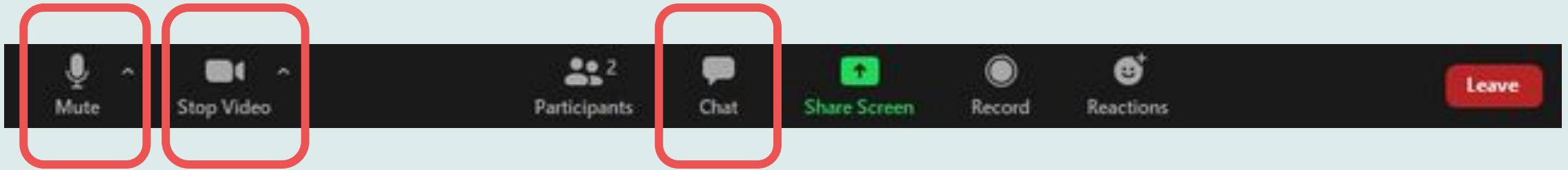


# Developing Logic Models and Applying Appropriate Metrics for the Evaluation and Assessment of Intervention Programs

MAY 12, 2022

# Zoom Refresher

- ▶ Mute/Unmute
- ▶ Video
- ▶ Chat



# Agenda

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**Break.....10**

Breakout Groups.....20

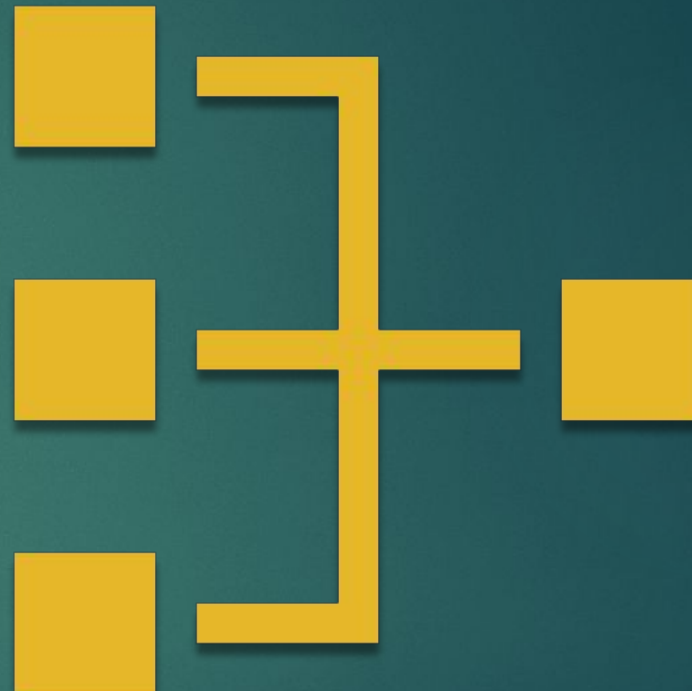
Questions.....10

Survey.....5

# Introductions

- ▶ Name
- ▶ Pronouns (she/he/they)
- ▶ Why did you decide to join today's training?

What is a  
logic  
model?



# What is a logic model?

- ▶ A logic model is a systematic, visual way to plan a program
- ▶ It can serve as a foundation for program planning and evaluation.
- ▶ It is a picture of why and how you believe a program will work.

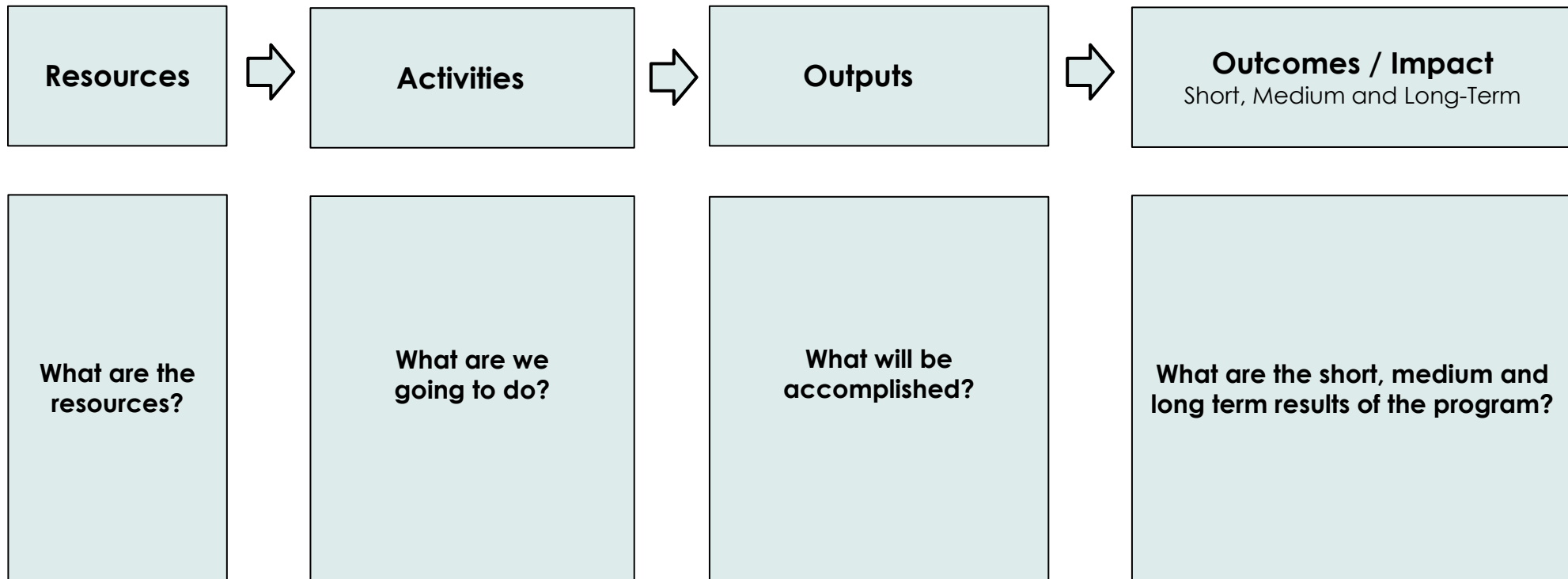
# What is a logic model?

- ▶ Identifies the steps that lead from specific activities to specific outcomes
- ▶ Data can be collected at each step
- ▶ Evaluators can identify what went wrong if an intervention fails to meet its ultimate objectives
- ▶ Helps you move from evaluation to action

# Logic Model



**Goal:** What is the overall purpose of the program?





**Goal:** The overall purpose of your program

WORK

Results

**Resources**



**Activities**



**Outputs**



**Outcomes / Impact**  
Short, Medium and  
Long-Term

**What are the resources?**

- Staff
- Volunteers
- Time
- Money
- Materials
- Equipment
- Technology
- Partners

**What are we going to do?**

- Educate
- Facilitate
- Policy development
- Counseling
- Launching a media campaign
- Develop resources, curricula
- Conduct workshops

**What will be accomplished?**

- Products
- Number of sessions held
- Number of individuals reached
- Client satisfaction
- Specific policies implemented
- Processes put into place

**What are the short, medium and long term results of the program?**

Statements of change that we expect to see:

**Short-Term:** Knowledge, awareness, attitude, skills, motivation, self-efficacy

**Medium-Term:** action, behavior, practice, policies, decision-making

**Long-term:** health, quality of life



# Goal



The overall purpose of your program.



Is measurable and within the capacity of your organization to deliver.



Serves as a frame for all elements of the logic model that follow.

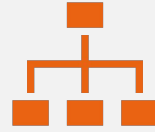


Reflects organizational priorities.

# Resources

## What are the resources?

- Staff
- Volunteers
- Time
- Money
- Materials
- Equipment
- Technology
- Partners



Organizational Capacity



Money, staff, volunteers, curriculum, etc.



Can be a tool for thinking about the organization's needs.

# Activities

## What are we going to do?

- Educate
- Facilitate
- Policy development
- Counseling
- Launching a media campaign
- Develop resources, curricula
- Conduct workshops



The actions needed to implement your program.



Examples include:

- Developing products
- Providing services
- Engaging in advocacy
- Building infrastructure.



Can be the basis of a detailed workplan

# Breakout Groups

**Goal:** The overall purpose of your program

## Resources



## Activities

### What are the resources?

- Staff
- Volunteers
- Time
- Money
- Materials
- Equipment
- Technology
- Partners

### What are we going to do?

- Educate
- Facilitate
- Policy development
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# Results Based Accountability (RBA)



# RBA and Logic Models

- ▶ RBA is a way of thinking and taking action to **improve conditions of well being**
- ▶ *RBA and logic models are complimentary*
- ▶ RBA Goes directly to the identification of performance measures
- ▶ RBA is a starting point for using performance measures to actually improve performance



# We want to answer

1. How much did we do?
  - ▶ Example: # of trainings provided.
2. How well did we do?
  - ▶ Example: % of youth that are satisfied with programming.
3. Is anyone better off?
  - ▶ Example: % of youth that report an increase in knowledge.

# Outputs

## What will be accomplished?

- Products
- Number of sessions held
- Number of individuals reached
- Client satisfaction
- Specific policies implemented
- Processes put into place



Outputs (deliverables): The direct products of the work your program does.



Are often expressed in terms of the size and/or scope of services.



Contribute to outcomes.



RBA Questions:

How Much did we do?  
How well did we do it?

# Outcomes

**What are the short, medium and long term results of the program?**

**Short-Term:** Knowledge, awareness, attitude, skills, motivation, self-efficacy

**Medium-Term:** action, behavior, practice, policies, decision-making

**Long-term:** health, quality of life



The changes that occur for individuals, groups, organizations, systems, or communities as a result of the program.



Describe what program “success” looks like.



Are realistic & measurable.



Constitute what you will be held accountable for.



RBA Questions:

How well did we do?  
Is anyone better off?

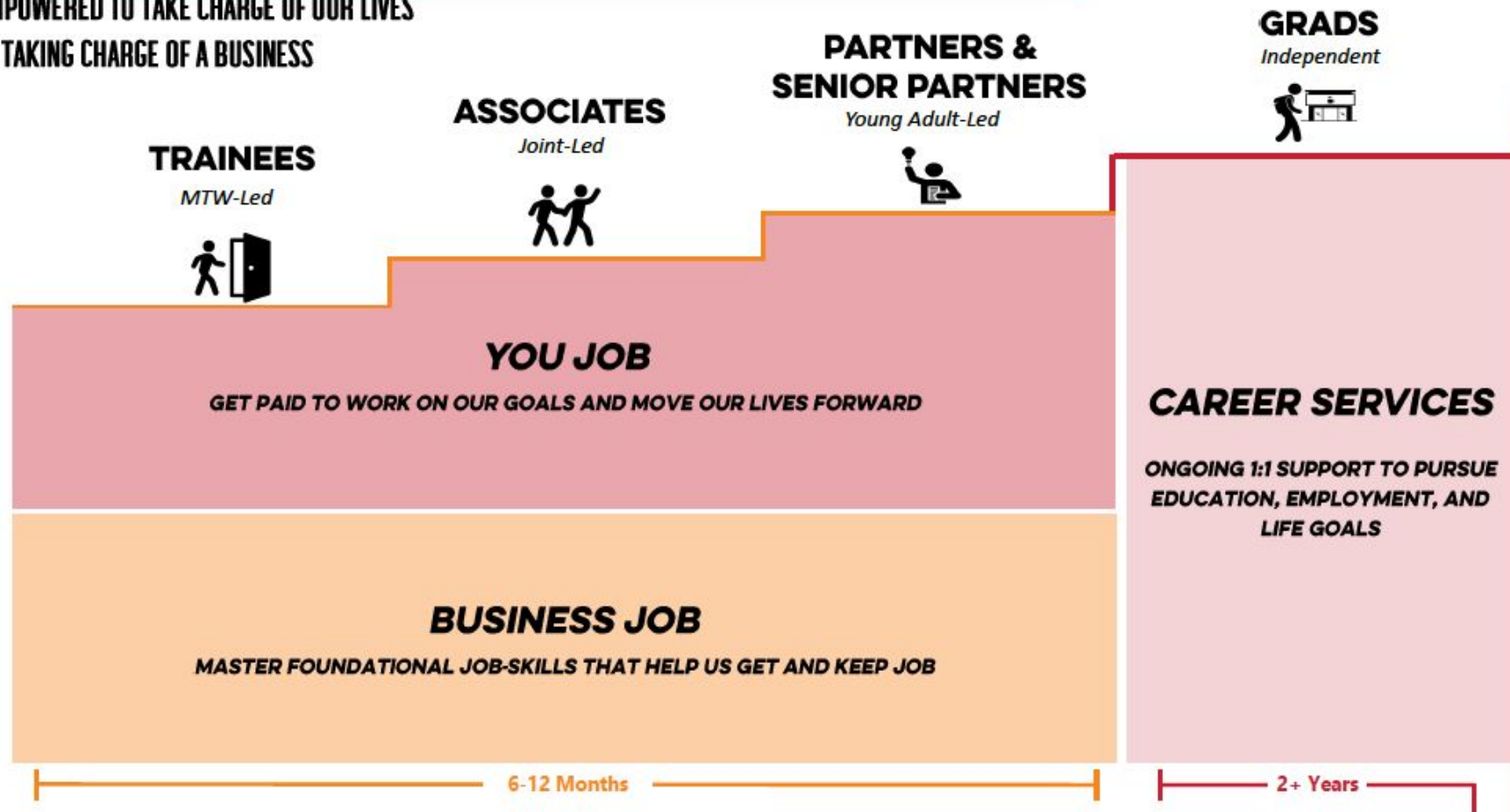
Partner Spotlight:



**MORE**  
**THAN WORDS**

# KNOCKING DOWN WALLS... BUILDING UP HOPE

EMPOWERED TO TAKE CHARGE OF OUR LIVES  
BY TAKING CHARGE OF A BUSINESS



## SUCCESS AFTER MTW



Get & sustain jobs that pay at least \$15/hour + benefits



Complete Post-Secondary Education



30+ hours/week productive

## ADVOCACY AND COMMUNITY ENGAGEMENT

PARTNER WITH THE COMMUNITY TO ADVOCATE FOR CHANGES IN POLICIES THAT AFFECT YOUNG ADULTS

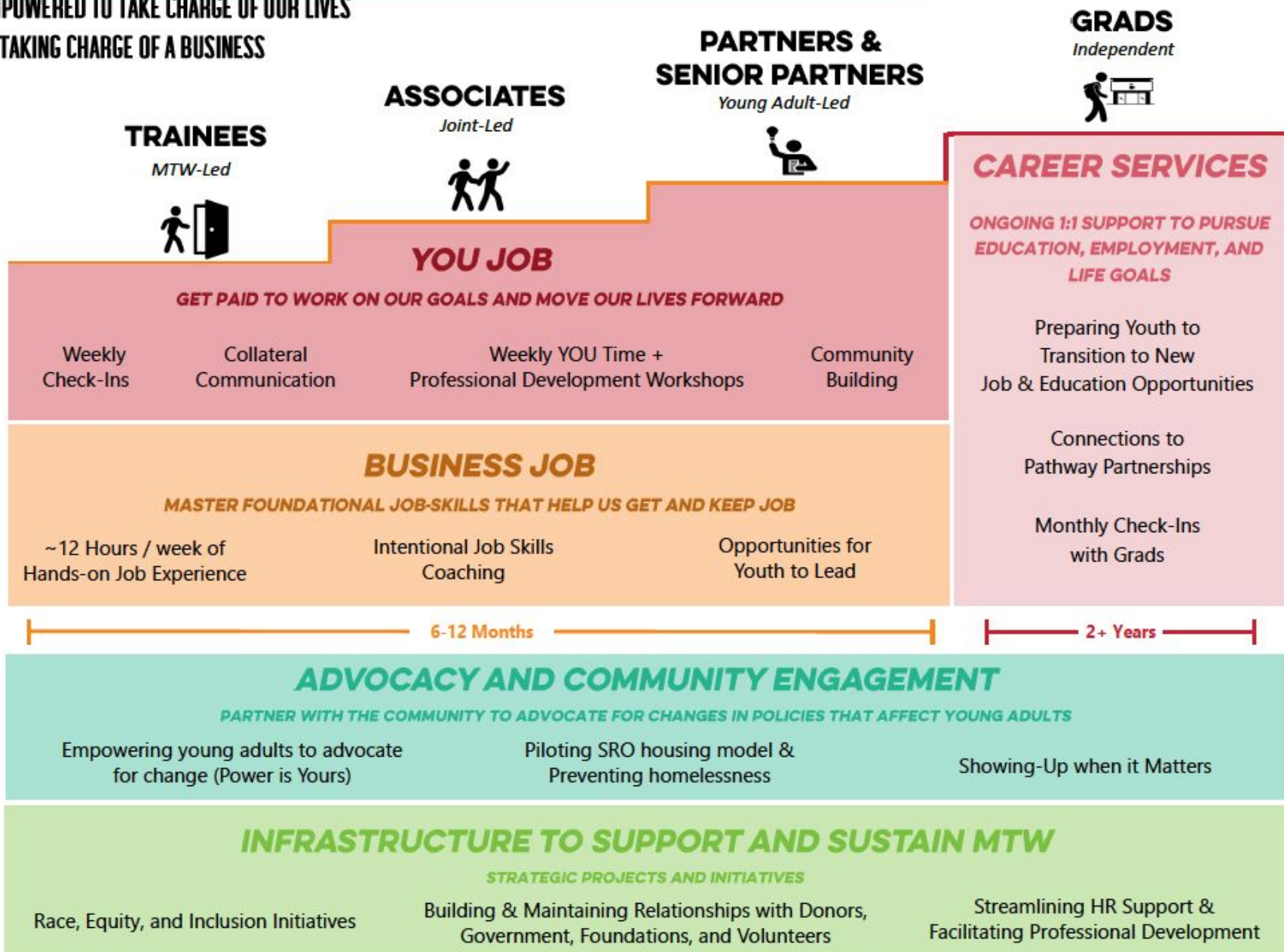
## INFRASTRUCTURE TO SUPPORT AND SUSTAIN MTW

STRATEGIC PROJECTS AND INITIATIVES

**MORE**  
**THAN WORDS**

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## TRAINEES

MTW-Led



### Youth Set Initial Goals

- Get to know your YDM
- Map your education history
- Identify life-essential assets and needs

### Youth Gain Skills for the MTW Job

- People-Skills: Dependability, Respect, and Safety
- Learn the MTW Rituals (Check-in, Check-out, and Policies)

## ASSOCIATES

Joint-Led



### Youth Gather Life Essentials and Choose a Post-MTW Pathway

- Get ID, Bank Acct., and SS Card
- Explore jobs and PSE programs
- Build financial capabilities
- Learn your rights & system allies
- Get on track with HS or HiSET

### Youth Gain Skills for the Next Job

- People-Skills: Teamwork, Feedback, Initiative
- Keep pace with KPIs and work-quality
- Navigate issues outside work to continue to show-up and be on-time consistently

## PARTNERS & SENIOR PARTNERS

Young Adult-Led



### Youth Get Ready for School/Work

- Complete your Resume, Cover Letter, and 3-2-1 Takeaways
- Apply for jobs and/or post-secondary education
- Get ready to interview

### Youth Gain Skills to Lead

- People-Skills: Leadership, Problem-Solving, and Setting Shift Goals
- Train peers on MTW tasks
- Learn elevated business skills

## GRADS

Independent



### Grads Advance Career in Jobs and/or Post-Secondary Ed

- Keep in touch with an MTW CSM at least once/month
- Participate in MTW Grad Events
- Access MTW Grad Benefits, such as:
  - ✦ Curated Job-Postings
  - ✦ PSE Campus Tours
  - ✦ Difference-Maker Funds
  - ✦ MTW Grad Internships
  - ✦ Networking Opportunities
- Hold down a job outside MTW for at least 6-months
- Get a B-Job (at least \$15/hr)
- Pursue Post-Secondary Education that advances your career

6-12 Months

2+ Years

### Empowering Young Adults to Advocate

- When the *Raise the Age* bill passes, young adults under age 21 will be served by the Juvenile Justice System rather than the adult justice system
- The Suffolk Court will divert more 18-25 year-olds out of courts and into restorative models like MTW

### Piloting SRO Housing Model & Preventing Homelessness

- DCF & Community Partners adopt the SRO Model
- All MTW youth who exit DCF will have a Transition Plan with a safe housing option for the youth.

### Showing Up when it Matters

- Courts, parole officers, and DCF workers are held accountable to act in the young person and community's best-interests.

### Race, Equity, and Inclusion Initiatives

- Deepen and extend the FY21 REI goals for staff and youth

### Govt. and Development Revenue

- Through individual donations, grants, and government relationships; generate revenue and volunteer relationships that support MTW's ability to operate.
- Educate donors on the role systems and race play in the non-profit ecosystem

### HR & Professional Development

- Mitigate risks to adults and young adults by ensuring staff receive annual compliance and safety training.
- Staff learn, grow, and improve their own practices; preparing them for leadership opportunities.

## SUCCESS AFTER MTW



Get & sustain jobs that pay at least \$15/hour + benefits



Complete Post-Secondary Education



30+ hours/week productive

**MORE THAN WORDS**

# KNOCKING DOWN WALLS... BUILDING UP HOPE

EMPOWERED TO TAKE CHARGE OF OUR LIVES  
BY TAKING CHARGE OF A BUSINESS

## TRAINEES

MTW-Led



## ASSOCIATES

Joint-Led



## PARTNERS & SENIOR PARTNERS

Young Adult-Led



## GRADS

Independent



### YOU JOB

GET PAID TO WORK ON OUR GOALS AND MOVE OUR LIVES FORWARD

100 Youth Start in BOS  
60 Youth Start in WAL

60 Make Partner in BOS  
40 Make Partner in WAL

50 Graduate in BOS  
30 Graduate in WAL

75% Youth attending HS or HiSET classes

75% Youth get a check-in and YD shift/week

### CAREER SERVICES

ONGOING 1:1 SUPPORT TO PURSUE  
EDUCATION, EMPLOYMENT, AND  
LIFE GOALS

80% Grads Working

75% Holding a job 6+  
months

33% Earn \$15+/hr

90% On-Track with HS

55% Pursuing PSE

80% Productive 30+ Hrs

### BUSINESS JOB

MASTER FOUNDATIONAL JOB-SKILLS THAT HELP US GET AND KEEP JOB

All Youth scheduled 2+ Shifts/week  
75% Youth attend 2+ Shifts/week

\$2.7 M Revenue BOS  
\$1.3 M Revenue WAL

100% Youth demonstrate basic job-skills  
60% Youth demonstrate leadership skills

6-12 Months

2+ Years

### ADVOCACY AND COMMUNITY ENGAGEMENT

PARTNER WITH THE COMMUNITY TO ADVOCATE FOR CHANGES IN POLICIES THAT AFFECT YOUNG ADULTS

Raise the Age bill advances in legislative process

DCF Adopts SRO Model

MTW supports 100% of Court Hearings for Youth

### INFRASTRUCTURE TO SUPPORT AND SUSTAIN MTW

STRATEGIC PROJECTS AND INITIATIVES

Specific REI Goals for FY22  
to be developed

\$4.6 M Revenue from Govt & Fundraising

100% of Staff get Professional Development  
Trainings at least monthly

### SUCCESS AFTER MTW



Get & sustain jobs that  
pay at least \$15/hour  
+ benefits



Complete Post-  
Secondary Education



30+ hours/week  
productive

**MORE  
THAN WORDS**



### How did we do at onboarding and retaining youth?



### How did we do connecting with youth?

CSE		Community
<u>YD check-ins</u> XX% 2 scheduled XX% weekly reciprocal effort	<u>Collateral check-in</u> XX% attempted XX% reciprocal	XX% of attempted check-ins XX% of reciprocal check-ins

### How many youth met the 90% work attendance?

XX%  
(XX) youth

### How many HS youth met the 90% goal for school attendance?

XX%  
(XX/XX) youth

### How did we do at ensuring youth received PRs and were promoted?

X/X PRs completed/scheduled

X Associate  
 X Partner  
 X Senior Partner

# Creating Baseline Metrics

- **Baseline metrics**
  - metrics measured at a specific time to provide a frame of reference for future performance.
- **What to consider when you want to create the appropriate baseline metrics**
  - Look at past data
  - Look at best practices; consider what's happening in the field and look at outside research!
  - Consider your population
  - Look to your peers and partner organizations
  - Don't work in a silo
  - Consider your other goals
  - Contextualize appropriately
- **Why do this?**
  - So you set realistic and feasible expectations.

# Challenges in Creating Baseline Metrics

## Challenges orgs face

- ❑ Self-reporting and self assessment is valuable but not the only way to assess goals
- ❑ Limitations with working with a transient population being served by multiple systems
- ❑ Youth being assessed often
- ❑ Inability to level set via a Pilot program
- ❑ Time and resources needed to continuously track metrics

**Question to group: What has been your experience creating baseline metrics?**



Questions?

# Breakout Groups

- Add to what you created in the first breakout activity.

## Outputs

### What will be accomplished?

- Products
- Number of sessions held
- Number of individuals reached
- Client satisfaction
- Specific policies implemented
- Processes put into place



## Outcomes / Impact

Short, Medium and Long-Term

### What are the short, medium and long term results of the program?

**Short-Term:** Knowledge, awareness, attitude, skills, motivation, self-efficacy

**Medium-Term:** action, behavior, practice, policies, decision-making

**Long-term:** health, quality of life



Questions?

# Thank you!



**We'd love to get your  
feedback here:**

<https://forms.gle/RucRDnLea8peen199>



**Register for upcoming  
trainings here:**

<https://owd.boston.gov/rising-together/>