



## **EVALUATION OF FASD PREVENTION AND FASD SUPPORT PROGRAMS**

**Participant Outcomes:  
Knowledge and Use of  
Community Resources**



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# Knowledge and Use of Community Services

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## Introduction

Presented below is a chart containing examples of outcomes, indicators, outputs, and data collection methods and tools related to Knowledge and use of Community resources - outcomes. Following this chart are references and/or examples of survey/questionnaire items that have been used in evaluations to assess these participant outcomes, along with references for the evaluation-related resources used to create the chart below.

We recognize that every program and every program evaluation is unique - differing as a function of a program's specific goals, setting and resources, as well as the community's context, history, and so forth. Thus, every program evaluation will have its own ideas about the outcomes, indicators, data collection methods and tools that are most appropriate and feasible – and you need to decide what is best for you.

Examples of program activities related to this outcome:

- 1-1 support and advocacy
- group sessions
- workshops and orientation to community resources provided by community partners

## Participant Outcomes and Indicators

(Please note that outcomes and outputs/indicators in bold have been used in at least two of the evaluations referenced.)

Participant Outcomes				
Early positive response (participation, increased knowledge)	Intermediate active engagement, attitude change, behaviour change	Long Term desired outcome	Outputs/Indicators	Data Collection
<p>Participants identify their needs/goals</p> <p>Participants begin to develop positive, trusting relationships with program staff</p> <p>Participants learn what kinds of resources and supports are available to them in the community</p> <p>Participants are provided with an orientation to community resources</p>	<p>Participants understand and begin to identify options and resources available to them in the community, e.g. treatment programs, food bank, bank, employment or educational programs, social &amp; rec opportunities, day care, housing services, etc.</p> <p>Participants start to access community resources and services</p> <p>Participants start to feel a sense of belonging within the community</p>	<p>Participants access community resources, for themselves and their children, in keeping with their needs/goals</p> <p>Participants are involved in their community and feel a sense of belonging</p>	<p>#/type of individualized support sessions</p> <p># workshops/group sessions offered that focus on learning about and learning how to access community resources</p> <p># visits to community resources/services/organizations as part of group or 1-1 programming</p> <p># community organizations and/or businesses that provide on-site workshops, orientation, information, etc. for participants</p>	<p>(Pre/Post) Interviews/Focus groups with: Participants Families/caregivers; Program staff/managers; Community partners</p> <p>Participant questionnaires (e.g. Program participant survey; self-ratings; Knowledge and Use of Resources Scale)</p> <p>Staff Ratings of participant outcomes</p> <p>Interviews with community partners</p> <p>Output data</p>

## Possible Data Collection Tools

### 1) Program Participant Survey (developed and used by the Canadian Prenatal Nutrition Program (CPNP) and the Community Action Program for Children (CAPC))

**Source:** Public Health Agency of Canada. (2005). *Participant Level Questions* [for the evaluation of CAPC and CPNP projects]. Halifax: Atlantic Region Office, Public Health Agency of Canada.

“Please indicate how strongly you agree or disagree with the statements below as they reflect your experience with the project’s environment and/or atmosphere. (Circle only one response for each statement.)

Indicator	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Doesn't apply
Since becoming involved with the project:						
I have met people I trust and whom I would turn to for advice if I were having problems.	1	2	3	4	5	9
I have met people I can count on in an emergency.	1	2	3	4	5	9
I am more active in <i>my community</i> (e.g. volunteering, joined other groups).	1	2	3	4	5	9
I am more active in <i>the project</i> (e.g. volunteering, joined other groups).	1	2	3	4	5	9
I access programs and resources that meet my needs	1	2	3	4	5	9
I am more aware of resources and services in my community	1	2	3	4	5	9

## 2) Participant Self-ratings

Source: KPMG. (2012) Edmonton FASD Network: Network Evaluation Report. (2012) - accessed via:  
<http://edmontonfetalalcoholnetwork.files.wordpress.com/2012/04/efan-evaluation-report-final-v2-1-0-16-03-12.pdf>

	Really DO Agree	Sort of Agree	Not sure if I agree or disagree	Sort of Disagree	Really DO NOT Agree (Disagree)	Don't know/ Don't remember	Does not apply
The support I received from this program helped me <u>know</u> what help is available in the community & how to access it							
The support I received from the program helped me to <u>use</u> programs and services that I hadn't used before							
As a result of knowing where to find community resources, my life has improved							

### Sample open-ended questions:

How has your involvement with the program affected your knowledge of community resources?

How has the program/staff helped you to learn about community services and resources?

How has the program/staff helped you to connect with community services and resources?

What kinds of services or programs in the community have you used?

What difference(s) has that made to you? Examples?

Are there ways that other people or programs in the community have made a difference to you, in terms of ....(complete)? If so, please explain.

### 3) Staff Ratings of Participant Outcomes

Source: Rutman, D., Hubberstey, C. & Hume, S. (2011). *Youth Outreach Program, Final Evaluation Report*. Prepared for the College of New Caledonia, Burns Lake, BC. Unpublished report.

“Please reflect on ways that you believe that the program has made a difference to each participant in the program, and, for each participant, please indicate your view of outcomes relative to how things were before their involvement with the \_\_\_\_\_ program.” (Please use separate sheets if needed):

	Strong positive change	Some positive change	No chg/ impact that I see	Some negative change	Strong negative change	Don't know/ can't tell
The supports received from the program helped the participant know what programs, services and resources are available in the community.						
The supports received from the program helped the participant use programs and services available in the community that hadn't used previously						
The support the participant has received from community resources has helped him/her make goals.						
Other _____						

#### 4) Knowledge and Use of Community Resources

Source: Skyprnek, B & Charchun, J. (2009). An Evaluation of the Nobody's Perfect Parenting program. Prepared for the Public Health Agency of Canada. [http://www.frp.ca/ data/n\\_0001/resources/live/NP\\_Report\\_Final.pdf](http://www.frp.ca/data/n_0001/resources/live/NP_Report_Final.pdf)

“The following set of statements is about services in your community. Put a check in the column that shows how much you agree or disagree with the statement. “

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know	Does not apply
I know how to get help with housing or landlord problems							
I don't know a lot about agencies and organizations in the community.							
If I need legal advice, I know how to get it free of charge.							
If I need help with budgeting or money problems, I know who to call.							
I don't know which agencies and organizations to turn to for help if I run out of food.							
If my child is sick, I know who to call or where I can go for help.							
I know where I can go for free recreation for my child.							
I am not able to get the help I need from organizations in the community.							
I know how to get child care in the community if I need it.							

## References

KPMG. (2012) Edmonton FASD Network: Network Evaluation Report. (2012) - accessed via:  
<http://edmontonfetalalcoholnetwork.files.wordpress.com/2012/04/efan-evaluation-report-final-v2-1-0-16-03-12.pdf>

Program Participant Survey, developed by the Canadian Prenatal Nutrition Program (CPNP) and the Community Action Program for Children (CAPC)

Rutman, D., Hubberstey, C. & Hume, S. (2011). *Youth Outreach Program, Final Evaluation Report*. Prepared for the College of New Caledonia, Burns Lake, BC. Unpublished report.

Skyprnek, B & Charchun, J. (2009). An Evaluation of the Nobody's Perfect Parenting program. Prepared for the Public Health Agency of Canada. [http://www.frp.ca/data/n\\_0001/resources/live/NP\\_Report\\_Final.pdf](http://www.frp.ca/data/n_0001/resources/live/NP_Report_Final.pdf)

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For more tools and resources related to evaluating community-based FASD prevention programs for women including pregnant women and recent mothers, supportive intervention programs for adults and older youth with FASD, and FASD programs in Aboriginal communities, please visit: **[www.fasd-evaluation.ca](http://www.fasd-evaluation.ca)**