

Managing for Results: Victims Services Outcome Measurement

2003 NOVA Conference

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Your facilitators:

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- Ms. Ashley Grimm, BS, Research Associate, Performance Vistas, Inc.
- Mr. Doug Bailey, MSW, President, Performance Vistas, Inc.

Objectives: Agency administrators, funders and others who participate will...

1. Recognize what benefits can come from outcome measurement systems.
2. Discuss the key elements of program design necessary for establishing a system.
3. Visualize the initial stages and assignments for starting an in-house approach to outcome measurement.
4. Review examples of actual outcome data from eight agency types in Tennessee.

Agenda



Welcome! Agenda, Objectives, Introductions

- Introduction & Overview: **A Fish Named Rhonda.**
- Why Tennessee OCJP started on this course 4+ years ago.
- What makes OCJP typical of funders today?
- Where are we heading for future victim services grants?

Victim Agencies Comment on Outcome Measurement

- The Upsides and Downsides of *Outcomes*.
- How are we benefiting from focusing on client outcomes?
- Videotaped interviews: Agency folks share experiences...

Logic Models, Client Outcomes & 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. Sample outcome data collection instruments.

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...

Data Reporting: TN's Outcome Data for '02-'03

- Using an Access database: How it works, how it's used, what it's good for!
- Selected Client Outcome Data: How are we doing in Tennessee?
- Questions and Answers about logic models, getting started, collecting data.



Adjourn Session Evaluation & Close