Description of Actions & Changes

The following information[[1]](#footnote-1) can be used to guide the use of an actions and changes framework as a means of highlighting changes that result from your technical assistance efforts.

**Three key parts to a monitoring system:**

* Measures and indicators - Process and outcome
* Observational data
* Regular feedback and input back into the work

Actions AND Process measures

Actions, also known as process measures, are the activities that take place during the initiative and describe what you are doing to move the initiative along toward the organizational goals.

**Actions can include many aspects of your work, such as:**

* **Members/partners/committees who participate**: the number and type of participants, frequency of attendance, and turnover rate of the members who participate in an event.
  + *Example:* At the last GMHEWG meeting, 30 people representing 20 jurisdictions attended. Of those in attendance, 20 were past members, and 10 were attending the meeting for the first time.
* **Planning products**: processes, written objectives, or by-laws that contribute to the initiative.
  + *Example*: The development and acceptance of NASTAD’s 6 AIMs.
  + Example: HITAPS check-ins begin to include and document the question, “What successes have you had since the last call?”
* **Media**: by online, radio, television, and print media.
  + *Example*: NASTAD creates a health equity video
* **Resources**: grants or donations. Resources also can include "in-kind" services, such as free advertising or products that an individual or business might offer instead of money.
  + *Example*: An outside entity publicizes an initiative by NASTAD at no cost to NASTAD.
* **Services that are ultimately provided**: classes, programs, workshops, publications or other services or communications provided for the membership by the association.
  + *Example*: NASTAD staff conducted evaluation trainings for jurisdictional staff.
  + *Example*: NASTAD creates an online learning community.
* **Jurisdiction or other actions**: actions taken to encourage change in the jurisdiction.
  + *Example:* NASTAD staff held 6 meetings with a jurisdiction focused on creating action steps toward implementing PrEP as an HIV prevention strategy for the health department.

CHANGES and Outcome measures

While process measures document the specific methods and activities you use to create change, outcome measures explain the overall impact that occurs as a result of these individual actions. Outcome measures highlight the changes that happen as a result of the work done by your initiative or activities.

**These include**:

* **Changes in programs**, such as a new or modified service program.
  + *Example:* The prevention team reconfigures and implements a new HITAPS program model for greater impact.
  + A needle exchange program was implemented by a jurisdiction.
  + *Example*: A cultural relativity component was added to staff training.
  + *Example*: The in-place cultural relativity program added on component on gay men
* **Changes in policies**, such as a new or modified policy.
  + *Example:* NASTAD implements a policy requiring each new staff member to participate in an institutional racism training within the first six months of employment.
  + A national policy was passed allowing federal dollars to be spent on needle exchange programs.
  + *Example*: A state creates a position for a “health equity coordinator.”
* **Changes in practices**, such as a new or modified practice.
  + *Example:* The Prevention Program meets monthly to assess the teams work toward meeting the Organizational Goals.

Kansas Community Toolbox – Chapter 38, Section 2

<http://ctb.ku.edu/en/table-of-contents/evaluate/evaluate-community-initiatives/monitor-progress/main>

1. Adapted from the Kansas Community Tool Box [↑](#footnote-ref-1)