TANF Works!

Outcomes Measurement Process

TIP SHEET

Outcomes measurement is a systematic way to measure whether an organization has reached its intended results.

SET

IDENTIFY OUTCOMES

- Map out outcomes. For example:[1]

INPUTS & ACTIVITIES	INTERMEDIATE OUTCOMES	ULTIMATE OUTCOMES
TANF Program Trainings	Clients' improvement in vocational skills	Clients' employment

DEVELOP 1-3 PERFORMANCE INDICATORS PER OUTCOME TO SHOW WHEN CHANGE OCCURS.

- Document information that can be counted or reported (e.g. number of graduates; average increase in earnings).

DEFINE TARGET POPULATION.

- Whose outcomes will be measured? (Work-exempt clients? Clients within a county?)

SET ACHIEVEMENT TARGETS.

- What will be measured?

[1]Logic model adapted from Hahn, Urban Institute, 2018.

MEASURE

QUESTIONS TO ASK BEFORE COLLECTING DATA:

- What data is needed to measure the outcome?
- What method will be used to collect the data? (Survey, chart review, observation, interviews?)
- How often and when will data be collected?
- Who will collect data?
- How will data be monitored for accuracy?
- How will data be used to make meaningful decisions?

COLLECT DATA AND ANALYZE.

- Examine trends or outliers to gain context.
- Compare to prior years; compare various programs' results.

REPORT

COMMUNICATE RESULTS TO ORGANIZATION, STAFF, AND CLIENTS.

- What will reports look like? How often will they be released?
- Encourage and celebrate data collection.
- Share successes at all levels to promote a growth mindset and high expectations.

REFLECT ON RESULTS.

- Hold annual target and strategy meetings to set targets for next year.
- Use data to make decisions.
- Highlight success and areas to improve.