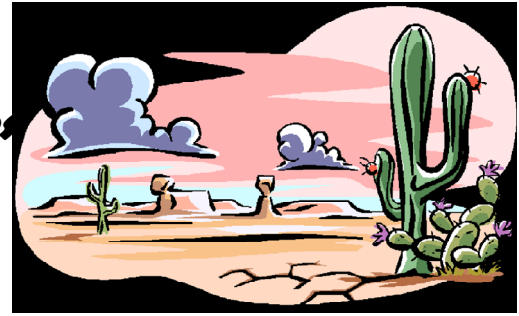


Managing for Results: Victim Services Outcome Measurement

2002 NOVA Conference
August 20, 2002



Your facilitators:

- Ms. Terry Hewitt, MSW, Director Victim Services, TN Office of Criminal Justice Programs
- Ms. Anna Whalley, MSW, Program Director, Shelby County (TN) Victim Assistance Center
- Mr. Doug Bailey, MSW, President, Performance Vistas, Inc.

Objectives: Agency administrators who participate will...

1. Recognize what benefits can come from outcome measurement systems.
2. Discuss the key elements of program re-design necessary for establishing a system.
3. Visualize the initial stages and assignments for starting an in-house approach to outcome measurement.

Agenda

Start

Welcome! Agenda, Objectives, Introductions

- Introduction & Overview: **A Fish Named Rhonda.**
- Why Tennessee OCJP started on this course three years ago.
- What makes OCJP typical of funders today?
- Where are we heading for future victim services grants?



One Agency's "Take" on Outcome Measurement

- The Upsides and Downsides of *Outcomes*.
- How are we benefiting from focusing on client outcomes?
- Videotaped interviews: Let other agencies share their experiences with you...

BREAK!

Finish

Logic Models, Client Outcomes and Your Program Design

- Logic Models: Clarifying Your Program's Design.
- Program Purpose and Client Outcomes.
- Outcome Measures and Data Collection: Where to find the data, and how to collect it.

How to get started!

- What are the key stages of developing a system of our own?
- How should we *use* performance data to improve our results?
- What are the pitfalls to avoid?
- Some tips for success...



Adjourn

Session Evaluation & Close

