Conducting multisite evaluations: Promising approaches

February 19, 2013
Housekeeping Notes

- This webinar will be recorded, and will be available on the Centre’s website as an educational resource
- The slides have been sent to participants
- Log in with a phone whenever possible for optimal audio quality
- We have staff online to assist with any technical difficulties
- There will be a short evaluation survey for all webinar attendees at the completion of the webinar.
Housekeeping Notes

Addressing Questions:

- This webinar will be followed by a question and answer period, however questions are encouraged throughout the presentation.

- Questions can be submitted electronically or verbally. Specifics around this process will be clarified at the end of the webinar.
Today’s presenters

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About the Centre of Excellence
What is the Centre?

**Vision**

- Optimal mental health and well-being for children and youth.

**Mission**

- We bring people and knowledge together to strengthen the quality and effectiveness of mental health services for children, youth, and their families and caregivers.
What is the Centre?

The Centre’s strategic plan focuses on 3 key priorities:

Learning

Collaboration

Leadership
The Learning Journey

- Gather information
- Use knowledge to grow
- Share your story
Conducting multisite evaluations

Outline for today’s webinar

➤ Overview of multisite evaluation
  ▪ Definition
  ▪ Advantages
  ▪ Challenges

➤ The WrapAround Evaluation Network
Overview of multisite evaluations
Quick Poll

Are you currently involved with a multisite evaluation?

☑ Yes, we are currently doing multisite evaluation
☑ Yes, we are planning a multisite evaluation
☑ No plans in the near future
Where are we at?
Program evaluation

• A systematic process
• Involves collecting data about a program from a variety of sources
• Process for enhancing knowledge and decision making
• Grounded in the everyday realities of organizations
• Application of results
Within CYMH sector

- Capacity building approach being used
- Increased evaluation knowledge and skills
- Agencies experiencing amalgamation
- Agencies sharing resources
Multi-site evaluation
What is a multisite evaluation?

- Evaluation of programs in several locations (usually different organizations)
- Core elements of a program have been identified (usually by the program developers)

Sample Parenting program components:
- 8 sessions
- Trained and/or certified therapists
- Pre and post measures
What is a multisite evaluation?

Additional elements:

- Intent to deliver the same program in at least 2 or more different settings (e.g., geographic, ethnocultural, SES, etc.)
- Comparisons across sites and analysis of individual sites are conducted and communicated in one report
- Program is usually implemented across sites concurrently

Diagram:

- Site A: Urban setting and adolescent parents
- Site B: Rural setting
- Site C: New immigrant parents

Program is the connecting node between the sites.
Why do multisite evaluations?

Benefits of doing multisite evaluations

- Builds and enhances our knowledge of what works in different settings
  - Provides more evidence that a program’s impact can be attributed to the intervention
  - Increases our knowledge of contextual factors that contribute to program effectiveness
Why do multisite evaluations?

Benefits of doing multisite evaluations

- Resources can be pooled or shared across sites
  - Similar evaluation framework (measures, target outcomes, data collection, analysis)
  - Increase in data for better design and analysis
  - Sharing of learning on strategies to address problems that emerge

STONE SOUP
Why do multisite evaluations?

Benefits of doing multisite evaluations

➤ Increases likelihood of sustainability and system changes
  ▪ Program staff, the community and policy-makers can see the program’s effectiveness and impact on a larger scale
Challenges and solutions:
How to address challenges with variations across sites
Challenge #1

Collaboration can be difficult and take time

- Different sites may have different cultures and different ways of doing things
Solution

- Focus on core elements of program, select sites that implement these core components and ensure high fidelity in each site

Cognitive Behavior Therapy

- Education
- Self-monitoring
- Cognitive restructuring
- Exposure
- Re-training
Solution

Start with one common metric for one common outcome

One million starts with one.
Challenge #2

- Expertise and experience on the program varies across sites
  - Contextual characteristics can vary: size and location of organization, training and years of experience of frontline providers, reach of program
Solution

Identify and actively use strengths of each site

Clinical supervision model

Staff engagement

Data analysis and decision support system

Family and community engagement
Solution

- Identify a shared vision, focus on common outcomes and have regular check points

fusion of horizon
Story from the field:
WrapAround Research Evaluation Network
Catulpa Community Support Services
WrapAround Research Evaluation Network

Wraparound Research Evaluation Network (WREN)

- Catulpa Community Support Services (Simcoe County)
- Shalem Mental Health Network (Hamilton)
- WrapAround Northumberland (Northumberland County)
WREN Evaluation

• Choice of tools which promote and exemplify WrapAround principles
  • Resilience Scales (Ungar & Liebenberg, Hjemdal & Friborg)
• Development of additional processes/tools
  • Strengths-based goal attainment scaling
  • Creation and piloting of a measure of Functional Indicators based on Social Determinants of Health
# WREN Shared Evaluation Plan

## Outcome Evaluation Matrix

<table>
<thead>
<tr>
<th>Evaluation Questions</th>
<th>Outcomes</th>
<th>Indicator(s)</th>
<th>Source of data</th>
<th>Method to Collect Data &amp; Frequency</th>
<th>Who collects data</th>
<th>When data is collected (specify month/year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Did the children, youth and their parents achieve their identified goals?</td>
<td>Goals are achieved</td>
<td>Goal attainment of identified goals</td>
<td>Goal Attainment Scaling</td>
<td>After initial engagement and before the end of the SNCD process then monthly</td>
<td>Facilitator</td>
<td>Beginning January of 2012</td>
</tr>
<tr>
<td>2. Did the youth and their parents experience an increase in resilience?</td>
<td>An increase in resilience is experienced</td>
<td>Increased scores on resilience scales</td>
<td>Resilience Scales (Adult and Youth)</td>
<td>After initial engagement and before the end of the SNCD process then every 6 months *</td>
<td>Facilitator</td>
<td>Beginning November 2011 * It was agreed to shorten the timeframe for this grant to 5 months</td>
</tr>
</tbody>
</table>
| 3. Did children, youth and their parents report progress on identified areas from the social determinants of health? | Progress is made within the social determinants of health and in terms of:  
- Degree of hopefulness  
- Control over one’s life  
- Supports within community | Increased scores on the Functional Indicator measure questions | Functional Indicators questionnaire | After initial engagement and before the end of the SCND process then every 6 months * | Facilitator        | Beginning November 2011 * It was agreed to shorten the timeframe for this grant to 5 months |
## WREN Shared Evaluation Plan

### PROCESS EVALUATION MATRIX

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<tr>
<td>4. Did our Facilitators’ practice show high fidelity to the WrapAround process?</td>
<td>The WrapAround process provided to children and youth and their parents adheres to the Core Values, Key Practice Principles and the Phases and Activities of the WrapAround process</td>
<td>Scores on WrapAround Fidelity Index meet or exceed National Standards established in US</td>
<td>WrapAround Fidelity Index (WFI) adapted to Canada</td>
<td>Questionnaire completed with adult or caregiver, youth where available, a team member and the facilitator*</td>
<td>Evaluation staff (not facilitator) trained to administer the WFI</td>
<td>Annually during the last month before transition *For this project grant there will be a one time data collection in Aug/Sept 2012</td>
</tr>
<tr>
<td>5. How did youth and parents experience the WrapAround process?</td>
<td>Youth and parents have a positive experience of the WrapAround process and provide feedback that improves WrapAround Program service delivery</td>
<td>Feedback provided by youth and parents</td>
<td>1. WFI Questionnaire 2. Ungar Participant satisfaction questionnaire 3. Focus groups</td>
<td>Questionnaires and focus groups*</td>
<td>Evaluation staff (not facilitator) with experience in qualitative data collection</td>
<td>Annually during the last month before transition *For this project grant there will be a one time data collection in Aug/Sept 2012</td>
</tr>
<tr>
<td>6. How did youth and parents experience the evaluation process?</td>
<td>Youth and parents have a positive experience of the evaluation process and provide feedback that improves the WrapAround evaluation process</td>
<td>Feedback provided by youth and parents</td>
<td>Qualitative individual interviews and focus groups</td>
<td>Selected individual interviews and focus groups*</td>
<td>Evaluation staff (not facilitator) with experience in qualitative data collection</td>
<td>Annually during the last month before transition. *For this project grant there will be a one time data collection in Aug/Sept 2012</td>
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</tbody>
</table>
Learning along the way... generally speaking

• Meaningful collaboration takes time and the willingness to invest time is crucial.

• For collaboration to proceed productively there is a time to act; **to agree at least to pilot** an approach, tool or measure, even if disagreements persist.

• **Acknowledging and tracking** these disagreements over time to see if they persist is also crucial.
Learning along the way... generally speaking

• What was learned about working together as a system was just as important as the learning that occurred with regards to the development and implementation of evaluation.

• We could not truly be ‘successful’ with evaluation without the time and commitment to ongoing collaboration that occurred.
Learning along the way... the specifics

• Ensure clarity of roles within and across teams

• Be realistic with regards to your targets and evaluation scope
  • Focusing on a few specific evaluation questions and targeting a small sample size, at least initially, will allow time to learn the process

• Track subsequent versions of tools via date and immediately saving old versions to a ‘former versions’ folder
Learning along the way... the specifics

• Have clearly defined definitions for data
  • We created a common SPSS file and codebook to ensure that all of the sites were defining and recording information the same way

• Develop a broad evaluation reporting strategy
  • Consider multiple audiences
  • Utilize a variety of strategies/modes
Reporting the findings

WrapAround Program Evaluation:
The WrapAround Research & Evaluation Network (WREN)
Catulpa Community Support Services
WrapAround Northumberland
Shalem Mental Health Network

Purpose of the evaluation:
To evaluate how the WrapAround process provides effective treatment for children, youth and their families dealing with multiple, complex and persistent problems.

“I learned strategies to help my family!”

“Doing the evaluations allowed me to focus on my successes and what has worked and what hasn’t”

We wanted to know:
1. Did the youth and their parents achieve their identified goals?
2. Did the youth and their parents experience an increase in resilience?
3. Did youth/parents report progress on identified areas from the social determinants of health?
4. Did our facilitators’ practice show high fidelity to WrapAround?
5. How did the youth and parents experience the WrapAround process?
6. How did the youth and parents experience the WrapAround evaluation?

WrapAround is a strength and team based planning approach in which a facilitator helps families to identify their strengths, goals, needs and support people for their team who then work with the family to develop an action plan.

“How we gathered information...”

- Use of questionnaires such as:
  - WrapAround Fidelity Index
  - Resilience Scale (Youth & Adult)
  - Functional indicators
  - Goal Attainment Scale
  - Also, through the use of interviews.

“WrapAround has been helpful because it was good having someone to look up to. It was good to have encouragement when completing tasks. It was great to have someone there who was positive during tough times.”

Catulpa Community Support Services
Shalem Mental Health Network
Reporting the findings

What did we learn?
We have an effective, robust program evaluation framework with which we can move forward.

Use of the evaluation tools within our framework have “added value” for the children, youth and families served and also assists the facilitators to be more effective in their implementation of the Wraparound process.

Use of the Wraparound process can
- help families to achieve their goals,
- help to build resilience and
- help children, youth and adults get their needs met with respect to the social determinants of health.

Children, youth and families served are building connections to and developing a community of support and a positive sense of their future.

“WrapAround has improved a lot of aspects of my life by helping me find resources that are available, i.e. respite and other resources.”

“(WrapAround) helped me to believe in myself”

Next Steps...
- Continue to conduct our evaluation and report data results within WREN
- Devise multiple strategies to engage youth
- Eliminate duplication of questions
- Devise more creative and time efficient ways to collect data
- Develop flexible strategies for administering the tools that are responsive to children, youth and adults needs
- Develop a range of strategies to report data back to participants
Summary and next steps
Summary

Multisite evaluations:
• Can be complicated
• Potentially difficult
• Potentially provide more conclusive findings on program effectiveness
• Can provide for more efficient use of resources: staff, time and money
Additional resources


- On multisite evaluations in children’s mental health


- On multisite evaluation in community mental health in Ontario
Website of the Community Mental Health Evaluation Initiative: http://www.ontario.cmha.ca/cmhei/

- On multiple case study analysis
Questions or comments?

• To submit questions electronically, use the Question box located in your control panel
• To submit questions verbally, use the ‘Raised Hand’ icon also located in the control panel
Upcoming Webinar

• Assessing program readiness for evaluation

Melissa Jennings and Laura Conroy
Tuesday, March 19\textsuperscript{th} at 1 pm – \textbf{English}

Marie-Josee Josée Emard
Thursday, March 21\textsuperscript{st} at 1 pm - \textbf{French}
Register

- [www.excellenceforchildandyouth.com/training/webinars](www.excellenceforchildandyouth.com/training/webinars)

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Finally...

Please don’t forget to complete the **survey** at the end of this webinar.

**Your feedback is very important to us**, so we thank you for taking the time to share your thoughts with us!