

Managing for Results:

Tennessee Coalition - Building a Movement against Violence

Objectives:

- Discuss the key elements of good program design;
- Recognize the benefits of client outcome data;
- Review samples: outcome measures & instruments;
- Brainstorm: using outcome data to improve program performance;
- Review agency outcomes from eight types of victim services project.



Agenda

1:00 PM **Why measure performance? How's it going in Tennessee?**

Principles of project design ("logic models")

Indicators and measures of change: victims' lives & communities

Actual measures and sample instruments

Using data to clarify mission, improve training, enhance service, and engage funders and other supporters

Overview of the Access reporting tool

Evaluative findings: '03 semi-annual outcome reports to OCJP

2:30 PM

Adjourn



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