

TOGETHER PROJECT

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HOW EVALUATION HELPS IMPROVE PROGRAM DELIVERY

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November 21, 2023



WHY DO WE EVALUATE OUR WORK?

1. CLARIFYING PROGRAM PURPOSE

1. EXTERNAL USES

1. INTERNAL USES

1. CLARIFYING PURPOSE

- Evaluation can help clarify the “why” of program delivery
- Designing a program with evaluation in mind means understanding the program’s intended purpose

2. EXTERNAL USES

- Evaluation helps you communicate your progress and (hopefully) effectiveness to funders, program partners, and the general public
- Evaluation as a storytelling device

TOGETHER PROJECT

2022 IMPACT REPORT



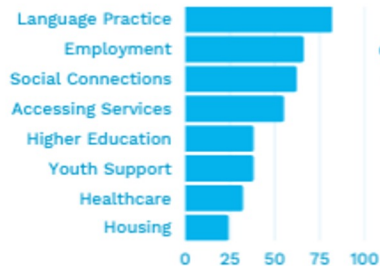
NEWCOMER PARTICIPANTS



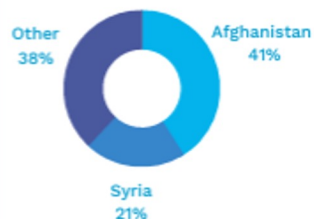
"One of the things that I'm grateful for with the Together Project is that before they pair newcomers with volunteers, they really try to understand what the newcomers' individual needs are. This is the criteria they use to find volunteers who can accurately fit the role that helps those newcomers."

- Aya, Newcomer Program Participant

Match Priorities



Countries of Origin



Tracking Outcomes

We're evaluating our matches by surveying newcomers before, during, and after their participation in the program. Below are preliminary findings from our October 2022 evaluation milestone.

Newcomers who felt they were...	Before Match	After 3 Months
Socially isolated	50%	28%
Making social connections in their community	55%	83%
Making progress towards integration priorities	40%	89%

3. INTERNAL USES

- Evaluation helps you understand what is and isn't working in your program
- Different forms of evaluation can help provide context
- Improving program delivery requires openness to examining flaws

HOW TOGETHER PROJECT EVALUATES OUR WORK

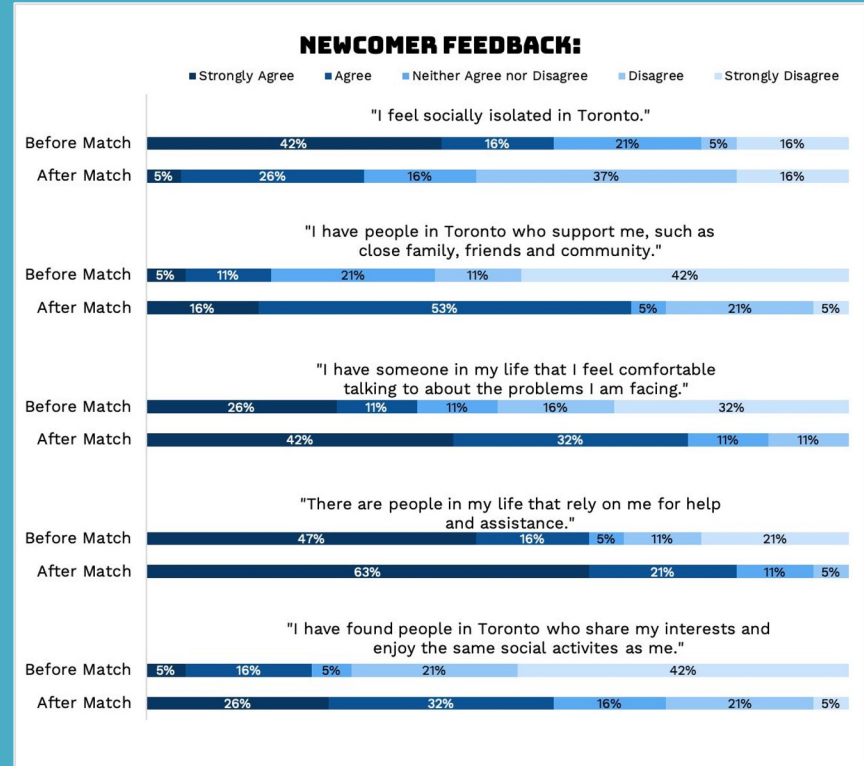
- **FORMAL EXTERNAL EVALUATION (E.G. IRCC PROJECT)**
- **SOCIO-DEMOGRAPHIC DATA COLLECTION**
- **SURVEYS**
- **FOCUS GROUPS**
- **1 ON 1 FOLLOW UPS WITH PROGRAM PARTICIPANTS**

SOCIO-DEMOGRAPHIC DATA

- Rolling collection of wide range of socio-demographic data allows for better correlation with outcomes
- Program-related data can be augmented with project-specific data
- Helps build participant profiles for potential program improvement

SURVEYS

- Surveys administered before and after newcomers participate in the program (using Better Impact, SurveyMonkey, etc.)
- Use relevant indicators (e.g. Social Provisions Scale)
- Importance of interpretation in survey administration



FOCUS GROUPS WITH NEWCOMERS & VOLUNTEERS

- Useful in both larger evaluation projects as well as in more targeted evaluations
- Structure focus groups around:
 - Theme - e.g. mental health
 - Program component - e.g. role of volunteer
 - Program delivery - e.g. experience of participants

1 ON 1 FOLLOW UPS WITH PROGRAM PARTICIPANTS

- In-depth interview with program participants helps give context to data
 - e.g. “Why do matches with x feature result in more positive results?”
- Usually takes place in the form of a “match debrief”

HOW DO WE USE WHAT WE LEARN?

- 1. EMPOWER VOLUNTEERS**
- 2. IMPROVE PROGRAM INFRASTRUCTURE**
- 3. SHARE STORIES**
- 4. FIND NEW WAYS TO EVALUATE**

1. EMPOWERING OUR VOLUNTEERS

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- Changes to program delivery often means changes to how we recruit and guide our volunteers
 - Valuable time spent listening to, and supporting, volunteers
 - Viewing volunteers as evaluation partners
 - Working with volunteers to understand what works best in the program and what needs to be changed

2. IMPROVING PROGRAM INFRASTRUCTURE

- Improvements to program delivery process
- Changes to program parameters
 - Length of match
 - Size of group
 - Responding to emergent needs
- New roles to better support newcomers and volunteers

3. STORYTELLING

- Sharing the stories that come out of our program delivery can help us:
 - attract new volunteers
 - improve public discourse around integration
 - contextualize our work for a wider audience
- Variety of platforms to suit different audiences

4. FINDING NEW WAYS TO EVALUATE

- Continual evaluation: each match should be informed by the last one
- Every time we evaluate, we open the door to more questions about how we engage the community in refugee integration
- What else can we look further into?
 - Social support outcomes
 - Comparisons between groups and geographies
 - Supporting different integration priorities

Q & A

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