



Mission: Improve student college and career readiness and expand STEM opportunities through community engagement.

CEO/ED: Cathy Jones

Team Members: Veronica Cavazos, Dawn Lewis, Lily Primeaux

Website: austinpartners.org

Measuring What Matters Goal Statement: *By the end of the Measuring What Matters series, the team will have developed a logic model for APIE's mentoring program.*

Progress achieved to date: The team has developed a thorough outline of the logic model.

What key lessons did your team learn throughout the Measuring What Matters series?

In developing a logic model for APIE's mentoring program, the team gained a better understanding of how to use literature reviews to identify key assumptions proven to be valid for other programs with similar goals. These assumptions serve as the foundation for developing a logic model unique to APIE. It also required the team to think about important questions regarding the program's alignment to APIE's vision and mission.

What challenges or roadblocks did your team encounter along the way? How were these addressed, or how do you plan to address them moving forward?

The literature reviewed contradicted certain assumptions made about the potential outcomes of mentoring. These findings required the team to rethink the program's intended impact. Therefore, setting attainable and measurable goals did not occur as quickly as originally planned, and identifying the most appropriate evaluation measure also proved challenging. The first step in addressing these challenges started with aligning program goals and activities to best practices and proven strategies.

Looking Ahead

Next steps toward achieving our evaluation and data goals:

The next steps are to finalize the details of certain sections of the logic model and find the appropriate template to communicate the information in a clear and concise manner.

Mission: *Generating Lifelong Connections to Work*

CEO/ED: Gerald Davis

Team Members: Erin Kingsbury & Jason Walters

Website: goodwillcentraltexas.org

Measuring What Matters Goal

Statement: *Create a Service Matrix that allows for year over year program comparison, eliminates redundant data entry/reporting, and resolves conflicting service definitions.*

Progress achieved to date: Compiled a comprehensive list of all the services we provide, record, and report to stakeholders. Identified the fundamental set of 8 service categories that encompass Goodwill Central Texas's Mission Services.

What key lessons did your team learn throughout the Measuring What Matters series?

- Change Takes Time. When coordinating many stakeholders across the organization, time and planning are important.
- Be open to learning and shifts in perspective. The end result may not reflect where the initial vision started.
- How you present data can and will significantly impact how your audience uses data to drive decisions. Less is more.

What challenges or roadblocks did your team encounter along the way? How were these addressed, or how do you plan to address them moving forward?

- We needed to refine the scope of the project in order to continue moving forward. In understanding time constraints and bringing together the variety of stakeholders needed to engage in this project, we became more realistic in what we could accomplish in 6 months.
- Multiple and diverse stakeholders across the organization required clear, simple communication and requests. Respecting others' time while also prioritizing the needs of this project as it continues is crucial.
- Taking a step back to refocus was beneficial. When feeling stuck, we zoomed out and took a different approach. Before we could identify the redundancies and conflicting definitions, we had to create a framework for classifying services. This helped us launch forward and make meaningful progress.

Looking Ahead

Next steps toward achieving our evaluation and data goals:

- Classify the 300 distinct services we provided in 2017 into the 8 fundamental service categories.
- Quantifying the time savings we can achieve by eliminating redundant activity.
- Create meaningful definitions to retrain and inform staff of simplification in data for more refined tracking.



Mission: Strengthening families so children can succeed.

CEO/ED: Veronda Durden

Team Members: Diana Perez, LBSW; Dyann Avila, LCSW; Megan Olshavsky, Ph.D.

Website: anybabycan.org

Measuring What Matters Goal Statement:

Optimize the process for making intra-agency referrals to the No Estás Solo mental health counseling program.

Progress achieved to date:

We hosted an all-agency workshop to gather feedback from our staff about how the client “journey” through referral, enrollment, treatment, and exit could be supported and optimized. We realized that our agency’s team needs more information to make strong referrals to our counseling programs and will be generating new collateral to share with referred clients. We’re also revamping our client survey to get more detailed information about their experience in the program.

What key lessons did your team learn throughout the Measuring What Matters series?

- Organizations need to continually re-evaluate the tools they’re using to assess impact. Fine tuning your instruments is an iterative process.
- As an agency, we believe that doing this type of work keeps us relevant. Our programs have to be adaptable to meet the community need. Our all-agency team was very receptive when we asked them to be a part of our project which was really inspiring.
- Everyone wants to serve clients and families better. Being willing to turn the mirror on yourself and lean in to the challenges you see is required for growth.

What challenges or roadblocks did your team encounter along the way? How were these addressed, or how do you plan to address them moving forward?

- Time is always going to be a challenge. To do this work requires direct service staff to put in time that’s usually not going to be reimbursed by a contract.
- We also realized along the way that we needed to be flexible with our goal. Our original goal statement was outcomes-focused but we realized that we needed to focus first on the process before assessing outcomes.

Looking Ahead

Next steps toward achieving our evaluation and data goals:

- Rolling out educational collateral designed to support staff who are making referrals to counseling.
- Examining how we measure program outcomes. Now that our referral system is stronger, we can start looking at client retention and programmatic goals.



Mission: *Creating housing where families and individuals succeed*

CEO/ED: Walter Moreau

Team Members: Miranda Spiro, Sierra Randall & Julie Candoli

Website: foundcom.org

Measuring What Matters Goal Statement:

Compile research results to share with program leadership staff to facilitate an ongoing discussion around building a culture of data within our organization.

Progress achieved to date:

- Completed introductory discussions on data and data inventory workbooks with program staff from six departments
- Finalized data analysis of information collected
- Created data placemats summarizing research to be shared with stakeholders
- Currently scheduling a data discussion follow up meeting with program staff who were in initial introductory sessions

What key lessons did your team learn throughout the Measuring What Matters series?

- We have learned it takes time and capacity to explore our organization's current data processes and needs.
- Through our conversations at our cohort sessions, we discovered many other organizations are experiencing the same successes and struggles.
- There is developing support for non-profits in Austin around data and technology.
- We found that it is important to be comfortable with evaluating and re-evaluating our program's quality and effectiveness using data.
- Data is a wonderful tool to foster conversation and collaboration around programming leading to trust-building and a sense of empowerment among staff.

What challenges or roadblocks did your team encounter along the way? How were these addressed, or how do you plan to address them moving forward?

- It was difficult to find time for the project while fulfilling our job requirements. As a result, we revised our project goals to be more realistic and made an effort to schedule times to meet.
- As staff who don't generally work with data analysis and evaluation, it took an adjustment period to feel confident building bridges with program staff to create a space of open communication. This sets a precedent and having investment from leadership staff is important to the process.
- Due to the complex and comprehensive nature of our organization, it can feel overwhelming while strategizing and developing next steps for this project and beyond. We've addressed this by taking it one step at a time, with an eye toward future capacity.

Looking Ahead

Next steps toward achieving our evaluation and data goals:

- Share the results of our research with our stakeholders (leadership staff, program staff, funders, clients) to foster open communication around determining and prioritizing our data needs.
- Continue to collaborate with other nonprofits working to build capacity to develop their organizations' databases
- Work with leadership team to incorporate our findings into Foundation Communities' strategic and growth plans.

Mission: *To improve the health of the uninsured and working poor by providing access to high quality health care and prevention education.*

CEO/ED: Marci Roe

Team Members

Silvia Nunez, Program Director

Laura Hurst, Director of Volunteers

Website: volclinic.org

Measuring What Matters Goal Statement:

To utilize and optimize the use of data and our resources to improve our Chronic Disease Management (CDM) program and ultimately patient health outcomes.

Progress achieved to date

- Researched how to enter hemoglobin A1C results in AthenaNet (our EMR system) without a lab interface
- Trained & had volunteers enter all historical A1C data in AthenaNet
- Refined internal workflows to capture new A1C results going forward.
- Developed new A1C report to easily identify uncontrolled diabetic patients.
- Met with Clinic staff & volunteers to develop a more targeted care program for uncontrolled diabetic patients.

What key lessons did your team learn throughout the Measuring What Matters series?

- Data Collection, Analysis & Evaluation is/should be a shared task as different perspectives add value & insight
- Data does not have to be boring and can be a meaningful way to tell our story (*i.e. data placemats*)
- Reporting & data collection needs to be discussed and built in on the front end (ideally)
- Where There's a Will, There's a Way

What challenges or roadblocks did your team encounter along the way? How were these addressed, or how do you plan to address them moving forward?

- VHC does not have a lab interface with the laboratory, which has limited our ability to report on clinical outcomes. Further, the creation of a lab interface is not within our control.
- A manual data entry process increases the potential of human error and unreliable data; increased oversight & quality assurance is required.
- Challenge of working primarily with volunteers – difficult to communicate changes, continual training with new volunteers.
- Finding time to focus on this was challenging given our small staff and many duties; MWM workshops & meetings were helpful in setting aside time to work.

Looking Ahead

Next steps toward achieving our evaluation and data goals:

- Keep VHC Staff and Board apprised of progress and further engage them in this process.
- Work with Clinical Team to identify other meaningful data points to capture & useful reporting
- Work with Reporting Team to create reports for use by VHC staff, providers & other stakeholders
- Develop a dashboard for core medical programs: Walk-In & Chronic Disease Management Clinics
- Continue efforts to create and implement a targeted care program for uncontrolled diabetic patients with metrics and/or a means of measuring success.