EVALUATION

Why?  What?  How?
To:

- Know what you have done
- Compare to what you intended to do
- Provide incentives
- Determine the impact
- Identify any problems & unintended consequences
- Suggest how to improve
WHY?

For whom?
- Yourself & your staff
- Your supervisor
- Your court or agency
- The other stakeholders
- Your funders
- The public
WHAT?

- Types of Evaluation
  - Process
  - Outcome
  - Impact
WHAT?

- Process Evaluation

Have we done what we said we would do?
WHAT?

- **Outcome Evaluation**

  What have been the short-results of what we have done?
WHAT?

- Impact Evaluation

What difference have the results made?
Measures

Measures must be:
- Meaningful
- Concise
- Easily understood
Data must be:
- available
- collectable
- reliable


**Methods for Collecting Data**

- **Qualitative**
  - Observation
  - Surveys
  - Interviews

- **Quantitative**
  - Data collected by the court, APS, hospitals, service providers, etc., on a regular basis
  - Case file review
**HOW?**

- **Establish a Quality Cycle**
  - Identify the problem(s)
  - Identify possible solutions
  - Implement the prioritized solutions that offer the highest chance of solving the problem for the lowest cost
  - Evaluate the results using appropriate measures
  - Identify the problem(s). . . .
HOW?

- Challenges
  - *Deficiencies in the data*
  - *Consistency in methodology*
  - *Operational processes need to be standardized*
  - *Leadership need to be involved*
  - *Results must be communicated*
EVALUATION

- Not always easy
- Not always pleasant
- Always necessary