Designing and Improving Your Measurement System

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Outcomes

Positive changes or benefits for clients/
participants that occur as the
result of the program

- Students' academic performance improves
- Residents are aware of neighborhood safety strategies.
- Community members are more knowledgeable about elder abuse.

Indicators

Specific items of information tracked to measure the achievement of outcomes

The indicator identifies the characteristic or change that signals that an outcome has been achieved is observable and measurable

Example:

- Each Student enrolled in the homework helper program matriculate to their next grade level.

Outcomes and Indicators answer different questions

Outcomes

“What positive benefits/changes do we want to see in those being served by our program?”

Indicators:

“What measurable information will indicate or provide evidence that the desired positive benefits/changes have occurred?”

Data Source

Identify data sources for your indicators

Data Source:
Title of the person who is responsible for collecting and managing the data

Some possible data sources are:

- staff
- trained observers
- specific individual
- School

Data Collection Tool

<u>Data Collection Tool:</u>
- The tool used to gather the indicator data.

<u>Common Data Collections Tools are</u>:
- record review
- server ratings
- survey/questionnaire
- mechanical tests and measurements

Collect what you need & not much else

Two important questions to consider

Does the instrument address all of the information that it is supposed to?

Can you identify specifically which question in which instrument will provide each data item?

If you are working in a collaboration is the tool replicable?

Data Collection Process:

Define the step-by-step process for collecting and managing data

How, when and where the data will be collected? What is the timing of data collection?

- Who is considered a participant for data collection purposes?

- Who collects the data?

- How will confidentiality be protected?

- How will the demographic data be collected?

Analysis Method:

A brief explanation of how data is tabulated prior to being reported.

- How will you calculate and list the indicator base (T-BASE) number for each indicator

- How will you Set up the definition for the equation

- How often will the tabulations be calculated and checked for each separate indicator measurement?

Time line:

•How often will the results be tabulated?

•How often will the results be reported to funders, collaborators, Board of Directors, and the community?

•Example: This outcome will begin being measured per senior upon collection of pretest. It will be concluded upon the completion of the post/test per individual. The results of this outcome will be tabulated and reported: every 30 days to Program Collaborators, Board of Directors every 90 days, and to Funders semi annually and annually.

Barriers:

•What are the barriers clients / participants

• Ask Clients / participants to identify barriers, keep a list , find common barriers to achievement.

•List the barriers that clients have identified that keep them from being able to accomplish the activities related to the indicator or the actual indicator.

•Example: Bus fare / transportation, no baby sitter, no elder sitter, no ID, no HS diploma etc.

Analyzing Data Step 1:

- Enter the data and check for errors

- Enter data in spreadsheet (computer or manual)

- “Eye-ball” it for accuracy

Analyzing Data Step 2:

Tabulate each of the sets of data

- Count total number of participants for whom you have data
- Count number of participants who have met the criterion for achievement on that indicator
- Calculate the difference of the Indicator base and achievement on that indicator

Analyzing Data Step 3:

Provide explanatory information.
This is where you will discuss the programs interpretation of the results.

- Answer these questions: How the indicator base number relate to:
  - total clients served
  - Total clients who were measured
  - Total clients who achieved the indicator
  - Barriers
  - What are external reasons (i.e.: Increase in unemployment rate) internal reasons (staffing issues)

Pretest your instruments and procedures:

Make revisions to your Program based on early results.

<u>Review the most recent logic model</u>

•improving service delivery

•increased training/development of staff

•improve and/or change curriculums

Pretest your instruments and procedures:

Make Revisions to your Outcome Measurement System based on results

<u>Review the most recent Outcome Evaluation System</u>

- Inputs, Activities, Outputs
- Outcomes Indicators & targets
- Data Source
- Data Collection Tool
- Data Collection Method
- Data Analysis Method
- Timeline
- Barriers

Pretest your instruments and procedures:

Use your results!

<u>Internal Uses</u>

•Provide direction/reinforcement to staff and volunteers
•Point out areas for program change/improvements and/or training
•Use results to support long-range planning
•Use output results to assist with Budget Development

<u>External Uses</u>

• Recruit staff and volunteers
•Promote the program
•Retain/increase funding
•Community accountability

Refine

•Review lessons learned

•Discuss implications with Program Staff

•Put all changes in written form
recording why the change was necessary

•Communicate any lessons and changes
with Program Collaborators, stakeholders,
and funders.

Things to remember

T- Base – this is the total number of individuals who were measured

I achieved – this is the total number of individuals who achieved the indicator

15 of 20 individuals who achieved the indicator

20 is the T- Base Number
(total number of individuals measured)

15 is the Indicator achievement number
(total number of the measured individuals who achieved the indicator)