South Vancouver Seniors Hub Evaluation Plan & Toolkit

FINAL- February 2014

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Seniors Hub Evaluation Introduction

This evaluation toolkit is guided by the Seniors Hub outcome measurement framework (OMF). The OMF outlines the key outcomes that must be tracked, recorded and evaluated as the Hub is being implemented. Our evaluation team consists of researchers from the University of British Columbia Centre for Hip Health and Mobility (www.hiphealth.ca) and staff members from South Vancouver Neighbourhood House (www.southvan.org), the Hub's lead agency. The purpose of this work is to evaluate the Hub model, so that we and others can learn from the development and implementation of this novel, collaborative approach to serving seniors. Guided by the OMF, the evaluation tools are designed to capture outreach to seniors, how intersectional relations are developing, how community needs and program opportunities are addressed, and how the Hub model fosters community capacity-building. We employ a mixed-methods approach, using both qualitative and quantitative methods to complete the evaluation. All of these tools have been tested and refined based on feedback from older adult volunteers and staff members affiliated with the Hub. Some tools have been refined three or four times to best reflect the needs and wishes of the users.

The toolkit presented here is divided into two sections: Essential Evaluation Activities, which must be completed on an annual basis AND Optional Evaluation Activities. The optional evaluation activities are more time- and resource-intensive. These optional evaluation activities might be ideal for an intern, summer student or volunteer who wishes to engage in some hands-on evaluation research.

Executing these evaluation activities requires an investment of time, resources and skills. Older adults who volunteer with the Hub are actively involved in the evaluation process. In recognition of their efforts, we feel that it is important to hold annual appreciation activities. Our appreciation activities include the presentation of Certificates of Appreciation and a catered hot lunch.

***To learn more about the Seniors Hub, please visit* www.theseniorshub.org**

Overview of the required tools and resources

	Tool Name	Skills	Resources	Frequency
Essential Evaluation Activities	1. Monthly Evaluations	Handout	Hub Council Meetings	Monthly
	2. Monthly Evaluation Report	Basic Math (addition, percentages, etc.) Basic computer skills	Publisher (or Word)	Monthly
	3. Annual Summary of Evaluations	Basic Math Basic computer skills	Publisher, Excel, Word (charting)	Annual
	4. Collaboration Inventory Maps	Math Intermediate computer skills for making graphs	PowerPoint	Bi-Annual
	5. Five Language Seniors' Hub Engagement & Capacity Building Survey	Math Intermediate computer skills (Word & Excel)	Printing 100+ surveys Seniors willing to distribute and complete the surveys	Annual

			Someone to compile the surveys and create the report. Compiling the data and making basic graphs requires Excel Report= at least 8 hours	
	6. Annual Evaluation Report, including OMF Stats for the year	Math Intermediate computer skills	Publisher, Excel, Word (charting) Staff to complete monthly OMF stats	Annual

	Tool Name	Skills	Resources	Frequency
Optional Evaluation Activities to be completed when skills and resources available	7. Focus Groups	Group facilitation skills Understanding of research ethics and confidentiality Report writing	Refreshments Private room to hold group (1-2 hrs) Audio recorder Transcription service (about $200) *OR* a volunteer who is willing to transcribe the recording (approx. 4-5 hours) Word or Publisher to	Annual

		complete summary report Report writing= at least 5 hours	
8. Interagency Interviews	Interviewing skills Understanding of research ethics and confidentiality Report writing	Private space to hold interviews (1 hr/interview) Audio recorder Transcription service (about $100 per interview, for transcription) *OR* a volunteer who is willing to transcribe the interviews (approx. 3-4 hours per interview) Word or Publisher to complete summary report Report writing= at least 8 hours	Annual

Sample Evaluation Timeline

Evaluation Timeline- SAMPLE

hub south vancouver seniors active together

2013

Monthly Council Evaluations, Monthly Stats from Hub Staff & Evaluation Team Meetings

| Jan | Feb | March | Apr | May | June | July | Aug. | Sept. | Oct | Nov | Dec |

Jan/Feb
- Interagency Interviews
- Collaborations Inventories

Feb
- Summary of Interviews

June
- Collaboration Inventories
- Focus Group + Summary Report

Nov/Dec
- 5 languages survey- distribute
- Annual Summary of Evaluations

2014

Monthly Council Evaluations, Monthly Stats from Hub Staff & Monthly Evaluation Team Meetings

| Jan | Feb | March | Apr | May | June | July | Aug. | Sept. | Oct | Nov | Dec |

Jan/Feb
- Interagency Interviews
- Collaborations Inventories

Feb
- Annual Eval. Report (+ OMF stats)
- Summary of 5 languages survey
- Summary of Interviews

June
- Collaboration Inventories
- Focus Group + Summary Report

Nov/Dec
- 5 languages survey- distribute
- Year summary of Council Evals.

2015

| Jan | Feb | March | Apr | May | June | July | Aug. | Sept. | Oct | Nov | Dec |

Jan/Feb
- Interagency Interviews
- Collaborations Inventories

Feb
- Annual Eval. Report (+ OMF stats)
- Summary of 5 languages survey
- Summary of Interviews

May-July
- **Final reporting on Hub Evaluation (3 yr. pilot)**
- **Final Evaluation Toolkit from 3 year pilot**

Essential Evaluation Activities

Introduction to Tools 1-3- Monthly Evaluations & Reports

Purpose - The purpose of these tools is to capture what is working well in the meetings, opportunities for improvements, and allows us to quickly measure the number of participants, number of hours volunteered, and general comments from the older adult volunteers.

Who it is administered by – Evaluation team

Who fills it out - Hub Council members & staff at the meetings

At what activities it is administered - Monthly Hub Council meetings

How often it is administered – Monthly

How are the results shared- Each month the results of the evaluations are circulated in a summary report (Tool 2). Each year the results are circulated in an annual summary report (Tool 3). The summary reports require basic calculations and are processed in Publisher (the reports could also be prepared in Word).

These reports are emailed to the Hub coordinator, Volunteer Coordinator and the Hub Executive Committee (president, vice-president and secretary). The annual report is emailed to the Hub Coordinator and Executive Director of the lead agency.

Tool 1a: Meeting Evaluation- Facilitator

Purpose: This brief survey is to track the date, time, participation and overall success of each Senior's HUB meeting. We value and respect your opinions. Please provide honest, thoughtful and constructive feedback.

To be completed by: the facilitator (employed or volunteer) who led the meeting

1. On a scale of 1-10, how would you rate this meeting? (Please circle)

1   2   3   4   5   6   7   8   9   10
Very bad   **Very Good**

2. Was there enough time to cover the material?

□ **YES**   □ **NO**

2a. If NO, What did you NOT have time to talk about?_____

3. On a scale of 1-10, how prepared were the volunteers for today's meeting (please circle)

1   2   3   4   5   6   7   8   9   10
Completely unprepared   **All were thoroughly prepared**

4. What specific tasks are you going to take responsibility for after today's meeting?
_____
_____

5. What was the highlight of today's meeting?_____
_____

6. What would you do differently at next month's meeting?_____
_____

7. What did you learn today?_____
_____

8. How many people came to the meeting? _____

9. Were any key members/participants missing?   □ **YES** □ **NO**

Tool 1b: Meeting Evaluation - Participant

Purpose: This participant survey will allow the Seniors HUB evaluation team to track and assess the overall success of our activities. We value and respect your opinions. Please provide honest, thoughtful and constructive feedback.

Date: _____   ACTIVITY/MEETING:_____

1. On a scale of 1-10, how would you rate this meeting? (Please circle)

<u>1   2   3   4   5   6   7   8   9   10</u>
Very bad   **Very Good**

2. Was there enough time to cover the material?

☐ **YES**   ☐ **NO**

   2a. If NO, What did you not have time to talk about?_____

_____

3. How did you prepare for today's meeting? (check all that apply):

Brought your binder	☐	**Reviewed the agenda before**	☐
Brought this month's materials	☐	**Read reports before**	☐
Emailed or called other volunteers	☐	**Other:**_____	

4. What specific task are you going to take responsibility for after today's meeting?

_____
_____

5. What was the highlight of today's meeting?_____

_____

6. What would you do differently at next month's meeting?_____

_____

7. What did you learn today?_____

_____

8. Approximately how many hours did you spend volunteering with the Seniors Hub in the last month (i.e., since the last meeting)?_____

Tool 2: Monthly Evaluation Report

Sample Monthly Evaluation Report

OCT. 2013

South Vancouver Seniors Hub– Evaluations

hub
south vancouver
seniors active together

- Participants rated the meeting as **9.1 out of a possible 10**
- **100%** of the participants felt that there was **enough time**
- **89%** of the participants indicated **a specific task that they will take responsibility for in the coming month**

- Volunteers offered the following suggestions for improvement at the next meeting:
  - *Proof read reports prior to meeting*
  - *Complete additional research on topics that are relevant for the Hub, such as possible transportation solutions*
  - *Bring the Governance Manual to show and discuss with members*

How did people prepare for the meeting?

Brought their binder	Brought materials	Spoke to/ emailed other volunteers	Reviewed the agenda	Read the reports
71%	100%	43%	100%	100%

We tracked **120 volunteer hours** on the Seniors Hub this month.
Congratulations on your many successes!

Tool 3: Annual Summary of Evaluations

South Vancouver Seniors Hub– Evaluations

ANNUAL SUMMARY-2013

Dear members of the Seniors Hub,

Thank you for completing your evaluations after each monthly meeting. Here is a summary of the data that we collected in 2013:

- Throughout the year, volunteers rated the meeting as 8.8 out of possible 10. This is up from an average rating of 7.6 in 2012

- 93% of the volunteers felt that there was enough time during the meetings in 2013, this is similar to last year

- On average, 87% of the volunteers indicated a specific task that they would take responsibility for in the next month. This is an increase from 80% in 2012. Volunteers are more regularly taking responsibility for Hub tasks!

- In July, the Hub asked us to start tracking how volunteers were preparing for meetings. Here is the summary for July-December 2013:

  - 64% Brought their binders   - 93% Read the agenda

  - 90% Brought their materials   - 87% Read the reports

  - 37% Communicated with other members prior to meetings

- Starting in July, we began asking for written 'suggestions for improvement'. The suggestions consistently mention time keeping, sticking to the agenda and working with volunteers to ensure that everyone comes to the meeting prepared

- **We tracked 1215 volunteers hours on the Seniors Hub in 2013. This almost doubled from 648.5 hours in 2012!**

Introduction to Tool 4- Collaboration Inventory Maps

Purpose This tool captures the number of groups linked to the Hub and number of collaborative actions taken by Hub partners. A brief description of the collaborative actions is also captured in the bottom section of the tool. This tool is administered every six months, so that we can track change over time. This tool was adapted from an academic article by Bruce Frey and colleagues (2006). The reference for this journal article is:

Frey, B. B., Lohmeier, J. H., Lee, S. W., & Tollefson, N. (2006). Measuring Collaboration among Grant Partners. *American Journal of Evaluation, 27*(3), 383 –392. doi:10.1177/1098214006290356

Who it is administered by? The Hub Coordinator

Who fills it out? Staff representatives from all of the agencies that are members of the Hub

At what activities it is administered? The Hub coordinator distributes the collaboration inventories at meetings where all of the partners are present. The forms could also be emailed to staff to fill out.

How often it is administered? Every six months (Approx. January/Feb & June/July)

How are the results shared? The collaboration inventories are summarized in visual maps representing the collaboration, the maps look a little bit like spider webs. Each partner agency is visually represented as a circle. As new partners join the Hub, additional circles can be added. The relationships are represented with bi-directional lines connecting each partner. The width of the line indicates the strength of the partnership, with thicker lines indicating a stronger partnership. If both partners rank their relationship with one another, there will be two lines. One line will show how partner A ranks their relationship with partner B, and the other line will show how partner B ranks their relationship with partner A. The arrows indicate the direction of the relationship. Sometimes not every partner will rank their relationships with every partner; therefore, we may only have one line connecting two partners. We create these maps in PowerPoint.

The maps are then shared with the Hub coordinator and the Executive Director of the lead agency, who use these maps in their reporting to funders and key stakeholders.

In our maps, we use the following line widths and arrows to present partnerships:

Level	Sample Line & Arrow	Line Width
1- Networking	No line	n/a
2- Cooperation	→	0.5 pt
3- Coordination	→	2 pt
4- Coalition	→	3 pt
5- Collaboration	→	3.75 pt

Sample Map:

Collaborations Inventory Map- FALL 2014

Key

Level 0 None   No Line
Level 1 Networking   No Line
Level 2 Cooperation   →
Level 3 Coordination →
Level 4 Coalition   →
Level 5 Collaboration →

Mean Number of Links	Mean Level of Collaboration
5	4.21
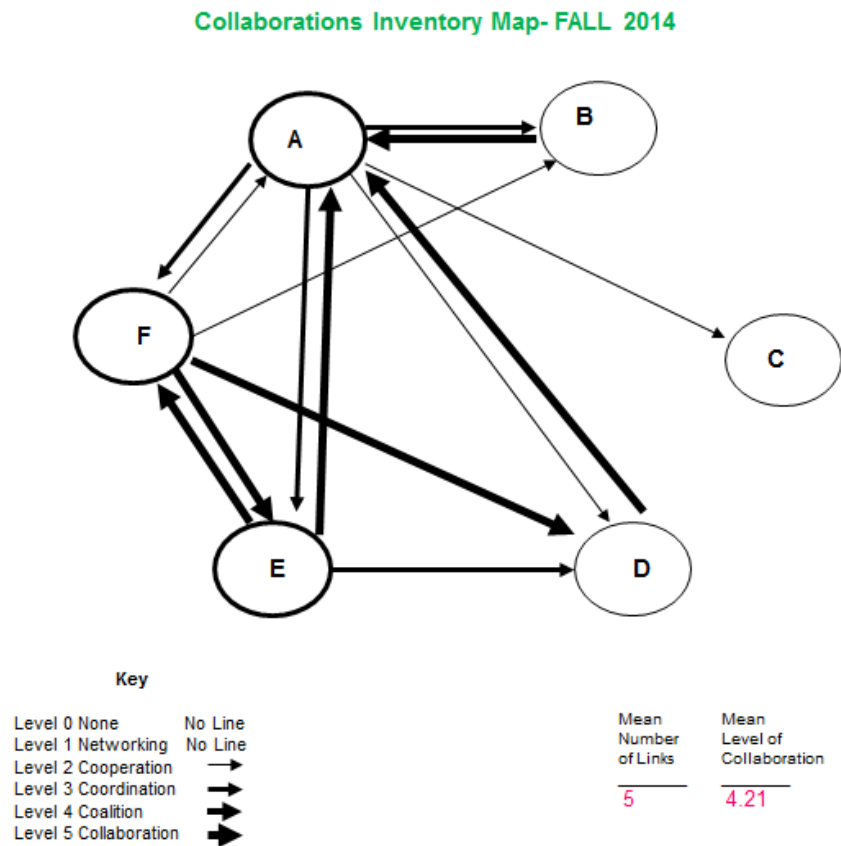
Tool 4: Collaborations Inventory

Purpose of the Collaborations Inventory: Because the HUB will rely on building relationships and collaborations with other partners, the collaboration inventory will allow us to track, over time (e.g. every 6 months), the development of key partnerships. Ideally, partnerships will evolve from Level 0 (no interaction) to Level 5 (collaboration). Note that the outputs of this tool (i.e. the scores and partnerships) can also be mapped visually.

User: to be completed by staff members representing each partner organization

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Collaborations Inventory
(Adapted from Frey et al. (2006) Levels of Collaboration Survey)

Please review the descriptions of the different levels of collaborations. Using the 0-5 scale provided, please indicate what 'level' you are currently at with each partner. All partners of the HUB could fill this out independently.

Name:_____ Organization:_____ Date:_____

Five Levels of Collaboration

Relationship Characteristics	No interaction 0	Networking 1	Cooperation 2	Coordination 3	Coalition 4	Collaboration 5
	- no interaction, but identified as a potential partner	- Aware of organization - Loosely defined roles - Little communication - All decisions made independently	- Provide information to each other - Somewhat defined roles - Formal communication - All decisions are made independently	- Share information and resources - Defined roles - Frequent communication - Some shared decision making	- Share ideas - Share resources - Frequent and prioritized communication - All members have a vote in decision making	- Members belong to one system - Frequent communication is characterized by mutual trust - Consensus is reached on all decisions
Partner Organization						
e.g. Killarney						

Examples of collaborative actions since last report:

_____
_____
_____

Introduction to Tool 5- Five Languages Seniors' Hub Engagement and Capacity Building Survey

Purpose This tool determines the percentage of isolated vulnerable seniors who have reported that they have improved access to services and information that supports their physical, emotional and cultural needs. This tool determines the percentage of seniors from different backgrounds that participate in skill building opportunities. It will capture new skills gained and new social connections developed through participation in the Hub. It will also capture the percentage of seniors involved who report meaningful engagement in Hub activities; the percentage of seniors participating in active leadership and mentor roles; and the percentage of seniors in roles as leaders, mentors and volunteers who believe their contributions are building community capacity.

Who it is administered by? The blank surveys are distributed by the Hub Coordinator, other staff involved with the Hub and older adult volunteers who are involved with the Hub. These individuals will also be responsible for collecting these surveys and returning them to a member of the evaluation team, or the individual who will be summarizing the results into a report.

Who fills it out? Any older adult who has participated in a Hub activity

At what activities it is administered? The blank surveys will be administered at various Hub activities, including the monthly council meetings, various committee meetings, and any activities where seniors are participating in the Hub

How often it is administered? Annually (Dec/Jan)

How are the results shared? First number the completed surveys (write 1, 2, 3, 4… in the top corner of each survey). The results are then entered into an Excel spreadsheet, to make for easy calculations. This could be done on paper, with a pencil and calculator, but only by someone who is meticulous with numbers. If all of the written responses are translated, then all of the data can be entered into Excel. If no volunteers are available to translate the written responses, the check-box data can be entered into Excel, even by someone who does not speak the 5 languages. They can simply refer to the English version of the survey in order to tabulate the boxes. Once entered into Excel, you can use Excel to create simple pie charts and bar graphs. The summary of the results can be presented in a Word document or a Publisher document. We recommend using visuals, simple text and large font to summarize the findings, as the findings are shared with older adult volunteers and the staff members involved with the Hub (the Coordinator, Executive Director of the lead agency, etc.)

Tool 5a: English version

Seniors' Hub Engagement & Capacity Building Survey
English Version

DATE:_____

1.) Name (not required):_____

2.) Age (not required):_____years

3.) Gender:_____

4.) Were you born in Canada: ▫ Yes   ▫ No

                   If no, which country were you born in:_____

5.) Is English your first language?: ▫ Yes   ▫ No

                   If no, what is your first language:_____

6.) Have you learned any new skills from your involvement in the Hub?

     ▫ Yes   ▫ No

If yes, Can you provide an example of what skill(s) you have gained?_____

_____

_____

_

7.) Through your participation in the Seniors Hub:

              Have you been involved in making a decision?   ▫ Yes   ▫ No

              Do you feel like you are part of a team?   ▫ Yes   ▫ No

              Do you believe that you are helping people? ▫ Yes   ▫ No

              Are you being helped?   ▫ Yes   ▫ No

8.) Have you made new friendships or social connections through your participation in the Hub?   ▫ Yes   ▫ No

> If yes, can you provide an example?_____
> _____

9.) Do you believe that you have a leadership role within:
- the Hub   ▫ Yes   ▫ No
- South Vancouver community   ▫ Yes   ▫ No
- Another organization or community   ▫ Yes   ▫ No

10.) Do you believe that you are a mentor within:
- the Hub   ▫ Yes   ▫ No
- South Vancouver community   ▫ Yes   ▫ No
- Another organization or community   ▫ Yes   ▫ No

11.) Do you believe that you are contributing to a better community in South Vancouver?
▫ Yes   ▫ No

12.) What are some of your contributions to the community in South Vancouver? Please provide as much detail as possible.

_____
_____
_____

Thank you for taking the time to complete this survey!

Personal Information will be kept confidential

Tool 5b: Chinese version

耆英匯集計劃(Senior Hub)及加強社區建立
Chinese version
問卷調查
日期:_____

1.) 姓名 (自選):_____

2.) 年齡 (自選):_____

3.) 性別:_____

4.) 是否在加拿大出生: ▫是 ▫否

     如果不是出生於加拿大，你是在哪裡出生:_____

5.) 英語是否你的第一語言?   ▫是 ▫否

     如果不是, 哪一語言是你第一語言:_____

6.) 你有否從參與耆英匯集計劃(Senior Hub)得到新的經驗?   ▫是 ▫否

    如果有，請你舉例分享你獲得的經驗。_____
    _____
    _____
    _____

7.) 在參與的過程中:

        是否參與決策?   ▫是 ▫否

        是否有歸屬感?   ▫有 ▫沒有

        你相信別人從你得幫助嗎?   ▫有 ▫沒有

        你有否得到幫助?   ▫有 ▫沒有

8.) 你有否從參與匯集計劃(Senior Hub)結交新朋友或社交網絡？   ▫有 ▫沒有

如果有，請舉例分享

_____
_____
_____

9.) 你相信自己在以下哪一項有領導的才能呢？
- 耆英匯集計劃(Senior Hub)　　　　▫有　▫沒有
- 南溫社區　　　　　　　　　　　　▫有　▫沒有
- 在別的團體或社區　　　　　　　　▫有　▫沒有

10.) 你相信自己在以下哪一項可當起良師的身分呢？
- 耆英匯集計劃(Senior Hub)　　　　▫有　▫沒有
- 南溫社區　　　　　　　　　　　　▫有　▫沒有
- 在別的團體或社區　　　　　　　　▫有　▫沒有

11.) 你相信自己在改善南溫社區上有所貢獻？　　▫有　▫沒有

12.) 你對南溫社區有哪幾方面的貢獻？
請詳細說明。 _____
_____
_____
_____

多謝你們撥冗填寫此問卷！個人資料將會保密。

Tool 5c: Punjabi version

ਸੇਨਿਓਰ ਹੱਬ (Senior's Hub) ਕਾਰਜ ਅਤੇ ਸ਼ਮਤਾ ਨਿਰਮਾਣ ਸਰਵੇਕਸ਼ਨ

Punjabi Version

ਤਾਰਿਕ_____-

1.) ਨਾਮ (ਜਰੂਰੀ ਨਹੀ)_____

2.) ਉਮਰ (ਜਰੂਰੀ ਨਹੀ)_____

3.) ਲਿੰਗ_____

4.) ਕੀ ਤੁਹਾਡਾ ਜਨਮ ਕੈਨੇਡਾ ਵਿਚ ਹੋਯਾ ਸੀ?   ☐ ਹਾਂ   ☐ ਨਹੀ

ਅਜੇ ਨਹੀ ਤਾਂ ਕਿਥੇ ਹੋਯਾ ਸੀ?_____

5.) ਕੀ ਅੰਗ੍ਰੇਜੀ ਤੁਹਾਡੀ ਮੁਖ ਭਾਸ਼ਾ ਹੈ?   ☐ ਹਾਂ   ☐ ਨਹੀ

ਅਜੇ ਨਹੀ ਤੁਹਾਡੀ ਮੁਖ ਭਾਸ਼ਾ ਕੀ ਹੈ?_____

6.) ਹੱਬ ਵਿਚ ਆਂ ਤੂੰ ਬਾਅਦ ਤੁਸੀਂ ਨਵੀਆਂ ਚੀਜਾਂ ਸਿਖਿਯਾਂ ਹੈ?   ☐ ਹਾਂ   ☐ ਨਹੀ

ਅਜੇ ਹਾਂ ਤਾਂ ਅਰਜਿਤ ਹੁਨਰ ਬਾਰੇ ਵਿਸਤਾਰ ਵਿਚ ਦੱਸੋ_____

_____

7.) ਸੇਨਿਓਰ ਹੱਬ ਵਿਚ ਭਾਗ ਲੇਨ ਤੂੰ ਬਾਅਦ

ਕੀ ਤੁਸੀਂ ਆਪਣੂ ਨਿਰਣਾਯ ਲੇਨ ਦੀ ਪਰ੍ਕਿਰਯ ਵਿਚ ਸ਼ਾਮਿਲ ਸਮਝਦੇ ਹੋ?   ☐ ਹਾਂ   ☐ ਨਹੀ

ਕੀ ਤੁਸੀਂ ਆਪ ਨੂ ਟੀਮ ਦਾ ਅਹਮ ਹਿੱਸਾ ਸਮਝਦੇ ਹੋ?   ☐ ਹਾਂ   ☐ ਨਹੀ

ਕੀ ਤੁਹਾਨੂ ਲਗਦਾ ਹੈ ਤੁਸੀਂ ਲੋਕਾਂ ਦੀ ਮਦਦ ਕਰ ਰਹੇ ਹੋ?   ☐ ਹਾਂ   ☐ ਨਹੀ

ਕੀ ਤੁਹਾਨੂ ਲੋਕਾਂ ਤੂੰ ਮਦਦ ਮਿਲ ਰਹੀ ਹੈ? ☐ ਹਾਂ ☐ ਨਹੀ

8.)ਹੁਬ ਵਿਚ ਆਂ ਤੂੰ ਬਾਅਦ ਕੀ ਤੁਸੀਂ ਨਵੀਂ ਰਿਸ਼ਤੇ ਅਤੇ ਨਵੇ ਦੋਸਤਬਣਾਏ ਹੈ? ☐ ਹਾਂ ☐ ਨਹੀ

ਅਜੇ ਹਾਂ ਉਧਾਰਨ ਦੇ ਕੇ ਸੰਝੋ_____

_____

9.)ਕੀ ਤੁਹਾਨੂ ਲਗਦਾ ਹੈ ਤੁਸੀਂ ਨੇਤਰਤ ਕਰ ਰਹੇ ਹੋ:

- ਹੁਬ ਵਿਚ ☐ਹਾਂ ☐ਨਹੀ

- ਸੋਉਥ ਵੱਕੋਉਵੇਰ ਵਿਚ ☐ਹਾਂ ☐ਨਹੀ

- ਹੋਰ ਕਿਸੇ ਸੰਸਥਾ ਵਿਚ? ☐ ਹਾਂ ☐ ਨਹੀ

10.) ਕੀ ਤੁਹਾਨੂ ਲਗਦਾ ਹੈ ਤੁਸੀਂ ਮੁਖਿਯਾ ਦਾ ਰੋਲੇ ਅਦਾ ਕਰ ਰਹੇ ਹੋ:

- ਹੁਬ ਵਿਚ ☐ਹਾਂ ☐ਨਹੀ

- ਸੋਉਥ ਵੱਕੋਉਵੇਰ ਵਿਚ ☐ਹਾਂ ☐ਨਹੀ

- ਹੋਰ ਕਿਸੇ ਸੰਸਥਾ ਵਿਚ? ☐ਹਾਂ ☐ਨਹੀ

11.)ਕੀ ਤੁਹਾਨੂ ਲਗਦਾ ਹੈ ਤੁਸੀਂ ਕੋਮੁਨਿਟੀ ਦਾ ਸੁਧਾਰ ਕਰ ਰਹੇ ਹੋ? ☐ ਹਾਂ ☐ ਨਹੀ

12.)ਸੋਉਥ ਵੱਕੋਉਵੇਰ ਕੋਮੁਨਿਟੀ ਵਿਚ ਤੁਹਾਡੇ ਦਿੱਤੇ ਯੋਗਦਾਨ ਬਾਰੀ ਵਿਸਤਾਰ ਵਿਚ ਦੱਸੋ._____

_____

ਆਪ ਦੇ ਭੁਮਲਏ ਸਮਾ ਵਾਸਤੇ ਬੋਟ ਬੋਟ ਧਨਵਾਦ

Tool 5d: Hindi version

सीनियर हब (Senior´s Hub) कार्य अव शमता निर्माण सवक्षण

हिंदी संस्करण)Hindi version)

दिनांक_____

1) नाम (अव्यशक नहीं) _____

2) उम्र (अव्यशक नहीं) _____

3) लिंग _____

4) क्या आपका जन्मस्थल कनाडा है?   हाँ ☐   नहीं   ☐

अगर नहीं ,आप का जनम किस देश मैं हुआ है? _____

5) क्या अंग्रेजी आप की मुख्य भाषा है?   हाँ☐   नहीं   ☐

अगर नहीं आप की मुख्य भाषा क्या है? _____

6) हब मैं आने के पश्चात क्या आप ने नये कौशल /हुनर हासिल किये हैं ?

हाँ   नहीं   ☐   ☐

यदि हाँ ,तो अपने द्वारा अर्जित हुनर उदहारण सहित बताएं _____

_____

_____

_____

7) सेनिओर हब (Senior's hub) मैं भाग लेने के उपरान्त

क्या आप अपने आप को महत्वपूर्ण निर्णय लेने की प्रकिर्या मैं सम्मिलित समझते हैं?

⬜ हाँ   नहीं   ⬜

क्या आप अपने आप को टीम का अहम् हिस्सा मानते हैं?

⬜ हाँ   नहीं   ⬜

क्या आप को लगता है आप लोगों की मदद कर रहे हैं?

⬜ हाँ   नहीं   ⬜

क्या आप को लोगों से मदद मिल रही है?

हाँ ⬜   नहीं   ⬜

8) हब मैं आने के पश्चात क्या आप ने नए रिश्ते बनाये हैं?

हाँ ⬜   नहीं   ⬜

यदि हाँ उदहारण सहित समझाएं   ————————

————————————————————

9) क्या आप को लगता है आप नेतृत्व कर रहे हैं

- हब मैं   हाँ   नहीं   ⬜
- साउथ वन्कोउवेर मै   हाँ⬜   नहीं   ⬜
- अन्य किसी संस्था मैं   हाँ⬜   नहीं   ⬜

10) क्या आप को लगता है आप परामर्शदाता हैं

- हब मैं   हाँ   नहीं   ⬜
- साउथ वन्कोउवेर मै   हाँ⬜   नहीं   ⬜
- अन्य किसी संस्था मैं   ⬜ हाँ   ⬜ नहीं

11) क्या आप को लगता है आप बेहतर कम्युनिटी बनाने में मदद कर रहे है?

हाँ   नहीं

12) साउथ वन्कोउवेर कम्युनिटी मैं अपने द्वारा दिए गए योगदान के बारे मैं विस्तार से बताएं

_____

_____

आप के बहुमूल्य समय के लिया बहुत बहुत धन्यवाद

Seniors' Hub Engagement & Capacity Building SURVEY *SPANISH VERSION*

1.) Nombre (no es obligatorio):_____

2.) Edad (no es obligatorio):_____años

3.)Genero:_____

4.) Usted nació en Canadá: ▫ Sí   ▫ No

                ¿Si no, en cual país nació?:_____

5.) ¿Es inglés su idioma nativo?: ▫ Sí   ▫ No

                ¿Si no, cual es su idioma nativo?:_____

6.) ¿A través de su participación en "The Seniors Hub", ha aprendido algo nuevo? ¿Ha adquirido algunos talentos nuevos?

    ▫ Sí   ▫ No

    ¿Si su respuesta es sí, puede proporcionar algunos ejemplos de lo que ha aprendido?
    _____
    _____
    _____

7.) A través de su participación en "The Seniors Hub":

¿Ha participado en tomar una decisión?	▫ Sí	▫ No
¿Se siente como parte de un equipo?	▫ Sí	▫ No
¿Cree que Usted está apoyando/ayudando a otros?	▫ Sí	▫ No
¿Cree que Usted está recibiendo apoyo o ayuda?	▫ Sí	▫ No

8.) ¿A través de su participación en "The Seniors Hub", ha establecido nuevas conexiones sociales? ¿Tiene amigos nuevos?   ▫ Sí   ▫ No

Si su respuesta es sí, puede proporcionar algunos ejemplos de sus nuevas conexiones sociales?_____

_____

_____

9.) Usted cree que tiene un rol de "líder" en:

- the Seniors Hub   ▫ Sí   ▫ No

- la comunidad de South Vancouver   ▫ Sí   ▫ No

- otra organización o comunidad   ▫ Sí   ▫ No

10.) Cree que Usted es un "mentor" en:

- the Seniors Hub   ▫ Sí   ▫ No

- la comunidad de South Vancouver   ▫ Sí   ▫ No

- otra organización o comunidad   ▫ Sí   ▫ No

11.) ¿Cree que Usted está contribuyendo a una mejor comunidad en South Vancouver?

▫ Sí   ▫ No

12.) ¿Cuales son algunos de sus contribuciones a la comunidad en South Vancouver? (Por favor, proporciona lo más detalle posible)

_____
_____
_____
_____

Gracias por haber compartido su tiempo y sus perspectivas

Su información es confidencial

Sample Calculation of the Results in Excel (small snapshot of entire Excel file)

5 languages survey- 2014 Results							
ENGLISH Surveys (N=25)	3- gender	4- born in Canada	4b- country of origin	5- English as 1st	5b- 1st language	6- new skills (Y/N)	6b- examples of new skills
1	F	N	China	n	Mandarin	Y	Computer, dancing
2	f	N	Philippines	n	Filipino	y	Leadership
3	f	n	Philippines	n	Filipino	y	
4	f	n	China	n	Chinese	y	
5	f	n	Philippines	n	Filipino	y	teach more dances
6	f	n	Philippines	n	Filipino	y	social skills
7	f	n	Philippines	n	Ilocano	y	body fitness, dancing
8	f	n	Philippines	n	Filipino	y	
9	f	n	Philippines	y		y	getting to associate with different ethnic groups socially
10	f	n	Hong Kong	n	Mandarin	y	more friends, learn more dances
11	f	n	Philippines	n	Tagalog	y	computer skills, hula dancing, line dancing
12	m	n	Philippines	n	Tagalog	y	leadership

Sample Summary of the 5 Languages Survey

See next 5 pages….

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South Vancouver Seniors' Hub
Engagement & Capacity Building Survey

January 2014

This year we surveyed 58 women, 8 men and 2 individuals who did not indicate their gender. All 68 older adults are actively involved with the Seniors Hub:

CENTRE for HIP Health and Mobility
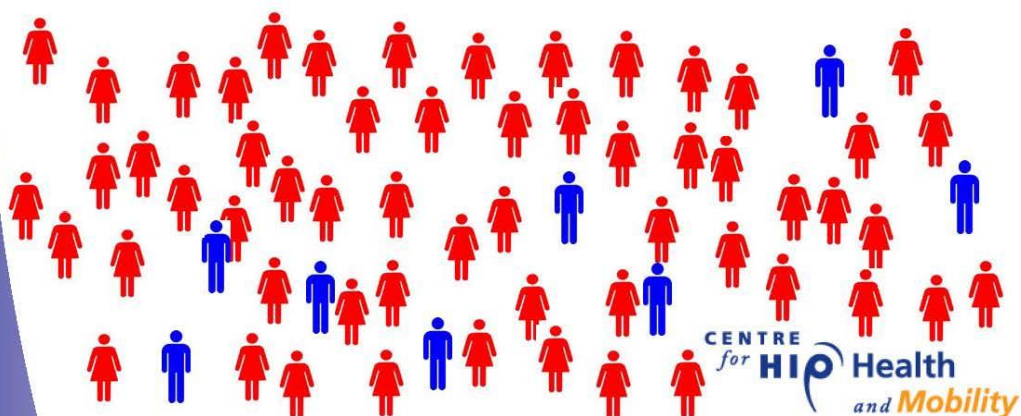
100% of the respondents immigrated to Canada

53 respondents are from South Asia, 11 are from the Philippines, 3 are from China and 1 is from Ethiopia
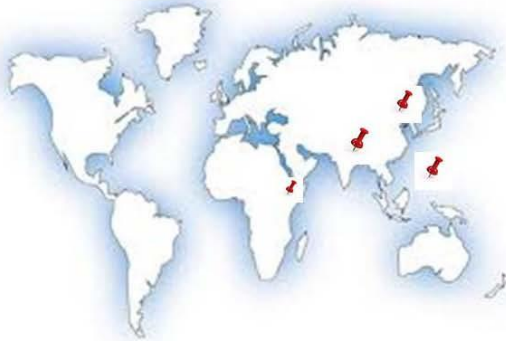
One of the 68 respondents speaks English as a first language. Their first languages are:

South Asian— Hindi & Punjabi (54)

Chinese— Cantonese & Mandarin (3)

Filipino— Tagalog & Ilocano (9)

Amharic (1)

CENTRE for HI⌀ Health and Mobility

98% of those surveyed feel that they have learned a new skill through their participation in the Hub.

Examples of skills gained include:

- Social Skills (27%)
- Exercise & Dance (20%)
- Activism & Leadership (15%)
- Arts & Crafts (songs, knitting, etc.) (14%)
- Cooking & Nutrition (7%)
- Volunteerism (7%)
- Learning about other Cultures (7%)
- Computer Skills (3%)
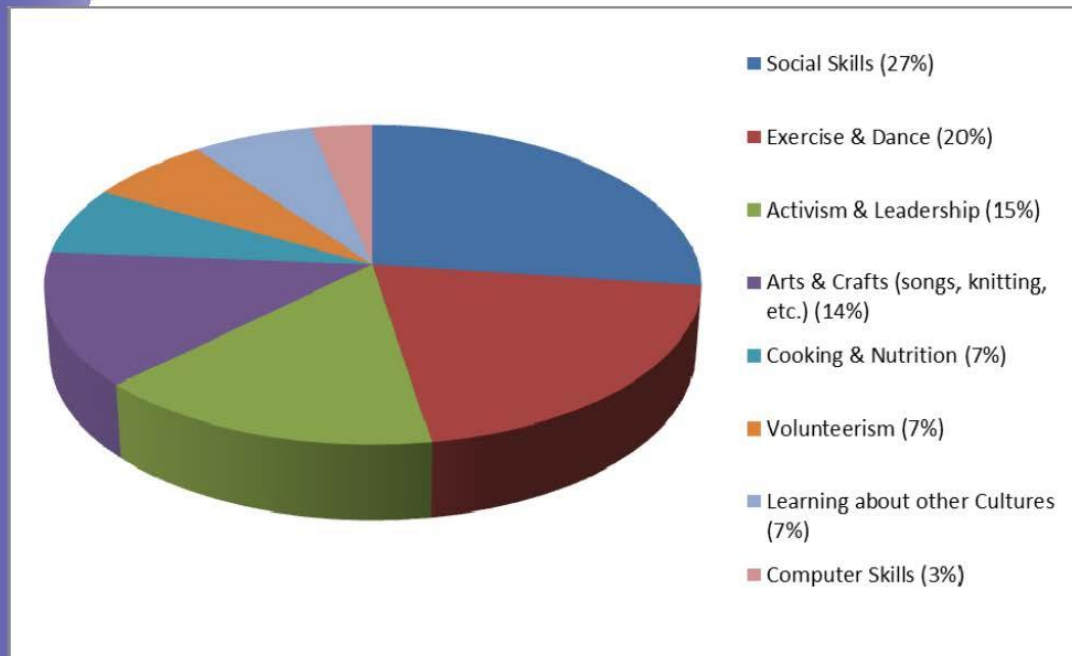
"Being in a team and discussing. Expressing oneself."

"Getting to associate with different ethnic groups socially."

CENTRE *for* HIP Health *and* Mobility

90% of respondents report being involved in a decision about the Hub

100% feel that they are part of a team

100% feel that they are helping people

100% feel that they are being helped

100% feel that they have developed new social connections:

"I have made friends of high calibre, with values I highly respect."

"Friendships with fellow seniors, adults and children of different ethnic groups"

"New friends and outings. At home I felt bored."

CENTRE for HIP Health and Mobility

Many of those surveyed view themselves as

mentors & leaders:

Leader within the Hub	70%
Leader within SVNH	73%
Leader within the Community	71%
Mentor within the Hub	70%
Mentor within SVNH	69%
Mentor within the Community	67%

And 59 out of 60 respondents feel that they are making contributions towards a better community. Some examples of their contributions are:

- *Giving companionship to isolated seniors*
  - *Teaching dancing*
  - *Meeting new faces*
  - *Helping one another*
- *Celebrating all cultural festivities*
  - *Honouring other cultures*

CENTRE *for* HIP Health *and* Mobility

Introduction to Tool 6 – Annual Evaluation Report, including the OMF Stats for the year

Purpose The Annual Evaluation Report summarizes all of the evaluation activities outlined in this toolkit. The Annual Report is the tool that captures an entire year of evaluation activities in one document, which is then shared with funders and key stakeholders. The report will contain many of the documents outlined in this toolkit: the Summary of Monthly Evaluation, The Collaboration Inventory Maps, the results of the Five Languages Seniors' Hub Capacity Building surveys, etc. **The Annual Evaluation also contains a summary of all of the key Hub stats for the year.**

The key stats are recorded in the "OMF Monthly Stats Reporting" tool. The OMF stands for Outcome Measurement Framework, which is developed by the Hub and the lead agency, in collaboration with the funders, to decide which outcomes will be tracked in order to demonstrate the success and efficacy of the Hub.

Who it is administered by? The OMF stats tool is administered by the Hub Coordinator, who distributes and collects the OMF stats tool to all of the staff members who are involved with the Hub. We found it easiest to distribute one year (12 sheets) at a time, to each staff member. We printed this tool on bright paper and distributed it in colourful folders to help it stand out from other paperwork

Who fills it out? All staff members involved with the Hub are responsible for completing the stats related to their programming and activities. This requires buy-in from the staff members, as it represents an ongoing investment of their time. Meetings with the staff will be required, in order to get everyone 'on board'

At what activities it is administered? The staff members complete their stats during office hours

How often it is administered? Staff members complete these forms once a month, and turn them into the Hub Coordinator or the evaluation team.

How are the results shared? The evaluation team summarizes all of the Hub stats at the end of each year. These Hub stats can be calculated in Excel, or with a pencil, paper and calculator. The Hub stats, along with all of the other annual evaluation activities, are compiled into one comprehensive Annual Evaluation Report. We used Word to create the Annual Evaluation Report. The report is sent to the Hub Coordinator and the Executive Director of the lead agency, who then share it with funders and key stakeholders. We recommend creating a PDF version of the report before sharing it widely, so that the text and content cannot be altered. For organizations that do not own a program to create PDFs (such as Adobe), you can download 'Primo PDF' for free (www.primopdf.com)

Tool 6: OMF Monthly Stats Reporting from the Hub

Seniors Hub- OMF Reporting- Monthly Statistics
APRIL 2013

Completed By_____

Purpose: For the duration of Seniors Hub funding, we must report on the outcomes listed in the table below. We require these numbers from all members of the Seniors Cluster Team, because all of us contribute to the collective success of the Hub!

Process: For the duration of the Seniors Hub funding (until March, 2014), please turn these into the Hub Coordinator *(insert name)* at the end of each month. These can be turned in at regular Seniors Cluster Team Meetings. Note: **for some programs and for some months there will be '0's or "Not applicable"- that is okay, and expected!**

Outcome	Monthly Total (from the programs & activities that you oversee)
# of isolated seniors who received outreach	
# of outreach volunteers	
# of outreach activities (e.g. visiting older adults, going to an event like the AMSSA festival, giving promotions or pitches about your programs/activities)	
# of senior participants (do not include senior volunteers)	
# of meetings held	
# of volunteer hours (include outreach and service volunteer hours; include non-senior volunteer hours)	
# of training sessions that volunteers attended or ran (do NOT include training sessions that staff go to for their own skills development)	
# of seniors-led activities (e.g., programs)	
# of evaluation forms that were completed and returned this month	
Other than your regular programs at SNVH, what programs, activities or community events were positively influenced by the Seniors Hub this month? Please list here: (previous examples included: the Spring tea, Fundraising Walk, etc. .)	

Optional Evaluation Activities

To be completed when skills and resources available

Introduction to Tool 7 - Focus Groups

Purpose This tool captures examples of how the knowledge and skills contributed by seniors enhances community capacity. Older adult participants will have the opportunity to share their perspectives and listen to one another's ideas. It is more subjective, more comprehensive, and captures the finer details about what they think and how they feel about their experiences with the Hub.

Who it is administered by? The evaluation team or a volunteer with the required skills (group facilitation and report writing skills, and an understanding of research ethics and confidentiality). Most libraries have several books on focus groups, for those who want to learn more about group facilitation.

Who fills it out? The focus groups participants will be older adults volunteers who are actively engaged with the Hub (e.g., the volunteers on the Council)

At what activities it is administered? This will be a planned event. We typically hold these after a regular scheduled meeting, such as a Council meeting. The focus group must take place in a private room. This is important for noise control and ensuring the confidentiality of the group.

How often it is administered? Annually

How are the results shared? The individual facilitating the focus group records the focus group with an audio recorder. The recording is transcribed (we use a local professional transcriber, but this work could also be done by a volunteer with good typing and English skills). The key highlights and quotes are then synthesized in a Summary Report. This report can be done in Word or Publisher. The Summary Report is sent to the participants for their review and approval, to ensure that they feel that the report accurately represents their discussion. The report is then sent to the Hub Coordinator and the Executive Director of the lead agency, who can share it with funders and key stakeholders. Hard copies are mailed or emailed to the participants.

** NOTE: Focus can provide the Hub with a great deal of information. Over time, and as the Hub evolves, the Focus Group Guide can be changed, and new questions can be added, to best reflect the informational needs of the Hub. Changing the Focus Group Guide should be done in consultation with the Hub coordinator, Hub volunteers and the Executive Director of the lead agency.

Tool 7: Focus Group Guide

Introduction

Thank you for participating in this small group discussion. My name is <Moderator should introduce yourself > and I will be providing some directions for this discussion. Today we would like to have a discussion about "how you have grown and benefited from your active participation in the Seniors Hub" For roughly the next hour what we are trying to do today is to gain an understanding of: what you like about participating in the Hub? The changes are you observing in yourself? And what skills and relationships you have gained? For all of the questions asked we invite you to think of yourself, and your own experiences here at the Hub. Does anyone have any questions?

We are also joined today by <introduction of note taker>, who will be taking notes and running the tape recorder throughout the discussion. The recording is so we have an accurate record of what everyone says. From the recording, a written copy of the discussion will be made. Any identifying information, including your names, places or other personal information will be removed or replaced with a code to make the transcript anonymous.

Are there any questions?

We would like to remind you that you may withdraw from the discussion anytime, and that any question that you have can be answered by the research team (moderator and note taker).We also like to remind you that "what is said at this table, stays at this table."

Before we begin, we will go over a few ground rules. First, can we please all turn off our cell phones, so we are not interrupted? Next, it is important to remember that we must take turns talking so the note taker can keep track of what was said. One of my jobs today is to make sure we discuss a few important topics. So if I interrupt you to ask questions, please don't think I am being rude; I am making sure everyone has a chance to contribute and that we discuss all of the important issues. We believe there is value in what each of you is here to say, and we encourage everyone to be respectful of others and their opinions. Does anyone have any questions?

Opening Question

Purpose: to get people talking and feeling comfortable with an easy –to-answer question that does not highlight any power and status difference between participants
  ➢ Just to get started, tell us your name and your favorite food
    - The use of ice-breaking question is to be done at the discretion of the moderator, to avoid initial power dominance.
    - Point to anyone in the circle ; randomly selecting will encourage people to not "go in order" for the discussion

Introductory questions

   Purpose-introduce the topic of discussion; get people thinking about their connection to the topics. This is an opportunity for participants to share their perspectives. It is important to give everyone a chance to speak at the beginning of the focus group, so as to prevent one or two voices from dominating the discussion. Focus of this set of questions- **to discuss examples of new skills gained**

  ➢ Would you like to mention a few specific skills, talents or something which you have learned through your participation in the Hub?
  ➢ Have you developed new skills through your participation in the Hub?
  ➢ What have you learned through your involvement with the Hub?

Questions

Purpose-**to discuss examples of new social connections developed**

  ➢ Have you made friends here? If yes, can you describe the relationship?
  ➢ Do you think you know more people since you have started coming here?
    Probe 1 are you helping each other?
    Probe 2 are you spending some time with each other outside of the Hub meetings?

Questions

Purpose-**to discuss examples of meaningful engagement and "active participation" in the Hub**

  ➢ How are you involved in activities here where you have a leadership role?
  ➢ How are you involved in the decision making process within the Hub?
  ➢ Do you feel that you are part of team where you have important role to play? Please describe.

Purpose-**to discuss examples of how the knowledge and skills contributed by seniors has enhanced community capacity**

➢ How do you think you are helping your community through your participation in the Hub?

Questions

Purpose- **One of the original objectives of the Hub was to support senior–led initiatives with inter-generational and inter-cultural aspects? We would like to discuss this.**

➢ Through the Hub, are there any activities that you feel bring you closer to the younger generation? Probe 1: If yes, please describe. Probe 2- If no, is this something that you would like to the Hub to work on?

➢ Do you think you are involved in activities which provide you with a chance to deal with people of different ethnic backgrounds? What kind of activities are those? Probe 1: Do you think that there should be more opportunities to do so? If so, what would those activities look like?

Introduction to Tool 8 - Interagency Interviews

Purpose This tool captures the number and type of agency programs in the Hub, how the collaborative Hub model in functioning and evolving over time, and how services and programming for seniors are positively influenced by the hub model.

Who it is administered by? The evaluation team or a volunteer with the required skills (interview and report writing skills, and an understanding of research ethics and confidentiality). Most libraries have several books on conducting interviews, for those who want to learn more about interviewing skills.

Who fills it out? The interview participants will be staff members from all of the agencies that have partnered with the Hub

At what activities it is administered? These interviews will be scheduled individually with each participant, at a time and location that is convenient for them. Interviews should take place in a quiet and private room, to ensure confidentiality.

How often it is administered? Annually

How are the results shared? The interviewer records each interview with an audio recorder. The recording is transcribed (we use a local professional transcriber, but this work could also be done by a volunteer with good typing and English skills). Transcribing multiple interviews can be **very** time-intensive. The key highlights and quotes from all of the interviews are then synthesized in one Summary Report. This report can be done in Word or Publisher. The Summary Report is sent to the interview participants for their review and approval, to ensure that they feel that the report accurately represents their interviews. The report is then sent to the Hub Coordinator and the Executive Director of the lead agency, who can share it with funders and key stakeholders. PDF copies are emailed to the participants. For organizations that do not own a program to create PDFs (such as Adobe), you can download 'Primo PDF' for free (www.primopdf.com)

** NOTE: Interviews can provide the Hub with a great deal of information. Over time, and as the Hub evolves, the interview questions can be changed, and new questions can be added, to best reflect the informational needs of the Hub. Changing the interview guide should be done in consultation with the Hub coordinator, Hub volunteers and the Executive Director of the lead agency.

Tool 8: Interagency Interview Guide

Date:
Participant ID:
Interviewer:

A.) Demographics

1. Organization:

_____

2. Position title:

_____

3. How many years have you worked with your organization?
_____

4. How many years have you worked in community development and/or programming?
_____years

5.) Gender: □ Female □ Male

B.) Introduction to the Hub and interagency collaboration

6. How did you first hear about the Seniors' Hub?

7. What were your initial impressions of the Hub?

8. In your own words, what do you think the Hub hopes and aims to do?

9. One of the main goals of the Hub is to foster interagency collaboration between various organizations serving seniors in the South Vancouver area. How do you define collaboration?

10. What do you think the benefits of interagency collaboration are?

11. What do you think are the "essential ingredients" for a successful collaboration?

12. In your experience, what are some of the common challenges associated with interagency collaboration?

C.) Initial collaboration with the Hub and other interagency partners and collaborators

13. How is your organization currently involved with the Hub? [Probes: How did the relationship come to be? How did you acknowledge your role as a partner or collaborator (e.g. verbal communication, email, signed a MOU, etc.)]

14. Can you describe for me the initial glimpse, or moment, when *you* thought "Yes! I want to be involved with the Hub?" [Prompts: How did this feel? What factors prompted your involvement?]

15. How do you currently communicate with the interagency partners, collaborators and staff members involved with the Hub? [Prompts: Other than the monthly interagency meetings, who is talking with whom? How often? Mode of communication? Frequency?]

16. Of all the current Hub interagency partners, [a list of the current partners will be provided] which organizations have you worked or collaborated with previously? [Prompts: Can you tell me about your previous collaborations with these partners? What were the objectives of your collaboration? In your view, were the previous collaborations successful?]

17. How has the Hub helped you to strengthen your relationship(s) with other interagency partners, collaborators or staff members? [Prompts: Can you describe a situation that demonstrated this strengthened relationship? How did this make you feel? Did this make your job easier or better in any way?]

D.) Future Collaboration with the Hub

18. How do you envision your future role with the Hub?

19. In an ideal situation, what would your future collaboration with the Hub look like? [Prompts: Who are you really excited to work with? What would your role be? What would your organization do? How would you collectively serve seniors better?]

20. Can you identify some practical steps or strategies that would help *your organization* to have even stronger collaborations with the Hub? [Prompts: Who do you think should be responsible for this? Is there anything that you can/would be willing to do to strengthen these partnerships?]

21. Can you identify some practical steps or strategies that would help *you* to have even stronger collaborations with the Hub?

E.) Conclusion

22. Is there anything that we haven't discussed today that you would like to add?

F.) Follow-Up

23. In the future will we complete a summary report based on the results of this study. Would you like to receive a copy?

Yes_____ No _____

If yes, how would you like this delivered: [insert email or mailing address here]

_____
_____
_____
_____

24. In the future, may we contact you with follow-up questions?

Yes_____
No_____

25. In the future, may we contact you for an additional round of interviews?

Yes_____ No_____

26. If yes, how would you like us to contact you:

Email_____ or
Phone_____

Field Notebook & Observation Guide

Participant ID:

Interview Date:

Starting Time:

Ending Time:

Location of interview:

Technical Problems (e.g., timing of interview, tape recorder):

People present:

Description of environment:

Content of Interview (e.g., use key words, topics, focus, words or phrases that stand out):

Interviewer's impressions (e.g., discomfort of participant with certain topics, emotional responses to people, events or objects):

Nonverbal behavior (e.g., tone of voice, posture, facial expression, eye movements, forcefulness of speech, body movements, and hand gestures):

Preliminary Analysis: (e.g., interviewer's questions, tentative hunches, trends in data and emerging patterns, insights, interpretations, beginning analysis, working hypotheses):

Additional Notes: