

MIG Evaluation Committee minutes October 3, 2007

In attendance: Quincy Abbott, Cristina Mogro-Wilson, Terry Nowakowski, Noreen Shugrue, Julie Robison, Patti Clay, Kim Khantivong, Larry Carlson, George Ducharme, Amy Porter, Kerri Fradette, Glendine Henry

Progress report on integration w/ other committees: Patti and Kerri have joined Evaluation committee. Noreen will talk to the Hiring/Recruiting committee about a representative. Noreen is working with the 4 committee heads. The goals are spelled out in the continuation application, but the measures need to be firmed up. Quincy asked to add the local level evaluation to the plan. We will do a diagram with the flow chart from the priority area to the local level. The work groups will fill in the priority areas from the local initiative. We also have George's narrative piece to add to the flow chart, as well as benefits counseling. Both cross all priority areas, as does website evaluation and TA. Put flow chart on agenda for next month.

Website evaluation: Julie passed out questions for website evaluation, seeking input on the open-ended question. Should we give examples? We could have a drop down and "other" for those who want to comment. A drop down is more leading. Evaluation team has ability to do coding on open questions. Amy suggested we leave it open for one quarter, and evaluate whether there are major areas that mentioned frequently. The group agreed to leave it open for one quarter. Phase 2 is projected for December/January: it is easier for quarterly reporting to make changes on the quarter.

We need to figure out with Mintz & Hoke how the pop-up will work. It only comes up the first time someone accesses the site from the same computer. Need to ask what happens if there's a pop-up blocker. Will they be able to track how long the person is on the site? Will the survey be tied to the other information about the visit? Will M&H be able to track if the folks who answer are first time users? Is it possible to have an alternative to the pop-up, so people can come back and evaluate on another visit? Can there be a "not at this time" option so they can be asked again? Will the survey come up, or a box asking if they'd be willing to fill out a 5-question survey? For some ISPs, there may be variable IP addresses - will they pop-up more than once?

Connect-ability calls QA follow-up: Larry working on the database - also working on having them enter a zip code, to identify local VR and one-stop. Terry asked if we can link CT Network of care.org, through the mental health transformation grant. Would link to LMHAs, where there is supported employment. This is a real systems transformation, which needs to be documented by evaluation team.

Need central data base for things like the visit to Deloitte where we are providing TA. Look at other systems transformation grants, which had more of a systems change evaluation procedure. Ours is more like outcomes reporting. Need to document systems transformation to CMS even if it's not in their format. Also need for state government, especially when grant is over and we need to keep moving. Put that in the flow chart as

well. Amy to look at QA follow-up questions a month after the call. Integrate with George's follow-up questions.

Benefits planning dataset: Larry compiled the data base. Cindy will analyze it. Then talk with Cindy about what the analysis plan will be.

Publications/issue briefs: Topic for down the road. May do a paper using employer data from needs assessment. More of a narrative on topics like PCAs. Lots of confusion in survey about PCAs because of the differing terminology. Anyone on the team can work on publications. Can publish or share with CMS. What's the most valuable way to collect and disseminate? Some may be papers, or briefs, or toolkits, etc. George mentioned the Minnesota model – quarterly briefs on related topics. Limit is not the data, it's the hours to do writing and packaging. Team members should consider topics of interest to write about.

Next meeting: November 7 at UCE

Assignments:

Flow chart

Follow-up with Mintz & Hoke re pop-ups

QA follow-up questions

Volunteers to write on topics of interest