

# Our interventions are working, right?

**Developing an outcomes approach to  
demonstrate effective client outcomes**



Presented by:

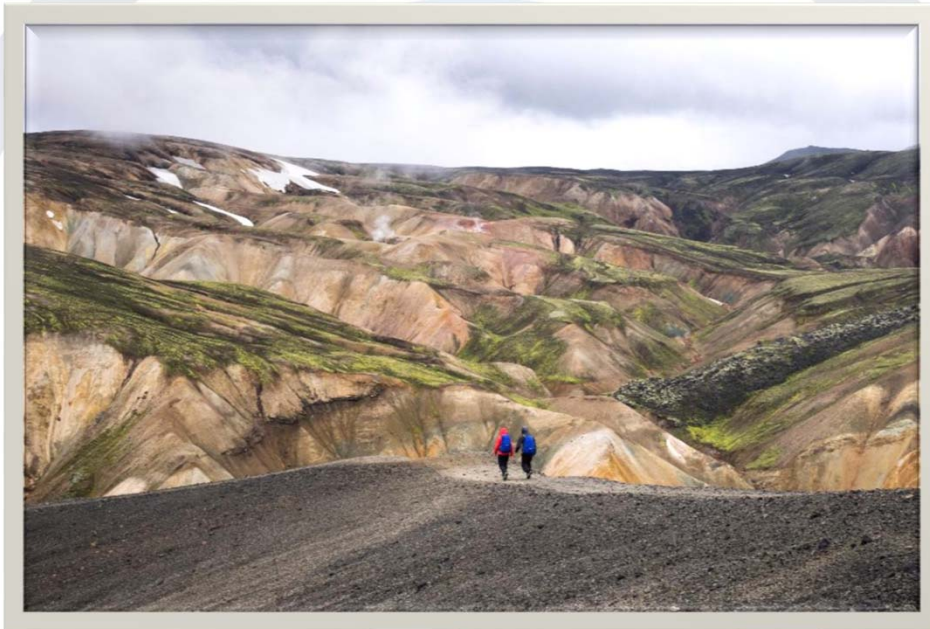
Kerry Deas, LMSW

Manager of Quality & Training Development

## Objectives

- Understand what it means to be outcome focused
- Be able to develop strong outcome statements
- Develop new ideas through peer contact and sharing





# 1: An Outcomes Approach



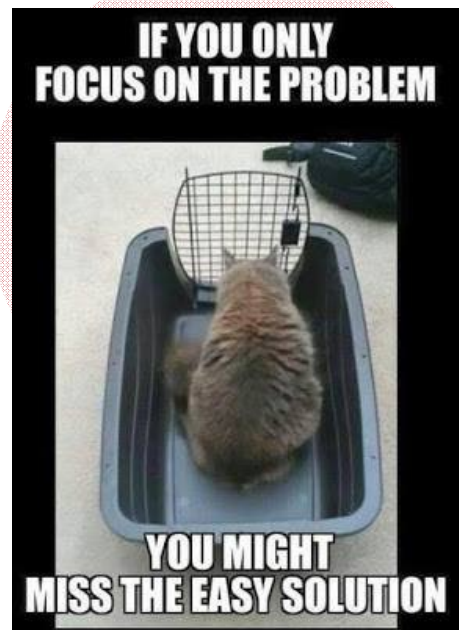
# The Problem Approach

Focuses on what went wrong, why and who is responsible; not solution

meas...



# The Problem Approach



## The Activity Approach

Focuses on outputs; does not allow time to reflect on the process and learn.

- Penna, Robert M. The nonprofit outcomes toolbox. A complete guide to program effectiveness, performance measurement, and results. 2011.



# The Activity Approach

Intake appointments  
scheduled,  
appointment call  
reminders made, file  
review completed...is it  
5pm yet?!



## The Process Approach

Focuses on the details of the journey and maintaining compliance; may lose sight of overall goal.

- Penna, Robert M. The nonprofit outcomes toolbox. A complete guide to program effectiveness, performance measurement, and results. 2011.





# The Process Approach



## The Vision Approach

Focuses on broader goals  
without looking at feasibility;  
may not have achievable  
goals.

- Penna, Robert M. The nonprofit outcomes toolbox. A complete guide to program effectiveness, performance measurement, and results. 2011.



# The Vision Approach



Outcomes Approach

**The Problem Approach**

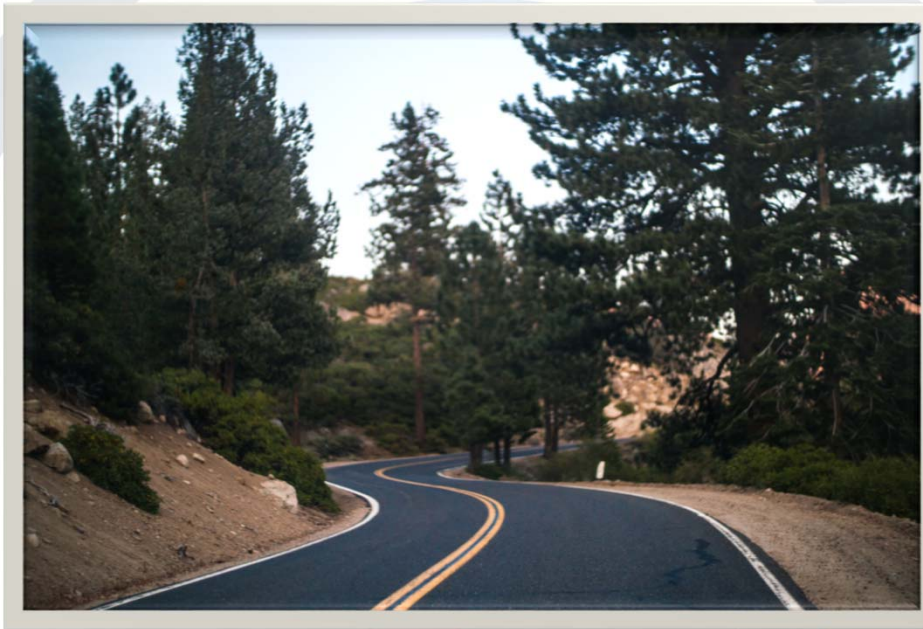
**The Activity Approach**

**The Process Approach**

**The Vision Approach**

- Penna, Robert M. The nonprofit outcomes toolbox. A complete guide to program effectiveness, performance measurement, and results. 2011.





## 2: Starting with the Outcome in Mind



# Building the Outcome

Change in clinical status

Change in functional status

Health, welfare, and safety

Permanency of life situation

Quality of life

Achievement of individual service goals



# Building the Outcome

Behavior

Attitude

Condition

Knowledge

Status



# Building the Outcome

Narrowly focused

Time-limited

Measurable

Realistic

Utilize a reliable/valid measurement tool

Appropriate to the program





## Examples of Measurement Tools

Areas of Evaluation	Type of Measurement	Examples of Measurement Tools	Examples of Frequency of Use
Client Outcomes	Symptom Reduction/Health, Welfare and Safety	DSM-V Cross Cutting Symptom Measurement	Quarterly
	Level of Care/Change in Clinical Status	Level of Care Utilization System (LOCUS)	Quarterly
	Quality of life	World Health Organization Quality of Life measurement tool (WHOQOLM)	Semi-Annually





### 3: Developing Outcome Statements



## Sample Outcome Statement

Percentage of total number  % of clients will improve

identified outcome area  by  Percentage of anticipated change

when comparing  baseline data to  current data , as measured

by  specific measurement tool by  predetermined time frame .



## Sample Outcome Statement

75 % of clients will improve  
their quality of life by 15%  
when comparing pre test at intake to post test at closing , as measured  
by the Quality of Life scale (QOLS) by December 31, 2018 .



## Sample Outcome Statement

% of clients will improve

by

when comparing  to , as measured

by  by .



## Poor Outcome Statements

The Yummy Tummy Food Bank will ensure no families go hungry this winter.

Faster Foster Care Agency will reduce the number of children in residential homes by 10%.

Bling-Bling Housing will provide all participants with one month's rent.

No clients of Eeyore's Depression Clinic will have self-harm attempts while in treatment.



What client outcomes are your programs monitoring?



## Conclusion

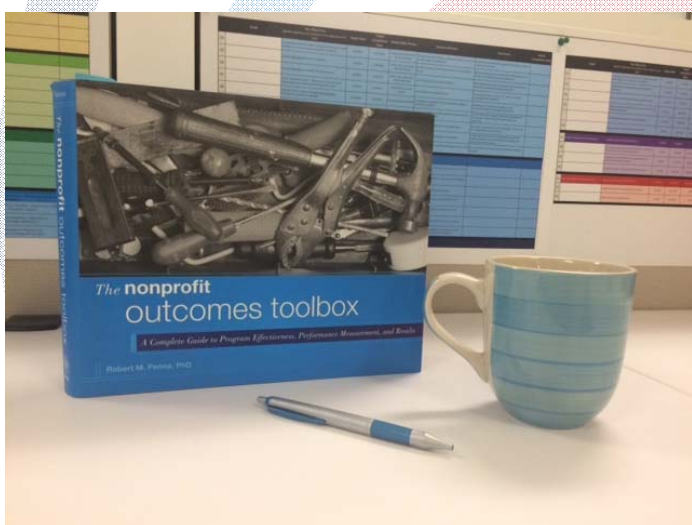
*“Progress always involves risks. You can’t steal second base and keep your foot on first.”*

- Frederick B. Wilcox





## Source



### ***The nonprofit outcomes toolbox***

**By Robert M. Penna, Ph.D**



# Thank you for participating!

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