**13 Specific, Concrete Things a CIL Might Do**

**To Start Focusing More on Outcomes**

September 14, 2011

1. Focus our next annual plan more on outcomes
2. Teach our staff the difference between outputs and outcomes
3. Review all the training materials from this session
4. Reconsider our current outcomes in light of what we’ve learned here
5. Train our staff about inputs and outcomes
6. Make “outcomes” an agenda item for the next Board meeting
7. Clarify/target our vision of how outcomes management will work in our CIL
8. Review our satisfaction survey, including whether it captures outcomes
9. Put “outcomes” on the agenda for the next staff meeting
10. Develop a form to track our I&R calls/callers
11. See if/how our current indicators relate to our desired outcomes
12. Prime/alert our I&R callers that we may be calling them back
13. Include a section on outcomes in our next annual report