

GLWA Water Residential Assistance Program Advisor

Public Sector Consultants
June 16, 2020

About the Firm

Public Sector Consultants is a nonpartisan research and public policy consulting firm.

- We strive to improve the quality of life for residents of Michigan and beyond through the development and implementation of innovative, actionable public policies.



Project Team



Approach to the Work

Goal: Assess WRAP operations and achievements of key objectives and develop recommendations to strengthen the WRAPs effectiveness

- Task One Review the current state of the WRAP
- Task Two Define the project timeline and facilitation strategy
- Task Three Develop program evaluation framework
- Task Four Collect relevant data
- Task Five Facilitate focus group meetings
- Task Six Develop the final report
- Task Seven Advisory to the WRAP administrator RFP

Task One: Review Current State of WRAP

- Establish a baseline understanding of WRAP
 - Document program goals
 - Define operational characteristics
 - Determine the program's reach
- Review relevant documentation provided by GLWA project team and WRAP administrator

- Timeline: June - July

Task Two: Define Project Timeline and Facilitation Strategy

- Initial kick-off meeting with GLWA Staff to establish a project timeline and goals for this evaluation
 - PSC will prepare a draft project timeline in advance of the kick-off meeting
- Align on communication protocols and facilitation strategy for planned focus group meetings.
 - PSC will share a proposed format for focus groups
 - PSC will solicit input from GLWA staff and the third party facilitator on the focus group strategy
- Timeline: July or as soon as feasible upon execution of a contract

Task Three: Develop Program Evaluation Framework

Process Evaluation – Assess how the program is working

- Assess how the program operates based on review of available data and input provided by stakeholders
- Consult with GLWA staff to define program performance measures.
- Develop evaluation framework

Outcome Evaluation – Assess the effectiveness of the program

- Determine whether the program is meeting its objectives
- Consult with GLWA staff to identify the desired impact of the program
- Develop evaluation framework

Timeline: July-August

Task Four: Collect Data

- Identify appropriate contacts for coordination with the program administrator.
- Define available data collected by WRAP administrator, GLWA, or other project partners. Examples of desired data:
 - Data related to program administration (e.g., time, staff costs, and expenses)
 - Data related to performance measures (e.g., subcontractor and general performance data)
 - Data kept for WRAP participants
 - Data kept for participating communities
- **Timeline: July**

Task Five: Facilitate Three Focus Group Meetings



- How should the WRAP's success be defined?
- What aspects of WRAP are working well?
- What aspects could be improved?
- What changes should be incorporated into future iterations of the WRAP?

- Timeline: July

Task Six: Develop Final Report

- PSC will produce a final report containing the following components:
 - Executive Summary detailing the evaluation's findings
 - Summary of WRAP design features, areas for improvement, and recommended changes
 - Discussion of program effectiveness measures and success to date based on available data
 - Recommendations for program changes, with associated cost and who will be responsible for implementation
- **Timeline: August**

Task Seven: Ongoing Consultant Support

- Provide ongoing support for the development of the WRAP administrator request for proposals

Questions?



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