

Program logic –Waterloo Human Service Collaborative Group (the Group)

Introduction

The program logic model aims to describe the features of the Human Service Collaborative Group (WHSCG). It includes a description of the inputs, activities and products, and the expected outcomes or success factors related to the Group. It is used to provide a way of representing how the work of the Group, the expected change processes being undertaken, the ultimate goals and objectives of the Group, and what should be measured as part of the evaluation.

The program logic model described in the following pages has the following components:

- **Inputs** are the resources used to implement the Group e.g. staff, funding, equipment, etc.
- **Outputs** consist of the activities and products of the Group.
- **Activities** are the actions outlined in the Group and aim to achieve the objectives and goals of the Group.
- **Products** are the immediate results from the activities and reflect changes in processes.
- **Outcomes** are the impacts of the Group and are defined as short-medium term outcomes (such as changes in knowledge, perceptions and behaviours and long-term outcomes such as changes in the community, organisations and systems).

The program logic model for the Group is not a static model but a dynamic model as new activities are identified and implemented, some planned activities may be changed or discarded, and some outcomes may not be able to be measured given the challenges of measuring complex systems and the limited funds available for the review. Ideally the logic model should be reviewed regularly to ensure it is representing the current activities, outputs and outcomes of the Group.

In developing the logic model we have made the following assumptions:

- The Group is operating in a complex environment
- The 6 action areas of the Waterloo Action Plan are priorities for the community
- Key stakeholders are willing to engage with the Group and its activities
- Products and activities are developed using existing resources (with a few exceptions)

We acknowledge the following external factors may also influence the success of the Group: existing organisations and services within the Waterloo area and other existing and future programs delivered by DCJ, SLHD and other agencies.

| INPUT | OUTPUTS | | OUTCOMES | |
|--|--|---|--|--|
| | Activities | Products | Short – medium term | Longer Term |
| People <ul style="list-style-type: none"> • Personnel • Representation of key partner organisations • Planning • Range of capacity, skills and expertise • Decision-making Infrastructure <ul style="list-style-type: none"> • Time • Existing resources • Organisational structure • Governance • Rules or procedures • Review processes | <ul style="list-style-type: none"> • facilitating engagement, planning and coordinated responses by human services agencies to the Waterloo community | <ul style="list-style-type: none"> • Regular meetings of WHSCG • Operational and problem-solving processes established • Review and monitoring system developed | Group collaboration <ul style="list-style-type: none"> • Participants have a shared understanding, commitment, and goals • All members of the WHSCG are involved in planning and decision making • Group working collaboratively to resolve issues and minimise barriers • Improved communications between group members • Effective partnerships established | <ul style="list-style-type: none"> • better collaboration between human service agencies • Improved coordinated service delivery using existing resources • better use of and access to services by the community • improved service culture • Improved customer service • improved mechanisms for the identification and resolution of local systemic issues impacting service delivery and client experience • an informed design and development of human services aspect of the built form in the new redevelopment • The partnership is sustainable • Ongoing engagement and commitment of all stakeholders • Ongoing review and implementation of the Waterloo Action Plan |
| | <ul style="list-style-type: none"> • consulting key stakeholders including local residents and service users | <ul style="list-style-type: none"> • Workshops to identify needs and issues • Consultation with relevant groups | <ul style="list-style-type: none"> • Resident representative bodies, local residents, service users and key stakeholders consulted and engaged • Ongoing engagement and commitment of all stakeholders • Ongoing review of community issues and needs, and strategies to address them | |
| | <ul style="list-style-type: none"> • creating a collaborative effort to effect change in the absence of new funding by capitalising on the existing services and capacities | <ul style="list-style-type: none"> • Co-ordination groups established and engaged in developing strategies to address community issues and needs • Development of Waterloo Human Services Action Plan to address local systemic issues • Implementation of the Waterloo Human Services Action Plan • Ongoing review and reporting on the Plan | Group functioning/efficiency <ul style="list-style-type: none"> • Group effectively identifies and acts upon priority gaps and unmet needs • Group identifies and implements opportunities for improvement • Participants have the necessary capacity, skills and support to carry out the work of the group • Participants are working together to add value (rather than duplicate services) • Review and governance processes are in place and working well | |

Blue text = assessed in Waterloo Partnership Analysis Checklist, other outcome measures will include in-depth interviews with Group members.