

MAKING THE CASE FOR HUMAN SERVICES **Measuring your results and documenting your outcomes**

Illinois is in the process of moving toward budgeting and contracting processes that are increasingly focused on outcomes and results. This is not a new subject area for many of us who have incorporated this into our regular practice. But it is increasingly important that human services providers be able to document and talk about the outcomes that a specific program or funding stream is achieving in order to maintain support and state funding for the program.

The following list provides suggestions for the types of information you can be compiling on your program to educate your elected officials and urge their support of state funding for human services.

1. Name of your program
2. The state agency and budget line item that funds it
3. Who your program serves
4. What are the desired outcomes of your program
5. What outcomes your program has achieved
6. What this means for the people served and the broader community
7. What would happen if your program went away

Our goal as we work to build strong support for the human services sector is to equip all elected officials with an understanding of the human services that are present within their own districts as well as the lives touched and outcomes achieved as a result of state investment in our sector. You have a critical role to play in this work. In many instances, legislators have little exposure to the array of program and services being provided. You should assume that your elected official doesn't have an understanding of your program and step in as a local expert to inform them. In person meetings, fact sheets you develop, and regular email or written communication is a great way to educate them and build the relationship.