GLWA Water Residential Assistance Program Advisor

Public Sector Consultants June 16, 2020





About the Firm

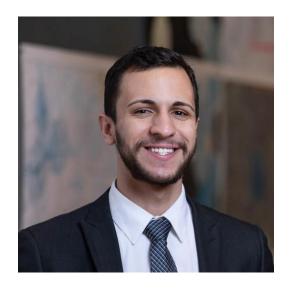
Public Sector Consultants is a nonpartisan research and public policy consulting firm.

 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
- Advisory to the WRAP administrator RFP - Task Seven

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?



