Program Evaluation Framework
New Path Youth and Family Services

Introduction

This framework outlines a consistent procedure for conducting evaluations of New Path’s programs. Program evaluation is a significant quality assurance activity and it supports New Path’s mission to provide clients with high quality services through an innovative multiservice approach. Program evaluation also helps New Path to ensure mental health services are accessible, responsive, and meet the needs of children, youth and families.

Program evaluation at New Path will involve evaluation of inputs, processes, outputs, outcomes and impacts. Guided by New Path values of Excellence, Accountability, Collaboration, Leadership and Advocacy, evaluation of programs will:

- begin with thorough and complete understanding of program goals, objectives and context;
- be informed by the perspectives of all relevant stakeholder groups;
- use credible evidence to support conclusions; and
- use and share lessons learned.

Procedures

- Each New Path program will be evaluated every 5 years
- Program evaluation will include (1) Program Self-Study, (2) Review by an Evaluation Committee, and (3) a Report from the Evaluation Committee
- The Report from the Evaluation Committee will be provided to the Director of Service and the program’s Manager
- The Director of Service will develop a summary report for all stakeholders that highlights evaluation findings and any actions requested of the program by the Director, arising from the evaluation
- The program’s Manager, with support from her/his program team, will be responsible for development and implementation of any action plans that arise from the evaluation
- The Manager will confirm full implementation of any action plans to the Director of Service within one year of completion of the program evaluation

1. The Self Study

A Self-Study Team will be appointed by the program manager to complete the Self-Study and consist of a frontline staff representative from each program location and a program supervisor. The Self-Study Team will provide program team colleagues the opportunity for input into the Self-Study early in the process.

The self-study explores specific elements of the program, which fall under the following 5 topics: (1) Program Goals and Objective, (2) Program Resources, (3) Program Processes and Structures, (4) Program Outputs, and (5) Program Outcomes and Impacts.
2. Review by an Evaluation Team

A committee is struck by senior administration to evaluate the program based on (a) the self-study and (b) a site visit. The Evaluation Team will be composed of four internal child, youth and family mental health staff, and consist of 2 frontline staff, 1 supervisor, and 1 manager.

All Evaluation Team members will be: from outside the program being evaluated (a minimum of 6 months since working in the program, if previously involved); have no direct reporting relationship with any other Evaluation Team members; free of any conflicts of interest, including but not limited to familial relationships; and, have the opportunity to declare any other real or perceived conflicts that may prevent unbiased evaluation before the appointment is finalized.

Copies of the Self-Study are distributed to the Evaluation Team. The Committee may request a site visit and meet with staff and other stakeholders to gather additional information. The Evaluation Team will prepare an Evaluation Report of the program using the template provided.

3. The Report of the Evaluation Team

The overarching purpose of the Evaluation Team report is to assess program quality and recommend any changes needed to strengthen that quality. The assessments and reports developed will be forwarded to the Director of Service and the program’s Manager. The results of the evaluation will be used to support program planning and development.

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