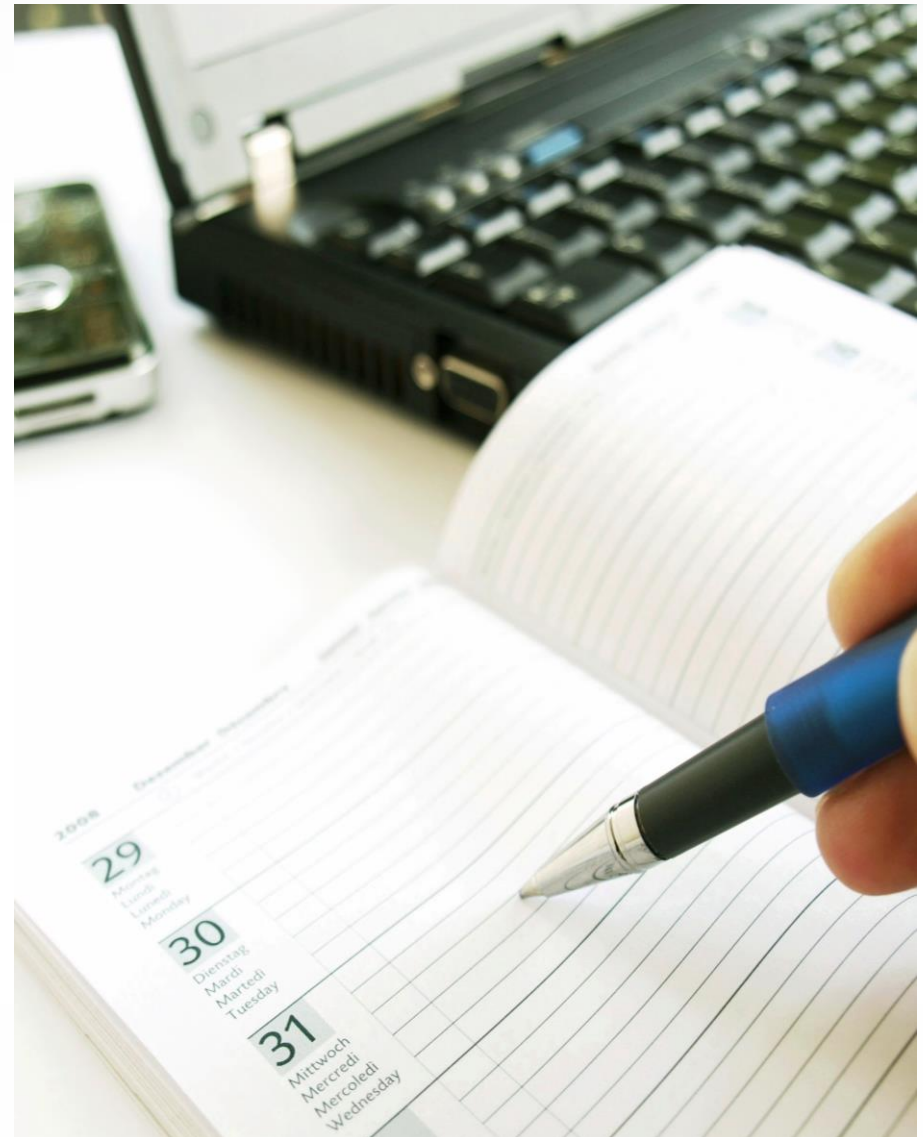


City of Austin Disability Quality of Life Study

May 14, 2021

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Welcome and Introductions

Introductions – Who's Here Today



Brittani Trujillo
Project Manager



Heather Fladmark
Project Management
Support

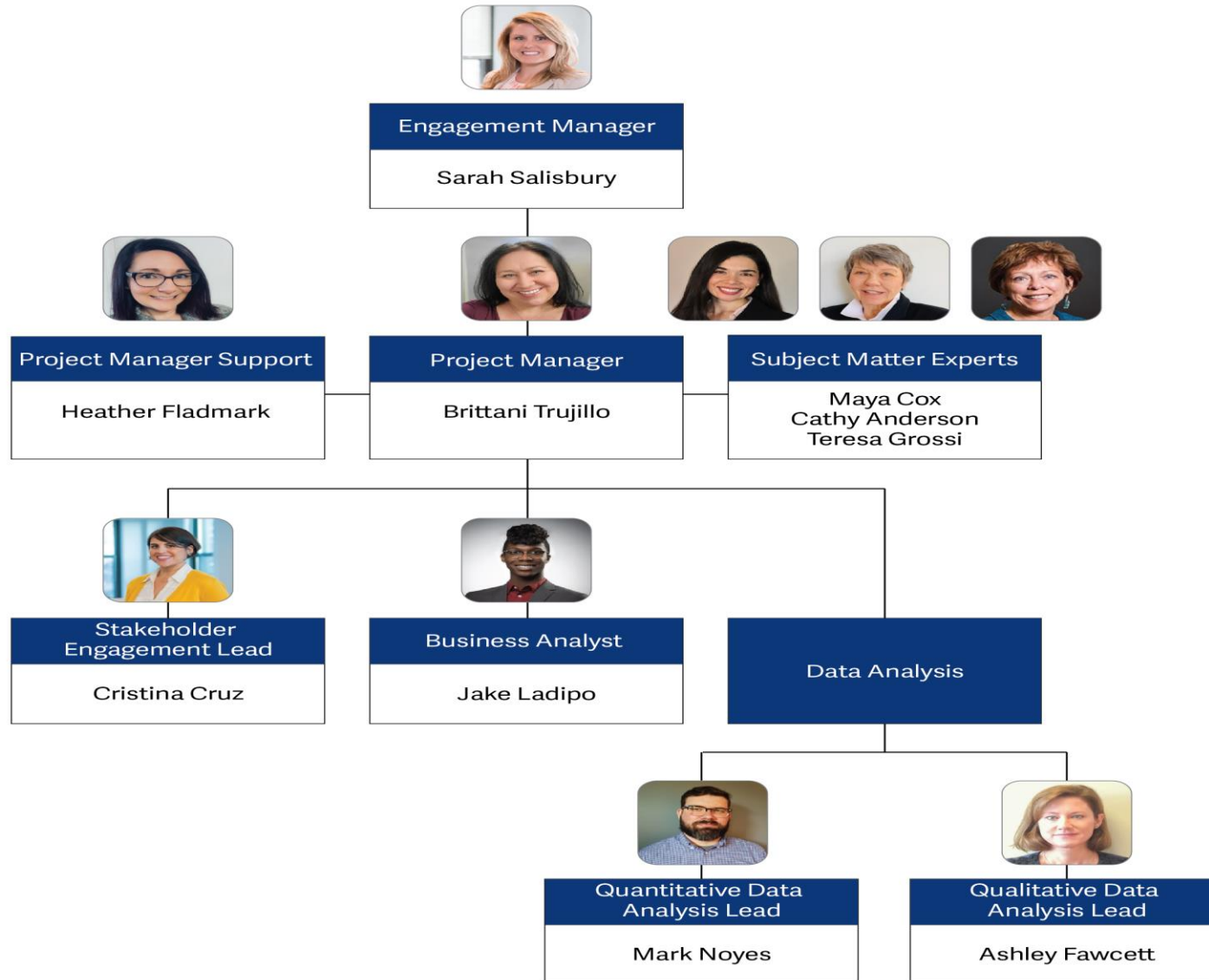


Cristina Cruz
Stakeholder Engagement
Lead



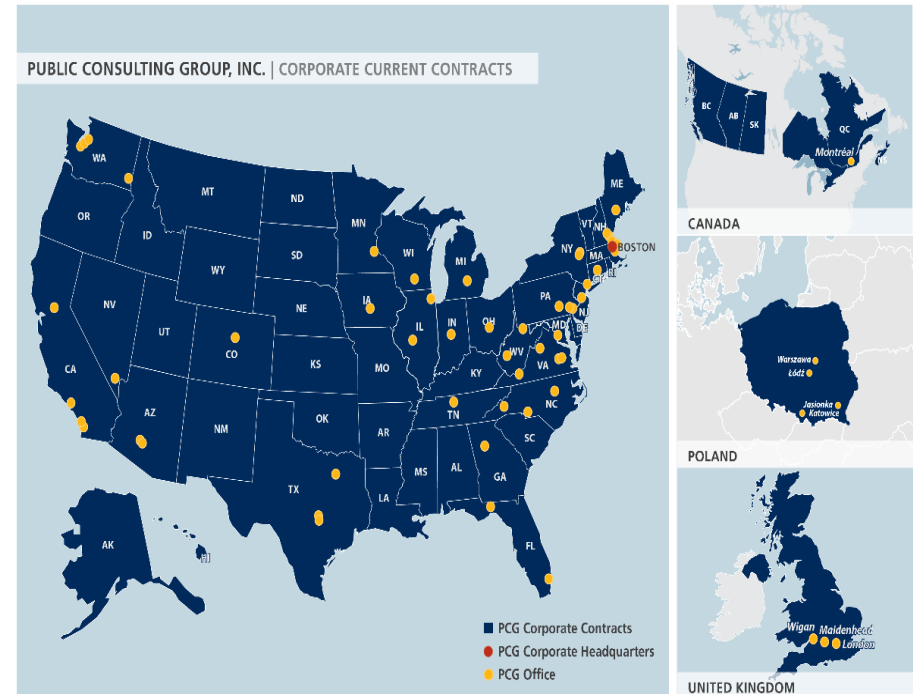
Mark Noyes
Data Analysis Lead

Introductions – Project Team



Overview of PCG

- Founded in 1986, PCG is headquartered in Boston, MA and employs more than 2,500 professionals in 60 offices
- Management consulting to assist public sector agencies better serve their targeted populations
- Five Practice Areas
 - Human Services
 - Health
 - Education
 - Technology Consulting
 - Public Partnerships, LLC (PPL)



Previous Projects

Massachusetts
Commission for the
Blind

Arizona Department
of Economic
Security, Refugee
Resettlement
Program

Alaska Mental
Health Trust
Authority



Roles and Expectations

Public Consulting Group (PCG)

- Survey development and administration
- Stakeholder engagement/outreach
- Final report

City of Austin

- Contract Management
- Review of PCG deliverables
- Coordination and oversight of project

Mayors Committee

- Collaboration on project
- Advisory role



Quality of Life Study: Meaning and Purpose

Quality of Life Study

Aspects of Quality of Life

Supports
equality of
individuals

- Self-determination
- Inclusion
- Empowerment

Considers
social
determinants
of health

Understands
the
difference
between
equality vs.
equity

Identifies
current
conditions
and
impressions
of the
community

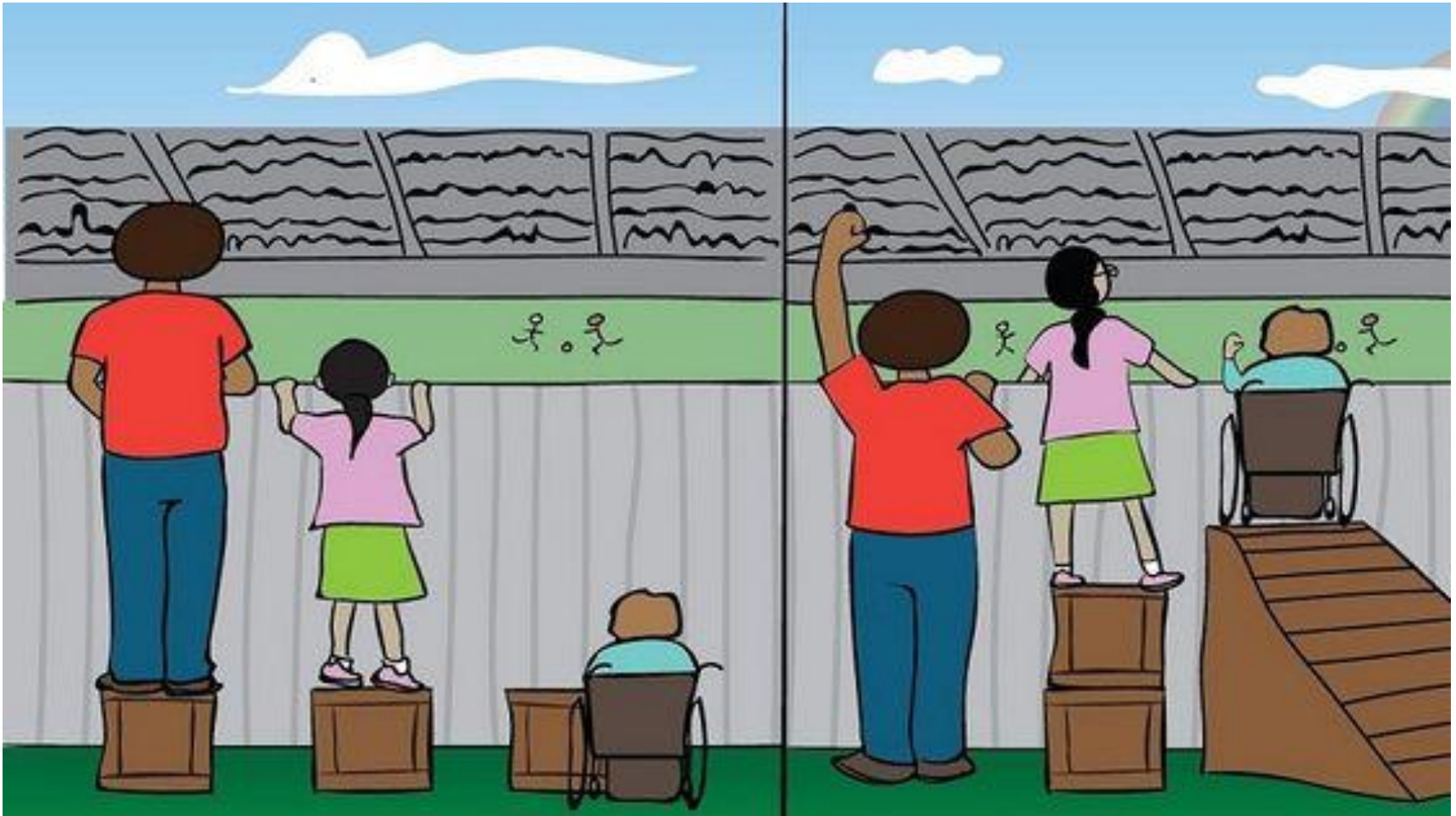


Social Determinants of Health

Defined as "conditions in the environment in which people are born, live, learn, work, play, worship, and age, that affect a wide range of health, functioning, and quality-of life outcomes risks" (Healthy People 2020).



Equality vs. Equity



Key Considerations

- Identify Austin's strengths and assets
- Ensure a variety of voices and perspectives are heard, for example:
 - Varying disabilities
 - Individuals using and not using services
 - Different economic circumstances
 - Intersection of multiple identities- race, ethnicity, LGBTQIA+, more
- Use the results to celebrate the strengths and shape a strategic plan for improvement



Data Collection

Quantitative Data Collection

Define and Describe the Population

- Define disability
- Describe disability in Austin
- Demographics (age, race)
- Language
- Employment and Income
- Barriers

Design the Survey

- Review prior learning
- Design survey instrument
- Design accessibility – language, formatting, keyboard controls, color and font, images

Distribute the Survey and Collect Data

- Online survey tool
- Timeline
- Stakeholder outreach
- Survey invitations
- SMS or text invitations



Community Engagement Methods

- Focus Groups
 - Small groups to gather ideas and share experiences
- Stakeholder Interviews
 - One-on-one to gather deeper stories
- Community Forums
 - Wider engagement allowing the community to meet and speak



Power Analysis

Power Analysis Description

- Identify key decision-makers and others who have the “power”
- Build a shared understanding of how the power works
- Understand and assess:
 - People and organizations that have influence
 - How power is applied
 - Impact of the power relationships on marginalized communities and groups
- Support and monitor change
- Conduct ongoing assessments/evaluation to monitor long-term outcomes



Timeline

Timeline – 3 Major Phases

Comprehensive Implementation Plan

April 2021 – June 2021

- Gather and review existing data
- Stakeholder outreach
- Data collection and implementation plan

Data Collection

July 2021 – January 2022

- Survey
- Preliminary findings report
- Analyze additional needs
- Secondary data collection
- Summary and analysis document

Complete Quality of Life Study

February 2022 – April 2022

- Community power analysis
- Draft Quality of Life study
- Present and submit Quality of Life study

Next Steps and Questions?

Next Steps



Stakeholder engagement

How to reach groups
Marketing/Communication material
Locations for future in-person meetings



Questions

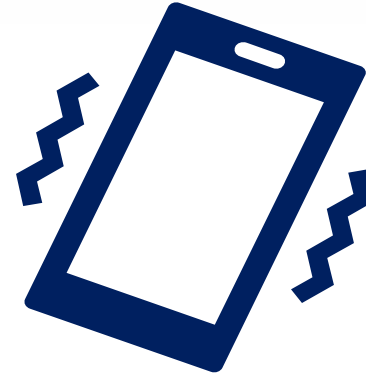
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CONSULTING GROUP

Solutions that Matter