

Evaluation Plan



Contract Efficiencies and Flexibility Initiative



Ministry of
Children and Family
Development

April 2015

This document outlines the plan to evaluate the Phase I implementation of the [Contract Efficiencies and Flexibility Initiative](#) (CEFI).

Contents include:

- Plan Overview (Objectives and Scope)
- The Evaluation Approach and Timelines
- Baseline Information
- Evaluation Forms

We **Agree** with and **Approve** this report.

Date: _____
Allison Bond, ADM, Service Delivery
Ministry of Children and Family Development

Date: _____
Angie Kwok, Executive Director
BC Centre for Ability

Date: _____
Tim Agg, Executive Director
PLEA Community Services

Date: _____
Caroline Bonesky, Executive Director
Family Services of Greater Vancouver

Date: _____
Ann Smith, Chief Executive Officer,
Axis Family Resources Ltd.

CEFI is a pilot project with four agencies located in BC’s North, Interior, and Lower Mainland. These agencies include: Axis Family Resources Ltd. (Axis), PLEA Community Services (PLEA), Family Services of Greater Vancouver (FSGV) and BC Centre for Ability (BCCFA).

For a summary of the project’s pre-implementation, accomplishments, lessons learned, outstanding work and the next steps, right click on the following link:

[CEFI Pre-Implementation Wrap-up Summary Report.](#)

This document outlines the plan to evaluate the Phase I implementation.

Evaluation Objectives

- √ Determine the effectiveness and impacts of the contract management practice changes
- √ Help identify areas for improvement
- √ Provide lessons learned for future change initiatives
- √ Support decision-making in terms of defining the successful objectives as ministry standard practice

Scope of the Measures

- √ Reduced number of agency MCFD contracts
- √ Consistency of contract service deliverables
- √ Citing of program policies and standards
- √ Standardization, relevancy and reduced output reporting
- √ Inclusion of outcome measures in contracts
- √ Consistency in financial reporting
- √ A global contract replacing child specific contracts
- √ Defined global contract roles and responsibilities

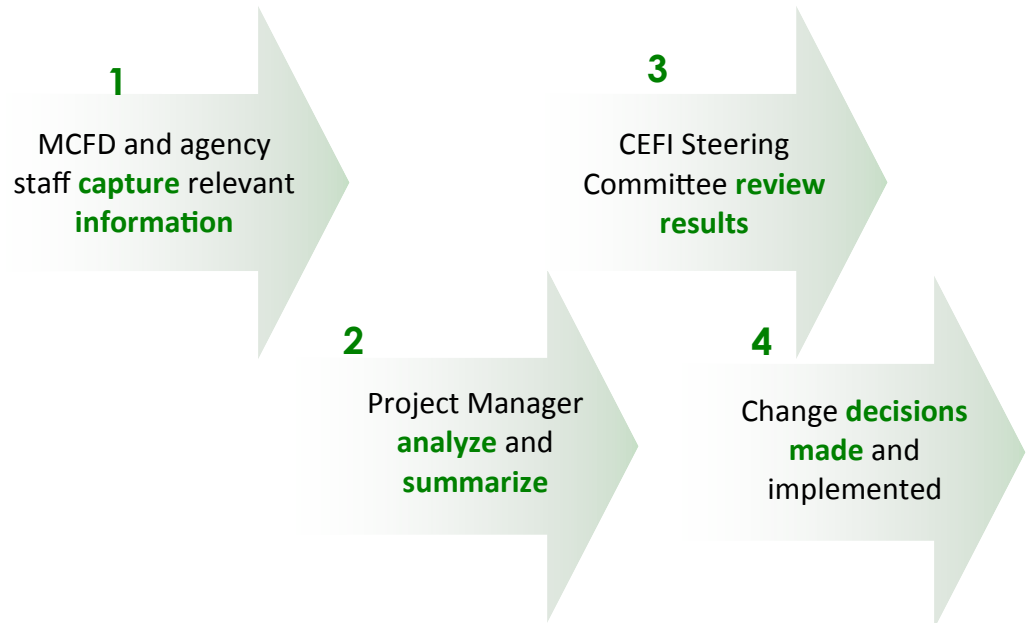
Stakeholders

CEFI Steering Committee: MCFD and Pilot Agency Executive

Project Team Members: MCFD and Pilot Agency Staff

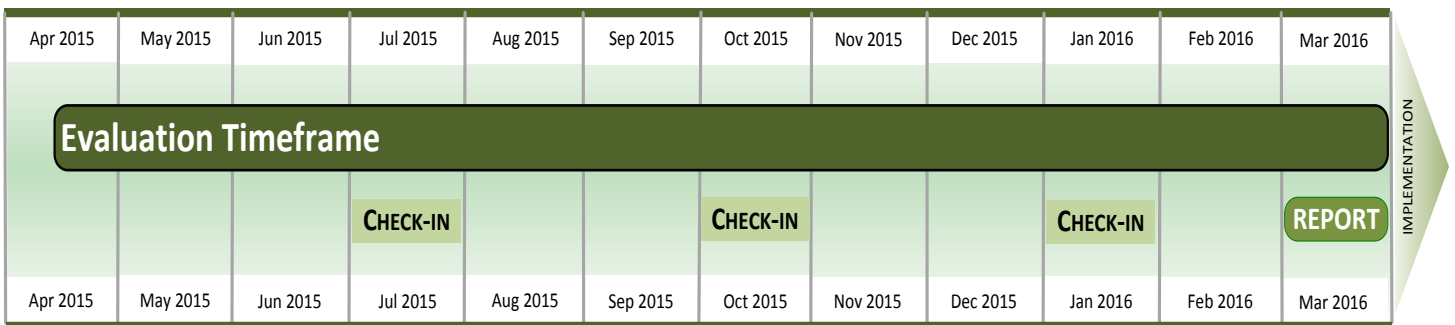
MCFD Staff: Procurement and Service Delivery Division Staff

The Approach



Evaluations and Timelines

- Assessment will occur over a one-year period: April 2015 - March 30, 2016
- A final Evaluation Report will be produced in April 2016
- Baseline and evaluation data collected will be best estimates of the measured information/change
- Savings from reduced administration will be captured



Information Sharing

- Quarterly check-in will be held to assess the change and impacts— coordinate with Steering Committee meetings
- The Lead CSM will organize regular meetings, with agencies and other CSMs involved, to discuss any challenges or issues and share information as to experiences/needed changes

Appendix A - Evaluation Activities

Copies of the evaluation forms are found at the end of this plan.

Objective #1 Reduced number of MCFD contracts within each agency / achieve administrative efficiencies

Entity	Specific Activities to be Measured	To be Tracked
PLEA, FSGV and BCCFA	Document management – reduced time on tracking contract status and payments; contract sign-off is more efficient (modifications; renewals)	Estimated time spent is reduced; Resource type needed to complete the work
MCFD P&C Mgmt. Staff	Document management – reduced time on tracking contract status and administration (e.g. modifications); information is in fewer places; contract sign-off is more efficient	Estimated time spent is reduced; Resource type needed to complete the work
MCFD EDS and CSMs	All of the Local Service Areas continue to receive the identified services	Analysis from reporting requirements already in place

Objective #2 Consistent contract service deliverables language by program area

Entity	Specific Activities to be Measured	To be Tracked
PLEA, FSGV and BCCFA	Improved communication with the ministry based on having the same terminology and definitions in the contract, e.g., direct service hours is defined the same way in all contracts	Anecdotal
MCFD EDS and SDD ADM	Clear description of services; better able to identify services; information in fewer places	Anecdotal
PLEA, FSGV, Axis, BCCFA	Consistency: same programs are articulated the same way across contracts outlining the same service expectations	Anecdotal

Objective #3 Consistently cited program policies and standards

Entity	Specific Activities to be Measured	To be Tracked
PLEA, FSGV and BCCFA	Consistently cited policy and standards	Anecdotal
	Consistent interpretation of the policies and ongoing clear communication of any changes	Phase II

Appendix A - EVALUATION ACTIVITIES

Objective #4 Standardized, relevant and reduced output reporting indicators

Entity	Specific Activities to be Measured	To be Tracked
PLEA, FSGV and BCCFA	Simplified preparation of output reports	Estimated time spent
MCFD P&C Mgmt. Staff	Less resources (capacity) to aggregate and compare data	Estimated time spent
MCFD EDS and CSMs	Identified services are received	Analysis from current reporting requirements

Objective #5 Outcome measures included in contracts

Entity	Specific Activities to be Measured	To be Tracked
MCFD EDS, CSMs P&C Mgmt. Staff	The learning achieved through the use of outcomes measures	Lessons learned
FSGV, BCCFA, MCFD EDS and CSMs	Tangible data is available to assess service impacts	Outcome reporting
FSGV and BCCFA	Contract reviews take into account outcomes as well as inputs and outputs	Feedback after annual review

Objective #6 Consistent financial reporting

Entity	Specific Activities to be Measured	To be Tracked
PLEA	Simplified/ reduced preparation of financial reports	Estimated time spent
Axis, BCCFA, FSGV	Financial reporting is consistent	Review of financial reporting
MCFD EDS and CSMs	Information needs are addressed	Semi-annual review
MCFD P&C Mgmt. Staff	Streamlined and standard financial reporting requirements	Amount and type

Objective #7 Defined contract management roles and responsibilities (applies to amalgamated

Entity	Specific Activities to be Measured	To be Tracked
	Consistent information is received to questions	Anecdotal
PLEA, FSGV, BCCFA	Less time tracking specific individuals to receive an answer	Estimated time spent
	If the Lead and CSM model is successful	CSM Feedback

MCFD
Contract Efficiencies and Flexibility Initiative

**A Pilot Project with
Community Social Service Providers**

AGENCY BASELINE AND EVALUATION FORM Complete one form for all programs combined (aggregate information)

Name of Agency: CLICK to add AGENCY NAME	Date: 3 June 2015
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REDUCED DOCUMENT MANAGEMENT (only applicable to amalgamated contracts)

Activity	Estimated Time -past 6 mths.	Est. average wage p/ hr.	Comments	Date of Entry
1 Tracking the contract status <i>(terms, signatures, payments)</i>	.5 hour <i>(example)</i>	\$27.50 <i>(example)</i>		3 June 2015
2 Tracking the contract payments				3 June 2015
3 Modifications, re-awards, renewals				3 June 2015

REDUCED AND STANDARDIZED OUTPUT REPORTING *(does not include narrative reports)* past 6 months

Activity	Estimated Time - past 6 mths.	Est. average wage p/ hr.	Comments	Date of Entry
1 Preparing reports				3 June 2015
2 Tracking data				3 June 2015
3 Aggregating reports				3 June 2015

REDUCED AND STANDARDIZED FINANCIAL REPORTING past 6 months

Activity	Estimated Time - past 6 mths.	Est. average wage p/ hr.	Comments	Date of Entry
1 Preparing reports				3 June 2015

QUALITATIVE MEASURES past 6 months

		YES ✓	NO ☒
1	Are the service obligations cited in one place in the contract? <i>Comment:</i>	<input type="checkbox"/>	<input type="checkbox"/>
2	Are the relevant policies and standards consistently cited in the contract? <i>Comment:</i>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do contract reviews have discussions focused on outcomes? <i>Comment:</i>	<input type="checkbox"/>	<input type="checkbox"/>
4	Are consistent responses to policy or process questions provided by ministry staff? <i>Comment:</i>	<input type="checkbox"/>	<input type="checkbox"/>
5	Are the same programs articulated the same way across contracts outlining the same service expectations? <i>Comment:</i>	<input type="checkbox"/>	<input type="checkbox"/>
6	Are you being asked for more client reports than identified in the contract? <i>Comment:</i>	<input type="checkbox"/>	<input type="checkbox"/>
7	Are you spending less time determining whom to contact in MCFD? <i>Comment:</i>	<input type="checkbox"/>	<input type="checkbox"/>
8	Are financial reports consistent across contracts? <i>Comment:</i>	<input type="checkbox"/>	<input type="checkbox"/>

MINISTRY EVALUATIONS FORMS

Name of Procurement Staff:				CLICK TO SELECT SDA		
REDUCED TIME to GATHER and TRACK OUTPUT REPORTING INDICATORS						
	Activity	Estimated Time spent past 6 mths.	Estimated average wage p/ hr.	Comments	Date of Entry	
1	Gather Data				3 June 2015	
2	Track Data				3 June 2015	
3	Aggregate Data				3 June 2015	
REDUCED DOCUMENT MANAGEMENT <i>(only applicable to amalgamated contracts)</i>						
1	Tracking contract Status <i>(terms, signatures, payments)</i>				3 June 2015	
QUALITATIVE MEASURES <i>(some questions may not be applicable to all areas)</i>					YES ✓	NO ×
1	Are the service obligations of the contractor in one place in the contract?				?	?
	Comment:					
2	Have focused discussions on outcomes enhanced contract review discussions?				?	?
	Comment:					
3	Is the financial information being received sufficient to manage the contract?				?	?
	Comment:					



Name of Community Services Manager:				CLICK TO SELECT SDA		
QUALITATIVE MEASURES					YES ✓	NO ×
1	Have focused discussions on outcomes enhanced contract review discussions?				?	?
	Comment:					
2	Are you getting information to better understand the quality of the services?				?	?
	Comment:					
3	How do you know the services / intervention provided by agency is making a difference?					
	Comment:					
4	Do you feel you know more about the impact of the services?				?	?
	Comment:					
5	Working in a Global model, have relationships with the agency been enhanced?				?	?
	Comment:					
6	Are current placements done in a timely fashion? If no, please state why.				?	?
	Comment:					
6	Are the placements more appropriate to meet the needs of the child/youth?				?	?
	Comment:					
7	Is there better service planning in place for the child/youth?				?	?
	Comment:					