

Raising our Managing for Results Skills to the 4th Generation!

Objectives: Answer 3 questions...

- **How can using outcomes data help us build better programs?** Discover how agency leaders are using outcomes data in their own programs.
- **Does my outcome measurement match my program's design?** Improve the match between our service models and the strategies we use to gather outcomes data.
- **How can I bridge into the next generation of managing for results?** Develop action plans for improving data management and ensuring that outcome measurement becomes routine.



Agenda:

DAY ONE

9:00 AM Welcome, Agenda, Objectives, Introductions
Panel Discussion: "4th Generation" Agency Leaders' Experiences

Break

Panel Discussion: Q & A Session – Building better programs!
"How well does our data strategy match our program's design?" Identifying challenges to better outcome measurement: brainstorming

NOON LUNCH

- 1:30 PM** "What would it take for me to raise the level of my outcomes management to the "Next Generation?" Table groups solve the challenges:
- What does my program design say about WHEN we should be asking the clients for feedback (i.e., long-range vs emergency services, exit strategies vs follow-up strategies, written vs verbal strategies)? How does a client's stage of progress influence whether and when to ask about outcomes?
 - What room does my program design leave me for obtaining observers' notes about outcomes (i.e., when should I rely on workers' observations, family members' observations, etc.)?
 - What action should I take to ensure the reliability of observed outcomes (e.g., case reviews and staffings)?

- How well do my agency-designed survey formats serve my data collection strategy? How could I improve on them?
- How is a focus on quality of service and client satisfaction helpful, and how can I keep it from getting in the way of our outcomes-oriented program management?
- Are there any special issues that affect my type of program (e.g., witnesses in a victim assistance program; tying victim services outputs/headcounts to funding sources)?
- How can I contend with the difficulty of ensuring good response rates on my agency's surveys? What is working elsewhere? What do the survey research experts say about the best ways to increase returns?
- Are there other sources of data on outcomes, such as impacts of training on dual arrests; forms of recidivism; cross-tabulations of existing output data (e.g., orders of protection and re-contact; law enforcement reports of new offender incidents)? How might we use ALICE to help?
- How can I use anecdotes and case narratives to help support my quantitative data on successes of the program? What are the essential elements of a great case narrative description?

DAY TWO

8:00 AM

“How can I ensure that the momentum we are building in performance management will continue even if the person in charge of measurement (or of grant-writing) leaves the agency?”

- Revising my agency's logic model (its program logic and integrated data collection approach);
- Revising my agency's victim services contracts and future applications;
- Planning to train line staff (using computer-assisted instruction, “Are you making a difference?” DVD and “Managing for Results” Workbooks.

“Going Public: Commitments to Fourth Generation Outcome Measurement”

NOON

ADJOURN