



Measuring The Difference: Outcome Evaluation Resources for the Disability Sector

MODULE 8

Useful Online Resources

Prepared for

Alberta Council of Disability Services

by

Nilima Sonpal-Valias

The Vocational and Rehabilitation Research Institute

The Alberta Council of Disability Services

Bay 19, 3220 – 5 Avenue NE, Calgary, AB T2A 5N1
Phone 403-250-9495 • Fax 403-291-9864 • Email accred@acds.ca
Website: www.acds.ca

Module 8

Useful Online Resources

Canadian Outcomes Research Institute.

A Calgary-based organization supporting the evaluation needs of nonprofit organizations. Offers training and use of the HOMES software, an online program evaluation software package.

Center for Civic Partnerships.

<http://www.civicpartnerships.org/index.htm>.

A website with a wealth of information, tips, tools, resources and links on evaluation, logic models, theory of change and community indicators.

Center for Civic Partnerships. *Evaluation*.

<http://www.civicpartnerships.org/index.htm>.

Tips, tools, resources and links on evaluation.

Center for Civic Partnerships. *Focus Groups*.

http://www.civicpartnerships.org/docs/tools_resources/focus_groups.htm.

Links to online tools and resources on focus groups.

Center for Civic Partnerships. (2007). *Organizational Learning*.

http://www.civicpartnerships.org/docs/tools_resources/Org%20Learning%2009.07.htm.

Tips and links to information on learning organizations.

Center for Civic Partnerships. (2007). *Quantitative and Qualitative Evaluation Methods*.

http://www.civicpartnerships.org/docs/tools_resources/Quan_Qual%20Methods%2009.07.htm.

Tips on various data collection methods, their strengths and limitations and links to other related information sources.

Center for Civic Partnerships. *Tips and Tools for Logic Models*.

http://www.civicpartnerships.org/docs/tools_resources/Logic%20Models%2009.07.htm.

Links to online tools and how-to guides on logic models.

Compass Partnerships Management Consultants. *Strategic Planning*.

http://www.compasspartnership.co.uk/knowledge/strategic_planning.php.

Information and tests for strategic planning processes and links to other resources.

Duigan, P. (2008). Thirteen Tips for Building Great Outcome Models.

<http://easyoutcomes.org/files/13tipsa4-205.pdf>.

A one-page tip sheet on building an outcome model.

The rest of the website (<http://www.easyoutcomes.org/resources.html>) contains a host of resources and links on the topic, including the DoView outcomes software (not reviewed by us).

- Harvard Family Research Project. (2008). *Indicators: Definitions and Use in a Results-Based Accountability System*.
<http://www.hfrp.org/publications-resources/publications-series/reaching-results/indicators-definition-and-use-in-a-results-based-accountability-system>.
Defines indicators, lists different types and provides criteria for selecting indicators.
- Harvard Family Research Project. (1999). *Learning from Logic Models. An Example of a Family/School Partnership Program*.
<http://www.hfrp.org/publications-resources/publications-series/reaching-results/learning-from-logic-models-an-example-of-a-family-school-partnership-program>.
Step-by-step approach to developing a logic model as a framework for an evaluation, written with program practitioners in mind.
- Harvard Family Research project. (1997). *Strategic Planning Process: Steps in Developing a Strategic Plan*.
<http://www.hfrp.org/publications-resources/publications-series/reaching-results/strategic-planning-process-steps-in-developing-strategic-plans>.
This article provides an overview of developing a strategic plan - the first step towards developing an outcome-based performance system.
- Imagine Canada. (2006). *Project Evaluation Guide for Nonprofit Organizations. Fundamental Methods and Steps for Conducting Project Evaluation*.
http://nonprofitscan.imaginecanada.ca/files/nonprofitscan/en/csc/projectguide_final.pdf.
A thorough presentation of creating, implementing, analyzing the data from and communicating the results from a project evaluation. Although the focus is on project evaluation, many concepts and steps are the same as for outcome measurement. Templates and tip sheets make this a very useful resource.
- McNamara, C. (1997). *Basic Guide To Program Evaluation*.
http://managementhelp.org/evaluatn/fnl_eval.htm.
Provides an overview of the major data collection method, including purpose, advantages and disadvantages.
- McNamara, C. (1997). *Basics for Conducting Focus Groups*.
<http://www.managementhelp.org/evaluatn/focusgrp.htm>.
Practical guide related to preparing for, conducting and analyzing data from focus groups.
- Organizational Research Services.
http://www.organizationalresearch.com/publications_and_resources.htm.
This website has two free downloadable handbooks focusing on outcome measurement, planning and dissemination of the results.
“How to Manage and Analyze Data for Outcome-Based Evaluation” (2000) teaches how to prepare and analyze outcome evaluation data using common Microsoft programs. It is thorough and informative.
“Outcomes for Success” (2000) provides an accessible overview of outcome evaluation together with examples of logic models, outcome plans, coaching exercises, etc. Informative and well-written.

- Organizational Research Services. (2004). *Theory of Change: A Practical Tool for Action, Results and Learning*.
http://www.organizationalresearch.com/publications/aecf_theory_of_change_manual.pdf.
This publication walks the reader through the steps of developing a theory of change; the same principles can be applied to developing an outcome logic model. It provides a number of sample outcome statements, complex outcome models and learning tips.
- Plan:Net Limited. (2002). *Splash and Ripple: Using outcomes to design & guide community work*.
http://www.hc-sc.gc.ca/ahc-asc/pubs/_contribution/ripple-ricochet/index-eng.php.
The authors use the splash and ripple metaphor to explain the terminology of outcome measurement, and then tie all the concepts together with an example to show how to build an outcome measurement framework for a sample program. This document is easy to understand and practical.
- Plantz, M. Taylor Greenway, M., & Hendricks, M. (2006). *Outcome Measurement: Showing Results in the Nonprofit Sector*. United Way of America: Alexandria, VA.
http://nationalserviceresources.org/files/legacy/filemanager/download/ProgramMgmt/Outcome_Measurement_Showing_Results_Nonprofit_Sector.pdf
Reports the lessons from nonprofit managers who have implemented outcome measurement in their organizations, and challenges for the future.
- Diego Social Venture Partners. (n.d.) *A Guide to Outcome Planning*.
http://www.organizationalresearch.com/publications/aecf_theory_of_change_manual.pdf.
Outcome planning is the term used here for outcome measurement. The article provides a good, high-level presentation of the steps in outcome measurement.
- United Way of America Outcome Measurement Resource Network.
<http://auth.unitedway.org/Outcomes/Library/pgmomres1.cfm>
An excellent website full of publications, tools and links on outcome measurement theory and practice.
- University of Missouri Extension Program. (2008). *Program Planning and Development - Program Logic Model*.
<http://extension.missouri.edu/staff/programdev/plm/>.
Short summary explaining a logic model, together with a sample template.
- University of Wisconsin. (2002). *Enhancing Program Performance with Logic Models*.
<http://www.uwex.edu/ces/lmcourse/#>.
A free web-based course on how to develop logic models. Although targeted for education and outreach programs, it is a useful site to learn and practice the basics of logic model development.
- W. K. Kellogg Foundation.
<http://wkkf.org/Default.aspx?LanguageID=0>.
A number of tools and links related to logic model development and evaluation.