

## Program Evaluation

DHTI evaluation framework is based on the Results-Based Accountability developed by Mark Friedman, author of Trying Hard is Not Good Enough. RBA is a common-sense framework to focus on results/outcomes to make a positive change for our target communities. (The number, demographics, and evaluation outcomes of HCPI participants served through the grant are in Appendix 1.)

Figure 1 RBA Framework

	<p>The main evaluative questions for the RBA are:</p> <ol style="list-style-type: none"> <li>1. What did we do?</li> <li>2. How much did we do?</li> <li>3. How well did we do it?</li> <li>4. Is anyone better off?</li> </ol>	
	<b>QUANTITY</b>	<b>QUALITY</b>
<b>EFFORT</b>	<p><b>What did we do?</b></p> <p>How much service did we deliver?</p> <p># clients served, # services/activities</p>	<p><b>How well did we do it?</b></p> <p>How well did we deliver service?</p> <p>% services/activities performed well</p>
<b>EFFECT</b>	<p><b>Is anyone better off?</b></p> <p>How much change for the better did we produce?</p> <p># with improvement in: skills, attitudes, behavior, circumstances</p>	<p><b>Is anyone better off?</b></p> <p>What quality of change for the better did we produce?</p> <p>% with improvement in: skills, attitudes, behavior, circumstances</p>

In each quadrant, the questions are answered with # or % data statements:

RBA: Effort

Figure 2 RBA Framework - Effort

QUANTITY: What did we do; How much do we do		
EFFORT	Indicator	Measurement Tools
	Outreach events	<ul style="list-style-type: none"> <li>• Flyers</li> <li>• Sign-in Sheets</li> </ul>
	Inquiries	<ul style="list-style-type: none"> <li>• WuFoo App</li> <li>• HCAW attendance</li> </ul>
	New Participants Registered	<ul style="list-style-type: none"> <li>• Intake Form</li> <li>• Screening and Assessment Forms</li> </ul>
	Participants Enrolled	<ul style="list-style-type: none"> <li>• Activity consent form</li> </ul>
	COURSES	
	Healthcare Exploration L-I	Activity consent form
	Healthcare Systems	Activity consent form
	Community Health Worker	Activity consent form
	WORKSHOPS	
	Healthcare Career Awareness	
	Career Exploration	Activity consent form
	Computer Skills	Activity consent form
	HCEF	Activity consent form

QUALITY: How well did we do it; How well did we deliver services		
EFFORT	Activity	Measurement Tools
	COURSES	
	Healthcare Exploration L-I	Mid- and activity-end participant surveys
	Healthcare Systems	Mid- and activity-end participant surveys
	Community Health Worker	Mid- and activity-end participant surveys
	WORKSHOPS	
	Healthcare Career Awareness	Mid- and activity-end participant surveys
	Career Exploration	Mid- and activity-end participant surveys
	Computer Skills	Mid- and activity-end participant surveys
	HCEF	Mid- and activity-end participant surveys

RBA: Effect

Figure 3 RBA Framework - Effect

**QUANTITY: Is anyone better off; How much change for the better did we produce?**

EFFECT	Activity	Indicator	Measurement Tools
	<b>COURSES (1)</b>	80% of participants report increase knowledge of course/workshop content as demonstrated by post-tests.	
	Healthcare Exploration L-I		Post-tests
	Healthcare Systems		Post-tests
	Community Health Worker		Post-tests
	<b>WORKSHOPS (1)</b>		
	Healthcare Career Awareness		Post-tests
	Career Exploration		Post-tests
	Computer Skills		Post-tests
	HCEF (1)		Post-tests
	Program Plans (2)		80% achieve one or more outcomes outlined in their program plans to satisfy pre-requisites for further education, licensing exams, or job readiness
	Work-Based Exposure	35 participate in work-based exposure and learning including touring healthcare sites, volunteering, job shadowing, internships, interviewing	Activity consent form
	Work-Based Learning		Activity consent form

**QUALITY: Is anyone better off; What quality of change for the better did we produce?**

EFFECT	Activity	Indicator	Measurement Tools
	Program Plans	80% (48 minimum) achieve one or more outcomes outlined in their program plans which may include: <ul style="list-style-type: none"> <li>- Complete vocational training</li> <li>- Pass licensure exam</li> <li>- Pass certification exam</li> <li>- Healthcare job (entry and advancement)</li> <li>- HCPI stage completed</li> <li>- HCPI track completed</li> </ul>	Program Plans
	Employment	20 employed /advance in healthcare jobs	Program Plans