



Online eLearning Webinar Series

Evidence Based Accountability and Performance Assessment Practices

Program Summary

Increasingly, policy-makers, funding agencies, and the general public are demanding accountability from justice system institutions and social service providers. As the demands on public resources grow, it becomes more and more important to choose wisely how available public resources will be spent. Agencies and organizations working in the human services field have been feeling the effects of this trend, and many struggle to provide meaningful information about the work they do as they pursue funding and other resources to support their programs.

Historically, justice practitioners have relied greatly on intuition and personal experience to guide their work and determine consequences for anti-social behavior. More recently, however, performance assessment has become a key component of the evidence-based programming and accountability movement. Performance assessment emphasizes measuring an organization's ability to do things, encompassing the measurement of productivity (how much they do), effectiveness (how efficiently they do it), quality (how well they do it), and timeliness (how long it takes them to do it).

Program Summary

In this presentation, we cover the basic aspects of performance assessment, in terms of why it should be done, how it should be done, and how the results can be used to benefit the organization. In general, performance assessment links organizational philosophy and mission to specific agency activities, and further allows an organization to determine whether its goals and objectives are being achieved. Measuring performance requires a clear unit of analysis (e.g., individual offenders or clients); consistent data collection procedures and processing; and regular dissemination of important information generated by the data.

In measuring performance, multiple outcomes (i.e., measures of success) should be considered that indicate what the organization is trying to achieve (e.g., reduce recidivism, improve school performance, enhance family relationships, etc.). When done well, performance assessment can produce results that improve operational and staff management; assist with resource acquisition, allocation, and budgeting; and inform stakeholders about organizational successes and needs. Recent experiences of a diverse array of jurisdictions across the country illustrate that it is possible, practical, and useful to measure the performance of systems and organizations devoted to working with judicial clients.

"The webinar interactive system was easy to use. Joyfields staff were very attentive, professional, and well-organized. The presenter was clearly very knowledgeable and professional. A positive experience.."

**** Earn up to 4 CE Hours**

Date: Please view session dates and Times online

Location: On Your PC

WHO SHOULD ATTEND

Decision makers, administrators and practitioners, case management teams, parole and probation supervision and compliance personnel and services providers among others.

Adult and Juvenile Case Managers, Supervisors and Managers

Probation Officers, Supervisors and Managers

Behavioral Healthcare and Substance Abuse Professionals

Psychologists, Psychiatrists and Therapists

Researchers, Planners & Analysts

Resident populations managers

Pastoral counselors

Court Administrators

Social Workers & Substance Abuse Counselors

Mental Health and Prevention Center Professionals

Community Services Organizations, Services Providers

Program Directors and Executives

Government Agencies, and Pre-Release Specialists

Effective Performance Measurement and Quality Assurance Practice

Workshop Leader

Dr. David L. Myer, Professor of Criminology and Interim Director, John P. Murtha Institute for Homeland Security, Indiana University of Pennsylvania

Dr. David L. Myers, PhD, is a Professor in the Department of Criminology at Indiana University of Pennsylvania (IUP), where he first joined the faculty in 1998. He earned his PhD in 1999 from the University of Maryland, Department of Criminology and Criminal Justice, and previously received a Master of Science in Administration of Justice and a Bachelor of Science in Criminal Justice from Shippensburg University.

Dr. Myers has taught more than 15 different courses at the undergraduate, masters, and doctoral levels, specializing in classes on research methods and quantitative analysis, juvenile justice and delinquency, and criminal justice policy, planning, and evaluation. From 1999 to 2002, he served as the criminology master's program coordinator at IUP, and from 2002 to 2008 he served as the criminology doctoral program coordinator. He has supervised the teaching and research of dozens of criminology doctoral students and has advised a variety of student organizations and community groups.

Dr. Myers has published two books (most recently *Boys among Men: Trying and Sentencing Juveniles as Adults*, Praeger Publishers, 2005) and nearly 30 journal articles, book chapters, or other scholarly works. He also has presented more than 35 papers at national and regional conferences and is currently the Editor of *Criminal Justice Policy Review* (a quarterly, peer-reviewed journal published by Sage Publications). He has received several grants to support his research and previously served as the Director of the IUP Center for Research in Criminology.

Dr. Myers also has served as the Dean's Associate in the IUP School of Graduate Studies and Research; the Interim Vice Provost for Research and Dean of Graduate Studies at IUP; and the Interim Executive Director of the IUP Research Institute. He currently is serving as the Interim Director of the IUP Murtha Institute for Homeland Security. In the community, he has served as Chairperson of Indiana Area Communities That Care, President of the Board of Directors of Big Brothers Big Sisters of Indiana County, and Advisor to Kids on Campus of Big Brothers Big Sisters.

"Loved the webinar format! Great technology and ability to limit travel time, time away from family, etc. and still get great training."

"Personally I felt for the first time that this program was developed for the work that I do."

I was very impressed with the depth of knowledge the facilitators possessed about evidenced based best-practices in the industry. However, it wasn't an over-your-head kind of dissemination . . . very practical.

** Joyfields reserves the right to change instructors if circumstances necessitate such change prior to the actual event.*

Effective Performance Measurement and Quality Assurance Practice

CERTIFICATE COURSE

Upon completion of the course, participants will earn CE Hours plus receive documentation of training hours as evidence of accomplishment and status as a practitioner who has acquired specific new skills. Your document is delivered upon completion of the course.

WHO SHOULD ATTEND

Adult and Youth Human Services Case Management Teams, Supervisors and Managers
Probation Officers, Supervisors and Managers
Behavioral Healthcare and Substance Abuse Professionals
Psychologists, Psychiatrists and Therapists
Resident populations managers
Pastoral counselors
DWI Court Administrators
Social Workers & Substance Abuse Counselors
Researchers & Planners
Mental Health and Prevention Center Professionals
Community Services Organizations, Services Providers
Program Directors and Executives
Government Agencies
Pre-Release Specialists
Clinical Directors and Staff
Disability Management Professionals
Trainers
Safety Officers
Nurse Care Professionals
Workforce Specialists

I was very impressed with the depth of knowledge the facilitators possessed about evidenced based best-practices in the industry. However, it wasn't an over-your-head kind of dissemination . . . very practical.

Your company provided an incredible opportunity for professional development and was laser focused around what other facilities are doing regarding reentry and reintegration based on statistical evidence based practices. I personally utilized this workshop from a vendor perspective to ensure the opportunities our company is pursuing in reentry and reform is in line with Best Practices and working towards Evidence Based Practices in the Correctional Industry. I was truly amazed by the detail and level of information your course provided. As a matter of fact, I would say that this was one of the best "hands on" educational programs I have ever attended, including many of the Masters level courses I attended in graduate school. I will be, and have already, STRONGLY recommended this course for our County, DOC, and international correctional customers and would even recommend this to other vendors of the corrections industry interested in providing reentry or rehabilitation services.

This was truly worthwhile and should be a mandatory course for Correctional Leaders everywhere.

Joyfields Institute for Professional Development

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*** CE TRAINING HOURS DOCUMENTATION AND CERTIFICATE ISSUED**

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