

HHS 2-1-1 Eligibility Access System Pilot Project Evaluation Overview

Terry L. Mills, Ph.D.
Principal Investigator
University of Florida

The Specific Aims of the Evaluation

- In accordance with Senate Bill 1276 (F.S. 408-917), the goals of the evaluation are:
- Determine the impact of the pilot project on improving access to the eligibility determination process for Medicaid programs included in the pilot project (e.g., Florida Health Kids Programs, SOBRA pregnant women and children)

The Specific Aims of the Evaluation

- To determine the projected costs and savings of statewide implementation.
- To determine the impact of the pilot program on caseload trends.
- How has the pilot project affected consumer satisfaction?
- Does the experience of the pilot project support continued expansion of the concept?
- What changes or modifications to the concept of the pilot project are recommended for future sites?

2-1-1 University of Florida Evaluation Team

Principal Investigator:

Terry Mills, Ph.D., Department of Sociology

Team Members:

Chris McCarty, Ph.D., Bureau of Economic and Business Research

Mary Ann Burg, LCSW, Ph.D., Women's Health Research Center

Constance Shehan, Ph.D., Department of Sociology

**Suzanna Smith, MSW, Ph.D., IFAS, Department of Family, Youth, and
Community Services**

Elizabeth Shenkman, Ph.D., Institute Of Child Health Policy

Dave Denslow, Ph.D., Bureau of Economic and Business Research

Jim Dewey, Ph.D., Bureau of Economic and Business Research

2-1-1 Evaluation Targets

- 2-1-1 Consumers
- 2-1-1 Pilot Vendors (UWNEFL and ACS)
- 2-1-1 Other “Stakeholder” agencies
 - **Department of Children and Families**
 - **Department of Elder Affairs**
 - **Department of Health**
 - **Agency for Health Care Administration**
 - **Florida Alliance for Information and Referral Services (FLAIRS)**

2-1-1 Evaluation Timeline

- April 2003 Delivery of evaluation protocol
- May-Sept. 2003 Data collection period
- Sept.-Nov. 2003 Data analysis and reporting
- 12/12/2003 Delivery of draft evaluation report
- 12/18/2003 Delivery of final evaluation report

Evaluation Approaches to Assess Impact on Consumers

1. Telephone survey

Subjects:

2-1-1 callers (2,000 estimated)

Focus:

How did callers hear about 2-1-1?

Did callers get rapid service?

Did callers get their eligibility questions answered?

Did they get treated with respect?

Did the 2-1-1 operator lead them to the appropriate agency?

Did they get enrolled in Medicaid? Other program?

Consumer Impact (cont.)

2. Consumer and Non-Consumer Focus Groups

Subjects:

- Two focus groups of 2-1-1 callers who were subsequently enrolled in Medicaid.
- Two focus groups of persons newly enrolled in Medicaid without the 2-1-1 intervention.

Focus:

Comparison of eligibility screening and enrollment process from the perspective of recent enrollees who used 2-1-1 and those who did not.

Consumer Impact (cont.)

- Ongoing analysis of caller data from automated system.

Subjects:

All 2-1-1 callers between May and September 2003.

Focus:

Description of demographics of callers.

Types of programs callers are screened for.

Volume of calls, number of calls resulting in screening.

Evaluation Approaches to Assess the Impact on 2-1-1 Vendors

1. Pilot vendor impact assessment

Subjects:

In-depth interviews with United Way of Northeast Florida and ACS

- Administrators
- 2-1-1 telephone operators
- Eligibility specialists

Focus:

- To learn about the process of installation, trouble-shooting, and maintenance of 2-1-1 calling system.
- Clarity of policies and procedures for eligibility determination.
- Assess eligibility screening thoroughness, consistency, and processing to end-point agencies.

2-1-1 Vendor Impact (cont.)

2. In-depth interviews with potential 2-1-1 vendors

Subjects:

Administrators of other United Way Resource and Referral agencies in State of Florida.

Focus:

Assess interest in becoming a 2-1-1 vendor

Assess barriers to implementing 2-1-1 with other vendors

Impact on 2-1-1 “Stakeholders”

1. In-depth interviews of relevant agency administrators in the pilot locations. For example:

Subjects:

**Medicaid Area Office #4 Baker, Clay, Duvall, Nassau, and St Johns
Medicaid Area Office #3a Suwannee, Hamilton, Bradford, Putnam,
and Columbia**

Duval County Healthy Start agency administrator

Duval County Center for Prevention Services administrator

Florida Kids Care Program administrator(s)

Focus:

What has been the impact of the 2-1-1 pilot on improving the eligibility screening and enrollment process?

Have inter-agency communication processes worked well?

What has been the impact of the 2-1-1 pilot on caseload trends?

Where are needed areas for improving the 2-1-1 system?

2-1-1 Stakeholder Impacts (cont.)

2. Focus groups with agency staff members

Subjects:

Eligibility screeners

Agency caseworkers

Focus:

Understanding of purpose and processes of 2-1-1 program.

Assessment of impact of 2-1-1 on consumer access to enrollment.

Assessment of inter-agency and 2-1-1 communications.

2-1-1 Economic Impact Evaluation

Focus:

- Rates of consistent screening outcomes between 2-1-1 and target agencies
- Caseload volume trends
- Associated costs for vendors and target agencies relative to benefits.
- Projected costs and projected savings for statewide rollout.