

Documenting Systems Change *and* Collective Impact

How to know your work is making a difference



ARCH Sustainability Planning
Learning Collaborative
October 27, 2023

Elements of Systems Change

1. Capacity

- ✓ Increased Scale
- ✓ Improved Quality
- ✓ Improved Responsiveness

2. Connections

- ✓ Improved Links
- ✓ Improved Alignment
- ✓ Improved Coordination

3. Institutional Structures

- ✓ Improved evidence
- ✓ Supportive Policies



1.1 Capacity & Scale

- Has the number of program slots increased?
- Have providers been added to the system?
- Does the program/service supply match client needs?
- Has the accessibility to programs/services improved?
- Has the ability to provide transportation to access programs/services improved?
- Are providers doing a better job of spreading awareness about their programs and attracting clients to them?



1.2 Capacity & Quality

- Are more providers within the system systematically adhering to program quality standards?
- Are more providers within the system engaging in continuous quality improvement efforts?
- Are more providers within the system implementing and improving their fidelity to evidence-based programs and practices?
- Are more providers working to tailor their services and supports to the needs of their clients?



1.3 Capacity & Responsiveness

- Have service gaps been identified?
- Have changes been made to address service gaps?
- Is there a sufficient supply of programs/services tailored to the different needs of the clients?



2.1 Connections & Links

- Has the level of effort needed to enroll in a program/service decreased?
- Can clients easily transition from one program or service to another?
- Has coordination among providers improved?
- Have new linkages been created, or have existing linkages been improved (e.g., institutionalized warm handoffs, data sharing among providers)?
- Are fewer clients “falling through the cracks?”



2.2 Connections & Alignment

- Are outcomes between programs/providers aligned to ensure they contribute to the same ultimate goals?
- Are programs/providers doing a better job of coordinating?



2.3 Connections & Cross Systems Coordination

- Have system leaders identified shared goals as well as ways that programs and services can link and align to contribute to shared goals?
- Is there better integration across the system components or entities?
- Has duplication of effort been reduced?



3.1 Institutional Structures

- Is there access to additional or new sources of funding for evidence-based practices that have not been used in the past or for innovative programming?
- Are there less restrictive policies or more supporting policies to encourage programs and providers to engage in joint planning or cross-training?
- Have effective services and processes been institutionalized?



Measuring Systems Change: A Brief Guide

**Administration for Community Living
Office of Performance and Evaluation**

ACL Data Council



<https://acl.gov/sites/default/files/programs/2021-09/ACL%20Data%20Council%20Measuring%20Systems%20Change%20Fall%202021.pdf>

For More Information



Susan Janko Summers
ARCH Consultant
sjsummers@archrespite.org

ARCH National Respite Network
and Resource Center
<http://www.archrespite.org>

Lifespan Respite Technical Assistance Center

This project is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$1,647,597 with 75 percentage funded by ACL/HHS and \$549,200 amount and 25 percentage funded by non-government source(s). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

