

Proposed Evaluation for Ontario's Remedial Measures Program "Back on Track"

Canadian Evaluation Society
Case Competition Finals
Ottawa, Ontario
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QuickStar Consulting

University of
Waterloo



Overview

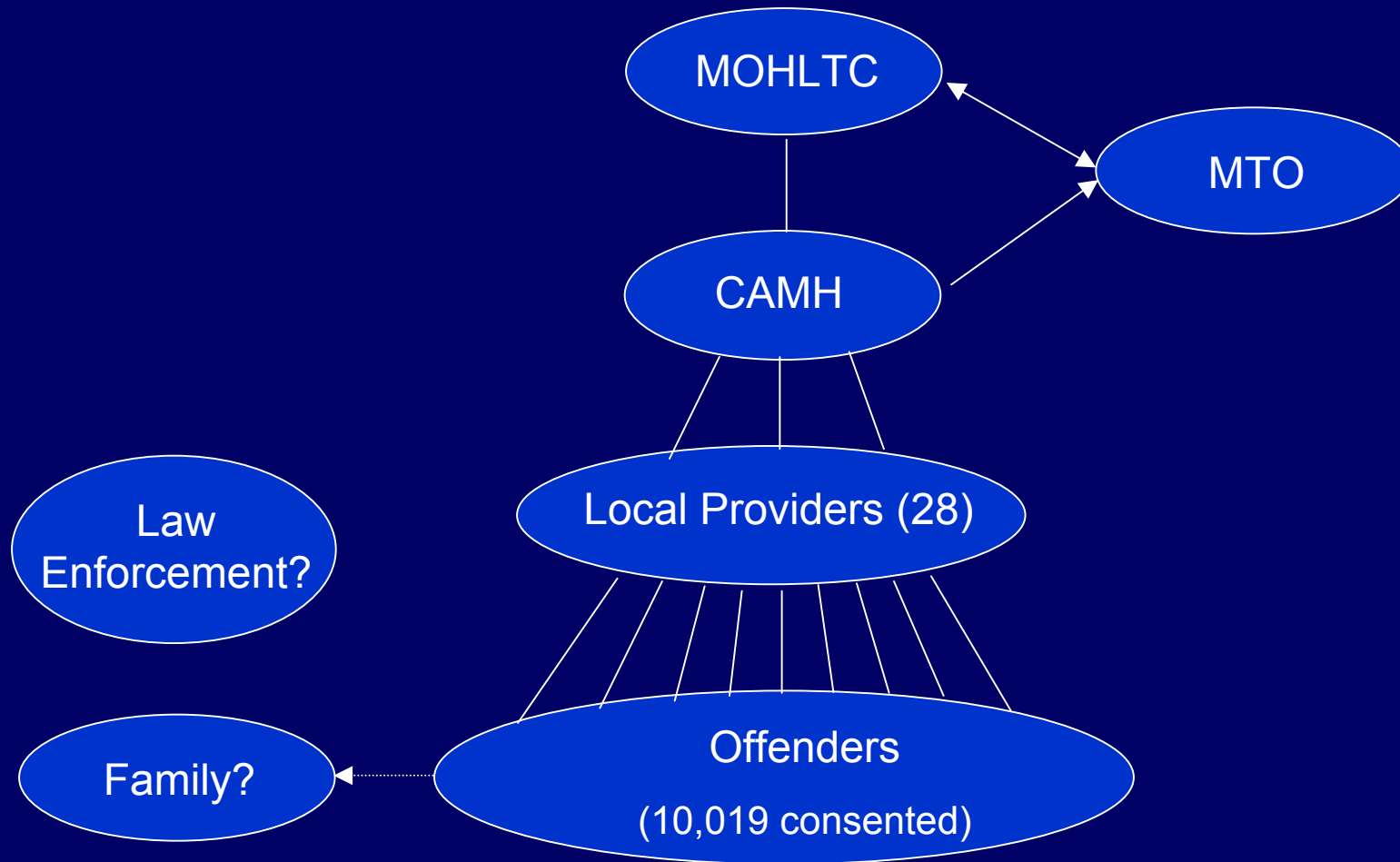
- ◆ Program goals and description
- ◆ Evaluation mandate
- ◆ Evaluation methods
- ◆ Specific challenges
- ◆ Timeline
- ◆ Conclusions

Ontario's Remedial Measures Program "Back on Track"

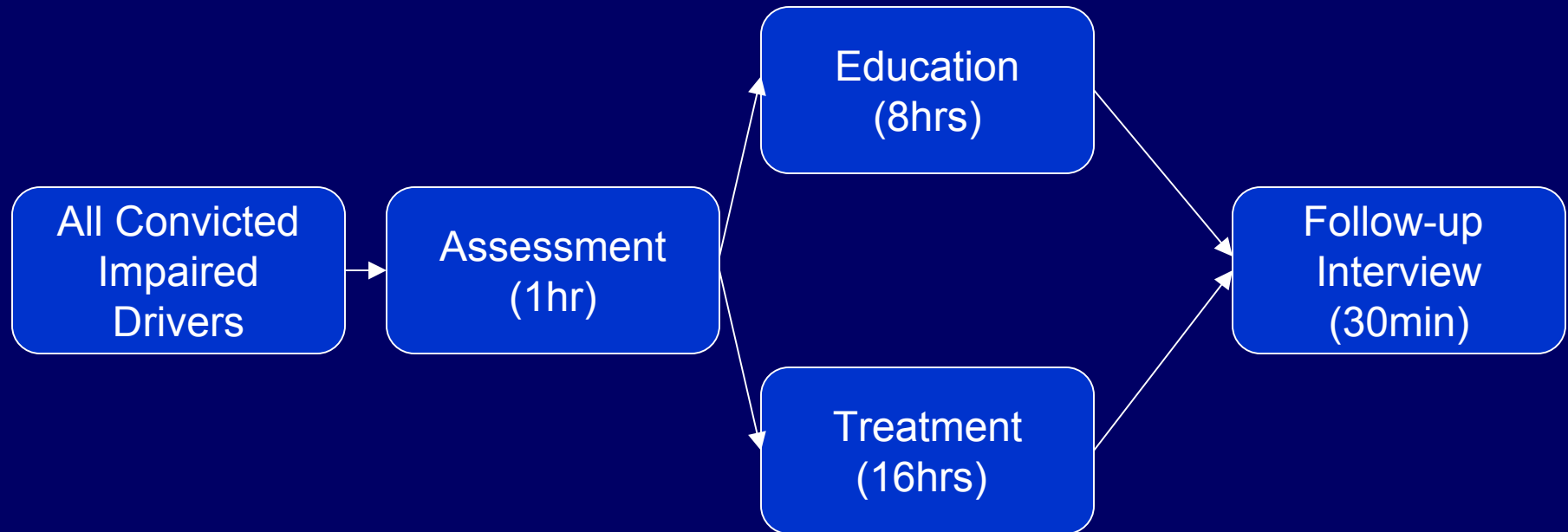
◆ Goals

- ↑ awareness and develop alternatives to drinking and driving
- Deter impaired driving
 - ↓ incidence
 - ↓ recidivism

Stakeholders



Program Description



After Sept 30,
2000

Within 30
days

Within 90
days of
assessment

6 mths after
complete

As long as 11 mths to complete

Proposed Evaluation

- ◆ Our Mandate
 - Is program meeting goals and standards
 - Determine areas of program improvement
 - Assess effectiveness of program
 - Review timing of follow-up

Proposed Method

Client Satisfaction

Client Interviews

Provider Interviews

Site Visits

Review of Records

Evaluation Question

Program Quality

Overall
Accountability

Program Quality

Consistency of
Delivery

Client Outcomes

Timing of Follow-up

Methodology: Expanded Client Satisfaction Survey

- ◆ Goals addressed:
 - Program quality
 - Accessibility

Expanded Client Satisfaction Survey

◆ How:

- Paper-based survey
 - Including: program hours/date/time, ease of registration, cost/transportation, family support
- Pilot test

◆ When:

- At completion of education/treatment session

Expanded Client Satisfaction Survey

◆ Strengths

- Confidential/anonymous
- Low cost
- Maximized client response
- Language interpreter present

◆ Weaknesses

- Readability
- Limited depth of responses

Methodology: Client Interviews

- ◆ Goals addressed:
 - Timing of follow-up
 - Client outcomes and program effectiveness

Client Interviews

◆ How:

- Cross-sectional sample
- Sample of 30 completes per time point
- Sample of 30 drop-outs
- Telephone

◆ When:

- 1, 3, 6, 9, 12, 15 months

Client Interviews

- ◆ Strengths
 - Analyze trends
 - In-depth information
 - Reach drop-outs
- ◆ Weaknesses
 - Time consuming
 - Interviewer burden

Methodology: Provider Interviews

- ◆ Goals addressed:
 - Program quality
 - Consistency of delivery

Provider Interviews

- ◆ How:
 - Structured interview
- ◆ When:
 - During site/program visit

Provider Interviews

◆ Strengths

- Direct information from providers
- Timing of site visit
- In-depth

◆ Weaknesses

- Travel
- Staff variability

Methodology: Local Provider Site Visits

- ◆ Goals Addressed:
 - Program quality
 - Accessibility
 - Consistency of delivery

Local Provider Site Visits

◆ How:

- Visit 28 sites
- Observe education or treatment session

◆ When:

- 0-7 months

Local Provider Site Visits

◆ Strengths

- Observe access, provider characteristics, consistency of delivery
- Observe interaction of clients with provider

◆ Weaknesses

- Cost
- Time
- May influence program delivery

Methodology: Review of Records

- ◆ Goals Addressed:
 - Program accountability
 - Accessibility

Review of Records

◆ What:

- Percentage registered
- # completions, non-completions
- Education vs. treatment program use
- Regional levels of 1st and repeat offenders
- Recidivism characteristics

Review of Records

◆ Strengths

- Quick
- Inexpensive
- Lots of data exists

◆ Weaknesses

- Lack of in-depth information

Evaluation Challenges

- ◆ Site locations
- ◆ Ongoing enrolment
- ◆ Session enrolment size
- ◆ Non-participant follow-up
- ◆ Budget unknown

Issues to Consider

- ◆ Cultural Issues
 - Aboriginal groups
 - Cultural use of alcohol
- ◆ Language Issues
- ◆ Literacy

Proposed Timeline

Time	Deliverable
May 14, 2005	Submit RFR
May – June 2005	Revise & pilot test client satisfaction survey
June 2005	Record review
July 2005 onwards	Client interviews
July 2005 – Feb 2006	Site visits & Provider Interviews
Feb 2006 onwards	Data Analysis
Monthly	Interim Reports
June 15, 2006	Submit Final Report

Conclusions

- ◆ Proposed evaluation:
 - Process
 - Outcome
- ◆ Strengths and weaknesses of methodology
- ◆ Evaluation challenges and issues
- ◆ Proposed Timeline

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