



# Measuring the Performance of Human Service Programs (SAGE Human Services Guides)

*Lawrence L. Martin, Peter M. Kettner*

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Today stakeholders demand accountability from government and nongovernmental human service organizations. Performance measurement has become the major method of performance accountability. So how can human service organizations develop and utilize program output, quality, and outcome performance measures to satisfy stakeholders? This **Second Edition** of **Measuring the Performance of Human Service Programs** explains in detail how to measure and assess program effectiveness. With special attention given to the four types of outcome performance measures—numeric counts, standardized measures, level of functioning (LOF) scales, and client satisfaction—this updated classic is the only resource focused exclusively on performance accountability and performance measurement in the human services.

## Features in This Edition

- Provides a fundamental understanding of performance accountability and performance measurement in human service programs with comprehensive and up-to-date material
- Utilizes the systems model as a conceptual framework—a common conceptual framework in social work and the human services
- Explains the different types of output (efficiency) performance measures—time, episode, material
- Includes updated examples of efficiency, quality, and effectiveness performance measures in human service organizations
- An Instructor's Resource site (<http://www.sagepub.com/martinmeas2instr>) offers PowerPoint slides for each chapter and suggested assignments to accompany each chapter.
- **Intended Audience**

This book is designed for graduate courses on social work and human services and is also an invaluable resource for practitioners in human service organizations.

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