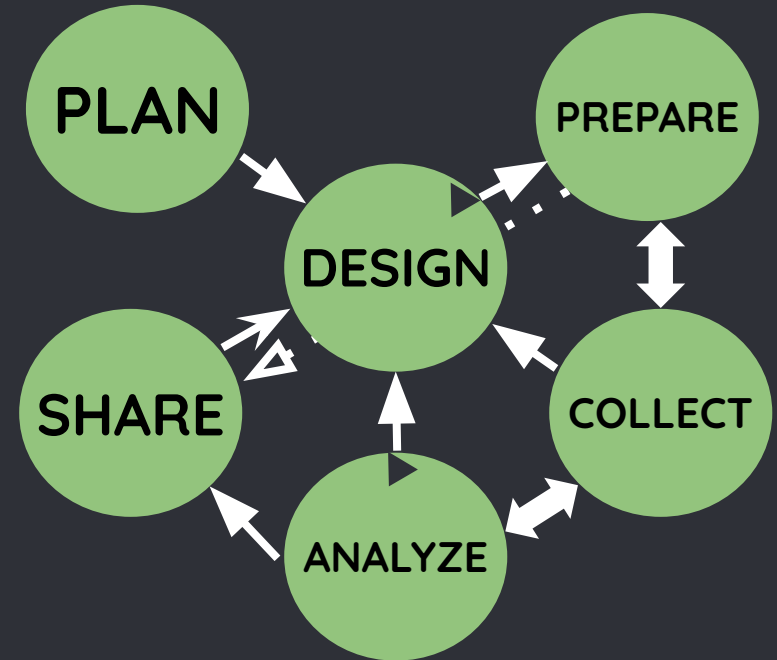
#### SYSTEM 1

Fast, unconscious, minimal effort  
e.g., tying shoelaces

#### SYSTEM 2

Slower, conscious, deliberate  
e.g., filling out a form

## CASE STUDY APPROACH\*\*



\*From Kahneman (2011)

\*\*Adapted from Yin (2009)

# METHODS

Participants will include staff in specific roles:

- ◆ Community resource workers
- ◆ Coordinators
- ◆ Case Managers
- ◆ Administrative staff
- ◆ Evaluation staff
- ◆ Managers
- ◆ Directors
- ◆ Senior directors

Interview & focus group questions address:

- ◆ Information & data collection
- ◆ Information systems
- ◆ Summarizing information
- ◆ Education & training
- ◆ Use of information and evidence
- ◆ Decision making
- ◆ External information and partnerships

# GOALS

## To develop

an evidence use framework for the housing program and organization as a whole

recommendations to enhance use of evidence in the decision-making process

## Findings will be shared with

staff and board members

non-profit service provider organizations and funders

academics and community-based researchers and evaluators

This poster presentation draws on research supported by the Social Sciences and Humanities Research Council.

## REFERENCES

- Kahneman, D. (2011). *Thinking Fast and Slow*. New York: Farrar, Straus, and Giroux.
- Yin, R.K. (2009). *Case Study Research: Design & Methods* (4th ed.). Thousand Oaks: Sage Publications.



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