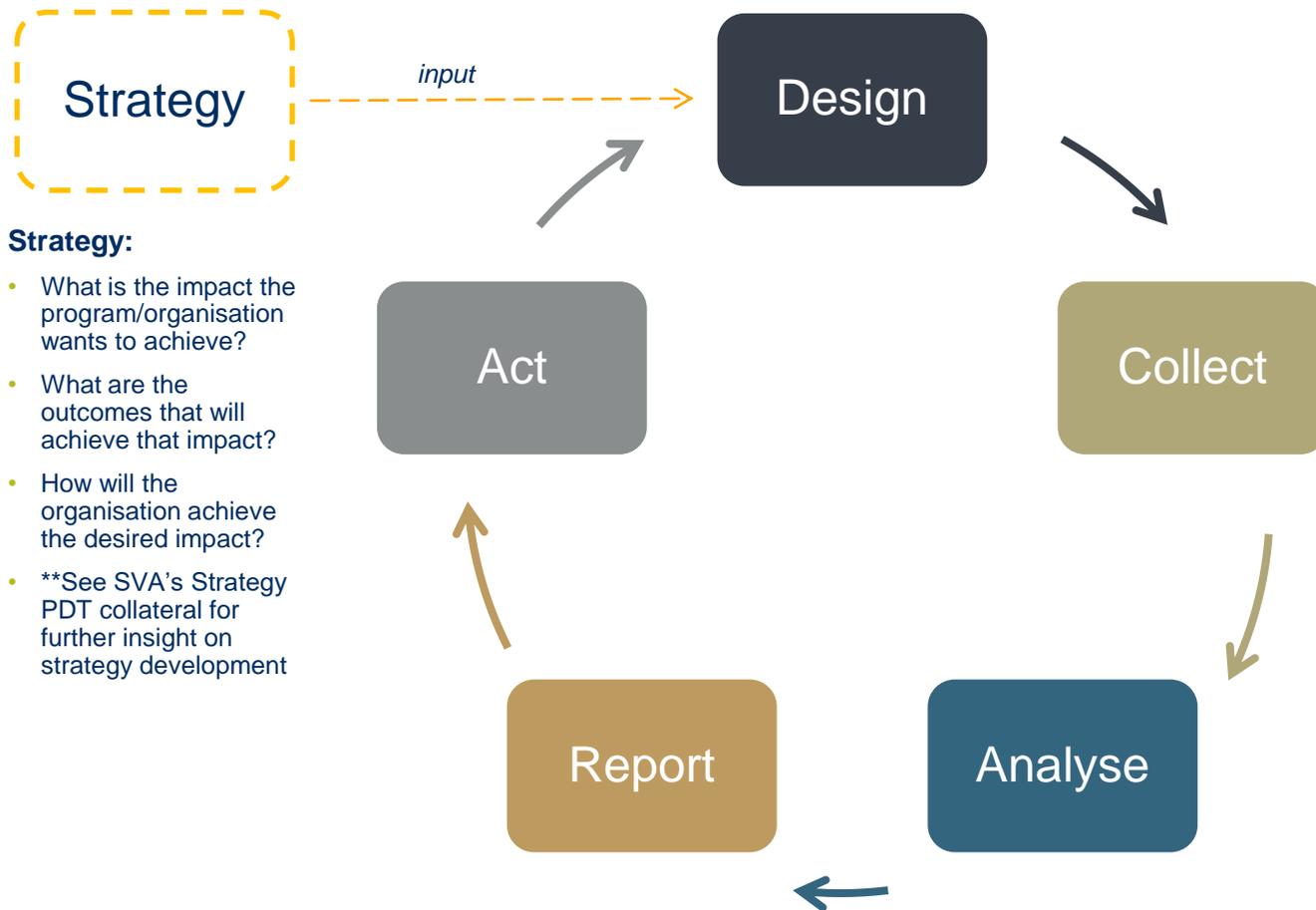# Outcomes Management is an iterative process to prove and improve a program's impact

Strategy:

- What is the impact the program/organisation wants to achieve?
- What are the outcomes that will achieve that impact?
- How will the organisation achieve the desired impact?
- **See SVA's Strategy PDT collateral for further insight on strategy development

Design:

- What do we measure?
- How are outcomes measured?

Collect:

- When do we gather data and measure it?
- Who gathers the data?
- How is data stored?

Analyse:

- How is the data interpreted?
- How are different data sets compared?
- Who interprets the results?

Report:

- What reports will be developed?
- Who are the reports developed for?
- What story do we want to tell through the reports?
- When are reports generated?

Act:

- What decisions will be made based on this data?
- What will we do with any key findings?
- How will we communicate the results of this process and our actions?

SVA Consulting supports clients at different stages of the OM process through four main services

| Design | Collect | Analyse | Report | Act |

1. Outcomes Management frameworks

What do we include in an OM Framework?
a) Outcomes (developed through Logic Models)
b) Indicators
c) Recommend data sources and timing

We might also design:
d) Data collection tools
e) Reporting templates / dashboards

We can also help with:
f) Valuation approach
g) Benchmarks/targets
h) Options for IT solutions
i) Implementation plan

2. Assessments and evaluations
Types: (i) Forecast (ii) Baseline / formative (iii) Evaluative / summative

When helping a client assess or evaluate, we often first need to review / develop the following:
a) Outputs
b) Outcomes
c) Indicators

We might also use one of these assessment or evaluation frameworks:
d) Social Return on Investment
e) Cost-benefit analysis
f) Benchmarking
g) Dashboard development

Occasionally we will do:
h) Comparative evaluation using control groups

3. Decision-making frameworks

Uses the structure from the previous stages but pushes towards action

4. OM health checks

a) Technical
b) Cultural

An assessment of where an organisation is at. Can be done at any time

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