

## EVALUATION

Evaluation must be tailored to the person or activity to be effective. It must be able to tell you what works and what needs work. Since Evaluation in nonprofit agencies affects work, any person working with or for an agency will benefit from a better understanding of Evaluation. With this information, programs and personnel performance can be enhanced to ensure positive outcomes.

### Outcome Measurement: Uses and Strategies

**William Garcia**  
*wgarcia@yahoo.com*

What impact does your program have on your clients? How do you express this in a meaningful way to staff, funders, and the community? Attend this workshop to review strategies and discuss methods of improving outcomes measurement systems and using outcomes data to develop and sustain organiza-

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### BOARD RELATIONSHIPS

as a management and governance model to map strategy and establish a high performing nonprofit. There is required reading prior to class.

\$98 | 6 hours  
Materials fee: \$15, due at start of course (exact amount please)

**DURHAM | ID: 12538**  
**Friday, December 11**  
8:30 AM to 4:30 PM  
(1 hour networking lunch)  
Duke University, Erwin Mill Building,  
Bay C, Room 103C

tional support. Experience an intensive hands-on opportunity to customize client outcome statements that answer the above questions. Learn the difference between inputs, activities, outputs, outcomes and outcome targets, as we cover the essentials for creating an effective outcome statement, write your own statement, and plan how to measure these outcomes for your program.

\$66 | 4 hours  
Materials fee: \$10, due at start of course (exact amount please)

**CHARLOTTE | ID: 12468**  
**Friday, September 11**  
8:30 AM to 12:30 PM  
Montreat College, Charlotte Campus,  
TBD

**CHARLOTTE | ID: 12467**  
**Friday, October 16**  
8:30 AM to 12:30 PM  
Montreat College, Charlotte Campus,  
TBD

**CHARLOTTE | ID: 12464**  
**Friday, November 6**  
8:30 AM to 12:30 PM  
Montreat College, Charlotte Campus,  
TBD

**CHARLOTTE | ID: 12463**  
**Friday, December 4**  
8:30 AM to 12:30 PM  
Montreat College, Charlotte Campus,  
TBD

### Measuring Client Outcomes

**Wayne Abraham**  
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**Kevin Devine**  
*kdevine@triad.rr.com*

What positive impact does your agency or program have on your clients? How do you express this in a meaningful way to your board, staff, funders, and the community? Gain a thought-provoking and intensive hands-on opportunity to customize your client outcome statements to guarantee you answers to these questions. Through lecture and dynamic group critiques, learn the essentials for creating an effective outcome statement, write/rewrite your own statement, and plan how to measure these outcomes at your agency. You are encouraged to bring current outcome statements, performance indicators/measures, and data collection instruments if you believe these need a 10,000 mile checkup.

\$82 | 5 hours  
Materials fee: \$5, due at start of course (exact amount please)

**SPARTANBURG, SC | ID: 12518**  
**Friday, October 23**  
10 AM to 4 PM (1 hour networking lunch)  
Spartanburg Community College,  
Central Campus, Health Sciences Bldg,  
HSB 115