Using a Logic Model to Target your Evaluation

Amy D'Andrade

San Jose State University

School of Social Work

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SJSU SAN JOSÉ STATE UNIVERSITY

Evaluation Coaching Support

- Intensive coaching with 3 focus counties: Madera, Los Angeles, Tulare

- Peer cluster on-line evaluation coaching webinars

- Available by email to both groups:

 **amy.dandrade@sjsu.edu**

Plan for the webinar

1. Quick review: Evaluation, our philosophy, logic models
2. Follow-up with last webinar's "homework"
3. Focus county update and lessons learned
4. Next Steps: Targeting your evaluation

1.   Quick review: Evaluation, our philosophy, logic models

Why evaluate?

- –Develop clarity re. program's effectiveness

- –Improve practice

- –Data for future funding/support

Steps in Evaluation
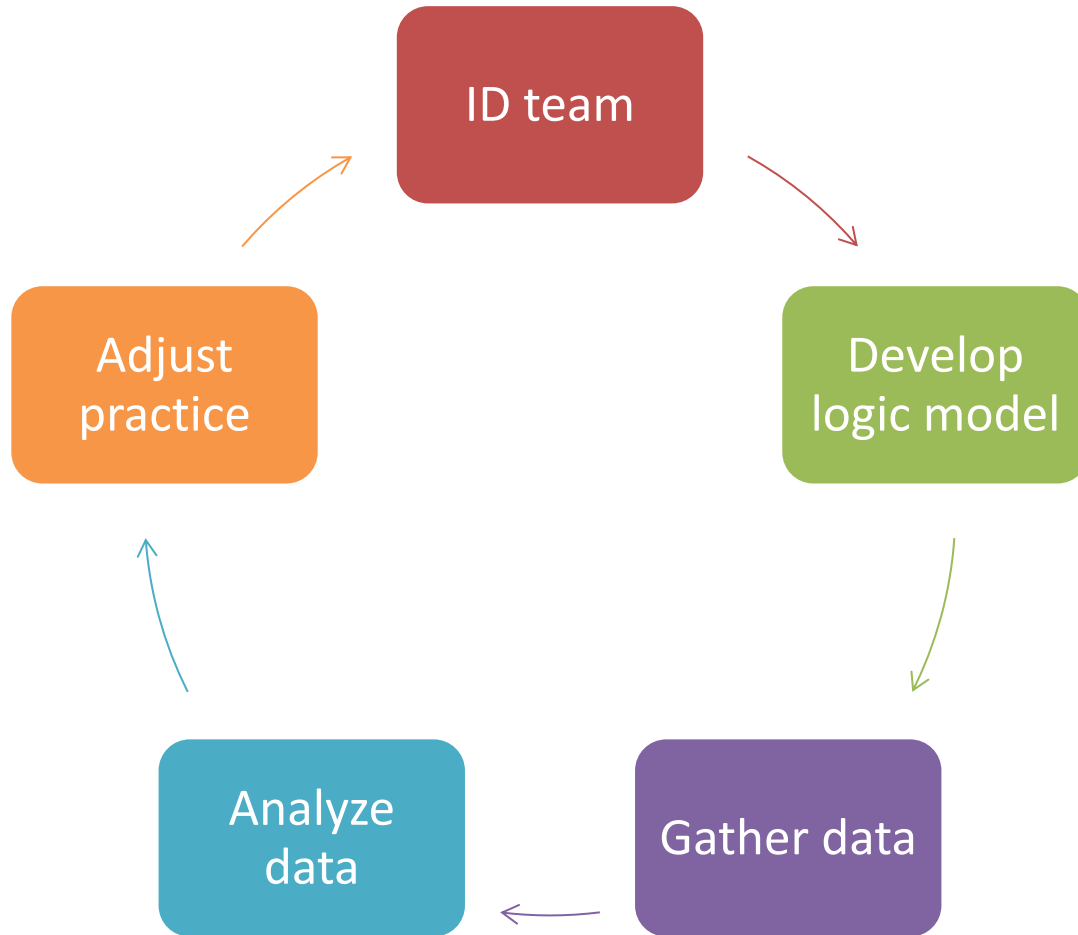
Linkages Evaluation Philosophy

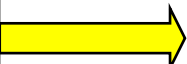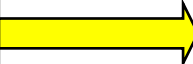- Partnership of shared expertise

- Sustainable evaluation

What is a Logic Model?

".. a simple diagram that communicates the rationale for why a program will work."

- Linkages Toolkit

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│              │        │              │        │              │
│   PROGRAM    │━━━━━▶  │              │  ━━━━━▶ │  LONG TERM   │
│  ACTIVITIES  │        │              │        │   OUTCOME    │
│              │        │              │        │              │
└──────────────┘        └──────────────┘        └──────────────┘
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INPUTS	OUTPUTS		OUTCOMES		
Program resources	Activities	Participation/	Short	Medium	Long-term
What we invest	What we do	Who we reach	What results we obtain		
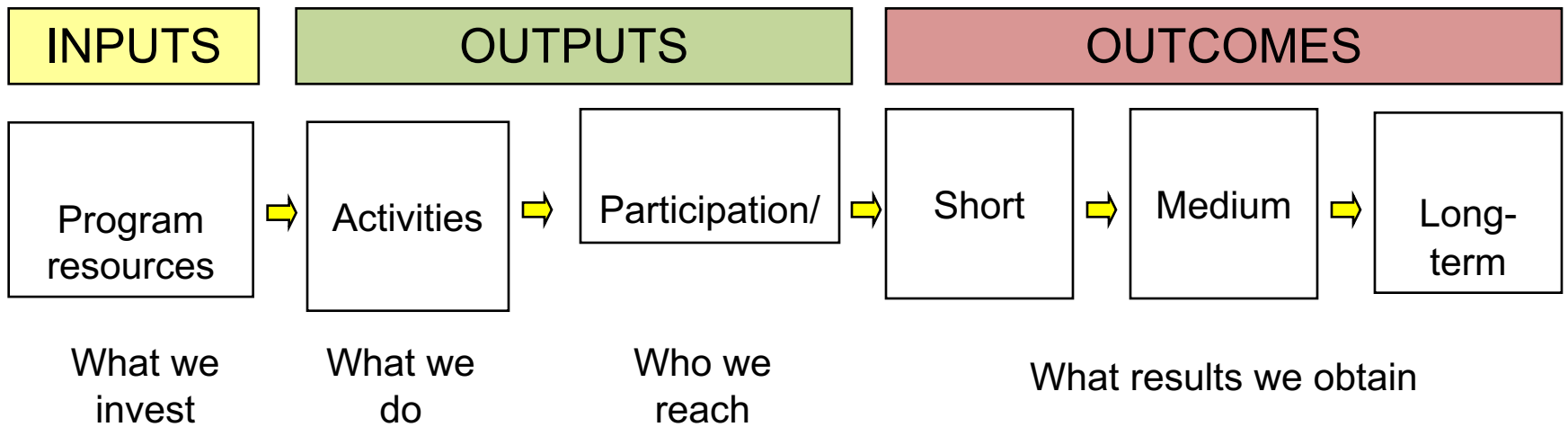
Summary

1. What ultimately are we hoping to change or improve?
   Attitudes, knowledge, skills, status, functioning

2. What are our activities?
   Processes, techniques, events, actions of the program

3. What evidence of service delivery will these activities produce?
   Quantify classes, sessions, participants

4. **IF** this is done, **THEN** what changes or is produced?

5. Repeat #4 until final outcome is reached.

2. Follow-up with last webinar's "homework"

What's next?

- Small group counties – Do attempt to draft, or we can do together

- Large group counties – Give it a try! And if you submit to me, I will review and give suggestions/feedback!

- NEXT WEBINAR – discussion about process.
  - How was the experience?
  - Are you finding value in the product?
  - If you didn't do it, why not? What challenges got in the way?

Brief Discussion

- How was the experience?

- Are you finding value in the product?

- If you didn't do it, why not? What challenges got in the way?

3.   Focus county update and lessons learned

Tulare Logic Model

INPUTS	OUTPUTS		OUTCOMES				
Investment	Activities	Participants	Short Term	Medium A	Medium B	Medium C	Long Term
Linkages Team Community service providers CWS staff TW staff Families CFPIC and TA support IT from both divisions	1. Training for CWS staff on TW	[x% of] CWS staff receive 1 hour training annually or biannually provided by IT staff, facilitators, program specialists, managers.	a. CWS Staff understand the basics of the TW program	a. Staff can operate more effectively with other division b. Staff more aware of resources and processes of other division	a. Improved communication at transition points for the Linkages case b. CWS and TW collaboration increases	a. Fewer delays in process due to miscommunication between divisions	A. Improved rate of successful case closure - CWS - TW
	2. Development of Coordinated Case Plan	At detention or occasionally juris-dispo. TW and CWS staff meet with family to create single case plan.	b. Case plans dev'd and monitored by workers from both divisions = richer and shared information on families and service requirmnts	c. Case plans are not duplicative d. Case plans better fit family needs e. Greater availability/fewer waitlists due to more resources f. More options to draw from for services and supports	c. Families better able to complete case plan requirements d. Parents more likely to receive supports for needs[2] –	b. Families better able to resolve issues that causes need for supervision/ intervention	B. Improved (decreased) rate of re-entry to CWS or TW for families with successful case closure
	3. On-going case communication between workers	TW and CWS workers communicate monthly via phone, in-person, email to share relevant info on families	c. Case plans options draw from knowledge and resources of both divisions				
	4. TW worker attends TDMs	TW worker attends TDMs at detention and prior to child's return home	d. Eligible cases identified earlier	g. More cost effective services can be selected h. Eligible families receive Linkages services	[to Linkages activities 2-4]		C. Cost savings
	Activities 1-4	Majority of workers fully apply Linkages model		e. Employees enjoy engaging in richer service delivery process	c. Increased employee satisfaction	D. Increased employee retention
	5. Identification of Shared Cases/Eligible Cases	Data collected from ER, CR, CS, TW1 on universal tracking log	g. Each unit is providing tracking logs consistently, completely, and correctly on a monthly basis	j. The Universal Tracking Log coordinator is able to apply all raw data with a system	f. Evaluation and reporting occur because of consistent data collection g. All eligible Linkages cases are identified	d.Administrators, funders staff and public learn about program implementation and effects [to Med A Outcome h.]	E. Agency, funder, and public support for program increased

INPUTS	ACTIVITIES	OUTCOMES

INPUTS

Linkages Team

DPSS staff

CWS staff

Service providers

Families

CFPIC

ACTIVITIES

Development of coordinated case plan

DPSS staff attends TDMs

Regular communication between DPSS and CWS workers

Training for CWS staff on Linkages

Identification of shared families

OUTCOMES

Case plans and casework draw on knowledge and resources of both divisions

Services offered not duplicative

Greater service availability/ fewer wait-lists

Services offered provide for more family needs

Families better able to complete case plan requirements

Families more likely to receive needed supports

Increased case closure CWS / DPSS

Decreased re-entry CWS / renewal DPSS

All eligible families receive Linkages services

[To Linkages activities 1,2,3]

Common Issues and Lessons Learned

- Co-creating a logic model takes time
- Challenge to distinguish between process and activity
- Decisions about fundamental activities, other outcomes not clear-cut
- Importance of identification of shared cases
- Meeting platform issues
- Employee turnover/retention

4.   Next Steps: Targeting your evaluation

Using Logic Models throughout program processes

Clarifying

Communicating

1. **Planning**

2. **Implementation**

3. **Evaluation**

Two Approaches to Evaluation

Process Evaluation:

Using empirical data to assess the delivery of programs

- **Extent**: The number and quality of program components delivered
- **Scope**: The number and type of recipients reached

Two Approaches to Evaluation

Outcome Evaluation:

Using empirical data to assess the impacts or outcomes of programs

Are you confident implementation of your Linkages program is full/strong/complete?

INPUTS	ACTIVITIES	OUTCOMES

INPUTS

Linkages Team

DPSS staff

CWS staff

Service providers

Families

CFPIC

ACTIVITIES

Development of coordinated case plan

DPSS staff attends TDMs

Regular communication between DPSS and CWS workers

Training for CWS staff on Linkages

Identification of shared families

OUTCOMES

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[To Linkages activities 1,2,3]

INPUTS	ACTIVITIES	
Linkages Team	Development of coordinated case plan	80% of shared cases have a coordinated case plan developed outlining both DPSS and CWS services
DPSS staff	DPSS staff attends TDMs	DPSS staff is present at 80% of TDMs in shared cases
CWS staff		
Service providers	Regular communication between DPSS and CWS workers	DPSS and CWS workers connect at least monthly on 80% of shared cases
Families		
CFPIC	Training for CWS staff on Linkages	80% of CWS staff received training annually
	Identification of shared families	Identification of shared families occurs within a week of CWS case opening; Linkages list matches IT list at 80%

Confident implementation of your Linkages program is full/strong/complete?

IF NO:

~~Impact Evaluation~~

⟶ Process Evaluation

INPUTS	ACTIVITIES	OUTCOMES

INPUTS

- Linkages Team
- DPSS staff
- CWS staff
- Service providers
- Families
- CFPIC

ACTIVITIES

- Development of coordinated case plan
- DPSS staff attends TDMs
- Regular communication between DPSS and CWS workers
- Training for CWS staff on Linkages
- Identification of shared families

OUTCOMES

- Case plans and casework draw on knowledge and resources of both divisions
- Services offered not duplicative
- Greater service availability/ fewer wait-lists
- Services offered provide for more family needs
- Families better able to complete case plan requirements
- Families more likely to receive needed supports
- Increased case closure CWS / DPSS
- Decreased re-entry CWS / renewal DPSS

- All eligible families receive Linkages services
- *[To Linkages activities 1,2,3]*

Confident implementation of your Linkages program is full/strong/complete?

IF YES:

➡️ *Impact Evaluation*

➡️ *Process Evaluation*

Confident implementation of your Linkages program is full/strong/complete?

IF NOT SURE:

~~*Impact Evaluation*~~

→ *Process Evaluation*

What's next?

- **Focus counties:**
  - Finalize logic models
  - Identify target of evaluation
- **Peer cluster group counties:**
  - Create time and space for evaluation?
  - Draft and submit logic models?
  - Discuss need for evaluation time with administration?

Questions?

SJSU San José State University