

Outcome and Impact Measurement for (Social) Services and Interventions

EPR Online Seminar

16 December 2021

10:00 – 12:30 CET

Zoom

Background

This online seminar will facilitate the exchange of methods, tools, good practices, and experiences among EPR members on how to measure outcomes and the impact of services and interventions in the fields of vocational rehabilitation, disability and mental health. It involves external experts.

Participants will discuss which approaches, methods and tools exist and are made use of in vocational rehabilitation, disability, and mental health services. They will also look into how the results of outcome and impact measurement and assessment can best be used to improve service design, delivery, and quality as well as particularly the quality of life for persons with disabilities. A third aspect proposed is to look into ways how funders – i.e. public authorities, Public Employment Services, ESF+ – can best support them as service providers to roll out such methods and tools.

The exchange among EPR members is preceded by inputs from external experts (cf. Block 1 and 2). Participants are encouraged to prepare themselves for the four questions included in the agenda in “Block 3” below which will be taken up during the meeting.

Agenda

10:00 – 10:05 **Welcome and introduction** (Mathias Maucher, EPR)

10:05 – 10:10 **Tour de table**: Short presentation of participants – Experiences and expectations (all)

10.10 – 10:45 **Block 1: Presentations by researchers and consultants of Medea, Italy**

- Simona Geli: [PAIR Project](#): Medea is developing a framework for the assessment of the impact of a physical activity protocol to be administered after having completed the rehabilitation treatment (following a total hip or total knee replacement) on the quality of life of the participants of the programme and also assesses the mid-term system sustainability
- Pietro Dionisio: [PHARAON Project](#): Medea is in charge of implementing “innovation management” strategies aimed at evaluating the achievement of the targets for the performance indicators, covering the impact on quality of life, service acceptance and sustainability. The project deals with the integration of digital services, devices, and tools for elderly people into open platform by maintaining their dignity and enhancing their independence, safety, and capabilities.
- Q&A

10.45 – 11:20 Block 2: Presentations by Donal McAnaney, Rehab Group & Expert, Ireland

- Input 1: First insights from the [QOLIVET Project](#), developing EPR's tool to measure service impact on quality of life. The aim of the project is to improve the quality of Vocational Education and Training (VET) and Community Care provision across Europe and the quality of life of the users of those services.
- Input 2: Problems and methods of impact measurement and assessment, also based on insights from the [UNIC Project](#) to support the transition to user-centred funding models (such as personal budgets) and on tools to implement them by providers, service users and public authorities
- Q&A

11:20 – 11:25 OPTIONAL: Short comfort and reflection break

11:25 – 12:20 Block 3: Presentations/Contributions by EPR Members

Possible aspects/questions to be addressed

- Which approaches, methods and/or tools do you use in your services for outcome and impact measurement and assessment of services and interventions?
- What are your experiences (i.e., benefits, problems, open issues, etc.) with them?
- How do you use the results to improve service design, delivery, and quality as well as particularly the quality of life for persons with disabilities?
- Do funders support you to roll out methods and tools for outcome and impact measurement and assessment? If not, what would be needed to make them do so?

12:20 – 12:30 Identifying next steps/future work (Mathias Maucher, EPR)

Registrations

To attend this meeting, please register [here](#) at the latest by 13th December 12:00 CET. The link to join the seminar and further instructions will be sent to all registered participants on the same day.

If you become unable to attend, please let EPR know in advance.

Contact

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