

Brainstorming Impact

Spend some time with your workgroup really thinking through all the possibilities for these questions. Many of your responses here can inform and focus your measurement efforts. Remember, effective brainstorming involves everyone-no idea is rejected or ignored at this stage, and everyone's ideas are valid and written down. You can refine ideas later, but first you need ideas to refine!

Instructions: Come up with as many responses as you can. Then start to identify groups of similar ideas.

Impact

What does your organization do well? What impact does the service have on individuals? What are the benefits of using the service? Why do people seek out this service? What would the alternatives be if this service didn't exist? What have individuals told you about what they get out of attending services? What is different about the impact of a peer-run organization than traditional service delivery settings? How can you describe the added value of peer-run services?

Measurement*

For the answers above, how do you know? What data do you have that could demonstrate that impact? What information are you already tracking? What is included on intake forms or other paperwork? What is collected in an electronic health system or tracking spreadsheet? If you don't have current data, what information would you need to be able to know for sure that the service is having the impact described above (be as detailed as possible)? If you know mostly from anecdotes or personal testimonials, what types of information could you collect to get at the main themes from these stories?

Learning*

What is done with any information that is gathered? What reports are generated from this work? What reports would be helpful to look at and why? Who looks at current reports? Who should be looking at reports? Are there actionable steps that are informed by reports, or are they reviewed once and never discussed? How is information from reports or about the individuals served disseminated throughout the organization?

***See also Data Availability and Use Checklist**