

You Don't Need to Move Mountains!

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



Watson
INSTITUTE

the communication alliance



*Working with nonprofits in our community to
continually improve communications and care*

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?***”



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

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?

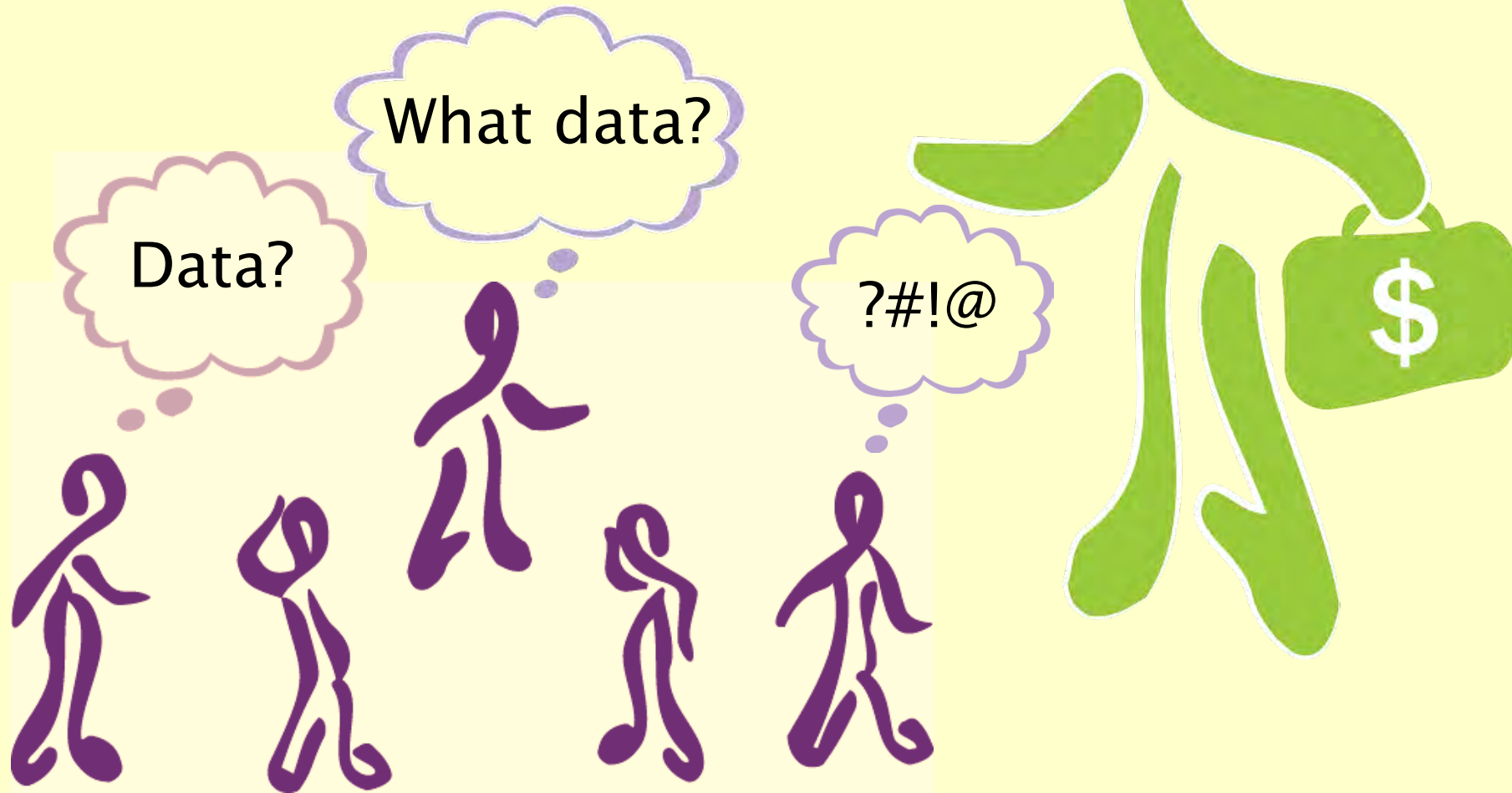


It feels right. It has that
good vibe about it.



The families love it!

Show me your 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
- Services: Type and Frequency/Dose
- Fidelity
- Cost
- Outcome data
 - Quantitative
 - Qualitative

**Any data collected should be consistent with your overall evaluation plan*

Collect **ONLY** What You Need



What type of Evaluation / Data Tool(s) do you
/ should you use?



Tracking Participant Changes

Impact of Respite Retrospective Outcome Survey – CareBreak

(For use with current families matched with a volunteer for approximately 6 months or less)

A. (To be filled in by surveyor prior to speaking with caregiver)

1. Family Name: _____
2. Child's Name: _____
3. Child's Age: _____
4. Child's Gender: M / F
5. Child's Disability: _____ Mild Moderate Severe
6. Level of Disability/Care: _____
7. Length of time using CareBreak (with current volunteer): _____

B. (Information to gather from the caregiver during phone survey)

1. What is your relationship to (____): _____
2. Are you (____)'s primary caregiver? Y / N
3. Do you share the care giving responsibility of (____) with another adult? Y / N
(If specified, record here) _____
4. If yes, does that adult reside in your home? Y / N
(If specified, record here) _____
5. Do you have other children you are responsible to care for under the age of 21 living in your home? Y / N (How many: #____)
6. Do you have a defined support network? (i.e. extended family, friends, a partner): Y / N
(If specified, record here) _____
7. Before you were matched with your CareBreak volunteer, how "stressed" would you say
(If specified, record here) _____

1 Not at All Stressed
2 Stressed sometimes
3 Moderately Stressed
4 Stressed Very Often
5 Extremely Stressed

8. Prior to starting CareBreak, how did you anticipate spending your time during the respite provision (record below): _____

9. When (____) is with their CareBreak 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 respite resource in addition to CareBreak? Y / N
(i.e. are there any other ways you get a break from caring for your child with a disability – can be any resource the care giver identifies as a 'relief')

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. There can include financial changes, caregiver health issues, modifications to housing, marital or familial changes, and resilience in themselves and the child's siblings that they didn't know existed.

I'd like you to take a minute to think about your own life prior to CareBreak and now today. (Pause to allow care giver a moment to think) How has your life changed since you were matched with your CareBreak volunteer? (Place a checkmark in corresponding box as it pertains to care giver's response, record any additional information below; if needed, makes notes next to checked boxes)


- | | |
|-------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> School Changes | <input type="checkbox"/> Marriage/New Intimate Relationship |
| <input type="checkbox"/> Child leaving home | <input type="checkbox"/> Gain a new family member |
| <input type="checkbox"/> Change in living conditions/arrangements | <input type="checkbox"/> Pregnancy |
| <input type="checkbox"/> Change in financial state | <input type="checkbox"/> Increased arguments/fighting |
| <input type="checkbox"/> Change in eating habits | <input type="checkbox"/> Involvement with the law |
| <input type="checkbox"/> Change in health of family member | <input type="checkbox"/> Job Loss |
| <input type="checkbox"/> Personal injury or illness | <input type="checkbox"/> New Job/Change in responsibilities at work |
| <input type="checkbox"/> Change in recreation/social activities | <input type="checkbox"/> Spouse starts or stops working |
| <input type="checkbox"/> Change in sleeping habits | <input type="checkbox"/> Outstanding personal achievement |
| <input type="checkbox"/> Death of a loved one | <input type="checkbox"/> Vacation |
| <input type="checkbox"/> Divorce or Separation | |

12. Now that you have a CareBreak volunteer, how would you rate your stress level:
1 Not at All Stressed
2 Stressed sometimes
3 Moderately Stressed
4 Stressed Very Often
5 Extremely Stressed

13. We want to ensure that the CareBreak program is in fact both meaningful to your child with a disability and providing relief to you as the caregiver(s). This final question will continue to help us help you.
If the CareBreak program was to end, how would your life change or be different: (record below)

anything else you would like to share about respite, your child, or the CareBreak program?
(record below)

Monitoring Fidelity



TAFIVE Core Component Checklist

Overall Description: The response (intervention) from which to sample and evaluate results is used for ages of 0-11 years (selected by age in the consent and informed assent and/or caregiver).

Component	Practices/Interventions	Measures	Notes
1. Volunteer Recruitment	<ul style="list-style-type: none"> 1. Being able to engage in recruitment strategy that is culturally/linguistic (the location, position and challenges of recruitment in the program) 2. Program engages in strategies that require release from caregiver 	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	
2. Volunteer Assessment	<ul style="list-style-type: none"> 1. Volunteer completes an application 2. Volunteer agrees to complete assessment for the volunteer program 3. Program includes a plan to recruit the target population 4. Program includes a plan to recruit the target population 5. Program includes a plan to recruit the target population 6. Program includes a plan to recruit the target population 7. Program includes a plan to recruit the target population 8. Program includes a plan to recruit the target population 9. Program includes a plan to recruit the target population 10. Program includes a plan to recruit the target population 	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	
3. Volunteer Training	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	

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4. Family Assessment and Recruitment	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	
5. Home Visit and Interview	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	
6. Outcome	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	<ul style="list-style-type: none"> 1. Program includes a plan to recruit the target population 2. Recruits from the target population 3. The selected program / intervention is a culturally competent intervention 4. A minimum of 15 children aged 0-11 years 5. Program includes a plan to recruit the target population 	

Who needs to
know about
what you do?

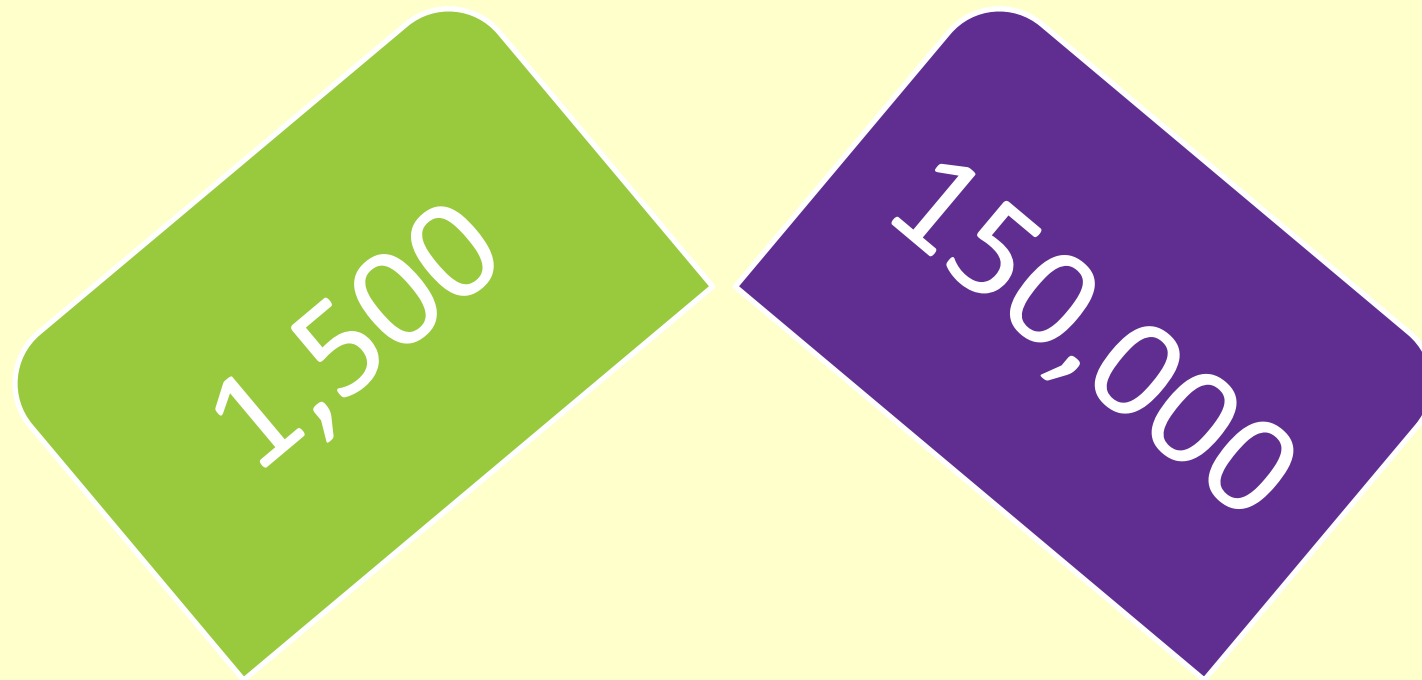
Why do we
want to tell
people about
your program?

What do you
want to tell
them?

3 Simple Questions

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

1. Does the Communication Express and Evoke Care?





Mural, McDonald's Queensbury NY

TakeFIVE Volunteer Respite Data Summary

- FY 2014: **165,988 volunteer hours** provided by TakeFIVE sub grantees
- FY 2015: **492,167 volunteer hours** provided by TakeFIVE sub grantees
- FY 2016 YTD: **013,903 volunteer hours** provided by TakeFIVE sub grantees
-
- TOTAL # OF T5 VOLUNTEER RESPITE HOURS: **672,058**
-
- From the information above, in the 2 ½ years since the start of TakeFIVE, the funded organizations have provided 672,058 total volunteer hours.
-
- If 1 volunteer hour is worth \$22.63, in order to see the TOTAL impact of ALL programs since the start of TakeFIVE, we must multiply the total number of volunteer hours by the value of 1 hour.
-
- **672,058 HOURS X \$22.63 per hour =**
- **\$15,208,672.54 worth of volunteer respite provided by TakeFIVE volunteers to date.**

TakeFIVE Volunteer Respite Makes a Difference!

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

\$22.63: The value of one hour of respite in Pennsylvania determined by volunteeringinamerica.gov

\$16.3 million: the value of the volunteer respite provided by TakeFIVE volunteers over 2.5 years



"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. "

Feedback from TakeFIVE participants

3 Simple Questions

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

2. Does the Communication Inspire Hope?



HUFFPOST LIVE

Sarah McLachlan: 'I Change The Channel' When My ASPCA Commercials Come On

© 05/05/2014 02:42 pm ET | Updated May 05, 2014



Before



After

3 Simple Questions

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

3. Does it help you to find something worth giving within yourself?



FAMILY SUPPORTS

Respite Services

To assist families who care for their children with disabilities at home, The Watson Institute offers a variety of respite care options including the CareBreak Program and Day and Overnight Respite Program.

CareBreak at The Watson Institute

The CareBreak program is a gift of time and energy given for a few hours a week by a committed volunteer to a family caring for a child with special needs. Typically conducted in the family's home, CareBreak provides an opportunity for a child and a volunteer to share fulfilling, one-on-one experiences while allowing the family to regroup. A carefully screened and trained volunteer is matched with a family in their community where they offer friendship, support and a vital respite break.

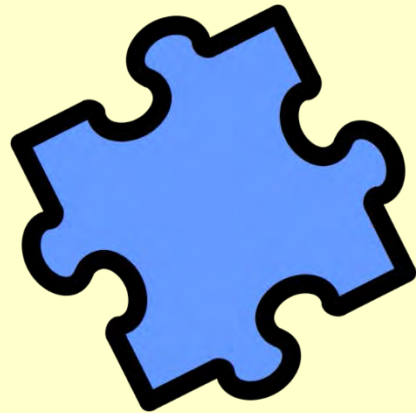
Watson began the CareBreak program in 1998 serving 2 children with special needs and their families. Today 52 families are matched with a CareBreak volunteer. Volunteers are asked to make a 6 month commitment; however, the average match lasts 3-5 years.

For more information on CareBreak call 412-749-2863.

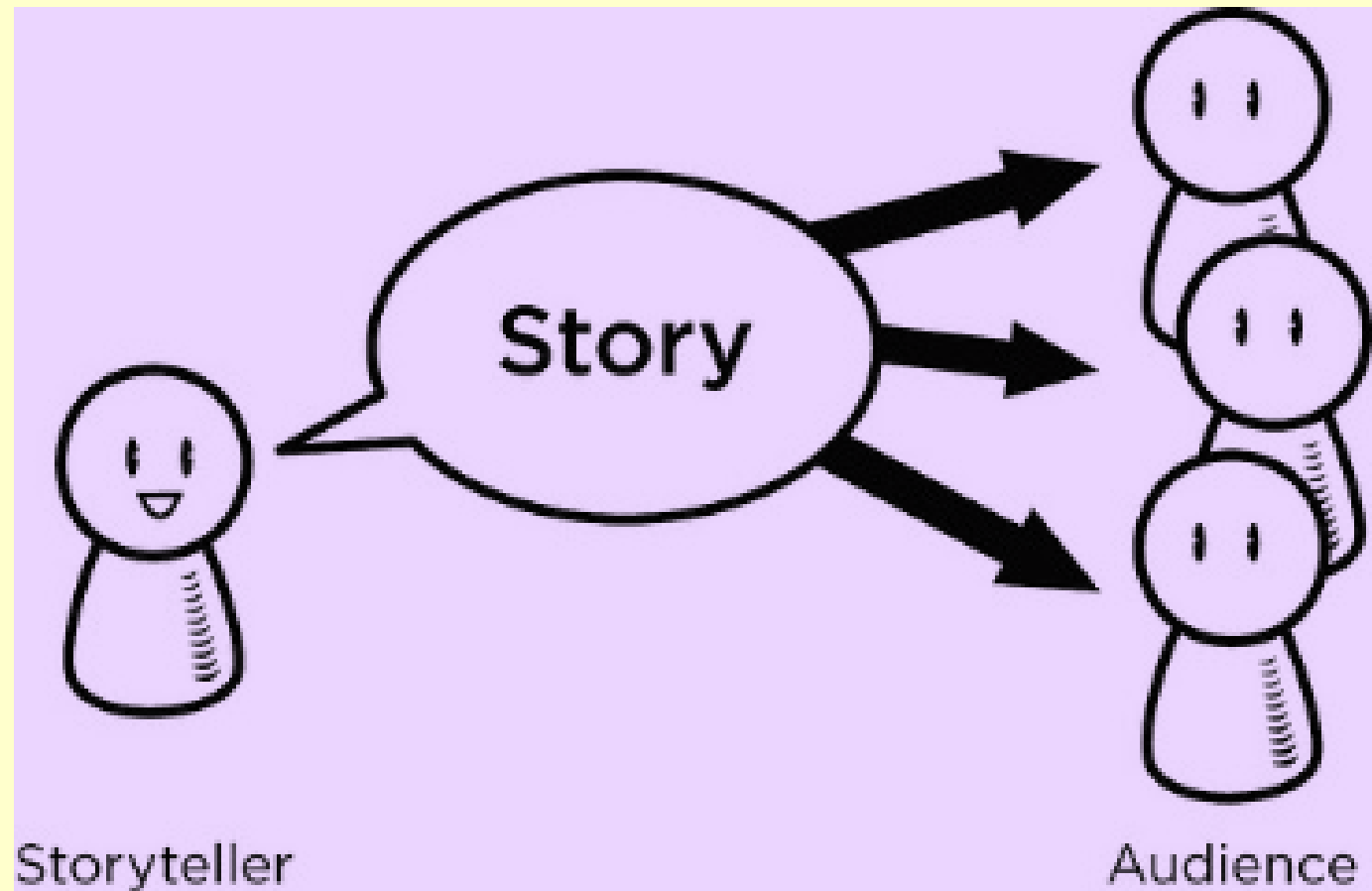
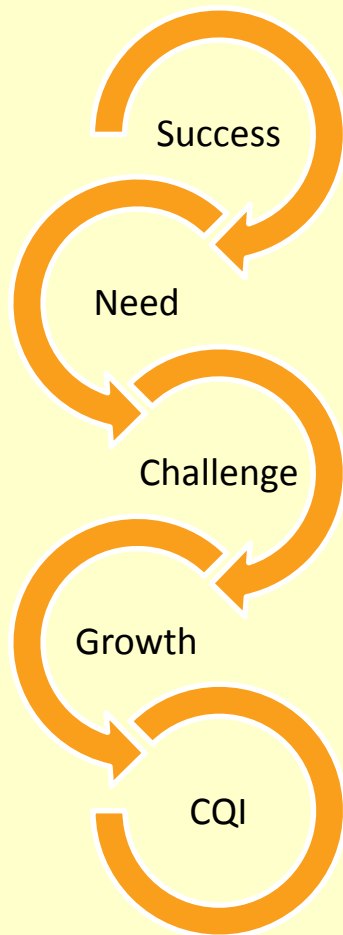
YOU CAN HELP!

- ☐ \$50 supports the background screening of 1 CareBreak volunteer
- ☐ \$350 provides the resources to train 5 CareBreak volunteers
- ☐ \$3000 supports a CareBreak 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 CareBreak

Do you have the data you need to
tell your story:



Make sure the data you collect is tied to your outcomes and can help 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?

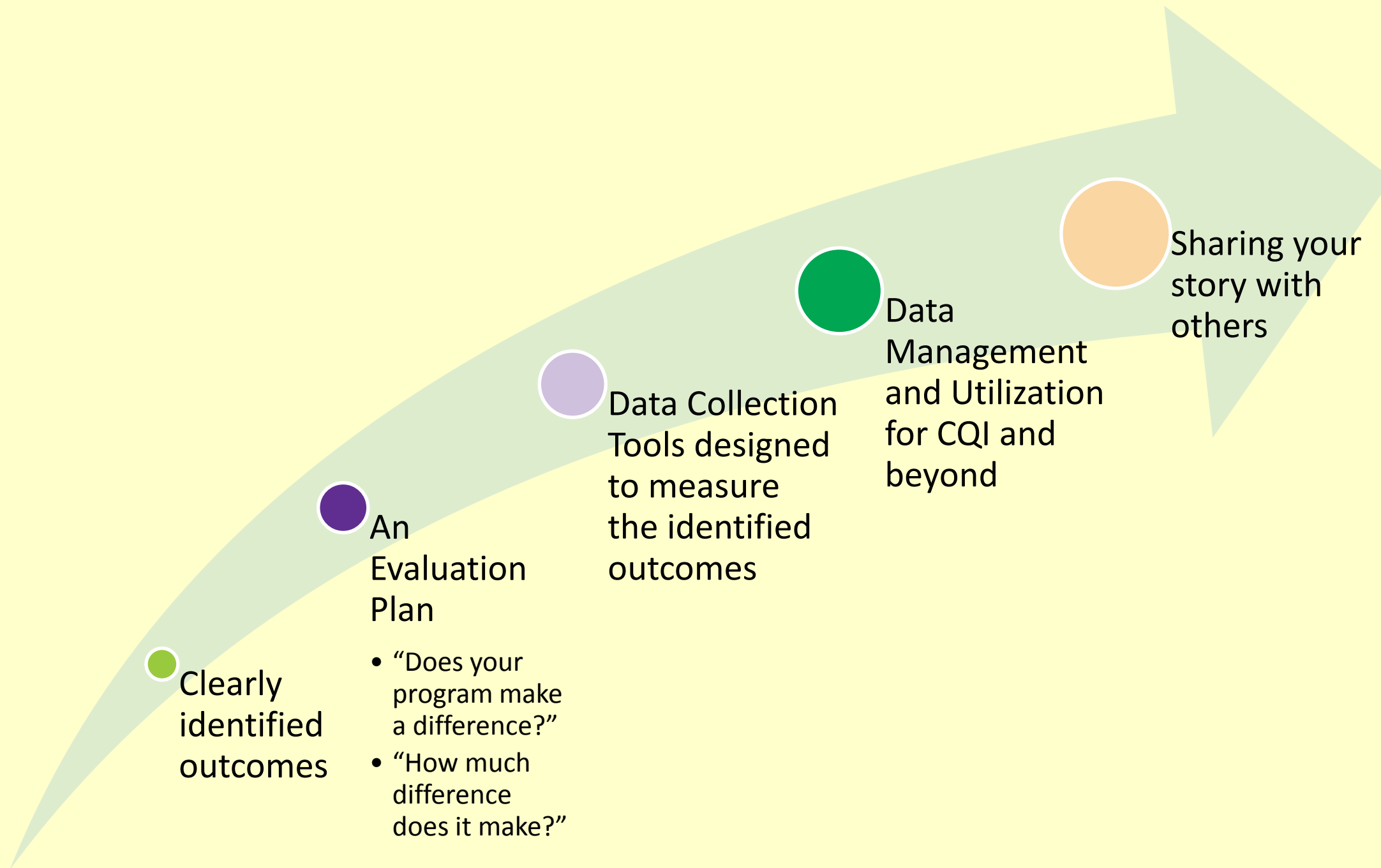
How is your information best presented to engage in CQI make an impact?

The Elevator Pitch



You've got two minutes.

Tell us what your program does, why it does it, and how you know it works. Use your data collection strategies and outcomes to support your statements.



A Message Worth Sharing:

**“What is the MOST important message
you want to share about your
Program or Services*
* (in 15 words or less)**

Want more information?

Contact:

MaryJo Alimena Caruso
CareBreak at the Watson Institute
412 749 2863
maryjoa@thewatsoninstitute.org