



Outcomes vs Outputs

What are Surveyors Looking For?

1



What are Outcomes & Evaluations?



- **Outcomes** are changes in individuals, organizations, communities or governments, depending on the goal of the activities being examined
- **Evaluation** is a process of systematic inquiry directed at collecting, analyzing and interpreting information so that conclusions can be drawn about the worth, value or significance of a program or project

2



What is Outcome Evaluation?



- **Outcome evaluation** is a systematic examination of the outcomes (i.e., changes, benefits) resulting from a set of activities implemented to achieve a stated goal
- The intent of outcome evaluation is to assess the effectiveness of these activities with respect to the benefits achieved, suggest improvements and provide direction for future activities

3



- Outcome evaluation helps determine
 - **What** outcomes a program helps achieve
 - **How much** change occurs in the individual as a result of participating in the program and
 - The **extent** to which the change can be attributed to program activities



4



What is the Purpose of Outcome Evaluation?



- Outcome evaluation looks at impacts, benefits, and/or changes to the clients
 - As a result of the organization's programs' and services' efforts
 - During and/or after their participation in the programs/services
- Outcome evaluation can examine the impacts, benefits and changes in the short-term, intermediate term and long-term

5



- To get a complete picture through outcome evaluation, it is necessary to focus on all possible levels



- Individual
- Programs/Services
- Whole Organization
- System

6



Results of Quality Improvement Efforts



- Greater accountability
 - To show individuals, staff and community members how their investment of time and energy into programs produces desired results and benefits
 - To help service providers meet the requirements of credentialing organizations and funders that want to see what outcome evaluation processes and systems are in place
- Improved program quality
 - To give management an understand of how and to what extent a program is achieving its goals, which is key for decision-making around the use of limited resources

7



Why do We Need to Know What an Outcome is?



- To determine what difference was made from the activities that were done on a day-to-day basis with the individuals the organization supports
- There is a need to shift to outcomes-focused **thinking** and outcomes-focused **doing**
- This helps to show the value in what we do

8



Why do We Care?



- Changes focus from **how** to get it done to **why** we do it
- Gets the whole team to focus on what the individual will think, feel and do and what will be the result
 - The individual's desired outcomes will drive the planning process



9



What Does This Mean for Surveyors?



- Think beyond what is given as an answer by the person they are speaking with
- It is determining the **impact** or the **difference** that that decision, situation, activity, etc., makes for the individual involved



10



- ACDS is promoting *service quality indicators* that focus on not just the output (e.g., decision, situation, activity) but rather the impact or big picture result (e.g., socially valued roles, artists, great neighbors, members of a sports club, friends)
- Quality services will lead to the best quality of life outcomes for individuals

11



The Difference Between Outputs and Outcomes



- An output is a **measurable product** that results from a certain activity
- An outcome is the **change** in something; it is the story that demonstrates this change
- Outputs and outcomes are linked

Producing OUTPUTS leads to OUTCOMES

12



Examples of Outcomes



- Activity
 - An individual participates in a variety of community based activities with other people, including opportunities to develop entrepreneurial skills to share his interest and talent in art
- Outputs
 - There is a place where he can go on a regular basis where he can work on his art with others with similar interests as well as get support to develop his skills further
 - He is able to organize his own art show to display and sell his art

13



Outcome

This individual is included in a community where he participates and has a sense of belonging and connection to others

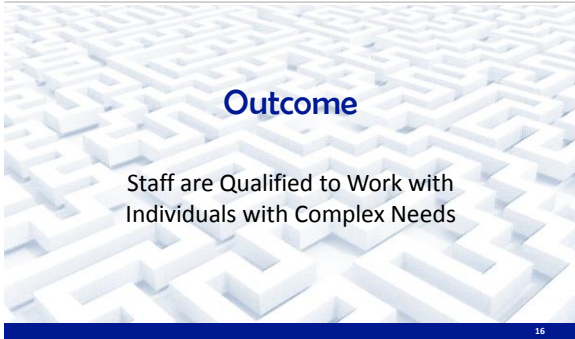


14



- Activity
 - The service provider has outlined mandatory and complementary training
 - Staff take the training as part of their orientation
- Outputs
 - 95% of staff have taken mandatory training as well as relevant complementary training available
 - Staff are able to show proficiency and competency of the training taken through written and verbal assessment

15





Any Questions?

This is a presentation of the
Alberta Council of Disability Services
Standards and Accreditation

Bay 19, 3220 – 5 Avenue NE
Calgary, AB T2A 5N1
Ph: (403) 250-9495
Fax: (403) 291-9864
Email: accred@acds.ca