

Program Evaluation

Lesson 2 Assignment

If you work for a DSHS funded program, there are only a few things that you absolutely need to know and implement in order to meet the requirements of the largest federal funder of services here in Washington. (If you do not work for a DSHS funded program, you will still benefit from reviewing the well-crafted questions and tips below.)

There are only two questions that you must ask shelter residents, support group attendees, and the people who use your advocacy services.

For clients in shelter:

Because of my experience in the shelter, I feel (please check **yes** or **no**)

I know more ways to plan for my safety
I know more about community resources

For clients attending support groups

Because of attending this support group I feel (please check **yes** or **no**)

I know more ways to plan for my safety
I know more about community resources

For clients using support services and advocacy

Because of the advocacy/support services I have received from this program so far, I feel (please check **yes** or **no**)

I know more ways to plan for my safety
I know more about community resources

Tips

- Never collect data when clients are in crisis.
- Collect data often enough that you don't miss those clients who receive short-term services, BUT not so often that it's a burden to clients.
- Try to ask every **shelter resident** to participate as they get closer to shelter exit (that is, other than those in crisis). Do not wait until actual exit, but rather as you see or know people are getting close to leaving.
- Ask **support group participants** every 3-4 weeks to fill out a form toward the end of the session. Supply pens or pencils, have a box into which participants can drop their responses, and ideally, have the facilitator leave the room.
- Ask **advocacy program participants** after they have had at least two contacts with an advocate. You want to allow for enough time for change to occur, but not miss those clients receiving short-term advocacy.

Reporting

- The aggregate totals for all participant surveys are reported via infonet to DSHS who then reports to the federal program.

Assignment

That is the bare minimum you need to know in order to meet the DSHS requirements. However, because our intention is to meet the needs of all survivors to the very best of our ability, we need to learn more about how to ask additional great questions, and what to do with the information survivors tell us. The following reading assignment will introduce you to one of the very best how-to manuals¹ on program evaluation.

- Choose and read at least two chapters from *Outcome Evaluation Strategies for Domestic Violence Service Programs: A Practical Guide*. Study the table of contents before you begin to make sure you have selected the topics of most interest to you.
- When you have finished, tell us what you learned by filling out the quiz for Lesson 2.

¹ All DSHS funded victim services programs received a hard copy of this manual in 2008. You may be able to find your program's copy and use it as a general reference once you have completed this course.