

Many strands of evaluation

Lean impact assessment – Tony O'Connor



**Philanthropy
Summit 2019**
The Future of Trust
*Te pono, te tika, te māramatanga
me te aroha anō o tētehi ki tētehi*



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Lean impact assessment

An efficient way of collecting basic, but meaningful, information about impact







“We don’t have the money, so we’ve got to think”



 POINT



Connections

Who did you connect
with



Activity

What did you do



Difference

What difference did, and
could, you make





Stanford SOCIAL INNOVATION Review

The Power of Lean Data

Sasha Dichter, Tom Adams, & Alnoor Ebrahim

Winter 2016



Quick – low cost – light touch

Community partner focused assessment of impact

Action orientated – focuses on information needed for strategic and operational decisions

Connections

Who did you connect
with



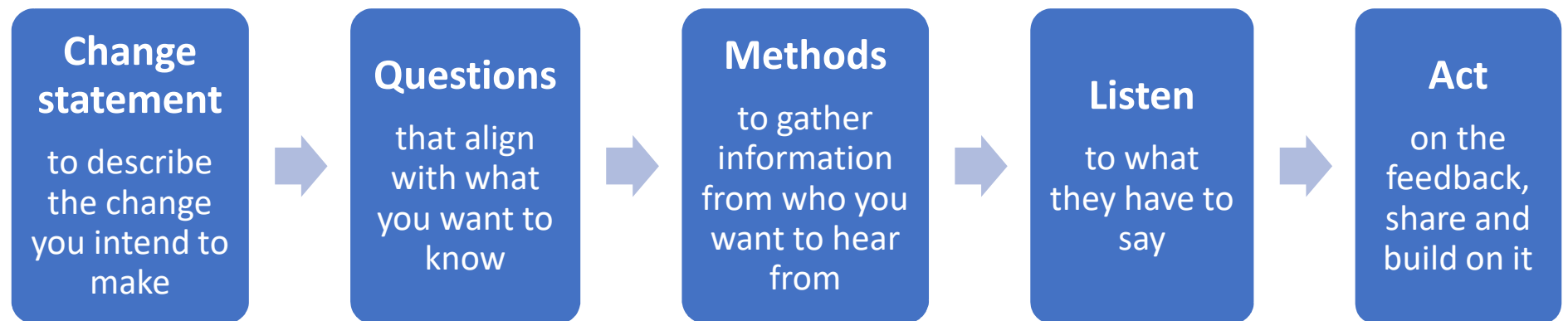
Activity

What did you do



Difference

What difference did, and
could, you make



Connections

***We want to work with anyone who is experiencing anxiety** by providing techniques, resources and more intensive support if needed so people can manage their anxiety. Thereby, we expect to contribute to improved wellbeing and quality of life.*

Questions: Did we connect with who intended to? Did we help people with anxiety? Parents, partners or children? Gender, age, ethnicity, location? Other organisations?

Examples of data sources: Database of service users/ clients.

Reach

Activity

*We want to work with anyone who is experiencing anxiety **by providing techniques, resources and more intensive support if needed** so people can manage their anxiety. Thereby, we expect to contribute to improved wellbeing and quality of life.*

Questions: How many people attended our self-management workshops?
Online courses? What population groups?

Examples of data sources: Workshop sign-in sheets, downloads, client records.

Difference

*We want to work with anyone who is experiencing anxiety by providing techniques, resources and more intensive support if needed **so that people can manage their anxiety**. Thereby, we expect to contribute to improved wellbeing and quality of life.*

Questions: Did we help you manage anxiety? What worked best?
What could we do better?

Examples of methods: Mobile-friendly online survey, follow-up phone calls.

Difference

We want to work with anyone who is experiencing anxiety by providing techniques, resources and more intensive support if needed so people can manage their anxiety.

Thereby, we expect to contribute to improved wellbeing for individuals and their whānau / families.

Did _____ contribute to change (either positive or negative) in your life?

- Yes, there has been a lot of change
- Yes, has been some change
- There has been no change
- I don't know

Has this change been:

- Positive
- Negative
 - Please describe the change

Connections

- Our registration records show that in 2019 we reached xx women, xx men, xx people under 25 years of age

Activities

- Our service records show we had xx participate in our self-management workshops, xx accessed intensive support services ...
- xx% of the survey respondents said the self-management workshops helped them manage their anxiety 'very well' and xx% said they helped 'a little'. Many more women than men said the workshop were helpful.

Difference

- The survey respondents said what helped them most was What they would like to see us do more of is ...
- Overall, we helped xx people improve their sense of wellbeing and quality of life.

Actions

- Given all this, next year:
 - We would like to connect with more people between the ages of ...
 - We will look more into the reasons why our workshops aren't as well as attended as we would like.
 - We will work with these men and experts in the field to find out what might work better ...
 - We will look into how we can extend our online resource facility

Thank you

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