

# Innovation and Trends in Grant & Contract Management

Transfer the focus of grant work from fulfilling funder requirements to fulfilling your mission and generating enthusiasm from the workforce and buy-in from the community.

*Move beyond paperwork to purpose-driven work.*



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# By the end of this session:

- Results Framework and Theory of Change that link to organization outcomes
- Best practices in collecting participant-centered outcomes data
- Strength of participant outcomes data collection to tell your story



# Heartland Alliance: Heartland Human Care Services

## Where we started...

100+ contracts, 25+ programs, 26 funder systems

Residential

Wellness

Housing

Employment

# Where we are at now...

**SAFETY**

**STABILITY**

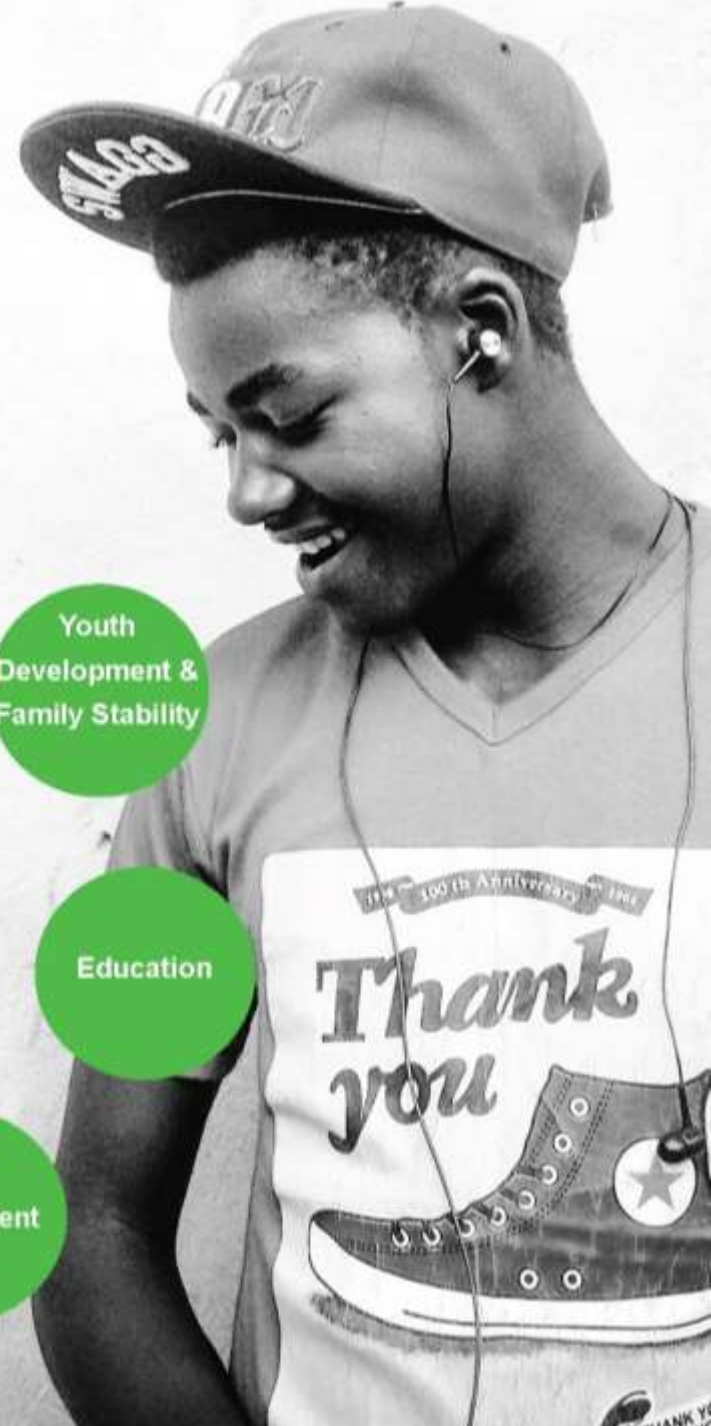
**SUCCESS**



*Anti-poverty continuum*



The re-organization allowed us to focus on the **building blocks** which link to our overall goal of ending poverty.



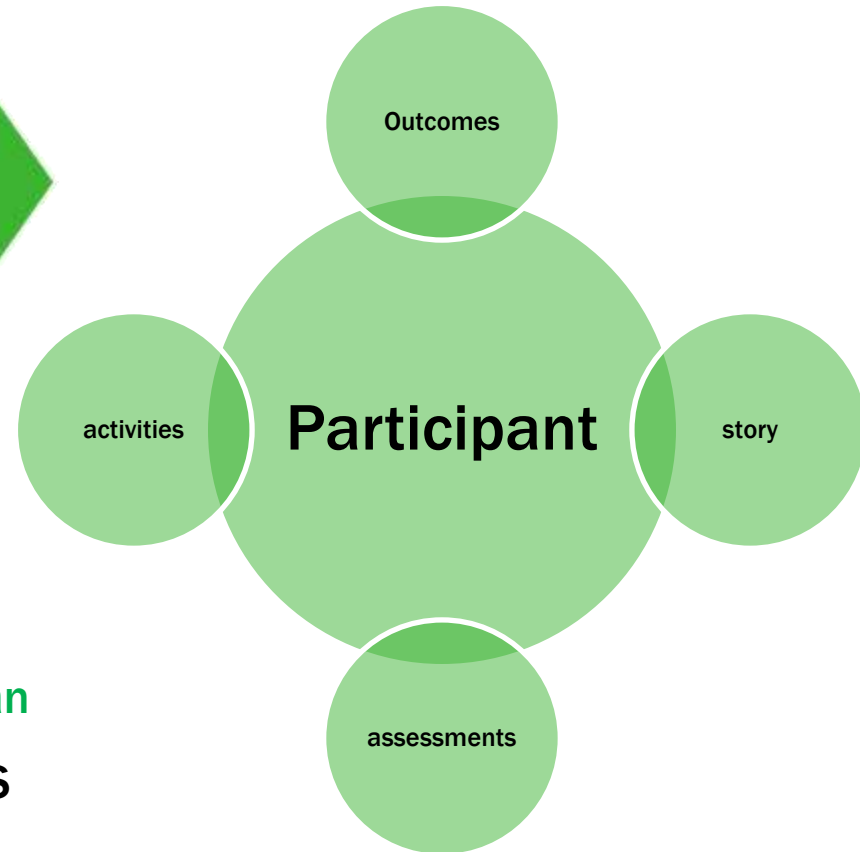
# Why focus on participant-centered reporting?



External  
Databases:  
Outputs Focused  
(Funder-Mandated)



Internal Database:  
Outcomes Focused



If our participants are the guiding light, we can link everything back to them to both understand how their **lives are changing** AND our **impact as an organization**. We can tell our **COMBINED STORIES** in the pathways out of poverty.

# Pain points



# Process

**Results Framework**

**Building Blocks**

**Theory of Change**

**Measurable Indicators**

**Outcomes Dashboard**

**Outcomes Reporting**





# Results Framework

graphic representation of a strategy to achieve a specific objective that is grounded in cause-and-effect logic.

For us, this included:

Research

Building Blocks

Theories of Change

Measurable Indicators

Clearly defined **Building Blocks** of HHCS's programming, to better articulate how services align with Heartland's mission to end poverty

**A Theory of Change for each Building Block:**

- long-term goals,
- types of services
- potential indicators to highlight the intended impact of our services and to provide structured means to measure that impact

# Building Blocks: How do HHCS services align with Heartland's mission?

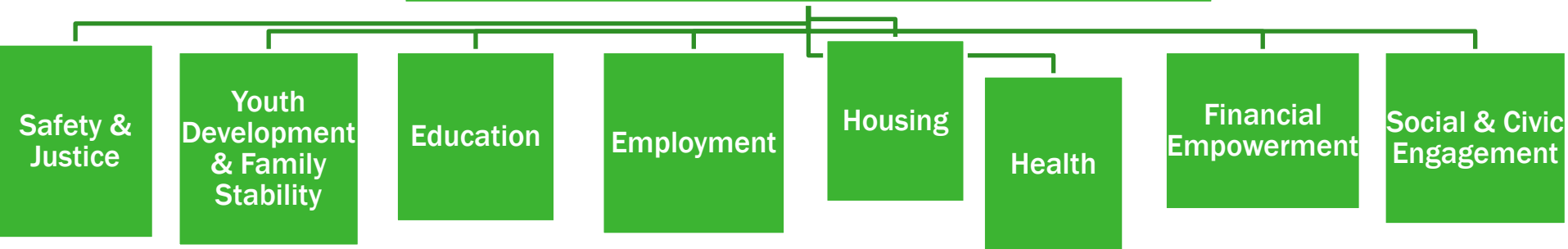
Research

Building  
Blocks

Theories of  
Change

Measurable  
Indicators

## END POVERTY



# Theory of Change: *end poverty in all forms*

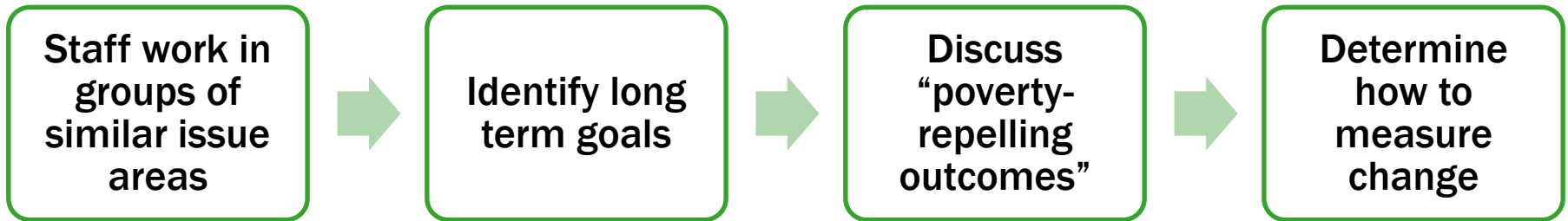
Research

Building  
Blocks

Theories of  
Change

Measurable  
Indicators

## Process of developing a Theory of Change:



# Building Block

Housing

Long Term Goals

Remain housed

Short Term Goals

Safely housed

Interventions

Supportive Housing



# ToC: Poverty-Repelling Outcomes

## *Participants are...*

- *Safe, stable, secure*
- *Healthy (and/or managing health issues)*
- *Happy/have a high quality of life*
- *Confident self-agents, in control of future*
- *Have hope and an orientation to future*
- *Know & understand rights*
- *Live in safe, supportive communities with opportunities for improvement and advancement*
- *Equal access to resources/opportunities*
- *Have a voice and are engaged advocates*
- *Contribute to society and share knowledge*
- *Protected, supported and empowered by the policies, systems and services in place*

## Housing: services that support people in getting and staying appropriately housed

Participants have adequate, appropriate housing: they can afford housing; they have any supports necessary, including transportation, childcare, health care, etc.

Participants are safe and stable enough to: pursue education, employment and other goals, manage health issues and improve health; recover from trauma; stay housed; plan for future.

Participants have knowledge, skills and supports to remain housed: they understand their rights and advocate for themselves, have tenancy skills, social/communication skills, employable skills, money management and skills, support system, sense of community, and are able to address barriers to their housing.

Participants feel respected, have a sense of security, independence, agency, confidence and pride. They have a place of their own.

# Measurable Indicators

Research

Building  
Blocks

Theories of  
Change

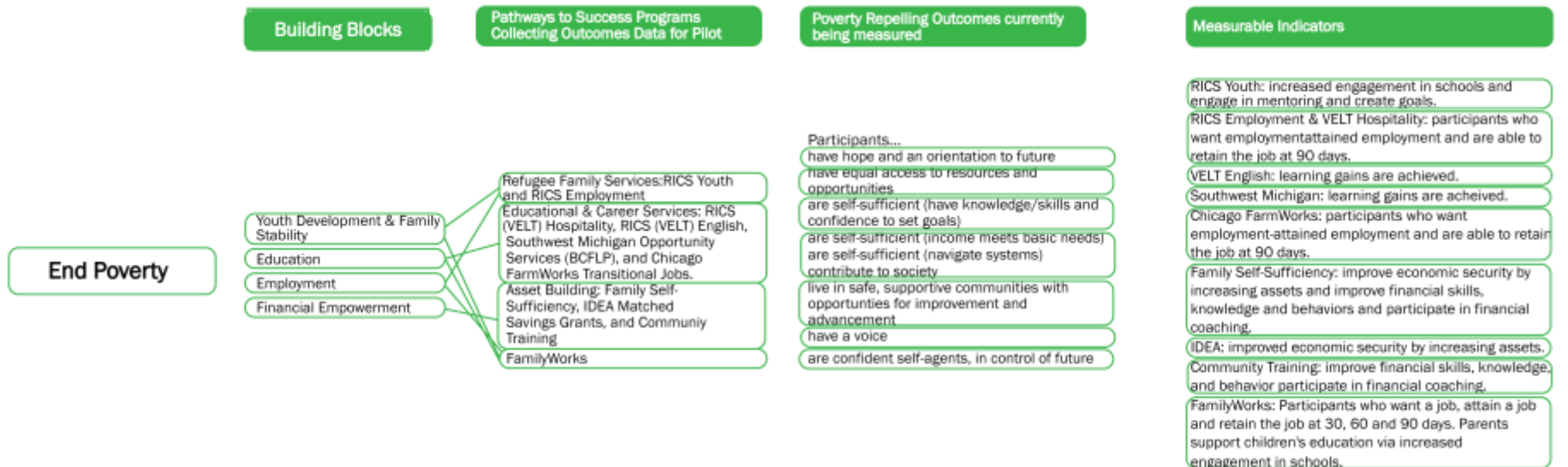
Measurable  
Indicators

Existing  
database

Existing data  
collection:  
tools,  
frequency,  
staff, etc.

Existing  
reporting out  
functions

Analysis and  
reflection  
practices





# Operationalizing Data Collection & Reporting



Leadership buy in, support, consistent communication

Identify data community of practice

Measurable indicators collected monthly/quarterly

Data inputted on centralized database monthly

Data analyzed monthly and quarterly

Analysis is used in a variety of ways...

# Participant Outcomes Data: What is it Good For?





Housing and Health



SAFETy



Pathways to Success



Education



Justice



Health



Housing



Economic Security



Safety



Well-Beng



Caution when interpreting data



Further areas to explore



Dip Deeper



Resources

# Let's revisit our goals for today.

Do you have a better sense of how to move beyond paperwork to purpose-driven work?

- Results Framework and Theory of Change that link to the desired outcomes of your organization
- Best practices in collecting participant-centered outcomes data
- Strength of participant outcomes data collection to tell your story

Lingering questions?

Comments?

Next steps?