CENTER ON HOLOCAUST SURVIVOR CARE
JEWISH FEDERATIONS INSTITUTE ON AGING AND TRAUMA

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EVALUATION UPDATE REPORT

EVALUATION CHALLENGES, LESSONS LEARNED, AND PCTI CONSIDERATIONS FROM THE FIG TREE COHORT

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After the first six months of each Innovations Cohort, subgrantees complete an Evaluation Update Report. Below is a list of the Fig Tree Cohort's common evaluation challenges, lessons learned, and PCTI considerations. For more information or to be connected with subgrantees with similar experiences, please contact Aging@JewishFederations.org.

COMMON CHALLENGES

Subgrantees of the Fig Tree cohort noted several common challenges regarding data collection. It may be challenging to:
- Collect data from clients who find data collection tools burdensome and invasive.
- Collect data through online platforms.
- Integrate PCTI principles and avoid participant retraumatization during data collection.
- Coordinate evaluation methods.
- Retain staff to complete data collection and other evaluation responsibilities.
- Overcome language barriers between the agency and evaluation participants.

LESSONS LEARNED

While some experienced challenges, many learned from the evaluation process. Subgrantees learned that it is important to:
- Streamline data collection to minimize survey fatigue among participants.
- Integrate client, staff, and volunteer feedback into project and evaluation design.
- Acknowledge and thank participants for their feedback.
- Accommodate cultural and linguistic sensitivities during evaluations.
- Provide staff and partner organizations with guidelines for data collection.
- Collect data pre and post project implementation to capture impact.
- Provide flexibility in when and how participants completed data collection tools.

PCTI CONSIDERATIONS

Complementing the lessons learned, subgrantees of the Fig Tree cohort integrated PCTI principles into evaluations in many ways. For more ideas of PCTI considerations, check out the Evaluation Planning Workbook.

Safety
- Keep client feedback anonymous and/or confidential and explain this to participants.
- Make survey participation optional, limit survey reminders, and honor participation refusal.
- Use surveys that are short and simple to avoid burdening participants.
- Have PCTI-trained staff perform the evaluations.
- Remain alert for signs of distress and retraumatization during data collection.

Trustworthiness and Transparency
- Ensure that participants know the value and impact of their input and understand that they are integral to the design of the project.
- Ensure staff is available to explain the purpose of the evaluation and respond to questions and concerns.
- Explain to participants that feedback will have no bearing on services received.

Collaboration & Mutuality
- Ensure participants are involved in the evaluation and program processes.
- Make sure to collect feedback on participant experiences and satisfaction with projects.
- Ask participants to identify which projects aspects work and which need improvement.
- Ensure that projects are being driven by participant voices and tailored to best fit participant needs.

Empowerment, Voice, and Choice
- Have staff present during evaluations to assist those who need help.
- Provide supportive referral resources to participants during evaluation.
- Ensure all participants can provide feedback by using survey language that matches the participant's cognitive level.

Cultural Competency
- Ensure data collection is in the client's preferred language and use translators if needed.
- Design surveys using language that avoids retraumatization and is culturally informed.