

# Newsletter



**December, 2006**

## **Happy New Year!**

BPS extends its heartiest wishes to you for all good things in 2007! This past year has been a rewarding and exciting period for BPS. We have seen significant growth in the number of initiatives we are conducting as well as the scope of our activities. We have expanded our technical resources in response to growing demand. 2007 presents BPS with exciting new opportunities to build upon and further enhance the work we are doing in the areas of benchmarking and performance management. We hope that 2007 will bring you joy, good health, and abundant rewards!

## **Web Site Growth**

The BPS web site reflects the growth of activities over the past couple of years. The number of "hits" per month has increased from approximately 2,000-3,000 in 2004 to a current level that exceeds 20,000 per month. If it has been a while since you visited the web site, please stop by at [www.bpsys.org](http://www.bpsys.org).

## **Upcoming Conferences**

On January 17, 2007 Paul Lefkovitz, BPS President, will be conducting a process benchmarking workshop in concert with the Texas Association of Mental Health Mental Retardation Centers. The workshop is the first in a series of process benchmarking exercises that will be conducted to address "real-life" issues of key importance in Texas over the next year. All of the 40 community mental health/mental retardation centers in Texas are expected to participate. The workshop will take place in Austin. The new audience polling technology acquired by BPS, described in the last issue of the BPS Newsletter, will be employed in this exercise.

On January 25, 2007, a workshop entitled "Taking Benchmarking to the Next Level—A Clear Path for Continuous Improvement" will be presented by Paul Lefkovitz at the 2007 National Leadership Conference on Child Welfare Issues sponsored by the Alliance for Children and Families. The conference will take place in Clearwater Beach, Florida. The workshop will feature an actual process benchmarking exercise on staff retention of front-line supervisors. This event will also represent the formal kick-off of a collaborative benchmarking initiative sponsored by the Alliance for Children and Families and Behavioral Pathway Systems.

## **New Uses for Polling Technology**

As previously reported, BPS has acquired audience polling technology that permits anonymous participation in process benchmarking exercises. The system also renders the process more efficient and accurate. BPS will also be using this technology to assist organizations with strategic planning and other needs that can benefit from a vehicle to quickly synthesize ideas and input from groups of individuals in an anonymous fashion. In January, 2007, BPS will be using this system to assist a regional mental health association in its annual planning process. If you would like to inquire about the use of this technology in your organization, please call us at 877-330-9870 or write to [info@bpsys.org](mailto:info@bpsys.org).

## **Contact Us!**

We want to create an active and vibrant community of individuals and organizations interested in benchmarking, performance management, and outcomes. If you have thoughts, ideas, suggestions, tips, or questions, we'd like to hear from you. Please feel free to contact us at [info@bpsys.org](mailto:info@bpsys.org).

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