

ELIMINATING HEALTH DISPARITIES INITIATIVE (EHDI) EVALUATION TECHNICAL ASSISTANCE (TA) & SUPPORT FEEDBACK SURVEY RESULTS MAY 2011

Overview

In July of 2009, the Minnesota Department of Health's Office of Minority and Multicultural Health contracted with Rainbow Research, Inc. to provide evaluation technical assistance (TA) and support to 29 grantees as part of the EHDI initiative for the year of July 1, 2010 to June 30, 2011. In May of 2011, each grantee was asked to complete a web survey to provide feedback on the quality of TA and support provided, assess how the TA contributed to building grantee's understanding and ability to create logic models, evaluation plans and the ability to develop short, intermediate and long term indicators. Feedback was solicited about the TA provider's contribution to helping grantees develop culturally appropriate evaluation plans. In addition, feedback was requested about the web portal, discussion board, webinars, and preferences for what additional technical assistance is needed and the best means of delivering this support. The survey asked about the work of the Rainbow Research Team and a local evaluator that grantees were required to include in their contracts. Presented here are the survey result highlights and survey findings.

Highlights

OVERALL

- Twenty-three organizations completed the survey (82% response rate).
- The majority (61%, 14) of respondent organizations reported working closely with the Rainbow Research Evaluation Technical Assistance and Support Team; five (22%) of these organizations ALSO worked closely with internal evaluation staff or external evaluation consultants on their EHDI evaluation design. A minority (30%, 7) worked primarily with a local evaluation consultant, and not with the Rainbow Research Team, on their EHDI evaluation design.
- Just over one-half of those who reported some contact with Rainbow Research's Team met with the evaluation consultant 5 or more times over a nine-month period from July 1, 2010 to March 31, 2011.

Quality of TA provided

- 99% of respondents rated the Rainbow Research Team as "good" or "excellent" on items such as understanding of the project, attentiveness to needs, quality of work, timeliness, accessibility and communication.
- Respondents rated their overall satisfaction as 4.5 on a scale of 1-5 with 5 being Very Satisfied

Contribution to *building understanding* and *the ability* of organizations to complete logic models, evaluation plans and skills to develop indicators for short, intermediate, and long-term outcomes.

- All organizations agreed or strongly agreed that working with the Rainbow Research Team had enhanced their understanding and abilities related to developing evaluation plans.
- All respondents reported that their work with the Rainbow Research Team had contributed to their organization's ability to evaluate their program and increased their confidence in executing the evaluation.
- About 6 in 10 of the organizations reported this impact on their ability and confidence to be "significant".

Contribution to designing a culturally appropriate evaluation

- All respondents reported that the Rainbow Research Team has assisted them to design an evaluation that is culturally appropriate and emphasized the importance and value of designing a culturally responsive evaluation. Seventy-one percent strongly agreed on these points.

FEEDBACK ON LOCAL EVALUATION CONSULTANTS (N=12)

- Over 90% of those who had worked with a local evaluation consultant met with the consultant 5 or more times.
- Over 80% were satisfied with the work of their local evaluation consultant (67% were very satisfied).

FEEDBACK ON WEB TOOLS

- Most (90%) of grantees have visited the web portal while fewer (65%) signed up for the discussion board. Of those who had not signed up for the discussion board, the majority (63%) cited lack of time as a reason. Otherwise, a few people were still having trouble with passwords or did not know how to sign up.

- The majority of grantees have visited these online locations 2-5 times (website=67% and discussion board=53%) from July 1, 2010 to March 31, 2011. No one had visited the discussion board more than 2-5 times.
- Many (75-80%) users found the web portal and discussion board to be of limited or little usefulness.

Suggestions for improvement included:

- Web portal – Comments from respondents
 - Maybe have a daily blog for quick updates showing in a window on the main EHDI screen rather than having to go through the discussion chains.
 - Notices or reminders of pertinent information to stimulate engagement.
 - Highlight in red or bold anything that is important/essential for ALL EHDI grantees to read on the discussion board.
 - If more people (including us) were blogging and engaging one another it might be more useful. Difficult to say, all of us are somewhat guarded.
 - Post webinars.
 - It is useful and very informative, thus far as information is being given out it has been useful to be able to assess the information as we go along with the updates and ongoing changes.
 - I really do not know at this time if there is a need for improvement.
- Discussion board – Comments from respondents
 - I found a lot of information there was very useful
 - Use it.
 - None, it is a great resource area

FEEDBACK ON FUTURE EVALUATION TECHNICAL ASSISTANCE

- Top requests for evaluation technical assistance:
 - Developing data collection instruments and surveys (57%)
 - Assistance with data analysis of quantitative or qualitative surveys (57%)
 - Developing creative ways to share results with different stakeholders (70%)
- Top requests for evaluation training:
 - Qualitative methods: Interviews, focus groups and stories (57%)
 - Multicultural story telling (57%)
 - Qualitative data management and analysis (52%)
 - Using findings to improve programs (52%)

- The majority (74%) of grantees would like to receive evaluation technical assistance or training through meetings with an individual consultant (rather than in small groups, workshops etc.) Thirty-five percent also indicated that they prefer to receive technical assistance in small group settings with 2-3 grantees.





Suggestions for improvement - Comments from respondents

- Making sure the logic model and evaluation plan development take place from the beginning. More meeting times and discussions are needed to develop a good plan.
- I wouldn't change anything. We had a great TA team member.
- It was a great experience! The whole process, however, took way too long to be really effective. We were in the last quarter of the grant when all the plans were finally approved. It would be much more useful to get those plans out in the first month, and then execute evaluations shortly thereafter. Ideally, we'd use the evaluations to improve programming. At this point, we're just using them for our own data and for MDH to look at, but it's too late to make significant changes.
- It has already improved dramatically with the help of [Consultant] and Rainbow Research.
- Development of logic model template needs improvement
- None; as the evaluation technical assistance and support have exceeded our expectations.
- [Consultant] was very knowledgeable and provided feedback, and support about programming, delivery of services culturally competent and sensitivity with the cultural, fidelity, data collection tools, the integrity of the data collection process, and data entry, analysis, etc., to get you to the reporting process, and what s/he did one could not have asked for anything more. S/he is stellar.

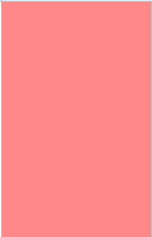




Survey Results

Overall

What is your primary role with the EHDI project? (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Executive Director or head of an organization		13.0%	3
EHDI Project Director		65.2%	15
Member of an EHDI project team		13.0%	3
Other; please describe:		8.7%	2
		Mean	2.174
		Standard Deviation	0.778
		Valid Responses	23
		Total Responses	23

Overall, who has your organization consulted with most closely to develop your evaluation activities for the EHDI project (e.g. development of a logic model, evaluation plan, data collection instruments etc.)? Please choose one.



Response	Chart	Frequency	Count
A Rainbow Research Consultant (Mia Robillos, Eric Moore, Julie Nielsen, Rodolfo Gutierrez, Ann Zukoski or Sherry Ou)		39.1%	9
A local evaluation consultant that you hired with EHDI funds		30.4%	7
An internal staff person only		0.0%	0
Both the Rainbow Research consultant and a local evaluation consultant		8.7%	2
The Rainbow Research Consultant, a local evaluator and an internal evaluator		13.0%	3
Other; please specify:		8.7%	2
		Mean	2.522
		Standard Deviation	1.780
		Valid Responses	23
		Total Responses	23

Other thoughts:




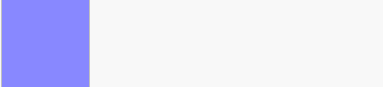
- Thanks. Rainbow Research was very helpful developing the Logic Model and Evaluation Plan.
- We think it is extremely important that MDH gives more guidance on the overall evaluation. There should be some outcomes which are shared across all grantees, all similar grantees. Also some processes can be streamlined.
- When we had evaluators work directly with us in one on one meetings, it was much more useful to us than coming to an all day event, or meeting.
- The individual that was provided to [organization] did an amazing job and was so helpful at all times. S/he explained everything little step any time we had questions and always had the answers to our question. S/he went above and beyond our expectation and we are so grateful to have had the opportunity to work with him/her. Thank you so much for all of your help through this grant cycle.
- I have always appreciated the assistance and support that we have received from Rainbow.

Feedback on Rainbow Research Evaluation Technical Assistance

Between July 1st 2010 and March 31st 2011, did you organization work with a Rainbow Research Evaluation Consultant (Mia Robillos, Eric Moore, Julie Nielsen, Rodolfo Gutierrez, Ann Zukoski or Sherry Ou)? (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		95.7%	22
No		4.3%	1
		Mean	1.043
		Standard Deviation	0.209
		Valid Responses	23
		Total Responses	23

On average, how many times did your organization meet or have telephone consultation with the Rainbow Research Evaluation Consultant between July 1st 2010 and March 31st 2011? (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
1 time		0.0%	0
2-5 times		45.5%	10
More than 5 times		31.8%	7
More than 10 times		22.7%	5
		Mean	2.773

	Standard Deviation	0.813
	Valid Responses	22
	Total Responses	22

How would you assess the Rainbow Research Evaluation Consultant in the following areas of performance? (Please check the box that best represents your current opinion)

		Not sure	Poor	Fair	Good	Excellent	Total	Mean	Std Dev
Understanding of the project	Count	0	0	0	4	10	14	4.714	0.469
	% by Row	0.0%	0.0%	0.0%	28.6%	71.4%	100.0%		
Attentiveness to my organization's needs	Count	0	0	1	4	9	14	4.571	0.646
	% by Row	0.0%	0.0%	7.1%	28.6%	64.3%	100.0%		
Quality of work	Count	0	0	0	3	11	14	4.786	0.426
	% by Row	0.0%	0.0%	0.0%	21.4%	78.6%	100.0%		
Timeliness in delivering work	Count	0	0	0	6	8	14	4.571	0.514

		Not sure	Poor	Fair	Good	Excellent	Total	Mean	Std Dev
	% by Row	0.0%	0.0%	0.0%	42.9%	57.1%	100.0%		
Accessibility to me or my organization	Count	0	0	0	4	10	14	4.714	0.469
	% by Row	0.0%	0.0%	0.0%	28.6%	71.4%	100.0%		
Communication with me or my organization	Count	0	0	0	5	9	14	4.643	0.497
	% by Row	0.0%	0.0%	0.0%	35.7%	64.3%	100.0%		
Total	Count	0	0	1	26	57	84	N/A	N/A
	% by Row	0.0%	0.0%	1.2%	31.0%	67.9%	100.0%		

Working with our Rainbow Research evaluation consultant: (Please check the box that best represents your current opinion)

		Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total	Mean	Std Dev
Increased our understanding of logic models	Count	0	0	7	7	0	14	3.500	0.519
	% by Row	0.0%	0.0%	50.0%	50.0%	0.0%	100.0%		
Enhanced our ability to develop a logic model	Count	0	0	5	9	0	14	3.643	0.497
	% by Row	0.0%	0.0%	35.7%	64.3%	0.0%	100.0%		
Increased our understanding of evaluation plans	Count	0	0	6	8	0	14	3.571	0.514
	% by Row	0.0%	0.0%	42.9%	57.1%	0.0%	100.0%		
Enhanced our	Count	0	0	4	10	0	14	3.714	0.469

		Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total	Mean	Std Dev
ability to develop an evaluation plan									
	% by Row	0.0%	0.0%	28.6%	71.4%	0.0%	100.0%		
Improved our understanding of how to go about developing indicators to meet short, intermediate and long-term outcomes	Count	0	0	6	8	0	14	3.571	0.514
	% by Row	0.0%	0.0%	42.9%	57.1%	0.0%	100.0%		
Enhanced our ability to develop short-term, intermediate and long-term outcomes	Count	0	0	6	8	0	14	3.571	0.514



		Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total	Mean	Std Dev
	% by Row	0.0%	0.0%	42.9%	57.1%	0.0%	100.0%		
Was useful to my organization	Count	0	0	4	10	0	14	3.714	0.469
	% by Row	0.0%	0.0%	28.6%	71.4%	0.0%	100.0%		
Total	Count	0	0	38	60	0	98	N/A	N/A
	% by Row	0.0%	0.0%	38.8%	61.2%	0.0%	100.0%		

My Rainbow Research Evaluation Consultant: (Please check the box that best represents your current opinion)



		Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total	Mean	Std Dev
Emphasized the importance and value of designing a culturally responsive evaluation.	Count	0	0	4	10	0	14	3.714	0.469
	% by Row	0.0%	0.0%	28.6%	71.4%	0.0%	100.0%		
Assisted our organization to design an evaluation that is culturally appropriate.	Count	0	0	4	10	0	14	3.714	0.469
	% by Row	0.0%	0.0%	28.6%	71.4%	0.0%	100.0%		
Total	Count	0	0	8	20	0	28	N/A	N/A

		Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total	Mean	Std Dev
	% by Row	0.0%	0.0%	28.6%	71.4%	0.0%	100.0%		

To what degree has the technical assistance provided by Rainbow Research consultants contributed to your organization's ability to evaluate your program?
 (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Significant contribution		64.3%	9
Moderate contribution		35.7%	5
Limited contribution		0.0%	0
No contribution		0.0%	0
Not sure		0.0%	0
Not applicable		0.0%	0
		Mean	1.357
		Standard Deviation	0.497
		Valid Responses	14
		Total Responses	14

To what extent has technical assistance provided by Rainbow Research consultants increased or decreased your confidence in executing your program's evaluation successfully? (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Significantly increased		57.1%	8
Moderately increased		42.9%	6
No change		0.0%	0
Moderately decreased		0.0%	0
Significantly decreased		0.0%	0
Not sure		0.0%	0
		Mean	1.429
		Standard Deviation	0.514
		Valid Responses	14
		Total Responses	14

Overall, on a scale of 1-5, with 5 being very satisfied, how satisfied are you with the evaluation technical assistance and support provided by Rainbow Research evaluation consultants between July 1st 2010 and March 31st 2011?

		Very unsatisfied	2	Neutral	4	Very satisfied	Total	Mean	Std Dev
Level of satisfaction	Count	0	0	1	5	8	14	4.500	0.650
	% by Row	0.0%	0.0%	7.1%	35.7%	57.1%	100.0%		
Total	Count	0	0	1	5	8	14	N/A	N/A
	% by Row	0.0%	0.0%	7.1%	35.7%	57.1%	100.0%		

How can the evaluation technical assistance and support offered be improved?




- Making sure the logic model and evaluation plan development take place from the beginning. More meeting times and discussions are needed to develop a good plan.
- I wouldn't change anything. We had a great TA team member.
- It was a great experience! The whole process, however, took way too long to be really effective. We were in the last quarter of the grant when all the plans were finally approved. It would be much more useful to get those plans out in the first month, and then execute evaluations shortly thereafter. Ideally, we'd use the evaluations to improve programming. At this point, we're just using them for our own data and for MDH to look at, but it's too late to make significant changes.
- It has already improved dramatically with the help of [Consultant] and Rainbow Research.
- Development of logic model template needs improvement
- None; as the evaluation technical assistance and support have exceeded our expectations.
- Nothing
- [Consultant] was very knowledgeable and provided feedback, and support about programming, delivery of services culturally competent and sensitivity with the cultural, fidelity, data collection tools, the integrity of the data collection process, and data entry, analysis, etc., to get you to the reporting process, and what s/he did one could not have asked for anything more. S/he is

stellar.

Feedback on work with local evaluation consultants

On average, how many times did your organization meet or have telephone consultation with the local evaluation consultant (a person hired with the 10% of EHDI budget allocated to evaluation) your organization hired since July 1st 2010?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
1 time		0.0%	0
2-5 times		7.7%	1
More than 5 times		53.8%	7
More than 10 times		38.5%	5
		Mean	3.308
		Standard Deviation	0.630
		Valid Responses	13
		Total Responses	13

Overall, on a scale from 1-5, with 1 being very unsatisfied and 5 being very satisfied, how satisfied are you with the evaluation technical assistance and support provided by your local evaluation consultant (a person hired with the 10% of EHDl budget allocated to evaluation)?



		Very unsatisfied	2	Neutral	4	Very satisfied	Total	Mean	Std Dev
Level of satisfaction	Count	0	1	1	2	8	12	4.417	0.996
	% by Row	0.0%	8.3%	8.3%	16.7%	66.7%	100.0%		
Total	Count	0	1	1	2	8	12	N/A	N/A
	% by Row	0.0%	8.3%	8.3%	16.7%	66.7%	100.0%		

How can the evaluation technical assistance and support offered by your local evaluator be improved?




- Our local evaluation consultant from the U of M provided in-kind technical assistance because of his greater understanding of our organization and of the importance of cultural integration throughout our work.
- There is nothing in particular that needs to be improved.
- They did an excellent job. I look forward to working with them in the future. There are no improvements I can think of.
- I would have liked to have the community survey completed sooner, but it's been busy on both sides of the fence
- Continuation with one on one session with local evaluator
- Having my local evaluator and [Consultant] working together further enhanced what we wanted to do as organization, we have done outstanding work, and having all your instruments (logic model, evaluation plan, data collection tools/instruments, etc,) further perfected, again I could not have asked for anything more from them, she too is stellar, and have two, I am feeling confident.

Feedback on Web Tools

Have you visited the EHDI Grantee Portal (web site for grantees located on the OMMH web page)?
(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		91.3%	21
No		8.7%	2
		Mean	1.087
		Standard Deviation	0.288
		Valid Responses	23
		Total Responses	23



How often have you gone to this web site for information?
(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
1 time		14.3%	3
2-5 times		66.7%	14
More than 5 times		19.0%	4
		Mean	2.048
		Standard Deviation	0.590
		Valid Responses	21
		Total Responses	21

Overall, how useful have you found the EHDI Grantee Portal (web site for grantees located on the OMMH home page)?

		Not Useful At All	2	3	4	Very useful	Total	Mean	Std Dev
Usefulness	Count	0	6	9	4	1	20	3.000	0.858
	% by Row	0.0%	30.0%	45.0%	20.0%	5.0%	100.0%		
Total	Count	0	6	9	4	1	20	N/A	N/A
	% by Row	0.0%	30.0%	45.0%	20.0%	5.0%	100.0%		

Have you signed up for the EHDI discussion board (a place where grantees can post questions and share resources)? (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes		65.2%	15
No		34.8%	8
		Mean	1.348
		Standard Deviation	0.487
		Valid Responses	23
		Total Responses	23

How often have you read or posted information to the discussion board?
 (Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
0 times		26.7%	4
1 time		20.0%	3
2-5 times		53.3%	8
More than 5 times		0.0%	0
		Mean	2.267
		Standard Deviation	0.884
		Valid Responses	15
		Total Responses	15

How useful do you find the discussion board?

		Not Useful At All	2	3	4	Very Useful	Total	Mean	Std Dev
Usefulness	Count	2	4	6	3	0	15	2.667	0.976
	% by Row	13.3%	26.7%	40.0%	20.0%	0.0%	100.0%		
Total	Count	2	4	6	3	0	15	N/A	N/A
	% by Row	13.3%	26.7%	40.0%	20.0%	0.0%	100.0%		

Why have you not used the discussion board? (Respondents were allowed to choose **multiple** responses)

Response	Chart	Frequency	Count
I do not know how to sign up		25.0%	2
I do not have a password		25.0%	2
I do not have time		62.5%	5
Other		12.5%	1
		Valid Responses	8
		Total Responses	8

How can the grantee portal be improved?




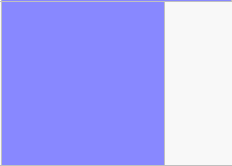



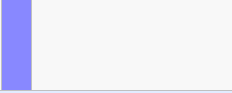
- Maybe have a daily blog for quick updates showing in a window on the main EHDI screen rather than having to go through the discussion chains.
- Notices or reminders of pertinent information to stimulate engagement.
- Highlight in red or bold anything that is important/essential for ALL EHDI grantees to read on the discussion board.
- If more people (including us) were blogging and engaging one another it might be more useful. Difficult to say, all of us are somewhat guarded.
- Not sure
- Post webinars.
- It is useful and very informative, thus far as information is being giving out it has been useful to be able to assess the information as we go along with the updates and ongoing changes.
- No comment here
- I really do not know at this time if there is a need for improvement.

How can the discussion board be improved?

- I found a lot of information there was very useful
- Use it.
- No comment here
- None, it is a great resource area

Feedback on Future Evaluation Technical Assistance











What kind of evaluation **technical assistance** would your organization like to receive in the future?(Respondents were allowed to choose **multiple** responses)

Response	Chart	Frequency	Count
Developing data collection instruments and surveys		56.5%	13
Develop data collection methods that are culturally sensitive and meaningful		47.8%	11
Assistance with data analysis of quantitative or qualitative surveys		56.5%	13
Developing a short summary of the evaluation plan and results		39.1%	9
Developing a "dash-board" report or 1 page list of key indicators our project wants to track		39.1%	9
Writing a report		17.4%	4
Developing creative ways to share results with different stakeholders		69.6%	16
Other		4.3%	1
		Valid Responses	23
		Total Responses	23







Other kinds of technical assistance/training requested (write-in responses):

- This would allow us to bypass the use of an outside evaluator.
- Using social marketing tools
- Publications
- If these templates are available, all programs can cross share ideas and tailor to their specific needs.
- Sharing and learning from one another is empowering, and as different as we are, we are still very much alike, and others experience can enhance ones program delivery and effectiveness, and it is also a source of encouragement and motivation. This something that we do not do enough of, is acknowledging our peers efforts and hard work.

What kind of evaluation training would your organization like to receive in the future?
(Respondents were allowed to choose **multiple** responses)

Response	Chart	Frequency	Count
Qualitative methods: Interviews, focus groups and stories		56.5%	13
Multicultural story telling		56.5%	13
Qualitative data management and analysis		52.2%	12
Interpreting qualitative findings		47.8%	11
Setting up a quantitative data base		39.1%	9
Analyzing and interpreting quantitative data from surveys		39.1%	9
Preparing an effective evaluation report		43.5%	10
Using findings to improve programs		52.2%	12
Communicating findings		34.8%	8
Evaluating programs focused on social determinants of health		43.5%	10
Other		0.0%	0
		Valid Responses	23
		Total Responses	23

How would your organization prefer to receive evaluation training and technical assistance in the future?
(Respondents were allowed to choose **multiple** responses)

Response	Chart	Frequency	Count
Through individual meetings with an evaluation consultant		73.9%	17
In small group settings with 2-3 other grantees		34.8%	8
In 2-3 hour sessions at grantee meetings		26.1%	6
In a 4-6 hour training day		17.4%	4
Webinars		21.7%	5
Other		4.3%	1
		Valid Responses	23
		Total Responses	23