

# Using Data for Program Improvement

## Date and Location

DATE: November 07, 2019  
LUNCH: 1:00PM-1:30PM  
TRAINING: 1:30PM-4:30PM

LOCATION: CDSS  
744 P. Street  
Sacramento, CA  
9581  
Room OB8 1031

## Learning Objectives

After completion of workshop, participants will be able to:

- Provide three concrete reasons why data is a necessary tool for managing APS programs
- Identify benefits and pitfalls of managing by data
- Brainstorm opportunities to use data to improve their own APS programs

## Intended Audience

This APS Leaders Institute workshop is intended for APS Program Managers and Adult Services Administrators.

## Presenter

**Karl Urban** is a Senior Research Manager with Walter R. McDonald and Associates, Inc. (WRMA) and works with the Adult Protective Services Technical Assistance Resource Center. Before joining WRMA, Mr. Urban had a 25-year career in Texas state government, culminating in serving as a Director and Assistant Commissioner in the Adult Protective Services program. Prior to APS, Mr. Urban worked on aging and disability issues, including serving as Manager of Policy Analysis and Support at the Texas Department of Aging and Disability Services, Deputy Director at the Texas Department on Aging and as a member of the Texas Council on Developmental Disabilities, Statewide Health Coordinating Council, and Governor's Advisory Council on Physical Fitness. Mr. Urban's experience has also included planning, policy analysis and consulting positions at the Texas Health and Human Services Commission and the Office of the Governor and in the private and non-profit sectors. He has BA degree in Government from Abilene Christian University and a MA in Public Affairs from the LBJ School at The University of Texas at Austin.

This document was completed for the California Department of Social Services (CDSS), Adult Programs Division, and is supported in part by a grant (No. 90EJSG0028-01-00) from the Administration on Aging (AOA), U.S. Department of Health and Human Services (DHHS). Grantees carrying out projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official CDSS, AOA or DHHS policy.