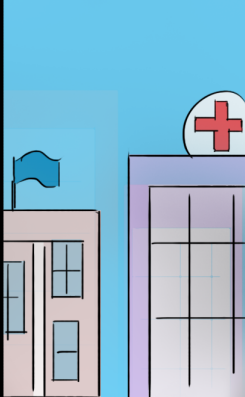


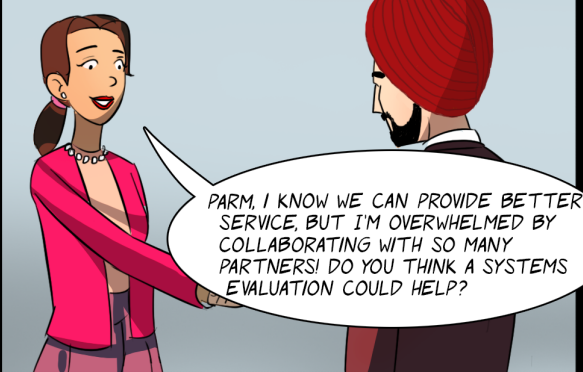
SYSTEMS EVALUATION

LUISA IS THE MANAGER OF A PROGRAM THAT PROVIDES HOME VISITS TO PROMOTE CHILD AND MATERNAL HEALTH.

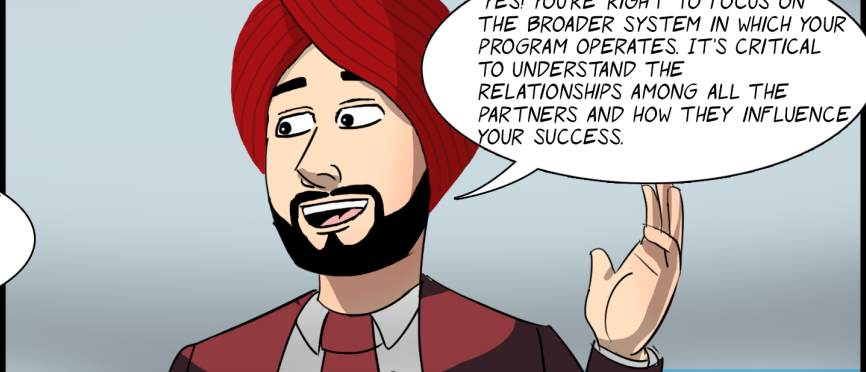
SHE WORKS WITH MANY PARTNER ORGANIZATIONS AND WANTS TO IDENTIFY LEVERAGE POINTS THAT MIGHT IMPROVE THE EFFECTIVENESS OF HER PROGRAM.



SHE CALLS PARM, A WELL-KNOWN EVALUATOR, FOR HELP.



PARM, I KNOW WE CAN PROVIDE BETTER SERVICE, BUT I'M OVERWHELMED BY COLLABORATING WITH SO MANY PARTNERS! DO YOU THINK A SYSTEMS EVALUATION COULD HELP?



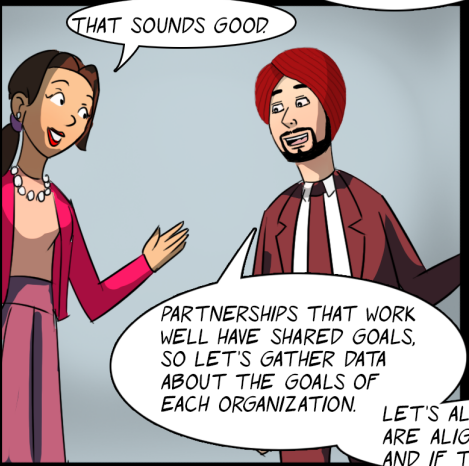
YES! YOU'RE RIGHT TO FOCUS ON THE BROADER SYSTEM IN WHICH YOUR PROGRAM OPERATES. IT'S CRITICAL TO UNDERSTAND THE RELATIONSHIPS AMONG ALL THE PARTNERS AND HOW THEY INFLUENCE YOUR SUCCESS.



WE WORK WITH 18 DIFFERENT PARTNERS. SOMETIMES IT FEELS LIKE EACH GROUP IS WORKING ON THEIR OWN.



LET'S START BY UNDERSTANDING ALL THE ACTIVITIES THEY'RE INVOLVED IN. WE COULD ASK HOW MUCH THEY PROVIDE DIRECT SERVICE, COLLECT DATA ON COMMUNITY NEEDS, AND COMMUNICATE WITH GOVERNMENT AND THE COMMUNITY.



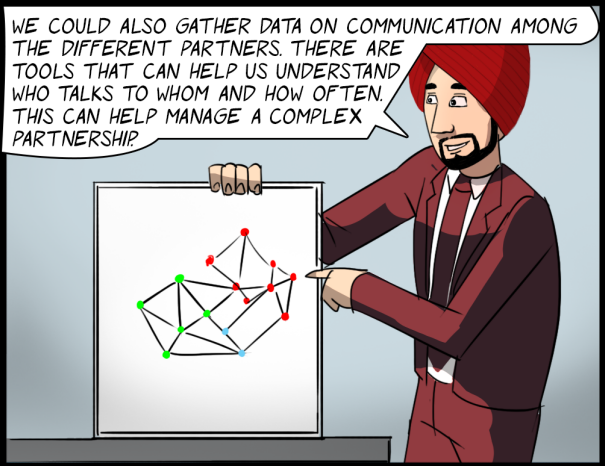
THAT SOUNDS GOOD.

PARTNERSHIPS THAT WORK WELL HAVE SHARED GOALS, SO LET'S GATHER DATA ABOUT THE GOALS OF EACH ORGANIZATION.

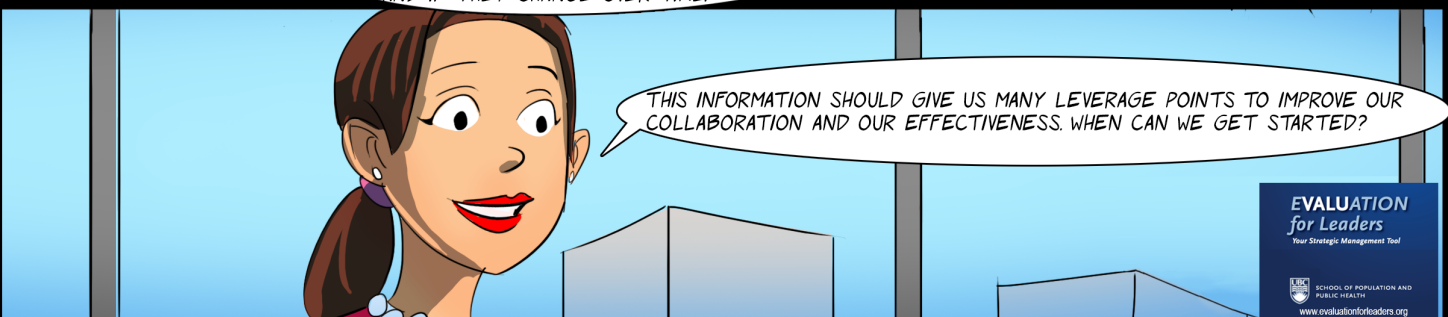


THAT WOULD BE USEFUL!

LET'S ALSO FIND OUT HOW THESE GOALS ARE ALIGNED WITH THE OTHER PARTNERS AND IF THEY CHANGE OVER TIME.



WE COULD ALSO GATHER DATA ON COMMUNICATION AMONG THE DIFFERENT PARTNERS. THERE ARE TOOLS THAT CAN HELP US UNDERSTAND WHO TALKS TO WHOM AND HOW OFTEN. THIS CAN HELP MANAGE A COMPLEX PARTNERSHIP.



THIS INFORMATION SHOULD GIVE US MANY LEVERAGE POINTS TO IMPROVE OUR COLLABORATION AND OUR EFFECTIVENESS. WHEN CAN WE GET STARTED?