Do good, better.

Grandparents Raising Grandchildren

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ImpactLab GoodMeasure Report
June 2022

ImpactLab

ImpactLab
GoodMeasure Report
Wellington, New Zealand

Prepared for:
Grandparents Raising Grandchildren

June 2022

ACKNOWLEDGEMENTS

We would like to thank Kate Bundle, and the Grandparents Raising Grandchildren team who contributed to the preparation of this report by sharing their values, processes, evidence and experience.

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Simplifying social impact measurement

I had the privilege in public life to work with people who understood the need for positive change in the lives of those around them and worked hard to achieve it.

Our social services do a tremendous job of bringing positive change to our most deserving individuals and communities. These organisations are built by volunteers and community workers who dedicate their lives to helping others.

Social service workers can see the positive impact of their work. Children thriving, families united, jobseekers in new employment and people empowered to change their life course.

With more tools they could do more good. I want to help them by finding ways to make sure that effort is recognised, results are measurable and they can make decisions about how to do more good.

ImpactLab grew from a desire to make available to community organisations tools that use the power of public information and the latest technology, so these organisations can change more lives.

By measuring social change and positive outcomes, ImpactLab enables charities and social service providers to speak the language of funders, investors and governments.

It has been a pleasure to work with Grandparents Raising Grandchildren to learn how this organisation changes lives throughout New Zealand.

Calculating social value helps inform decision making and investment and enables you to do good, better.

Thank you for joining us on this journey.

Sir Bill English
ImpactLab Chairman

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Who we are

The team at ImpactLab share the goal of helping all organisations do good, better.

Our story

Our team at ImpactLab has seen the power of understanding social change. Our founders came together working in the public sector, where we led the development of new processes to link social value measurement with decision making. We believe that all organisations should be able to understand and improve their social impact. Our mission is to help impact creators and investors make decisions that change more lives.

Our team

To make better decisions, it's crucial to consider both the hard facts and the human stories that substantiate them. Our family of researchers, data scientists and statisticians are committed to combining powerful analytics with what you know works for your community.

Alongside expertise in data-driven decision making, our team brings a wealth of real-world experience. We are parents, teachers, volunteers and customers of social services.

Our partners

ImpactLab is proud to be partnering with trust company Perpetual Guardian. Together we are using GoodMeasure to improve strategic grantmaking and support collaboration with grantees by applying a consistent measurement framework.

"The strength of ImpactLab is a real depth of experience in a public policy context. They understand what evidence would be helpful to enable us to make decisions for the future"

– Debbie Sorenson, CEO, Pasifika Futures

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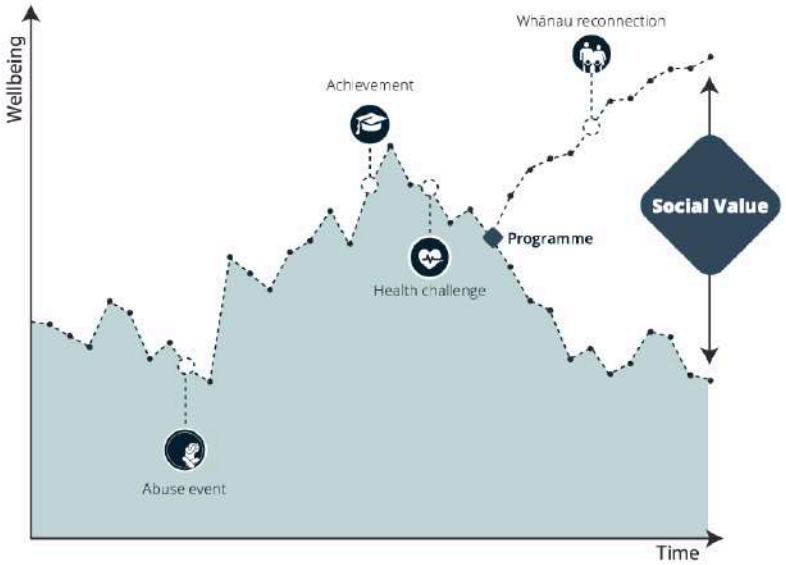


Understanding social value

Social value is the social impact in dollar terms that a programme achieves for participants over their lifetime.

Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

To calculate social value, we combine these impact values with

- Evidence from global literature about how effective a programme can be.
- The size of the opportunity for the people an organisation serves to achieve more positive outcomes.
- The number of people supported.

By combining these inputs, the social value calculation helps us understand how a programme or intervention helps change lives for the better. We combine the social value with cost information to calculate a programme's social return on investment.

How we measure social value

Our consistent approach to measurement enables comparisons across wellbeing domains and over time.

Map programme dimensions

ImpactLab engages with providers to understand their people, their service and the outcomes they seek to achieve.

Clean and analyse data

ImpactLab uses the best of data about people's lives to understand what works, for whom, at what cost. We combine publicly available insights from the NZ Treasury, NZ Statistics and other sources. Impact values produced using Statistics NZ's Integrated Data Infrastructure are a particularly valuable resource. The IDI is a dataset containing information on every New Zealander about many areas of their lives – education, health, social welfare, employment and others. It's anonymised, so we can't identify anyone. This adds up to over 166 billion facts, for nine million New Zealanders (some have left the country, and some have passed on), for more than a generation of us.

Collect and synthesise literature

ImpactLab draws on the best academic impact literature from around the world. We access globally screened evidence from top universities and governments to estimate how impactful a programme can be. We also identify service delivery model features associated with the most effective programmes.

Calculate impact

Our algorithm combines New Zealanders' life experiences, with the wisdom about what works from the brightest minds across the world, with what we know about need in communities.

This combination of system level insights and grassroots know-how means we can consistently calculate the expected impact of a programme, and the social return on investment.

Map social value to frameworks

Because we start with individuals' experience, we can organise our insights into the relevant government and international frameworks. The New Zealand Treasury's Living Standards Framework (Living Standards Framework) is the Treasury's way of systematising wellbeing. It has four 'capitals' – social capital, financial and physical capital, human capital and natural capital. ImpactLab's GoodMeasure tool links the social value and return on investment created to domains within human capital.

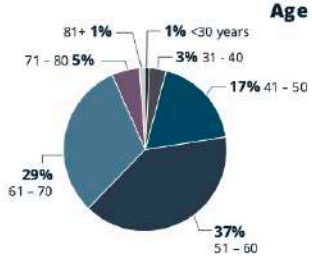
We can also map social value and return on investment to the relevant OECD Sustainable Development Goals.

Year in scope
July 2020 – June 2021

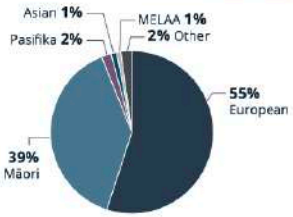
Participants

Participant group	#
All GRG Members	691
Specialist Advocacy (Income/Financial)	286
Community Outreach Advocacy	382
SALT workshops	20
Support Group	485

Age



Ethnicity



Gender

Female: **90%** Male: **10%**

Location
New Zealand

Grandparents Raising Grandchildren's people

Grandparents Raising Grandchildren (GRG) provide information, advocacy and support to grandparents and whānau caregivers that have children in their full-time care. These families are helped to access the support they need to provide safe, stable and nurturing homes where the children are able to thrive.

Grandparents and other whānau caregivers often take children into their care following challenging situations, such as the breakdown of a family, parental drug abuse, bereavements, or family harm. These loving placements can best support children that have been through traumatic events. Grandparents can face a range of issues getting the children settled such as financial hardship and housing challenges, having downsized their accommodation and income with age. They may have age-related health conditions, or be caring for children with special needs, mental health challenges or disruptive behaviour.

Caregivers often need to work with government agencies to solve these challenges, and GRG are there to support with the knowledge and understanding needed to navigate the systems. GRG provide advice, advocacy and support through interactions with agencies such as Work and Income, Oranga Tamariki and Family Court. This helps ensure whānau access their lawful income support entitlements, so children can have nutritious food, clothing, housing and essentials. It also helps ensure whānau are served effectively by these agencies and have a successful outcome at Family Court or with Oranga Tamariki, such as securing guardianship, parenting or care and protection orders. Additional support is provided by GRG through workshops and support groups that help grandparents learn parenting tools and feel a sense of community connection to support their own wellbeing.

Through these services, GRG empower whānau to thrive in accordance with their cultural values and aspirations, feel a sense of belonging and support and have confidence in their parenting strategies to promote the children's wellbeing.

The change journey

GRG Community Outreach and Advocacy Services empower grandparents and whānau care families to raise resilient and healthy children and youth.

Connecting with GRG

Grandparents and whānau caregivers register via phone or the online form to become members of GRG and access support for their caregiving.

On the registration form the caregivers indicate what support is needed, such as financial support or help through Family Court.

Alternatively, existing members will contact GRG to access advocacy support again, or a GRG Support Group Coordinator will refer a member with a specific concern.

Client Services Administrators triage these referrals and registrations to the best GRG advocate or support that meets the caregiver's individual needs.

The frequency and duration of members accessing these support services depends on the nature of their individual circumstances. Often member families initially work with an advocate to address the most urgent need, and are then referred to other GRG services as they are supported through their journey.

Advocacy Services

Specialist Advocacy

(Income / Financial)

Caregivers are guided by GRG advocates to access their lawful income support entitlements through Work and Income. Caregivers are also supported if they need help with housing, IRD information on Family Tax Credits/ Working for Families payments or ACC entitlements. GRG Advocates also coordinate with external providers on behalf of caregiver to ensure they have access to the services and support they need, e.g., with doctors to access disability allowance; or Kainga Ora, MSD or Salvation Army for transitional/ emergency housing.

Community Outreach Advocacy Service

Caregivers access this support at different stages of the journey, from those who are going through the process of becoming the child's caregiver, to those that have raised the child since birth and as teenagers are now demonstrating challenging behaviour.

GRG tailors the support to meet the caregivers needs, from advice on parenting techniques to advocacy with Oranga Tamariki.

A common service provided for new members is working with Family Court and Oranga Tamariki to safely get the children into their care.

Additional Support

SALT (Simply Acquired & Learned Techniques™) Workshop

Children in grandparents' or whānau caregivers' care can have mental health challenges and psychological disorders due to past trauma, neglect and abuse.

SALT is a trauma-informed workshop that offers caregivers practical insight and understanding of the impact of these past traumas, and tools to address challenging behaviour, such as de-escalation techniques to avoid conflict in the home.

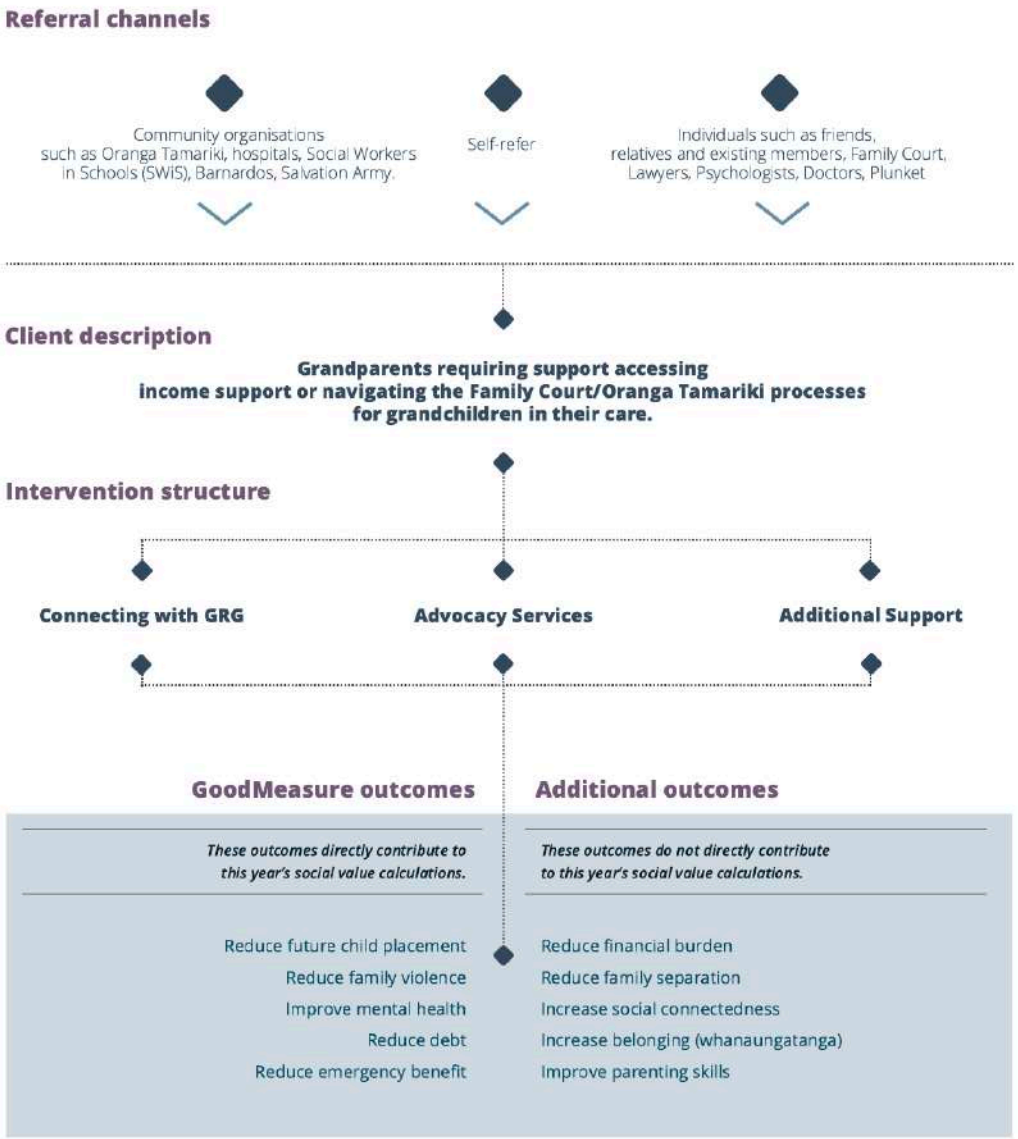
Support Groups

Local community support groups are run by volunteer Support Group Coordinators (SGC).

Members can reach out to the SGC for advice or to attend the meetups. This connects members with a community of support of other caregivers who have similar experiences.

Outcomes map

The outcomes that Grandparents Raising Grandchildren aims to achieve and how these are reflected in the GoodMeasure calculation.



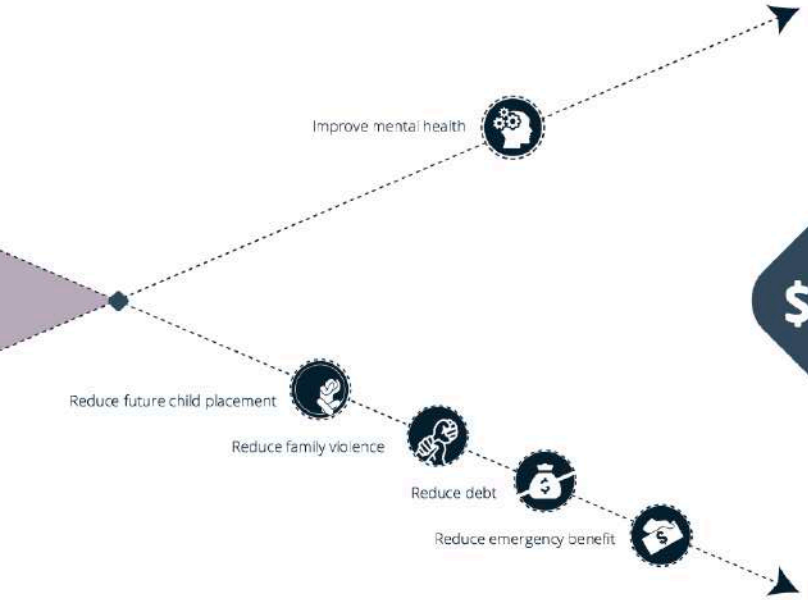
GoodMeasure results summary

Every year, Grandparents Raising Grandchildren delivers $1,633,383 of measurable good to society in New Zealand.

Grandparents Raising Grandchildren's real-world value is even greater than this, as some outcomes such as Increase belonging (whanaungatanga) cannot yet be directly quantified with available data.

When we consider the operating costs of Grandparents Raising Grandchildren, we can calculate the social return on investment that is generated for every dollar that is invested in the programme.

Social value generated for each participant:	**$2,364**
Measurable benefits as proportion of programme cost:	**410%**
Cost of the programme per participant:	**$477**



Social Value
$1,633,383

Social Return on Investment
$1:$4.10

This means that every dollar invested in Grandparents Raising Grandchildren delivers **$4.10** of measurable good to New Zealand. .

(July 2020 – June 2021)

Social value breakdown

Grandparents Raising Grandchildren creates social value across different aspects of people's lives.

This chart shows the breakdown of social value created according to the Living Standards Framework. Each domain highlights a different aspect of wellbeing.

Social value by domain (%)

The Living Standards Framework is a practical application of national and international research around measuring wellbeing.

It was designed drawing from the Organisation for Economic Co-operation and Development's (OECD) internationally recognised approach, in consultation with domestic and international experts, and the NZ public.

Definitions

Jobs and Earnings: Freedom from unemployment

Income and Consumption: People's disposable income

Health: People's mental and physical health

Safety: People's safety and security and freedom from risk of harm

GoodFeatures

GoodFeatures are actionable insights drawn from literature. Research has connected these actions with positive outcomes for participants.

Use GoodFeatures to prompt discussion about your programme and service delivery compared to examples of effective practice from international literature.

◆ Targeted Needs

- The programme offers diverse services and networks in acknowledgement of the different emotional needs among custodial grandparents.
- The programme identifies how long grandparents have been serving as caregivers and prioritises assisting the grandparents who have been carers for the longest.
- The programme provides transport for any grandparents who need it to attend the programme.
- The programme can provide support and resources for the most common emotional and behavioural problems experienced by the most at-risk children: FASD (Fetal Alcohol Spectrum Disorder); ADHD (Attention Deficit Hyperactivity Disorder); ODD (Oppositional Defiant Disorder); and attachment disorder.

◆ Family Relations

- The programme helps grandparents establish ground rules with parents and tries to replace the informal support of parents with support from other family members.
- The programme (to the extent it is possible, safe, appropriate) tries to promote coparenting between custodial grandparents and their adult children.

◆ Parenting Practices

- The programme teaches grandparents effective parenting practices such as rewards and monitoring in order to avoid harsh and inconsistent discipline.
- The programme gives grandparents participatory guidance on the digital media use of their grandchildren.
- Grandfathers are encouraged to engage and provide support in caregiving.
- The programme teaches grandparents how to use journals to track their progress and to ensure the fidelity of any interventions used in the programme.
- The programme has the ability to connect grandparents with family doctors to assist with consistent developmental surveillance of their grandchildren.

◆ Emergency Intervention

- The programme provides grandparents with resources (such as simplified general expert advice) on how to manage violent grandchildren.
- The programme can provide emergency necessities (bedding, clothing etc) for grandparents who must suddenly take custody and care of young babies.

References and further reading

In compiling our reading lists we consider a wide variety of topics, focussing on specific aspects of service delivery or outcome attainment. Here are a selection of readings that may be of interest.

Avalos, D, J. A Curriculum for Grandparents Raising their Grandchildren, 2021, California State University, Long Beach, Master of Social Work

Chan, L, K., & Chen, M., et al. "The Effectiveness of Interventions for Grandparents Raising Grandchildren: A Meta-Analysis", *Research on Social Work Practice*, vol. 29, iss. 6, 2018, pp. 607-617.

Gordon, L. "My daughter is a drug addict': grandparents caring for the children of addicted parents", Kōtuitui: *New Zealand Journal of Social Sciences Online*, vol. 13, iss. 1, 2018, pp. 39-54.

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Leder, S., Gringstead, N, L., & Torres, E. "Grandparents Raising Grandchildren", *Journal of Family Nursing*, vol. 13, iss. 3, 2007, pp. 333-352.

Martin, A., & Albrechtsons, D., et al. "Becoming parents again: Challenges affecting grandparent primary caregivers raising their grandchildren", *Paediatrics & Child Health*, vol. 26, iss. 4, 2021, pp. e166-e171.

Montoro-Rodriquez, J., & Hayslip, Jr, B., et. al. "The Utility of Solution-Oriented Strategies to Support Grandparents Raising Grandchildren", *Journal of Aging and Health*, vol. 33, iss. 9, 2021, pp. 647-660.

Sherr, L., Roberts, J, K., Hothi, S., & Balchin, N. "Never too old to learn - Parenting interventions for grandparents - a systematic review", *Cogent Social Science*, vol. 4, iss. 1, 2018.

GoodMeasure

by ImpactLab

Whether you're funding change-making organisations or delivering the services that make a difference, GoodMeasure simplifies impact measurement so you can learn what works and make a bigger impact.

We take great pride in providing a research process that our customers can trust. GoodMeasure's power comes from calculations using multiple reputable data sources, including the Living Standards Framework. GoodMeasure also uses the best of the worldwide evidence about what works. This includes published literature and evidence databases from world renowned academics and impact organisations.

Contact us

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Understanding social value

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Helping you do good, better.

Sir Bill English
ImpactLab Chairman

Our team

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GoodMeasure for Grandparents Raising Grandchildren

In the year in scope, Grandparents Raising Grandchildren delivered $1,633,383 of measurable good to society in New Zealand.

Understanding Grandparents Raising Grandchildren's impact

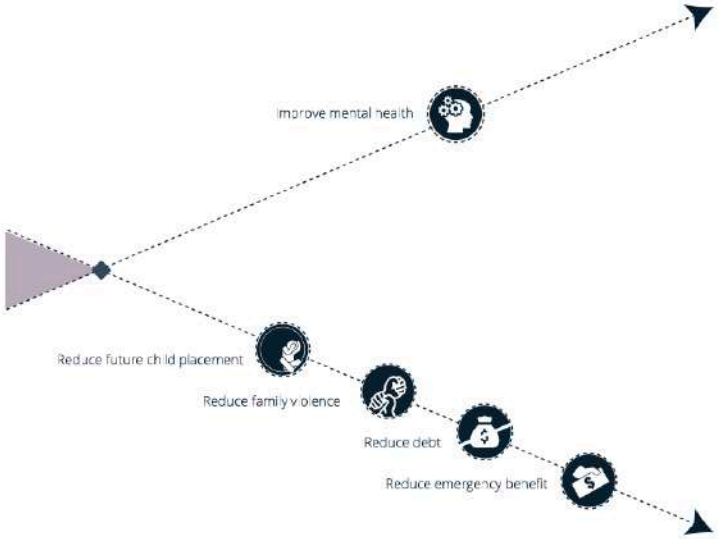
GRG empowers grandparent and whānau care families to raise resilient and healthy by providing specialised services and programmes.

What does Grandparents Raising Grandchildren do?

GRG provide information, advocacy and support to grandparents and whānau caregivers that have children in their full-time care. These families are helped to access the support they need to provide safe, stable and nurturing homes where the children are able to thrive.

Whom does Grandparents Raising Grandchildren serve?

Grandparents requiring support raising grandchildren that are in their care.



GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Reduce future child placement
- Reduce family violence
- Improve mental health
- Reduce debt
- Reduce emergency benefit

Additional outcomes

These outcomes do not directly contribute to this year's social value calculations.

- Reduce financial burden
- Reduce family separation
- Increase social connectedness
- Increase belonging (whanaungatanga)
- Improve parenting skills

Grandparents Raising Grandchildren's impact

Social Value

$1,633,383

Social value definition

Social value generated for each participant	$2,364
Measurable benefits as proportion of programme cost	410%
Cost of the programme per participant	$477

When we take into account the operating costs of Grandparents Raising Grandchildren, we can calculate the social return on investment that is generated for every dollar in the programme.

Social Return on Investment

$1:$4.10

Every $1 invested in Grandparents Raising Grandchildren results in $4.10 returned to NZ

(July 2020 – June 2021)

Appendix

Below is a list of definitions of key terms contained in this report.

Amount invested

The dollar amount that has been invested in a specific programme, in New Zealand dollars.

Cost per person

The dollar amount invested in the programme divided by the number of people supported by the programme (including those who did not successfully complete it).

Domain

A domain is a way of dividing or filtering the subject and outcome material in your ImpactLab results. ImpactLab refer to domains as per the New Zealand Treasury's Living Standards Framework domains.

Population

The group of people supported by the programme, in terms of age, gender, and ethnicity.

Programmes

The services delivered by the provider for the amount invested.

Social ROI

This is the Social Return on Investment. It is calculated by comparing the social value generated by the programme to the amount invested in it.

Social Value

The social impact in dollar terms that the amount invested achieves for participants over their lifetime. The social value is calculated by combining impact values with a service delivery quality score, the size of the opportunity to support a population, and the number of people supported.

Attribution

Some data and information used in the Social ROI calculations is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0) Licence. It is attributed to the NZ Treasury.

Disclaimer

This disclaimer sets out important information about the scope of our (ImpactLab Limited) services. It should be read in conjunction with the contract that we have entered into with you (or your company/organisation) for our services, including the applicable terms and conditions.

We have endeavoured to ensure that all material and information on GoodMeasure, including all ROI calculations and impact numbers (together the information) is accurate and reliable. However, the Information is based on various sources, including information that you have provided to us, which we do not independently verify. Accordingly, we do not provide any representations or warranties in relation to any information, including any representations or warranties relating to the accuracy, adequacy, availability or completeness of the information or that it is suitable for your intended use. We do not provide advice or make any recommendations in relation to decisions, financial or otherwise, that you may make.