

Web-based Resource List for Evaluators and Family Evaluators

**Kathryn Schutte, M.S.
Pauline Jivanjee, Ph.D.
Adjoa Robinson, M.S.W.**

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Kathryn Schutte, M.S.
Pauline Jivanjee, Ph.D.
Adjoa Robinson, M.S.W.

Research and Training Center
on Family Support
and Children's Mental Health
Portland State University
PO Box 751
Portland, OR 97207-0751

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Research and Training Center on
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National Institute on Disability and
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Federation of Families
For Children's Mental Health

WEB-BASED RESOURCE LIST FOR EVALUATORS AND FAMILY EVALUATORS

The below websites offer useful information and internet links about evaluation. It is divided into categories and some websites are listed in more than one category.

Glossaries

The Directorate for Education and Human Resources provides an Online Evaluation Resource Library (OERL). This library was developed for education professionals in the seeking to design, conduct, document, or review project evaluations. OERL is funded by the National Science Foundation and is geared mainly to the education field. The website includes a glossary of terms, instruments, plans, and reports from evaluations that have proven to be sound and representative of current evaluation practices. <http://oerl.sri.com>

Missouri Institute of Mental Health Program in Consumer Studies & Training has produced a glossary that identifies terms commonly used in academic, technical, and/or clinical writing about mental health research. Terms are defined in language that is accessible to a broader audience, particularly including consumers/ex-patients/survivors who have not had specialized training in research.

<http://www.cstprogram.org/PCS&T/Research%20Glossary/introduction.htm>

Guides to Evaluation

The University of Illinois at Chicago Mental Health Services Research Program (MHSRP) engages in research, training, and technical assistance resulting in enhanced service delivery and increased knowledge about psychiatric disorders and mental health services. The MHSRP fully involves people with psychiatric disabilities, their families and friends, advocates, service providers, and other stakeholders in its research program. These stakeholders participate in research design, implementation, and evaluation projects, as well as dissemination of findings. Their publications list provides reports and training manuals which may be ordered. One publication, *Getting involved in research and training projects: A guide for persons with disabilities*, is a user-friendly introductory guide to research. <http://www.psych.uic.edu/mhsrp/publist.pdf>

The Administration on Children, Youth, and Families has developed *The Program Manager's Guide to Evaluation*. The Guide explains program evaluation—what it is, how to understand it, and how to do it. It answers questions about evaluation and explains how to use evaluation to improve programs and benefit staff and families.

http://www.acf.dhhs.gov/programs/core/pubs_reports/prog_mgr.html

Court Appointed Special Advocates have put together a guide to outcome evaluation. This guidebook, entitled *Outcome Evaluation: A How to Guide*, was originally developed by Citizens for Missouri's Children. Written with social service agencies in mind, this brief essay should be helpful for those in the first stages of identifying measurable outcomes in an effort to enhance and refine services. <http://www.casanet.org/program-management/evaluation/guide.htm>

The National Science Foundation (NSF) has produced two handbooks. The first handbook, entitled *User-Friendly Handbook for Project Evaluation*, is geared toward people who need to learn more about what evaluation can do and how to do an evaluation.

<http://www.ehr.nsf.gov/rec/programs/evaluation/handbook/>

The second handbook, entitled *User-Friendly Handbook for Mixed Method Evaluations*, offers useful information for experienced evaluators. Chapters include the evaluation of a hypothetical project (for greater understanding of the process) and an overview of common qualitative methods and data analysis techniques.

<http://www.ehr.nsf.gov/EHR/REC/pubs/NSF97-153/start.htm>

While both of these handbooks were written for NSF programs, they contain useful information that can be applied to evaluating various organizations.

Management Assistance Program is an organization with a purpose to build the capacity of nonprofit organizations to achieve mission-driven results. They have two helpful on-line reports. The first is entitled *Basic Guide to Program Evaluation* which provides guidance toward planning and implementing an evaluation process for for-profit or nonprofit programs. It also includes other helpful links.

http://www.managementhelp.org/evaluatn/fnl_eval.htm

The second report, entitled *Evaluating Training and Results*, describes how to evaluate employee training and includes a list of helpful links to other websites.

http://www.managementhelp.org/trng_dev/evaluate/evaluate.htm

The Collaborative, Participatory, and Empowerment Evaluation page begins with a brief introduction to empowerment evaluation. A list of Internet resources, software, handbooks and guides, and related associations is also provided. A detailed presentation about empowerment evaluation is found at the bottom of this page. In addition, information about the Collaborative, Participatory, and Empowerment section of the American Evaluation Association is presented.

<http://www.stanford.edu/~davidf/empowermentevaluation.html>

Star Schools 2000 Evaluation Project at the University of New Mexico presents a brief overview of some commonly used evaluation models. This information was prepared as a handout for Post-Conference Workshop AA at the 16th Annual Conference on Distance Teaching and Learning, Madison, Wisconsin, August 2-4, 2000.

<http://www.unm.edu/~stars/models.html>

The American Physiological Society provides an interactive website for planning effective program evaluations. This interactive online short course includes six lessons that lead the user through readings on evaluation basics, questions raised by program directors, and resources available both on and off line. Each lesson includes an interactive component where the user develops an evaluation planning document for his/her program. At the end of the short course, the evaluation planning document is sent directly to the user via email as a Rich Text File (.rtf) that can be opened in a word processing program.

<http://www.the-aps.org/education/promote/promote.html>

Reports and Publications

The University of Illinois at Chicago Mental Health Services Research Program (MHSRP) engages in research, training, and technical assistance resulting in enhanced service delivery and increased knowledge about psychiatric disorders and mental health services. The MHSRP fully involves people with psychiatric disabilities, their families and friends, advocates, service providers, and other stakeholders in its research program. These stakeholders participate in research design, implementation, evaluation projects, and dissemination of findings. Their publications list includes reports and training manuals.

<http://www.psych.uic.edu/mhsrp/publist.pdf>

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The Centre for Community Change International provides consultation, technical assistance, strategic planning, research and Internet services through grants and contracts with federal, state, provincial, and local organizations. They have a Resource Library on their website which includes articles, reports and trainings related to “Consumer Involvement, Preferences and Empowerment.” <http://www.cccinternational.com/consumer.htm>

United Way of America's Outcome Measurement Resource Network offers information, a resource library, downloadable documents, and links to resources related to the identification and measurement of program- and community-level outcomes.

<http://national.unitedway.org/outcomes/>

Youth in Focus is a non-profit consulting and training organization that supports Youth-led Research, Evaluation and Planning. This site is still being constructed but there are several useful publications that can be accessed by going to the “What’s New” section.

<http://www.youthinfocus.net/index.htm>

The Center for Effective Collaboration and Practice published a Promising Practices monograph by Michelle Woodbridge and Larke Huang in June 2000 entitled *Using Evaluation Data to Manage, Improve, Market, and Sustain Children's Services*. The monograph is available online or may be ordered by calling 888/457-1551.

<http://cecp.air.org/promisingpractices/2000monographs/vol2.pdf>

Community-Campus Partnerships for Health is a nonprofit organization that promotes health through partnerships between communities and higher educational institutions. It has members throughout the United States and, increasingly, the world who are collaborating to promote health through service-learning, community-based research, community service and other partnership strategies. Their website includes a page devoted to resources and articles on Community-Based Participatory Research.

<http://depts.washington.edu/ccph/commbas.html>

Newsletters and Email Lists

The Harvard Family Research Project works to strengthen family, school, and community partnerships and early childhood care and education. This project promotes evaluation and accountability, and offers professional development to those who work directly with children, youth, and families. They produce a periodical, *The Evaluation Exchange*, which addresses current issues facing program evaluators, with articles written by the most prominent evaluators in the field. They also facilitate the Family Involvement Network of Educators, a national network of over 2,000 people who are interested in promoting strong partnerships between children's educators, their families, and their communities. <http://www.gse.harvard.edu/hfrp/>

PARnet (Participatory Action Research) aims to create a self-monitored, community-managed knowledge base and gateway to action research resources, connecting practitioners and scholars with each other, the literature, and other educational opportunities. It seeks to reflect the broad spectrum of approaches that characterize the international action research community. The website has developed automated services, such as calendars and registries, that will allow all members of the community to participate in information sharing. The site lists websites involved in participatory action research, and makes available a web forum and email lists community members may subscribe to. <http://www.parnet.org/>

The Evaluation Center, located at Western Michigan University, has a mission to provide national and international leadership for advancing the theory and practice of program, personnel, and student/constituent evaluation, as applied primarily to education and human services. The Center's principal activities are research, development, dissemination, service, instruction, and leadership. Their website includes an "Evaluation Support Service" which includes a collection of checklists, evaluation links, and a hosted email list. <http://www.wmich.edu/evalctr/ess.html>

The Evaluation Initiative at the National Technical Assistance Center for Children's Mental Health (TA Center) was created to provide technical assistance (TA) to states and communities on the evaluation of children's services. The initiative was developed in response to the increased need for performance measurement, outcomes, and system accountability in the children's services arena. The Evaluation Initiative publishes a newsletter, *Data Matters*, which focuses on issues of concern and hot topics in children's services evaluation. The newsletters can be downloaded. <http://www.georgetown.edu/research/gucdc/eval.html>

Instruments and Measurements

Georgia Tech has collected a number of instruments and protocols for evaluating multimedia in schools. Although this information is geared towards evaluating multimedia, it could also be useful to evaluators and family evaluators. This page lists descriptions of a number of tools that are often used in evaluation, such as a focus group protocol and an evaluation report protocol. http://mime1.marc.gatech.edu/MM_tools/evaluation.html

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M & D Research and Evaluation offers services to assist human service organizations to evaluate the effectiveness of their programs and to help them identify resources for delivering effective services. The site contains workshop materials, measurement resources, and web links to sites of interest to human services personnel. <http://www.the2professors.com/>

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The Loka Institute sponsors the Community Research Network, which is a trans-national network of research and grassroots organizations conducting community-based research for social change. This network provides a database which includes organizations and individuals around the world participating in community-based research activities. In addition, they provide a list of federal funding sources available for community-based research and a list of publications related to community-based research. <http://www.loka.org/crn/index.htm>

Community-Campus Partnerships for Health (CCPH) is a nonprofit organization that promotes health through partnerships between communities and higher education institutions. CCPH has members throughout the United States and in other countries who are collaborating to promote health through service-learning, community-based research, community service and other partnership strategies. Their website includes a web page devoted to resources and articles on community-based participatory research.

<http://depts.washington.edu/ccph/commbas.html>

Guides to Participation and Collaboration

The Institute for Child Health Policy along with the **Florida Institute for Family Involvement** convened a Task Force in 2001 to discuss alternative ways to maximize family involvement in policymaking. This Task Force resulted in the formation of the **Consortium for the Employment of Parent Representatives** which developed a document, entitled *Making it Work: When Families that Represent a Service Population Become Employees*. This guide was written for organizational leaders that recognize the importance of hiring family representatives; and for family members who would like to work as family representatives in organizations. The document identifies the most significant issues, describes reasonable approaches for addressing these issues, and identifies promising practices. While this guide is not based on the experiences of family members of children with serious emotional disabilities, it does offer helpful information on how family members can become employees of organizations providing mental health services. The guide may be downloaded.

http://www.ichp.edu/CEPR-Manual_v2.0_FINAL.pdf

Laura Prescott prepared a guide for the **Women, Co-occurring Disorders and Violence Study Coordinating Center** entitled *Consumer/Survivor/Recovering Women: A Guide for Partnerships in Collaboration*. The guide was written to offer insights into strategies, barriers, and possibilities for involving women with co-occurring disorders in the processes of research, evaluation, and system/service design. While this guide is geared towards women with co-occurring disorders, many of the issues addressed are similar to those experienced by family members involved in evaluation and research. The guide includes useful checklists for organizations to assess what steps need to be taken in order to effectively involve family members on research and evaluation teams. The guide may be downloaded.

<http://www.wcdvs.com/pdfs/csr%20manual%20final.pdf>

Cassandra Ritas, a **Community-Campus Partnerships for Health (CCPH)** fellow, designed a tool-kit, entitled *Speaking Truth, Creating Power: A Guide to Policy Work for Community-Based Participatory Research Practitioners*. This kit was designed for researchers and community partners who want to do participatory research to create or change health policies in their communities. This tool-kit provides a rationale for community-based participatory research partnerships and an overview of the steps for conducting research for the purpose of effecting policy change. This tool-kit may be downloaded.

http://www.futurehealth.ucsf.edu/pdf_files/ritas.pdf