Demonstrating the value of the Traumatic Brain Injury State Implementation Partnership Grant Program

Office of Performance and Evaluation

Presented By:
Susan Jenkins, Ph.D. & Jennifer Tillery, MSM

Department of Health and Human Services
Administration for Community Living

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Overview

• Define Program Evaluation and Performance
• Identify TBI State Implementation Partnership Grant Program Goals
• Review the Proposed Approach for Measuring Performance
• Discuss Next Steps

Sharing the Lessons, Advancing the Learning
Defining Evaluation

“Evaluation is a systematic process for an organization to obtain information on its activities, its impacts, and the effectiveness of its work. So that it can improve its activities and describe its work.”

Source: The Manager’s Guide to Program Evaluation, Page 3

"A program evaluation typically examines achievement of program objectives in the context of other aspects of program performance or in the context in which it occurs.”

What is Evaluation?

Program evaluation was born of two lessons...:

1. There is not enough money to do all the things that need doing;

2. It takes more than money to solve complex human and social problems.

Evaluation should be a basis for deciding which things are worth doing.

(Patton, 1997, page 11)
What is a Performance Measure?

A performance measure is a quantifiable expression of the amount, cost, or result of activities that indicate how much, how well, and at what level, services are provided during a given time period. Performance measures might be simple (derived from one measurement) or composite.

Why do We Measure Performance?

IT’S THE LAW.

*GPRA Modernization Act of 2010 (Pub. L. 111-352)*

Office of Management and Budget (OMB) Guidance:

“The Administration will take an evidence-based approach to improving programs and services—using real, hard data to identify poorly performing organizations and programs...”

Strengthening Federal Statistics

The public needs “Access to reliable information on their communities improves their ability to make the best decisions for themselves and their families…”

The Government needs “Access to reliable data helps to inform and evaluate Federal government budget, management, and policy decisions at the Federal, State, local, and tribal levels.”

Hope is not a strategy

-CMS colleague
Measuring Performance

Performance measurement includes the following:

- Establishing Baselines
- Setting Targets
- Reviewing Outcomes
- Evaluating Key Performance Indicators
- Reviewing Results
How Are Measures Useful?

A performance measure is a way to calculate whether and how often a program achieves its goals or purpose.

We need measures to do the following:

1. Impact budget decisions;
2. Document results;
3. Ensure compliance with the program’s legislation;
4. Inform stakeholders;
5. Monitor and assess progress towards goals;
6. Improve efficiency, if necessary;
Building Effective Performance Measures

• **Credible:** Inspire confidence in the reliability and validity of the data

• **Comparable:** Can be used for benchmarking against other organizations, internally and externally.

• **Cost-effective:** Sufficiently valuable to justify the cost of collecting the data.

• **Easy to interpret:** Do not require an advanced degree in statistics to understand and use.
Building Effective Performance Measures (cont.)

- **Realistic**: The data are available.
- **Results oriented**: Focused primarily on outcomes rather than outputs.
- **Important**: Concentrated on significant outcomes.
- **Useful**: Yield information that is valuable to policy and program decision-makers as well as program managers.
- **Measurable**: Expressed in terms of rates or percentages (i.e., numbers).
Performance Management

- Improve Efficiency
- Strategize
- Align Goals
- Report Achievements
- Measure Performance
- Improve Results
- Identify Targets
- Review Results
Logic Models

A logic model is a plausible and sensible diagram of the sequence of causes (resources, activities, and outputs) that produce the effects (outcomes) sought by the program. It can be used for conceptualizing, planning, and communicating.
TBI State Grant Logic Model

HHS – ACL: TBI Grant Program Logic Model – National Draft

**Resources/Inputs**
- Federal/State Legislation
- Compliance Regulations
- Data Systems & Information Technology
- Funding
- Contractual Relationships
- Peer Organization Relationships
- Staff
- Program Standards

**Activities/Outputs**
- Screening & Diagnostics
  - Implement common screening protocol
  - # of people screened using protocol
  - # of agencies using protocol
  - # of baseline/follow-up records collected
- Training
  - # of individuals trained
  - # of training events held
  - # of educational materials produced/disseminated
- Resource Facilitation & Increased Access to Services
  - # of patients/families receiving case management services
  - # of receiving information & referral services/materials
  - # of outreach materials produced/disseminated
  - # of enrolled in insurance/receiving Medicaid waiver
  - # of receiving social/medical support services
  - # of receiving transportation to social/medical support services
- Protection & Advocacy
  - # receiving legal support
  - Amount of legal cost avoided by patient/family
- Program Management & Quality Assurance
  - # of grantees receiving technical assistance
  - # of partnerships formed/maintained
  - # of engaged partners
  - # of collaborative events held
  - Quarterly reports from grantees and contractors
  - Annual program evaluation
  - Program-wide multiyear program evaluation
  - Rate of program complaints
  - Development of population/performance data collection/storage protocols

**2017-2018 Outcomes**
- % satisfaction with services received
- % knowledge about TBI, TBI prevention, and available services
- Identification of target population needs
- % number receiving care

**2019-2020 Outcomes**
- % knowledge about TBI prevention, and available services
- % knowledge about TBI, TBI prevention, and available services
- % number of people citing need and barriers to care

**2021-2022 Outcomes**
- % employment rates among target populations
- % quality of care/life among target populations
- % self-determination/independence

**TBI Patients & Families**
- % symptoms in target population
- % number enrolled in insurance
- % knowledge about TBI, TBI prevention, and available services

**Social Service Workers (e.g. Health Care Providers, Educators, Correctional Workers, Athletic Trainers)**
- % knowledge about TBI and available services
- % ability to accurately identify TBI
- % peer support network/referral resources

**State Lead Agency & Network**
- % network/patient engagement
- % barriers to care
- % access to promising practices

**Federal Level**
- % interagency/grantee collaboration
- % number of people citing need or barriers to care
- % undiagnosed TBI

**Use of evaluation metrics to influence state policy goals**
- % quality of care/life among target populations
- % disparity of incidence along demographic lines
- Understanding of state needs/resources/impact
- Knowledge about national patient demographics and outcomes
- Identification and development of program-wide promising practices
- Use of evaluation metrics to influence federal policy goals

**Greater knowledge about patient outcomes based on longitudinal data collection**
- Implementation of evidence-based promising practices
- Use of evaluation metrics to influence federal policy goals
TBI State Grant Program Goals

Training & Workforce:
Assist states to develop high quality, person-centered, and integrated systems that seamlessly address the health and long-term services and supports needs of people with disabilities and older adults.
TBI State Grant Program Goals (cont.)

Social Integration
Maximize the integration and full inclusion of individuals with disabilities into the mainstream of American society.

Services & Supports
Empower individuals with TBI and their families to access home and community-based services and supports that ensure opportunity for full and meaningful community participation.
Research-based Practices

Use existing research-based knowledge, state-of-the-art systems development approaches and the experience of previous TBI grantees in meeting program goals.

Funding

Implement management and workforce practices that support the integrity and efficient operations of programs serving people with disabilities and older adults and ensure stewardship of taxpayers’ dollars.
Creating TBI Specific Measures

The TBI State Implementation Partnership Grant Program goals and measures are strategically aligned with:

• Health and Human Services (HHS) Goals
• Administration for Community Living (ACL)’s Mission, Goals, Objectives, and Strategic Plan
• The Traumatic Brain Injury Act of 1996 (PL 104-166)
• The Traumatic Brain Injury Act of 2008 (P.L. 110-206)
TBI Program Specific Measurement

To monitor the programs progress toward providing high quality, person-centered, services and supports ACL has established performance measures that will assist grantees in

- Empowering individuals with TBI and their families to access home and community-based services and supports that ensure opportunity for full and meaningful community participation;
- Maximizing the integration and full inclusion of individuals with disabilities into the mainstream of American society;
- Coordinating between relevant Federal agencies and programs, to identify, strengthen, and enhance cross-agency collaborations that focus on serving individuals with TBI and their families; and
- Ensuring individuals with TBIs and their caregivers’ feel services are accessible, of a high quality and essential to assist them with remaining in the community or preventing unnecessary institutionalization.
## TBI State Grant Program Proposed Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Goals</th>
<th>Performance Indicators</th>
</tr>
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</table>
| **Access To Home and Community-Based Services and Supports** | Empower individuals with TBI and their families to access home and community-based services and supports that ensure opportunity for full and meaningful community participation. | 1: # and % of individuals who receive community-based services, requested services, and individuals on a waitlist for services.  
2: # of days from first contact/referral to first services provided.  
3: # and % of family members/caregivers receiving supportive services. |
## TBI State Grant Program Proposed Measures
### Access

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### PROPOSED PERFORMANCE MEASURE CATEGORIES

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| Integration And Full Inclusion of Individuals with TBIs Into Society | Maximize the integration and full inclusion of individuals with TBIs into the mainstream of American society. | 1: # and % treated for TBI and remaining in the community/avoiding institutionalization  
2: # and % of transitions from a NH to the community setting  
3: # and % in community settings employed and/or in school |
# TBI State Grant Program Proposed Measures

## Interagency Collaborations

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<tr>
<td>Interagency Collaborations</td>
<td>Coordinate between relevant Federal agencies and programs, to identify, strengthen, and enhance cross-agency collaborations that focus on serving individuals with TBI and their families.</td>
<td>1: # and % of Federal, state, and local collaborations</td>
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<tr>
<td></td>
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<td>2: # of collaborative outreach activities, public hearings and other community outreach events</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3: # and % of potential participants reached through collaborative activities and events</td>
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Meshing Logic Models, Measures and Evaluations

PERFORMANCE MANAGEMENT
Performance management includes activities to ensure that goals are consistently being met in an effective and efficient manner. Performance management tools include logic models, performance measurement and program evaluation.

- **Logic Model**
  Tool/framework that helps identify the program/project resources, activities, outputs customers, and outcomes.

- **Performance Measurement**
  Helps you understand what level of performance is achieved by the program/project.

- **Program Evaluation**
  Helps you understand and explain why you’re seeing the program/project results.
Next Steps

- Public Comment on proposed Data Collection Tool
- Tool Revision
- Second Public Comment
- Release as Part of the Planned 2018 FOA
Questions? Follow-up?

Susan Jenkins Director, Office of Performance and Evaluation  
Susan.Jenkins@ACL.HHS.Gov

Jennifer Tillery Social Science Analyst  
Jennifer.Tillery@ACL.HHS.Gov

For More Information About ACL  
U.S. Department of Health and Human Services, Administration for Community Living, Washington DC 20201  