
MOVING BEYOND THEORY TO THE NUTS AND BOLTS OF IMPLEMENTATION – UPDATE ON MERCY COMMUNITY SERVICES' 'DMERTTS' FRAMEWORK.

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This presentation provides an update on the ongoing implementation of Mercy Community Services' (MCS) 'Documentation, Monitoring and Evaluation, Reporting, Training, Teamwork and Supervision (DMERTTS) Framework', the design of which was presented at the 2012 BAI Conference. The project has now moved beyond theory to the 'nuts and bolts' of implementation. The DMERTTS Framework consists of a comprehensive range of 44 indicators, measures and/or evaluation strategies designed to underpin the timely collection and analysis of quality service delivery, impact and outcomes data across MCS's extensive range of programs and services. These include counselling and intensive family support services, foster and kinship care programs, residential and therapeutic residential care services and multicultural placement and support services that are provided throughout South-East and South-West Queensland.

The presentation will commence with a brief introduction to the DMERTTS Framework, and a description of the audit tools and processes that are being used to assess the current state of evaluation practices across MCS. This will be followed by an overview of current critical evaluation strategies (DMERTTS 101) being implemented around client profile, service provision and utilisation, and client impact/outcomes. The latter evaluation strategies examine changes in client status, client wellbeing and/or functioning, client condition, client benefit and satisfaction. The presentation will conclude with a discussion of how surprised we have been with the overwhelmingly positive response from staff in embracing the new evaluation culture, how the ground work was laid for this, and how important these 'human factors' will be to the successful roll-out of the DMERTTS framework across MCS.

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