

POLICYWISE FOR CHILDREN & FAMILIES

Evaluation

An Evaluation Framework has been designed to evaluate integrated service delivery hubs in Alberta under the implementation and operational approach. Each community is unique and therefore, it is understood that communities will be at different phases of implementing their integrated service delivery hub. Therefore, the Evaluation Framework reflects the phases of implementation, with short-, intermediate-, and long-term outcomes that outline realistic expectations as integrated service delivery hubs evolve through the continuum of integrative practice.

To access the full report please email PolicyWise at
info@policywise.com

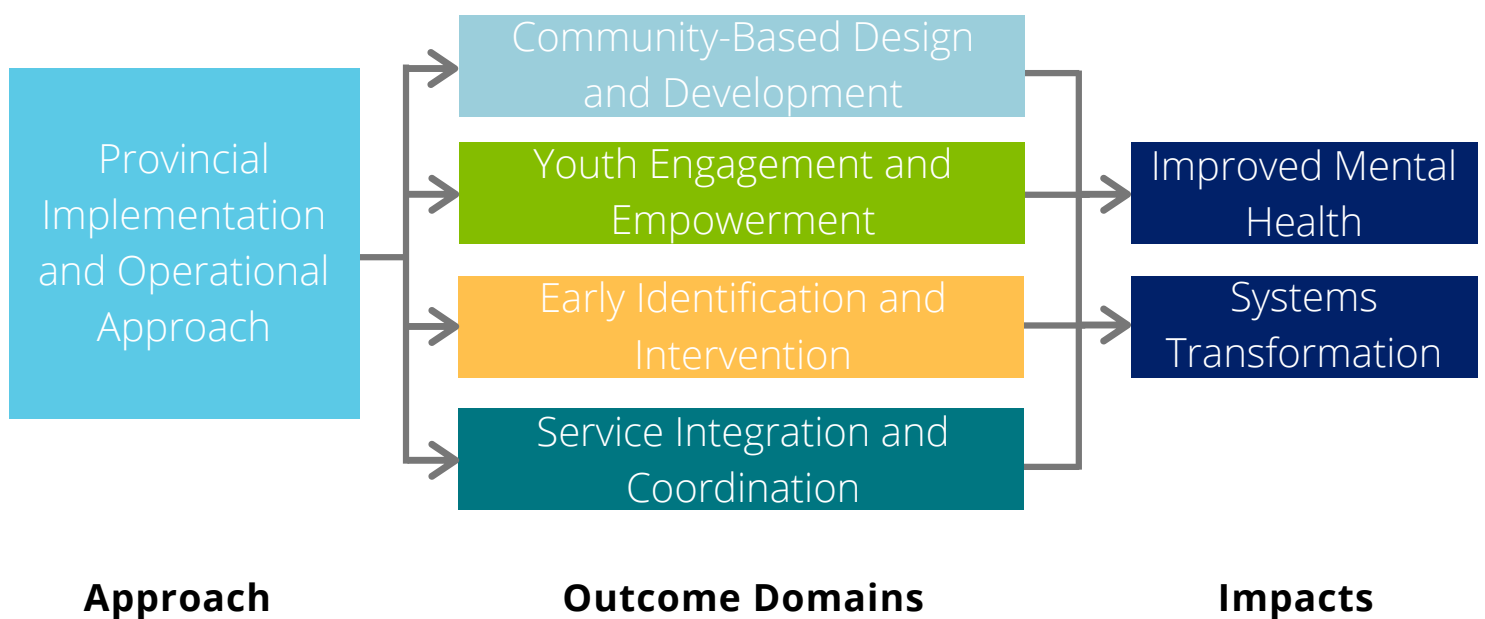


PolicyWise
for Children & Families

EVALUATION

Theory of Change

The Evaluation Framework outlines the theory of change for integrated service delivery hubs, as depicted in this image below:



Evaluating aspects of integrated service delivery occurs throughout the design and development, implementation, and operational stages, where each stage provides iterative, developmental feedback to the provincial implementation and operational approach.



EVALUATION

Evaluation Plans

1

Design and Development. Serves to provide iterative, developmental feedback related to the provincial implementation and operational approach. The Design and Development evaluation serves to monitor progress and milestones, understand alignment with core components, provincial vision, and provide iterative feedback to enhance the development of the integrated service delivery hub. This evaluation is completed bi-annually.

Elements of the evaluation include:

- *Monthly Implementation Report* (quantitative and qualitative reflections about the implementation process, meeting minutes, and other documentation)
- *Implementation Framework Checklist* (quantitative reflections based on the activities contained in each phase of the Implementation Framework)
- *Focus Group/Talking Circle* (qualitative reflections on working with partners and progress towards an integrated service delivery hub)
- *Wilder Collaboration Factors Inventory* (explores the nature and effectiveness of collaborations)

EVALUATION

Evaluation Plans

2

Implementation. Serves to assess community data based on the implementation and early operational outcomes, as well as set the context for the general demographics of clients served through the integrated service delivery site, what services are typically received, and common issues identified. This evaluation is completed after the first year of initial implementation and repeated after the first year of full implementation to assess the fit, uptake, resourcing, feasibility, continuum of integration, and maintenance of the implementation outcomes.

Elements of the evaluation include:

- *Client Intake Form* (quantitative demographics for clients receiving care from the integrated service delivery hub)
- *Monthly Summary Report Spreadsheet* (outputs from practitioners seeing clients)
- *Interviews with Youth/Family/Staff* (qualitative reflections on service experience and working with partners and youth through the integrated service delivery hub)
- *Victoria Health Partnership Assessment Survey* (explores the nature and effectiveness of partnerships)

EVALUATION

Evaluation Plans

3

Operations. Serves to monitor outcomes and identify improvements in the areas of community-based design and development, youth engagement and empowerment, early identification and intervention, and service coordination. This evaluation is completed annually after the first year of full implementation.

Elements of the evaluation include:

- *Client Survey and Feedback* (quantitative survey and client reflections on service experience)
- *Staff Report and Feedback* (outputs of staff work and staff reflections on service experience)
- *Victoria Health Partnership Assessment Survey* (explores the nature and effectiveness of partnerships)
- *Intake Forms* (quantitative demographics of clients receiving care)
- *Integrated Service Delivery Hub Client Level Data* (disaggregated additional data on clients receiving care to explore trends)