

## ***In the Public Interest: Measuring the Effectiveness of Human Service Delivery***

HILLSIDE  
FAMILY  
OF  
AGENCIES

Dennis M. Richardson  
President and CEO



### **HFA Strategic Intent**

To be the leader in translating research into effective practice solutions.



**Hillside**  
Family of Agencies

## The Importance of Advancing Research to Practice, Practice to Research

- Human services characterized by:
  - High Variability
  - Frequent Ineffectiveness
  - Periodic Harmfulness
- On average:
  - 17-years from research to routine practice
- Practitioners challenged to keep up with speed of new research developments
- Families:
  - Difficulty identifying and accessing the latest research-based interventions
  - Can influence the adoption of new research-based interventions



## Research Partnership Model



## Hillside Family of Agencies and University at Buffalo, School of Social Work

- Buffalo Center for Social Research
- Aligns with both organization's missions and strategic intents
- Combines:
  - BCSR's Research Expertise
  - Hillside's Practice Expertise



## Research Partners

- Rebecca Maynard, Ph.D., University of Pennsylvania, HW-SC
- Jack Holden, Ph.D., Cornell University, Family Life Development Center, CARE Residential Project
- Frank Krueger, Ph.D., Krasnow Institute for Advanced Study, George Mason University, fMRI
- Glenn Saxe, M.D., Boston University and Harvard Medical School, Trauma Systems Therapy
- Charles Glisson, Ph.D., University of Tennessee at Knoxville, the Children's Mental Health Services Research Center, Organizational Climate and Culture
- Anthony Mannarino, Ph.D., Director, Center for Traumatic Stress in Children and Adolescents, Allegheny General Hospital Pittsburgh, PA
- Kent Gardner, Ph.D., President and Chief Economist, Center for Governmental Research, HW-SC



### Accomplishments to Date

- Established Institutional Review Board (IRB)
- Established Research Policies / Procedures
- Completed HFA Research Readiness Assessment
- Developed a 5 year Longitudinal Study
- Implemented program evaluation and research studies in selected services
- Dissemination of results
  - Publications
  - Presentations
  - Web Access



### How Hillside uses Program Evaluation and Research

- Improve Programs
- Evaluate Program Effectiveness
- Generate Knowledge to inform the field

