

EFFECTIVENESS

*"Develop **standard indicators for measuring outcomes** and conduct a baseline assessment...  
...and a long-term study of impact indicators"*

**Collecting** data on **targeted factors & indicators** affecting economic integration [Direct Questionnaire]

*"Many specialized programs, such as job readiness or health and wellness programming, **require clients to respond to evaluations** by the end of the program..."*

**Continue matching** clients with the appropriate programs based on actionable characteristics [Focus Groups]

VALUE FOR MONEY

*"Determine **cost-per-client** of program services"*

**Data-focused practices** at all phases will allow IRC to quantify all of its activities [Aggregate Data Analysis]

*"USP will develop and adopt **standard tools for rapid and consistent calculation** of per-client project costs"*

**Track core indicators** over time and **develop indices** of integration & well-being by applying standard calculations [Direct Questionnaire]

SCALE

*"Increase the number of refugees resettled from 12% to 15% of the annual presidential determination by **increasing IRC's geographic footprint in the US through affiliates, sub-offices or office relocations**"*

Reporting capabilities allow for **efficient allocation of resources** and decisions on programming [Aggregate Data Analysis]

*"Centrally-coordinated **resources can be efficiently deployed** to their strongest effect and can be rapidly recalibrated to meet changing community needs and realities"*

**Developing and standardizing country-wide deployable tools** that can be utilized not just by IRC staff, but anyone who has been trained [Aggregate Data Analysis]

TIMELINESS

*"Extend the resettlement service period from 3 months to 2 years **as needed**"*

**Identifying vulnerable populations** at various stages in the resettlement process to facilitate long-term integration [Focus Groups]

*"By 2020, the IRC will have expanded its impact from an organization that achieves short-term outputs for its general client base to an organization that **supports the long-term integration and well-being** of all individuals, regardless of gender, within the community."*

**Collecting and analyzing over time** specifically-selected indicators of self-reliance and integration with a gender-sensitive lens [Aggregate Data Analysis]

CLIENT & COMMUNITY FOCUS

*"Programs will be designed, implemented and adapted based on the **needs, priorities, aspirations, motivations, and capacity** of local stakeholders"*

**Soliciting client feedback** reinforces a client-centered approach and ensures that programs are driven by client/community needs. [Focus Groups]

*"...a strengths-based methodology that asks staff members to **leverage the client's own assets rather than provide a set of generic services**, and a multidisciplinary approach that enables caseworkers with diverse specialties to work together to address clients' complex needs."*

**Involving the client and asking** what their strengths and goals empowers them and gives them agency [Participatory Action Research]