

What is ImProveSM?

ImProveSM is an organizational development tool that can help you identify and demonstrate your programs' effectiveness, articulate your clients' accomplishments, and retain and attract funding.

ImProveSM achieves this by identifying and tracking outcomes, and monitoring and recording the incremental changes that signify client growth and achievement.

ImProveSM entails three main phases:

1. Assessment and objective/outcome development
2. Training and implementation
3. Reporting and follow-up

ImProveSM can now be implemented using Third Sector Systems database technology.



THIRD SECTOR SYSTEMS, INC.
Do More. Effectively. With Less.

Providing nonprofits with organization-wide software that integrates information and develops an organizational memory.

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Inspiring Innovation and advancing best practice in partnership with child and youth services.

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**Measuring What Matters
Most in Child and
Youth Services**

ImProveSM: The Steps

Two years ago New England Network for Child, Youth and Family Services launched Project ImProveSM — a system that measures outcomes by tracking incremental change in clients' progress.

Establishing and measuring these small but critical outcomes ultimately helps organizations demonstrate their effectiveness, retain existing funding, attract new funds, and share their accomplishments with their communities and with policymakers.

ImProveSM captures forward movement wherever and whenever it occurs.

New England Network is working collaboratively with Third Sector Systems using the company's Mission MaestroTM database to provide agencies with a complete information management system, from assessment to implementation, training, follow-up support and evaluation.

Tracking a client's daily progress toward the program's overall goals is the truest way to measure the value of a program, particularly for clients in relatively short-term settings.

ImProve is a service mark of New England Network for Child, Youth and Family Services. All other marks are the property of their respective owners.

Step 1: Assess Programs and Systems

The assessment process reviews your programs and technology systems in depth and is conducted by ImProveSM trainers in meetings with your agency's administrators, program directors and technology leaders.

Step 2: Develop ImProve Objectives and Outcomes

ImProveSM trainers conduct two days of ImProve objective/outcome development training with your managers and/or program directors. Once the training is complete, the trainers write a plan based on the outcome.

Step 3: Reassess and Refine Agency Information Organization

Trainers review and gather feedback on objectives and outcomes from additional staff, and provide them with a condensed ImProveSM training.

Step 4: Implement Custom Data in Mission MaestroTM

ImProveSM trainers incorporate the agency's customized data content into Mission MaestroTM, review implementation with program directors, gather feedback and make final revisions.

Step 5: Train Database Administrators and Users

First we train system administrators — the person or persons who will modify the database and manage users — then we train the user teams. Training is typically done in groups of five.

Step 6: Go-Live with Mission MaestroTM

Once your system has been configured and your staff has been trained, you're ready to use the system with real data, and Go-Live with Mission MaestroTM. From this point forward, all of your data will be entered into Mission MaestroTM.

Step 7: Complete Reporting and Analysis

By this time, reports using real data are generated and available for analysis.

Step 8: Follow Up

ImProveSM trainers will assist users as they input data, and help develop additional reports for three months following Go-Live.

What Determines Time and Expense?

The number or variety of programs, extent of agency leadership participation, and the number of users trained determine how long ImProveSM will take to implement and how much it will cost.

Who Does What?

Third Sector Systems will contract with your agency for the purchase of the Mission Maestro database and technical support for this software.

New England Network will contract separately with your agency to provide organizational development and Mission Maestro training with your customized content in place.

New England Network and Third Sector Systems will work together closely to ensure your success.

How Long Will It Take?

ImProveSM trainers take your agency through several phases — assessment, training and implementation — in three to six months, and then three months of follow-up support.

Will I Need New Computers?

You will not need to purchase new computers for ImProveSM if yours are less than three years old. We can help you assess your needs in this area.