

WEBVTT

NOTE duration:"00:05:00.2000000"

NOTE language:en-us

NOTE Confidence: 0.85955477

00:00:02.940 --> 00:00:04.872 When I think about how to describe

NOTE Confidence: 0.85955477

00:00:04.872 --> 00:00:06.370 our approach to evaluation,

NOTE Confidence: 0.85955477

00:00:06.370 --> 00:00:08.148 one of the first things that comes

NOTE Confidence: 0.85955477

00:00:08.148 --> 00:00:10.304 to my mind is the word partnership

NOTE Confidence: 0.85955477

00:00:10.304 --> 00:00:11.969 as evaluators we have certain

NOTE Confidence: 0.85955477

00:00:11.969 --> 00:00:13.722 tools and frameworks that we

NOTE Confidence: 0.85955477

00:00:13.722 --> 00:00:15.417 can bring to our consultations,

NOTE Confidence: 0.85955477

00:00:15.420 --> 00:00:17.484 but we also recognize that we're

NOTE Confidence: 0.85955477

00:00:17.484 --> 00:00:18.516 partnering with organizations

NOTE Confidence: 0.85955477

00:00:18.516 --> 00:00:20.406 that are experts and what they do.

NOTE Confidence: 0.85955477

00:00:20.410 --> 00:00:21.910 Combining our expertise creates a

NOTE Confidence: 0.85955477

00:00:21.910 --> 00:00:23.840 synergy that propels the work forward.

NOTE Confidence: 0.85955477

00:00:23.840 --> 00:00:25.712 It creates a space for thinking

NOTE Confidence: 0.85955477

00:00:25.712 --> 00:00:26.960 about the program in

NOTE Confidence: 0.85955477

00:00:26.960 --> 00:00:27.890 a different way.

NOTE Confidence: 0.85955477

00:00:27.890 --> 00:00:29.130 We believe that evaluation

NOTE Confidence: 0.85955477

00:00:29.130 --> 00:00:30.520 should be strength focused.

NOTE Confidence: 0.85955477

00:00:30.520 --> 00:00:32.390 And that it should highlight

NOTE Confidence: 0.85955477

00:00:32.390 --> 00:00:34.260 best practices to help improve

NOTE Confidence: 0.85955477

00:00:34.324 --> 00:00:36.288 program performance and growth.

NOTE Confidence: 0.85955477

00:00:36.290 --> 00:00:38.680 We cultivate stakeholder empowerment by

NOTE Confidence: 0.85955477

00:00:38.680 --> 00:00:40.592 involving stakeholders to participate

NOTE Confidence: 0.85955477

00:00:40.592 --> 00:00:42.956 in and learn from the evaluation in

NOTE Confidence: 0.85955477

00:00:42.956 --> 00:00:44.926 order to shape the social context

NOTE Confidence: 0.85955477

00:00:44.926 --> 00:00:46.984 in response to what is learned,

NOTE Confidence: 0.85955477

00:00:46.990 --> 00:00:49.144 we engage in ongoing self reflection

NOTE Confidence: 0.85955477

00:00:49.144 --> 00:00:51.504 to ensure our work promotes equity

NOTE Confidence: 0.85955477

00:00:51.504 --> 00:00:54.054 and the highest level of integrity

NOTE Confidence: 0.85955477

00:00:54.054 --> 00:00:56.148 and excellence to those we serve.

NOTE Confidence: 0.85955477

00:00:56.150 --> 00:00:56.540 What  
NOTE Confidence: 0.87115127

00:00:56.540 --> 00:00:58.445 I think about evaluation and  
NOTE Confidence: 0.87115127

00:00:58.445 --> 00:00:59.969 my approach to evaluation,  
NOTE Confidence: 0.87115127

00:00:59.970 --> 00:01:02.592 the word that comes to mind  
NOTE Confidence: 0.87115127

00:01:02.592 --> 00:01:05.120 first is the word equity.  
NOTE Confidence: 0.87115127

00:01:05.120 --> 00:01:07.087 As we think about doing evaluation work,  
NOTE Confidence: 0.87115127

00:01:07.090 --> 00:01:09.218 we want to make sure that those  
NOTE Confidence: 0.87115127

00:01:09.218 --> 00:01:11.589 we serve and we are working with.  
NOTE Confidence: 0.87115127

00:01:11.590 --> 00:01:12.757 Recognize that value.  
NOTE Confidence: 0.87115127

00:01:12.757 --> 00:01:15.480 Then there are equal partner in this  
NOTE Confidence: 0.87115127

00:01:15.551 --> 00:01:18.365 partnership and the folks that they serve,  
NOTE Confidence: 0.87115127

00:01:18.370 --> 00:01:20.914 the folks, the individuals that they  
NOTE Confidence: 0.87115127

00:01:20.914 --> 00:01:23.560 serve two equally involved in this work,  
NOTE Confidence: 0.87115127

00:01:23.560 --> 00:01:27.249 and we want to bring their voices.  
NOTE Confidence: 0.87115127

00:01:27.250 --> 00:01:28.531 To the table.  
NOTE Confidence: 0.87115127

00:01:28.531 --> 00:01:31.093 You wanna help to celebrate the

NOTE Confidence: 0.87115127

00:01:31.093 --> 00:01:33.739 successes of the program and where

NOTE Confidence: 0.87115127

00:01:33.739 --> 00:01:35.874 there needs to be improvement.

NOTE Confidence: 0.87115127

00:01:35.880 --> 00:01:38.352 We want to work with folks in an

NOTE Confidence: 0.87115127

00:01:38.352 --> 00:01:41.106 editor of way to make sure that

NOTE Confidence: 0.87115127

00:01:41.106 --> 00:01:43.166 their evaluation efforts help them

NOTE Confidence: 0.87115127

00:01:43.243 --> 00:01:45.817 achieve the results that they want.

NOTE Confidence: 0.87115127

00:01:45.820 --> 00:01:48.106 So to the end, or evaluation,

NOTE Confidence: 0.87115127

00:01:48.110 --> 00:01:49.638 services should serve the

NOTE Confidence: 0.87115127

00:01:49.638 --> 00:01:51.548 people that we're working with.

NOTE Confidence: 0.87115127

00:01:51.550 --> 00:01:53.590 The communities that they serve

NOTE Confidence: 0.87115127

00:01:53.590 --> 00:01:55.630 and the broader thinking about

NOTE Confidence: 0.87115127

00:01:55.699 --> 00:01:57.279 how we make our society.

NOTE Confidence: 0.87115127

00:01:57.280 --> 00:01:58.040 There are

NOTE Confidence: 0.8552318

00:01:58.040 --> 00:01:59.620 two values that influence

NOTE Confidence: 0.8552318

00:01:59.620 --> 00:02:01.200 my program evaluation work.

NOTE Confidence: 0.8552318

00:02:01.200 --> 00:02:03.012 In communities are Democratic  
NOTE Confidence: 0.8552318

00:02:03.012 --> 00:02:05.730 participation in the idea of the  
NOTE Confidence: 0.8552318

00:02:05.811 --> 00:02:08.076 evaluator as a critical friend.  
NOTE Confidence: 0.8552318

00:02:08.080 --> 00:02:10.010 With respect to Democratic participation,  
NOTE Confidence: 0.8552318

00:02:10.010 --> 00:02:12.698 it's really important to me that all  
NOTE Confidence: 0.8552318

00:02:12.698 --> 00:02:15.029 voices are represented in an evaluation,  
NOTE Confidence: 0.8552318

00:02:15.030 --> 00:02:16.860 and that different stakeholder groups  
NOTE Confidence: 0.8552318

00:02:16.860 --> 00:02:19.660 have a voice in shaping the evaluation,  
NOTE Confidence: 0.8552318

00:02:19.660 --> 00:02:21.010 reviewing the results,  
NOTE Confidence: 0.8552318

00:02:21.010 --> 00:02:22.810 and thinking through recommendations  
NOTE Confidence: 0.8552318

00:02:22.810 --> 00:02:24.710 based on those results.  
NOTE Confidence: 0.8552318

00:02:24.710 --> 00:02:26.360 Sometimes it takes more time,  
NOTE Confidence: 0.8552318

00:02:26.360 --> 00:02:29.096 but it's important to me that my voice  
NOTE Confidence: 0.8552318

00:02:29.096 --> 00:02:32.286 isn't the only voice driving the evaluation.  
NOTE Confidence: 0.8552318

00:02:32.290 --> 00:02:35.146 With respect to the idea of the evaluators,  
NOTE Confidence: 0.8552318

00:02:35.150 --> 00:02:36.164 a critical friend,

NOTE Confidence: 0.8552318

00:02:36.164 --> 00:02:38.530 it's really important to me that people

NOTE Confidence: 0.8552318

00:02:38.594 --> 00:02:40.459 in organizations and communities know

NOTE Confidence: 0.8552318

00:02:40.459 --> 00:02:43.030 that I genuinely want them to succeed.

NOTE Confidence: 0.8552318

00:02:43.030 --> 00:02:45.536 I want them to reach their outcomes.

NOTE Confidence: 0.8552318

00:02:45.540 --> 00:02:48.396 I want them to positively impact the peoples,

NOTE Confidence: 0.8552318

00:02:48.400 --> 00:02:51.613 an community they serve or work on behalf of.

NOTE Confidence: 0.8552318

00:02:51.620 --> 00:02:54.077 So any suggestion that I might make

NOTE Confidence: 0.8552318

00:02:54.077 --> 00:02:55.901 really reflects the science as

NOTE Confidence: 0.8552318

00:02:55.901 --> 00:02:58.007 well as their local needs coming

NOTE Confidence: 0.8552318

00:02:58.007 --> 00:03:00.597 together so that we can develop the

NOTE Confidence: 0.8552318

00:03:00.597 --> 00:03:02.417 best evaluation given real world.

NOTE Confidence: 0.8552318

00:03:02.420 --> 00:03:03.308 Circumstances also,

NOTE Confidence: 0.8552318

00:03:03.308 --> 00:03:05.972 any feedback about the results of

NOTE Confidence: 0.8552318

00:03:05.972 --> 00:03:09.302 the data is in the spirit of helping

NOTE Confidence: 0.8552318

00:03:09.302 --> 00:03:11.409 to improve interventions so that

NOTE Confidence: 0.8552318

00:03:11.409 --> 00:03:13.679 positive results can be achieved.

NOTE Confidence: 0.9002769

00:03:13.680 --> 00:03:16.464 My evaluation practice is grounded in

NOTE Confidence: 0.9002769

00:03:16.464 --> 00:03:19.929 the values of social justice and equity.

NOTE Confidence: 0.9002769

00:03:19.930 --> 00:03:22.569 I believe that in a Democratic society

NOTE Confidence: 0.9002769

00:03:22.569 --> 00:03:24.763 everyone should have equal access to

NOTE Confidence: 0.9002769

00:03:24.763 --> 00:03:27.087 quality care and therefore I seek to

NOTE Confidence: 0.9002769

00:03:27.156 --> 00:03:29.532 utilize the valuation to help programs

NOTE Confidence: 0.9002769

00:03:29.532 --> 00:03:32.132 to improve services and increase access,

NOTE Confidence: 0.9002769

00:03:32.132 --> 00:03:34.156 especially for marginalized communities.

NOTE Confidence: 0.9002769

00:03:34.160 --> 00:03:36.671 One method that I use to achieve these goals

NOTE Confidence: 0.9002769

00:03:36.671 --> 00:03:39.600 is to engage citizens in all aspects of

NOTE Confidence: 0.9002769

00:03:39.600 --> 00:03:41.599 evaluating their services they received,

NOTE Confidence: 0.9002769

00:03:41.600 --> 00:03:43.660 including the development of evaluation

NOTE Confidence: 0.9002769

00:03:43.660 --> 00:03:46.111 questions and methods for data collection

NOTE Confidence: 0.9002769

00:03:46.111 --> 00:03:48.428 an in making sense of the results.

NOTE Confidence: 0.9002769

00:03:48.430 --> 00:03:49.862 By using these strategies,

NOTE Confidence: 0.9002769

00:03:49.862 --> 00:03:51.652 the voices and perspectives of

NOTE Confidence: 0.9002769

00:03:51.652 --> 00:03:53.686 consumers are clearly incorporated into

NOTE Confidence: 0.9002769

00:03:53.686 --> 00:03:55.706 decision-making about a given program.

NOTE Confidence: 0.9002769

00:03:55.710 --> 00:03:58.534 We have found the results from a consumer

NOTE Confidence: 0.9002769

00:03:58.534 --> 00:04:01.025 driven process are more authentic and

NOTE Confidence: 0.9002769

00:04:01.025 --> 00:04:03.170 yield recommendations that are actionable

NOTE Confidence: 0.9002769

00:04:03.170 --> 00:04:05.430 and that result in positive changes

NOTE Confidence: 0.9002769

00:04:05.430 --> 00:04:07.910 to services and the care environment.

NOTE Confidence: 0.9002769

00:04:07.910 --> 00:04:08.620 We

NOTE Confidence: 0.8744337

00:04:08.620 --> 00:04:10.300 begin with where an organization

NOTE Confidence: 0.8744337

00:04:10.300 --> 00:04:13.129 is at in terms of their knowledge,

NOTE Confidence: 0.8744337

00:04:13.130 --> 00:04:14.255 experience and staffing

NOTE Confidence: 0.8744337

00:04:14.255 --> 00:04:15.755 for evaluation and build.

NOTE Confidence: 0.8744337

00:04:15.760 --> 00:04:18.077 On that we start small by building

NOTE Confidence: 0.8744337

00:04:18.077 --> 00:04:20.787 capacity for a single program and then

NOTE Confidence: 0.8744337

00:04:20.787 --> 00:04:23.259 help leadership and staff extended to

NOTE Confidence: 0.8744337

00:04:23.329 --> 00:04:25.829 other programs in their organization.

NOTE Confidence: 0.8744337

00:04:25.830 --> 00:04:27.940 We also help an organization

NOTE Confidence: 0.8744337

00:04:27.940 --> 00:04:30.050 involve diverse stakeholders in the

NOTE Confidence: 0.8744337

00:04:30.122 --> 00:04:32.267 evaluation process to ensure that

NOTE Confidence: 0.8744337

00:04:32.267 --> 00:04:34.412 data is culturally grounded and

NOTE Confidence: 0.8744337

00:04:34.481 --> 00:04:36.989 represents the voices of those served.

NOTE Confidence: 0.8744337

00:04:36.990 --> 00:04:38.358 At all times,

NOTE Confidence: 0.8744337

00:04:38.358 --> 00:04:40.638 we promote rigorous evaluations by

NOTE Confidence: 0.8744337

00:04:40.638 --> 00:04:43.015 helping organizations reach their own

NOTE Confidence: 0.8744337

00:04:43.015 --> 00:04:44.875 potential for evaluation capacity.

NOTE Confidence: 0.8744337

00:04:44.880 --> 00:04:45.323 Eventually,

NOTE Confidence: 0.8744337

00:04:45.323 --> 00:04:47.981 the organization has the tools to

NOTE Confidence: 0.8744337

00:04:47.981 --> 00:04:50.338 establish a culture of evaluation

NOTE Confidence: 0.8744337

00:04:50.338 --> 00:04:52.246 that promotes continuous learning

NOTE Confidence: 0.8744337

00:04:52.246 --> 00:04:54.154 that can be sustained.