Technology is everywhere…and that is part of the problem!

Outcomes Tools Technology

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Lunch Series "Thriving Through Technology"

Thank you

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Outcomes Tools Technology objectives

❑ Discuss 3 key questions to ask to begin to measuring your program's success

❑ Apply measurement plan model
  ✓ "Play with" the model's three critical parts (an activity)
    ✓ Consider the AH-Ha Project LCCF (an example)

❑ Review some "Measuring Success TECH TOOLS"
  ✓ Websites for evidence based benchmarking

Can we answer "So What?" even with access to technology?

"So What" - Do we have a systematic way to assess the extent to which a program has achieved its intended results?

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But, how do you measure?

Typically we…

- Focus on what we do
  - **Activities**
- Count how many we do
  - **Outputs**

But, these don't tell us **"So What?"**

- Don't describe success and progress for those we serve

What are you working toward?

What work do you do with clients?

What positive change are you trying to achieve at a program level?

3 simple questions... TOUGH answers!

Defining program objectives and measures is a *process.*
It takes TIME and EFFORT!

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You are not alone in measuring program progress or success!

Measuring Success Consortium of South Central PA

http://www.measuring-success.net/

A partnership of human and health services, government agencies and academia that collaborate, measure, and report program impacts for clients, stakeholders and communities.

You are invited to join the CONSORTIUM (see Skip)

The AH-HA Project is working with the "Measuring Success CONSORTIUM" …let's see it!

AH-Ha Seed Fund - Lancaster County Community Foundation's BIG ISSUES for its programs

- ✓ **What positive difference did your project make in the lives of people living in Lancaster County?**

- ✓ **How did this project develop leadership skills/qualities in the lives of youth/teens in Lancaster County?**

- ✓ **Does this project have the potential of acting as a catalyst for broader change in the future? If so, how? If not, why not?**

AH-Ha Projects LCCF

- *Outcomes & Indicators*
- **Participants increase their ability to interact positively with adults**
- 85% (21/25) youth increase the number of weekly, positive interactions they have with their mentors from the beginning to the end of the program.
- **Participants improve their self-esteem**
- 65% (16/25) youth report an increase in self-esteem as indicated by the Rosenberg Self-Esteem Scale. (Based on "Benchmarked" Data?)

RECOMMENED: 3 -step process to develop a *MEASUREMENT PLAN...*

1. Defines SUCCESS/CHANGE/PROGRESS for those you serve (objectives/outcomes)

2. Establishes ORGANIZED ACTIONS for services you provide (activities with/for clients)

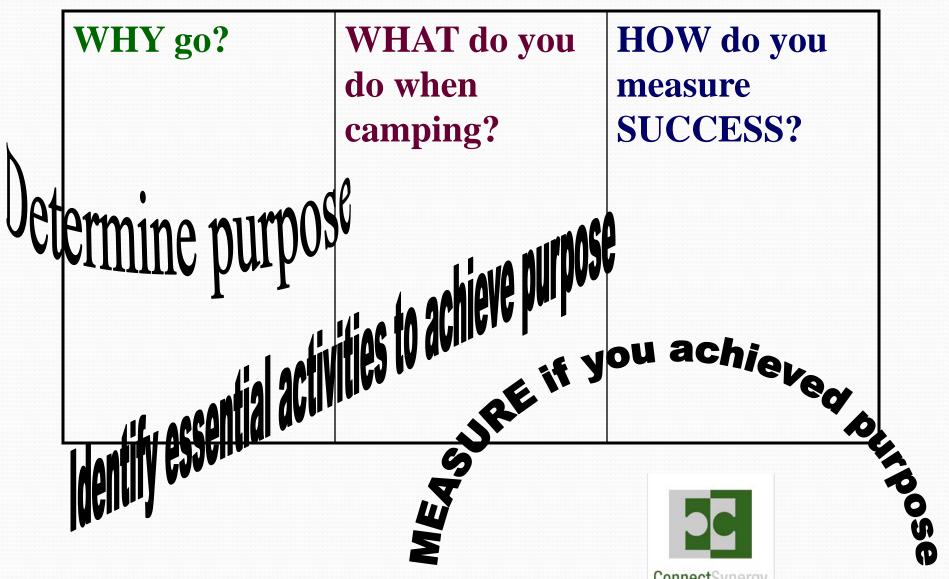3. Describes HOW YOU'LL MEASURE your success (metrics/indicators of clients' success)

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MEASUREMENT Plan (outcomes or operations plan)

List a "big hairy audacious purpose for one program (goal or mission)

Success/Progress	Activities	Measure Success
Objective/Outcome#1	Services to achieve success/progress	Determine *indicators* of progress for those served
Supports Big Purpose		Align to each objective…two indicators per objective
	Align activities to an objective …but each activity does not require its own objective	Then: collect-analyze-display
_____ Objective/Outcome#2	_____	_____

The Camping Metaphor

WHY go?	WHAT do you do when camping?	HOW do you measure SUCCESS?

Determine purpose

Identify essential activities to achieve purpose

MEASURE if you achieved purpose

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Program Objectives-Activities-Measures FORM - *simplified outcome logic*

Agency:
Program:
Strategic Goal/s:

Outcomes *Success-progress-changes for participants (during this program year)*	Activities *Things you do - services for/with program participants.*	Indicator s/Measures *How you will know you are achieving your outcomes for clients?*

Benchmarking

Best thing going – identify what & how IT is done (3 questions)

Baseline

place to start from – your beginning point for measuring objective

Example 58% actual based on collected data …

not "85%" based on former guesstimates.

- Counseling Service Montgomery County

Evidence Based Practices

Evidence Based Practices

The integration of best research evidence with clinical expertise and consumer values or those clinical or administrative interventions or practices for which there is consistent scientific evidence showing that they improve consumer outcomes.

Best Practices

The best clinical or administrative practice or approach at the moment, given the situation, the consumer's or family's needs and desires, the evidence about what works for this situation/need/desire, and the resources available.

Websites TOOLS

- National Registry of Evidence-Based Programs and Practices http://www.nrepp.samhsa.gov/

- The Outcomes and Effective Practices Portal http://www.OEPP.org

- Child Trends website http://www.childtrends.org/

- Program Development and Evaluation, University of Wisconsin - Extension http://www.uwex.edu/ces/pdande/evaluation/evallogicbiblio.html

- Youth Programs "What Works Clearinghouse" - US Department of Education, Institute of Education Sciences - website http://ies.ed.gov/ncee/wwc

- *Example: working with teens- measure progress using a "Self-Esteem Scale"*

This PowerPoint presentation may be accessed through websites & portals of:
- Measuring Success CONSORTIUM
 http://www.measuring-success.net/

And...
 - TFEC
- TempleNEST
- NPRN Millersville Univ.

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Let's MEASURE... how'd we do today?
Scale 1-5 with 5 = "Did Great" & 1 = "Did Poorly"
HOW USEFUL were the following...?

❑Discussion: 3 key questions to ask to begin to measuring your program's success

❑ Application: measurement plan model
  ✓ "Played with" the model's three critical parts
  ✓ Considered example: the AH-Ha Project LCCF

❑Review: "Measuring Success TECH TOOLS"
  ✓Websites for evidence based programming