



ND RPE CQI AND PROCESS EVALUATION

PROCESS EVAL AND CQI WEBINAR OVERVIEW

Definitions and relevant purposes

Methods and examples for implementation

Next steps



PROCESS EVALUATION

PROCESS EVALUATION

Data collected as work is going on or as a concrete activity is being carried out to help inform and improve your program



Program Monitoring

A photograph showing the lower legs and feet of a person standing on a set of stairs. The person is wearing green pants and dark sneakers with white soles. The stairs have orange-painted treads and grey risers. The text "Program Improvement" is overlaid in white on the lower left side of the image.

Program Improvement



**Develop effective
program models**

TYPES OF PERFORMANCE MEASURES

Effectiveness

Efficiency

Quality

Timeliness

Productivity

Safety



What's the activity you are collecting data on?

How are you going to use the data?

What do you want to know?

What's the best way to collect the data?

Where/who will it be collected from?

PROCESS EVALUATION EXAMPLE FROM STATE LOGIC MODELS

Question: Are we implementing our plan as intended?

Data source: SCBT does Document Review of Logic Models every 6 months

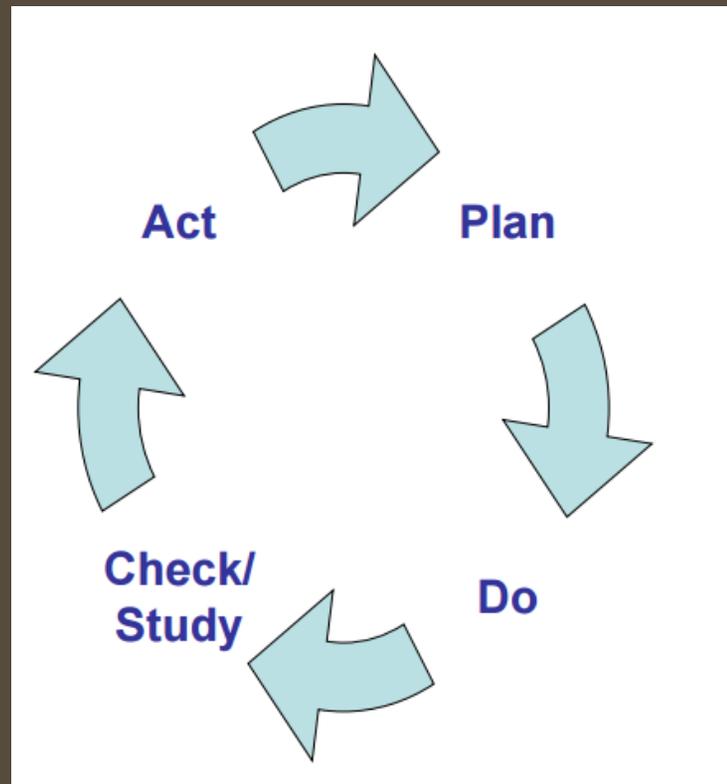


CONTINUOUS QUALITY IMPROVEMENT

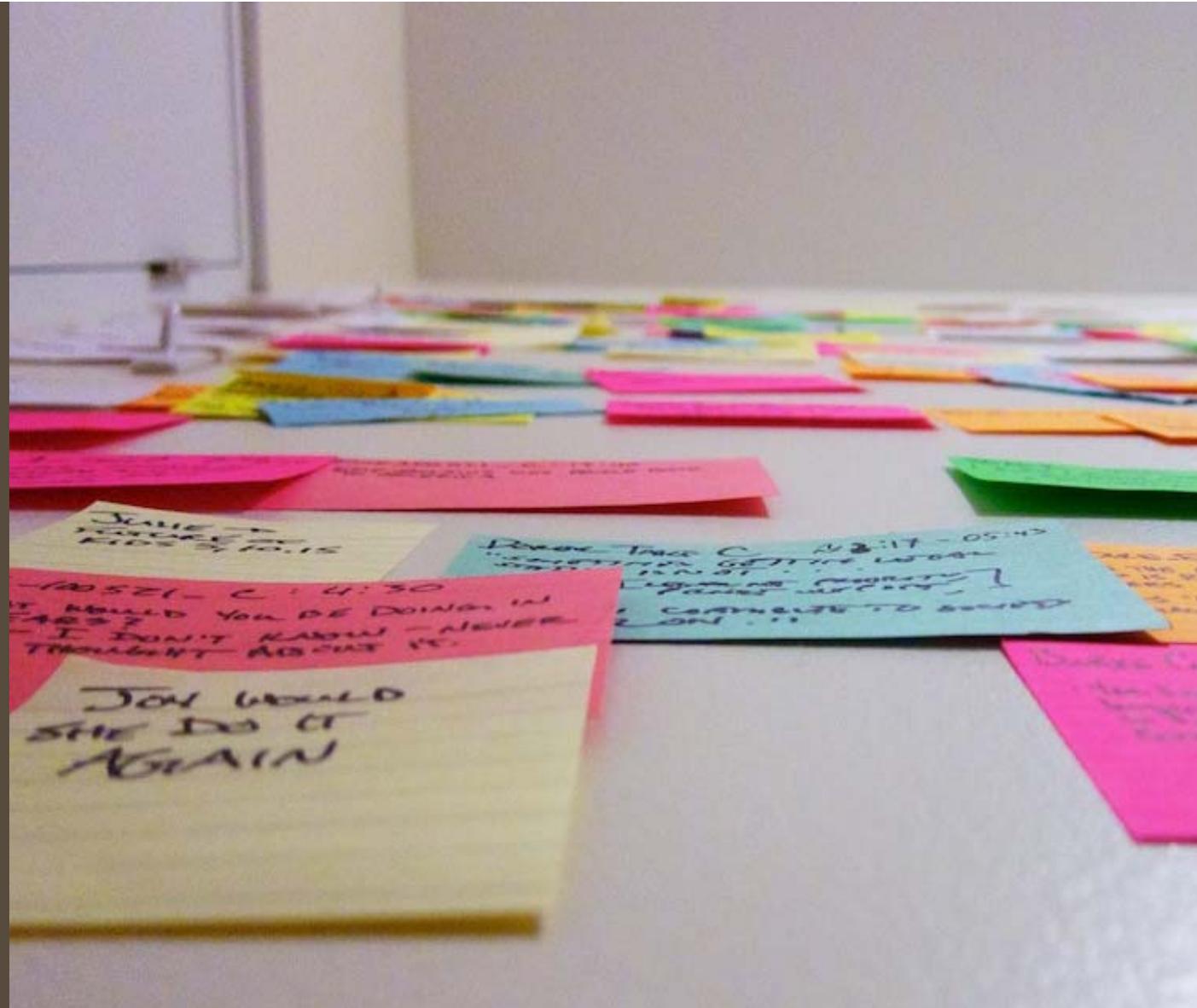
CONTINUOUS QUALITY IMPROVEMENT - CQI

Refers to using process evaluation data to improve your strategies, programs and activities

PLAN-DO-STUDY/CHECK-ACT (PDSA/PDCA)



PLAN



DO



STUDY/ CHECK



ACT



CQI EXAMPLES FROM ND RPE

- Administer event (meetings, trainings, etc...) evaluations
- Conduct event (meetings, trainings, etc...) debriefs
- Hold monthly SCBT meetings to review event (meetings, trainings, etc...) evaluations and conduct debriefs in an effort to make immediate course corrections (see Event Debrief Form and Event Evaluation Form)
- Hold monthly SCBT meetings to develop evaluation data collection tools and to analyze available evaluation data to determine if outcomes are being met or if changes in implementation are necessary

DISCUSSION





METHOD IDEAS

STAKEHOLDER ENGAGEMENT



TOOLKIT RESOURCES AND RPE EXAMPLES

Introduction to Process Evaluation

One common type of Process Evaluation is the appraisal of a program's implementation. It documents whether the intended design of the program has actually been executed. There can be a number of different barriers to implementation that might include lack of funds, a shortage of personnel, unanticipated requirements or difficulty in locating the priority population. Without understanding barriers and the progress toward program implementation, trying to evaluate program impact or outcome is futile. An assessment of program implementation is often conducted using qualitative methods and is usually characterized as the program's process evaluation.

Process evaluation addresses whether the program was implemented and is providing services as intended. It does so by documenting the program's development, operation and reasons for successful or unsuccessful performance. This information is invaluable when considering program replication. From a process evaluation, one might want to know:

- What is being done?
- When are things being done?
- By whom?
- To whom?
- How are these elements the same or different from the planned design?
- What are some successes?
- What are the barriers?
- Is what is being done helping achieve program goals?

As programs grow and evolve, they may change in unexpected ways that can reduce effectiveness. This "program drift" is not always negative – some programs improve on outcomes because they are able to adapt successfully to local needs. Whether drift results in stronger or weaker outcomes, it is important to be able to report these findings to learn about what is being done in a program and why.

The social science research methods used for conducting process evaluations are often qualitative because the evaluation questions tend to be exploratory in nature. Such methods include in-depth interviewing of staff, participants and other stakeholders, observational methods and documents review.

The documents below are sample observation and review forms used to evaluate program implementation. Agencies looking for process evaluation tools to use in their own prevention efforts may be inspired by these forms.

Sample Surveys:

- [Key Informant Tool - Sample](#)
- [Observational Form - Sample 1](#)
- [Observational Form - Sample 2](#)
- [Process Evaluation Worksheet](#)

PLANNING TOOL

Process Evaluation Worksheet – “How are we following our plan?”

Start now to use this worksheet to create your plan for evaluating the implementation of your DELTA activities. Take the **next three to four weeks** to fine-tune your plan and begin to work on the steps.

What do you want to know?	What will you do to find out? (Methods)	By when?	Who needs to be involved?	Who will do what?
What is the final product?				

INTERVIEW GUIDE

Process Evaluation – Key Informant Tool

The below list of questions is a sample interview guide to use with key informants to interview them about the status and evolution of a project.

Warm Up

1. How long have you worked with the project?
2. Describe what your relationship is to the project.

What does the Project Do - O

3. From what you know about the project—describe all the facets.
4. What population is the project meant to serve and in what ways are we tapping into that group?
5. What does a typical day (session) look like?
6. How would you describe the project's values or beliefs? In other words, what principles is the program based on?
7. What do you think the project's trying to accomplish?
8. Who are the project's community partners?
9. What do they do for the project?
10. Have any changes to the program components been made recently?
11. In what ways has the project evolved over time?

How Do You Feel About the Project - R

ACTIVITY OBSERVATION

Process Evaluation – Observational Tool 2

General Information:

Date: _____ Observer: _____

Time: _____ Location: _____

Section	Description	How Did It Link to Goals?

Examples of Sections Include: Introduction, Warm Up, Video Watching, Role Plays, Lecture, Discussion, Interactive Exercises, Closing, Wrap Up

Process Evaluation – Observational Tool 1

General Information:

Date: _____ Observer: _____

Time: _____ Location: _____

1. Describe the activities you saw (who, what, etc...)
2. What was surprising?
3. What wasn't so surprising?
4. What questions do you have?
5. In what ways do you think the activities you saw are being implemented as intended?
6. In what ways do you think the activities you saw are **not** being implemented as intended?

MEETING DEBRIEFS

MONTHLY REPORTING – DEBRIEF FORM

After reviewing the "batch" of monthly reports for this reporting period, complete the following debrief form.

Reviewer:

Month:

Year:

Number of reports reviewed:

- 1. What caught your attention this month?**
- 2. Where were you surprised?**
- 3. What was disappointing?**
- 4. What is new information?**
- 5. What insights are emerging about TA needs?**

Format

- 6. What are some potential next steps?**

Format

DOCUMENT REVIEW

Process Evaluation – Document Review Tool

The below list of questions can be used to understand the project's evolution.

Gather all grant application, work plans and other written records (mission statements, program reports, applications, meeting minutes, etc...). Read through each carefully. Coordinators can do this individually or as a small group process. Make sure to record the answers to the following carefully.

1. What did the original grant (or other written materials) say the need for the program was?
2. What did the documents say the goals were in the beginning? What are the goals now?
3. What activities were in the work plan then? What are they now?
4. Describe the major differences in need, goals and activities.

What Else? - R

5. Where do you have questions about the changes?
6. Who else might you ask about the program's evolution?
7. What other documents provide insight into the program's evolution?

Why the Change? - I

8. In what way does what is on paper differ from what is actually being done?
9. Why do you think the changes occurred?
10. Are these changes due to program drift or cultural adaptation?

What's next? – D

11. What else might you do to enhance your process evaluation?
12. What else might you do to enhance your program?

PLACEMATS

A large circle is divided into four sections by two intersecting lines. Each section contains a numbered question for a meeting debrief. The questions are:

1. What parts of this afternoon's meeting 'worked' for you today?
2. What expectations for today's meeting were met?
3. Which of the decisions or next steps from today's work are you most committed to? Passionate about?
4. What suggestions do you have for improving the next meeting?

DATA COLLECTION DEBRIEF

Focus Group Debrief 2015

Focus Group Date and Location:

Demographics: (fill in the appropriate number of group member that fit into the categories below--ask if unsure about categories):

_____ **Total number of Interviewees**

_____ **Victims of Crime (ever)**

_____ Male

_____ Female

_____ Persons of Color

_____ White

_____ Rural

_____ Urban

_____ Suburban

_____ Persons with disabilities

Group flow:

- Common Themes:
- Divergent Themes:
- Memorable Quotes:

Reflections: (answer these questions from your own perspective as interviewer)

- What was not so surprising?
- What is new information?
- What were the two or three most valuable things learned?

Please scan and send to _____, Thanks!

TOP METHODS



MEETINGS AND INFORMAL CONVERSATIONS



SPRING 2009

SURVEY

- I'M ANXIOUS
- I'M HOPEFUL
- I'M IN LOVE
- I'M NOT IN LOVE
- I'M SLEEPING WELL
- I'M READY
- I'M LONGING FOR SOMETHING
- I'M OVERWHELMED
- I'M FULL
- I'M NERVOUS
- I'M SPEECHLESS
- I'M OK
- I'M INSECURE .

PLEASE RETURN TO
MIA NOLTING
5922 N. ALBINA AVE #5
PORTLAND, OR
97217

Surveys

Focus groups



Reports

STAKEHOLDER ENGAGEMENT





DOCUMENTATION

EVALUATION PLAN

Type of Activity	Types of Questions	Data Collection Methods	Possible Sources or Respondents
Movie screening	--To what extent did the event go as planned? --What went well? --Stumbles? --What lessons will be helpful to apply to the next event?	Focus group or meeting debrief	Event planners

BRINGING IT ALL TOGETHER

Process evaluation definition and uses

Program monitoring and improvement, model development

CQI definition and uses

Plan, Do, Study, Act

Method examples

Evaluation Plan table

Documentation