National Community of Practice for Supporting Families Evaluation

CoP Annual Meeting: Presentation of Preliminary Reporting Tool Findings

Timeline of Evaluation Activities

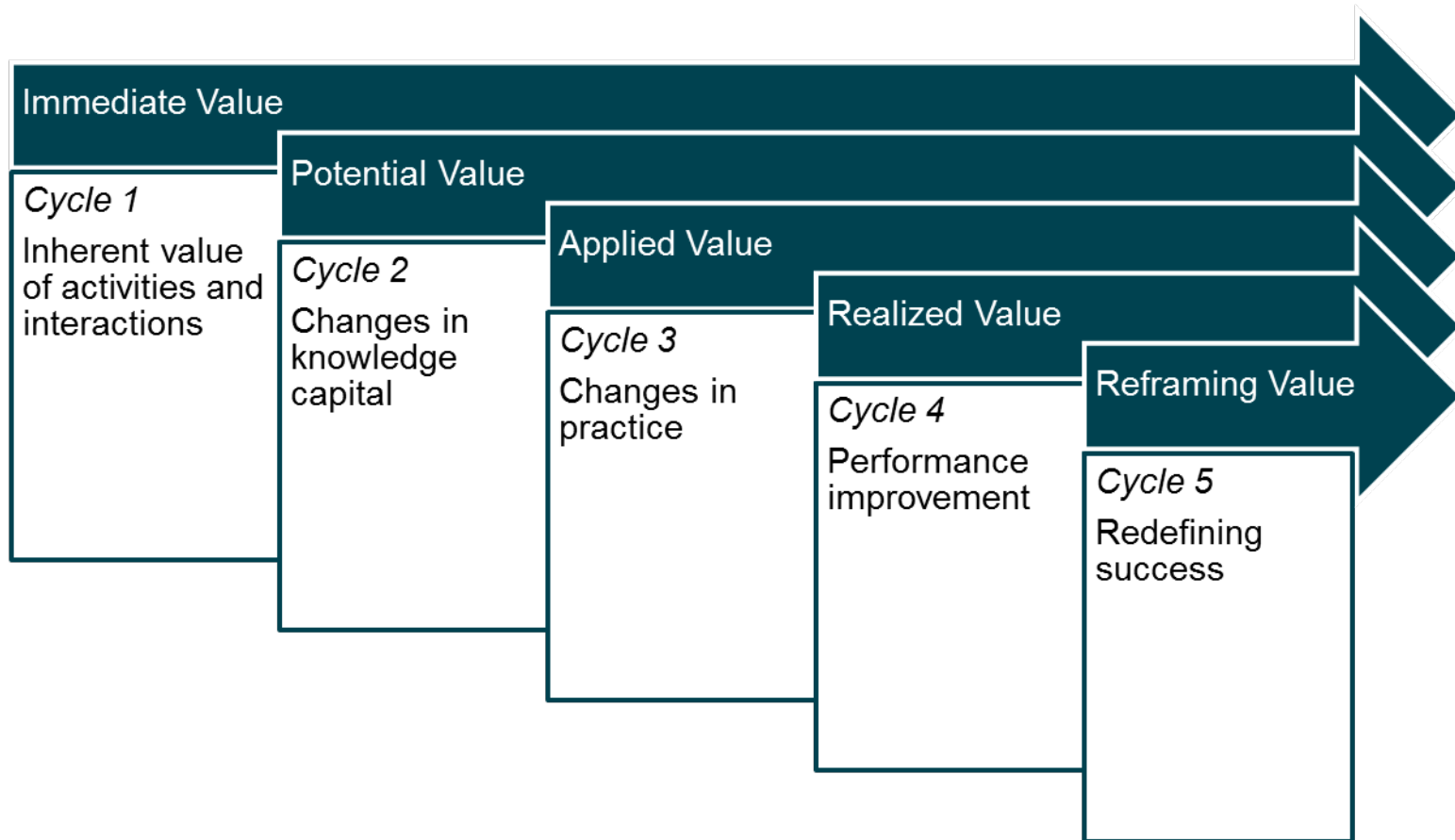| Evaluation Tool	Dates for Data Collection	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
Reporting Tool	2/4/2019-2/22/2019	✔						
Interviews	3/25/2019-4/26/2019			✔				
Site Visits[1]	5/13/2019-8/9/2019				★			
Materials Review[2]	5/13/2019-8/9/2019							

[1] Using state feedback, site visit approach revised to also include states from Groups 2 and 3
[2] Materials review will occur on an ad hoc basis

Evaluation Questions

Evaluation Questions	Project Outcome
• To what extent did the national and state CoPs achieve consensus on a national framework for supporting families? • How are state CoPs using the CtLC framework to enhance supports to families of individuals with I/DD?	State and national consensus on a national framework and agenda for improving support for families with children with I/DD
• To what extent did components of the National CoP for Supporting Families contribute to enhanced state policies, practices, and systems? • What components of state CoPs contribute to enhanced state policies, practices, and systems? • How have the enhanced state policies, practices, and systems improved the supports available to families? • How have the lives of families of children with I/DD improved/changed as a result of the work of the CoP?	Enhanced State policies, practices, and sustainable systems that result in improved supports to families
• How are exemplary practices defined, identified, and verified? • To what extent do state CoPs build capacity to sustain their work after formal affiliation with the National CoP for Supporting Families concludes? • Which practices defined as exemplary were most likely to be replicated and sustained, and why? • What secondary outcomes did state CoPs experience beyond the stated project outcomes (if any)?	Enhanced capacity of states to replicate and sustain exemplary practices to support families and systems

Evaluation Framework: Value Cycles

Immediate Value

Cycle 1
Inherent value of activities and interactions

Potential Value

Cycle 2
Changes in knowledge capital

Applied Value

Cycle 3
Changes in practice

Realized Value

Cycle 4
Performance improvement

Reframing Value

Cycle 5
Redefining success

Source: Wenger, E., Trayner, B., and de Laat, M. (2011). Promoting and Assessing Value Creation in Communities and Networks: A Conceptual Framework. Rapport 18, Ruud de Moor Centrum, Open University of the Netherlands.

Questions to Run On

- Do any of the major themes and findings surprise you or not accurately reflect the experiences in your state?

- As you think about the values generated by the CoP, are there missing themes not presented in the findings?

Cycle 1: Immediate Value

- Includes problem solving, inspiration, information sharing, collaboration, or mutual understanding

- Examples:
  - Share information
  - Peer-to-peer support
  - Understand family perspectives
  - Establish state CoP structure

Cycle 1: Activities Generating Immediate Value

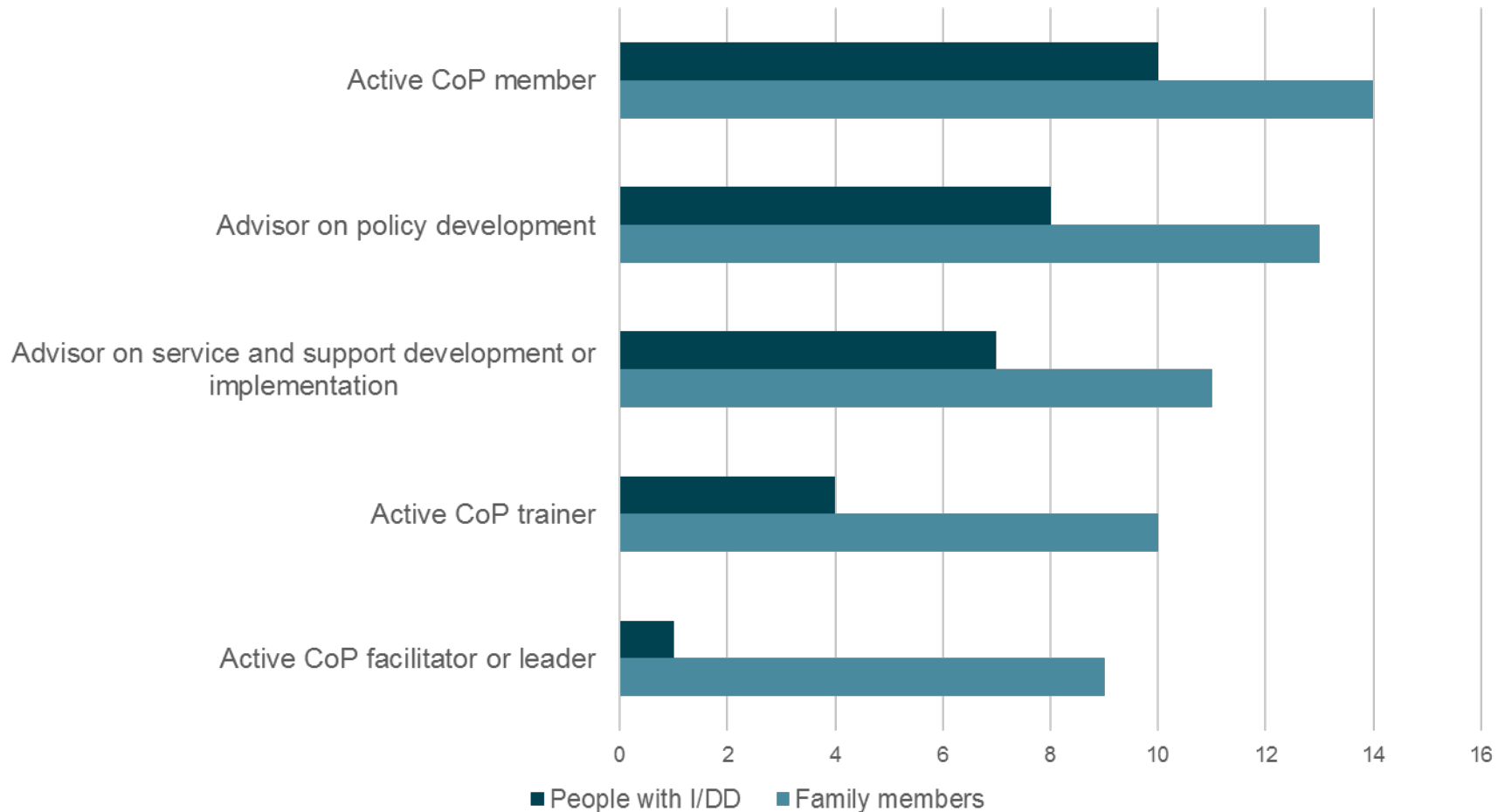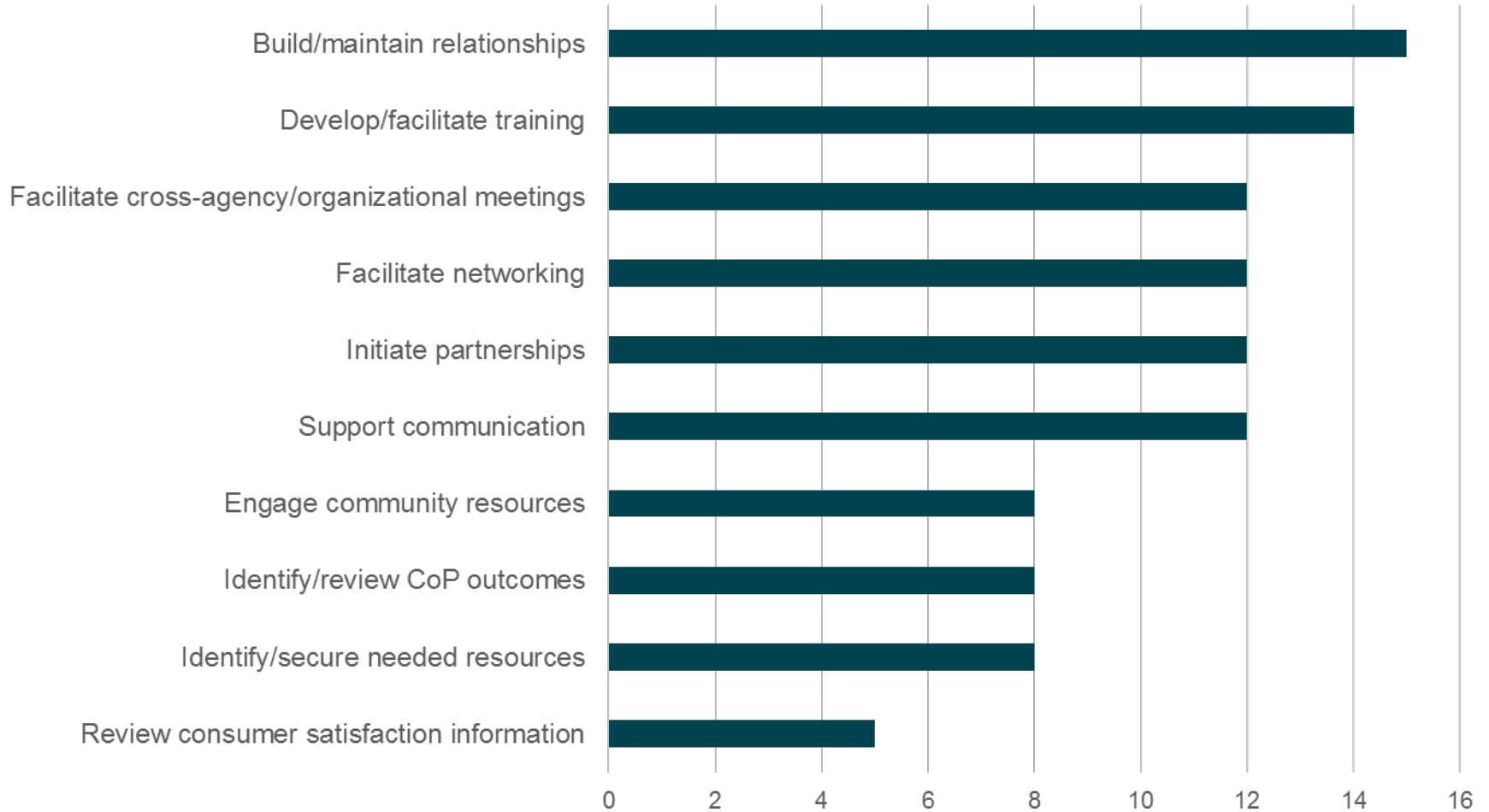| Diverse partners engage around a shared purpose	• Partner and collaborate with diverse organizations (n = 22) • Engage state leadership in CoP (n = 5)
Family members and self-advocates guide the agenda	• Elevate role of family and self-advocate perspectives (n = 10) • Engage families as CoP members (n = 6)
Stakeholders share information and support	• Promote peer-to-peer support among families and self-advocates (n = 7) • Share information among CoP members (n = 8)
States derive benefit from their CoP structure and processes	• Utilize national TA (n = 2) • Invest in state CoP structure (n = 8)

Roles of People with I/DD and Families in CoP

Activities Performed by CoP Leadership

Cycle 2: Potential Value

- Includes products, personal knowledge or new ideas, useful skills, relationships, reputation of the CoP, access to resources, and increased awareness about a particular domain

- Examples:
  - Deliver training
  - Develop and disseminate products
  - Practice and apply CtLC tools
  - Identify focus areas

Cycle 2: Activities Generating Potential Value

States deploy diverse strategies to build knowledge	• Deliver formal and informal training (n = 39) • Enhance networking and outreach (n = 7) • Create and disseminate products (n = 9) • Use website and technology resources (n = 5)
Members' use and diffusion of the CtLC framework advances consensus	• Use CtLC tools (n = 32) • Diffuse the CtLC framework across sectors (n = 5)
States target new and existing initiatives for change	• Form workgroups and learning communities (n = 9) • Advance new and existing initiatives/innovation areas (n = 19)
Knowledge building leads to new ways of thinking	• Think about family supports in new ways (n = 17)

Examples of Activities Generating Potential Value

Created and disseminated *Strategies for the Good Life* information folder

Developed a self-advocacy curriculum led by and for people with I/DD

Used CtLC tools and practices to help various agencies create a common language and framework

Coordinated with Partners in Employment project to improve planning for employment

Developed materials with more emphasis on "community" and less on "services"

Worked with families to raise expectations for employment

Created Facebook page for families

Trained case managers to incorporate CtLC into IP process

Cycle 3: Applied Value

- Examines the ways in which knowledge leads to innovation, new approaches, or changes in practice

- Examples:
  - Change policy
  - Change programs or services
  - Change forms and processes
  - Change staffing patterns
  - Launch new initiatives
  - Improve service monitoring

Cycle 3: Activities Generating Applied Value

States change policies and services to advance supports to families

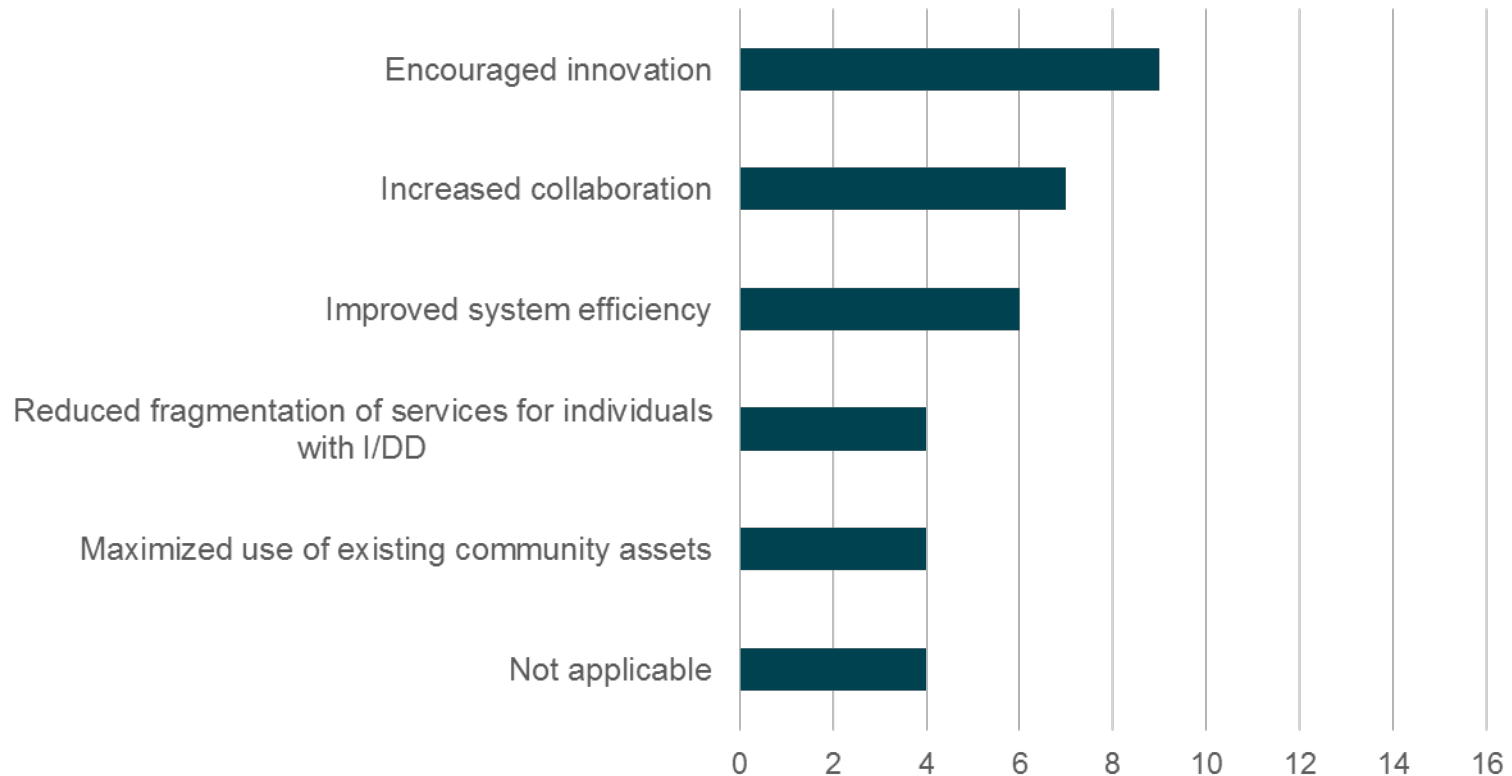- Change policies (n = 34)
- Change programs or services (n = 24)

States revise forms and processes to align with the CtLC framework

- Revise forms or processes (n = 14)
- Change measurement or monitoring of services (n = 30)
- Change staff hiring, recruiting, and training (n = 9)

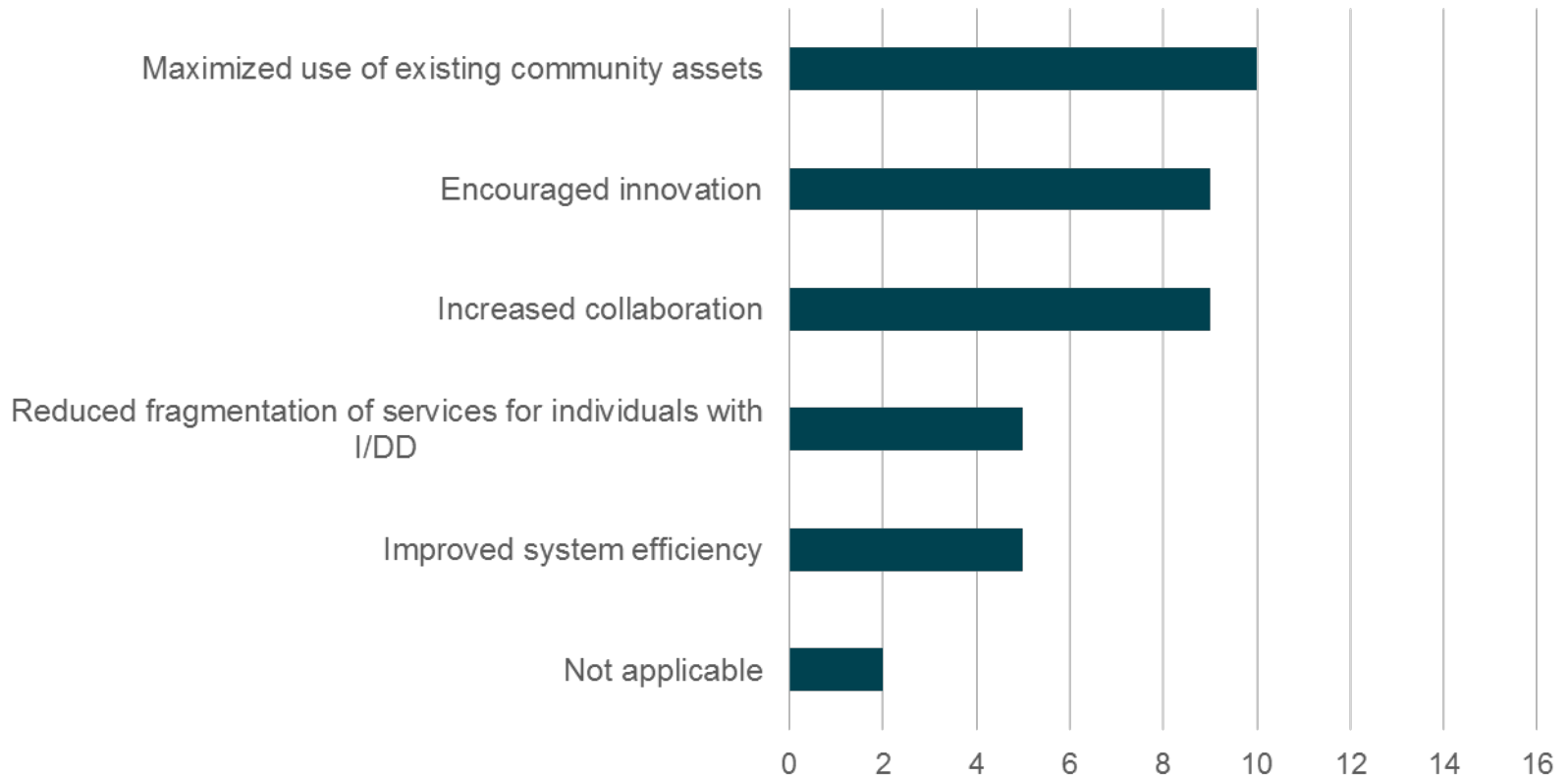**States launch new initiatives and leverage current activities**

- Launch new initiatives (n = 5)
- Leverage current initiatives (n = 3)

Changes to State Policy

The District of Columbia enacted the Disability Services Reform Amendment Act of 2018 to improve the quality of life for people with I/DD by improving the complaint process, assuring no new people are committed and enhancing supported decision making.

Changes to Programs and Services

South Dakota approved requests from providers to implement various types of technology to promote independence and reduce reliance on the physical presence of paid supporters.

Changes to Initiatives

Ohio incorporated the CtLC framework into their statewide Technology First Initiative.

Delaware recently engaged in an initiative to evaluate supports and services for people with I/DD who are also deaf.

Cycle 4: Realized Value

- Includes improvements in performance that are meaningful to stakeholders

- Examples:
  - Enhance family and self-advocate skills
  - Streamline access
  - Reduce waiting lists
  - Improve service experience
  - Increase progress toward better life

Cycle 4: Activities Generating Realized Value

State service systems operate more efficiently
- Reduce waiting lists and process times (n = 4)
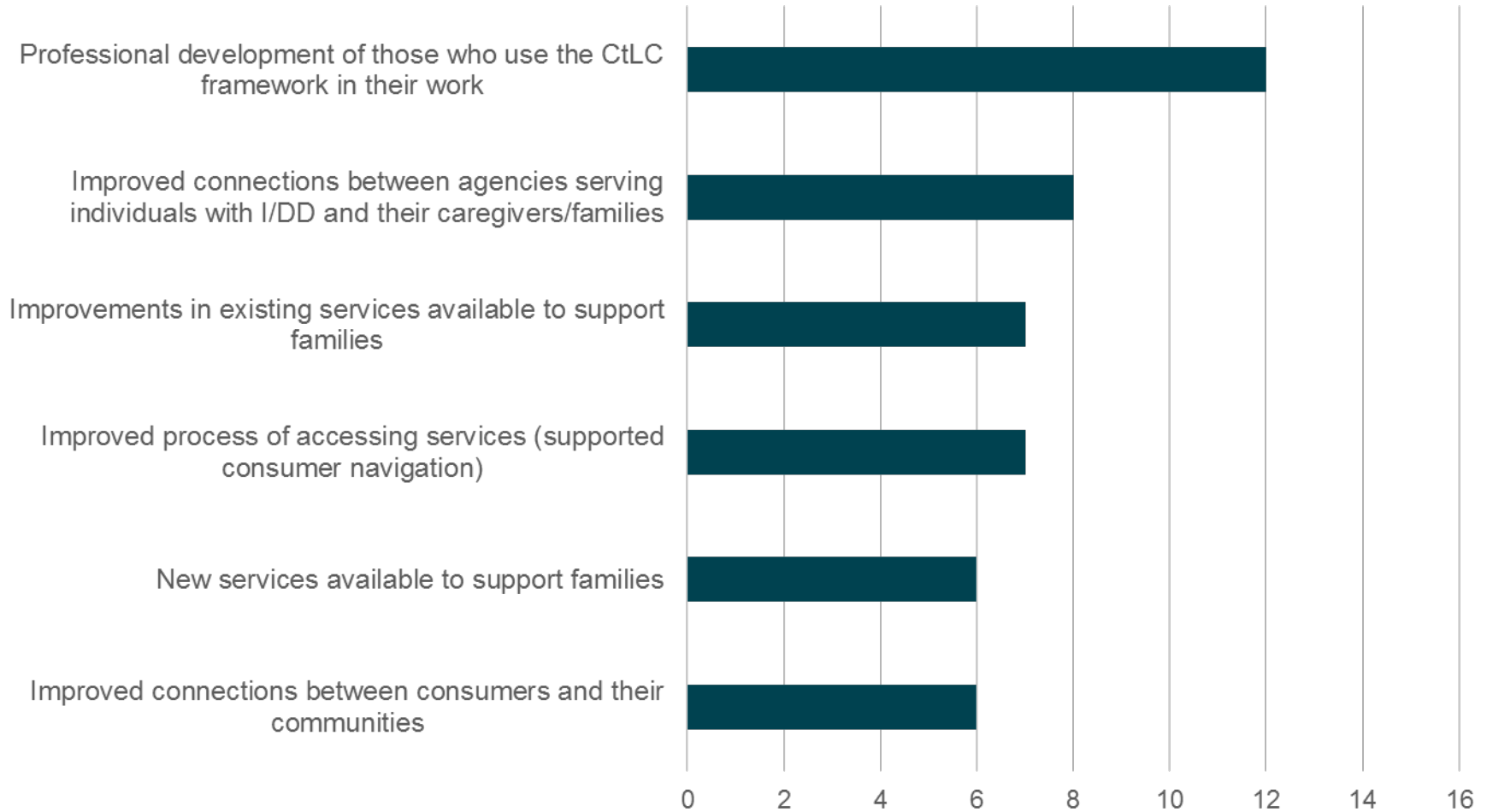- Increase service access and efficiency (n = 6)

People behave in new and different ways
- Increase desired behavior (e.g., increased family involvement in planning/leadership, increased community participation) (n = 4)
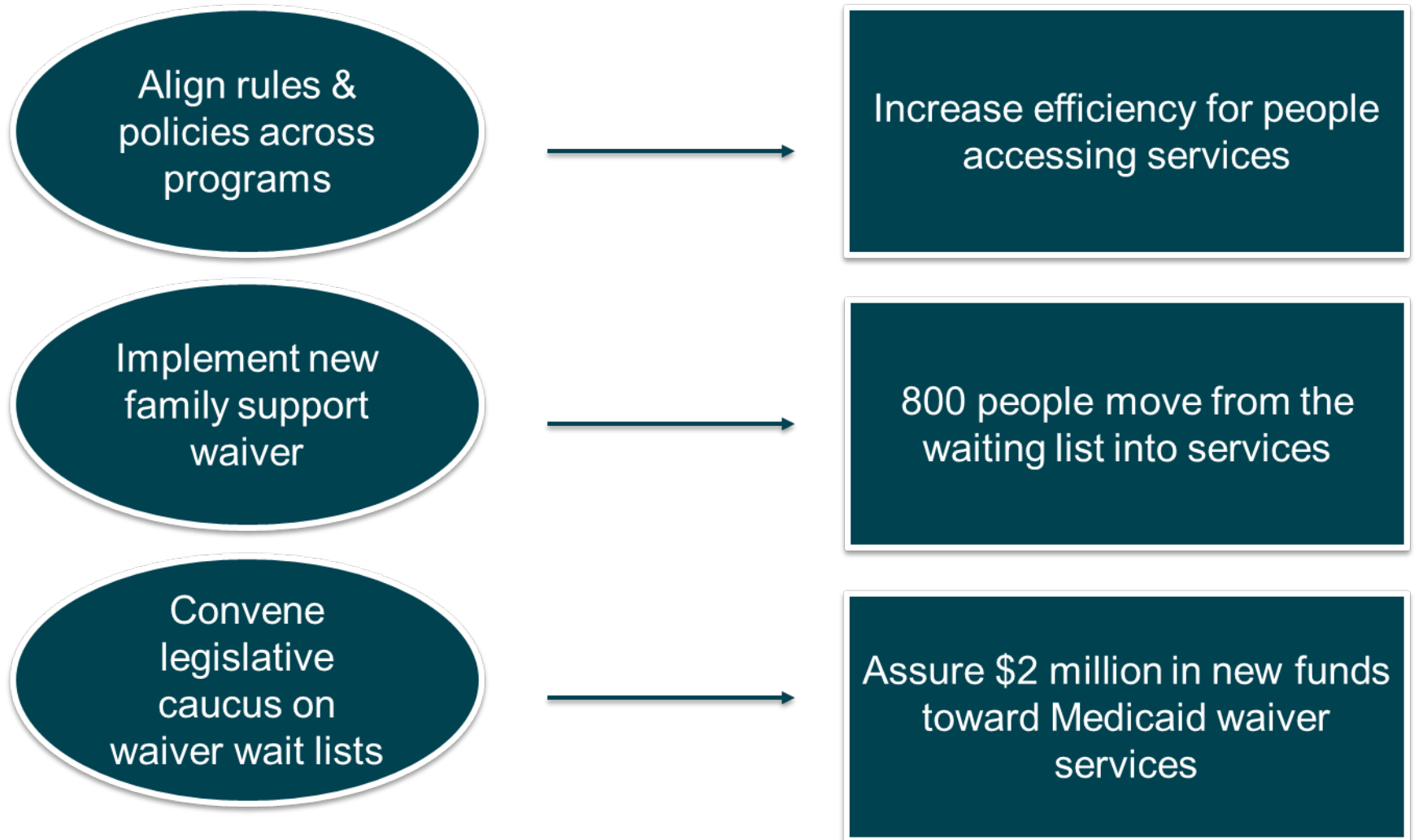- Reduce reliance on formal services (n = 2)

Families and self-advocates report increased satisfaction
- Improve experience navigating services (n = 2)
- Increase satisfaction, report of better lives (n = 3)

Improvements Influenced by the CtLC framework

Applied and Realized Value

Cycle 5: Reframing Value

- Learning leads to redefining success, such as new goals, strategies, and performance metrics

- Examples:
  - Measure quality in new and different ways
  - Change goals and strategies

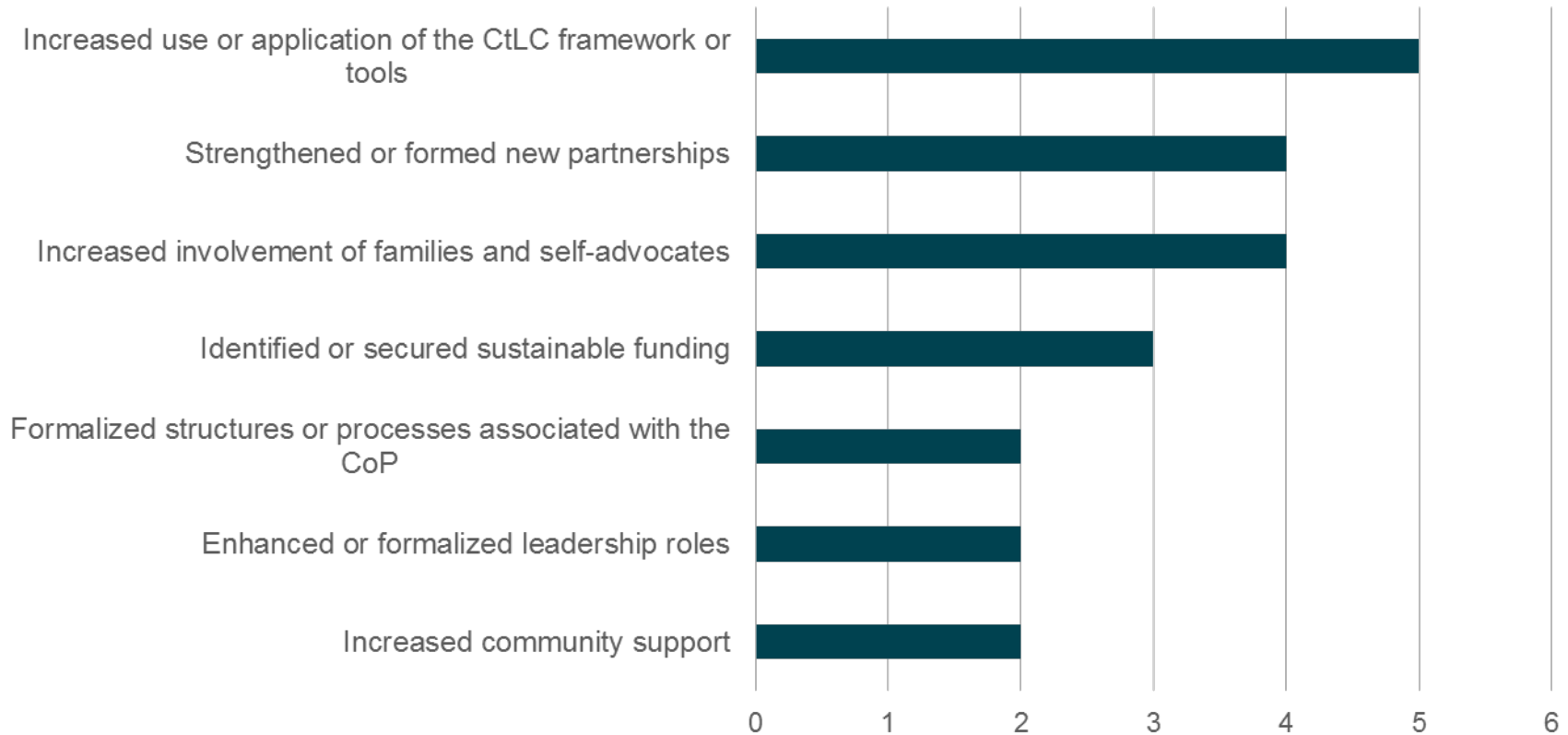# Cycle 5: Activities Generating Reframed Value

State CoPs advance new goals, strategies, and operations

- Measure outcomes in new ways (n = 2)

States measure outcomes in new ways

- Change goals, strategies, or system operations (n = 8)

Actions Taken to Support Sustainability (Group 1)

Chart: Actions Taken to Support Sustainability (Group 1)

Action	Count
Increased use or application of the CtLC framework or tools	5
Strengthened or formed new partnerships	4
Increased involvement of families and self-advocates	4
Identified or secured sustainable funding	3
Formalized structures or processes associated with the CoP	2
Enhanced or formalized leadership roles	2
Increased community support	2

Oregon embedded CtLC in the scope of work and evaluation methods required of Family/Peer Support Contractors (OCFN) in order to better articulate the intent of those contracts and expected outcomes.

Next Steps

By mid-August 2019:

- Conduct site visits to select states
- Conduct materials review on an ad hoc basis

By late September 2019:

- Develop and share data summaries with each state
- Develop and share final report of all findings from the past evaluation year

Conclusion

"The CtLC framework and tools are helping to create a culture and language that supports people with disabilities and their families in such a way that they think about and plan to access and/or develop community resources first."

"The CtLC framework enables us to focus on the needs and strengths of all people. It also allows us to make and plan for significant changes in the way we provide supports."

Questions

- Please feel free to contact the ACL program specialist or a member of the evaluation team:

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Thank you for your participation!