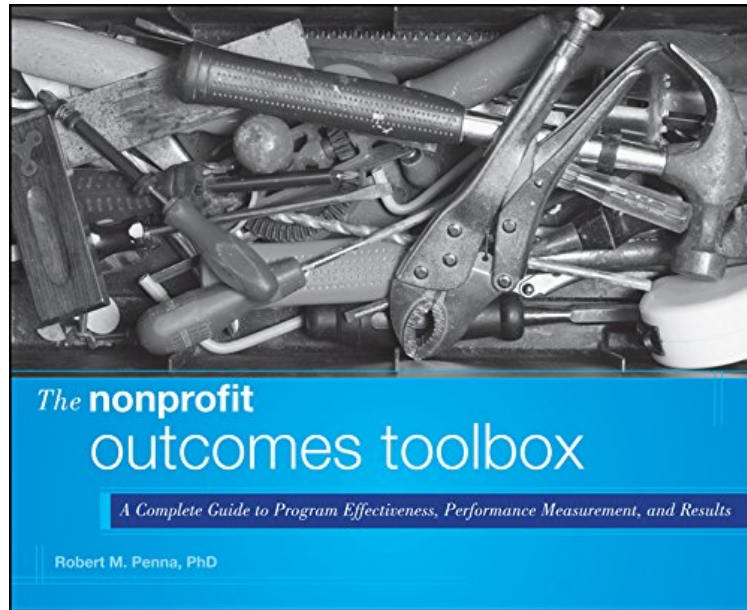


(Download) The Nonprofit Outcomes Toolbox: A Complete Guide to Program Effectiveness, Performance Measurement, and Results (Wiley Nonprofit Authority)

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Robert M. Penna

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Robert M. Penna : The Nonprofit Outcomes Toolbox: A Complete Guide to Program Effectiveness, Performance Measurement, and Results (Wiley Nonprofit Authority) before purchasing it in order to gage whether or not it would be worth my time, and all praised The Nonprofit Outcomes Toolbox: A Complete Guide to Program Effectiveness, Performance Measurement, and Results (Wiley Nonprofit Authority):

5 of 5 people found the following review helpful. Awesome for Ops, Forget Outcomes...By Let's Compare Options PreptorialIf you went just by the overt topic in the book, these ideas will be a flash in the pan. Many scientists, researchers and business gurus tried applying "outcomes," 6 Sigma and other "MBA" techniques to healthcare 10 years ago, and all the postdoctoral regressions and differential equations ended up as: 5 smiley or frowney faces!The reason: despite all the good intentions, and the "logical" premise that results should matter, when you're in a field that deals with thousands of covariates that can't be measured OR held constant, the outcomes objective ends up being oversimplified to the point of a thumbs up or down on Facebook.Do you think Wikipedia is of value? How would you measure the outcomes, by users giving correct definitions on exams (depending on the evolutionary state of the article the moment they saw it-- "quality" is tough to measure when citations and bibs vary not just by quality, but their very existence!), or, visits to the site? The "social benefit" is directly related to website contributions-- no middle measures needed! Users and editors love it, so they contribute. This is the new model, not the trust baby giving millions model.So why 5 stars? Because the "next layer" of this deeply nuanced book is about RUNNING your NFP, not just rating it with some model or another. The management tools are truly inspired, and if your goal is social good, keep measuring your users' experiences. Yes, you need to keep from lining your pockets instead of your beneficiaries, but

those who are dishonest will self sort out of the system in short time. Highly recommended, but not for the reasons advertised-- GREAT day to day ops book! 4 of 4 people found the following review helpful. Not as useful as I had hoped. By socwkr I am a fan of Penna's work and have enjoyed some of his podcasts. I ordered this book hoping it would offer new insights and more depth on the topic of outcome measurement in NPOs, especially given the high ratings on . However, I'm pretty disappointed with the text, especially given the hefty price tag. This book has too many pictures, blank lines for exercises, and examples embedded in the core content. The text is laid out so that it only fills about 2/3 of each page despite the book's awkward size (about 10"W by 8"H). Definitions of key concepts are way too thin and the organization of the content is tricky. The book doesn't flow like I would hope it would, making it difficult to read from front to back. I use the index a bit to find a term (that is, if I know what I'm looking for), but then when I flip to the page it's not as useful as I would hope. Most content seems to skim the surface without providing the depth of knowledge that someone in the field of evaluation truly needs to be able to measure performance. There is a picture with caption bubbles on p.12 that reads "Where the heck are we???" and a response, "I have no idea.. but we're making such great time, let's keep going!" That's kind of representative of how I felt about this book. I was really unclear of the author's direction, how to find my way to the useful pieces and parts of the text, and ultimately felt like I should be reading something from a different author to get more of what I needed. This book has so much potential... but it needs a major overhaul to be truly useful in practice. 2 of 2 people found the following review helpful. Excellent survey of available tools. By boomdork This volume, sponsored by The Rensselaerville Institute and Charity Navigator, is much more up-to-date and professionally presented than the United Way's 1996 "Measuring Program Outcomes: A Practical Approach" (which was ground-breaking in its time, but is now out-of-print.) If you are a novice, this is definitely the place to start. In the trendy world of business performance improvement, "a nearly complete guide" would be a better claim, but this book provides sufficient information for you to select and take your first steps with tools that seem to fit your organizational objectives, culture and climate. References and links, including the outcomes toolbox website, are helpful for those who are ready to take it up a notch.

An invaluable guide to the outcome-based tools needed to help nonprofit organizations increase their effectiveness. The Nonprofit Outcomes Toolbox identifies stages in the use of outcomes and shows you how to use specific facets of existing outcome models to improve performance and achieve meaningful results. Going beyond the familiar limits of the sector, this volume also illustrates how tools and approaches long in use in the corporate sector can be of great analytical and practical use to nonprofit, philanthropic, and governmental organizations. An outstanding resource for organizational and program leaders interested in improving performance, there is nothing else like this work currently available. Shows how to identify and set meaningful, sustainable outcomes. Illustrates how to track and manage with outcomes. Offers guidance in assessing capacity, and using outcome-based communications. Features a companion Web site with the tools found in this book. Providing the tools and explanations needed to achieve program success, this book is a complete resource for the nonprofit, governmental, or philanthropic professional striving for greater effectiveness in programs or organizations.

From the Inside Flap One of the most talked about subjects in the nonprofit field is the question of effectiveness, performance measurement, and results--collectively referred to as "outcomes." Nonprofit organizations are increasingly being pressed to measure and report their outcomes regularly to funders and other constituents; in addition, service organizations need some form of regular feedback on their outcomes to help them improve their services. The Nonprofit Outcomes Toolbox identifies the stages in the use of outcomes and shows you how to implement specific facets of certain models to increase capacity and achieve desired results in your organization. Written by Robert Penna--a leading outcomes expert--and sponsored by The Rensselaerville Institute and Charity Navigator, the nation's foremost charity rating service--The Nonprofit Outcomes Toolbox compiles the most significant strides that have been made in the performance of nonprofits. This valuable toolbox digs deep to go beyond the familiar limits of the social sector to illustrate how tools and approaches used in the corporate sector can be of great analytical and practical use to nonprofits as well. Through the use of worksheets and examples, Dr. Penna offers structured guidance on how to tailor these tools to your organization's unique challenges and equip your "toolbox" to suit your program or organization's needs. Designed to be used by those who are new to outcomes as well as anyone looking for a refresher, The Nonprofit Outcomes Toolbox is divided into four accessible sections: Basics: Putting outcomes into an overall managerial context, contrasting the outcomes approach with several more common approaches to program design, the vocabulary of outcomes, the characteristics of good outcomes, and identifying outcomes relevant to your program. Working with Outcomes: Planning with outcomes, the different levels of organizational capacity and capacity assessment, using outcomes to track progress, the key characteristics of a good "Lessons Learned" system, and outcome-based communications. Advanced Tools: Six Sigma methodology, The Balanced Scorecard, key insights from the service economy, and an array of ideas from Value Engineering, Process Mapping, inventive problem solving, Failure Mode Effect Analysis, personnel recruitment and evaluation, budgeting with outcomes, and the creation of a value proposition for your program or organization. Other Tools Perspectives:

SERVQUAL analysis, Cost vs. Worth vs. Value, building value in, and process mapping Accompanied by a dynamic website to help you implement the concepts presented in the book, *The Nonprofit Outcomes Toolbox* puts an arsenal of tools at your fingertips to help your nonprofit perform more efficiently, effectively, and productively, from top to bottom.

From the Back Cover
Praise for *The nonprofit outcomes toolbox* "A well-done tutorial on outcome use and assessment." MARIO MORINO, Co-founder and Chairman, Venture Philanthropy Partners "hellip; a real contribution to the field. What makes this an amazing document is its depth and comprehensiveness. There's just an extraordinary amount of information here, and Penna has made quite an effort to make it useful. I also really appreciate the conversational style, the exercises, and the pop culture references. It's clear Penna made a real effort to keep this engaging for the reader." JACOB HAROLD, Program Officer, Philanthropy Program, William and Flora Hewlett Foundation "hellip; the Encyclopedia of Outcomes hellip;"; DEBORAH NATENSHON, CEO, The Center for What Works "Penna has pulled it all together and provided an enormously useful overview." MICHAEL E. CLARK, President, Nonprofit Coordinating Committee of New York "The Nonprofit Outcomes Toolbox takes outcome funding a quantum leap forward. We have struggled for years to help our investees implement an outcome strategy with mixed success. You have created a simple, easy-to-use, and easy-to-understand road map for organizations committed to becoming more effective and sustainable." ALAN SORKIN, President, Social Venture Partners International

About the Author
ROBERT M. PENNA, PHD, is a researcher and consultant, a member of the Charity Navigator Advisory Panel, and one of the nation's foremost experts in comparative outcome models for the nonprofit and governmental sectors.