MEASURING OUTCOMES AND IMPACT

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BENEFITS

Why we measure

DEFINITIONS

What we measure

TOOLS

How we measure

BENEFITS OF EVALUATION & PLANNING

ACCOUNTABILITY

LEARNING & DEVELOPMENT

COMMUNICATIONS

DEFINING METRICS

Activities

SERVICES YOU OFFER TO THE PEOPLE YOU WORK WITH

Outcomes

CHANGES THAT COME ABOUT AS A RESULT OF YOUR WORK

Impacts

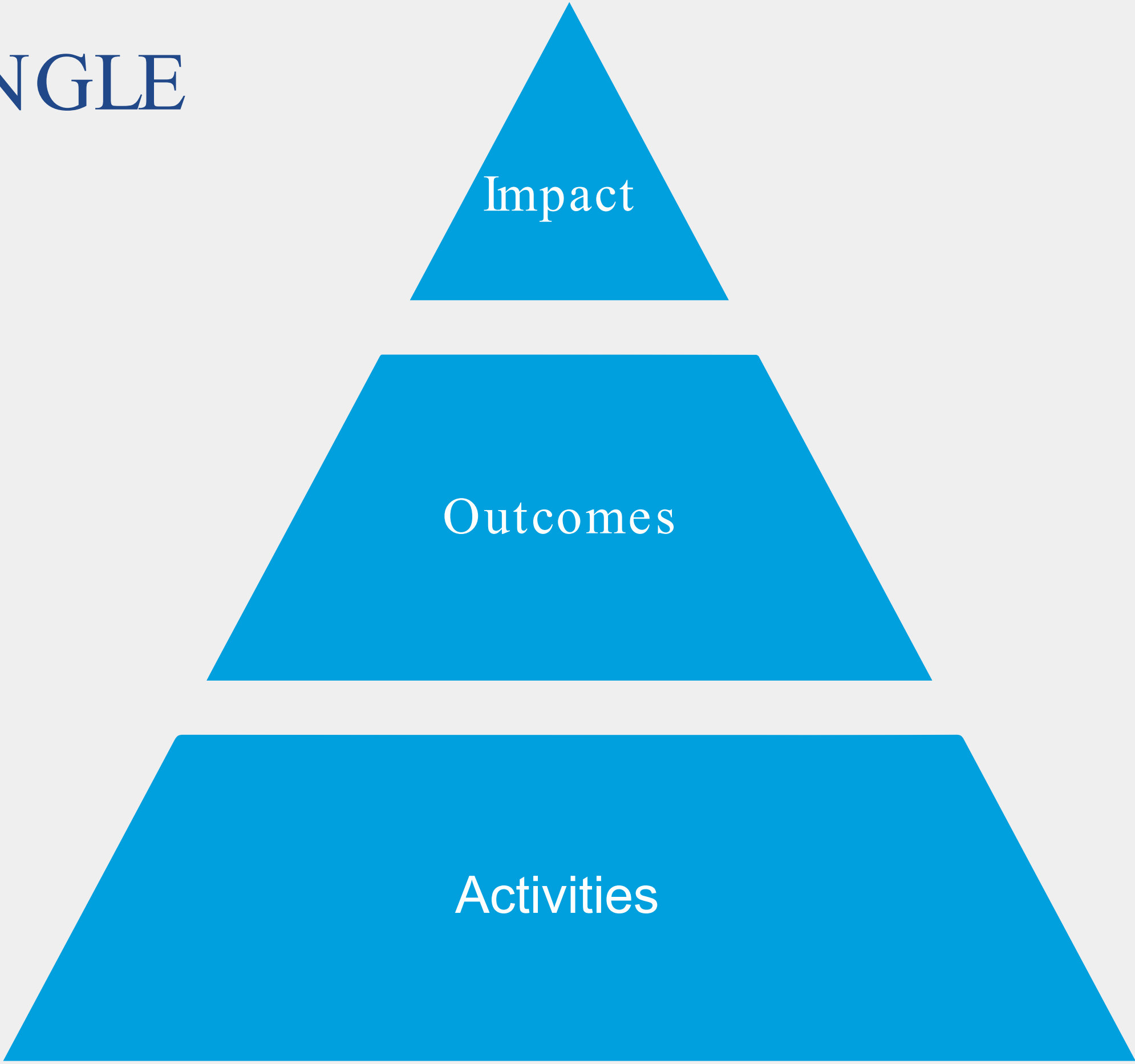LONGER-TERM PROGRESS THAT YOU WANT TO CONTRIBUTE TO

TOOLS FOR MEASURING

PLANNING TRIANGLE

OUTCOME CHAINS

OUTCOME INDICATORS

PLANNING TRIANGLE

DEFINING OUTCOMES

Outcome Areas	Example Outcomes
Health	Reduction in physical health problems
Behavior	Reduced consumption of alcohol
Relationships	Homeless teenager returns home

OUTCOME CHAINS

- 01 **Project**
- 02 Outcome
- 03 Outcome
- 04 Outcome
- 05 Impact

OUTCOME INDICATORS

Tailored to your context and service users

Collect different perspectives on change

Collect numbers and narrative

Include subjective and objective measures

KEY CONSIDERATIONS

Types

QUALITATIVE VS. QUANTITATIVE DATA

Methods

SURVEYS, TRACKERS, INTERVIEWS, CASE NOTES

Challenges

TECH LIMITATIONS, LOW RESPONSE RATES, STAFF CAPACITY

QUESTIONS?