An Option for Increased Program Flexibility and Responsiveness

A Service Plan Model for ABE Programs
Program Service Model

Reflects a shift:

- In the focus in planning ABE program activities,
- In providing services, and
- In responding to accountability requirements.
This proposal... Compares two models

The Existing Model
- Class Plan Model

Suggested New Model
- Service Plan Model
Shared Components

- Both Share **Access** and **Quality** goals of the Strategic Plan.

- Both provide **financial support** and **accountability** measures that are essential to support adult learner goal achievement through **high quality services**.

- Both support the provision of services to our **neediest** and **most vulnerable** populations.
Shared Values

- Program planning that responds to learner needs and supports learner outcomes.

- A common foundation of services and supports necessary to foster student success.

- Uses “Rates” to fund programs to provide those supports and services.
An Accountability System that evaluates program performance and effectiveness, based on:

- Statement of Assurances
- Performance Standards
- Program Monitoring

Shared Values (2)
What drives the need for a shift in how these shared values translate into practice?

- We are a system with finite resources:
  - Money
  - Time
  - Part-time staff
Both models... (2)

- Recognize the need for **structural elements**

  - What
  - When
  - Where

AND
Both models... (3)

- Recognize the need for programmatic elements and outcomes~

- Why
- Who
- How
- To What End
Our system...

Is fundamentally shaped by how we translate what we value into practice.
We know...

That the strain on resources requires prioritization of how we spend our funding, our time, and our attention.
We know... (2)

We need to consider both

**Structural** and

**Programmatic/Outcome**

elements.
The Service Plan Model

Proposes a shift in the balance of time and attention toward programmatic elements and outcomes…
The Service Plan Model (2)

by giving programs the flexibility to manage resources

“outside” of the current guidelines and rates.
The Service Plan Model... (3)

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<td>S E R V I C E P L A N</td>
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**Shifts the Balance**

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To What End
Funding and Accountability

- Uses rates to fund programs, not run them

- Ensures services and structural components through a Statement of Assurances

- Uses outcome and output data to gauge effectiveness
Funding and Accountability (2)

Maintains a uniform level of expectation for ALL programs around standards:

- Student Services
- Staff Working Conditions
- Program Quality
- Equitable Access
Realities and Implications

Programs will be able to more flexibly craft and describe their services and how those services address community and learner needs.
Realities and Implications (2)

Different students will participate in different services based upon their needs and availability.

It is unrealistic to expect that all/most learners will be enrolled in “rates based classes” at all times.
Realities and Implications (3)

The needs of learners will span fiscal years.

Learner Persistence and Outcomes should be tracked across fiscal years.
Why is this context important to the work of this Performance-Based Funding Task Force?

Focus on Outcomes

Like performance based funding models, the service-plan model emphasizes student and program outcomes, as opposed to structural inputs.
Why is this context important to the work of this Performance-Based Funding Task Force? (2)

**Flexibility and Fairness**

If programs are to be held accountable for their performance, they must have flexibility to shape the programmatic and structural factors that impact performance.
Why is this context important to the work of this Performance-Based Funding Task Force? (3)

Measurement

If performance data is to drive the system, tools for collecting and reporting performance data must be able to accommodate the reality of students’ experiences by capturing participation beyond one fiscal year.
Why is this context important to the work of this Performance-Based Funding Task Force? (4)

Endorsement

The service plan model was overwhelmingly endorsed by the recent Strategic Planning Task Force.

Further development of the model will be a focus of ACLS and the ABE Directors’ Council over the next several months.