

The 2000 Conference on

Performance Measurements and Partnership Strategies for SOCIAL SERVICES

Improving the Design and Performance of Social Services through Results-Oriented Measures and Partnerships

BEST PRACTICES FOR SOCIAL SERVICES PROGRAMS IN:

PERFORMANCE MEASURES

PARTNERSHIP STRATEGIES

MANAGING FOR RESULTS

PRIVATIZATION OF SERVICES

Child and Family Services: Results-oriented strategies and performance measures, as well as advice on preparing for new mandates to develop "Program Improvement Plans" for child and family services.

Welfare to Work: Manage your programs to focus on new "intermediate outcomes" addressing transportation, education, and job placement issues.

Job Training and Unemployment: Proven performance measures and strategies for employment outcomes, as well as practical advice on the Workforce Investment Act.

Teen Pregnancy and STDs: Special case studies on innovative approaches to produce results with at-risk youth.

Your comprehensive resource to prepare for new performance and accountability mandates in social services!

Presented By:
THE PERFORMANCE INSTITUTE

In association with:
CENTER FOR CIVIC LEADERSHIP
NATIONAL NETWORK FOR YOUTH
ADVOCATES FOR YOUTH

KELLOGG CONFERENCE CENTER, WASHINGTON, DC SEPTEMBER 13-15, 2000

Measures that Make a Difference

Partnerships that Produce Results

Dear Social Service Professional:

From the Workforce Investment Act and the Welfare-to-Work initiatives to the Government Performance and Results Act, social service programs nationwide are increasingly being asked to use performance measures and explore partnerships to improve their results. To equip you with best practices to improve your social service program, you are invited to the National Summit on Performance Measurements and Partnership Strategies for Social Service Programs.

Learn How to Design and Use Outcome-Oriented Performance Measures for Social Services

Whether you are trying to comply with new measurement mandates or attempting to implement your own performance measures to improve your programs, this event will arm you with the models, frameworks, strategies and best-practice measures you need to successfully track, report and improve performance. You will examine how other social service programs are meeting this challenge and walk away with your own measurement strategy and ideas.

Enhance the Design of Social Service Initiatives through Privatization and Outsourcing

After two full days of best practices on measuring and improving the performance of your social service programs, the Summit will offer a special symposium on forging effective privatization and outsourcing arrangements in the social services arena. While no social service program should seek to privatize or outsource everything, you should understand how to use these vehicles strategically to achieve results.

We hope you will join social service professionals from across the nation at this unique event! Group discounts are available for your team. Reserve your spot by registering today by calling 703-519-6270.

Sincerely,

Edward Joseph

Co-Chair, Summit on Performance Measurements and
Partnership Strategies for Social Service Programs

MEASURE
the impact of your programs to track results through intermediate outcome and end outcome performance measures

MOTIVATE
program partners with performance incentives and accountability strategies

INNOVATE
your grants and other funding mechanisms to link resources to results and motivate program partners

PARTNER
through privatization, outsourcing and performance-based contracts for social services

COMPLY
with the new "program improvement plans" initiative for child and family services, as well as Workforce Investment Act and Welfare Reform provisions

Who Should Attend?

Anyone involved in the design, management, or evaluation of social service programs, including:

- ***Social Services Directors***
- ***Program Managers***
- ***Strategic Planners***
- ***Performance Measurement Staff***
- ***Policymakers***
- ***Program Partners***

Agenda and Speaking Faculty:

DAY ONE: September 13, 2000
Measuring Performance and Evaluating Program Impacts

7:30 Registration and Continental Breakfast

8:30 Progress and Challenges Integrating Federal, State and Local Efforts to Measure the Results of Social Service Programs
- · The Challenge and Opportunity of Developing Collaborative, Intergovernmental Performance Measures Of Social Service Programs
- · Looking Across Traditional Program Boundaries at Crosscutting Performance Indicators

Jeff Koshel / Director of State and Local Initiatives, H.H.S.

9:15 A Framework for Designing Outcome-Oriented Performance Measures for Social Service Programs
- · Aligning program missions, activities, and results
- · Choosing between intermediate and end outcomes
- · Designing outcome-oriented performance measures

Edward Joseph / Director, The Performance Institute

10:15 Break

10:30 Outcome Measurement: Making Sure Our Grants Make a Difference
- · What measurement does and doesn't
- · Linking outcome information to funding
- · Figuring out the outcomes of programs and collaborations
- · Becoming outcome focused: The power of starting with the end in mind

Meg Plantz / Senior Director for Outcome Measurement, United Way of America

11:45 Luncheon Keynotes: Best Practices in Measuring the Effectiveness of Teen Pregnancy Programs
- · Measuring the Success of Programs Focused on Teen Pregnancy
- · Evaluating the Results of Sexually Transmitted Diseases Programs
- · Best Practice Research from Europe

Kent Klindera / Advocates for Youth
Rich Brown / Family Life Council

1:30 Measuring the Success of Welfare Reform and TANF Programs
- · Overcoming challenges in measuring welfare reform
- · Linking performance measures to bonuses under TANF
- · Linking outcomes to Welfare Reform goals
- · Ohio's Early Start Program: a TANF preventive strategy

Larry Goolsby / American Public Human Services Association
Susan Golonka / National Governors Association
Joel Rabb / Ohio Department of Human Services

2:45 Break

3:00 Measuring Runaway Youth Programs: Realistic Indicators from Successful Programs
- · Progress and continuing issues of addressing performance measurement challenges
- · What community-based organizations need to develop performance measures for youth and families
- · Anticipating and mitigating "the little things that will go wrong"

Gilda Lambert / Administration for Children and Families, H.H.S.
Gretchen Noll / National Network for Youth
Bob Robertson / Valley Youth House

4:30 Adjourn

RAVE REVIEWS FROM THE LAST SUMMIT:

"Best presentation on performance measurement that I've ever seen!" -Ellen Weslen, U.S. Dept. of Justice

"Excellent speakers. Presented several ideas, concepts and performance measures that I will use in my programs to focus on results." Tara Fochesato, Center for Civic Leadership

"Practical and up-to-date; well presented with great content." -Von E. Nebbitt, St. Louis Housing Authority

DAY TWO: September 14, 2000
Performance-based Strategies to Improve Service Delivery

7:30 Continental Breakfast

8:30 Child Welfare Outcomes: Performance Measures and Program Improvement Plans
- · ACF's Annual Performance Report: Measures for Child Welfare Programs
- · The role of performance measures in new Child and Family Services Reviews and Program Improvement Plans
- · State and Local Views on Child Welfare Outcomes

Marianne Rufty and Gerry Milner / Senior Child Welfare Specialists, Administration for Children and Families
Patrick Curtis / Research Director, Child Welfare League

10:15 Break

10:30 Enhancing the Quality of Child-family Interventions through Service Testing
- · Using service testing in the Learning Organization
- · Inform the system from a training, quality assurance, practice development, and performance feedback perspective

Ivor Groves / Human Systems and Outcomes, Inc.

11:45 Luncheon Keynote: Putting Work First-Using Performance-Based Contracts and Incentives
- · Extending the social service dollar to private and not-for-profit contractors
- · Reaching out to faith-based organizations under TANF
- · Working with providers to establish performance measures
- · Monitoring contracts and taking corrective actions

Matt Raibley / Director, The IMPACT Program, Indiana Division of Family and Children

1:15 Workforce Development and Job Training: Implementing the Workforce Investment Act
- · Enhancing accountability for results
- · Recognizing the expectations of workforce investment system partners
- · Making measures relevant at the state and local level

Eric Johnson / Director, Office of Career Transition Assistance
Jim Aaron / Chief, Divison of Performance and Results, Department of Labor

2:45 The State of Practice: Measuring and Managing for Results using Shared, Web-Based Performance Data
- · Getting all 50 states together and reaching agreement on what to measure
- · Figuring out how to collect consistent information electronically
- · Using performance data to manage better and improve service delivery

Peter Van Dyke / Director, Maternal and Child Health Programs, H.H.S.
Kerry Nessler / Deputy Director,Maternal and Child Health Programs, H.H.S.

4:30 Adjourn

A Timely Conference that will equip you with Cutting-Edge ideas for Performance Measurements and Partnerships Strategies for:

- Welfare to work
- Children and family services
- Domestic violence
- Food stamps
- TANF and Welfare Reform
- Job Training
- Elderly Care
- Legal Services
- Child Support and Protective Services
- Unemployment Compensation
- ….and many more outcome areas

Our Mission:

The Performance Institute is a resource for public, private and non-profit organizations seeking to mprove their performance through strategic management and performance measurement. Offering timely conferences, training, research and consulting, the Institute positions itself as a "solutions center" for executives and managers seeking assistance, cutting-edge research, best practice analysis and "next step" advice on organizational design, change and renewal.

For more information on Performance Institute programs, visit us on the Internet at www.PerformanceWeb.org

SPECIAL SYMPOSIUM: September 15, 2000
OUTSOURCING, PRIVATIZATION, PERFORMANCE-BASED PUBLIC-PRIVATE PARTNERSHIPS

7:30 Cotinental Breakfast

8:30 The Role of Public-Private Partnerships in the Delivery of Social Services
- · Key strategies and critical success factors for crafting public-private partnerships
- · Achieving the right mix between public, private and social sector service providers

Rich Norment / Executive Director, National Council for Public-Private Partnerships

9:15 Strategies for Partnering with the Non-Profit Sector
- · Critical perspectives on performance-based contracts from a leading not-for-profit service provider
- · Key issues in monitoring performance and safeguarding service levels
- · Delivering high quality social services faster, better, cheaper

Christopher Card / President, YMCA Children, Youth and Family Services

10:00 Break

10:15 Partnering with the Private Sector: Corporate America's Ability to Deliver High Quality Social Services
- · Crafting and implementing contracts with the private sector for social services that give the right incentives for superior performance
- · Welfare to Work case study: Project monitoring & oversight
- · Children and Family Services case study: Maintaining seamless delivery and coordination of services

Audrey Roe / Senior Vice President, Lockheed Martin

Russel Beliveau / President, Government Relations, Maximus

11:15 Lessons Learned from Indiana: Contract for Service Delivery, but Retain Case Management
- · Using performance-based incentives in your partnership arrangements
- · Enhancing accountability for effective case management
- · Safeguarding against client confusion
- · Improving consistency of service

Matt Raibley / Director, The IMPACT Program, Indiana Division of Family and Children

12:15 Luncheon Keynote Address: Transitioning from Old Relationships to New Relationships in the Outsourcing of Social Services
- · Lessons learned from two rounds of privatization and outsourcing initiatives in social services
- · Opportunities to strengthen performance-based public-private partnerships
- · Next steps for state and local programs

Teresa Markowitz / Former Commissioner, Kansas Administration for Children and Families

Registration Form

Call (703) 519-6270; Fax This Form To: (703) 519-6271; or visit www.PerformanceWeb.org

☐ *Yes! register me for the Summit at the standard tuition rate of $995.*

☐ *Yes, register me for the Summit AND the Day Three Symposium on Partnerships and Outsourcing.* $1395

☐ *Please call me. I am interested in a special Group Discount for me and my team.*

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Enhance the Performance of Social Service Programs through Measurement, Evaluation and Partnerships for Results!

Kellogg Conference Center, Washington DC September 13-15, 2000



Plus: The 2000 National Symposium on Outsourcing, Privatization, and Performance-Based Public-Private Partnerships in Social Services