



Lutheran
Services
in America®

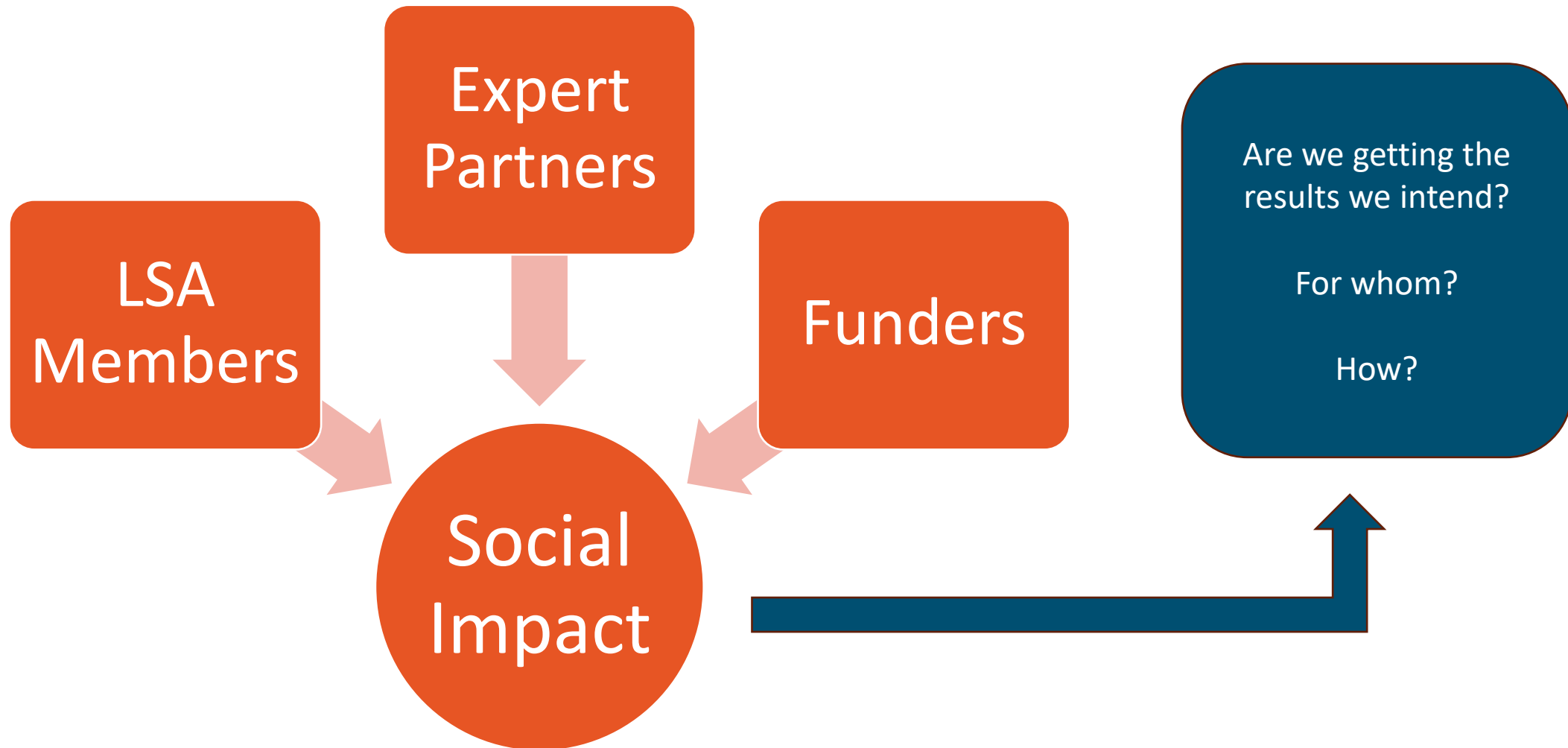
Welcome!

**Strength and Service
Webinar:**

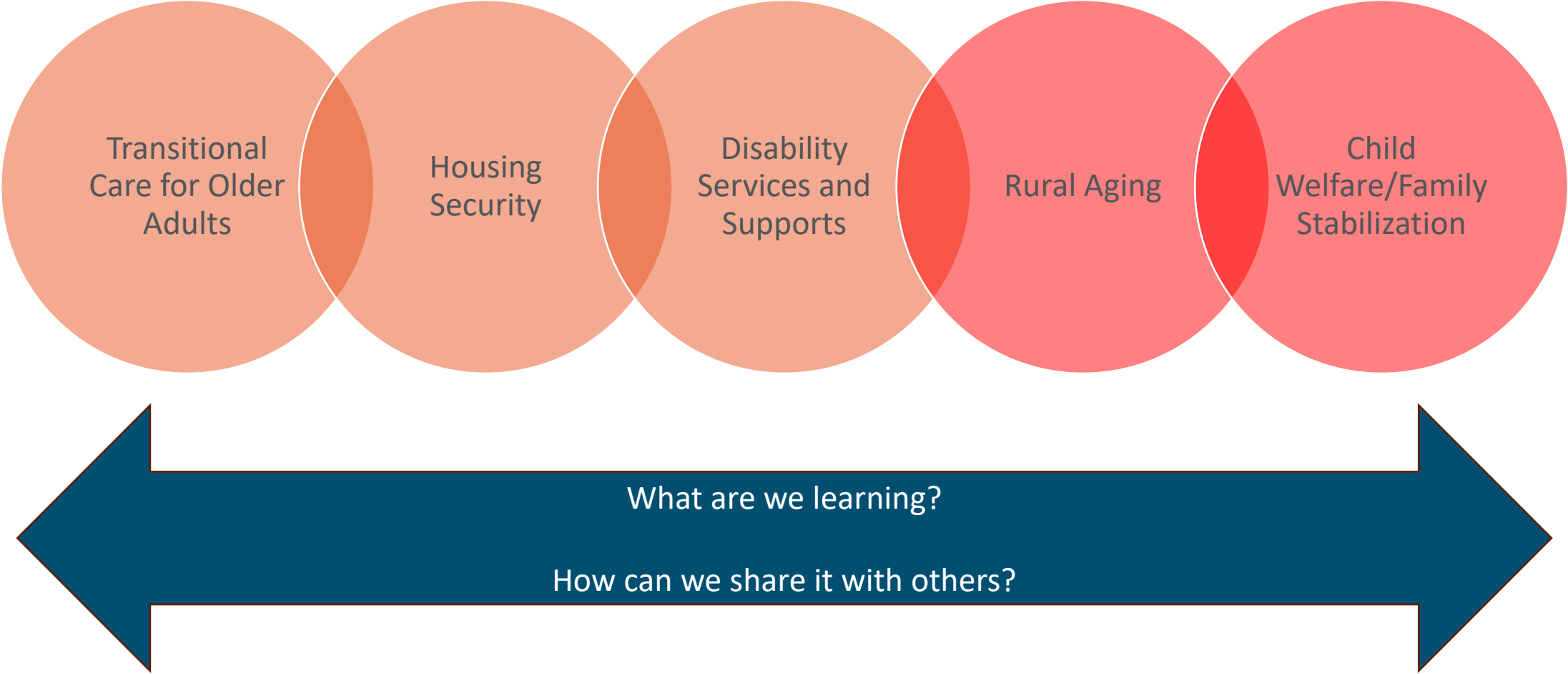
Innovative Approaches to
Measuring Impact in
Lutheran Services in America
Collaboratives

December 7, 2023

LSA Collaboratives unite stakeholders around impact and innovation



Evaluation is key to all LSA Collaboratives





Strength and Service Webinar - Lutheran Services in America

December 7, 2023



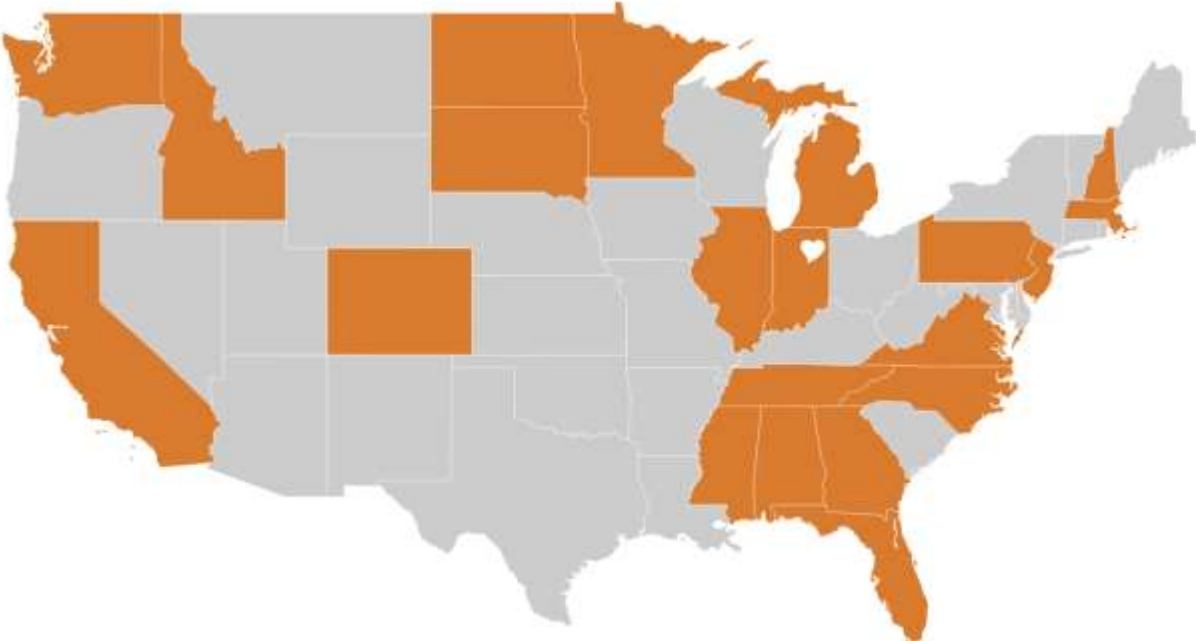
TRANSFORM
— CONSULTING GROUP —



Who We Are

Transform Consulting Group (TCG) is a woman-owned, strategic, and data-informed consulting firm.

Who We Help



GOVERNMENT

Our team has experience working inside and outside of the government – at both the state & federal level.



NONPROFIT

Whether it's fundraising, grant writing, or organizing data - we can help you get on track with our systematic approach.



EDUCATION

Our experience working with all sectors – from early learning to adult education – provides a comprehensive foundation to realize positive student outcomes and community impact.



PHILANTHROPY

We support philanthropic partners who are conveners in their communities.

Our Why



Solve complex social problems



Collaborative action



Data-informed decision-making



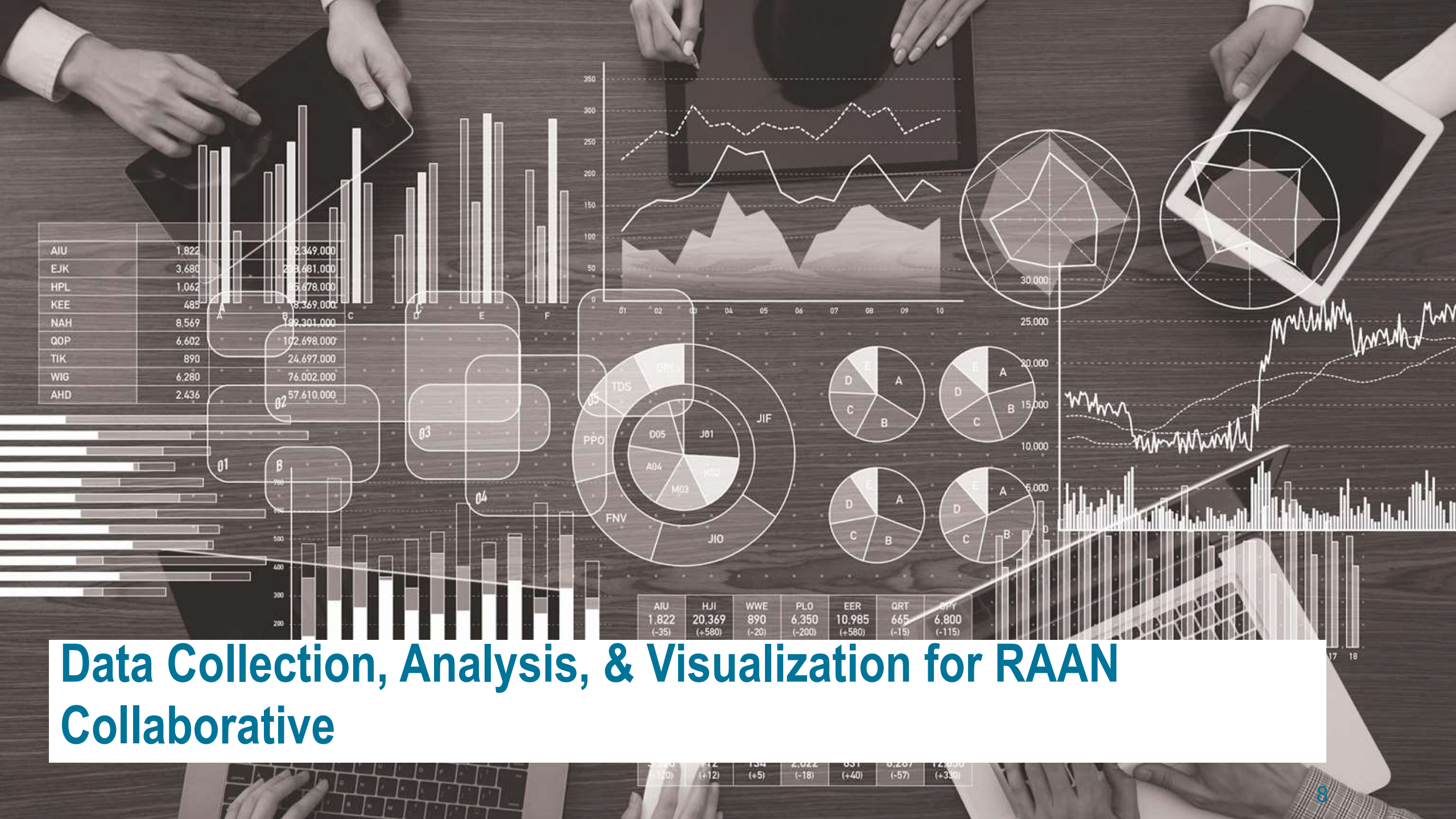
Transformational systemic change

AIU	1.822	23.349.000
EJK	3.680	23.481.000
HPL	1.062	5.478.000
KEE	485	8.369.000
NAH	8.569	102.301.000
QOP	6.602	102.698.000
TIK	890	24.697.000
WIG	6.280	76.002.000
AHD	2.436	57.610.000

AIU	HJI	WWE	PLO	EER	QRT	OPY
1.822	20.369	890	6.350	10.985	665	6.800
(-35)	(+580)	(-20)	(-200)	(+580)	(-15)	(-115)

Data Collection, Analysis, & Visualization for RAAN Collaborative

5.350	12	134	2.022	831	8.287	12.030
(+20)	(+12)	(+5)	(-18)	(+40)	(-57)	(+330)



Goal



Easy-to-read dashboard



Real-time program improvement



Learn from one another

Dashboard Development Process



Determine the Purpose and Audience



Define the Research Questions



Gather the Data



Use the Data



Dashboard Development Process Step 1:

Determine the Purpose and Audience

- Understanding the need
- Communicating the data in a meaning way
- Primary audience was community stakeholders and Collaborative members (Programs)
- Advocacy and funding



Dashboard Development Process Step 2:

Define the Research Questions

- How is the community being engaged?
- How many older adults are engaged, and who are they?
- What are the needs or gaps in the care of Older Adults?
- Was RAAN effective in addressing the needs and gaps in care?



Dashboard Development Process Step 3:

Gather the Data

1. Internal Data Collection
 - a. Identified improvements to the data collection process
 - b. Plan to create definitions and guide to help enter data more accurately

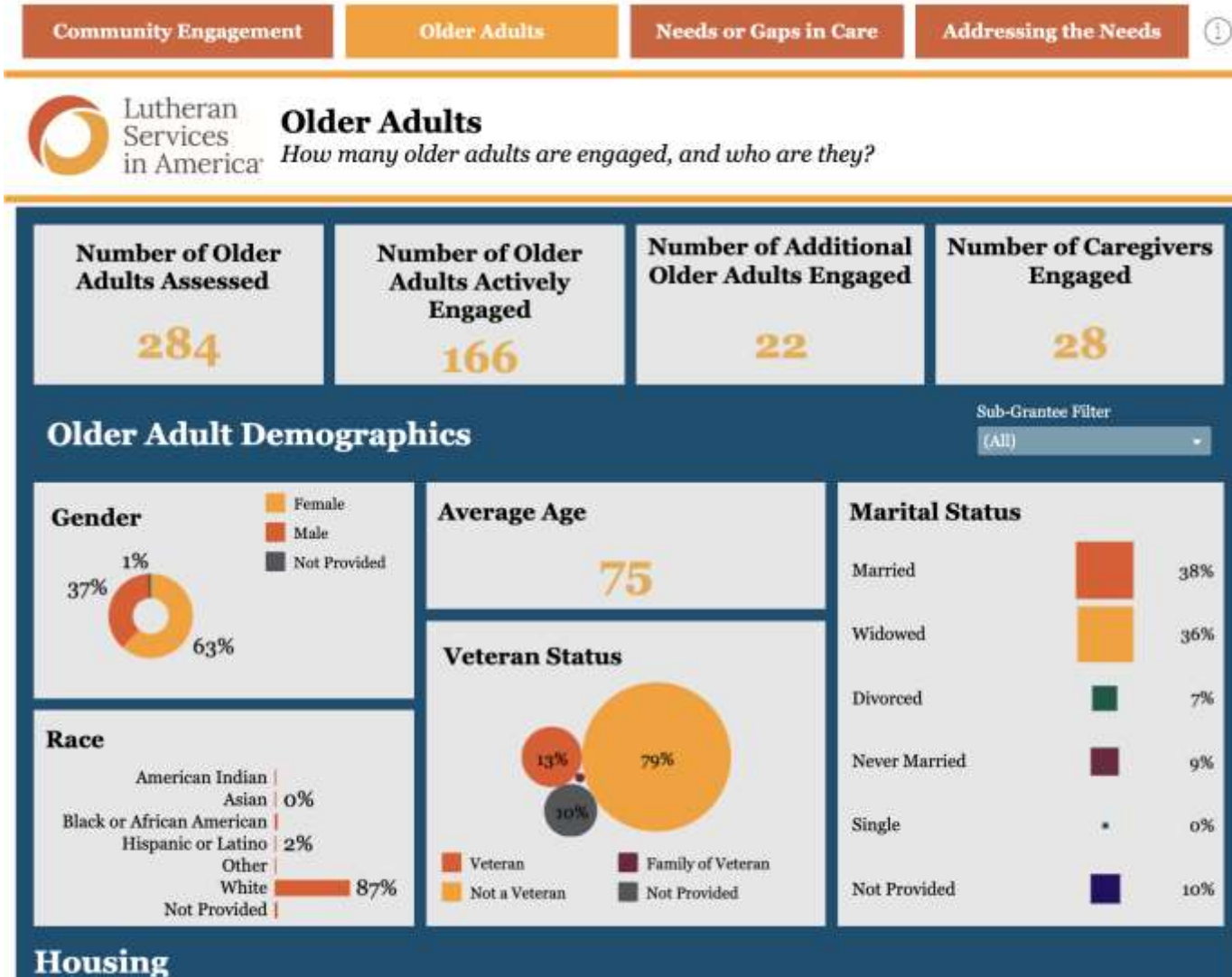


Dashboard Development Process Step 4:

Use the Data

- Software
- Features
- Drill down data
- Key Data Points to highlight the work

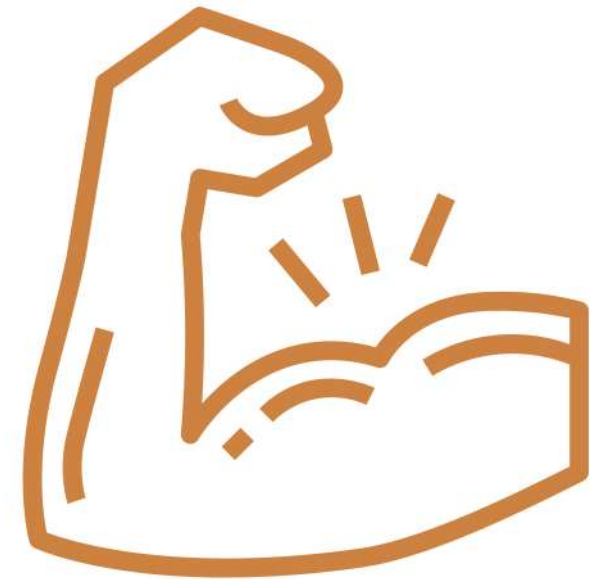
Explore the Dashboard



What is next?



Updates to the Dashboard



Build Staff Capacity

Questions?



Sarah Mihich

Project Data Analyst

S.mihich@Transformconsultinggroup.com

www.transformconsultinggroup.com



What to do next?

Download our free toolkit!

<https://transformconsultinggroup.com/resources/tools/>

How to Become a Data-Informed Organization



What to do next?

Download our free toolkit!

<https://transformconsultinggroup.com/resources/tools/>

Data Dashboard Development Process

At Transform Consulting Group, we work with various clients to create data dashboards. The following questions guide our dashboard creation.



1. Determine the Purpose

- What is the main goal of the dashboard?
- How will you know the dashboard is successful?
- How will this dashboard add value to the field you serve/ work within?

2. Clarify the Audience

- Who is the primary audience?
- Who is the secondary audience?
- How do you anticipate the audience will use the dashboard?

3. Confirm Key Questions

- What questions need to be answered?
- What is the story you want to tell?
- What metrics need to be used and analyzed?
- What do you need to know?

4. Determine Data Collection

- What data are you already collecting?
- Of the data you collect, what do you want to highlight?
- What data (internal / external) are you already monitoring?
- What other data do you want to collect, and why?

5. Identify Features and Utilization

- Do you have any data dashboard inspirations? Why do you like these dashboards? What features do you appreciate?
- How do you want to drill down your data? (County, race/ethnicity, economic status, etc.)
- How often do you want the dashboard to be updated? (Monthly, yearly, quarterly, etc.)
- How will the dashboard be shared? Will it be shared on your website?
- How will the dashboard be used internally and externally?
- Do you want the dashboard printer-friendly?

6. Confirm the Decision-Maker

- What is the decision-making process?
- Who has the final approval?

7. Disseminate

- Internally: What's your plan to ensure the dashboard is utilized and maintained?
- Externally: Do you have a plan for sharing this dashboard with stakeholders?

CONTACT US

317.324.4070

www.transformconsultinggroup.com



Together we are **TRANSFORMING**
the world!



TRANSFORM
— CONSULTING GROUP —

LSA FSI Evaluation:

No numbers without stories, no stories without numbers

Jackie Aman

Research Scientist

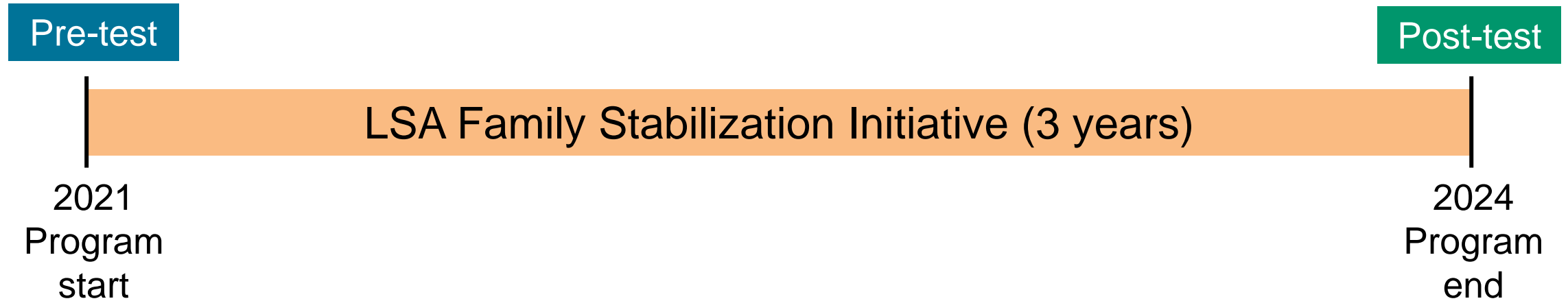
Wilder Research

jackie.aman@wilder.org

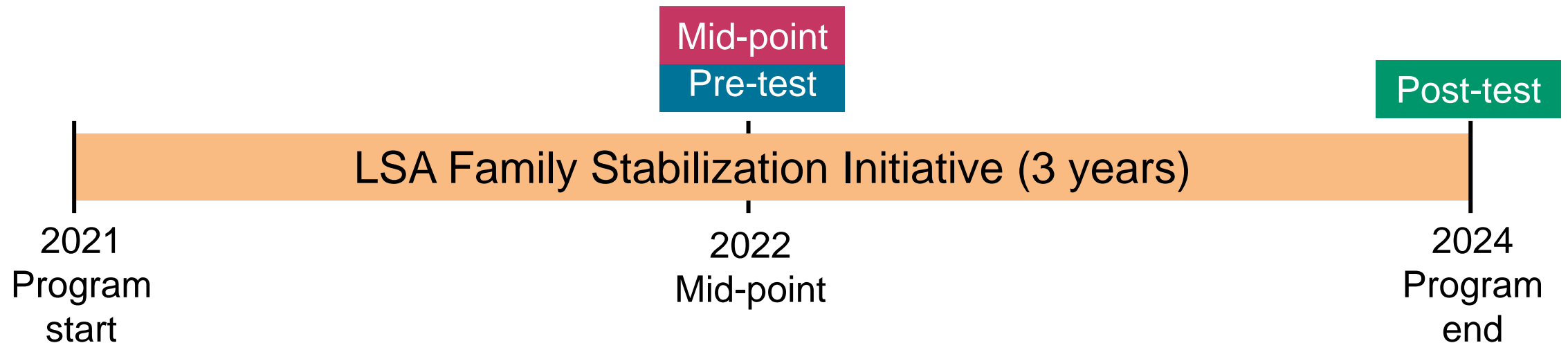


Photo by Sharon Mollerus

Standard Pre/Post – survey at the *start (pre-test)* and *end (post-test)* of program



Retrospective Pre/Post – administer pre-test mid-way through or at the end of program



Retrospective surveys – why?

- Learn changes in beliefs, awareness, and behaviors as a result of a program
- Logistics won't allow a traditional pre/post test
 - EX: the curriculum or intervention isn't fully fleshed out at the onset of the evaluation (you didn't have time to survey folks at the very beginning of the program)
- *Sometimes you don't know something until you know it*
 - EX: reflecting on one's commitment to diversity, equity, inclusion, and justice – if the intervention deepens one's understanding of these topics, their initial self-assessment might not be accurate

Retrospective Pre/Post: LSA FSI Example

Think back to **BEFORE** participating in the LSA Family Stabilization Initiative. Please indicate how much each statement described you, your work team, or your organization.

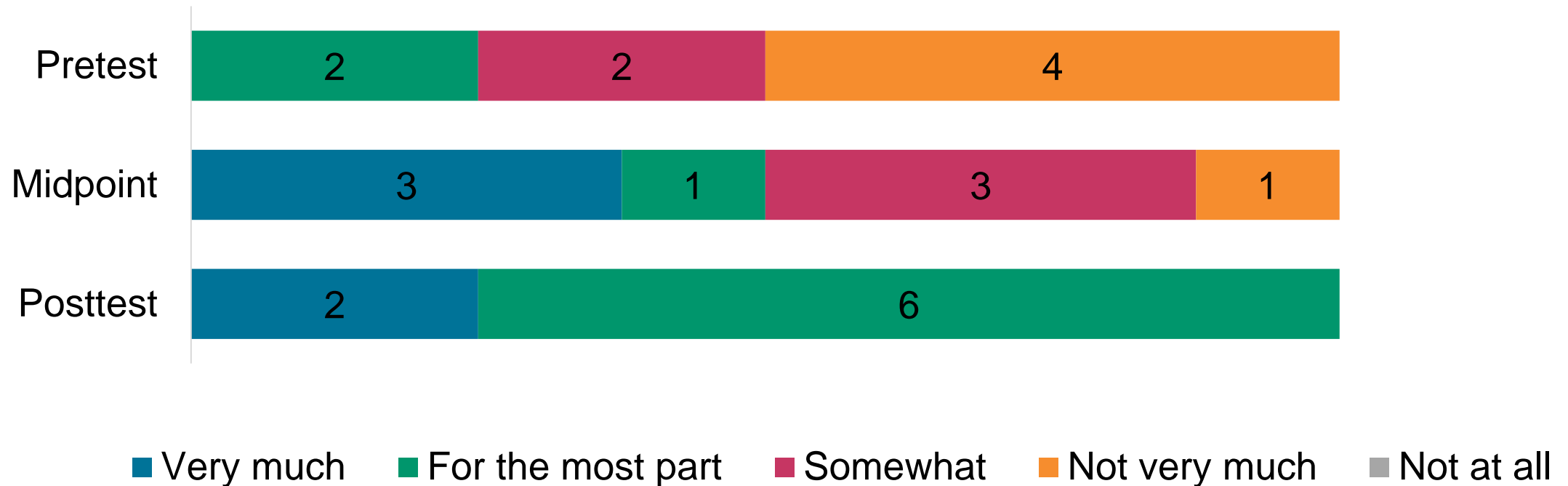
Now rate how much the following statements describe you, your work team, or your organization **CURRENTLY**, having participated in the LSA Family Stabilization Initiative thus far.

How much does each statement describe you, your work team, or organization?	BEFORE PARTICIPATING						→	CURRENTLY (HAVING PARTICIPATED)					
	Not at all	Not very much	Some-what	For the most part	Very much	N/A		Not at all	Not very much	Some-what	For the most part	Very much	N/A
1a. My work team takes time to analyze and reflect on ways that implicit bias is embedded in our policies or decision-making.	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁹	1b.	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁹

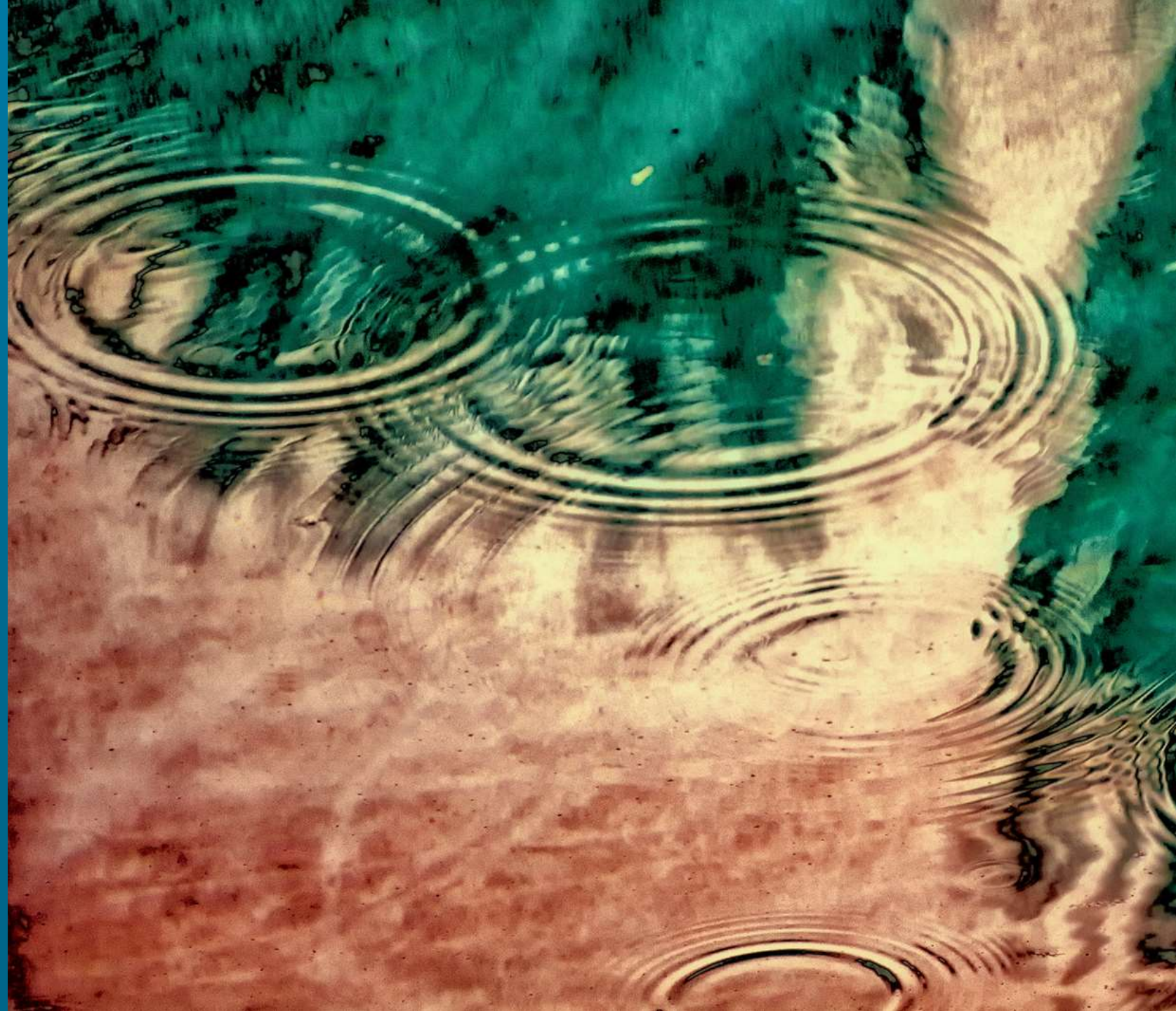


Retrospective Pre/Post – What we learned

My work team takes time to analyze and reflect on ways that implicit bias is embedded in our policies or decision-making
(N=8)

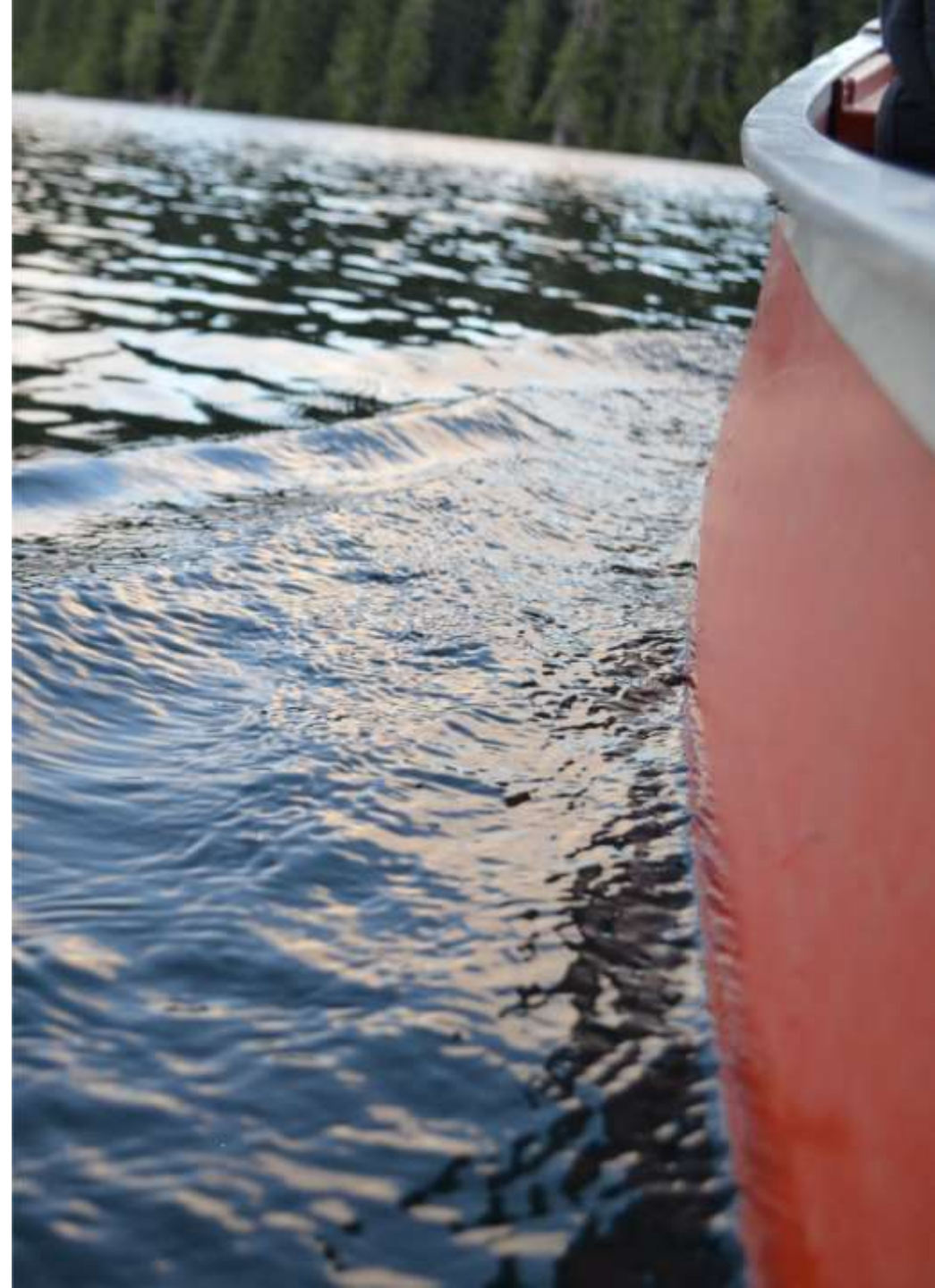


Ripple Effects Mapping



Ripple Effects Mapping (REM)

- **Great for:**
 - Capturing impact over time (3+ years)
 - Understanding the impacts of complex, community-based initiatives
- **Questions REM can help to answer:**
 - What are untold stories of impact?
 - What are the ripple effects of my program on people, families, organizations, policies, and communities – as defined by them?
- **Can take the place or come alongside:**
 - 1-on-1 interviews or focus groups
 - Works **great** alongside quantitative measures



Ripple Effects Mapping (REM)

- **How it works:**

- Through a multi-hour session with 12-20 people (program staff, participants, community members, etc.), REM participants identify, name, and group impacts and stories of success for a given project
- Participants also identify unintended impacts, important context, and places for momentum / future work

- **End product**

- Visual map that details impacts, context, and future momentum; thematic analysis; individual stories of impact (great quotes)

- **Resources:** [Field Guide to Ripple Effects Mapping](#)

FSI Impact

Deepened connections with individual team and other partners



Observing and acknowledging the strengths/resiliency of families and communities



Startup funding

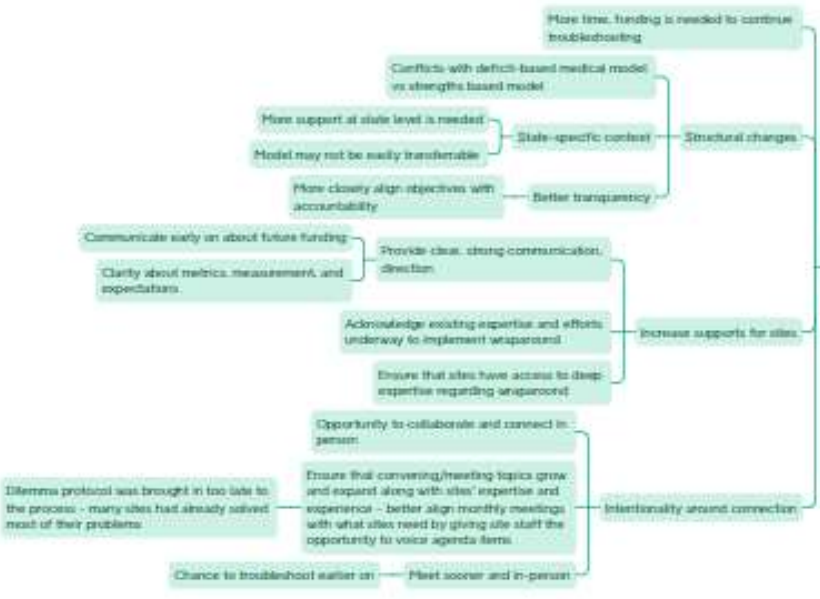
Developing new skills



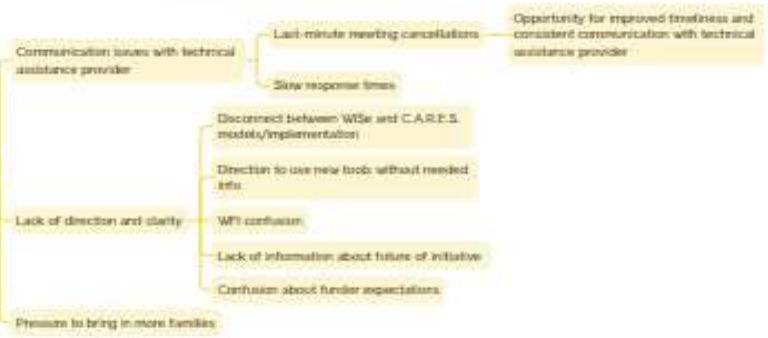
Learnings about sustaining a program



Challenges with opportunities for momentum and future support



Challenges



Health POWER REM Map



Community empowerment & engagement

Connecting with community on a deeper level and providing the space, resources, and support for community members to reclaim their agency



Deepened relationships & collaboration

Strengthening existing relationships and collaborating with new organizations, community members, policy makers, and coalitions



Improved organizational capacity

Capitalizing on opportunities to grow, learn, and stabilize Health POWER-funded organizations and partner organizations



Healing & embracing culture

Celebrating cultural practices and community wisdom in the process of healing historical and social wounds



Expanded food justice

Destigmatizing food support, increasing access to nutritious and culturally relevant foods, growing community gardens, and emphasizing cultural connections to food



Advocacy & policy change

Leveraging community knowledge, experiences, relationships, and stories to pass legislation and make progress towards achieving long-term policy goals



Shared knowledge with communities

Building awareness of food sovereignty, commercial tobacco, Indigenous histories and traditions, and other issues that impact communities



Healthier ecosystems

Restoring the land, air, habitats, and neighborhoods through gardening and community-driven initiatives

Thank you!

Kent Mitchell

VP of Strategy and Innovation

kmitchell@lutheranservices.org