



FROM HUMAN CENTRED DESIGN TO OUTCOMES FRAMEWORK

CALGARY REGION IMMIGRANT EMPLOYMENT COUNCIL

PATHWAY TO PROSPERITY 2018 NATIONAL CONFERENCE, MONTREAL

CRIEC'S STORY



2008

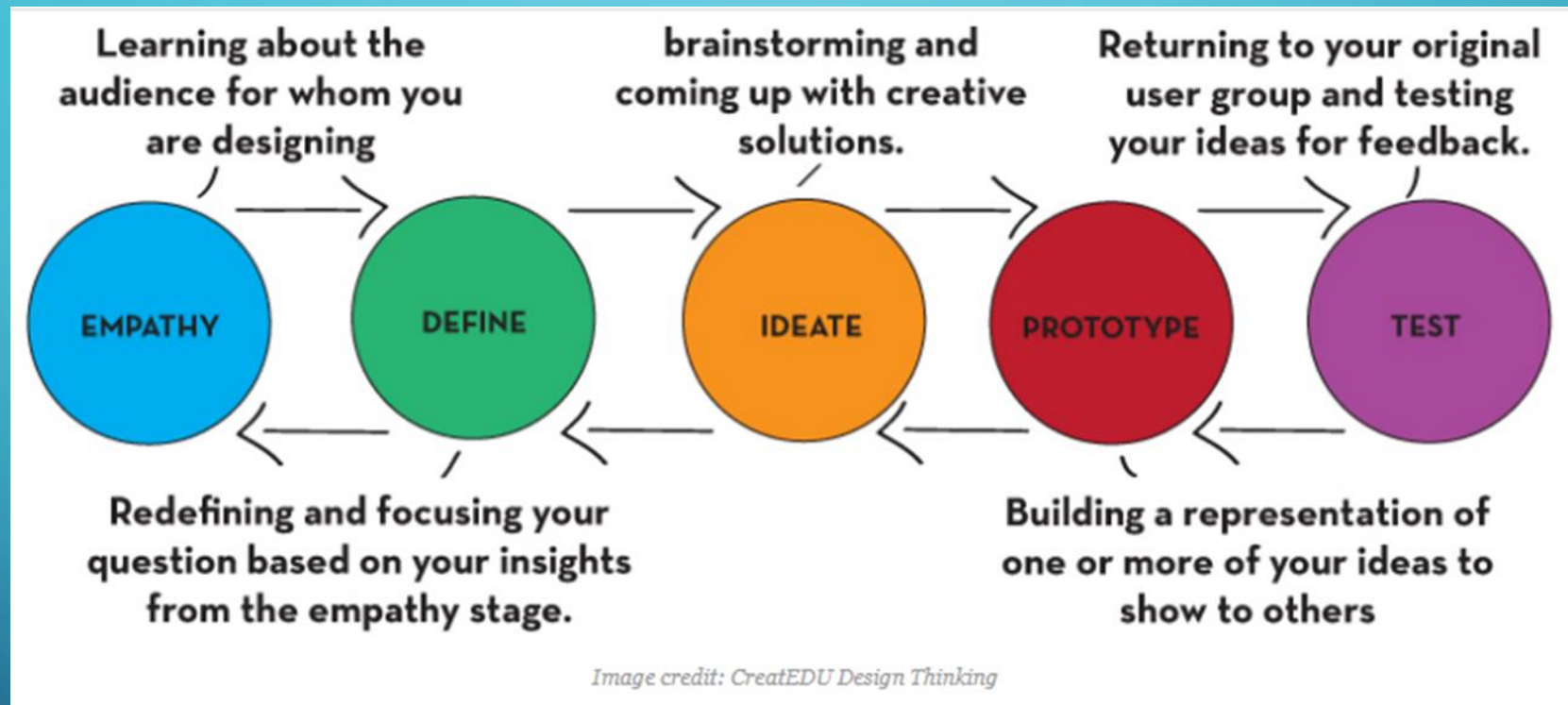
2018



WHAT IS HUMAN CENTRED DESIGN



STAGES OF HUMAN CENTRED DESIGN



<http://www.toma-now.com/2018/01/innovating-through-human-centered-design/>

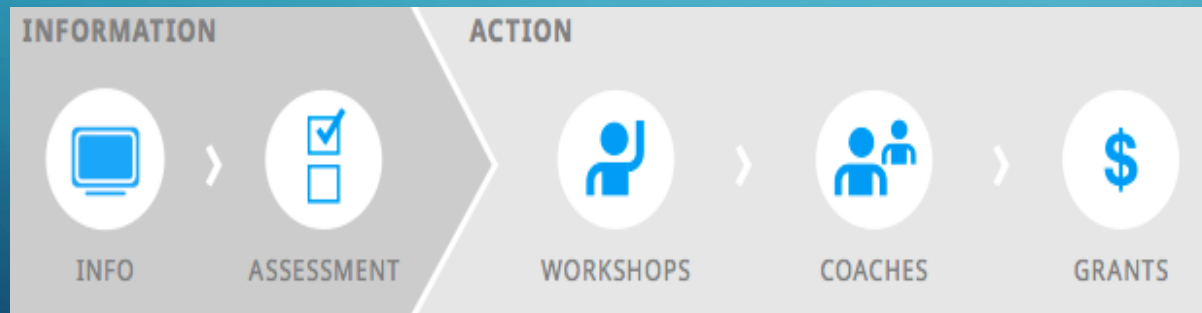
MOVING FROM INTUITIVE TO INTENTIONAL



MOVING FROM INTUITIVE TO INTENTIONAL



DEVELOPMENTAL EVALUATION SUPPORT (APRIL 2018-MARCH 2020)



<http://www.innoweave.ca/>

Evaluation for innovation (in development)

Not all forms of evaluation are helpful. Indeed, many forms of evaluation are the enemy of social innovation.

This distinction is especially important at a time when funders are demanding accountability and shouting the virtues of “evidence--based” or “science-based” practice.
Michael Quinn Patton. Evaluation for the Way We Work. Non-Profit Quarterly.

OUTCOMES – 2018-19 INITIATIVES

Determining which Outcomes are most relevant to ITPs and Champions



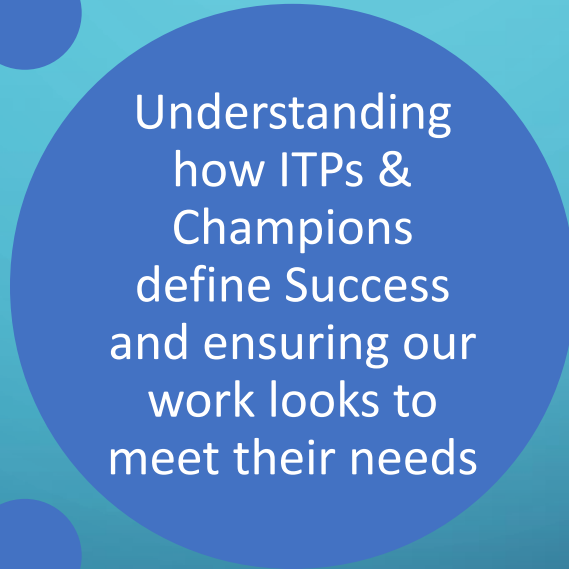
Determining how best to identify, record, track, measure + analyze these Outcomes



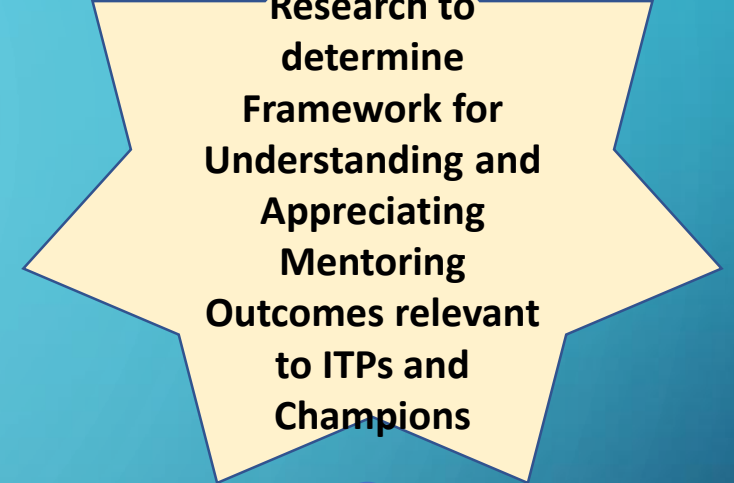
Determining how to ensure these Outcomes are being met; being aware of changes and shifts to Outcomes



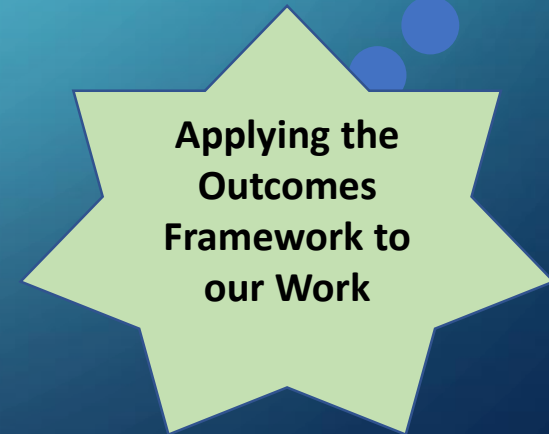
Understanding how ITPs & Champions define Success and ensuring our work looks to meet their needs



Research to determine Framework for Understanding and Appreciating Mentoring Outcomes relevant to ITPs and Champions



Applying the Outcomes Framework to our Work

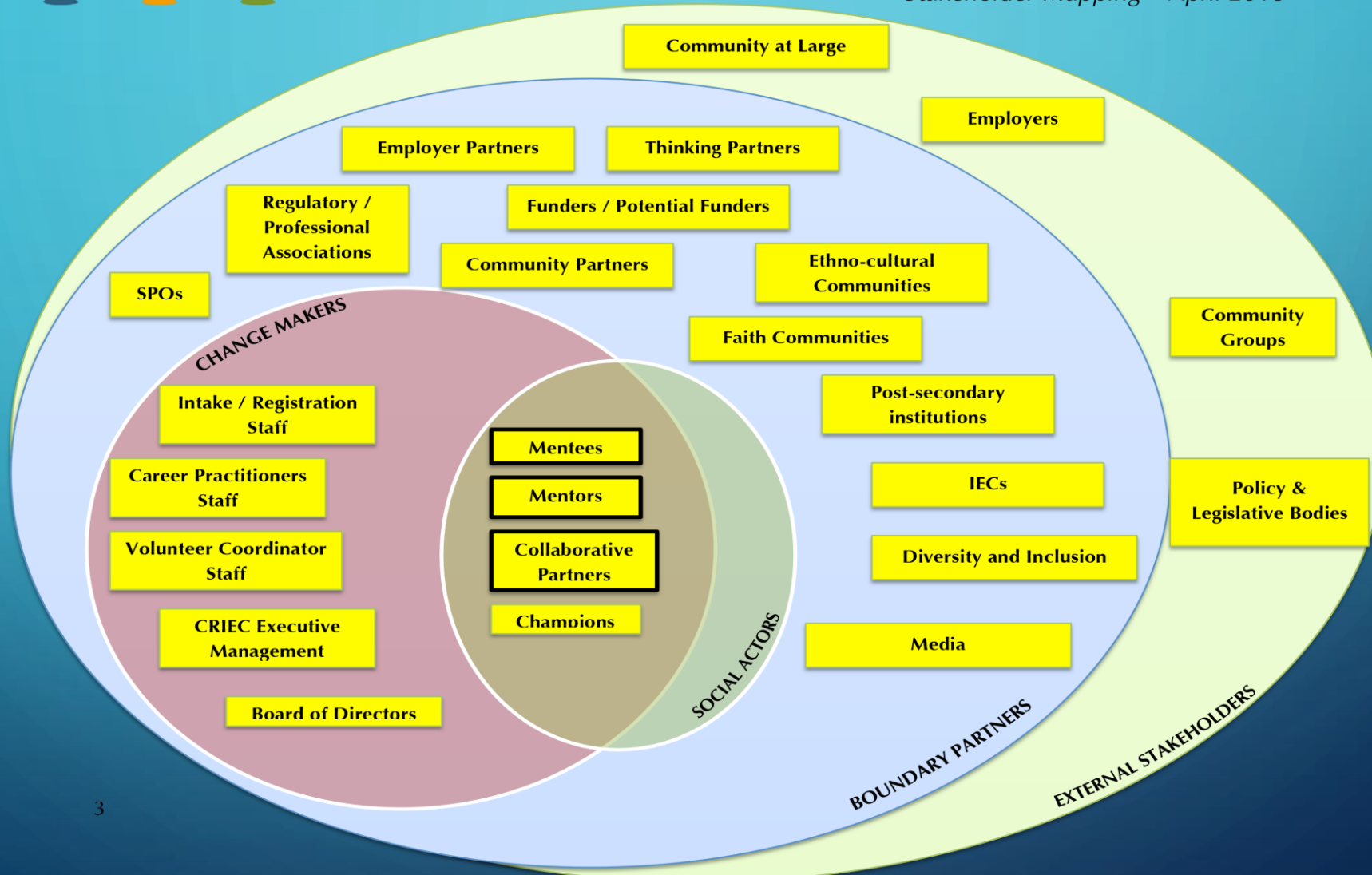


DEVELOPMENTAL EVALUATION PROCESS



CRIEC

Stakeholder Mapping – April 2018



CURRENT EVALUATION QUESTIONS AND OUTCOME HARVESTING

Q1

What changes in professional and personal integration processes have CRIEC mentees experienced in the past 2 years, and how has CRIEC program design contributed to these changes?

Q2

What barriers to full participation have CRIEC mentees not been able to overcome in the past 2 years, and what are the individual, organizational, and systemic contributions to these limitations?

Q3

What changes in practice have CRIEC partner organizations (employment partners, community partners, mentors) experienced in the past 2 years, and how has CRIEC program design contributed to these changes?

Q4

What changes in collaborative and organizational effectiveness has the Immigrant-Serving Sector in Calgary experienced in the past 2 years, and how has CRIEC program design contributed to these changes?

COMMON/SHARED MENTORSHIP OUTCOME STATEMENTS

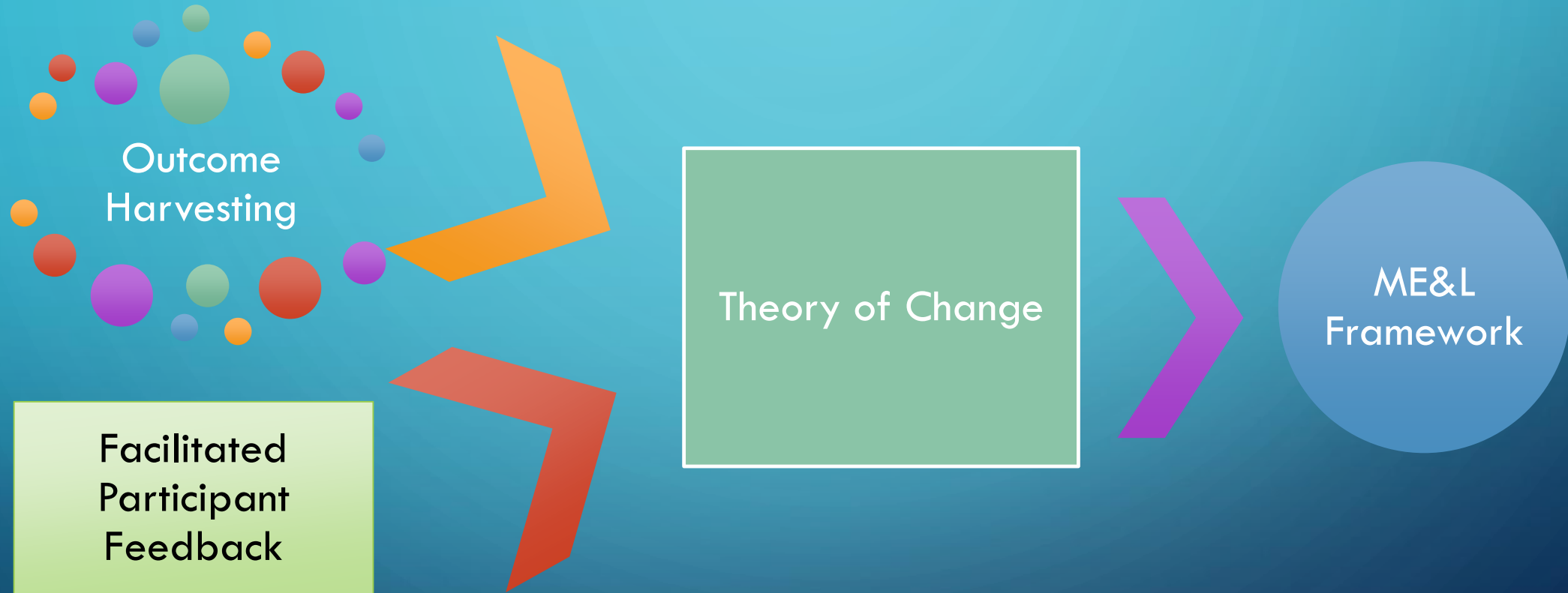
Step 1. Idea of a Common Framework for Mentorship in Alberta

Step 2. What is data telling us

Step 3. Identifying mentorship outcomes in each organization

Step 4. Common Outcomes Framework

EVALUATION APPROACH RECOMMENDATION



CRIEC – INTENTIONAL HUMAN CENTRED DESIGN TO BE CONTINUED, NOW WITH EVALUATION OF OUTCOMES AS A PART OF A REGULAR PRACTICE

Happy to share our experience:

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<https://www.criec.ca/about-criec/our-team/>