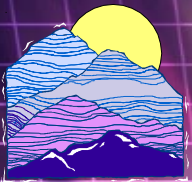


Welcome!

Managing for Results

Tennessee Conference on Social Welfare

March 2002



Performance Vistas, Inc.

Plan

Needs

Improvements

Goals

Act

Do

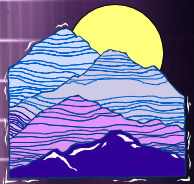
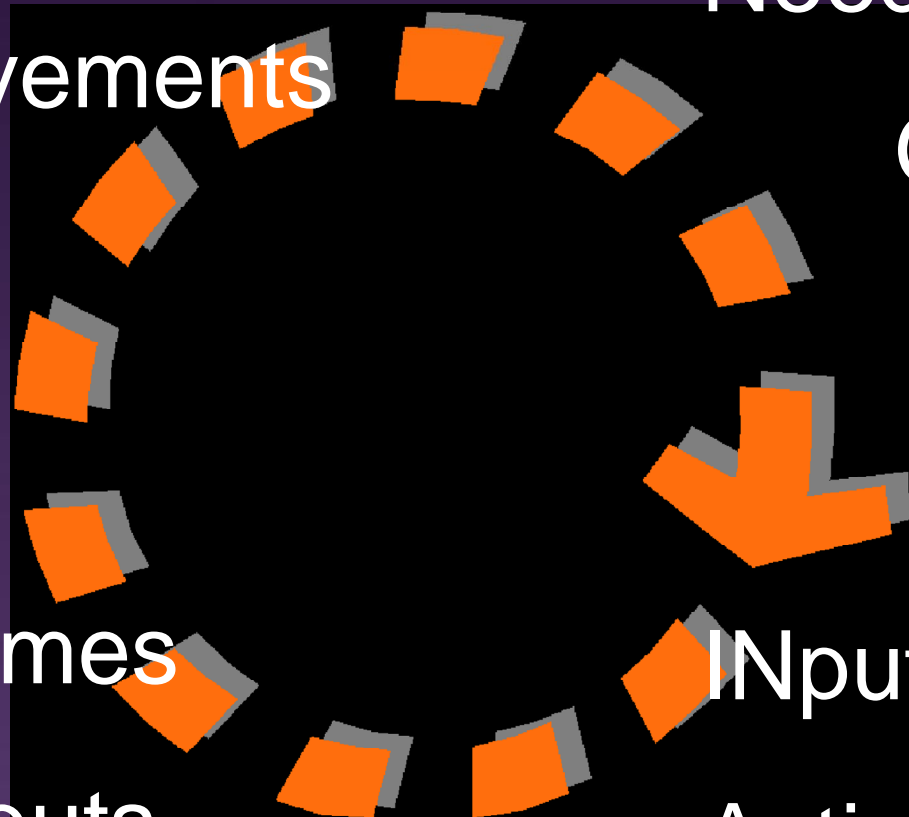
Outcomes

INputs

Outputs

Activities

Check



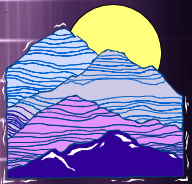
Previous vs New Methods

Previous

- ✓ Inputs (FTE,\$)
- ✓ Process
- ✓ Compliance
- ✓ Management Control

New

- ✓ Outputs/Outcomes
- ✓ Results
- ✓ Performance
- ✓ Management Improvement



Program Purpose

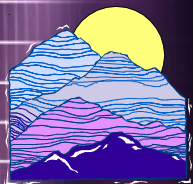
**Client-Community
NEEDS**



GOAL

A graphic of a dart hitting the bullseye of a target, with the word 'GOAL' written in large yellow letters. The dart is yellow with a blue and green feather, and the target is a red bullseye on a white background.

**Agency-Program
GOALS**

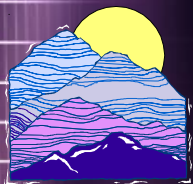


Program Inputs

Budget & Equipment

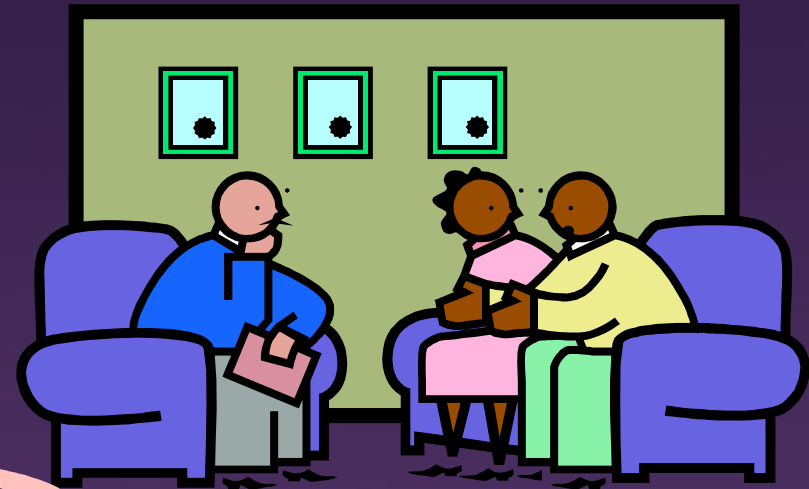


Agency Staff

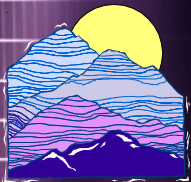
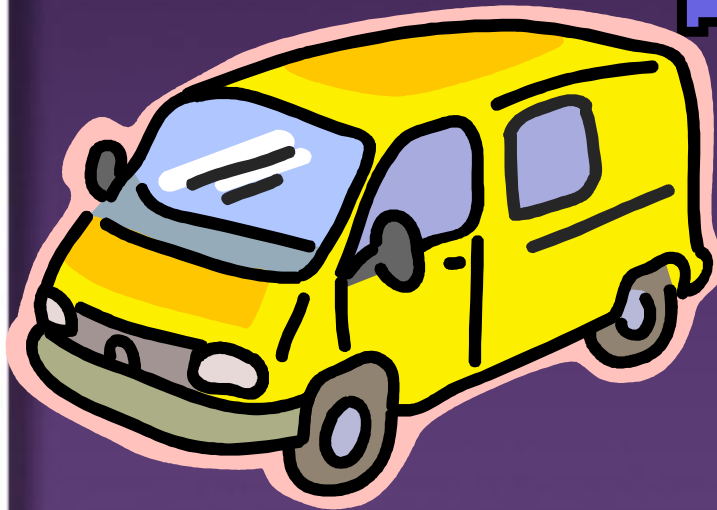


Program Activities

Direct Services
(e.g., counseling)



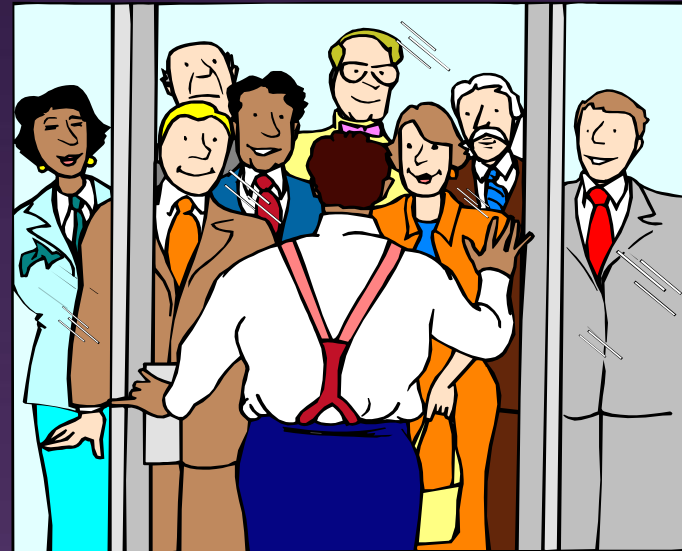
Supports
(e.g., transportation)



Program Success Measures

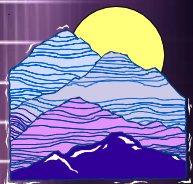
Outputs

Program EFFORTS



Outcomes

Client Results



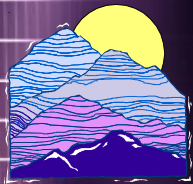
Program Self-Improvement

Internal Changes:

- **Lead staff;**
- **Train & Direct;**
- **Process
Improvements;**
- **Resource
Management;**
- **Strategic Planning.**

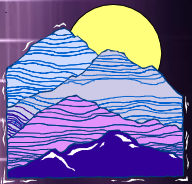
External Actions:

- **Recruitment;**
- **Pursue Funding;**
- **Collaboration;**
- **Public Relations;**
- **Public Education.**



What is a Logic Model?

- “A picture of how a project theoretically works to achieve the desired benefits.”
- A framework for examining *outcomes*.
- An opportunity to think through a project’s *steps* & ‘get real’ about its *potential*.
- A chance to identify *key components* for tracking effectiveness.



A Logic Model

**Program Purpose:
Needs & Goals**



Program Inputs



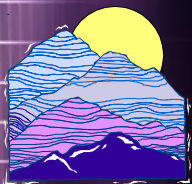
Program Activities



Outputs

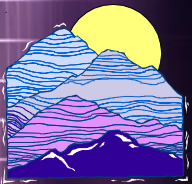


Outcomes



Definitions

- **Purpose:** The reason for the program's existence.
- **Inputs:** The resources used by a program to perform its activities & deliver its outputs & outcomes.
- **Activities:** Those actions that produce outputs meant to move a project toward a goal or outcome.
- **Outputs:** Specific data that express how much work was performed.
- **Outcomes:** Specific data that express the extent to which an activity met the stated goal.



Remember:

What gets measured,
gets done!!!

