

Evaluation Workgroup
11/7/2007

Present: Amy Porter, Larry Carlson, Julie Robison, George Ducharme, Noreen Shugrue, Terry Nowakowski, Glendine Henry, Martha Porter, Cindy Gruman (by conference call)

Quality assurance for Connect-Ability calls

We do need to do some kind of QA on calls getting to call center now. Question of whether this will be just as part of QA check or larger evaluation component? If just QA of C-A calls, restructure questions so just ask basic question – did you get what you needed, recommended, etc. Are people getting what they wanted?

How big does QA piece need to be to find out if being answered appropriately? If use only 2-3 questions, then can divide up questions (BRS, UConn) to get all of them done. For C-A calls QA, have to ask the right questions. Perhaps incorporate a hotline or suggestion line if don't get what they want. Would be another way to find out if system broken. Would need different 1-800 # to call in for QA calls or suggestion line. Important not to have person who takes calls for C-A line also doing the QA callbacks – may want to ask if person were respectful. For QA process only, cut down from 6 to 3 or 4 key questions. Most people are calling for a job. Need to ask, Was information useful? Were we able to answer your questions? Not, Did you get a job? – that would be part of larger evaluation.

Will be inundated with calls soon – need flow chart so everyone answering line can give out references to other program. Even if person is referred somewhere, they could perhaps not meet criteria for that program, so would need to try another program. How would we know this? There are lots of ways DMHAS population can fall off and we will never know. Ask, Please call us back if it doesn't work, if still having difficulties getting job. Amy always tells people, If you need help or further assistance, please call me back.

Now planning calling back 2-4 weeks after call in. Do everyone at start and then later do a random percentage. Checking on if called with XX question – did you get what you needed? Would you recommend this to another person with disabilities? Were you treated with respect? Parents and individuals have been really adamant about waiting for a call back from BRS. Mere fact that we are calling them is good – important – shows state making an effort – is interested in them. Every counselor calling back within 24 hours of 1-800. How to measure if right person is answering the phone with right information?

Who is now answering 1-800 line? We don't have set schedule of people to answer phones at specific time of day. It is a must answer line from 9-4:30. If cannot answer it, C-A line goes to voice mail saying what hours are. Aim to call people back within 24 hours (except on weekends). Staff refer to other people in BRS if person cannot answer the question. Someone else will get back to them within 24 hours. Goal of technical center – possibly clerical staff refer to Amy, etc. In future hope to have project manager (to be hired) have a more coordinating role with this. Person may not always be at desk. In future, project manager would possibly triage calls. Person hired for project manager needs great understanding of all resources available. Also need to track how long on phone – so know how much workload is answering phone.

Is this a quality assurance of the C-A line to make that piece better, or the larger systems evaluation? All of this is part of the larger Technical Assistance evaluation. Overall will evaluate all resources, etc., not just QA of C-A 1-800 number. All evaluations need to be done – 1st if call got answered, next if system is broken. Want to find out timeliness – did they

connect to a service. What did we refer them to – we can see this if system set up right. Could be graded on proper referral, etc. As project director, Amy wants to know if this is working – should not outsource calls. As evaluators, UConn need more formal plan– if call helpful, if next step useful.

At first Amy planning on doing all QA calls herself, asking, We are new – did you get the answers you need? We want to know some of the issues – what were things that got in your way. Then Amy would know if need training needed, etc.

Could call some people randomly. What if sent postcard out to people, asking if interested in gauging effectiveness of process? Send out postcard with survey. Some people will not call back in if just ask them to call in. Perhaps just do a few QA calls as a pilot? Having Amy do the calls is a possibility. What happens if people say you told me to do..., but that did not work. Amy would combine checking if helpful AND fixing problem if can. Could see if internal evaluator or outside (UConn) is better by trying 10 calls each.

Bottom line: Amy will call some of the callers to do short QA of 1-800 C-A line. Need to pick people randomly, so person taking calls is not also picking the people for QA. Also at first stage will ask if willing to be part of longer term evaluation for George to follow up with. Okay to use people from Amy's initial calls, to pick few from that for George, as those interviews are not supposed to be random. Julie and Amy revised the questions – cut them down. Julie has the questions –will get them from her.

Publications

Cindy – Hot topics right now are 1st PCAs and 2nd Employers
Current MIG PCA could be an issue brief. Plan to post it to MIGRATS, NCHSD, MPR as issue brief.

Evaluation template plan

Will be working on this more. Youth in transition and transportation are complete/almost complete.

Evaluation Project Overview

Mathematica proposal. – Gil and Gina from Mathematica will do economic modeling. Gina will have overall responsibility for this.

Project Overview outline with priority areas and outcomes passed out by Noreen. Will encompass all areas – evaluation of technical assistance itself, local level initiatives, secondary data analysis, cost benefit analysis. Amy is looking at other states – compare what they have for their outcomes, etc., for each area – what are we trying to accomplish? Measures of success - Have indicators to measure them to see if they were met.

Next meeting:

Wednesday, December 5th – same time, same place (3 – 4:00, UConn Center for Excellence at the Exchange in Farmington)