



INTRO TO LISTENING, MONITORING, AND EVALUATION

at HOPE International





HOPE's Approach to Listening, Monitoring, and Evaluation

“Let the wise listen and add to their learning, and let the discerning get guidance.”

Proverbs 1:5

Responding



We listen because we don't have all the answers.

We are continually seeking to **close the feedback loop** by working with programs and partners to translate findings into action.

Ministry



We listen because we believe the act of asking stakeholders for feedback is a way to honor them.

LM&E is **part of the ministry**, not just an evaluation of the ministry.

Improving



We listen because we want to gain understanding for the sake of improving our effectiveness for the Kingdom.

Our listening focuses on gathering **actionable information** to be used to improve the ministry.



How do we see success?

This informs what we listen for.

Our listening exercises should not ask arbitrary questions but always relate to the work HOPE is doing and our beliefs about how to make an impact.

Stakeholders can include clients (MFI), members (SG), partners, donors, and staff.

Impact

To what extent are stakeholders experiencing holistic impact in the four domains?



Experience

How satisfied are stakeholders with their experience, and how might it be improved?





HOPE Quotient

The HOPE Quotient survey is designed to:

- help us better understand HOPE programs and church partners' contribution to changes in the lives of clients/members in the 4 domains
- equip programs with actionable information to improve mission fulfillment

It occurs once every four years for all HOPE-led programs.

Spiritual Domain

- Engagement with the local church
- Discipleship
- Engagement with Scripture

Personal Domain

- Agency
- Dignity
- Hope



Material Domain

- Financial capacity and management

Social Domain

- Strong relationships with other clients and staff



Survey Process

The CSU LM&E team is here to support you from start to finish!

