Don’t let your data become hidden figures!

Plan and Conduct Meaningful Evaluation to tell your Respite Story
DATA IN THE REAL WORLD:
Planning, Implementing, and Learning from Evaluation.

FRIENDS National Center for CBCAP
A Service of the Children’s Bureau
Why Do We Evaluate?
So – do we evaluate because we *have* to?

Yes, but there’s more to it than that…
We evaluate because we have an obligation:

- To learn if our services result in the positive changes they are designed to achieve.
- To learn what we are doing that works and what doesn’t.
- To adjust and improve services based on data. This is called Continuous Quality Improvement (CQI).
- To tell our story and advocate for our program.
Evaluation is a necessary part of program accountability.

It helps us “tell our story” and justify the work we do.

Imagine some possible answers to the question, “Is your program working?”
Our services are evidence based—Of course they’re working!

We’ve been doing it for years and it’s what families need. Just ask me!

We’re funded to provide this program. Who’d fund something that didn’t work?

It feels right. It has that good vibe about it.

The peer-reviewed journals agree—this program is supposed to work!

The families love it!
Show me your data.

What data?

Data?

?#!@
How many of you are responsible for reporting on the activities of your program?

How many of you have advanced degrees in research and evaluation?

How many of you have training, degrees or expertise in communications, marketing or media?
What types of Data do you currently collect?
What Data Should We Collect? *

- Demographic information: “how many participants are enrolled and who are they?”
- Services: “what are we offering to participants and how often?”
- Fidelity: “what is our approach / model and how are we sure we are doing our program as intended?”
- Cost Analysis: “how much does it cost, what’s our cost benefit and is there a return on investment?”
- Outcome data / Impact
  - Quantitative
  - Qualitative

*Any data collected should be consistent with your overall logic model & evaluation plan*
Collect ONLY What You Need
What type of Evaluation / Data Tool(s) do you / should you use?
Mural, McDonald's Queensbury NY
## Monitoring Fidelity

### TakeFIVE Core Component Checklist

<table>
<thead>
<tr>
<th>Standard</th>
<th>Benchmark</th>
<th>Requirement</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Volunteer Engagement</td>
<td>a. Program engages in measurable strategies that address, justify, position, and challenge of volunteering in the program.</td>
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<td>2. Volunteer Training</td>
<td>a. Volunteer training is based on identified needs and provides the opportunity for volunteers to practice and reflect on best practices.</td>
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<td>3. Volunteer Support</td>
<td>a. Program ensures that volunteers have access to ongoing support and professional development opportunities.</td>
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<td>4. Evaluation and Feedback</td>
<td>a. Program collects and uses feedback from volunteers to improve the volunteer experience.</td>
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### Overall Benchmarks
- Pennsylvania families and their children with special healthcare needs between the ages of 0-5 years receive high-quality care from screened and trained adult volunteers.

### Checklist

- Program engages in measurable strategies that address, justify, position, and challenge of volunteering in the program.
- Volunteer training is based on identified needs and provides the opportunity for volunteers to practice and reflect on best practices.
- Program ensures that volunteers have access to ongoing support and professional development opportunities.
- Program collects and uses feedback from volunteers to improve the volunteer experience.

### Notes
- Volunteer training is based on identified needs and provides the opportunity for volunteers to practice and reflect on best practices.
- Program ensures that volunteers have access to ongoing support and professional development opportunities.
- Program collects and uses feedback from volunteers to improve the volunteer experience.
Tracking Participant Changes

Prior to starting Cardbreak, how did you anticipate spending your time during the sample period (record below):

9. When _____ is with their Cardbreak volunteer, what types of activities do you do during that time? (i.e., do you find yourself running errands, staying at home, finding time for other family members yourself)

10. Do you receive any other sample resources in addition to Cardbreak? Y / N (i.e., are there any other ways you get a break from caring for your child with a disability—can be any resources the care giver identifies as a "break")

Please identify:

11. (Review conversationally to the care giver) Families caring for a child with a disability often experience life-style changes that are additional to or magnified as compared to families of children without a disability. These can include financial changes, changes in health issues, modifications to housing, marital or familial changes, and reduction in resources and the child’s siblings that they didn’t have before.

I’d like you to take a minute to think about your own life prior to Cardbreak and now today. (Pause so allow care giver a moment to think about how your life changed since you were matched with your Cardbreak volunteer). (Have a checklist to correspond here as appropriate as care giver suspends, record any additional information below: "Needed, make note next to allocated home)

- School Changes
- Change in living conditions/arrangements
- Change in financial state
- Change in family
- Change in health of family member
- Personal injury or illness
- Change in recreation/social activities
- Change in sleeping habits
- Birth or a loved one
- Divorce or Separation
- Other:

If you have a documented support network, let the care giver know if they can call you, if there was anything you would like to add that we have not already captured?

If you have any additional comments, please feel free to add them here:

[Signature] Date:

If you have any additional information or needs that are not addressed above, please contact the Cardbreak Program office at [phone number].

[Cardbreak Program Office Contact Information]
Satisfaction

Parent Survey:
We are conducting parent surveys about your visit to help us improve the service we provide. All responses will be kept completely confidential and will not be shared with any of the medical providers you saw today. Thank you for your participation.

Visit Today: D.O. or Standard

1. How would you describe your overall satisfaction with your visit today?
   - Excellent/Very Satisfied
   - Good/Satisfied
   - Average
   - Below Average/Unsatisfied
   - Poor/Very Unsatisfied

2. How would you rate the healthcare provided by your doctor today?
   - Excellent/Very Satisfied
   - Good/Satisfied
   - Average
   - Below Average/Unsatisfied
   - Poor/Very Unsatisfied

3. Are you happy with the amount of time the doctor spent in the room with you today?
   - Excellent/Very Satisfied
   - Good/Satisfied
   - Average
   - Below Average/Unsatisfied
   - Poor/Very Unsatisfied

4. How important is it that you see the same doctor each time you come to the clinic?
   - Very Important
   - Somewhat Important
   - Not Important
   - Somewhat Unimportant
   - Very Unimportant

5. Do you remember the name of your child's doctor today? YES NO

6. Has your child received care from this physician or provider before? YES NO

For those parents who are undergoing direct observations:

Today, in order to ensure the best possible care for your child, we observed your child during the visit. Please rate the following statements:

- Strongly Disagree
- Somewhat Disagree
- Neither Disagree nor Agree
- Somewhat Agree
- Strongly Agree

Other Comments: ________________________________
Do you have the data you need to tell your story:
What information do you need in order to convey your message?

What hard data do you need to collect?
- Are you using the tools to get the data you need?

What kinds of stories / supporting documentation would help?

How is your information best presented to engage in CQI and make an impact?
Who needs to know about what you do?

Why do we want to tell people about your program?

What do you want to tell them?
PREPARING TO TELL THE STORY
Clearly identified outcomes

An Evaluation Plan

- “Does your program make a difference?”
- “How much difference does it make?”

Data Collection Tools designed to measure the identified outcomes

Data Management and Utilization for CQI and beyond

Sharing your story with others
3 Simple Questions

1. Does the Communication Express and Evoke Care?
GiveMeFIVE Volunteer Respite Data Summary

• FY 2014: 165,988 volunteer hours provided by GiveMeFIVE sub grantees
• FY 2015: 492,167 volunteer hours provided by GiveMeFIVE sub grantees
• FY 2016 YTD: 013,903 volunteer hours provided by GiveMeFIVE sub grantees

• TOTAL # OF T5 VOLUNTEER RESPITE HOURS: 672,058

• From the information above, in the 2 ½ years since the start of GiveMeFIVE, the funded organizations have provided 672,058 total volunteer hours.

• If 1 volunteer hour is worth $14.63, in order to see the TOTAL impact of ALL programs since the start of GiveMeFIVE, we must multiply the total number of volunteer hours by the value of 1 hour.

• 672,058 HOURS X $14.63 per hour (according to comparable value in PA as per the US dept. of L&I job description) = $10.5 million worth of volunteer respite provided by GiveMeFIVE volunteers to date.
**GiveMeFIVE Volunteer Respite Makes a Difference!**

**720,000 hours:** the number of hours GiveMeFIVE volunteers have provided to PA families of children with special needs.

**$14.63:** The value of one hour of respite in Pennsylvania determined by Labor & Industry (cost equivalent for Home Health aide).

**$10.5 million:** the value of the volunteer respite provided by GiveMeFIVE volunteers over 2.5 years.

*Feedback from GiveMeFIVE participants*

“As a parent, this time is meaningful to me. I can reconnect with my husband and my church family and feel hopeful instead of helpless.”

“As a respite volunteer, I can’t imagine a better use of my gift of time. I’m prepared and feel confident and competent to serve the children in our program!”

“This program has made our family stronger and better. There is something very gratifying about having someone volunteer to spend time with your child, and seeing by the look on their face that they are having just as much fun as my child is.”
3 Simple Questions

Courtesy of the University of Pittsburgh Office of Child Development Communication Alliance

2. Does the Communication Inspire Hope?
Sarah McLachlan: ‘I Change The Channel’ When My ASPCA Commercials Come On
3 Simple Questions

3. Does it help you to find something worth giving within yourself?
YOU CAN HELP!

- $50 supports the background screening of 1 GiveMeFIVE volunteer
- $350 provides the resources to train 5 GiveMeFIVE volunteers
- $3000 supports a GiveMeFIVE match to provide 3 years / 750 hours of respite
- 2-4 hours of time per week provides a meaningful break to a family caring for a child with special needs
- Space in your organization’s newsletter can recruit volunteers and families to participate in GiveMeFIVE
Make sure you have data tied to your outcomes and that help tell your story...and you can tell it less than 90 seconds.
A Message Worth Sharing:

“What is the MOST important message you want to share about your Program or Services* 

* 5-6 key points
Want more information?

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