

The New Mexico Governor's Commission on Disability Quality of Life Small Grants Award Evaluation Report



Submitted by: The Ability Center
on July 15, 2009

THE ABILITY CENTER FOR INDEPENDENT LIVING
FISCAL YEAR: 2009

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Acknowledgements

July 15, 2009

Dear Reader:

On behalf of TACIL, I want to thank everyone that played a role in this project. We had a lot of help from our communities and our staff did a stupendous job meeting and exceeding the requirements of this project. Having such a huge rural area to serve, there was many long trips, many tired bodies, but there were many people enlightened with the Independent Living philosophy and services available to their communities. I cannot say enough about the role our collaborators played in making this project a success.

Thank you,
THE ABILITY CENTER FOR INDEPENDENT LIVING

Albert Montoya
Executive Director

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Executive Summary

Using strategic Printed Materials and collaborating with local agencies and businesses, TACIL launched an Outreach/Community Education campaign into the New Mexico Counties of Doña Ana, Luna, Sierra, Grant, Catron, and Hidalgo. Through these efforts, TACIL provided information and referral services to thousands of

“Without your services, I would be dead now”
—new Consumer

“The project produced a growth in individuals seeking TACIL services by 380%!!!.”

individuals, formed new collaborations, and conducted much needed research for future projects. The project produced a growth in individuals seeking TACIL services by 380%!!! In this report, TACIL outlines the evaluation methods use and the findings of the implementation of this project.

Section 1: Background on Project and Information

The Ability Center for Independent Living (TACIL) outlined 2 goals for this Outreach/Community Education project funded by the New Mexico Governor's Commission on Disability:

- 1) Enhance the existing Independent Living Program by conducting intensive outreach campaign efforts within the catchment area to younger individuals with disabilities.
- 2) Partner with the New Mexico Division of Vocational Rehabilitation to conduct outreach and Independent Living Skills training to eligible individuals with disabilities within the vocational rehabilitation service delivery system.

This project was aimed at persons with disabilities, their families, community members, businesses, community groups, and local agencies. Through this program, TACIL aimed to create and (or) raise awareness about disability etiquette, independent living, and disability issues to improve the living conditions of persons with disabilities and consequently, improve not only their quality of living but also their communities. The program involved conducting street Outreach and disseminating strategic printed media like brochures, fact sheets, and flyers to communities in TACIL's catchment area. Additionally, TACIL conducted information seminars in community settings where persons with disabilities, business owners, and community members received information on Disability Issues and Etiquette. Through all these efforts, TACIL was able to begin the basic structure for an integrated service delivery system for persons with disabilities. The project was completed by TACIL's IL staff and oversight provided by TACIL's Executive Director.

Section 2: Evaluation Description

TACIL used process and outcome evaluations to assess the success of TACIL's Outreach/Community Education Campaign. Evaluation of Outreach/Community Education was a systematic process of collecting, analyzing, and interpreting information to determine the extent to which activities of the project have been achieved. The evaluation determined the level to which the project was effective in meeting the needs of persons with disabilities, community members, businesses, and health and health-related agencies. The evaluation was ongoing and provided feedback to staff to make changes, if needed, that improved Outreach/Community Education Campaign effectiveness and fiscal efficiency. Process evaluation provided documentation of the program activities and behavior. It confirmed existence and availability of physical and structural elements of the program and was used to guide modifications, if needed, to the program design. Outcome evaluation assessed program belief and behavioral effects. The leadership of Outreach/Community Education Campaign needed concrete measures of belief or behavior change to determine the effect of this project on persons with disabilities, community members, businesses, and local agencies.

Process evaluations were conducted monthly while full outcome evaluations were conducted at the end of the project. The following pages outline the format of the evaluation plan and data collection schedule for this project as determined by staff.

EVALUATION PLAN

Project Name: Outreach/Community Education Campaign

Project Director: Albert Montoya

Project Year Start: 2009

Focus: Process and Outcome Evaluations effects						
Questions	Indicators (The following performance indicators were used:	Design/Comparison Standard	Data Collection			
			Sources	Methods	Sample	Instruments
Are the presentations being completed as proposed?	Sign-in sheets, event documentation forms, expense reports, and photographs.	Monthly Process Evaluations and baseline data will be used to compare as well as progress data.	Participants, Staff, and Contacts	Data was collected through various modes as outlined in indicators column	Every member that participated was assessed for this project.	Project Checklist and Action Plan
Did the partnerships proposed take place?	Sign-in sheets, Meeting agendas, Meeting minutes, and event documentation forms.	Monthly Process Evaluations and baseline data will be used to compare as well as progress data.	Participants, Staff, and Contacts	Data was collected through various modes as outlined in indicators column	Every member that participated was assessed for this project	Project Checklist and Action Plan
What were the effects of the Outreach Activities to schools and the community?	Consumer Satisfaction Surveys, Observations, and Intake Surveys	At end of project.	Participants, Staff, and Contacts	Data was collected through various modes as outlined in indicators column	Every member that participated was assessed for this project	Consumer Satisfaction Surveys

DATA COLLECTION SCHEDULE

Program Name: Project Outreach/Community Education Campaign

Instrument/Source	Outcome/Indicator/Objective	Data Collection	Analysis	Required Reports	Other reports
Sign-in sheets	Outcome 1: TACIL completes all proposed presentations and creates assigned partnerships. Outcome 2: Increase persons with disabilities knowledge of Independent Living Services	Monthly and at end of project	Descriptive Frequencies	<ul style="list-style-type: none"> • Monthly Progress Reports • Final Report • Monthly Board Reports 	Newsletter, Forums, And RSS Feed.
Event Documentation Forms	Outcome 1: TACIL completes all presentations as stated in proposal and creates assigned partnerships. Outcome 2: Increase persons with disabilities knowledge of Independent Living Services	Monthly and at end of project	Evidence of Documentation	<ul style="list-style-type: none"> • Monthly Progress Reports • Final Report • Monthly Board Reports 	Newsletter, Forums, And RSS Feed.
Consumer Satisfaction Survey/Intake Survey	Outcome 1: TACIL documents effects of presentations in catchment area. Outcome 2: Increase persons with disabilities knowledge of Independent Living Services	Monthly and at end of Project	Evidence of Documentation	<ul style="list-style-type: none"> • Monthly Progress Reports • Final Report • Monthly Board Reports 	Newsletter, Forums, And RSS Feed.
Meeting Agenda/Attendance Rosters	Outcome 1: TACIL completes all proposed presentations and creates assigned partnerships. Outcome 2: Increase persons with disabilities knowledge of Independent Living Services	Monthly and at end of project	Evidence of Documentation	<ul style="list-style-type: none"> • Monthly Progress Reports • Final Report • Monthly Board Reports 	Newsletter, Forums, And RSS Feed.

SECTION 3: RESULTS

A. Below is a table of data collected through the evaluation of TACIL's Outreach/Community Education Campaign:

Data Category	Baseline Data	Post Project Data
Presentations Completed	0	27
Informal Information & Referrals	0	1746
Consumers in Doña Ana	171	457
Consumers in Hidalgo	0	7
Consumers in Catron	0	5
Consumers in Sierra	5	11
Consumers in Grant	0	7
Consumers in Luna	7	14
Partnerships	5	14
Consumer Satisfaction Surveys	0	92%

* Figure 1-A: Data compiled from evaluation tools used for this project.

B. Other Accomplishments Due to QLG:

- Community Needs Assessments conducted in each County.
- Research for Youth Mentorship Program for youth with disabilities.
- Expanded Outreach to Include a Street-Outreach Approach that covered every County TACIL serves in a "blanket" approach to each County.
- High Schools in each County were sent information packets on Independent Living Services.

SECTION 4: DISCUSSION

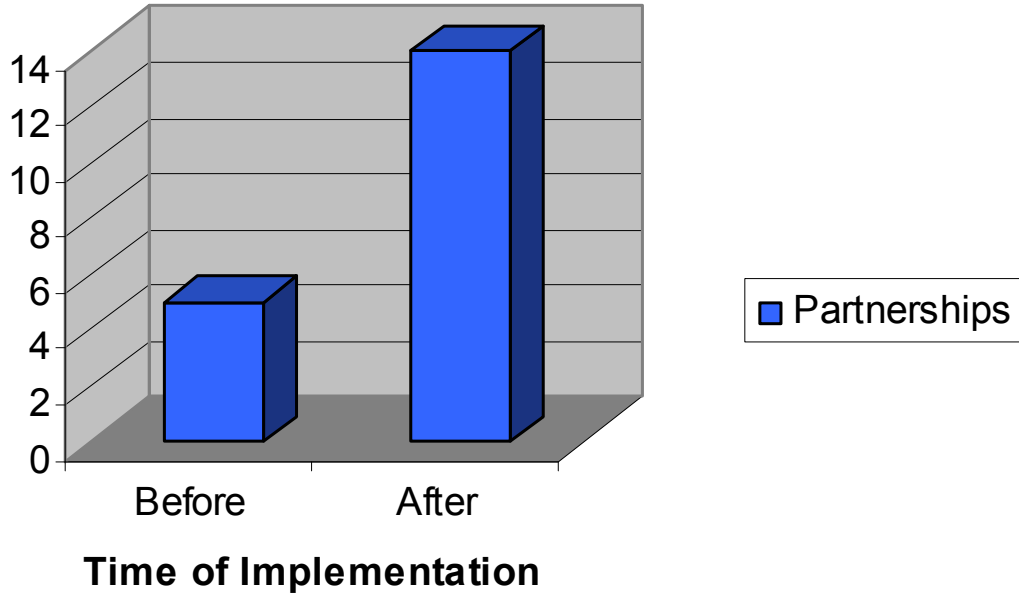
A. Findings: The process and outcome evaluations revealed the following findings when project results were analyzed with baseline data:

- Compared to baseline data, presentations rose by 2700%. The Outreach activities of TACIL hit each of the following towns: Sunland Park, Santa Teresa, La Union, Anthony, Chamberino, Berino, Vado, Del Cerro, Mesquite, Las Cruces, Doña, Ana, Hatch, Rincon, Elephant Butte, Hillsboro, Williamsburg, Truth or Consequences, Hot Springs, Deming, Hachita, Columbus, Lordsburg, Animas, Rodeo, Fort Bayard, Santa Clara, Gila, Cliff, Buckhorn, San Lorenzo, Reserve, Glenwood, Alma, Luna, Datil, Quemado, and Frisco.
- Consumer Enrollment rose considerably in each County: Doña Ana, 167%; Hidalgo, 700%; Catron, 500%, Sierra, 120%; Grant, 700%; and Luna, 100%.

- For the first time in recent history, TACIL conducted post-presentation surveys to measure Consumer growth and satisfaction with resources. 92% of participants demonstrated growth in Independent Living and available resources to them. Additionally, 96% of participants were satisfied with TACIL's presentations.
- Process evaluations revealed that the QLG proposal submitted reflected poor planning because it did not allow steps for structure building or had no conceivable overarching model. However, modifications allowed TACIL to use a Street Outreach model that produced wonderful results in underserved and unserved Counties.
- The partnership with the New Mexico Commission for the Blind never fructified due to miscommunication and scheduling issues. These resulted from TACIL's former administration not contacting NMCB before putting them in the QLG grant proposal as collaborators. Same thing happened with DVR.
- The structure for continued Outreach and follow-up activities is in place. The follow-up activities will not cost as much now that the structure is in place.
- The partnership with DVR produced great results in Information & Referrals and Consumer Referrals.

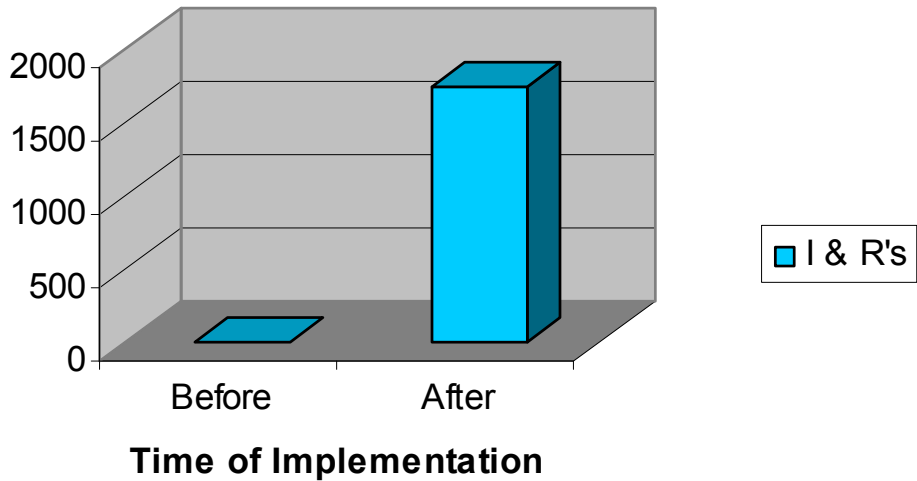
B. Conclusions: as evident by the table, Figure 1-A and as illustrated by the bar graphs below, the Quality of Life Grant awarded to the Ability Center had a great impact on southwestern New Mexico as analysis of baseline data and post-implementation data clearly indicate. The QLG's implementation produced a strong system and structure for continued rural Outreach and Community Education in southwestern New Mexico to the targeted populations of this project. Although the numbers outside of Doña Ana County seem small, they are greater than before the Grant's implementation. In addition, the Outreach created new partnerships that can be used for sustaining this project through an integrated service delivery system. Also, the data compiled provides TACIL will sufficient information for aggressively pursuing foundation funding for continuing the project model developed during this grant's implementation. Overall, the QLG provided TACIL will invaluable support to empower the Disability Community.

Comparison of Partnerships before and after QLG implementation, 2009*



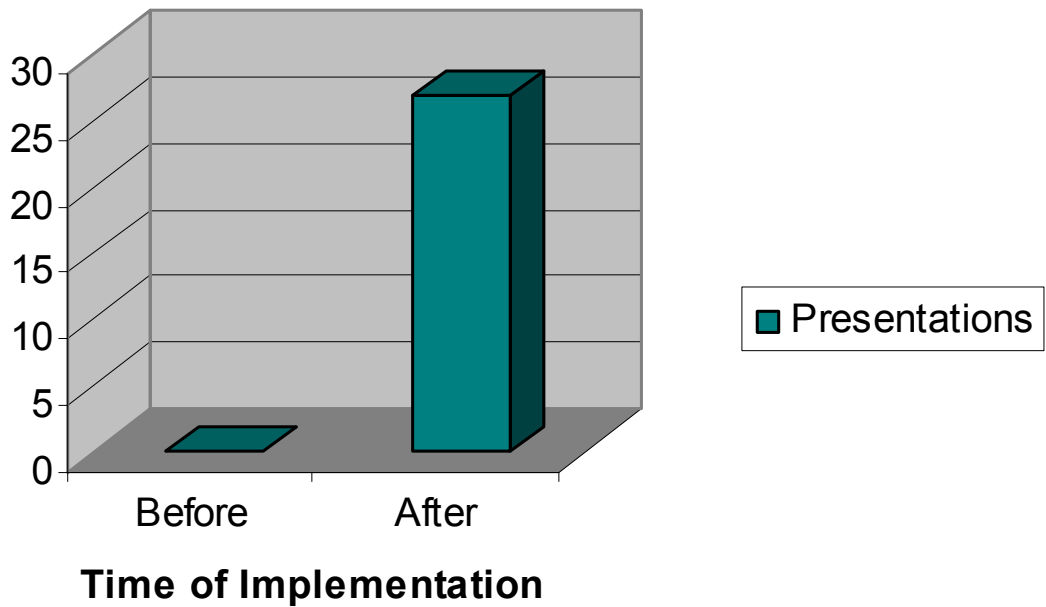
* Figure 2-A: Data gathered from sign-in sheets and event documentation forms

Comparison of Information & Referrals before and after QLG implementation, 2009*



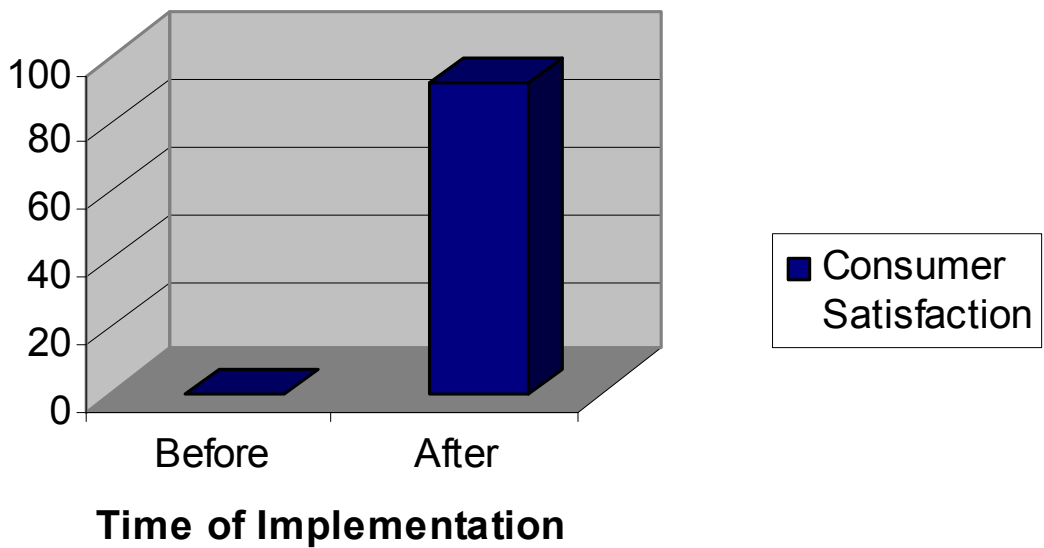
*Figure 2-B: Data Gathered from data collection surveys.

Comparison of Presentations before and after QLG implementation, 2009*



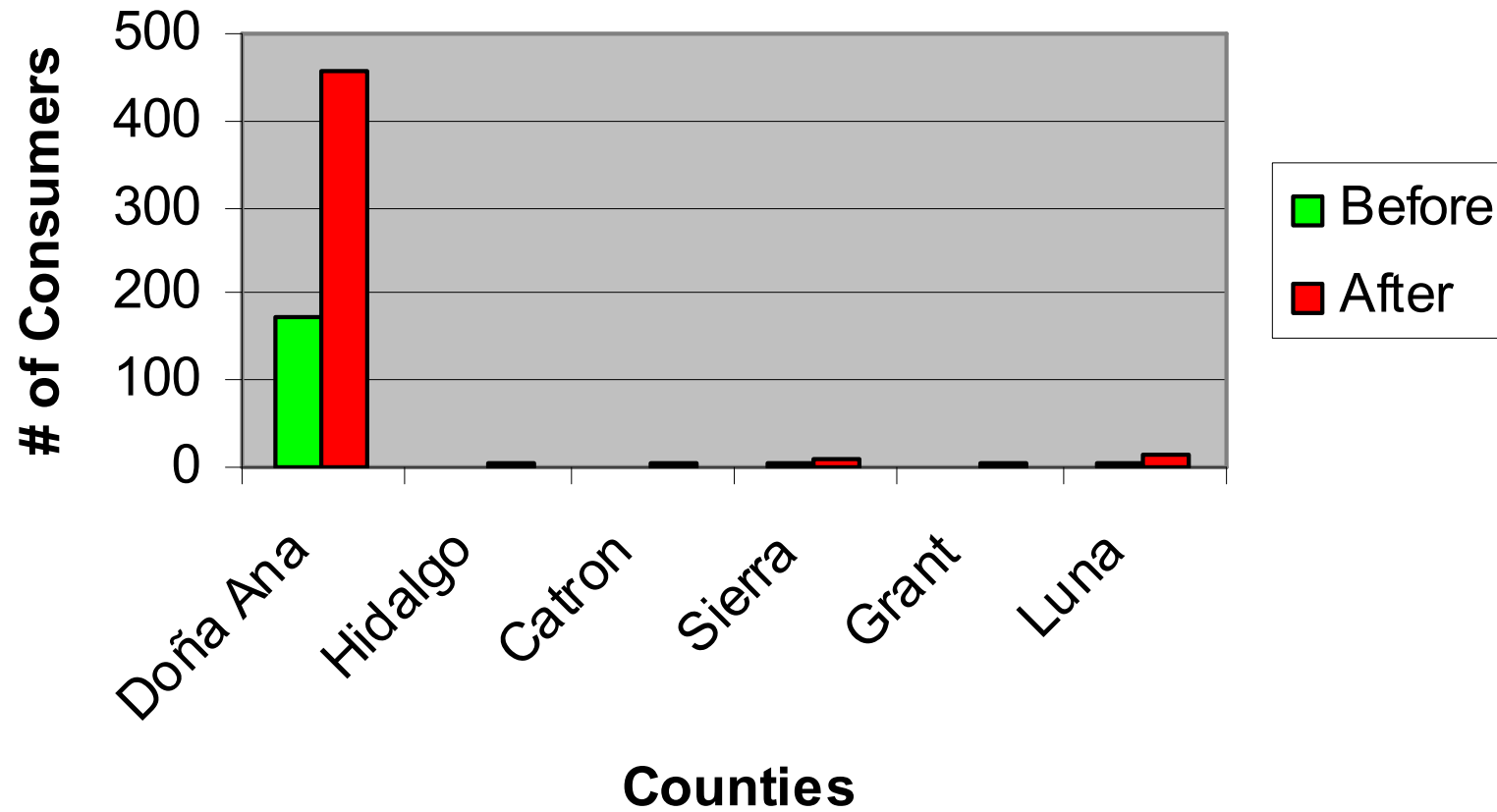
*Figure 2-C: Data Gathered From Event Documentation Forms and Attendance Rosters

Comparison of Percentages of Consumer Satisfaction before and after QLG implementation, 2009*



*Figure 2-D: Data Gathered From Consumer Satisfaction Surveys

Comparison of Effects of QLQ on Consumers by County, 2009*



*Figure 2-E: Data gathered from Program Intake Surveys.