



Managing for Results: Victim Services Outcome Measurement

2004 NOVA Conference

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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. Review examples of outcome indicators, measures, data instruments and actual **updated** outcome data from eight project types in Tennessee.
4. Visualize the initial stages for starting an in-house approach to outcome measurement.

Agenda

Welcome! Agenda, Objectives, Introductions (Terry)

- Introduction & Overview: Managing for Results in Victim Services.
- Why Tennessee OCJP started on this course 5+ years ago.
- What TN OCJP believes in & why that should matter to you.
- Where are we heading? Transitions in measuring outcomes.

Victim Agencies Comment on Outcome Measurement (Doug)

- Outcome measurement as developmental (formative) evaluation.
- The Upsides and Downsides of *Outcomes*. Why measure?
- Videotaped interviews: Agency folks share experiences...
- How does focusing on client outcomes help us manage for results?

Logic Models, Client Outcomes & Your Program Design (Doug)

- 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.
- TN's "Core" measures and sample outcome data collection instruments.

Data Reporting: TN's Outcome Data for '02-'03 (Ashley)

- TN's Data Collection & Data Management System – and its evolution.
- Selected Client Outcome Data for FY '03-'04: How is Tennessee doing?
- Challenges of data collection, uses for the data, 4th Generation Data Collection!
- Performance Management in TN: Changes since 1999 and what we learned.

How to get started! (Doug & Terry)

- What are the key stages of developing a system of your own?
- How should we **use** performance data to improve your results?
- What are the pitfalls to avoid? And some tips for success...
- Questions and Answers about logic models, getting started, collecting data.

Adjourn Session Evaluation & Close

Your facilitators:

- Ms. Terry Hewitt, MSW, Director Victim Services, TN Office of Criminal Justice Programs
- Mr. Doug Bailey, MSW, President, Performance Vistas, Inc.
- Ms. Ashley Grimm, BS, Research Associate, Performance Vistas, Inc.

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