

## Nonprofits Engage in Continuous Program Improvement Supported by Actionable Insights

### About the Organizations

Actionable Insights has engaged in efforts to improve programming on behalf of more than 10 nonprofit hospitals in Northern California as well as a dozen of their grantees. These grantee organizations have included health clinics, school districts, and an assortment of community-based agencies.

### The Mix of Challenges

- 1 The federal government requires nonprofit hospitals to adopt and report on implementation strategies (IS) to meet the health needs identified through their IRS-mandated community health needs assessments (CHNAs). Once these plans are in place, hospitals develop RFPs and encourage community-based organizations to apply for grant funding to implement some of the strategies from the IS plans. Various hospitals requested assistance in developing and reporting on IS plans that would meet federal requirements.
- 2 One hospital desired Actionable Insights' aid in reviewing grant applications and coaching applicants on how to improve them. Such efforts help to develop the capacity of potential grantees, increase the quality of their grant applications, and support potential applicants in increasing their ability to respond to requests for proposals (RFPs) and/or application invitations.
- 3 Another hospital asked Actionable Insights' principals to conduct a set of grantee process audits for quality assurance purposes. It is important for funding organizations to monitor grantee processes and performance to understand how resources are being allocated, how programs are being managed, and to support their boards' confidence in the funded work. Such monitoring can also help improve program efficiency and effectiveness, inform decision-making, and galvanize change.



### The Various Solutions

- 1 Actionable Insights worked with 10+ hospitals to facilitate the selection of community health needs each would address. For some, Actionable Insights conducted research on evidence-based strategies and promising practices that could best address selected health needs. For others, Actionable Insights also conducted community engagement events, at which the principals presented the CHNA findings and the selected health

needs, and obtained community input through facilitated small-group discussions. Actionable Insights then wrote federally-mandated IS reports for each of the hospitals.

② Actionable Insights reviewed the preliminary grant applications of community-based organizations and held one-on-one coaching calls with them to offer recommendations for improving their applications. These included suggestions such as aligning purpose with proposed activities, clarifying structure and writing, conducting pre-proposal research, and identifying appropriate evaluation metrics.

“We very much appreciate your assistance in strengthening our application; the perspectives you shared helped us with not only this current process, but we’ll also apply your approach/clarifying questions for application submissions in the future (and to other funders too!)”

**Grants Manager, Community Health Center**

③ Actionable Insights created a monitoring visit protocol in collaboration with its client and conducted site visits with grantees. Actionable Insights wrote brief summary reports for each grantee with recommendations for process improvement, and also wrote a high-level report of all findings and recommendations for grantee and hospital process improvements, and delivered a presentation to the hospital’s board to share key insights.

### **Benefits and Results**

- Thorough IS research with customized reporting to meet federal requirements.
- Professionally-conducted presentations and small-group facilitation to support internal stakeholders and external community engagement during IS process.
- Coaching from experienced evaluators to help build grantee capacity.
- Clear and specific recommendations to improve grantee and hospital processes.

### **About Actionable Insights, LLC**

Actionable Insights helps organizations discover and act on data-driven insights to achieve better outcomes. Co-founders Melanie Espino and Jen van Stelle, Ph.D. lend their expertise to clients in the areas of health, early childhood development, youth development, STEM education/outreach, aging, and community collaboration efforts.

Organizations come to Actionable Insights for help in:

- Measuring their impact
- Discovering key insights in their data
- Better telling the story of their work
- Planning and executing effective, data-driven action

Send an email to [inquiries@actionableLLC.com](mailto:inquiries@actionableLLC.com) or call **408-384-4956** to find out how Actionable Insights can help you.