Notes 3-28-07
MIG evaluation committee

***Next meeting time changes to 4/26 10-11:30, at P&A

1. Technical Assistance Evaluation Activities

Website

Julie and Cindy have a meeting at UCHC on 4/5/07 with Mintz and Hoke to discuss evaluation options for the Website.

What do we want to know to evaluate the website?

- Hits per page, every page
- Where people came from
- How long they stay on
- Do they come back

Pop up survey – where did you hear about the website? Annoying….

Possible evaluation questions:

- Was it useful?
- Did your question get answered?
- Or if not, were you referred someplace else? If so, did you get an answer from the place you were referred?
- Was it easy to find what you needed, easy to get around, easy to get back to an earlier page (navigate)?
- What else you'd like to see? What is missing?

Possible evaluation impact questions:

- What did you do with the information?
- Did it lead to a job or job preparation?
- If you received TA, what form was it in, how did you use the info, what were the results?

DB101 website has an existing built-in survey – look at it, optional. Check with Mintz and Hoke

Phase II adds some sections where people will have to log on (exchange job information, interest inventory)

Have to do some kind of voluntary online survey in Phase 1 – how to get people to answer.

Newsletters – register to get access to a blog, receive a newsletter – get email addresses and send surveys to them (probably Phase II).

Update from the Mintz and Hoke meeting on 4/5/07 with Eulah, Andrew, and Heather.

We had an excellent meeting! The group was extremely helpful in identifying potential website evaluation strategies. Statistics include (I have a sample to show at the meeting):

- When: Monthly history (unique visitors, number of visits, pages, hits), Days of month (unique visitors, number of visits, pages, hits), Days of week (unique visitors, number of visits, pages, hits), Hours
- Who: Zip code
- Hosts: Full list, Last visit, Unresolved IP Address
- Robots/Spiders visitors: Full list, Last visit
- Visits duration
- File type
- Viewed: Full list, Entry, Exit
- Operating Systems: Versions, Unknown
- Browsers: Versions, Unknown
- Referrers
- Origin: Referring search engines, Referring sites
- Search: Search Key phrases, Search Keywords
- Others
- Miscellaneous
- HTTP Status codes

In addition to the above listed statistics, we discussed methods of following up with people who used the site. We talked about providing a phone number that would allow us to follow-up with site users. We discussed the inclusion of a box endorsing and encouraging participation in evaluation (with incentives). We brainstormed about the option of a button that says “join our study.”

We will be able to track the increased use of web traffic activity following various media campaigns.

Eulah will check with the legal departments regarding the provision of personal information for contact purposes. From a legal perspective, all web participants have to be given the right to opt out of future contacts.

Possible methods: For individuals that post a resume, we will call them within a specified period of time to determine if they have found employment. For individuals using the website, we will inquire about their experience with the site (phone call or perhaps an online survey). All surveys will be short in nature.

The end goal is to determine if the website achieves it’s intended goals: recruitment, employment, retention, transportation access, school to work transition issues, stakeholder education technical assistance, and specific employer issues.

Get people to agree to be contacted to give feedback. Use an incentive drawing. Notification when they first get online, then popup at the end linking to a survey/place to give name and phone number. Consent for a follow up contact.

Tasks: Complete before next meeting

- Draft set of questions for website
- Draft set of questions for TA follow-up
- Draft of TA tracking form

Tasks: Complete before the summit

- Finalize set of questions for website
- Finalize set of questions for TA follow-up
- Finalize TA tracking form

1 year goal:

- Quantify website use
- Quantify impact of website use
- Evaluate TA tracking form online
- Beancounting activities
- Evaluation of TA experience – follow up with people who called. Within 1 month so people don't forget. Evaluate the process of TA experience. Evaluate what they did with TA received. Did it answer the question you called with? Did it move you closer to getting a job/employing more people with disabilities?
- Important to track the time of TA
- Add more process-oriented questions on follow up evaluation.

5 year goal (tied to metrics):

- What was the impact of the website on employment including recruitment, retention and upward mobility?
- What was the impact of the website on school to work transition?
- What was the impact of the website on employers: attitudes, employment processes?
- What was impact of the website on transportation?

****NOTE – check to see if stakeholder education group is planning an evaluation for the summit – Glendine will check with Kerry to email CG/JR****** Update: E-mailed on 4/7 (basic 5 question evaluation with a comment section)

2. TA for the MIG project evaluation committee

Julie and Cindy will meet with Larry to discuss CT's administrative databases.

We have three strong national sources to draw upon: NCHSD, NEP, MIG-RATS

Do a conference call first, bring back information to the group. Inquire about available evaluation instruments.

Plan a site visit with NCHSD
Plan a site visit with NEP

send out all websites to Eval group members to look at them

http://www.nepartnership.org/index.aspx
http://www.nchsd.org/index.aspx

Tasks: Complete before next meeting

Spend time at both web sites.

Tasks: Complete before the summit

- Cindy and Julie to meet with Larry
- Meet with Larry Carlson to talk about administrative data
- Ask Larry about data sharing arrangements
- Ask Larry about doing analyses
- Add Larry to evaluation subcommittee
- Get canned evaluations from NCHSD, to feed into #1, prior to summit.

1 year goal:

- Have a complete understanding of available datasources
- Plan a site visit with NCHSD
- Plan a site visit with NEP

3. Data from other state agencies

What data do we want and how do we get it?
Agencies: DOL, DMHAS, DMR, BRS, BESB

Phase II: State Dept of Ed (SDE), DCF, DOC (DCF and DOC school data are at SDE, they are school districts)

Unified data? Data integration platform – report due this week from OWC (office workforce competitiveness)

Case managers ask referral source – is it from a MIG source – website, self-referring, MIG TA. Could agencies send out survey to self-referrals? Sorry, I'm not really sure what this all means.

In a perfect world, we would get access to everything…..
Baseline employment data from BRS and BESB
DMHAS working on adding employment data – now just has yes/no employed
DOL matching issue – data sharing with DMHAS
Individual agency matching to DOL

SDE has an Exiter study – for Special Ed graduates, age outs, drop outs. 1 year survey sent out. Being improved – address problems, maybe useful in **Phase II.** Amy, do you have a copy of this report?

****add question to employment surveys and overall evaluation template: time to employment after graduation***** Cindy added to evaluation template

NGA Resource Mapping – employment services/programs (specific to youth. All agencies except DCF would also apply to everyone, not just youth).

5 year goal:

Common measures on employment for all state agencies****

Tasks: Complete before next meeting

Amy to provide NGA resource mapping report, Cindy will circulate

Amy to provide OWC report, Cindy will circulate

Next meeting: discuss NGA resource mapping report and OWC report on data integration

Tasks: Complete before the summit

4. Secondary sources

UI, Medicaid, SSA, etc…

BRS, BESB have most comprehensive employment data – comparisons for national data, only closure data, few years behind.

Define list of elements that we want, see where it exists in the system:

SSA:

- Date of disability onset (SSA)
- Benefit they're on SSI/SSDI – tells work history and poverty, getting income from parents
- Work incentives

Medicaid:

- On MED
- On 1619b – SSI+Medicaid, over cash benefit limit

UI:

- Employer
- Quarterly wages
- Industry, not occupation

BRS/BESB:

- Work history
- Demographics – age, marital status
- Service history
- Disability, includes psychiatric

DMR, DOL data matching
DMHAS –
Diagnosis

Tasks: Complete before next meeting

Check on data sharing agreements. Amy, who do we check with?

Ask Gina – full cost benefit analysis. Would allow huge systems change – think longer term.

Need to identify key questions to answer the metrics in back of blue strategic plan booklet.

5 year goal:

In 5 years, what are the things that we want to say? Did we increase earnings? Did we narrow the unemployment gap? Did we increase hours? Contribution to CT economy? Show the cost benefit. Reduce state and government support?

5. WIPA

10% of MIG $ spent on Benefits Counseling – only direct service allowed (also SSA, VR)

Tasks: Complete before next meeting

Goal is to evaluate the counseling itself as well as the long-term impacts of the counseling session.

Discuss content of client interviews:

- Get ideas from NFT workers evaluation – ask Martha
- Was BC accurate, once you started working?
- Fear of losing benefits – impact of BC –
- Look at 3 state study of WIPA – Amy will look, also look at work incentives
- More empowered to make decisions about benefits
- Would you know what to do if you got a raise
- Ask about impact on family income/household income

Use existing WIPA data too—what data exists?

Longitudinal data on BC for youth in transition

Tasks: Complete before next meeting

**Next meeting – start to compile and go over survey questions

5 year goal:

Remove barrier of lack of knowledge, fear about benefits
Increase earnings and/or hours
Integrate BC into transition process
Improve BC system