



NYSILC 2011-2013 SPIL Evaluation Report
Consultant's Report on the Three Year SPIL Evaluation Project

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Background

NYSILC engaged in its first outcome based State Plan for Independent Living (SPIL) for the years 2011-2013. Given the limited instruction and technical assistance provided to state councils, NYSILC put forward a very good first attempt at constructing an outcome based SPIL. In doing so, the Council needed to establish a new evaluation process that involved the members and committees responsible, supported by staff when necessary. The evaluation was to look at impacts of the plan implementation and progress towards the goals. To this end the Council contracted with Krieger Solutions, LLC to help it develop this evaluation system.

This project was to include development and documentation of the system, training for council members on outcome based evaluation, and assistance to the committees that conducted evaluation. This project was also designed to assist in the formulation of the next statewide plan.

Project Summary

The first year of the project involved reviewing the SPIL and developing a process to evaluate the objectives. Each objective was assigned to a Council committee to evaluate. The designated committee conducted several conference calls to discuss how they might evaluate their objectives. Through this process, an evaluation methodology was developed (see Attachment 1) which each of the committees implemented.

In year one, the consultant provided training to Council members in outcome based evaluation. This was conducted in two sessions at two consecutive council meetings. (See Attachment 2 for a copy of the original training materials.) This was followed up by additional coaching from the consultant in subsequent committee meetings to better facilitate an understanding of the subject. The evaluation process was initially based on measuring whether objectives were met. The consultant encouraged a more formative based evaluation process. This included reflection on what was working well and how the system could be further improved.

A protocol and forms were developed and shared back with the committees responsible for each objective. Each of the committees reviewed their outcomes and performance targets and identified the data they needed to collect and measure achievement of performance targets. A process was developed to gather this data, generally collected by the Council staff.

In most cases, the data was already being collected as part of contract reporting. In some cases, additional steps were taken to secure needed data. Once the data was collected, it was generally summarized by Council staff and sent to committee members for review and analysis. This occurred in the two to three months following contract year end. Committee discussions addressed how well each performance target was met and any areas for needed improvements. In the first two years the committees also discussed how this objective might be changed in a future plan.

Once the committees finished their work, they sent their evaluation to the SPIL committee which reviewed the collected information, compiled the results into an evaluation document, and made final recommendations for each objective. This resulted in a complete evaluation for the year, and was then

sent to the evaluation consultant. The consultant drafted a final report summarizing the overall findings and making recommendations for additional development.

The objectives in the SPIL primarily focus on accomplishing activities or providing services. To develop a more outcome based approach, each of the committees identified some possible impacts of their objective. Since the SPIL was already approved, these were developed into optional “value added” components during the second year. The value-added components were also reviewed as part of the committee’s evaluation process to see if they should be included in the next SPIL to increase the impact focus of the evaluation. If these value added components proved to be useful they could be incorporated into the next three-year plan. Some were added in when the SPIL was amended in 2012.

In the second year the consultant conducted a webinar for new Council members based on the training materials from year one. This webinar was recorded and used in the third year to orient new members. (see web link in Attachment 2) These training materials and the link to the webinar have been incorporated into the orientation process for new council members going forward.

The Council overall, and the designated committees, have taken their evaluation activities seriously and conduct a thorough review each year. The results of each objective are reviewed by the designated committee and then the SPIL committee. Over the three year process, these discussions have evolved from a simple discussion of whether or not each performance target was met, to more complex discussions about what the results mean and why targets were not met or were significantly exceeded. Some committees explore what the longer term impact is of the objective and how this might be better measured. They use this data to consider whether to continue the initiative and whether to add more or different performance targets to measure actual impact. These discussions guide the Council in its planning and oversight roles and helped inform the next SPIL planning process.

The SPIL had 14 objectives with more than 40 performance targets. Most of the performance targets were written in terms of activities to be accomplished and services to be provided. Some of the targets were well understood and the numbers were reasonable and were achieved. Other targets proved to be set too high and some may have been set too low.

There were 14 three-year objectives with a total of 44 performance targets. Year one consisted of 10 active objectives and 39 targets. The SPIL was amended in year 2 and increased to 11 active objectives (2 were inactive, 1 was discontinued) and 40 targets. Year 3 concluded with 12 active objectives (1 was inactive, 1 was discontinued,) and 43 targets. The success rate is listed below:

Status of Objectives	2011	2012	2013	3 year overall	3 year percent
Objective Met	3	3	5	4	28.6
Objective Substantially Met*	2	4	3	5	35.7
Objective Partially Met	2	1	2	2	14.3
Objective Not Met	0	0	0	0	0
No Progress	4	3	2	2	14.3
Objective Dropped	0	1	1	1	7.1
Inactive	3	2	1	0	

*Substantially defined as 60% or greater

Status of Targets	2011	2012	2013	3 year overall
Target Met	15	22	25	25
Target Substantially Met*	6	2	3	4
Target Partially Met	3	2	5	5
Target Not Met	0	1	0	0
No Progress	12	10	7	7
Target Dropped	3	3	3	3

Note: the above tally does not include the detailed diversity targets for objective 14 – youth conference. See discussion on page24.

For more information, see discussion of each individual objective later in this report.

Lessons Learned

Through this evaluation process the Council was better able to understand what a realistic target may be and was able to incorporate this into the subsequent three-year plan. Developing more impact based performance targets was difficult and is a work in process. Much of the Council's work is at a high level such as conducting statewide media efforts, and the impact of this is difficult to

measure. However, there are ways to craft indicators that show the likely impact of many of these objectives. This is an area for continued development.

One interesting lesson learned was that the objectives were written as if the RFP would be developed, released, and the contract awarded all in time for activities to take place in the first year. As a result, a number of the objectives were not met in the first year (and in some cases in the second or third years), because of the time it took to issue the RFP and award the contract. In the next three-year plan this was accommodated by building in lead time for the issuance of an RFP and the contracting process before any outcomes were expected.

Another finding is that some of the performance targets were written so specifically that the program could achieve its overall objective very well and still not meet all the performance targets. This has been carried over to the new SPIL and the Council may want to review this (if the SPIL is amended) to rewrite these detailed targets as an overall number with some “qualifiers” that indicate some of the specifics without detailing them as performance targets. For example, an objective that has targets for the diversity of participants (subgroups) might state an overall broad target for diversity that indicates the categories to be represented, but not specify numeric targets for each small category.

Another concept that has developed over the three years is the way the objectives have been evaluated. Initially it was black and white: they either fully met or did not meet the performance targets. Each performance target was assessed on a yes or no basis. If an objective had 4 performance targets and two were not fully met, the objective was considered to have been met 50%. In reality each performance target that fell short may have achieved 90% of the target, and therefore the objective was really met 90% or better. This approach has been incorporated in the consultant’s report on the third year of the evaluation process and in the discussion which follows for each objective. It is recommended that the committees conducting the evaluation also adopt this approach going forward.

Recommendations

1. Continue working on impact measures to assess the results or impacts provided by each of the objectives. Some suggestions are noted in discussion of the objectives which follows. Some of this has been incorporated in the amended SPIL and the new SPIL. Since the new State Plan has already been approved, any additional impact measures will continue to be noted as “value added” components. One suggestion is to set as a goal that at least 33% of the objectives have some indirect indicators from which one could infer that they are likely to have an impact beyond the accomplishment of the task.
 - o For example, if a performance target is that a report is to be disseminated, an impact indicator could be that comments are received back from significant decision makers/influencers, with the assumption being that this indicates that they or their staff have read the report, and are therefore somewhat likely to be influenced by some of its recommendations.

2. The committees may want to consider the intent and spirit of each of the objectives, and review the performance targets to see whether they measure this intent and spirit. For example, the youth leadership objective (#14), helps youth attend leadership development events. The intent is that the youth will take this knowledge and become more involved in their community and/or at the state level. The current performance targets only measure their participation in the process and their involvement at the state level in terms of being appointed to the Council. A target measuring local involvement would be a strong addition. Since the plan has already been approved, there would need to be two components to the evaluation. One will continue to measure the statistical achievement of each of the performance measures as stated in the approved plan, and the other will add the committee's assessment as to overall success and impact of the objective each year. This is a more qualitative view of the evaluation.
3. In addition, instead of the "yes no" approach to the evaluation, the committees can take a more comprehensive approach and look at the *extent* to which each of the performance targets are met. This will result in an evaluation that shows the degree of accomplishment of the objective overall, rather than a straight forward "yes or no" assessment.
4. Develop a process to get feedback from Council members as to how meaningful they find the evaluation process to be, and recommendations for improvements as to how Council members are engaged in the process.
5. Review past performance against stated targets and determine if any of the targets may need to be adjusted up or down based on more recent developments.

Summary of each objective’s progress over the three years of the SPIL

Objective 1

Support the basic operation of NYSILC each year through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comment
Council Meetings held with a quorum	3	3	4	4	4	4	11	11	100%
100% of the time NYSILC will complete its annual financial audit and file its 990.	100%	100%	100%	100%	100%	100%	100	100%	100%
100% of the time NYSILC will submit its 704 report with the DSU to RSA	100%	100%	100%	100%	100%	100%	100	100%	100%
15% of surveyed consumers will respond to the CIL satisfaction survey (Year 1)	15%	12.7%		n/a		n/a	15%	12.7%	Substantially met 85%

Overall this objective was nearly fully met, but technically has to be rated as “substantially met” due to one indicator falling slightly short of the target.

The committee reviewed the target for 15% responses on the survey and noted that the 12/7% return rate exceeds the standard goal of 10% for a written survey. After some discussion, the committee agreed to maintain the 15% target for the next cycle and develop additional strategies to achieve this.

This objective is intended to assess how well the Council carries out its core operation. This only measures the most basic aspects of the operation and shows none of the impact of the Council’s work. The objectives that follow contact much of the impact of the Council’s efforts, but there are additional elements that could be noted and evaluated.

Value added elements were also noted reflecting much of the good work the Council does and some additional “quality” factors for the above targets. E.g. Not only does the Council complete its audit and file its 990, but the audit does not include a management letter with significant fiscal issues to address; it is reviewed and approved by the Finance Committee and the 990 is completed on time and posted on the NYSILC website. Some of these value added elements have been added in the new

SPIL.

Objective 2

CBVH (now NYS CB) will provide services on a fee-for-service basis to eligible individuals who are legally blind to enable them to meet independent living goals each year through September 30, 2013

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comment
legally blind consumers receiving CBVH Independent Living Fee For Services	350	434	350	461	350	263	1,050	1158	Target exceeded two years and overall target exceeded
legally blind consumers receiving CBVH Independent Living Fee For Services will meet their independent living goals	180	126	180	159	180	139	540	424	Target was substantially met (>60% each year). Fell short of the full target
consumers will report that they were satisfied with their services (Year 2)	n/a	n/a	80%	79%*	n/a	n/a	n/a	n/a	*An additional 18% were somewhat satisfied, thus the target could be considered to be met
additional CILs will be providing CBVH Independent Living Fee For Services	3	1	3	3	3	3	9	7	Achieved target in 2 out of 3 years. Substantially met the overall target

Looked at as an overall three year objective, one target was fully met, a second could be considered to be fully met, and the last two were substantially met. Overall the objective was substantially met.

The committee had extensive discussions in reviewing this data. Some discussion related to whether the number of people achieving their IL goals should be a percentage of those served rather than a raw

number. If the number of consumers served is low and the targets is not adjusted, then to meet the numeric target, a higher percentage of those served will have to meet their IL goals, which may not be realistic. The target was initially set to a level where 51% of consumers served were to meet their IL goals. This was only met in the 3rd year when the total numbers served declined significantly.

There was also discussion about whether the target for the number served was realistic. With additional CILs providing services, the number served may increase and the targets may become realistic. The target for those achieving their independent living goals is the true outcome target for this objective.

Objective 3

Support a Statewide Systems Advocacy Network (SSAN). This had six performance targets including:

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comment
SSAN significant statewide system changes	1	2	1	7	1	5	3	14	Need a definition and criteria for what constitutes "system change"
Local partnerships and coalitions established by the SSAN network.	70	61	75	145	75	153	225	359	Targets add to 220; SPIL states 225; was low in year one with start up, exceeded in remaining years and overall
Educational alerts disseminated to local volunteers by the SSAN network.	616	559	660	1069	600	1062	1980	2690	Targets add to 1936; SPIL states 1980; same comment about start up
Local public education activities engaged in by the SSAN network.	280	316	300	504	300	554	900	1374	Targets add to 880; SPIL states 900; exceeded all 3 years and overall
Local grassroots organizing activities engaged in by the SSAN network.	84	65	90	200	90	182	270	447	Targets add to 264; SPIL states 270; same comment about start up
Oral or written public testimonies statements or letters provided, in response to a documented request, by the SSAN network.	70	59	75	134	75	162	225	355	Targets add to 220; SPIL states 225; same comment about start up

Looked at as an overall three year objective, all targets were exceeded. Overall the objective was fully met.

There was a delay in starting the project the first year, so while the targets were exceeded overall on a three year basis, on a year by year basis, the first year fell short with four of the six targets being substantially, but not fully met.

The SSAN network has developed strongly over the three years and has exceeded all annual targets in year 2 and 3 and overall. The next level of evaluation would be to look at the impacts of these activities. What do the partners accomplish? Is the system change sufficient to make a real difference in the lives of people with disabilities? What role did SSAN play in making these system changes a reality? Was there any measurable result or impact related to educational activities, testimony, etc.?

Objective 4

Support direct consulting services and coaching to the statewide network of centers through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comment
5 CILs will use consulting/ coaching service	0	n/a	0	0	5	0	5	0	RFP issued, and vendor selected, but contract delayed; no services delivered
85% of CILs will have unqualified financial audits	0%	n/a	0%	0	85%	0	85%	n/a	
65% of CILs will have boards engaged in developing or monitoring strategic plans	0%	n/a	0%	0	65%	0	65%	n/a	
35% of CILs will have at least 50% non-IL funding	0%	n/a	0%	0	35%	0	35%	n/a	

This project has been extended into the new SPIL and will extend into year 3 of the SPIL due to a difference in funding cycle between the SPIL and the state contract with the vendor. No services were provided through September 30, 2013 as the vendor’s contract was not finalized until after that date.

Objective 5

Encourage youth leadership by providing sponsorships for youth to attend and participate in IL conference and national disability youth leadership trainings each year through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comments
youth will apply for youth sponsorships	6	16	8	11	10	19	24	46	Exceeded
youth will attend and participate in IL conferences or national youth disability trainings	4	15	4	11	4	18	12	44	Exceeded
youth will be appointed to NYSILC	0	2	1	0	1	1	2	3	Fell short one year, but exceeded overall

Looked at as an overall three year objective, all targets were exceeded. Overall the objective was fully met.

The Council was able to support more youth than originally targeted. The “value added” for this objective was to find out what impact this experience had on participating youth. What did they do as a result? Did they increase their leadership roles?

The Council has begun this process by asking youth for reports on their experience. A follow up survey one year later might be a good addition to the data collection. The reports from the participants will be posted on the Council’s website. This will also help with recruitment of additional youth and with promoting the overall goal of increasing the involvement of youth with disabilities in leadership, advocacy and community service.

Objective 6

Support an annual training opportunity to promote the implementation of the Nursing Facility Transition and Diversion waiver in a manner consistent with the Independent Living (IL) philosophy, including best practices and technical assistance, through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comments
people participate in the NFTD waiver training	0	0	0	0	50	0	50	0	The project was discontinued
CILs participate in the NFTD waiver training	0	0	0	0	10	0	10	0	
participants report that they benefited from the training	0%	0	0%	0	80%	0	80%	0	

This project was delayed and the targets for years one and two were reset to zero. The RFP was sent out to the field twice and nobody responded. As a result, the objective was discontinued during the 2012 SPIL evaluation.

Objective 7

Support a statewide non-partisan Disability Voter Rights Network (heretofore referred to as the Network) for voters with disabilities to promote voter registration, voter education and use of the new accessible voting systems through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comments
partners within the Network	0	0	0	0	15	15	15	15	Met
people with disabilities registered to vote within the Network	0	0	0	0	2000	10	2,000	10	Not met
voter education issues addressed through the Network	0	0	0	0	6	23	6	23	Exceeded

Since voter registration was a key goal of this project, the project was not substantially met and should be rated “partially met” in the third year.

This project was also delayed. In the amended SPIL, targets for the first two years were set to zero and the project was extended into the new SPIL. In the third year, the project got underway and began building the network and met its goal of 15 partners.

It also conducted a number of voter education issues, although many of these were done via Twitter, which may not meet the intent of “education.” A single tweet is an announcement, but not education. There is also no standard for how many people should receive the message to make it significant (the network had 21 followers at the end of the first year of operation – this can grow exponentially in the future).

The committee may want to develop criteria establish standards for what they would consider to be a viable education effort. (Amount of information disseminated or linked to, number of recipients, etc.)

Objective 8

Support statewide strategic media services and promote public awareness about IL in multiple media markets each year through September 30, 2013.

Indicator	2011 target	2011 actual	2012 Target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comments
media hits that appear in statewide media markets	6	11	12	27	18	22	36	60	Exceeded
media hits that appear in statewide media markets, either purchased or PSA, as part of a statewide campaign to promote Independent Living	40	414	80	625	120	560	240	1599	Vastly exceeded. Raises the question of the quality/value of these media hits or whether the objectives were set too low.
media hits that appear in local media markets by providing support to CILs.	12	16	18	35	24	751	54	802	Vastly exceeded in the third year. Same comment as above

All targets were exceeded each year of the three year initiative. Overall the objective was fully met.

There are several questions about these outcomes.

- What is the value of these media hits? Were they in major media and aired at a time when large numbers of people were engaged? Did they receive coverage in major newspapers or minor ones?
- How many of these are social media vs. “old” media?
- Did they result in additional coverage/exposure (leverage the initial effort)?

- Did anyone take action as a result?

Anecdotal feedback indicates that some consumers came in for services based on this media effort and some fund raising efforts were positively impacted by the increased media exposure. Additional data collection could help identify other impacts from this initiative.

One item that is not listed as a target, but was a very valuable service, was helping local ILCs develop and implement media plans. These plans will provide guidance and value beyond the life of the project. This was reflected in the satisfaction/impact survey sent out to local centers.

Objective 9

Support a statewide consumer satisfaction survey regarding the satisfaction with the services of the CIL network by September 30, 2011.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comment
CILs will receive the materials and participate in the survey	100%	100%	Not active	n/a	Not active	n/a	100%	100%	Fully met. Project only active in year one
95% of CILs will achieve a total consumer satisfaction survey rating above 90%.	95%	100%	Not active	n/a	Not active	n/a	95%	100%	Exceeded
consumers will report that they are satisfied	90%	95.21 %	Not active	n/a	Not active	n/a	90%	95.21%	Exceeded

All targets were met or exceeded. Overall the objective was fully met.

This survey shows a very high degree of satisfaction by consumers with the services they are receiving. The IL network should be very proud of this result! This survey is only conducted once every three years, so there is no activity for years two and three. As noted in Objective 1, the response rate, while above the typical goal of 10% for a mailed survey, fell short of the Council’s goal of 15%. The committee will keep the goal at 15% and look for additional ways to raise the response rate the next time.

It would be interesting to identify who the respondents are – are they those actively involved in the center at the time of the survey... or do they also include those no longer actively engaged and perhaps dissatisfied? Since this is an anonymous survey, this data is not available. Adding a question to identify this as part of the demographic data might provide interesting insights. Increasing the response rate and the outreach effort may also help ensure a broad based set of respondents.

Objective 10

Support a consultant to establish an outcome-based evaluation SPIL plan that the council can implement and operationalize, including its use and development towards the next SPIL, each year through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comments
SPIL objectives that are successfully completed on an annual basis	80%	27%	90%	58%	100%	33%	90% (average) Or 100% by end of the 3 years	39.3% average	See note below the table
SPIL objectives that meet performance targets	80%	40%	90%	44%	100%	55%	90% (average) Or 100% by end of the 3 years	46.3% average	See note below the table
SPIL evaluator assists NYSILC to develop and document an evaluation system and process that engages committees and council in an annual SPIL evaluation	50%	*	75%	75%	100%	100%	See notes below the table	Essentially met	* This was added in SPIL amendment and was not measured in the first year.
SPIL evaluator develops materials to train current and future NYSILC members on outcome based evaluation	50%	*	75%	75%	100%	100%	See notes below the table	Essentially met	*see above
SPIL evaluator advises NYSILC on related items requiring expertise: needs assessment, consumer satisfaction survey, and ranking of SPIL priorities	0%	*	50%	50%	100%	100%	See notes below the table	Essentially met	*see above

This is a complicated objective. The objective as stated is to engage a consultant to develop an outcome based evaluation system for the SPIL. This was accomplished. The first two targets relate to how many objectives and performance targets were *fully met*. Whether or not a target was met had nothing to do with the work of the consultant. In addition, a target that was *substantially*, but not *fully* met means that significant progress was made and this should be reflected in the final assessment of the Council's work.

As indicated in the main body of this report, while less than half of the objectives were fully met, the great majority of them were substantially met, especially if you eliminate those that were not started on time due to delays in the RFP/contracting process. These delays were beyond the control of the Council and accommodation for this has been built into the next SPIL. The intent of the increasing targets was to show that there would be an overall improvement in the number of objectives that were met with each passing year. Due to the way some of the objectives were modified in the amendment this trend is not evident, although there was clearly progress in how the Council developed and conducted its evaluation over the three years. Also, many of the initiatives do show significant increases from year one to three, so the goal of increasing compliance each year was generally met. (Some objectives had targets reduced to zero to reflect the delay in contract processing and since some progress was made in the contracting process, these objectives were deemed to have been met in year two even though no services were performed, skewing the numbers higher for that year than years one and three)

The last three targets were added to this objective as part of the SPIL amendment to reflect the work of the evaluation consultant. They included a percent indicator that is difficult to assess, since it doesn't say a percent of what is being measured. The committee took this to mean that there was progress made each of the three years and that by the end of the third year, the system was fully in place and all ancillary services requested had been provided. The committee indicated each year that satisfactory progress had been made and that in their assessment, these targets were fully met.

The Council now has a functioning evaluation system that actively engages members and committees on an annual basis. The system gathers and analyzes performance data and has grown in the area of measuring outcomes or impact data. The training process was developed, delivered and documented and is used to orient and train new Council members. (See attachment 2 for a copy of these materials.)

The SPIL evaluator has also provided guidance and expertise on a number of issues as requested by the Council.

Objective 11

Provide four \$30,000 capacity building grant opportunities in a competitive Request For Proposal (RFP) to Centers for Independent Living (CILs) and Service Centers for Independent Living (SCILs) each year through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comment
people served by identified target unserved/ underserved population	0	0	60	317	120	480	180	797	Vastly exceeded
self-sustaining programs	0	0	0	0	2	1	2	1	Partially met

One target was vastly exceeded. The other was partially met. Since the major purpose of this was to build capacity for reaching underserved populations, this objective was substantially met overall.

This was a new initiative and vastly underestimated the number of people who could be served, or perhaps the planners had in mind a more in-depth degree of service and the providers instead provided fewer services to more consumers. Any time there is such a difference between the planned and actual result, it is worth exploring deeper what these numbers really mean.

It may be helpful to develop criteria for what constitutes “being served” so this can be more objectively assessed.

Another “value added” outcome that was identified is to document and share best practices with the IL network. This will be done in year one of the next plan.

This project is being extended into the next SPIL in order to continue this development, focus on sustainable programs and share best practices.

Objective 12

Developing technical specifications and establishing a database to compile, analyze, and interpret data from the statewide network through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comments
The multi-purpose, interface database design will be completed		n/a	50%	0	100%	0%	100%	0%	This project was delayed.
CILs will have had an opportunity to contribute to the multipurpose, interface database design		n/a	0%	0	90%	0%	90%	0%	
percentage of the 21 st Century Data and Collection Model Workgroup CILs will engage in designing and testing the new database design and framework		n/a	0%	0	100%	0%	100%	0%	

This project was delayed and none of the targets were met or even begun during this three year plan cycle. It has been rescheduled to the next SPIL.

The Council was busy with a large amount of work required up front by a work group to recommend requirements for the database RFP. This did not allow time to begin actual work on the project.

Objective 13

Provide support for a statewide independent living training conference through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comments
People attend the statewide IL biennial conference receiving SPIL subsidized participation		n/a		n/a	250	231	250	231	Substantially met
Attendees report that they are satisfied with their overall experience with the statewide biennial IL conference		n/a		n/a	90%	95%	90%	95%	Exceeded

This conference was only supported once in the three year cycle. One target was substantially, but not fully met. The other was exceeded. Overall the objective was substantially met.

The conference attendees were very satisfied with the results of the conference and the number of attendees was very close to the target, so while the objective was not fully met, it certainly was met substantially and had a great deal of positive findings.

A deeper look at how attendees used what they learned at the conference could show the impact of the conference. This is difficult to assess, but a follow up survey 3-6 months after the conference might be able to collect some of this data. The benefit of this additional analysis may not be worth the cost. An alternative would be to add a question to the conference evaluation form that asks participants what they intend to do with the information they acquired at the conference. This would be an indicator of likely on-going impact.

Objective 14

Provide support for an annual cross-disability statewide youth leadership and independent living training conference for young adults with disabilities. Expand conference attendance through needs-based subsidies, increase connection with members to the statewide CIL network, and increase cross-disability and cultural membership through September 30, 2013.

Indicator	2011 target	2011 actual	2012 target	2012 actual	2013 target	2013 actual	Performance Target 3 year total	Actual Results 3 year total	Comment
Young adults with disabilities will attend the conference due to SPIL subsidized participation		n/a	30	32	30	37	60	69	Exceeded
Young adults with disabilities attending the conference will become connected to a statewide CIL		n/a	15	10	15	18	30	28	In 2012 8 additional youth said they may connect with their centers, so this may have been met.
Number of cross-disability young adults with disabilities attending the conference									
Physical		n/a	2.5	1	2.5	2	5	3	Improvements in year 2
Hearing		n/a	2.5	0	2.5	0	5	0	
Vision		n/a	2.5	2	2.5	2	5	4	
Cognitive		n/a	5	3	5	5	10	8	Improvements in year 2
Mental/ Emotional		n/a	7.5	20	7.5	23	15	43	Increase in year 2
Multiple Disabilities		n/a	5	0	5	0	10	0	
Mobility		n/a	0	1	0	0	0	1	
Other		n/a	5	2	5	1	10	3	In year two there were 4 who did not identify

Number of cross-cultural young adults with disabilities attending the conference									
White		n/a	17.5	20	17.5	15	35	35	
Hispanic		n/a	5.5	4	5.5	6	11	10	Improvements in year 2
Black / African American		n/a	3	6	3	10	6	16	Improvements in year 2
Native American		n/a	.5	1	.5	0	1	1	decrease
Asian		n/a	1.5	0	1.5	0	3	0	
Pacific Islander		n/a	.5	0	.5	0	1	0	
Multi-Cultural (two or more)		n/a	1.5	1	1.5	1	3	2	
% of attendees report that they are satisfied with their overall experience with the conference		n/a	85%	90%	90%	99.5%	87.5% average	94.75% average	

The conference exceeded its participation goal of 30 each year, and fell slightly short in the first year of its impact goal – having young people connect with their local CIL. It exceeded this target in the second year. This only measures intention, not actual behavior. It would be interesting to follow up with each participant to see what they actually did in their local community following the conference.

The disability and cultural diversity targets were based on a goal of 60 youth participating each year. Since that was reduced to 30, the diversity targets (above) were cut in half from what was in the amended plan. Even then, the individual categories were not achieved, but the overall target was. It is very unrealistic to be able to predict in advance the exact diversity of a group of participants. A more realistic target would be to say that a people with a wide range of disabilities and cultures were represented at the conference. The conference did a great job of attracting a diverse group of young people and this would have been fully met. There are some categories that had no representation and these could be identified for targeted recruitment for the next conference, but should not negate the fact that the participants were very diverse.

The specific sub targets for diversity categories have not been included in the tally reflected on page 3.

Overall this objective was substantially met.

Attachment 1: Outline of the Evaluation Methodology.

- Assign a committee to be responsible for evaluating each of the SPIL objectives.
- Review each of the performance targets and identify how they are currently measured.
- Review the data that exists for each target and determine if that is sufficient to evaluate the achievement of the target.
 - If not, identify/research additional ways to collect needed data
 - Determine if a data collection instrument or process needs to be developed.
- Determine how the data will be collected; who will be responsible for collecting it and when?
- Evaluation:
 - Once the data has been collected, Council staff will summarize and email it to the committee members responsible for the evaluation and review.
 - The committee will review and analyze the data and compile the results in a short report.
 - The committee will verify that all the data for measurable indicators is included in the report. If there is any missing or unclear data, the committee will request additional data from NYSILC staff.
 - When the evaluation is complete, the results will be emailed to the SPIL Subcommittee, NYSILC office, and SPIL Evaluator.
 - The SPIL Subcommittee will then meet to review all the committee reports and compile the findings into a final report with any additional comments the SPIL committee would like to add.
 - This is sent to the SPIL Evaluator who will use it to produce a summary report for the year.

Attachment 2 Evaluation Training Materials

On the following pages are the handouts from the training conducted in September 2011.

A follow up training was held in November continuing the discussion and using the same materials.

A webinar was held the following year with the same handouts. A link to the recording of the webinar can be found on the NYSILC website training page: <http://nysilc.org/conferences.htm>