

# Evaluation Design Template

| VI-SPDAT Evaluation Design Document                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| Document Description                                                                                                                                                             | This evaluation design document is presented to COHHIO stakeholders to document the evaluation plan for the VI-SPDAT project.                                                                                                                                                                                                                                                                                                                                                             |
| <b>Part 1: Defining</b><br><i>In this section, we will detail what is being evaluated for each evaluation level.</i>                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Level 4: Results</p> <p><i>The degree to which targeted outcomes occur as a result of the training and the support and accountability package.</i></p>                        | <p><i>What is being evaluated? What is the organization trying to contribute, do, or deliver to society? What is the organization's mission?</i></p> <p>Result Statement:</p> <p>End homelessness by training homeless service providers on coordinated entry, so individuals experiencing homelessness will find housing.</p> <p>Clients with the most need will be prioritized for housing.</p>                                                                                         |
| <p>Leading Indicators</p> <p><i>Short-term observations and measurements that suggest critical behaviors are on track to create a positive impact on the desired results</i></p> | <p><i>What are the leading indicators?</i></p> <p>The completion numbers of the VI-SPDAT for any new enrollment into PSH and RRH programs.</p> <p><i>Other possible indicators/data info for the future:</i><br/> <i>Erica's team is looking at exploring the efficacy of scores for prioritization decisions and exploring the concept of looking at average VI-SPDAT scores for specific projects. The tool itself is imperfect, so these ideas have not been explored further.</i></p> |
| <p>Level 3: Behavior</p> <p>The degree to which participants apply what they learned during training when they are back on the job.</p>                                          | <p><i>Critical behavior: The few, key behaviors that the primary group will have to consistently perform on the job to bring about targeted outcomes.</i></p> <p><i>What are the critical behaviors that are most important to achieving organizational success?</i></p> <p>Learners will administer the correct VI-SPDAT at the correct time to clients while employing empathy and being mindful of the client's specific situation.</p>                                                |
| <p>Required Drivers</p>                                                                                                                                                          | <p><i>List required drivers.</i></p> <ul style="list-style-type: none"> <li>- Required reporting of VI-SPDAT</li> </ul>                                                                                                                                                                                                                                                                                                                                                                   |

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| <p>Processes and systems that reinforce, monitor, encourage, and reward performance</p>                                                                                                     | <p>- Spot in HMIS to record</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>Level 2: Learning</p> <p>The degree to which participants acquire the intended knowledge, skills, attitude, confidence, and commitment based on their participation in the training.</p> | <p><b>Knowledge: "I know it."</b><br/> <i>After the training, what must the learner know?</i><br/> I know why the VI-SPDAT is used.</p> <p><b>Skill: "I can do it right now."</b><br/> <i>After the training, what must the learner be able to do?</i><br/> I can navigate tricky client conversations to ensure client privacy and comfort.</p> <p><b>Attitude: "I believe this will be worthwhile to do on the job."</b><br/> <i>After the training, what attitude and beliefs should the learner have concerning the skill?</i><br/> I believe the VI-SPDAT is a single data point worth considering.<br/> I believe clients deserve to have these questions asked with kindness.</p> <p><b>Confidence: "I think I can do it on the job."</b><br/> <i>After the training, what level of confidence does the learner need?</i><br/> I'm confident I can navigate tricky conversations with clients where sensitive topics may come up.<br/> <br/> I'm confident I can select the correct tool for the correct context.</p> <p><b>Commitment: "I will do it on the job."</b><br/> <i>After the training, what level of commitment does the learner need?</i><br/> I will administer the VI-SPDAT and adhere to guidance.</p> |
| <p>Level 1: Reaction</p> <p>The degree to which participants find the training favorable, engaging, and relevant</p>                                                                        | <p>To what degree are the learners engage and satisfied? To what degree is the training relevant to the learner?</p> <p>I enjoyed the course content.</p> <p>The course content is relevant to my job.</p> <p>The course content will help me complete a task.</p> <p>The course content was engaging.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Part 2: Alignment

Check for alignment of each level.

Do the critical behaviors align with what is learned during the training?

Are the leading indicators aligned with the critical behaviors?

Do the leading indicators connect with program success (result statement)?

Do the drivers encourage, monitor, and reward the learner to perform the critical behaviors?

Does the defined knowledge, skills, attitudes, confidence, and commitment provide the participant the ability to perform the critical behaviors?

## Part 3: Creating a Blended Evaluation Plan

In this section, you will create a blended evaluation plan to evaluate each defined outcome above.

Remember, the goal for collecting this data is to provide numerous pieces of evidence related to how the training helped the learner do their job better and connect it to testimonials and key outcomes. A chain of evidence is effective in showing the value of training for performance and ultimate results.

### Blended Evaluation 1

*This evaluation is given immediately after training is completed. It evaluated Level 1, Level 2, and anticipated application and outcomes.*

*How will learners access and complete Blended Evaluation 1?*

*What data are you looking to collect that will assess the reaction and learning?*

*What specific knowledge, skills, attitude, confidence, or commitments are you looking to receive data on?  
Confidence in navigating client conversations*

*How will you collect that data? (Review the Evaluation Options & Best Practices Document) post-quiz survey*

*What will you use the collected data for? To determine if additional training on client conversations is needed.*

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Write your *Blended Evaluation 1* questions here. I suggest aligning each question with specific data collection needs and include that alignment in the below draft in parenthesis. Learners do not need to know the reasoning/alignment of the questions, so remove this information before sending to learners.

I feel confident in administering the VI-SPDAT to a client

- What additional help would you like in order to be successful?

**Before continuing, review the Survey Keys to Success (on the Evaluation Options & Best Practices Document) and ensure the evaluation questions are compliant with best practices.**

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| <p>Blended Evaluation 2</p> <p><i>This evaluation is delayed and given to the learners after a defined period post-training. This evaluation focuses on application of what they learned (level 3), support received(level 3 drivers support package), and the accomplished results (level 4).</i></p> | <p><i>How long after training will learners receive the Blended Evaluation 2? During brain boost emails</i></p> <p><i>How will they receive it? email</i></p> <p><i>What data needs to be collected? Confidence on the job</i></p> <p><i>What will you use the collected data for? Determine if additional training or support is needed</i></p> |
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Write your *Blended Evaluation 2* questions here. I suggest aligning each question with specific data collection needs and including that alignment in the below draft in parenthesis. Learners do not need to know the reasoning/alignment of the questions, so remove this information before sending to learners.

Have you used what you learned in this training on the job?

Definitely Yes

Probably Yes

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Probably No  
Definitely No

The training helped prepare me for administering the VI-SPDAT

Strongly agree,  
Agree,  
Neutral or neither agree or Disagree,  
Disagree,  
Strongly disagree.

I feel comfortable administering the VI-SPDAT without supervision

Strongly agree,  
Agree,  
Neutral or neither agree or Disagree,  
Disagree,  
Strongly disagree.

**Before continuing, review the Survey Keys to Success (on the Evaluation Options & Best Practices Document) and ensure the evaluation questions are compliant with best practices.**

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| Support and Accountability Package | <i>Plan your support and accountability package that will move Blended Evaluation 1 results to accomplish successful Blended Evaluation 2 results. For each Driver, create a delivery plan to ensure the driver occurs and is available to the learner. How often will you check on and ensure the support and accountability package is in place and functioning?</i> |
| Data Analysis                      | <i>What results do you expect? Continued high levels of VI-SPDAT completion on projects</i><br><br><i>How will you report progress and demonstrate program value?</i><br><br><i>Where will you share your evaluation findings?</i>                                                                                                                                     |

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