

ROUTINE OUTCOME MEASURES IN AN NGO ENVIRONMENT

...the good and the bad!

Part 3

How Are We Doing?

September, 2015

What We Are Interested In!

quantity

HOW MUCH DID WE DO?

- # people seen
- # people "not seen"
- Contract volume (hours) achieved
- \$ expenditure

quality

HOW WELL DID WE DO IT?

- % people who exit
- % per type of contact
- Qualifications of staff
- % staff turnover / absenteeism

effect

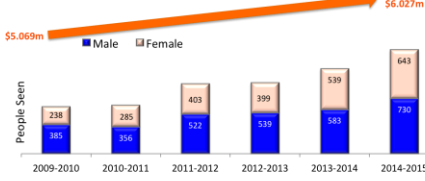
IS ANYONE BETTER OFF?

- # support hours provided
- # people supported in employment
- # people placed in employment
- Budget met

IS ANYONE BETTER OFF?

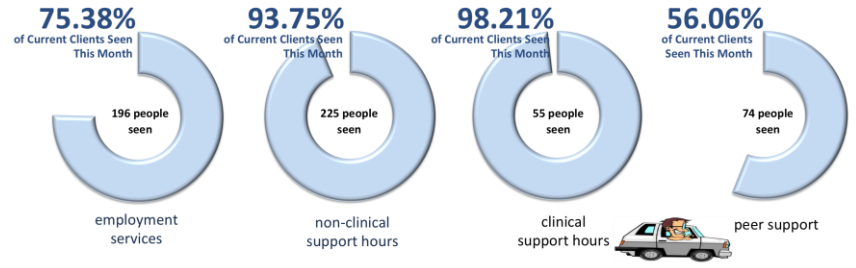
- % people in employment
- WHOQoL / LSP 16 score change
- Narrative feedback / compliments / satisfaction survey
- Staff training / ESF

What We've Done Before



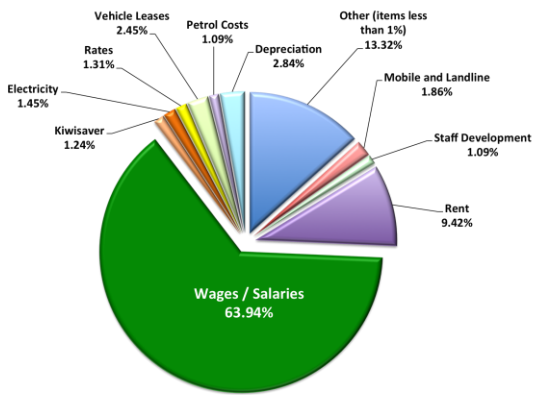
People Seen This Month

788
total of people seen this month



Financial Expenditure

\$528,043

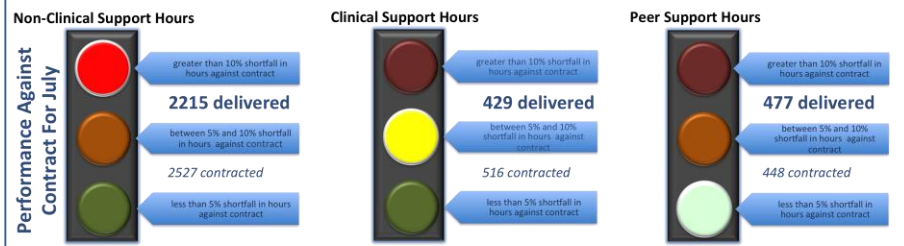


Surplus / Deficit Against Budget For Month

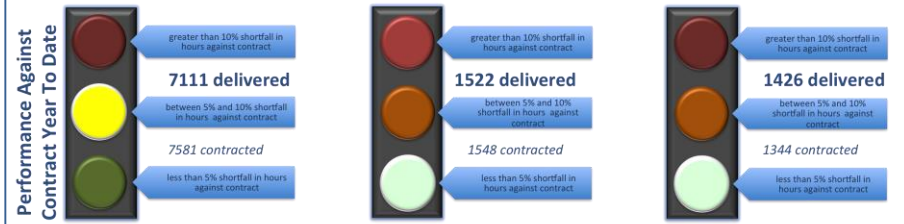
\$10,524

Support Hours Provided This Month

3,121
total support hours provided this month



10,059
total support hours provided this year



% Per Type Of Contact (support hours)



Employment Consultant Hours Provided This Month

22
contact hours provided to employers this month

439
support hours provided to job seekers and employees this month

