

CASE STUDY: PROCESS IMPROVEMENT

Enable America – Needs Assessment / Program Evaluation / Develop Relational Database

About Enable America

VetConnect, a division of Enable America, had a contract with the United States Special Operations Forces Command to implement a recovery program for Wounded Warriors that included a mentor, wellness activities and resources to assist with community re-integration and employment.

Problem

The VetConnect team had metrics in place that weren't giving them meaningful information about participants or program effectiveness. The team used Excel to store and manage program information, which became inefficient and cumbersome as the program expanded. Staff spent an average of 21 hours per month generating statistics for reports by hand.

Solution

TNI Consultants LLC evaluated the effectiveness of the Care Coalition Recovery Pilot Program combined with a needs assessment, which generated recommendations to enhance the program's efficiency and effectiveness.

Over 16 months, TNI Consultants LLC

- reviewed 23 documents to understand program intricacies, including metrics reports,
- interviewed 23 key stakeholders, including military and civilian personnel;
- explained why existing evaluation protocol was ineffective;
- introduced outcomes-based planning and evaluation model;
- identified desired outcomes and corresponding indicators, data sources, methods of data collection, data collection points and influencing factors on variables;
- designed new instruments to use in data collection, testing for validity and reliability;
- modified instruments and trained staff in use of evaluation protocol;
- worked with Intagras, Inc. to design and develop a secure, relational database to contain program data, evaluation protocol, survey data, allow searches and generate reports; and
- trained the VetConnect team in use of the database and evaluation protocol.

Results

The secure, relational database simplified the information management process and saved staff 16 hours each month when generating reports. The database is searchable by key word and designated fields, saving staff time when searching for information.

Information feeding into the evaluation protocol is obtained during daily communication with staff and program participants and recorded in the database; it is not an add-on activity each month. Staff, geographically dispersed, are able to access the database simultaneously.

Testimonial

"Terrie's insight into the complex nature of the program coupled with her unparalleled professionalism, affable nature and willingness to "meet mission" had a direct impact on the success of the program...I will actively seek out Dr. Nolinke's services in the future. Truly a "top 1% performer" and somebody I want on my team in a difficult situation." *Scott Heintz, COL (R) USA, Director of VetConnect, Enable America, Tampa, Florida*