

Case Study 3

MICAH PROJECTS INC



Breaking Social Isolation
Building Community

HAINES CENTRE FOR STRATEGIC MANAGEMENT

Client: Micah Projects
Sector: Not-for-profit
Consultant: Dr Lewis Atkinson



Problem Statement

Working towards measuring outcomes - Micah Projects challenged themselves to develop the discipline of understanding the social issues they address and how their work makes a difference in the lives of the people that they support. Micah Projects were struggling measuring how they are doing better for somebody (i.e. measures of “betteroffness”). They needed to develop measures of program performance that can help to ‘fill the gap’ between reporting on program performance and reported contributions to changes in the headline indicators of population well-being over time.

Solution

Implement and test the results based accountability (RBA) approach across two pilot projects Family, Women & Children Support Services (FWCSS) & Homelessness Support Services (HSS).

Identify performance indicators to measure outcomes and what they would look like for the people and families that were supported by these programs. These measures of “betteroffness” for the Homelessness To Home Services were mapped to National Partnership Agreement on Homelessness Outcomes.



Implementation

Work with the leaders of each support team to facilitate two ‘turning the curve’ exercises for the POPULATION that was supported by the services provided by each team. Coaching of team leaders and work with a total of eight teams to facilitate a PROGRAM level “turning the curve” exercise for each of the programs supporting their target populations.

Lessons learned

The Micah Projects’ team leaders have used the RBA methodology as part of the ongoing development of their Practice Framework.

The ‘language’ of the methodology has been adopted along with the ‘3 key questions’ that are used to assess program performance. However ‘turning the curve’ process is not yet a part of the regular team meeting agenda.

The logical thinking behind the methodology has influenced Micah’s journey to defining and measuring outcomes. They now know what is measurable and what is worth measuring as being critical to their mission.

They are exploring how to evolve from Service Record System data management tool used to record all aspects of their work to something that can make the connection between ‘data’ and ‘what difference have we made’.



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biography



Dr Lewis Atkinson has experience in commercialising technology and value adding to knowledge through its translation to practice.

Lewis is a natural systems thinker who has a PhD in Chemical Engineering and Masters of Business Administration from the University of Queensland.

After beginning his career in planning and research, with Unifoods Australia, Lewis became Research and Information Services Manager for the CSIRO technology start-up Australian Meat Technology Limited in 1993.

Lewis was a senior manager in the team who founded an industry owned company Meat and Livestock Australia Limited.

Haines Strategic Management Consultants Key Strengths

01 innovation

"leverage knowledge to secure traction for innovative solutions in the organisation"



02 vision

"champion new insights with key stakeholders to view issues from different perspectives"

03 integration

"engage and build relationships to create sustainable collaborative partnerships"



04 facilitation

"facilitate safe environments for self-reflection and learning in the organisation"



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