rootCAUSE

Framework for Service Delivery Adaptation

Use this tool to help guide your process of adapting services to be delivered under current conditions. Suggested tools and materials to reference in this process include: program logic model, organization theory of change, stated program goals and outcomes (i.e. grant requirements, internal outcome targets, etc.), existing data inventories, community needs assessments, etc.

Needs	Service Strategy/Activities	Measures	Goals	Long-term Impact
Are these the same needs as those we have always sought to address? Are we able to continue meeting the original need, or do circumstances prevent it? Are there additional needs we are equipped to help with? How can we ensure we understand what our service population needs from us in this time?	*What do services look like for us now? How do they help address the needs we've identified? How do they link to our service goals in this period? How does it relate to what we are funded and/or contracted to do?*	*How do we know if we are meeting our service goals? Our clients' needs? If we change something, how do we know if it is working? Have our data collection methods changed? Do we have something new we need to gather data about?*	*What are we aiming to accomplish through our services in this time? Are these goals different from before? Are there new goals? How do goals in this time relate to the target outcomes we have set for our program? Is there a way that our new approach serves both short- and long-term goals?*	*Do the shifts we have made in response to COVID-19 change our ability to work towards our long-term impact? What are we learning in this time that can help us plan for the future? What do we want to be able to communicate to our funders and partners about our work during this period?*

Key Questions to Consider

Use the following questions to guide your thinking in completing the framework on the previous page.

1. What are the pressing needs of our service population that we are addressing and/or could address in this time?

2. What are our service goals during this period and how are they different (if at all) from our service goals before the pandemic?

3. How are we delivering (or planning to deliver) our services to meet these goals? Does this require a virtual component, in-person component, or a combination?

4. How have we engaged (or could we engage) with our funders in communicating our adaptation process? How should we plan for follow-up and updates for these important stakeholders?

5. What do we need to measure to understand whether our services are meeting our goals?

6. What process will enable us to iterate through implementing, learning, and adapting in real time?

7. How does our COVID-19 approach relate to our long-term service goals and intended impact?