

**COMPREHENSIVE UTAH WORK INCENTIVE INITIATIVE EVALUATION PLAN**  
**Organized by Intervention (MWI, BPAO, EPAS, and All Interventions)**

**A. Medicaid Work Incentive (MWI) for Workers with Disabilities**

Target Population: People who have disabilities as determined by SSA or Medicaid Disability office.

**1) Implementation Goals**

a) Suggested Questions for MWI:

- i) Consistency with values
  - (1) Were disabled individuals involved in planning MWI?
  - (2) Did consumers feel that they could make informed choices about MWI (accurate knowledge)?
- ii) Consistency with program design
  - (1) How did you find out about the program?
  - (2) Did you receive a clear explanation of the program from your eligibility worker?
- iii) Consistency of clients with targeted populations
  - (1) Were the clients served among those targeted by the program?
    - (a) What are the demographic characteristics of program clients?
    - (b) What are the disability characteristics of program clients?
  - (2) Were segments of the targeted populations not served by the program?
    - (a) Where are MWI consumers living and are certain areas neglected?
    - (b) Are certain disability groups underrepresented among program clients?

<b>Indicators</b>	<b>Data Source</b>	<b>Evaluator(s)</b>	<b>Timeline – Start and End</b>	
▪ Consistency with values and design	Focus groups w/ consumers	Hank, Sara	July 2004	Sept 2004
▪ Consistency with targeted populations	Administrative data analysis	George	July 2004	Sept 2004
▪ Consistency with values and design	Consumer telephone survey	George, Jeff	July 2004	Sept 2004

**2) Individual-level Goals for Program Consumers - Monitoring Program-Level Outcomes (MWI)**

a) Program Outputs

i) How many clients were served by this program?

<b>Indicators</b>	<b>Data Sources</b>	<b>Evaluator(s)(s)</b>	<b>Timeline – Start and End</b>	
<ul style="list-style-type: none"> <li>▪ Number of clients approved for MWI each month</li> <li>▪ Number of clients purchasing Medicaid cards each month</li> </ul>	HCF administrative data	George	Oct 2003	Sept 2004

b) Intermediate Outcomes

- i) To what extent and in what ways are the consumers aware of program features?
- ii) To what extent and in what ways are the consumers satisfied with the program?
- iii) To what extent and in what ways have consumer attitudes about work changed?
- iv) What other UWIN interventions has consumer utilized (i.e., BPAO, EPAS, Ticket to Work)?

<b>Indicators</b>	<b>Data Sources</b>	<b>Evaluator(s)</b>	<b>Timeline – Start and End</b>	
<ul style="list-style-type: none"> <li>▪ Self-reported understanding of program features</li> <li>▪ Self-reported satisfaction with program</li> </ul>	Consumer telephone survey	George, Jeff	July 2004	Sept 2004
<ul style="list-style-type: none"> <li>▪ Self-reported attitudes about increasing work effort</li> </ul>	Consumer focus group	Hank, Sara	July 2004	Sept 2004

c) Targeted Outcomes

- i) Increase the consistency of Medicaid coverage among MWI participants without employer coverage
- ii) See Section D.1 – All Interventions: Monitoring Targeted Outcomes (See pp. 13-14)
- iii) *MWI Work Group to Develop Unique Targeted Outcomes*

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Percent of MWI consumers with consistent paid coverage</li> <li>▪ Percent of MWI consumers with intermittent coverage</li> </ul>	HCF administrative data	George	Oct 2003	Sept 2004

3) Program Evaluation Goals

- a) Formative Evaluation: Identify program components that are effective or ineffective; identify barriers
  - i) Who benefits most and least from program participation?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Relate intermediate and targeted outcomes with consumer characteristics</li> </ul>	Sources listed above and consumer telephone survey	George, Jeff	July 2004	Sept 2004

- ii) Which components of the programs have the most/least positive impact?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Consumer self-reported impacts, effectiveness, and weaknesses of programs</li> </ul>	Consumer telephone survey	George, Jeff	July 2004	Sept 2004
	Consumer focus groups	Hank, Sara	July 2004	Sept 2004

- iii) Identification of problems and strategies for addressing
  - (1) Identification of continuing problems
  - (2) Identification of barriers responsible for continuing problems
  - (3) Tentative strategies for resolution

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Consumer self-reported problems and barriers</li> <li>▪ Strategies for resolution</li> </ul>	Consumer telephone survey	George, Jeff	July 2004	Sept 2004
	Consumer focus groups	Hank, Sara	July 2004	Sept 2004
	Constituencies and evaluation results	MWI Work Group	Sept 2004	Nov 2004

b) Summative Evaluation – See Section D.2.a (See p. 15)

**4) System Change Goals -- Sustainability of UWIN programs: Incorporate and sustain within the existing service system**

a) Evaluate the sustained operation of MWI for the target populations on a statewide basis with appropriately trained staff

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Statewide MWI program continues to operate as designed</li> </ul>	Medicaid state plan	Cathy Chambless	Dec 2004	
<ul style="list-style-type: none"> <li>▪ HCF eligibility workers receive ongoing training</li> </ul>	Record of training--dates, times, places.			
<ul style="list-style-type: none"> <li>▪ Resources on program are accessible</li> </ul>	Materials, website available; record of trainings			

**B. Benefits Planning Assistance and Outreach Program (BPAO)**

Target Population: SSA disability beneficiaries who want to work.

**1) Implementation Goals**

a) Suggested Questions for BPAO:

- i) Consistency with values
  - (1) Were disabled individuals involved in planning BPAO?
  - (2) Did consumers feel that they could make informed choices about BPAO (accurate knowledge)?
  
- ii) Consistency with program design
  - (1) Are there written procedures for BPAO specialists?
  - (2) Are workers implementing procedures consistently?
  - (3) Is the flow chart flowing as designed?
  - (4) Are there quality indicators and a monitoring system established?
  - (5) Is there a data collection system? Is it updated? Are data being used to make decisions?
  - (6) Are staff using data for continuous improvement?
  - (7) Who is referring to BPAO? By agency? By role? Are there barriers to referral?
  - (8) What are the rates of referral, by type of referral?
  
- iii) Consistency of clients with targeted populations
  - (1) Were the clients served among those targeted by the program?
    - (a) What are the demographic characteristics of program clients?
    - (b) What are the disability characteristics of program clients?
  - (2) Were segments of the targeted populations not served by the program?
    - (a) Where are BPAO consumers living and are certain areas neglected?
    - (b) Are certain disability groups underrepresented among program clients?

<b>Indicators</b>	<b>Data Sources</b>	<b>Evaluator(s)</b>	<b>Timeline – Start and End</b>	
▪ Consistency with values	Pre-post service questions	Sara	On-going	On-going
▪ Consistency with program design and targeted population	BPAO database development	Sara	Underway	July 2003
▪ Consistency with program design and targeted population	BPAO database analysis	Sara	July 2003	Aug 2003
Continued				

<b>Indicators</b>	<b>Data Sources</b>	<b>Evaluator(s)</b>	<b>Timeline – Start and End</b>	
▪ Consistency with values and program design	Consumer satisfaction survey	Sara	July 2003	On-going
▪ Consistency with values and targeted population	Consumer survey	Sara, Hank	Sept 2003	Nov 2003
▪ Consistency with values and targeted population	Consumer focus group	Sara, Hank	Sept 2003	Nov 2003
▪ Consistency with program design	Interview of BPAO Specialists & Program Manager	Sara, Hank	June 2003	July 2003
	System review	Sara, Hank	Aug 2003	Oct 2003
▪ Consistency with program design and targeted population	VCU database analysis	Sara	July 2003	Aug 2003

## 2) Individual-level Goals for Program Consumers - Monitoring Program-Level Outcomes

### a) Program Outputs

- i) How many clients were served by this program?
- ii) For each of these clients, what services or supports were provided by the program?

<b>Indicators</b>	<b>Data Sources</b>	<b>Evaluator(s)</b>	<b>Timeline – Start and End</b>	
<ul style="list-style-type: none"> <li>▪ Number of clients served by BPAO specialist each month</li> <li>▪ Types of services provided to each client each month</li> </ul>	BPAO database analysis	Sara	July 2003	On-going

b) Intermediate Outcomes

- i) To what extent and in what ways are the consumers aware of program features?
- ii) To what extent and in what ways are the consumers satisfied with the program?
- iii) To what extent and in what ways have consumer attitudes about work changed?
- iv) What other UWIN interventions has consumer utilized (i.e., MWI, EPAS, Ticket to Work)?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Self-reported understanding of program features</li> <li>▪ Self-reported satisfaction with the program</li> <li>▪ Self-reported attitudes about increasing work effort</li> </ul>	Consumer survey	Sara, Hank	Sept 2003	Nov 2003
	Consumer focus groups		Sept 2003	Nov 2003

c) Targeted Outcomes

- i) See Section D.1 – All Interventions: Monitoring Targeted Outcomes (See pp. 13-14)
- ii) ***BPAO Work Group to Develop Unique Targeted Outcomes***

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
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3) Program Evaluation Goals

- a) Formative Evaluation: Identify program components that are effective or ineffective; identify barriers
  - i) Who benefits most and least from program participation?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Relate intermediate and targeted outcomes with consumer characteristics</li> </ul>	Sources listed above and consumer survey	Sara, Hank	Nov 2003	Dec 2003

ii) Which components of the programs have the most/least positive impact?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Consumer self-reported impacts, effectiveness, and weaknesses of programs</li> </ul>	Consumer survey	Sara, Hank	Sept 2003	Nov 2003
	Consumer focus groups		Sept 2003	Nov 2003

- iii) Identification of problems and strategies for addressing
- (1) Identification of continuing problems
  - (2) Identification of barriers responsible for continuing problems
  - (3) Tentative strategies for resolution

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Consumer self-reported problems and barriers</li> <li>▪ Strategies for resolution</li> </ul>	Consumer survey	Sara, Hank	Sept 2003	Nov 2003
	Consumer focus groups		Sept 2003	Nov 2003
	Constituencies and evaluation results		Nov 2003	Dec 2003

b) Summative Evaluation – See Section D.2.a (See p. 15)

**4) System Change Goals-- Sustainability of UWIN programs: Incorporate and sustain within the existing service system**

a) Evaluate the sustained operation of BPAO for the target populations on a statewide basis with appropriately trained staff

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Statewide benefits planning system continues to operate as designed</li> </ul>	Dedicated positions in state agencies, service provider organizations	Cathy Chambless	Oct 2003	Dec 2004
<ul style="list-style-type: none"> <li>▪ Ongoing training, technical assistance is available</li> </ul>	SSA Training/TA Centers; Trainers, TA providers designated			
<ul style="list-style-type: none"> <li>▪ Quality assurance system continues to be operational</li> </ul>	Designated QA position			
<ul style="list-style-type: none"> <li>▪ Resources on program are accessible</li> </ul>	Materials, website available; record of trainings			

**C. Employment-related Personal Assistance Services (EPAS)**

Target Population: Medicaid recipients with disabilities who need personal assistance services in order to work.

**1) Implementation Goals**

a) Suggested Questions for EPAS

i) Consistency with values

- (1) Were disabled individuals involved in planning EPAS?
- (2) Did consumers feel that they could make informed choices about EPAS (accurate knowledge)?

ii) Consistency with program design

- (1) Do service providers know about EPAS? Supported employment providers?
- (2) Are there written procedures for the program?
- (3) Is the flow chart flowing as designed?
- (4) Are there quality indicators and a monitoring system established?
- (5) Is service broker implementing procedures correctly?
- (6) Is there a data collection system in place?
- (7) Is there a case management system in place? (Premiums paid? HCA registration completed for each EPAS provider? Assessment recommendations followed?)
- (8) Are data being used for continuous improvement of program?
- (9) Are consumers effectively managing their personal attendants

iii) Consistency of clients with targeted populations

- (1) Were the clients served among those targeted by the program?
  - (a) What are the demographic characteristics of program clients?
  - (b) What are the disability characteristics of program clients?
- (2) Were segments of the targeted populations not served by the program?
  - (a) Where are EPAS consumers living and are certain areas neglected?
  - (b) Are certain disability groups underrepresented among program clients?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
▪ Consistency with values and program design	Focus group with referral sources	Jeff, Hank	April 2004	June 2004
▪ Consistency with values and program design	Consumer telephone conference call (focus group)	Jeff, Hank	April 2004	June 2004
Continued				

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
▪ Consistency with values and targeted population	Consumer telephone survey (individual interviews)	Jeff, Hank	April 2004	June 2004
▪ Consistency with targeted population	Case management tracking	Doree	Ongoing	Ongoing
▪ Consistency with targeted population	Telephone conference call with potential consumers	Jeff, Hank	July 2003	Aug 2003
▪ Consistency with program design	Interview of EPAS Service Broker	Jeff	Sept 2003	Sept 2003
	System review		Oct 2003	Dec 2003

## 2) Individual-level Goals for Program Consumers -- Monitoring Program-Level Outcomes

### a) Program Outputs

- i) How many clients were served by this program?
- ii) For each of these clients, what services or supports were provided by the program?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
▪ Number of clients served by EPAS services each month ▪ Types of EPAS services provided to each client each month	EPAS records and Service Broker	George, Jeff	On-going	On-going

### b) Intermediate Outcomes

- i) To what extent and in what ways are the consumers aware of program features?
- ii) To what extent and in what ways are the consumers satisfied with the program?
- iii) To what extent and in what ways have consumer attitudes about work changed?
- iv) What other UWIN interventions has consumer utilized (i.e., MWI, BPAO, Ticket to Work)?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
▪ Self-reported understanding of program features	Consumer telephone survey (individual interviews)	Jeff, Hank	April 2004	June 2004
▪ Self-reported satisfaction with program ▪ Self-reported attitudes about increasing work effort	Consumer telephone conference call (focus group)		April 2004	June 2004

c) Targeted Outcomes

- i) See Section D.1 – All Interventions: Monitoring Targeted Outcomes (See pp. 13-14)
- ii) *EPAS Work Group to Develop Unique Targeted Outcomes*

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
▪				

3) Program Evaluation Goals

- a) Formative Evaluation: Identify program components that are effective or ineffective; identify barriers
  - i) Who benefits most and least from program participation?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
▪ Relate intermediate and targeted outcomes with consumer characteristics	Sources listed above and Consumer telephone survey (individual interviews)	Jeff, Hank	July 2004	July 2004

- ii) Which components of the programs have the most/least positive impact?

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
▪ Consumer self-reported impacts, effectiveness, and weaknesses of programs	Consumer telephone conference call (focus group)	Jeff, Hank	April 2004	June 2004
	EPAS Work Group		July 2004	July 2004

- iii) Identification of problems and strategies for addressing unresolved problems
  - (1) Identification of continuing problems
  - (2) Identification of barriers responsible for continuing problems
  - (3) Tentative strategies for resolution

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Consumer self-reported problems and barriers</li> <li>▪ Strategies for resolution</li> </ul>	Consumer telephone survey (individual interviews)	Jeff, Hank	April 2004	June 2004
	Consumer telephone conference call (focus group)	Jeff, Hank	April 2004	June 2004
	Constituencies and evaluation results	EPAS Work Group	July 2004	July 2004

c) Summative Evaluation – See Section D.2.a (See p. 15)

**4) System Change Goals -- Sustainability of UWIN programs: Incorporate and sustain within the existing service system**

a) Evaluate the sustained operation of EPAS for the target populations on a statewide basis with appropriately trained staff

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Statewide EPAS program continues to operate as designed</li> </ul>	Interview with HCF	Cathy Chambless	December 2004	
<ul style="list-style-type: none"> <li>▪ HCF Assessors receive ongoing training</li> </ul>	Record of training--dates, times, places			
<ul style="list-style-type: none"> <li>▪ Fiscal agent services remain in place</li> </ul>	Medicaid state plan; contracts are in place for services			
<ul style="list-style-type: none"> <li>▪ Resources on programs are accessible</li> </ul>	Materials, website available; record of trainings			
<ul style="list-style-type: none"> <li>▪ Service broker services remain available</li> </ul>	Dedicated agency position			

**D. All Interventions (MWI, BPAO, EPAS) -- Individual-level Goals for Program Consumers**

**1) Monitoring Targeted Outcomes**

a) Increase percentage of SSA and/or Medicaid beneficiaries with disabilities who have earnings from employment

<b>Indicators</b>	<b>Data Sources</b>	<b>Evaluator(s)</b>	<b>Timeline – Start and End</b>	
<ul style="list-style-type: none"> <li>▪ Percent increase of Medicaid recipients who have earnings from employment</li> </ul>	HCF administrative data (consumer reported earnings at enrollment and review)	George	Oct 2003	Sept 2004
	DWS employer wage file	George	July 2003 July 2004	Aug 2003 Aug 2004
	Consumer telephone survey (MWI)	George, Jeff	July 2004	Sept 2004
<ul style="list-style-type: none"> <li>▪ Percent of SSA beneficiaries who have earnings</li> </ul>	SDX (state data exchange) database	George	On-going	On-going

b) Increase the average monthly earned income for target groups

<b>Indicators</b>	<b>Data Sources</b>	<b>Evaluator(s)</b>	<b>Timeline – Start and End</b>	
<ul style="list-style-type: none"> <li>▪ Increased earnings</li> </ul>	DWS employer wage file	George	July 2003 July 2004	Aug 2003 Aug 2004
<ul style="list-style-type: none"> <li>▪ How earnings compare to Substantial Gainful Activity (SGA) level</li> </ul>	SDX database	George	On-going	On-going

c) Increase the percentage of UWIN participants who have employer-based health care benefits

<b>Indicators</b>	<b>Data Sources</b>	<b>Evaluator(s)</b>	<b>Timeline – Start and End</b>	
<ul style="list-style-type: none"> <li>▪ Percent with employer-based health care</li> </ul>	Consumer telephone survey	George, Hank, Sara, Jeff	July 2004	Sept 2004
<ul style="list-style-type: none"> <li>▪ Percent with family members who are also covered by employer-based insurance</li> </ul>	Consumer survey		July 2004	Sept 2004

d) Reduce the number of SSDI and SSI recipients receiving SSA cash assistance and the amounts they receive

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Number of SSDI and SSI recipients on SSA cash assistance</li> <li>▪ Mean and median levels of SSA cash assistance for SSDI and SSI recipients</li> </ul>	SDX database	George	On-going	On-going

e) Reduce the number of SSDI and SSI recipients receiving Medicaid

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Number of target population on Medicaid</li> <li>▪ Number of target population who have stopped receiving Medicaid</li> </ul>	HCF administrative data	George	Oct 2003	Sept 2004

f) Reduce the level of employment-related hardships experienced by members of the target groups

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Employment-related hardships ameliorated by UWIN policy changes</li> <li>▪ Employment-related hardships remaining</li> </ul>	MWI consumer survey and consumer focus group	George, Hank, Sara, Jeff	July 2004	Sept 2004
	BPAO consumer survey and consumer focus group		Sept 2003	Nov 2003
	EPAS consumer telephone survey and consumer telephone conference call		April 2004	June 2004

g) Increase or maintain the satisfaction that target group members feel about employment-related issues.

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Self-reported satisfaction with employment</li> <li>▪ Self-reported problems interfering with satisfaction</li> </ul>	MWI consumer survey and consumer focus group	George, Hank, Sara, Jeff	July 2004	Sept 2004
	BPAO consumer survey and consumer focus group		Sept 2003	Nov 2003
	EPAS consumer telephone survey and consumer telephone conference call		April 2004	June 2004

## 2) Program Evaluation Goals

a) Summative Evaluation: Assess the overall impact of the UWIN programs on targeted outcomes

i) Across time comparisons (and time-series analysis) of Targeted Outcomes

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
i. Comparison across time, percent of target groups with earnings from employment and average quarterly wages	DWS employer wage file	George	July 2003 July 2004	Aug 2003 Aug 2004
<ul style="list-style-type: none"> <li>▪ Comparison across time, percent of target groups with employer-based health care</li> <li>▪ Comparison across time, percent of target groups reporting employment-related hardships and average degree of satisfaction with employment</li> </ul>	HCF administrative data (EPAS & MWI)	George	Oct 2003	Sept 2004
	MWI consumer survey and consumer focus group	George, Hank, Sara, Jeff	July 2004	Sept 2004
	BPAO consumer survey and consumer focus group		Sept 2003	Nov 2003
	EPAS consumer telephone survey and consumer telephone conference call		April 2004	June 2004

ii) Relating intermediate outcomes to Targeted Outcomes (mediated relationships)

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End	
<ul style="list-style-type: none"> <li>▪ Compare changes in consumer awareness of programs, satisfaction with programs, and work attitudes</li> </ul>	Sources listed above and consumer self-report survey	George, Hank, Sara, Jeff	Sept 2004	Dec 2004

- b) Evaluate the PAR process
  - i) Make effective use of the Participatory Action Research (PAR) process for guiding and supplementing the monitoring and evaluation activities described above.

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End
<ul style="list-style-type: none"> <li>▪ Consumer and non-consumers self-reported strengths and problems of PAR</li> </ul>	UWIN Work Groups	Hank, Lynne	Completed
<ul style="list-style-type: none"> <li>▪ Consumer and non-consumers self-reported suggestions for improving PAR</li> </ul>			
<ul style="list-style-type: none"> <li>▪ Agency administrator self-reported strengths and problems of PAR</li> </ul>	Agency administrators’ survey		
<ul style="list-style-type: none"> <li>▪ Agency administrator suggestions for improving PAR</li> </ul>			

- c) Institutionalization of UWIN functions: Incorporate UWIC Executive Board functions within the existing state Coordinating Council for People with Disabilities.

Indicators	Data Sources	Evaluator(s)	Timeline – Start and End
<ul style="list-style-type: none"> <li>▪ CCPD takes over functions of UWIC exec board after grant</li> </ul>	CCPD minutes, Bylaws	Cathy Chambliss	December 2004
<ul style="list-style-type: none"> <li>▪ New Futures represents work incentive issues to CCPD – (add Medicaid and SSA to New Futures)</li> </ul>	Bylaws, minutes of New Futures committee		
<ul style="list-style-type: none"> <li>▪ Interagency agreement to continue coordination of UWIN programs following grant</li> </ul>	Agreement		