Service Improvement Project

youth coalition of the ACT

Workshop One Program Logic	**Workshop Two** Outcome Measurement
Workshop Three Program Guidelines	**Workshop Four** Monitoring and Evaluation Framework

About the Service Improvement Project

The Youth Coalition offers a systematic and structured approach to service improvement. Our project staff upskill your team to reflect the value and nature of the work they do, and capture the changes that happen for their clients based on their practice wisdom and experience. We support your team to develop and clarify a shared understanding of the purpose, activities, process and intended outcomes of each program.

Your team will create documentation that enables ongoing data collection for monitoring and reporting, and, furthermore, allow for a robust evaluation at any point in time at minimal cost. Through this work, your team refines their practice and clarifies alignment with the theoretical framework, evidence base and the practice principles that underpin their service provision.

This work is conducted through a series of four workshops, with additional work completed by your team between workshops. Time is allocated within the workshops to begin the documentation processes, and our project staff are available to provide input and feedback on this work.

Workshop One
Program Logic

This workshop aims to develop a Program Logic for your program or service. Your team identifies the underpinning values, theories and assumptions of your program, and articulates the aim and activities. This information is used to develop your Program Logic, and some services develop a Client Journey Map or Client Support Map as part of this process.

A Program Logic is a visual representation of how your program is expected to work. It clarifies the aims, activities, and program theories. It shows the broad overarching theory behind a program, providing a 'road map' of the sequence of events which connect the need for the program to the desired results. This sequence is demonstrated in your Program Logic document.

IDENTIFIED SITUATION/PROGRAM AIM				
Resources /inputs	**Activities**	**Outputs**	**Outcomes (Short & medium Term)**	**Impact**
In order to accomplish our set of activities we will need the following...	In order to address our problem or asset we will conduct the following activities...	We expect that once completed or under way these activities will produce the following evidence of service delivery...	We expect that if completed or ongoing these activities will lead to the following changes...	We expect that if completed these activities will lead to the following changes in the long term...
YOUR PLANNED WORK		**YOUR INTENDED RESULT**		
UNDERPINNING THEORIES, PRINCIPLES, ASSUMPTIONS		**ENVIRONMENT (EXTERNAL INFLUENCES)**		

Workshop Two
Outcome Measurement

This workshop aims to identify the outcomes that result from clients engaging with your service, which form part of your Program Logic. Outcomes identify the specific changes that you expect to occur in your clients as a result of their involvement in your service.

We also identify Outcome Measurement Tools which you use to collect data to show this change. Measuring outcomes is a key component of determining whether a program is producing the desired results. The data collected using Outcome Measurement Tools can be used in reports to funding bodies and other stakeholders, and as part of an evaluation of your program or service.

Workshop Three
Program Guidelines

This workshop aims to provide the guiding framework for the development of the Program Guidelines for your program or service. Program Guidelines build off your Program Logic to give a more detailed overview of how the service is conducted. The details of your Program Guidelines will be developed by your staff team after this workshop.

Program Guidelines enable consistency and rigour of practice across your team, act as an induction document, and provide a 'baseline' for a process evaluation (outlining the intended processes and procedures). Creating this document ensures that services have processes for all activities they conduct and, where necessary, associated documents and checklists – hence ensuring consistency and rigour of practice.

Workshop Four
Monitoring and Evaluation Framework

This workshop aims to develop a Monitoring and Evaluation Framework for your service. We will develop a list of indicators, data sources and activities that enable robust ongoing data collection.

This process will ensure that the data being collected and reported provides an accurate representation of the work that is conducted and the outcomes that are achieved in your program. The Monitoring and Evaluation Framework will enable meaningful and relevant data collection to support service improvement and evaluation.

Workshop Registration

Up to three participants from each CYFSP funded program can participate, and we recommend that you nominate a mix of managers, team leaders, and frontline workers take part. We are happy to discuss your program/organisation structure and help you identify which team members might best benefit from taking part.

Workshop dates:
Workshop 1 – Mon 5 September, 9:30am – 3:30pm – Program logics
Workshop 2 – Mon 19 September, 9:30am – 1pm – Outcome measurement
Workshop 3 – Mon 17 October, 9:30am – 1pm – Program Guidelines
Workshop 4 – Mon 31 October, 9:30am – 1pm – Monitoring & Evaluation

If you have not participated in the SIP workshops this year, you will need to register for all four workshops. If you participated in the first round but missed a workshop, please just register for the session you missed out on.

Please contact Hannah Watts on hannah@youthcoalition.net with any questions or to make a time to speak with her in further detail about the project.

Registration is available online at https://www.youthcoalition.net/si-workshops/