

Learning From Each Other: Establishing a Baseline



**Presented to the SCA
Adult Demonstration and
Technology Career
Grantees**

**Washington, DC
February 23, 2011**

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Two Broad Roles for Data

- **Internal Role**
 - Monitor program performance
 - Monitor staff performance
 - Identify problems
 - Reinforce what's important

- **External Role**
 - Substantiate success
 - Respond to criticisms and concerns
 - Identify opportunities
 - Educate key constituents (partners, policymakers, public, funders)
 - Define performance on your own terms

Adapted from Rossman & Winterfield (2009), ***Coaching Packet: Measuring the Impact of Reentry Efforts***, www.cepp.com/documents/Measuring%20the%20Impact.pdf



What Is *Performance Measurement*?

Performance measurement refers to the regular & systematic collection of quantitative information that empirically **demonstrates the results (outcomes) of activities** (e.g., modified policies & practices, new program initiatives, etc.).

Performance measurement connects quantitative indicators with specific agency or jurisdictional expected outcomes



What Is *Performance Management*?

Performance Management is a system of:

- Regularly measuring the results (outcomes) of programs, organizations, or individuals.
- Using this information to increase efficiency in programmatic approaches or service delivery.
- Reporting of important indicators of program operations and results.

What is measured and reported gets attention!!



Measure Success Along Three Dimensions

- **Core Processes**
 - Assessment (right people in the program)
 - Case plans
 - Engagement and completion
- **Reentry Indicators**
 - Employment
 - Housing
 - Substance abuse treatment/desistance
 - Mental and physical health
- **Public Safety**
 - Rearrest, reconviction, readmission to jail/prison
 - Successful completion of supervision

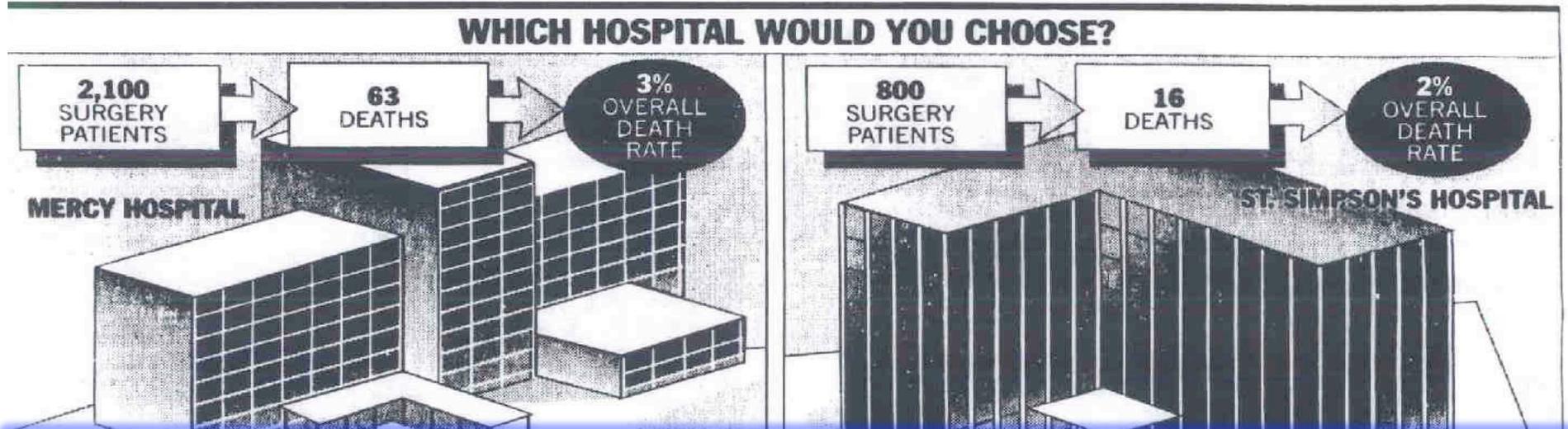


Key Analytic Considerations

Basic analyses frequently performed with performance data:

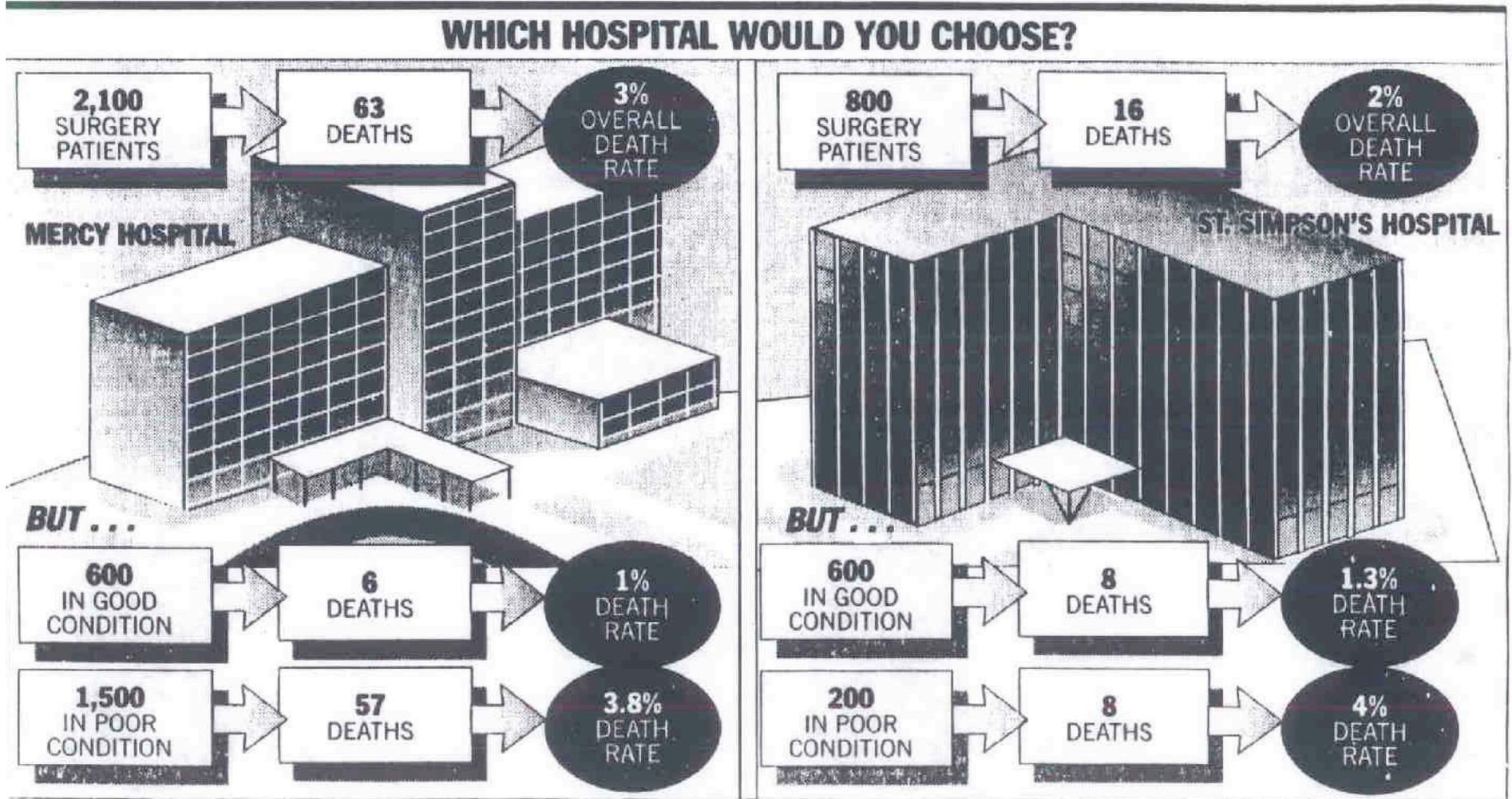
- Calculating outcomes for all clients
- Calculating outcomes broken out by key client or service characteristics
- Comparing the latest outcomes with outcomes from earlier reporting periods
- Comparing the latest outcomes with pre-set targets
- Comparing the latest outcomes with other similar programs or to any external standards (benchmarks)

Importance of Structuring Analysis



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Importance of Structuring Analysis (Cont'd)



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How Should Progress/Results Be Measured?

- Determine the relevant denominator for each indicator:

30 IMPROVED AFTER PROGRAM = 30% IMPROVEMENT

100 ENROLLED

--OR--

30 IMPROVED AFTER PROGRAM = 60% IMPROVEMENT

50 COMPLETED PROGRAM

- Calculate outcomes as change from baseline

First option: *the percentage of program clients (i.e., all enrolled) who reduced their alcohol use from entry into treatment to six months later*

Second option: *the percentage of program-completing clients who reduced their alcohol use from entry into treatment to six months later*



Create Reporting and Information Use Structures

- **Determine what should be reported and to whom**
- **Select reporting formats that present the findings in clear and understandable ways**
 - Use tables and graphic presentations
- **Present explanatory information that places the numbers in a context that the audience can understand in drawing conclusions about the program's progress**
 - Cite documented or highly probable reasons why the outputs or outcomes look unexpectedly high or low
 - Highlight issues internal to the program, or external and beyond its control, that are believed to influence the results



Ponder this...

- If you could get the answer to one question through data, what would it be?
- Who is reviewing data on your program? When? Why?
 - Internally
 - Externally
- How do you set the context for your data?
- Are you able to use data prospectively to identify opportunities? To strengthen the program and improve results?
 - Can you do this with your data alone?
 - What other sources of data can you use? Can you access these?
- How many people in your operation can produce the data you need? How many understand it?



Thank You!

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