

Person-Centered, Trauma-Informed Program Evaluation: Principles, Practices, and Strategies

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PCTI Evaluations Planning Tool: Surveys

| | SAMHSA Principles of Trauma-Informed Care: | | | | | |
|--------------------|---|---|---|---|--|--|
| Evaluation Method: | Safety | Trustworthiness and Transparency | Peer Support | Collaboration and Mutuality | Empowerment: Voice and Choice | Cultural, Historical, and Gender Issues |
| Surveys | <ul style="list-style-type: none"> • <i>What is our distribution method?</i> • <i>What is our survey return method?</i> • <i>Where will it be completed?</i> • <i>Will it be completed anonymously?</i> • <i>Will results remain confidential?</i> • <i>How many questions will we ask?</i> • <i>Will we use open- or closed-ended questions, or both?</i> | <ul style="list-style-type: none"> • <i>How will we include instructions on how to complete the survey?</i> • <i>How will we share the evaluation's purpose and use?</i> • <i>How will we share results from the survey?</i> • <i>How will we share the frequency of the surveys?</i> • <i>How will we offer the survey to those who miss a class?</i> | <ul style="list-style-type: none"> • <i>How will we encourage others to participate?</i> • <i>How will we encourage participants to help their peers complete the survey (e.g. read the questions aloud, write the responses)?</i> • <i>How will we encourage participants to offer translating help to a peer, if needed?</i> • <i>How will we encourage peer discussion about the survey?</i> | <ul style="list-style-type: none"> • <i>How will we get input from participants on the evaluation strategy?</i> • <i>Can we run an initial pilot study?</i> | <ul style="list-style-type: none"> • <i>How will we ensure it is optional to participate in the survey?</i> • <i>How will we allow participants to choose which questions to answer?</i> • <i>How will we ensure assistance is available for those can't read or write?</i> | <ul style="list-style-type: none"> • <i>How will we take into account participants' history with surveys?</i> • <i>What are participants' comfort levels with a paper vs. electronic survey?</i> • <i>What questions or phrasing should be avoided?</i> • <i>How will we translate the surveys, as needed?</i> • <i>How will our font and format take into account participants' culture, age, etc?</i> |

PCTI Evaluation Example Plan: Yoga Program

| | SAMHSA Principles of Trauma-Informed Care: | | | | | | |
|--------------------|--|---|---|--|---|---|--|
| Evaluation Method: | Safety | Trustworthiness and Transparency | Peer Support | Collaboration and Mutuality | Empowerment: Voice and Choice | Cultural, Historical, and Gender Issues | |
| | Creating a space where clients feel physically and psychologically safe | Conducting all organizational operations and decisions transparently | Encouraging peer support that can lead to trust, collaboration, and healing | Shared decision-making and partnership; everyone has a role to play in a trauma-informed approach | Recognizing and building upon each individual's strengths and experiences | Taking into account stereotypes/biases based on culture, gender, sex, race, age, personal history, etc. | |
| Surveys | <ul style="list-style-type: none"> Surveys will be distributed by the instructor at the end of class on a monthly basis Surveys will be returned to a closed-lidded box in the hallway outside of the room Surveys will be anonymous Participants will complete them while sitting at tables in the room next door | <ul style="list-style-type: none"> Instructions for completing each survey will be shared verbally at the end of class, and will also be written on the top of the survey form The purpose of the surveys will be shared verbally at the end of class We will tell participants that surveys are provided each month | <ul style="list-style-type: none"> Participants will encourage others to participate in the evaluation by word of mouth Participants will encourage their peers to go to staff for extra support, as needed | <ul style="list-style-type: none"> A pilot group of 5 survivors will be involved in creating the structure of the survey The pilot group will review all survey questions The pilot group will suggest how to make the evaluation questions more accessible | <ul style="list-style-type: none"> At the end of each class, we will instruct all participants that the surveys will be optional We will offer the option for participants to bring home the survey We will instruct participants to only answer those questions they choose, but will encourage completion of the full survey | <ul style="list-style-type: none"> We will offer the option to complete all surveys electronically via agency tablets, or participants can complete paper copies if they prefer Potentially triggering language will be avoided Surveys will be provided in the language of each participant | |

PCTI Evaluation Example Plan: Yoga Program (Continued)

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|--------------------|--|--|--------------|-----------------------------|--|---|
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| Surveys | <ul style="list-style-type: none"> There will be 6 questions per survey, equivalent to one full length page There will be 4 close-ended questions and 2 open-ended questions to allow participants to share their views in a way that is comfortable for them. | <ul style="list-style-type: none"> A summary of the results will be shared quarterly via a bulletin board in the hallway outside of class A summary of results will also be shared verbally once per quarter at the start of class If a participant does not attend on the day of the survey, but wishes to share feedback, we will provide the survey the following week | | | <ul style="list-style-type: none"> We will offer assistance to any who require it | <ul style="list-style-type: none"> Surveys will be printed in large, legible font with simple formatting |



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Next Steps

- Other questions for us or feedback on the tool: email HolocaustCenter@JewishFederations.org
- Please complete the brief webinar evaluation survey in our follow-up email
- Current subgrantees: verify your participation in this webinar

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Evaluation