

OUTCOMES WORKGROUP

meeting notes

March 12, 2015

THIS SESSION

Member Outcomes
Showcase

Andrea Jones—
Beverly Bootstraps

Catherine MacAulay—
Crittenton Women's
Union

Dea Hunsicker —
Horizons for Homeless
Children

ANNOUNCEMENTS

TNB Training:
A Hands-On
Introduction to
Programmatic
Outcomes
Management for
Nonprofit Professionals

JOB LISTINGS

Senior Research
Associate
Crittenton Women's
Union
www.liveworkthrive.org

2015 Session Schedule

June 11th
September 10th
December 11th

a discussion about... **Member Showcase**

ANDREA JONES

Program Director



CATHERINE MACAULAY

Vice President of
Programs



DEA HUNSICKER

Director of Research &
Evaluation



This quarter's Outcomes Workgroup featured three wonderful speakers who talked about how they used outcomes in their programs. Andrea Jones, Program Director at Beverly Bootstraps focused on the process of creating an Outcomes Committee to develop and Outcomes Plan to help her organization go from Outputs to Outcomes. Catherine MacAulay, Vice President of Programs at Crittenton Women's Union spoke about CWU's Outcomes Learning Team Initiatives at CWU that helped teams address outcomes by providing case management tools to be used in CWU's housing programs. Dea Hunsicker, Director of Research and Evaluation at Horizons for Homeless Children talked about how she used the Peabody Picture Vocabulary Test to assess children and how they integrated the scores into program delivery.

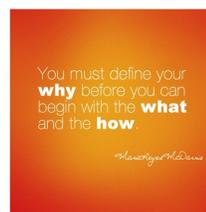
Beverly Bootstraps provides critical resources for families and individuals in Beverly and the surround areas. Andrea talked about when they started recording outputs they first started

using handmade database where data was collected through Access. She knew that Beverly Bootstraps needed to make the jump from outputs to outcomes, having a more evaluation focus to complement the questions that funders were asking. By starting an Outcomes Committee, they were able to create a logic model to structure information and get agency

alignment. The Committee started in 2007 in preparation for the 2011 strategic planning. By 2012 senior leadership had made outcomes a priority and in 2015 the Outcomes Place was developed. The plan for Beverly Bootstrap is to reveal this plan to all

staff by Fiscal Year 2016 and begin to implement a measurement tool. Although the process may take a long time, it is important to make sure that your staff is in the loop with everything that is happening. Staff may feel threatened but to alleviate those issues, slowly put things in place and talk about the changes, focus in on pulling staff into the process and create a system for feedback. [Click here to view Andrea's presentation slides.](#)

Why Outcomes?

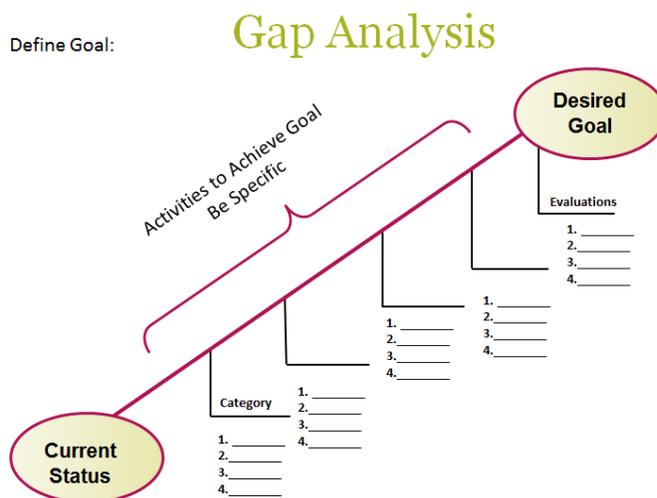


- Funders
- Are we doing a good job?
- Are we accomplishing what we think we are?
- Do all our programs still meet our mission?



Member Outcomes Showcase (Continued)

Crittenton Women’s Union (CWU) provides direct service programs for low income individuals and families. CWU serves about 148 families in its housing and supportive housing programs. Catherine developed Outcomes Learning Teams to build capacity for staff (case managers, management, etc.), improve self-sufficiency for families, and integrate CWU’s Mobility Mentoring Housing programs. Learning goals were created to develop and test strategies to achieve Program Stability Outcomes, increase staff comfort and familiarity with the Program Outcome Maps, integrate learning across programs, departments, roles/positions, and create an environment for programs to share and compare strategies. Teams were created to identify barriers, look and prioritize strategies, establish key findings, share successes, and identify research and policy implications. Teams used a variety of brain storming methods like gap analysis and PDSA cycle to help develop ideas for increasing outcomes in programs. The gap analysis provided a good visual for staff to brain storm ideas. The PDSA cycle was used as a tool to work with changes as things developed. [To view Catherine’s slide presentation click here.](#)



Horizons for Homeless Children focuses on the needs of homeless children and their families through programs like high-quality early education, opportunities for play, and family engagement services. Dea’s presentation focused on the Peabody Picture Vocabulary Test which is an assessment used to measure receptive vocabulary. This test was administered to the children at Horizons for Homeless Children’s preschool classroom. Since Horizons for Homeless Children work with children from trauma, it was important to establish an environment that the children felt comfortable in when the test was administered. Although the test is normally taken one-on-one with the test administrator and the student, in Horizon’s case the student’s preschool teacher would also be in the room with the student to create a comfortable environment. Scores were reported to program and direct care staff members. It was important to Dea to have the children’s scores communicated to their parents. Letters were sent home to the parents to explain the score but further in depth conversations were established through the meetings between the teachers/advocates and the parents. [To view Dea’s slide presentation click here.](#)

FEATURED RESOURCE

[TNB Training: A Hands-On Introduction to Programmatic Outcomes Management for Nonprofit Professionals](#)

[Tech Networks of Boston \(TNB\)](#), along with its co-hosts, the Mel King Institute, and the UMass-Boston College of Public and Community Service, are pleased to invite employees of nonprofit organizations to a hands-on training on programmatic outcomes management.

The training is being lead by Kathryn Engelhardt-Cronk, is the founder and CEO of Community TechKnowledge, the president of the CTK Foundation, and the co-creator of Apricot outcomes/case management software.

No previous outcomes measurement or database management experience is required to take this training. [Click here to register.](#)



SAVE THE DATE

Next Workgroup Meeting is scheduled for:
June 11,, 2015
 CWU Boston Office

