iMPRoVE

A tool to measure service quality and outcomes

SELECTING THE APPROPRIATE MODULE

QUICK START GUIDE

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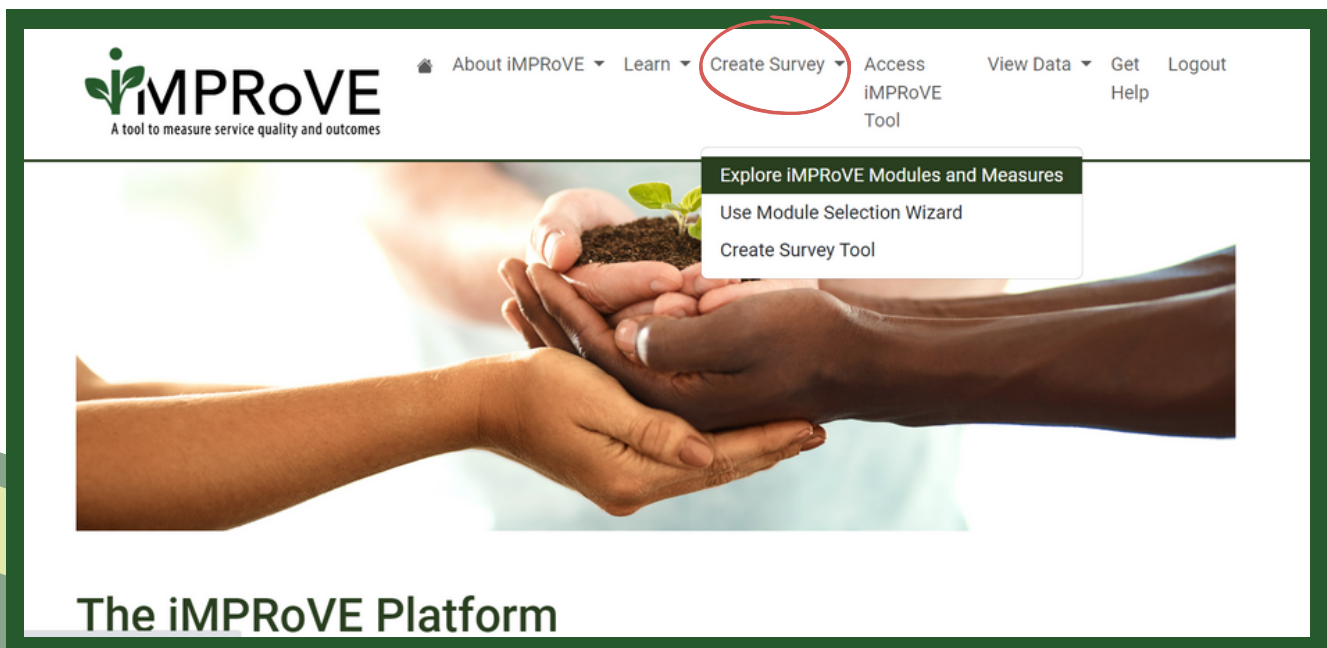
What are Modules?

iMPRoVE has six sets of core outcome measures (known as modules). These core measures are intended to capture short-term outcomes that a program hopes to achieve for most people served.

We understand that no two service providers deliver services exactly the same way. Therefore, the modules are intended to reflect the broad objectives, activities and outcomes that most programs serving or supporting persons impacted by crime intend to achieve.

Each modules houses a set of core outcome and quality measures that cannot be removed from the tool, but you are able to add additional measures to customize the tool to best fit your agency's intended outcomes.

1 Log into your account at www.improve-tool.org.

2a **If your program already has a logic model,** you may wish to go directly to the "Explore iMPRoVE Modules and Measures" page under the "Create Survey" tab at the top of the iMPRoVE platform. Here, you can review full descriptions of all iMPRoVE modules to determine which of the six modules best fit your program.

2b You may also choose to use the **Module Selection Wizard** to help you select the module that is best aligned with your program's outcomes. Based on the responses to several statements, the Module Selection Wizard provides a recommendation for which modules are likely to be the best fit.
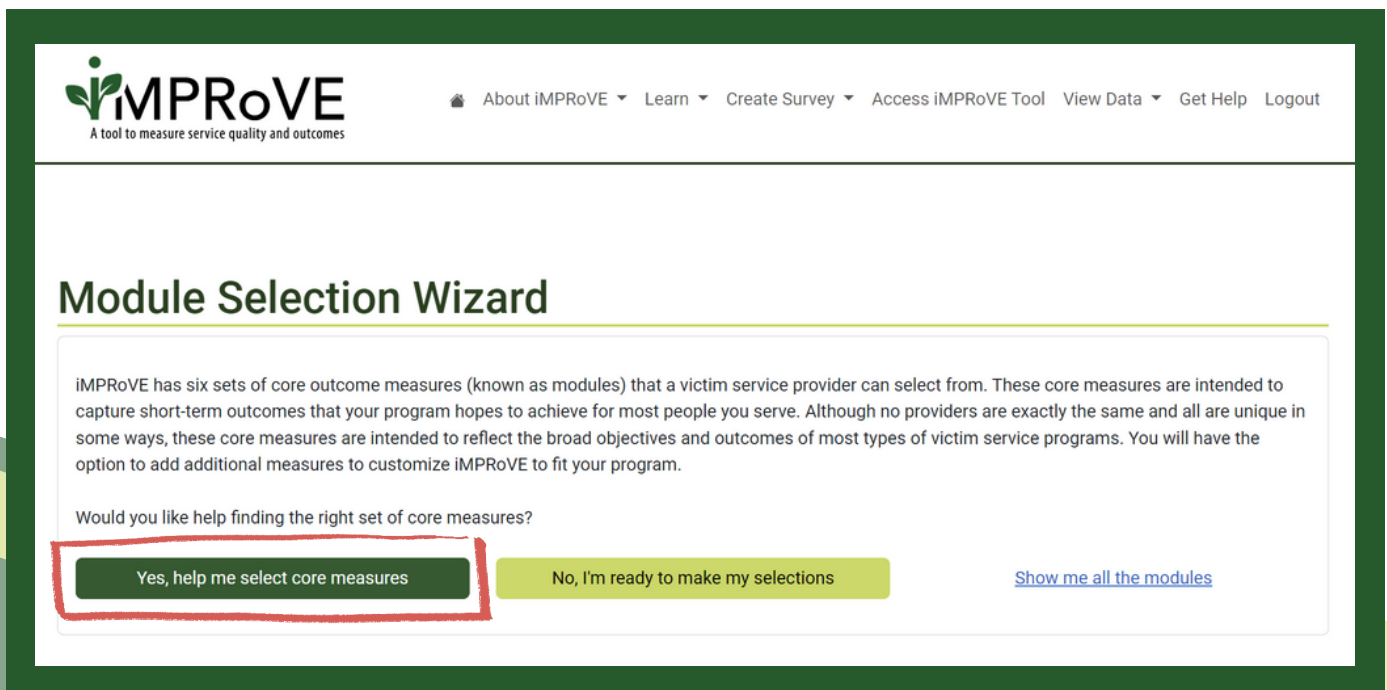
3 Go to the "Use Module Selection Wizard" page under the "Create Survey" tab at the top of the iMPRoVE platform.

4 Click on "Yes, help me select core measures."

5 Continue to follow the prompts to identify core measures and receive a module recommendation.
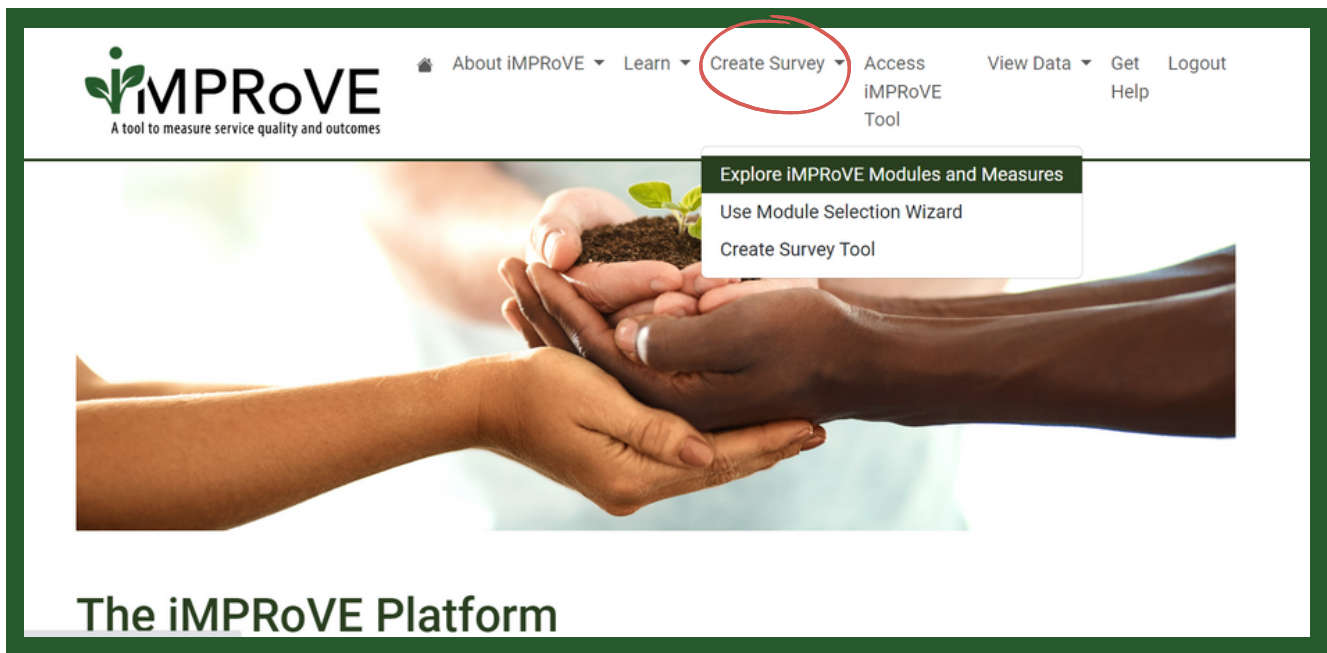

Why does iMPRoVE use Modules?

Modules serve several important functions:

1) **They make it easier for providers to select the best outcome measures for their program.** A service provider need only select the appropriate module for their service portfolio. The core outcome measures are already designated for each portfolio.

2) **They create standardization.** This is important for understanding the impact of programs at aggregate levels (state, nation), as well as at the program level. Standardization also makes it possible for programs to benchmark their iMPRoVE findings against programs with similar intended outcomes.

3) **They ensure that service providers are using outcome measures that accurately reflect the intended outcomes of services.** For example, the Legal/Justice System-Focused Assistance module does not include core outcome measures related to addressing physical health needs because this is not a typical aim of programs focused on legal/justice system-related assistance..

SELECTING THE APPROPRIATE MODULE

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