



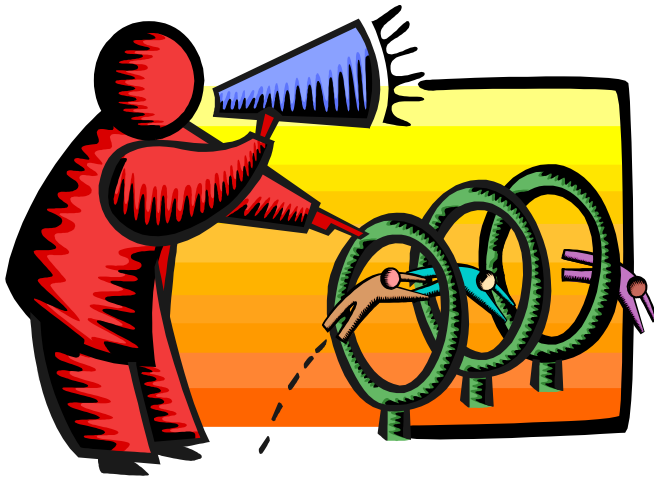
# Children's Board of Hillsborough County, Tampa, FL

## Empowerment Evaluation A Catalyst for Systemic Change

### **KEY POINTS**

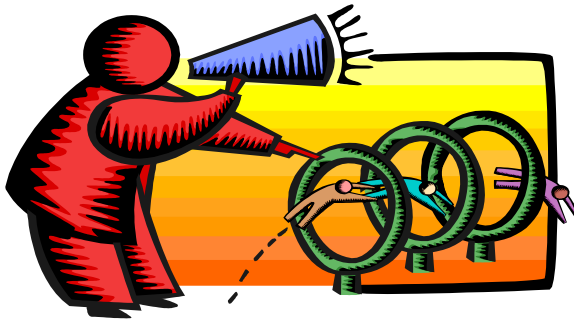
- Increase internal capacity of CBHC staff to assist it's Providers in evaluating their programs
- Increase internal capacity of CBHC to evaluate it's own agency outcomes and impacts in the community

Sixteenth Annual AEA Conference - 11/7/2002



# History (Roads Traveled)

- a) Process Driven Measurement
- b) Outcome Development
- c) Evaluation/Assessment Plan
- d) Increase Staff Capabilities
- e) Use of Outside Consultants



# History (Roads Traveled)

## CBHC Providers

- 1990-1993: Provider Status Quo
- 1993-present: national, state or local indicators
- In-sourcing vs. Out-sourcing
- Training and/or Subcontracts
- Allow in contracts

## Children's Board

- Process Reporting: Board/ Stakeholders
- Agency Outcomes Elusive: based on Provider data
- 1 Eval. staff: help Providers develop eval.
- Program staff to help develop eval. plan & T.A.
- Outsource analysis



# Planning Activities

- a. Countywide Needs Assessment
- b. Community Strengths & Assets
- c. Collaborative Initiatives
- d. Family Strengths & Assets
- e. Strategic Planning
- f. Strategic Grantmaking



# Planning Activities

## CBHC Providers

- Need Areas
- Provider Array Geographically
- Agencies Apply to Funds
- Should be part of service plan
- Funding Priorities
- Provider Array may look different than presently

## Children's Board

- Funding and Priorities
- Asset Mapping/Funding
- Logic Model and Impacts
- Customer Driven Involvement
- Focus and 10 year plan
- Empowerment Evaluation with Barbara Morrison Rodriguez (BMR)



# +/- Capacity Building Model

## Benefits

- Increased Access & Availability
- In-house peer support
- Sustainability
- Varied Content Knowledge & Experience
- Staff Turnover

## Challenges

- Varied Skill & Investment Level
- Coordination for Training Process Required
- Staff Turnover

The paradigm shift from “contract management” duties to an EE Technical Assistance Model allows us the opportunity for a different level of partnership with providers...that is their success is our success.

# Capacity Building at CBHC - Year 1



- 11 Staff selected - staff that were primarily involved with program support activities
- 20 hour classroom experience
- Observed Practicum experience
- Workshop Experience for Plan Development
- Credentialing Process Upon Completion
- Privileging Process for Credentialed Staff

# Capacity Building in Community Year 1



- Executive Directors Information Session (~40)
- Five (6 hour) Provider Workshops (~100)
  - 20 participants each; added by popular demand
  - Staff helped facilitate small groups for matrix development
- EE Plan Facilitation (~15)
  - 5 programs were selected for Practicum Experience
- EE Technical Assistance
  - Programs are continuing to receive TA from trained staff

# Capacity Building Model

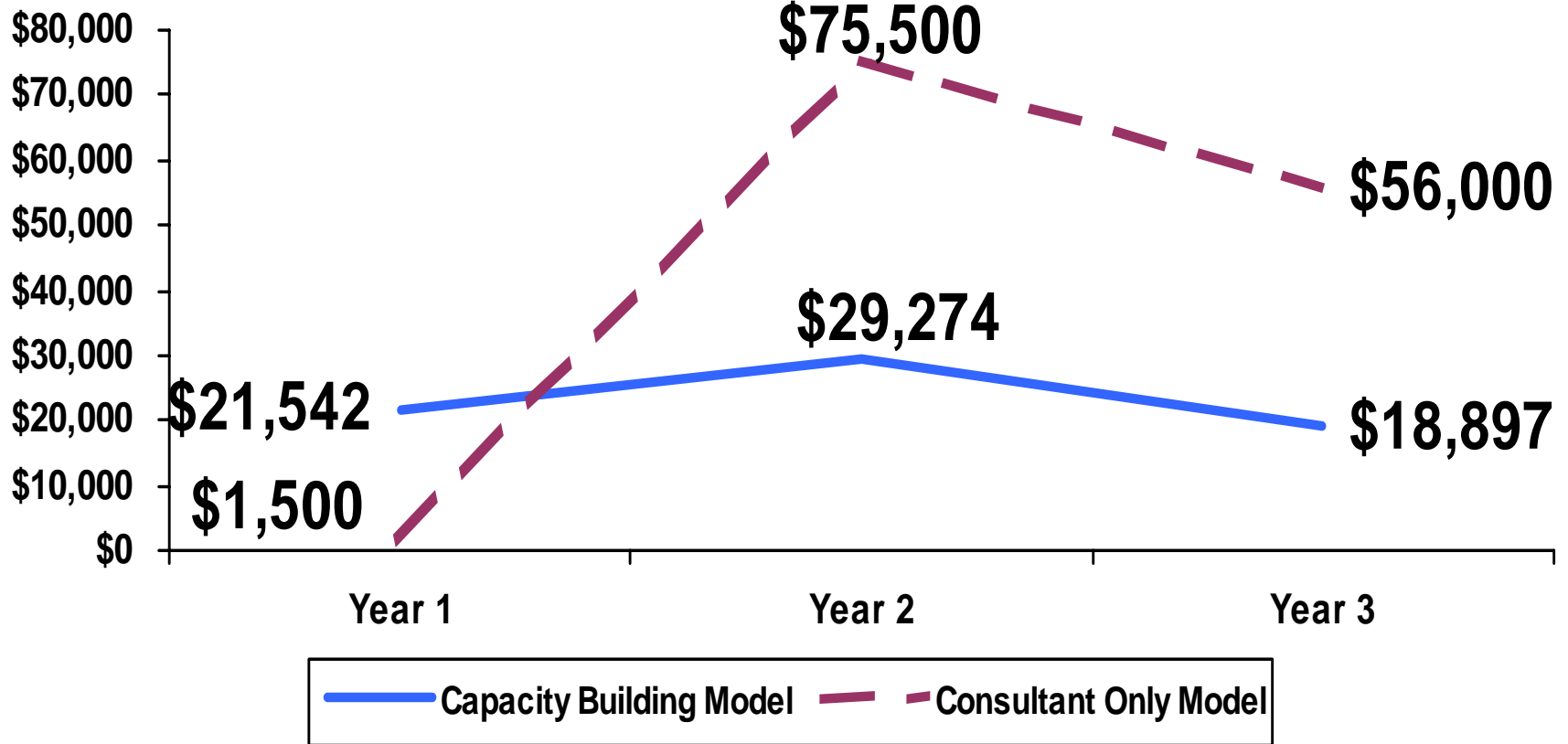
## Years 2 & 3



- Train the EE Trainers Model (Year 2)
- Evaluation Plan Facilitation (Year 2)
- Peer Review Sessions (Years 2 & 3)
- Technical Assistance (Years 2 & 3)

# Capacity Building Model Costs

## Costs By Model Type - by Year





# Lessons Learned

Do NOT try this until:

- There are clear expectations on what will happen if competencies are not mastered.
  - Identify points in the process where staff's skills & investment level is measured
- There is a clear process established of how the agency will move from its established monitoring system to the new evaluation coach role.
  - Application Process
  - Contract Management Activities



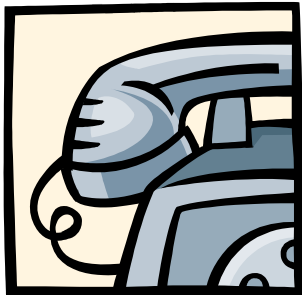
# Next Steps/ Challenges

Providers will utilize EE model in QA/QI

- Provider staff develop and utilize
- Word of mouth and quarterly EE support meetings
- Link with Purchasing Alliance
- Ongoing T.A. with Provider
- EE and outcome data management
- Inherit benefit of CQI to Provider services

CBHC will utilize EE model in strategic planning

- Transition & link to staff functions
- Publicize those who “got it” and what’s next for those who didn’t?
- Selling of Idea and Buy-in by staff
- Implementation
- MIS System and Data Base Changes
- Application and Review Process Changes



## Contact Us For More Information

**Children's Board of Hillsborough County**

**(813) 229-2884 Ph.**

**(813) 228-8122 Fax**



Amy Haile

Community Services Program Manager/Planning Director

[ahaile@childrensboard.org](mailto:ahaile@childrensboard.org)

Slake Counts

Community Services Program Manager/Program Support

[jcounts@childrensboard.org](mailto:jcounts@childrensboard.org)