

Evaluation Proposal Back On Track

Case Competition Finals 2005

Prepared by:

Michele Burrows

Jill Hickman

Alyshia Landry

Katie Ryan

Agenda

- Background
 - History of Program
- Purpose & Objectives
- Evaluation Plan Matrix
- Methodology
- Timeline
- Limitations & Challenges
- Summary
- Acknowledgements



Background

Remedial Measures Program Background

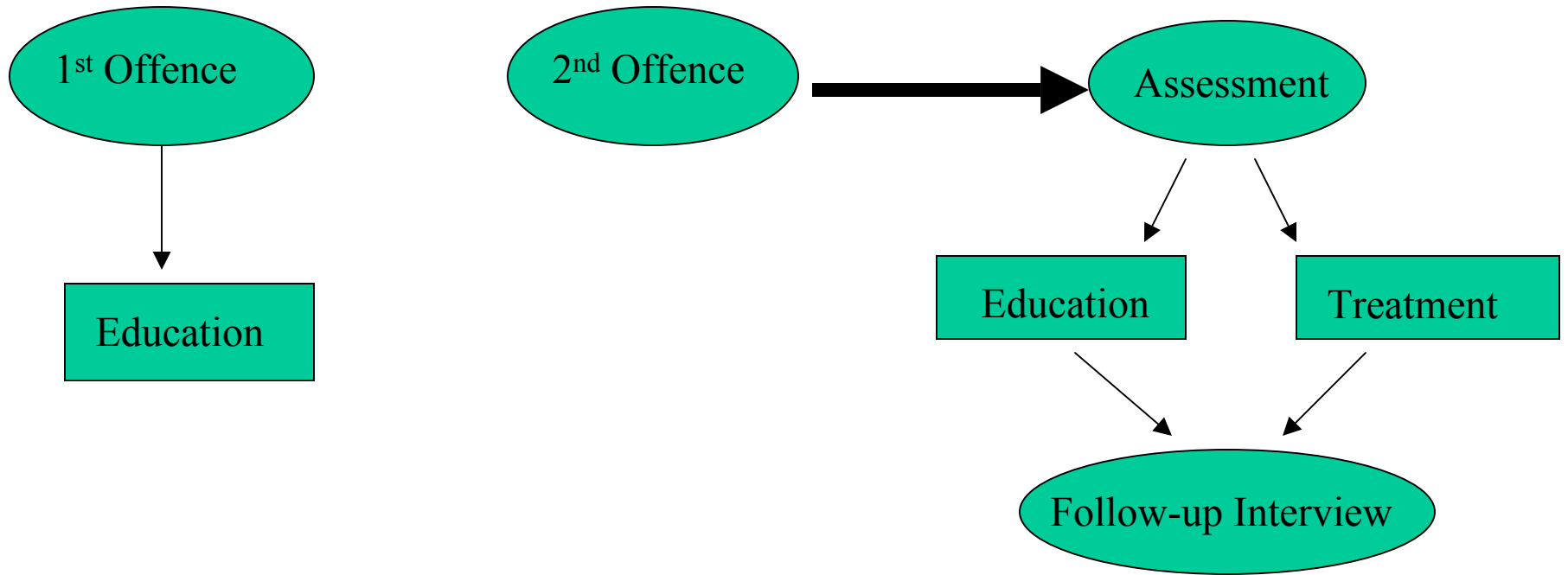
- People convicted receive a Prohibition Order from the Court
- Notification of Back on Track requirement is on the back of notice
- MTO also sends all offenders a notice
- Client must complete program within one year of suspension or licence will be suspended until requirements are met.
- CAMH responsible for registering all clients, and informing MTO as clients register and complete program
- Process can take as long as 11 months



History of Program

Sept 1998- Sept 2000

After Sept 2000



Background

Program Standards

CAMH is expected to:

- Asses within 30 days of client request
- Education and Treatment offered within 90 days of client request
- Education and Treatment groups offered where there is local need
- Follow-up offered 6 months after successful completion of program

Participant Success

For successful completion clients must:

- Not use alcohol or drugs on day of program
- Attend all sessions scheduled and arrive on time
- Participate in program activities
- Treat others with respect

Program Components

Back on Track components are as follows:

REGISTRATION:

- Clients must register with CAMH and must pay in full at time of registration
- Additional costs are responsibility of the client

ASSESSMENT:

- One hour assessment to determine Education or Treatment program

EDUCATION:

- 8 hour program to teach how alcohol and drugs affect driving performance and safety
- Content and format developed by CAMH

TREATMENT:

- 16 hour program to teach participants to take responsibility for alcohol and drug use and their consequences
- Content and format developed by CAMH

FOLLOW-UP INTERVIEW:

- 6 months after completing either program
- 30 minute interview in person or by telephone
- Responsibility of client to arrange
- Purpose to assess the participant's success in meeting goals and reinforce strategies for avoiding drinking and driving
- Content and format developed by CAMH



TRANSFORMATIONS

Purpose & Objectives

Purpose

- Determine if Back On Track is meeting its goals and standards
- Determine areas of improvement for the program
- Assess the effectiveness and impact on impaired driving including recidivism rates and incidence of impaired driving in Ontario

Objectives

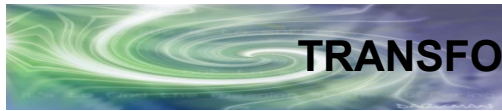
1. Measure the degree to which CAMH is meeting specific requirements
2. Determine the degree to which CAMH is meeting specific goals
3. To assess the impact of the timing of the follow-up interview on participants and recidivism

Program Evaluation Matrix

Project Objectives	Indicators	Data Sources
1. Measure the degree to which CAMH is meeting the requirements		
-Program quality	-Total perceived quality (satisfaction, effectiveness, client success, content, etc.)	Client Interviews Client Satisfaction Surveys Local Provider Focus Groups Program Observations
-Overall program accountability	-Discrepancies between planned process, program standards and components compared to actual program delivery	Program Observations Record Audit Local provider focus groups
-Accessibility of the program across the province	-Location of program vs. location of clients (demand)	Record Audit Client Interviews
-Consistency of program delivery across the province	-Number of program standard violations (checklist) as dictated by MOHLTC	Program Observations Local Provider Focus Group Record Audit

Project Objectives	Indicators	Data Sources
2. Determine the degree to which CAMH is meeting the following goals		
<p>-To increase awareness of and develop alternatives to drinking and driving behaviour among convicted impaired drivers in Ontario</p>	<p>-Measure level of awareness among clients: -consequences, alternatives, program(s), etc. -Decrease in number of repeat offenders</p>	<p>Client Interviews Client Satisfaction Surveys Record Audit</p>
<p>-To contribute to the deterrence of impaired driving through reduction in drinking and driving incidence and recidivism rates in Ontario under the <i>Comprehensive Road Safety Act, 1997</i></p>	<p>-Decrease in the incidence of drinking and driving</p>	<p>Record Audit</p>
<p>-To develop and implement an effective province-wide Remedial Measures Program for convicted impaired drivers funded by offenders</p>	<p>-Follow-up interview results (number of repeat offenders) -Number of clients who have met their alcohol and other drug use goals -Client awareness of avoidance strategies -Local provider perception of program success</p>	<p>Record Audit Client Interviews Local Provider Focus Groups Client Satisfaction Surveys Program Observations</p>

Project Objectives	Indicators	Data Sources
<p>-To monitor that the program components are effectively and consistently delivered across the province including:</p> <p>Assessment Education Treatment Follow Up</p>	<p>-Number of program standard violations (checklist) as dictated by MOHLTC</p> <p>-Number of repeat offenders compared by location</p> <p>-Paperwork is completed in full</p>	<p>Program Observations Local Provider Focus Groups Record Audit</p>
<p>-To monitor that registration to the program is consistent and easy for clients to follow</p>	<p>-Client satisfaction ratings of the registration process</p> <p>-Paperwork is completed in full</p>	<p>Client Satisfaction Surveys Client Interviews Record Audit</p>
<p>-To monitor whether program components are offered to registered participants in a timely manner and in accordance with established performance standards</p>	<p>-Number of program standard violations as dictated by MOHLTC</p> <p>-Client satisfaction with component scheduling</p>	<p>Record Audit Client Interviews</p>



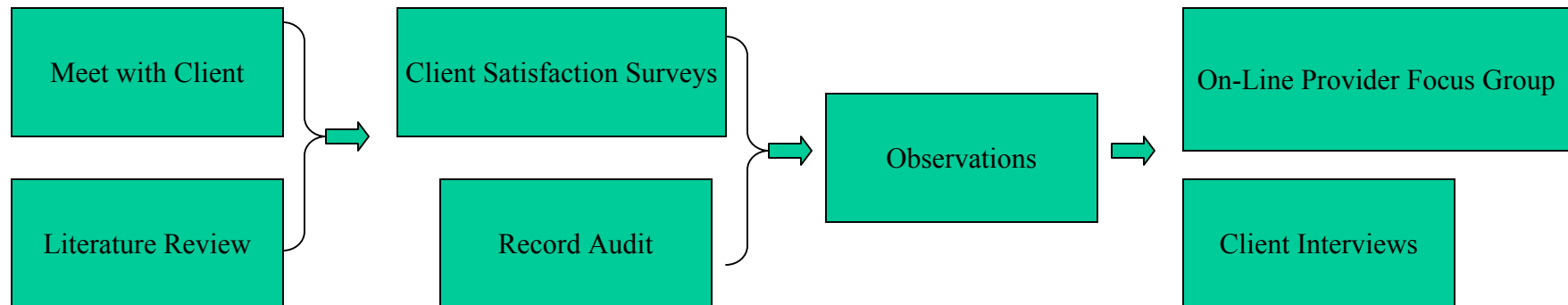
Project Objectives	Indicators	Data Sources
<p>-Follow up is offered six months after successful completion of either education or treatment and a consistent protocol is used</p>	<p>-Number of program standard violations as dictated by MOHLTC</p>	<p>Record Audit Client Interviews Program Observations</p>
<p>-To monitor access to the program in French in the 23 designated areas under the <i>French Language Services Act</i> as needed</p>	<p>-Participants language of preference by geographic area vs. language of program enrolled</p>	<p>Client Interviews Record Audit</p>
<p>-To monitor telephone access in English and French for intake calls, for general program information, and for all aspects of participants inquiry throughout the duration of the client's participation in the program</p>	<p>-Number of bilingual telephone operators -Hours of operation vs. demand -Number of inquiries -Client satisfaction with telephone service and information provided</p>	<p>Record Audit Client Interviews Client Satisfaction Surveys Local Provider Focus Groups</p>



Project Objectives	Indicators	Data Sources
-To monitor that data is transferred to MTO in a timely manner	-Number of deadline violations for monthly, quarterly, and annual reports	Record Audit
-To register client satisfaction levels and outcome measures	-Follow-up interview results (number of repeat offenders) <ul style="list-style-type: none"> -Number of clients who have met their alcohol and other drug use goals -Client awareness of avoidance strategies -Overall client satisfaction with program	Client Interviews Client Satisfaction Surveys Record Audit

Project Objectives	Indicators	Data Sources
3. To assess the impact of the timing of the follow-up interview on participants and on recidivism		
	-Number of repeat offenders within 6 month duration	Client Interviews Record Audit

Methodology Overview



Methodology

Evaluation Start-up

- Meet with client (CAMH) to further discuss program/evaluation details
- Conduct literature review of similar programs in other provinces and other countries as applicable
 - Review key statistics from these programs and program outcomes
 - Use this information to potentially revise evaluation plan



Observations

Observations of local provincial agencies

- Evaluation of education and treatment components
- Use program standards checklist as provided by CAMH to identify discrepancies

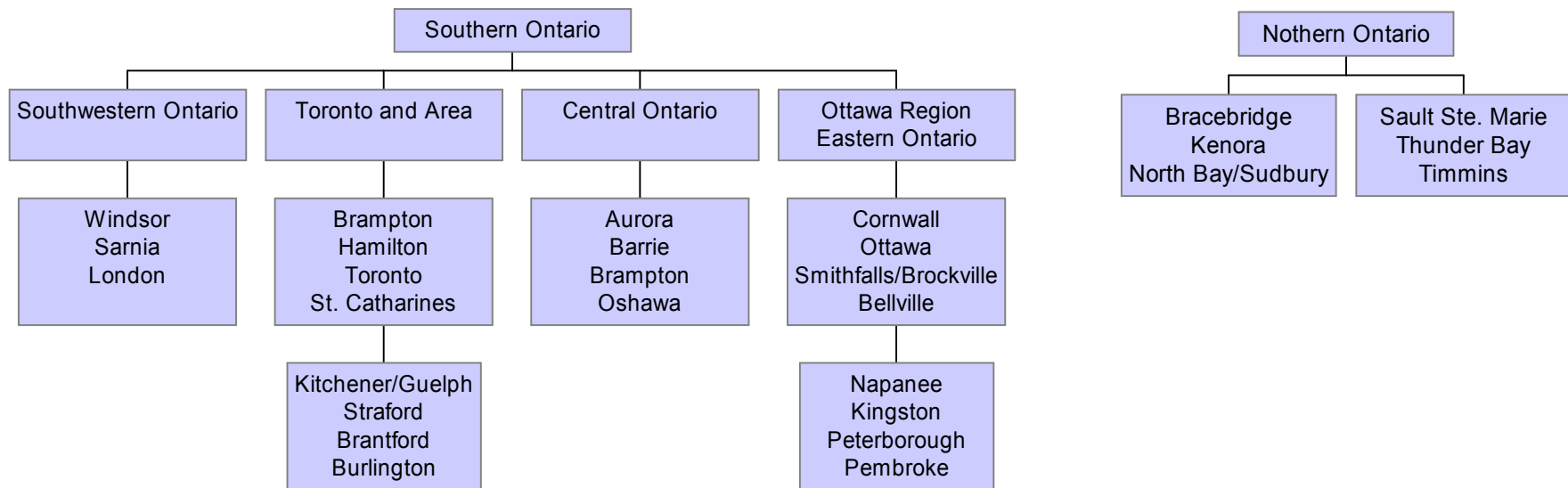
Sample

- Stratified random sample of the 28 local providers by region
 - Representation of French and English providers
 - 2 observations in each of the six regions
- Contact all program directors to notify of potential observation at their location
- Observations conducted by trained Transformation staff



Observation Locations

By Region



Observations

Strengths

- Unbiased third party assessment
- Background knowledge and first hand experience for Transformation staff

Weaknesses

- Travel expenses
- Time



Focus Group

On-line focus groups with local providers

- Discuss program quality, effectiveness, success, client success, program standards adherence, and general program information
- Time should be no longer than 2 hours

Sample

- Census of all local providers
 - Ensure representation of French and English providers
 - Program Director will identify 1 key staff member with direct client interaction to participate
 - Participants will be compensated at \$28.98 for each hour of their time



Focus Group

Strengths

- Overcomes geographic barriers
- Quicker turnaround of results
- Possible participation from all

Weaknesses

- Internet connection required
- Computer skills required
- Common time and staff availability
- Provider cooperation and buy-in into evaluation



Client Interviews

Telephone interviews with clients

- Discuss awareness, problems with program, language, cost, satisfaction, process and personal outcomes, etc.

Sample

- 10,019 clients as of October 31, 2003
- 2 waves: pre-2000 and 2000+ (currently unknown- numbers to be determined after client meeting)
- Stratified random sample by the six regions
- Total sample size=370; 62 by each region and ensure quotas for pre-2000 and 2000+ - data will be weighted by region
- Margin of error = +/- 5% at the 95% confidence level



Client Interviews

Strengths

- Client perspective
- Analysis by region and pre/post 2000 waves

Weaknesses

- Client confidentiality concerns (sensitive topic)
- Time and cost considerations
- Up-to-date client contact info
- Client availability and willingness to participate
- Time lapsed and effect on client recall



Record Audit

Record audit will include the following sources:

- Monthly, quarterly, and annual CAMH Remedial Measures Reports to MOHLTC
- Registration forms
- Telephone records of client calls from each local agency

*Key statistics will be pulled from above sources



Record Audit

Strengths

- Documented at time of occurrence
- Discrepancies between records and client interviews can be identified

Weaknesses

- Potential reporting inconsistencies across local providers
- Inaccurate information due to pressure to meet program standards



Client Satisfaction Survey

Retrieve data from existing client satisfaction surveys for all that have been processed

- Consult existing reports
- Obtain raw data to re-run additional analysis
- Conduct review of satisfaction instrument and suggest improvements



Client Satisfaction Survey

Strengths

- Data readily available

Weaknesses

- Data may not exist for all participants
- Potential inconsistent administration of surveys across local providers
- Reliability and accuracy issues



Timelines and Deliverables

Project Timeline: May 24th 2005 to June 15th, 2006

Activity	Timeline
Client Meeting -CAMH	May 24 th , 2005
Literature Review	May 24 th – June 1 st , 2005
Record Audit -obtain data and obtain & analyze key statistics	May 24 th , 2005 (ongoing)
Client Satisfaction Survey -obtain reports, analyze raw data	May 24 th , 2005- June 15 th , 2005
Monthly Report	June 24 th , 2005 and the 24 th of every month thereafter
Program Observations -Education and Treatment programs	July 1 st , 2005 (dependant on program demand and administration)
Client Interviews	September 1 st , 2005 – December 1 st , 2005
Local Provider Focus Group	Date to be determined based on availability (October?)
Analysis of Results	January 1 st , 2006 – March 1 st , 2006
Report Writing	March 1 st , 2006 – May 1 st , 2006
Draft Final Written Report	May 15 th , 2006 – available May 1 st (if desired)
Client Feedback and Revisions	May 25 th , 2006 – June 15 th , 2006
Final Report	June 15 th , 2006



Limitations/Challenges

- Two subgroups – pre-2000 and 2000+
 - Different program experiences
 - Difficulty for comparison
- Time lapsed and respondent's ability to recall
- Buy-in from local providers and cooperation in evaluation efforts
- Participation rates
- Geographic dispersion
- Accuracy of records
- Sensitivity of topic and client confidentiality
- Client satisfaction survey
 - Content unknown
 - Client satisfaction survey exists for the individual program components but not the overall program
- “Quality” is a subjective term

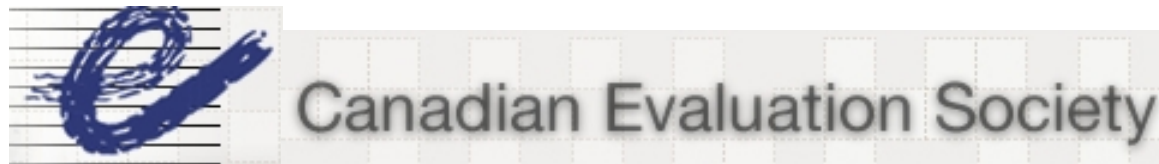


Summary

- CAMH in need of program evaluation
- Mixed method approach is best
 - Literature Review
 - Client Satisfaction Survey
 - Record Audit
 - Observations
 - Online Provider Focus Groups
 - Client Interviews
- To be completed in one year
- Cooperation and communication between all stakeholders is essential for success



Acknowledgements



Dr. Christine Frank; Coach

