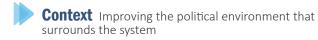


Evaluating Systems Change: At a Glance

SYSTEMS CHANGE ADDRESSES **KEY AREAS**



- **Components** Establishing programs and services within the system
- **Connections** Creating strong and effective links across system components
- **Infrastructure** Developing the supports systems need
- **Scale** Ensuring a comprehensive system is available to as many people as possible

SYSTEMS CHANGE EVALUATION ADDRESSES KEY QUESTIONS

Did the systems change intervention do what was

Did the intervention produce results?

How did the intervention make a difference?

Can an impact be attributed to the intervention?

Guided by a Theory of Change

What actions will the intervention undertake?

system expected to change as a result?

How will the intervention help achieve intended outcomes?

PHASES OF A SYSTEMS CHANGE EVALUATION

Data **Baseline** Follow-up **Change: Analyze** Collection **Baseline to** Intervention's **Data Data Orientation Planning Collection** Contribution Instruments Collection Follow-up Learn about Identify research Develop data Collect data on Collect follow-Analyze data to Use the theory of the planned questions and collection institutional up data and determine the change as a guide perceptions of to assess how the system change develop data instruments. structure, extent to which and its context. collection plan. change and changes have intervention current contributed to the programs, and effectiveness. taken place. services. changes achieved.

QUICK TIPS

- Involve evaluators early in discussions about systems and organizational change efforts.
- Engage stakeholders in evaluation planning to help gain buy-in for the evaluation.
- Clearly define the scope and boundaries of the evaluation.
- Clarify what outcomes can and cannot be expected at which points in the initiative's implementation.
- Develop benchmarks to document incremental progress toward systems change.
- Ensure the evaluation serves the needs of child welfare practitioners and advances knowledge for the field.

For more information and resources, see Evaluating Systems and Organizational Change in Child Welfare Settings, available from the Children's Bureau at http://www.acf.hhs.gov/cb/ capacity/program-evaluation.

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