The Joy of Process

Guidelines for Tracking and Documenting Progress.

Karen Bachar
Janine Goldman-Pach
Objectives:

- To provide information for improving tracking and documentation of Rape Prevention Education Program
- To provide training to meet reporting requirements as outlined in the Scope of Work.
Definitions

- **Theory**
  - An idea about how the world works

- **Process**
  - What is happening
  - How things are accomplished

- **Outcome**
  - Results
  - What was accomplished
Definitions

- **Data**
  - Tracking
  - Measurements of what is happening and accomplished

- **Documentation**
  - Written descriptions of what happened and what was accomplished

- **Evaluation**
  - Assessing to what extent what happened influenced what was accomplished
  - Determining information for improving programs
Additional Definitions

- **Strategic Plan - Dr. B.J. Tatro**
  - A practical, action-oriented guide that directs operational planning and resource allocation. It is issue-oriented and usually spans multiple years.

- **Operational Plan - Dr. B.J. Tatro**
  - A document that specifies what needs to be accomplished within a given time period to move in the key directions specified in the strategic plan.
Report Requirements

- Project Period
- Summary of the Project
- Highlights and Accomplishments
- Lessons Learned
- Total Budget
- Other funding sources
- Results of evaluations and implications
- Recommendations
- Plans to sustain program
- Products and Project Documentation
Project Period

- Begin and end dates of operation according to contract
- Depends on funding year
Summary of the Project

- How the project met the identified needs
  - Description of target population
    - Who you wanted to serve
    - How you chose who you wanted to serve
      - Research
      - Needs assessment
      - Community requests
    - Who you served
- How the outcome was achieved
- Description of Projects Developed
Curriculum Development

- Focus of curriculum
- Process used to develop the curriculum
  - References
    - Other curricula
    - Journal articles
- Highlights and changes in curriculum
  - Expert review
  - Use of evaluation results
Presentations

- Need for services and how the need is being met
- Process of agreement for delivery of services
- Handling disclosures

Description of Service Delivery
- Number of Presentations
- Schools/Organizations presented to and relationship to target population
- Number of Participants
  - Demographics - Sex, Age/Grade, Race, Language
Linked Services

- Need for services and how need is being met
- Process of agreement for delivery of services
- Handling disclosures
- Description of service delivery
  - Number of people counseled
    - Demographics - Sex, Age/Grade, Race, Language
    - How referred
  - Number of counseling sessions
    - Average length of time
  - Number of disclosures
Hotlines

- Promotion
- Volunteer training and hours
- Description of service delivery
  - Number of calls
    - Repeat callers
    - Crisis vs. Information & Referral/Reason for call
  - Demographics
    - Location
    - Language
    - Sex
    - Age
    - Referrals
Highlights and Accomplishments

Examples
- Meet/exceed goals
- Receive awards/recognition
- Make conference or professional presentations
- Receive mention in the media
- Receive especially positive feedback
- Serve on state or national committees
Lessons Learned

- Barriers and Delays
  - Curriculum/Project development
  - Evaluation
  - Program expansion
  - Presentations
  - Volunteer recruitment
  - Marketing

- Resolutions
Total Budget

- Personnel
- Employee Related Expenses
- Professional and Outside Services
- Travel Expenses
- Other Operating Expenses
- Capital Outlay Expenses
- Other
Other Funding Sources

- Additional funds acquired
  - Grants
  - Matching funds
  - Donations
  - Fees
Results of Evaluations and Implications

- Process of tool development
- Program satisfaction ratings/Perceived benefits
- Outcomes
  - Documenting change as a result of services by comparing pre and post test data
Recommendations

Future plans
- Program development and delivery
- ADHS Administration
- Technical Assistance
Plans to Sustain the Program

- Plans to support program in the future
  - Economically
  - Reproducibility

- Program Expansion
  - Needs assessment
  - Contacts
    - Requests for services
    - Outreach
  - Collaborations
    - Nature of relationship
Products & Project Documentation

- The Curriculum
- Handouts, Overheads, Movies
- Quarterly Data Reports
- Evaluation Tools
Strategic Planning

- Agency Specific Strategic Planning
- Rape Prevention Education Program Strategic Plan Fiscal Year 1998 - Fiscal Year 2000
Strategic Planning

- Provides a common direction for everyone in the organization and helps to ensure that actions taken are mission-driven and consistent with the organization’s core beliefs and values.

- Assists the organization to build on strengths and address barriers that might impede progress.

- Provides an opportunity to identify alternative courses of action and choose the best course of action among them.
Operational Planning

- Links strategic plans to daily operations so that the day-to-day work of the organization is consistent with the mission, will lead to the vision, and will address the key strategic directions
- Requires that the organization be realistic about the scope of work to be undertaken by linking planned actions to available resources
- Provides for ongoing assessment of progress and identification of barriers so they can be addressed in a timely manner
- Provides a basis for accountability
Strategic Plan 1998-2000 - Key Directions

- Provide information resources and technical assistance that contribute to heightening awareness and the prevention of sexual coercion and violence.
- Improve communication, coordination, and collaboration among those involved in rape prevention education.
Strategic Plan 1998-2000 - Key Directions

- Contribute to the development of effective rape prevention education programs through the design and implementation of an ongoing evaluation process.
- Build capacity to do effective rape prevention education throughout Arizona.
- Identify need for and support rape prevention education throughout Arizona, including sustaining or expanding successful programs and stimulating the development of new programs.
Summary

- Contract compliance
- Federal funding documentation
- Show your work!