

SILC-NET Presents...

**Evaluating Your
Outcomes-Focused SPIL:**

Overview, Evaluating Implementation

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Our Time Together

- Today and tomorrow morning
 - 3 different sessions of 3 hours each
 - Each session will cover a different topic
- But each session will use the same format:
 - I explain concepts, procedures, examples
 - Q & A together
 - We take a short break
 - You roll up your sleeves, do a small-group exercise
 - Together we discuss, learn, refine

Overview: We Suggest a “Three-Legged Stool” Approach to Evaluating Your SPIL

We think it's important to evaluate:

- *Implementation* of SPIL objectives
- Progress toward *achieving* SPIL objectives
- *Consumer satisfaction*

Each leg is important, and together they create a very stable foundation.

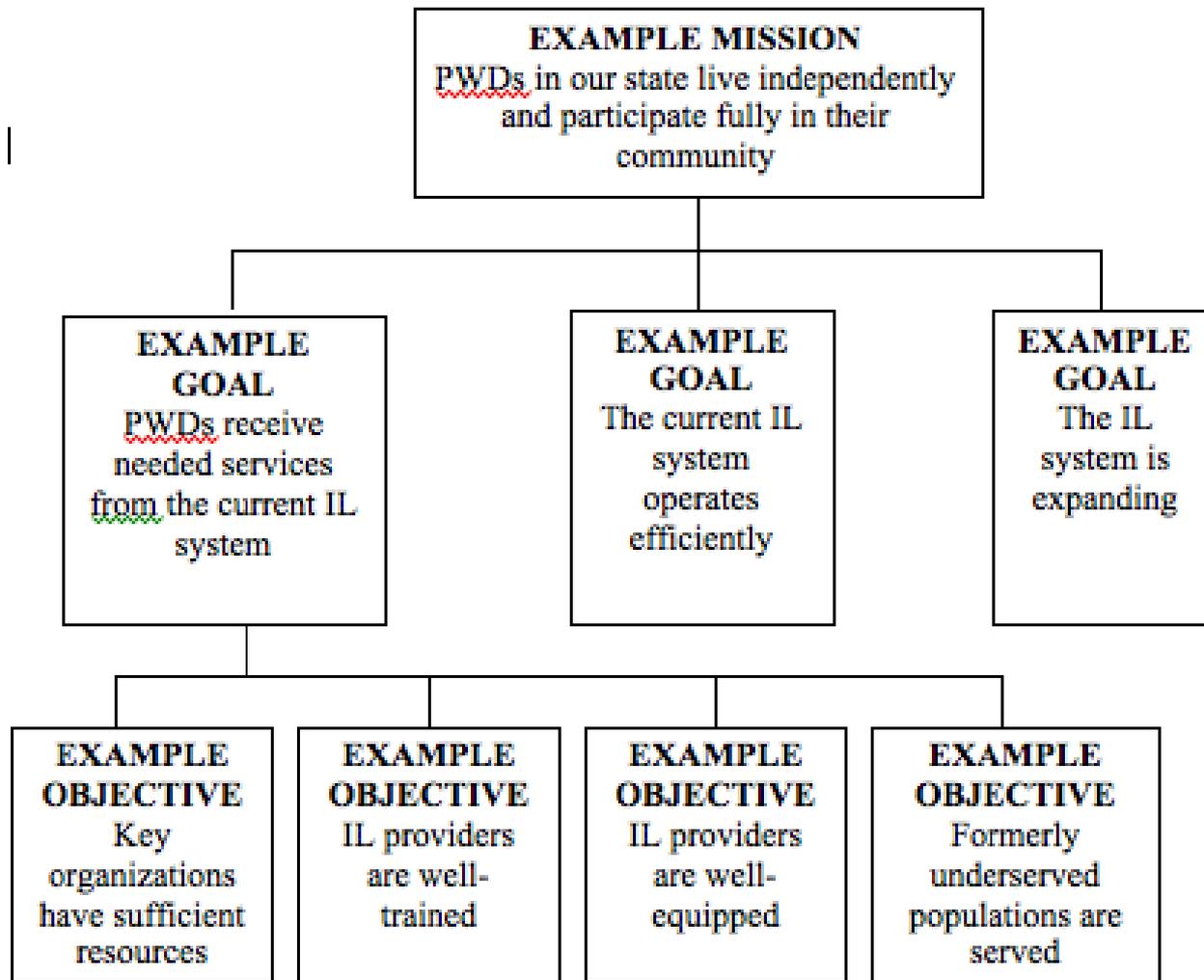
Evaluating Your SPIL

- Required by RSA
- But also useful – to IL partners *and consumers*
- Easier than you probably think
- Guiding principles:
 - Evaluation is *important*
 - Focus on *improvement*, not reporting
 - Evaluations will *vary* from state-to-state
 - *Certain* aspects are essential, we think
 - Evaluation is a *collaborative* activity

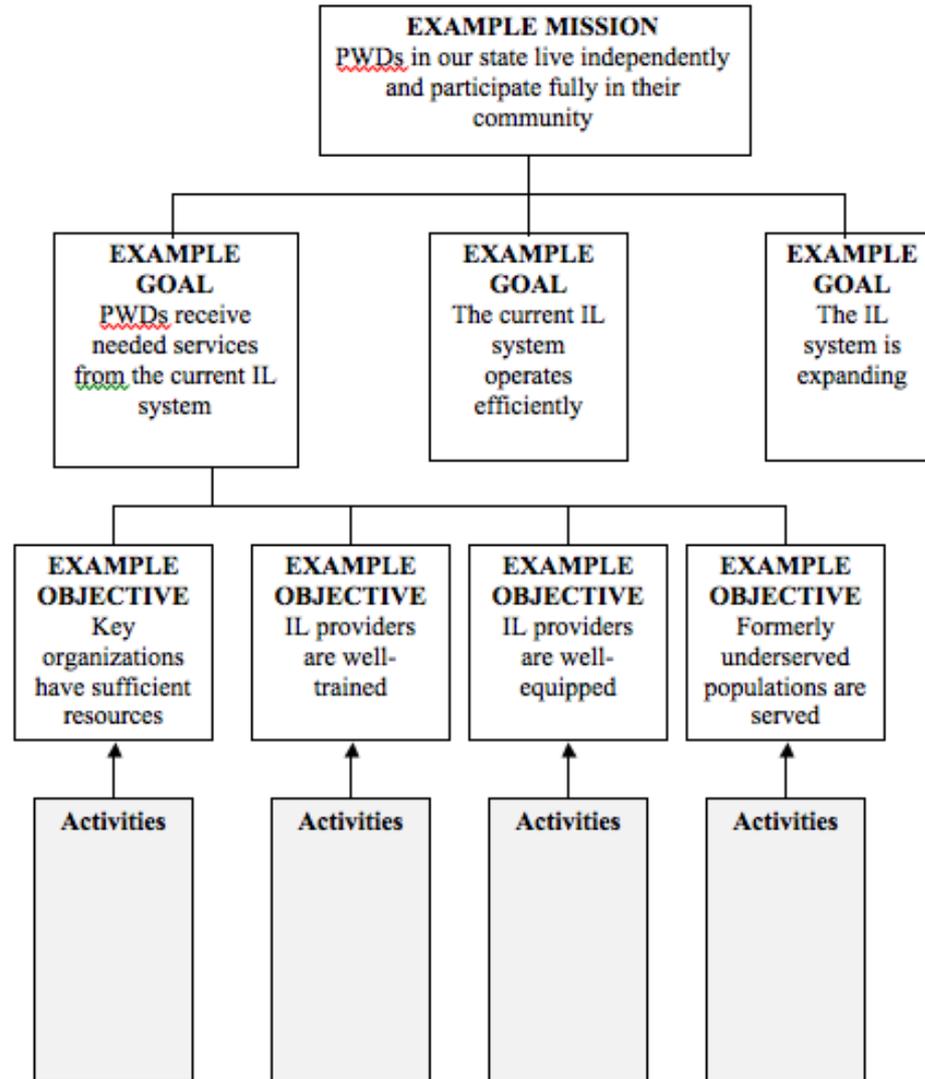
WHO Should do WHAT?

Tasks needed to evaluate a state's SPIL	Which IL partner might do which of these tasks			
	SILC	DSU(s)	CILs	Contractor
Convene all IL stakeholders interested in evaluating the SPIL	X			
Plan what will be done to evaluate implementation, progress on objectives, and consumer satisfaction	X	X	X	
Coordinate the information-gathering efforts	X			
Gather the needed information	?	?	?	?
Compile and analyze the needed information	?	?	?	?
Discuss and interpret the findings	X	X	X	?
Decide what steps to take to improve any weaknesses found in the IL system	X	X	X	
Implement those improvements to the IL system	?	?	?	
Amend the SPIL if appropriate	X	X	X	

Focus on Your SPIL's *Objectives*, Not Mission, Not Even Goals



Objectives Flow Directly from Activities



We've Seen Some Good Objectives

1. Formerly underserved populations are served
2. Persons with disabilities (PWDs) have increased employment opportunities
3. Policy makers financially support the IL network
4. PWDs register to vote
5. IL network key partners collaborate to provide delivery of services
6. PWDs can access transportation

But Each Objective Is Unique

- Tries to *achieve* something unique
- Needs to be *implemented* uniquely
- Therefore, needs to be *evaluated* uniquely
- So, think in terms of individual SPIL *objectives*, not your SPIL as a whole

First Leg:

How to Evaluate Implementation?

- Implementation = “Making happen all the things that need to happen in order to achieve all the different objectives in your SPIL”
- Required by RSA: Section 364.21(g) “The SILC shall...monitor, review and evaluate the implementation of the State plan.”
- Across your entire SPIL, how well have you implemented things for each of your objectives?
- But what do we mean by “how well you’ve implemented things”?

Here's Our Suggestion:

- We could list hundreds of aspects of implementation – overwhelming!
- We suggest you focus on 5 key aspects:
 - 1.Resources
 - 2.Staff
 - 3.Participants
 - 4.Activities
 - 5.Management

Focus on These 5 Key Aspects...

1. **Resources** allocated? Right amount and kinds of money, materials, facilities, etc.?
2. Appropriate **staff** in place? Numbers, credentials, training, experience, etc.?
3. **Participants**? Relevant number and type identified, recruited, motivated, etc.?
4. **Activities** underway? Sufficient types, numbers, intensity, etc.?
5. **Management** infrastructure? Effective organization, communication, etc.?

... Evaluate Each Aspect Separately...

Five Key Aspects of Implementation	How well is it implemented? (High, Medium, Low, None Yet)
1. Resources	High
2. Staff	High
3. Participants	Low
4. Activities	None Yet
5. Management	Medium

...Then Evaluate the Overall Implementation

Five Key Aspects of Implementation	How well is it implemented? (High, Medium, Low, None Yet)
1. Resources	High
2. Staff	High
3. Participants	Low
4. Activities	None Yet
5. Management	Medium
OVERALL IMPLEMENTATION	Low

Do This for Each SPIL Objective



Five Key Aspects of Implementation	How well is it implemented? (High, Medium, Low, None Yet)							
	SPIL Objective #							
	1	2	3	4	5	6	7	8
1. Resources	High							
2. Staff	High							
3. Participants	Low							
4. Activities	None Yet							
5. Management	Medium							
OVERALL IMPLEMENTATION	Low							

If the Overall Implementation for an Objective is High or Medium...

- Congratulate yourselves!
- See which of the five aspects scored the lowest
- Look for ways to improve those aspects
- Keep watching for problems, ways to improve, better ideas

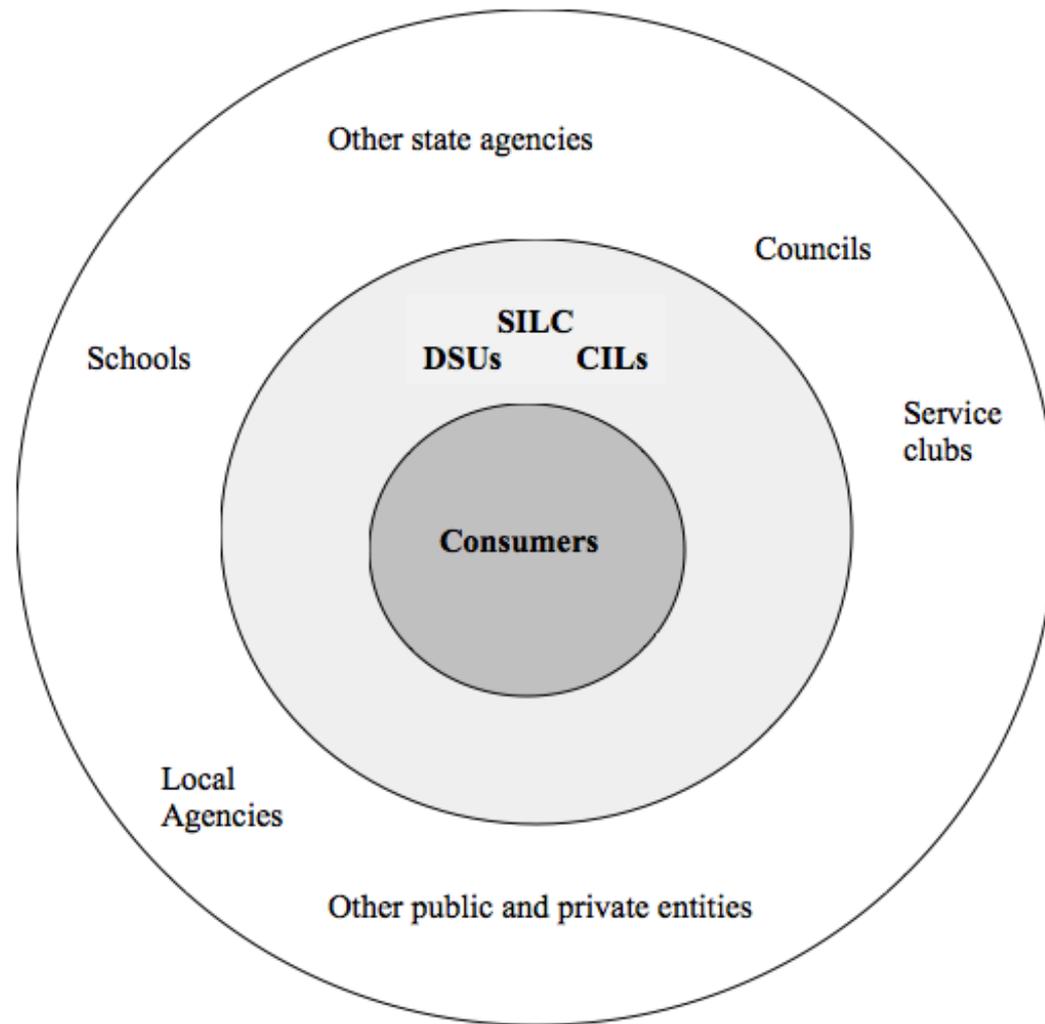
If the Overall Implementation for an Objective is Low or None Yet...

- Realize that this is a serious problem
- Ask two important questions:
 1. *Why* isn't the overall implementation better than this?
 2. *What can we do* to improve the overall implementation?
- Act immediately and decisively

Details You'll Have To Figure Out

1. **WHO** should evaluate implementation?
 - The lead organization for the objective?
 - Another IL partner?
 - Another organization?
 - Contractor?
 - A group process?

Often, there is one lead organization for achieving each Objective



- Important for the buck to stop some ONE place
- SILC, DSU(s), or CILs might usually be the lead
- But maybe not always?

Other Details To Figure Out

2. **HOW** should you evaluate implementation?
 - Formal checklists, observations?
 - Self-reports?
 - ??

3. **HOW OFTEN** should you evaluate implementation?
 - SILC's quarterly meetings?
 - Annually?
 - ??

Your Turn...

1. Pick an objective from one of your SPILs
2. Have someone describe the situation
3. Discuss the WHO, HOW, and HOW OFTEN of evaluating its implementation
4. Evaluate the implementation of this objective
 - On each of the 5 aspects
 - Overall
5. Discuss how you came to these ratings

SILC-NET

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