

Session 4: Outcome Harvesting

Heather Britt, Principal Research Scientist, NORC at the University of Chicago Lucy Wilson, Independent Consultant, MOMENTUM Knowledge Accelerator Tilly Gurman, Johns Hopkins Center for Communication Programs

July 7, 2021





Introduction

- Housekeeping
- Resources



Objectives

SESSION OBJECTIVES:

- To provide participants with an introduction to outcome harvesting and illustrative examples of its use in similar projects.
- To increase participants' understanding of how to adapt outcome harvesting and to support brainstorming ideas for their adaptation and use within MOMENTUM awards.

WORKSHOP OBJECTIVES:

- Improve participants' knowledge of and understanding of CAM
- Improve participants' ability to use CAM
- Expand participants' networks of CAM practitioners within and outside the MOMENTUM suite of awards

Today's Presenters



HEATHER
BRITT
Principal Research
Scientist, NORC at
the University of
Chicago



CAM Consultant,
MOMENTUM
Knowledge
Accelerator



TILLY GURMAN

Research and
Evaluation Officer
II, Johns Hopkins
Center for
Communication
Programs

Today's Session

PART 1

Preparing for a Successful Outcome Harvest

PART 3

Outcome Harvesting Case Study: Ethiopia Health Communication Capacity Collaborative

PART 2

Outcome Harvesting Case Study: Monitoring FHI 360's PROGRESS Project

PART 4

Wrap-Up & Pause and Reflect

Outcome Harvesting in the CAM Guide Matrix

	CAM APPROACH
	Outcome Harvesting
Qualitative	•
Quantitative	
Skills & resources required*	2
Intensity / Level of effort**	2,3
Type of engagement †	3

	i iai vestilig
Design & Planning / Formative Assessments	
Implementation / Ongoing Monitoring	•
Evaluation / Interim or Final Evaluations	•
What outcomes might be missing?	•
What outcomes might be yet to emerge?	
How do stakeholders perceive the project or intervention?	
What factors contributed to the observed outcomes?	•
What is happening in the wider	

CAM APPROACH

Outcome Harvesting

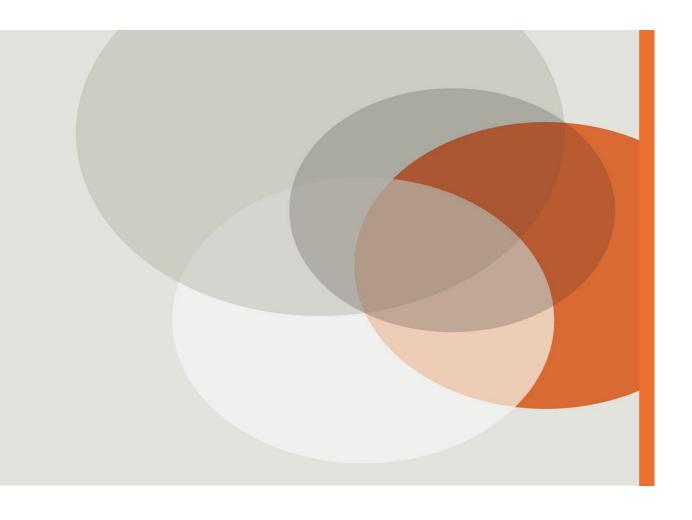
^{* 1 =} Can be implemented by community level entity; 2 = Can be implemented by MOMENTUM project staff; 3 = Outside assistance likely needed.

^{** 1 =} Able to integrate within existing staff workload and/or short-term engagement of external assistance; 2 = Moderate dedicated staff time needed and/or medium-term engagement and/or; 3 = Dedicated staff needed and/or longer-term external engagement

^{†1 =} Best as in-person engagement with group or in community setting; 2 = Easily adapted for virtual engagement with videoconferencing and related technologies; 3 = Able to complete remotely via desk reviews, email, phone calls, online surveys, etc.

1

Preparing for a Successful Outcome Harvest



Preparing for a Successful Outcome Harvest

Heather Britt

7 July 2021



Learning Objectives

Participants will learn:

- When and why Outcome Harvesting can be useful
- Outcome Harvesting's basic steps
- How to use the guiding principles to tailor OH to your project context
- Tips for planning a harvest
- Tips for managing a participatory and iteratively designed method



Outcome Harvesting's Track Record

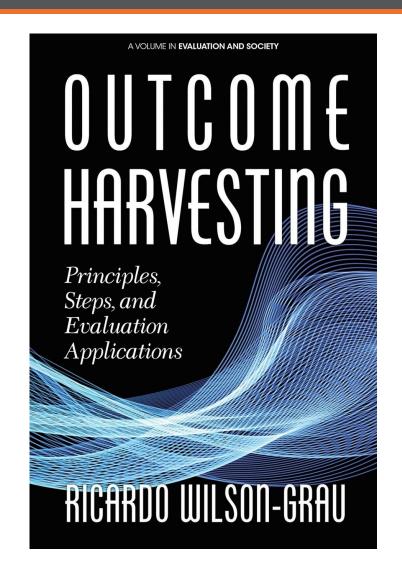


Over 400 networks, NGOs, communitybased organisations, research institutes, and government agencies in 143 countries across the globe.



What is your experience?

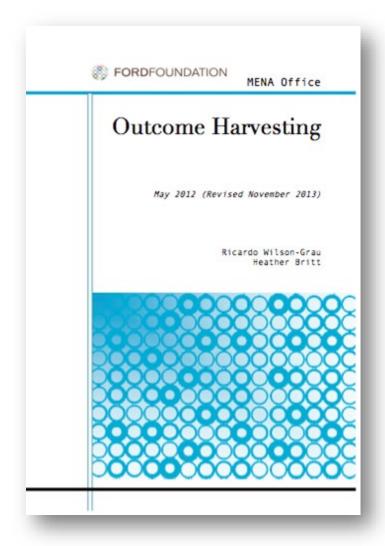
- A. I've heard Outcome Harvesting mentioned, but know very little about it.
- B. I have a basic understanding of Outcome Harvesting.
- C. I've read the book and/or taken a training course.
- D. I've participated in and/or conducted an Outcome Harvest.

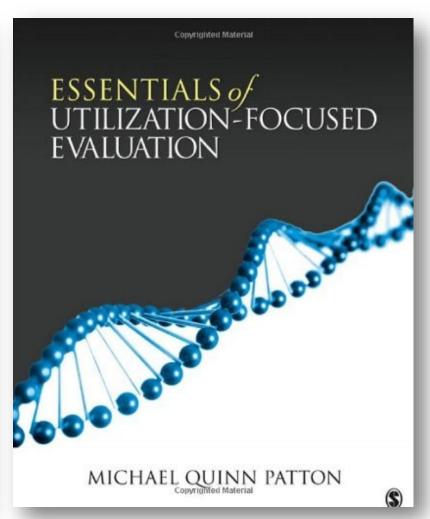




Origins

- Inspired by Outcome Mapping
- Informed by Utilization-Focused Evaluation







Outcome Harvesting

Participatory method to identify, formulate, verify, analyze and interpret outcomes to answer actionable questions.

Captures outcomes predicted/unpredicted, positive/negative,

AND

Works backward to describe & verify contribution

FOR

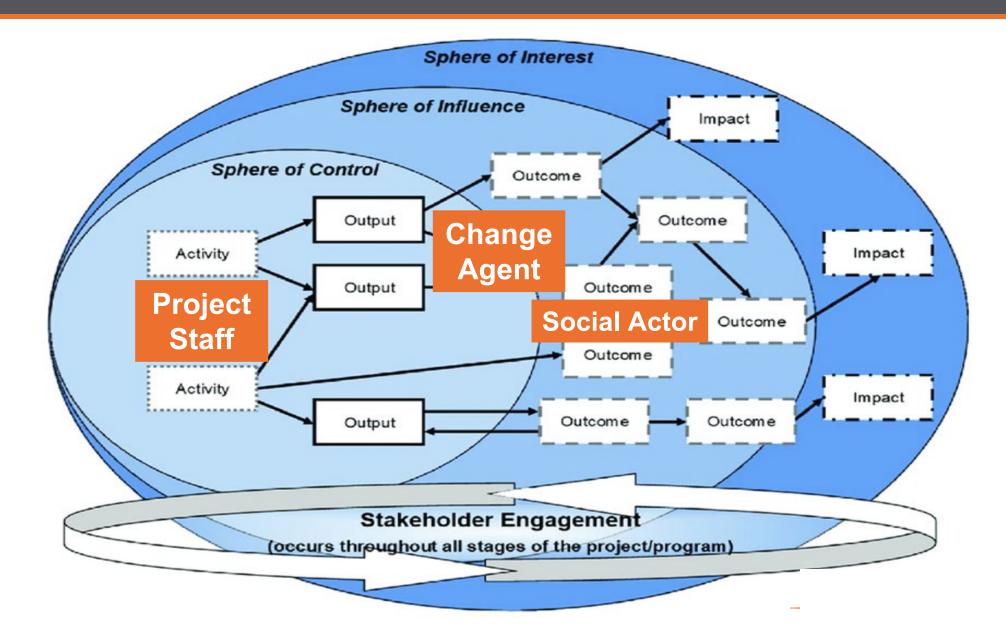
monitoring and evaluation (developmental, formative and summative)

USING

Either internal or external staff, or a mix.



What is an outcome?



What is an outcome?

Change in the behavior of a social actor influenced by the intervention

- Behavior: actions, activities, relationships, policies, or practices
- Social actor: individual, group, community, organization, or institution

Not knowledge, awareness, attitudes

Project is generally not the only influence



OH is well-suited to projects where

- Desired results are big and bold and difficult to measure
- Pathways to achieve desired results are not well understood
- Project is likely to contribute to unpredicted and unpredictable outcomes
- Flexible management continually adapts to new information or changes in the context.





OH is not intended for projects where

- The pathways to achieve desired outcomes are known and agreed upon
- Little value is placed on capturing outcomes not included in the original design
- Fit example: The difference between training and capacity building





AWID example (illustrative)

Association for Women's Rights in Development (AWID)

- BACKGROUND: AWID is serving as Chair of Urgent Responses Working Group for the Women Human Rights Defenders International Coalition.
- PURPOSE: The formative evaluation purpose of the harvest is to inform a newly adopted collaborative advocacy approach.
- USERS OF THE OUTCOME HARVEST: The primary intended users of the evaluation is the AWID team responsible for Urgent Responses. The Women Human Rights Defenders International Coalition would be one audience for the evaluation.
- USES OF THE OUTCOME HARVEST: The primary intended use of this evaluation is to document the outcomes of collaborative advocacy activities conducted over the past year.



Outcome description example: AWID

- **DESCRIPTION**: In mid-September 2011, the Iranian Ministry of the Interior (or the Secret Service) released "M.B." after 5 months in prison, 2 of which were spent in solitary confinement. No charges were made during her time in detention, although she was eventually released on bail and will be facing charges in the future. M.B. is a woman human rights defender from Iran who was detained after participating at the UN Commission on the Status of Women in New York.
- CONTRIBUTION OF AWID: Convened group of collaborators working together for M.B.'s release, organized conference calls, ensured sharing of information, and facilitated joint activities and direct contact with UN agencies. All of this was in the context of AWID as Chair of Urgent Responses Working Group for the Women Human Rights Defenders International Coalition.
- **SIGNIFICANCE OF OUTCOME**: The objective was to model collaboration among organizations, in addition to securing a concrete victory in getting M.B. released.



Clarifying Questions?

Before we dig deeper, do you have questions about what we've covered so far?



Six Iterative Steps

- 1. Design the Outcome Harvest: Focus on actionable information for primary users
- 2. Gather data and draft outcome descriptions: Collect data from project sources
- 3. Engage change agents in formulating outcome descriptions
- 4. Substantiate: Knowledgeable, independent individuals validate outcome descriptions
- 5. Analyze and interpret: Provide evidence-based answers to harvesting questions
- 6. Support use of findings





- 3. Engage with human sources
- 2. Review documentation
- 1. Design the Outcome Harvest

- 4. Substantiate with external sources
 - 5. Analyze and interpret
 - 6. Support use of findings

PROCESS PRINCIPLES

Facilitate usefulness throughout the harvest

Nurture appropriate participation

Coach human sources to formulate outcome statements

Strive for less because it will be more useful

Learn Outcome Harvesting experientially

CONTENT PRINCIPLES

Harvest social change outcomes

Formulate an outcome as an observable change

Establish plausible influence of the intervention

Ensure credible-enough outcomes

Essence of Outcome Harvesting

Principles-driven

Each harvest is tailored to the context and adapts to new information

Utilization-focused

The purpose of OH is to serve the principal uses of primary intended users

Participatory

Key stakeholders participate with the evaluator in the OH.



4 Key Stakeholders

- Project staff
- Primary intended users
- Change agents
- Outcome verifiers or substantiators



Project Staff

Who?

Staff involved in implementation of project -- knowledgeable about its outcomes

Role?

- Provide data on project and context as evaluation informants
- Help inform preliminary outcome descriptions
- Help identify change agents and verifiers



Intended Users

Who?

- Require findings to make decisions or take action
- Responsibility and authority to take action
 - Implementers or donors

Role?

 Make informed decisions about design and implementation throughout the harvest to ensure that the OH will meet their needs



Change Agents

Who?

Individuals or organizations that influence outcomes

Role?

- Serve as key informants
- Document outcomes and contribution pathways



Outcome Verifiers

Who?

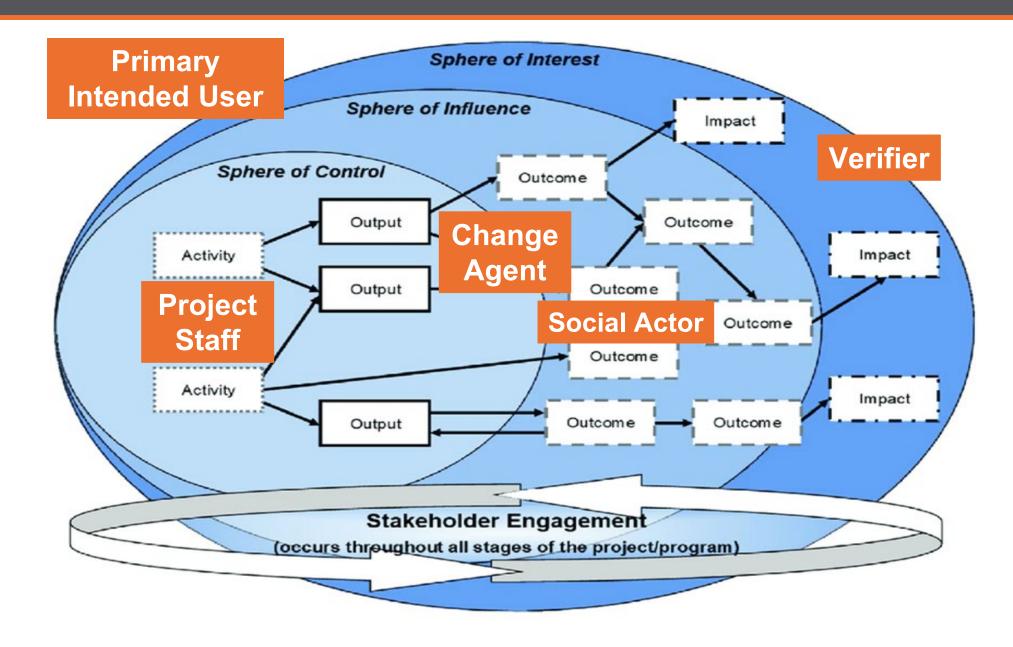
Third-parties both knowledgeable and objective about outcomes

Role?

- Review descriptions of outcomes and project's contribution
- Comment on significance of outcomes (optional)
- Verify by email or other means



Roles Review



Outcome Harvesting Scope of Work

Getting everyone on the same page is especially important with a participatory and iteratively-designed method

- Commissioners requesting OH (issuing an RFP)
- Internal teams planning with stakeholders
- Evaluators internal or external (responding to RFP)

Terms of reference (TOR) = Scope of work SOW)





Outcome Harvesting TOR

Key Elements

- 1. Background
- 2. Purpose
- 3. Primary intended user(s) and their intended use(s)
- 4. Useful evaluation questions
- 5. Methodology
- 6. Roles and responsibilities
- 7. Timeline, milestones and estimated budget



Primary users and uses: Tips

Primary intended user(s) and their intended use(s):

- Those who have intention, responsibility and authority to act on findings
 - Not equivalent to project stakeholders
- Role: Participate in design decisions throughout the harvest
- Advisory Group: Effective decision-making body
 - Petite committee: Carefully select members
- Set up another mechanism to keep stakeholders informed



Keys to Success

Managing a participatory and iteratively-designed method

- Orientation and design meeting with primary intended user
- Craft a manageable number of useful evaluation questions
- Clarify which questions can be answered through Outcome Harvesting and which require one or more other methods.
- Consult with primary intended users on key decisions during harvest
- Flexible management
- Prepare for contingencies: time (calendar and LOE) and budget



Recap: OH Strengths & Limitations

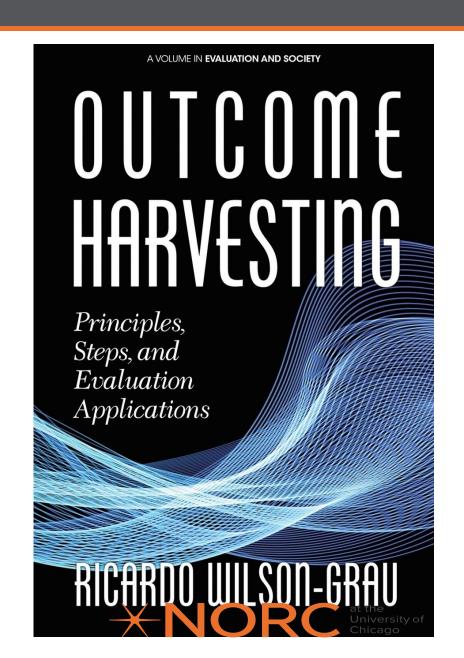
Strengths	Limitations	
Captures outcomes in complex and knowledge scarce situations	Negative outcomes are difficult to capture	
Participation offers opportunity for rich learning for stakeholders	Participatory methods are not feasible in all situations	
Tailored to each project and context	Findings not necessarily comparable across evaluations or interventions	
Ongoing development of Outcome Harvesting through a vibrant community of practice.		



Closing Poll

How likely are you to participate in an Outcome Harvest in the next year?

- A. Almost certain
- B. Pretty likely
- C. Hmmm... still on the fence
- D. Looks unlikely
- E. Definitely not



Resources

- Wilson-Grau, R. & Britt, H. (2012). <u>Outcome Harvesting.</u> New York: Ford Foundation.
- Wilson-Grau, R. (2019). <u>Outcome Harvesting: Principles, Steps, and Evaluation</u>
 <u>Applications</u>. Charlotte, NC: Information Age Publishing, Inc.
- AEA eLibrary and AEA365
- Outcome Harvesting Community of Practice:
 - www.outcomeharvesting.net



Discussion





Thank you.

Heather Britt
Principal Research Scientist
Britt-Heather@NORC.org

Research You Can Trust



OH Case Study: Monitoring the USAID-funded PROGRESS Project at FHI 360



PROGRESS: Program Research for Strengthening Services

- 5-year, \$50 million USAID-funded global project, implemented by FHI 360
- Goal: To improve access to family planning methods and services among underserved populations through research, research utilization and capacity building.
- PROGRESS offered global technical leadership and undertook focused country-level activities in seven technical areas.



Simplified PROGRESS logic model

INPUTS

- Staff & stakeholder skills, expertise, experience, etc.
- Existing evidence and best practices
- Local and international partners for research, policy, advocacy, service delivery, etc.

ACTIVITIES

- Research
- Research utilization
- Capacity building

OUTPUTS

- Research completed with results published and disseminated
- Advocacy conducted with stakeholders
- Evidence-based practice tools and job aids developed and disseminated
- Capacity
 building provided

OUTCOMES

- Programs and services changed to reflect evidence
- Policies and guidelines changed to reflect evidence
- Evidence-based practices introduced and scaled
- Organizational capacity improved

IMPACT

- Unmet need for family planning among underserved populations reduced

Project role diminishes as one moves to long-term impact

OH steps and PROGRESS adaptations

#	Official OH steps	PROGRESS steps
1	Design the outcome harvest	Develop Performance Monitoring Plan (PMP)
2	Gather data and draft outcome description	Identify outcome and draft description
3	Engage change agents in formulating outcome descriptions	Internal verification
4	Substantiate	External validation or documentation
5	Analysis and interpret	Synthesis and reporting
6	Support use of findings	Data for decision-making

STEP 1: Develop Performance Monitoring Plan

The **PROGRESS PMP** included the following:

- Causal framework (logic model)
- Indicators
 - Mix of quantitative and qualitative indicators
 - Guidance on indicator sources and how data is collected and frequency of collection and reporting
 - Description of Research Utilization (RU)
 Indicator Database for qualitative indicators
- Reporting requirements
- Plans for evaluation, etc.



Lessons Learned:

- Fewer indicators
- Budget adequately

Key outcome indicators for research, research utilization

Indicator	Source	Frequency
Instances of PROGRESS technical assistance, research results, or products being used in policy or guidelines	Semi-annual and annual reports, trip reports, adhoc reports, etc. Synthesized in the RU Indicator	Collected on an ongoing basis Reported semi-annually
Instances of PROGRESS technical assistance, research results, or products being used in programs		
Instances of PROGRESS technical assistance, research results, or products being used in services		

Research Utilization Indicator Database

- Initially in MS Access, later custom built
- Fields included:
 - Outcome headline
 - Outcome description (main narrative)
 - Indicator
 - Activity/Intervention Name/#
 - Country(ies)
 - Partner organization(s)
 - Topic and/or tool used
 - Main staff point of contact
 - Attachments
 - Status (draft or approved)



STEP 2: Identify outcome and draft description

To identify potential outcomes, M&E staff:

- Reviewed semi-annual and annual reports, key meeting reports, trip reports, etc.
- Attended regular activity review meetings
- Interviewed activity staff after activity closure
- Trained activity staff to identify and report on outcomes

M&E staff then:

- Determined what "counted" as an outcome
- Drafted initial outcome description

"Sleuthing & slogging"



Lessons Learned:

- Less is definitely more
- Train & engage staff to be your "detectives"

STEP 3: Internal verification

M&E and activity staff reviewed and revised outcome description to ensure the description:

- Provided full story of the outcome
- Acknowledged appropriate partners
- Was accurate and not over-stated
- Included or referenced available evidence (attachments in Database)



Lessons Learned:

 Review with multiple staff to get more accurate, non-biased description

STEP 4: External validation or documentation

- M&E and activity staff reviewed documentation and sought out ways to strengthen it
- For policy changes, this might include a combination of:
 - Full final copy of policy or guideline
 - Acknowledgement of PROGRESS staff; inclusion of tool; citation of evidence/article in the policy
 - Clearly documented process of PROGRESS activities and outputs leading towards the outcome
 - PROGRESS's contribution credited/acknowledged by third party in writing or in formal documented remarks



Lessons Learned:

- Document, document, document
- Don't be shy about asking for external validation

What does an outcome description look like?

PROGRESS contributes to community-based access to injectables (CBA2I) policy change in Kenya

From 2009-2010, FHI 360, Jhpiego, and the Kenya Ministry of Health conducted a pilot study of CBA2I in Tharaka, Kenya. Using the positive results from that study, PROGRESS worked with members of the Family Planning Technical Working Group, including Jhpiego, to advocate for a CBA2I policy change. PROGRESS led development of an advocacy brief summarizing findings from the pilot study. Stakeholders from the MOH and the local nursing associations were central in the advocacy process. The revised policy, which cited the pilot study results, was signed in November 2012. This change will expand access to one of the most popular methods of contraception in hard-to-reach areas.

Headline summarizing outcome

- What happened? When? Where?
- What was PROGRESS's role?
- Who else contributed?
- What is the evidence for this change and PROGRESS's role?
- Why was it important?What need did it address?

STEP 5: Synthesis and reporting

- Final outcome descriptions collected in RU Indicator Database
- Reported to USAID semi-annually

PROGRESS contributed to 47 major changes to programs and policies at the country and global level



Lessons Learned:

 Improved database facilitated synthesis and analysis, and reporting

STEP 6: Data for decision-making

Informal analysis conducted during the project period considered questions such as:

- What advocacy strategies were most effective?
- Why were certain topics and/or tools more "ripe for change" and others not?
- How were other implementing partners engaged and how did that affect impact?
- What inherent factors in the country/setting facilitated or hindered research utilization?
- Property How can we facilitate continued impact from research and evidence after project funding ends?



Lessons Learned:

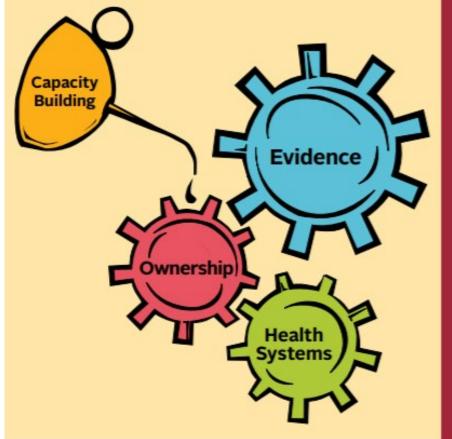
 We could have done more analysis of the outcomes to improve efforts during the project.

Thank you!

...And to FHI 360 and the PROGRESS team

PROGRESS End-of-Project Report

Meeting the Family Planning Needs of Underserved Populations



countries and providing global technical leadership,
PROGRESS significantly improved access to family planning among underserved populations through research, utilization of existing and new research results, and capacity building. Work under
PROGRESS focused on maximizing human resources through task-shifting, expanding service delivery options, and expanding the contraceptive method mix.

Working in seven primary







Break

5 MINUTES TO:

- stretch
- refill your coffee
- get a snack
- pet your cat/dog



- meditate
- visit the facilities
- drink some water
- gaze out the window

OH Case Study: Ethiopia Health Communication Capacity Collaborative



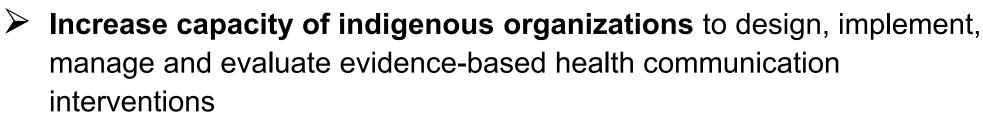
Outcome Harvesting Case Study: Ethiopia Health Communication Capacity Collaborative

Tilly A. Gurman, DrPH, MPH July 7, 2021



Health Communication Capacity Collaborative (HC3)

- USAID: \$108 million
- 2012-2018
- Objectives from the RFP:



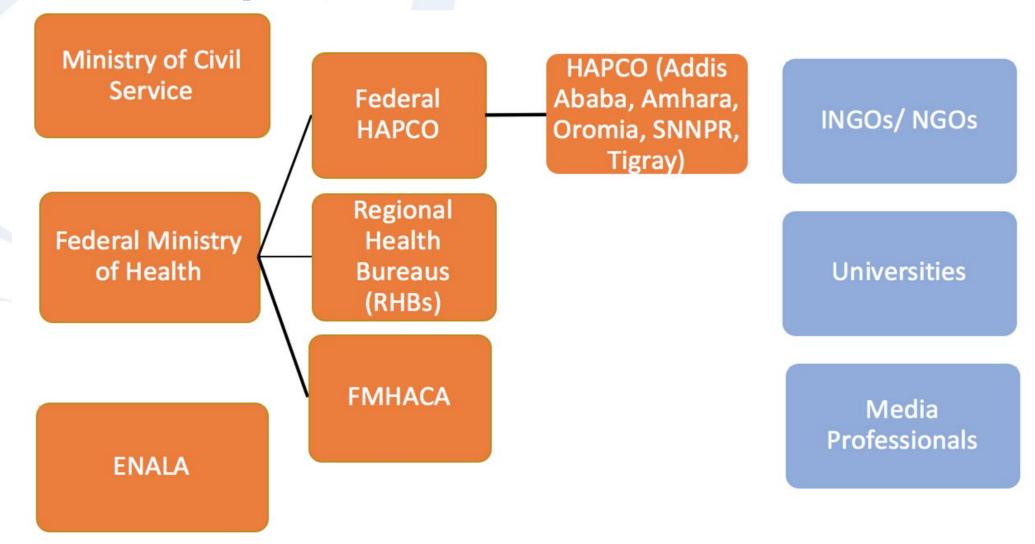
Establish proven systems for professional development in health







HC3 Ethiopia







Type of activities

- Trainings for individuals at federal and regional levels
- Transition of the National AIDS Resource Center (NARC) to federal government
- Advocacy to government about social and behavior change communication (SBCC)
- Mentoring program for university students





Evaluation questions

- 1. In what ways has the FMoH, HAPCO, and HC3 Ethiopia partner organizations demonstrated important changes in their capacity for improved SBCC since the start of the project?
- 2. To what extent did these outcomes exceed or fall short of HC3 project objectives?
- 3. How sustainable were these outcomes?





SBCC Capacity Ecosystem

Level of Intervention Where?

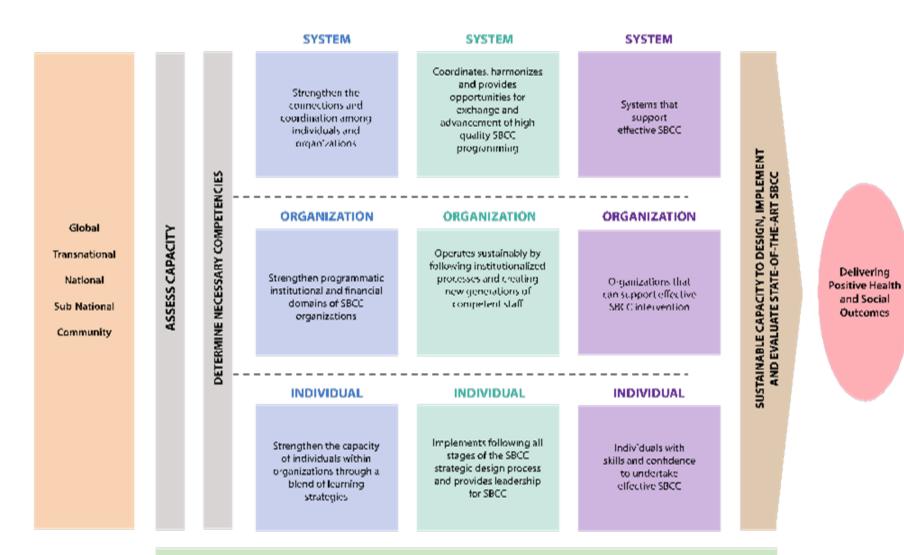
Interventions
How?

Competencies What?

Results Why?

Outcomes So What?

Impact



Q1: Outcomes by type of change

Figure 4: HC3 Ethiopia Outcomes, by Type of Change Observed

* Total exceeds 37 as outcomes fit into multiple categories



Q1: FMOH/HAPCO demonstrating change

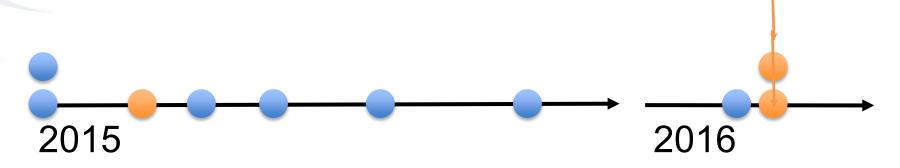
- recognition of SBCC as important component and skillset for developing and implementing public health programs in Ethiopia
- **commitment** to incorporate SBCC into organizational policies, systems and structures, as indicated through the allocation of resources and staff or institutionalization of SBCC programs
- effort to coordinate and strategically collaborate to improve the quality of SBCC produced in Ethiopia





NARC services transition over time, by SBCC Ecosystem level

In May 2016, the Ministry of Civil Service granted approval to FMoH to absorb and expand the 952 Hotline from 41 to 69 counselors.



SBCC Ecosystem level









Q2: Exceeding objectives

 The evaluation identified outcomes for global HC3 as well as HC3 Ethiopia program objectives





System
$$(n = 8)$$

Individual
$$(n = 5)$$





Q3: Sustainability

- **Practice:** The outcome reflected institutionalized or systematic behavior change in an individual, organization or system that occurred either repeatedly over the course of the project or at least six months prior to the evaluation.
- Policy: The outcome described a change in SBCC planning procedures or policy.





HIV/AIDS Prevention & Control Office (HAPCO)

HC3 Sontributions

Since the beginning of 2015, HC3 organized SBCC workshops for regional and zonal HAPCO experts on SBCC design and implementation. HC3 trained HAPCO on SBCC design and implementation.

In the course of 2014, HC3 organized a partners meeting for review and validation of final draft, as well as the graphic design of the final document.



Practice Outcomes

Since May 2015, HAPCO integrated SBCC activities in annual work plan of 9 rural regions and 2 urban administrations.



Since June 2015, HAPCO partners applied most-at-risk populations SBCC framework in their HIV work.





Federal Ministry of Health (FMOH)

HC3 Contributions

Beginning in May 2014, HC3 lobbied to Government of Ethiopia. HC3 drafted and presented business plan to demonstrate the viability of National AIDS Resource Center (NARC) services as a commercial entity.

Between March and Sept 2014, HC3 lobbied for the establishment of a Communication Technical Working Group for SBCC. From January 2016, HC3 supported scale up activities, including developing job descriptions and outlining organizational structure for the 952 Hotline.



During 2015, the Ethiopian National Archives and Library Agency incorporated the HC3 resource center into its operations.

On February 25, 2015, FMOH decided NARC services will transition to FMOH.



During 2015, FMOH wrote a 5-year strategic plan using national health communication strategy.



In May 2016, FMOH incorporated 952 Hotline in the core plan.

Policy Outcomes

Lessons learned

- 1. Plan for OH from the beginning of the project
- 2. Consider the timing of the evaluation in light of other planned research/monitoring and evaluation/knowledge management activities
- 3. Use OH to complement, not replace, other methods
- 4. Train local project team early regarding basic OH elements
- 5. Plan sufficient time for training and harvesting activities





Acknowledgements

- Grace Awantang
- Lindsey Leslie
- Ruchita Pillai
- Ricardo Wilson-Grau





Resources

- Gurman, T., et al. (2018). Evaluating Capacity Strengthening for Social and Behaviour Change Communication through Outcome Harvesting. *The Journal of Development Communication*, 29(2), 45-61.
 http://jdc.journals.unisel.edu.my/ojs/index.php/jdc/article/view/96/54
- HC3 Outcome Harvesting evaluation reports for Bangladesh, Ethiopia, and Liberia (2018). Available at: https://healthcommcapacity.org/hc3-project-materials/





4

Break-out Discussion

Break out Group Selection

Group 1

I'd like more information about the approach.

Group 2

I have never done OH, but am interested in using it.

Group 3

 I have used components of OH before and am interested in how I'd formalize it.

If you have done OH before, please choose any of the groups to share your experience and help provide guidance.

?

Break-Out Questions

Group 1:

- •What questions do you still have about outcome harvesting?
- •What sounds intriguing to you about the approach? What sounds challenging?
- •What would help you feel more comfortable with using it?
- •Can you imagine using outcome harvesting to answer specific learning questions relevant to your current project?

Group 2:

- •What sounds intriguing to you about outcome harvesting? How do you think it might fit into your project?
- •What do you see as barriers or challenges to using OH and what would help you feel more comfortable using it?
- •Can you imagine using outcome harvesting to answer specific learning questions relevant to your current project?

Group 3:

- •What aspects of outcome harvesting are similar to your own work? Were you aware of OH in implementing that work?
- What aspects of your work are different from OH and how might the formal OH process help strengthen or change your current work?
- •Can you imagine using outcome harvesting to answer specific learning questions relevant to your current project?

Wrap-Up

Today's Main Takeaways

- Outcome harvesting is an approach for identifying unintended outcomes and assessing the project's contributions.
- It an be adapted to a wide variety of contexts, including ongoing monitoring and/or evaluations.
- You may already be using aspects of it!
- It can be work-intensive and require staff training, so plan and budget accordingly.

In the next (FINAL) session: Wednesday, July 14th

- Introduction to Most Significant Change
- Examples of CAM in practice from MCGL and Breakthrough Research
- Don't forget to register: <u>Session 5 Registration</u>

Pause and Reflect: Virtual Hot Potato



QUESTIONS:

Finish one of the following statements:

Today, I learned...

OR

I am looking forward to...



PROCESS:

- List of all participants in alphabetical order created and displayed.
- In order, each person answers the question.
- Come off mute early / now.
- No more than one sentence per person!

THANK YOU

MOMENTUM Knowledge Accelerator is funded by the U.S. Agency for International Development (USAID) as part of the MOMENTUM suite of awards and implemented by Population Reference Bureau (PRB) with partners JSI Research and Training Institute, Inc. and Ariadne Labs under USAID cooperative agreement #7200AA20CA00003. For more information about MOMENTUM, visit USAIDMomentum.org. The contents of this PowerPoint presentation are the sole responsibility of PRB and do not necessarily reflect the views of USAID or the United States Government.







@USAID_MOMENTUM



@USAIDMOMENTUM



USAID MOMENTUM



USAID MOMENTUM