



CONNECTING ELDERS FROM ETHNO-CULTURAL COMMUNITIES

Building on an Evaluation Framework

KRD Consulting Group
2016-17



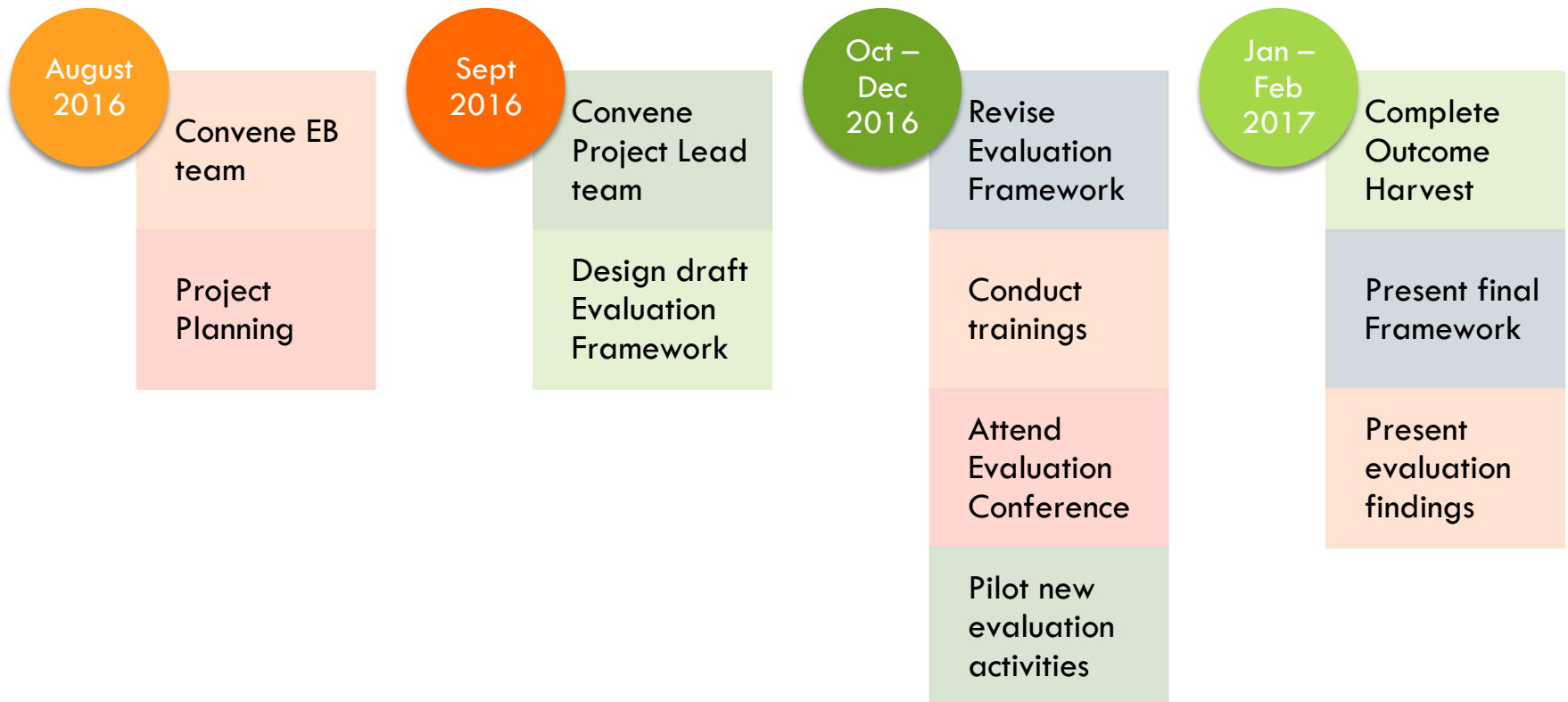
Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Project Summary

□ Goals:

- Build Evaluation Capacity
- Conduct Program Evaluation



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Enhancing our Evaluation Framework

Evaluation Framework - Initial

- IRC&C Reporting
 - Quarterly and Annual narratives
 - Data Entry (iCARE)
- Program Logic Model
 - Developed during pilot year
 - Helps to inform trainings and activities
- Outcome Harvest
 - Run in 2014, first of its kind in Calgary
 - Used for internal development
 - Report used in CIC presentation to Minister

New Approach: Reflective Practice

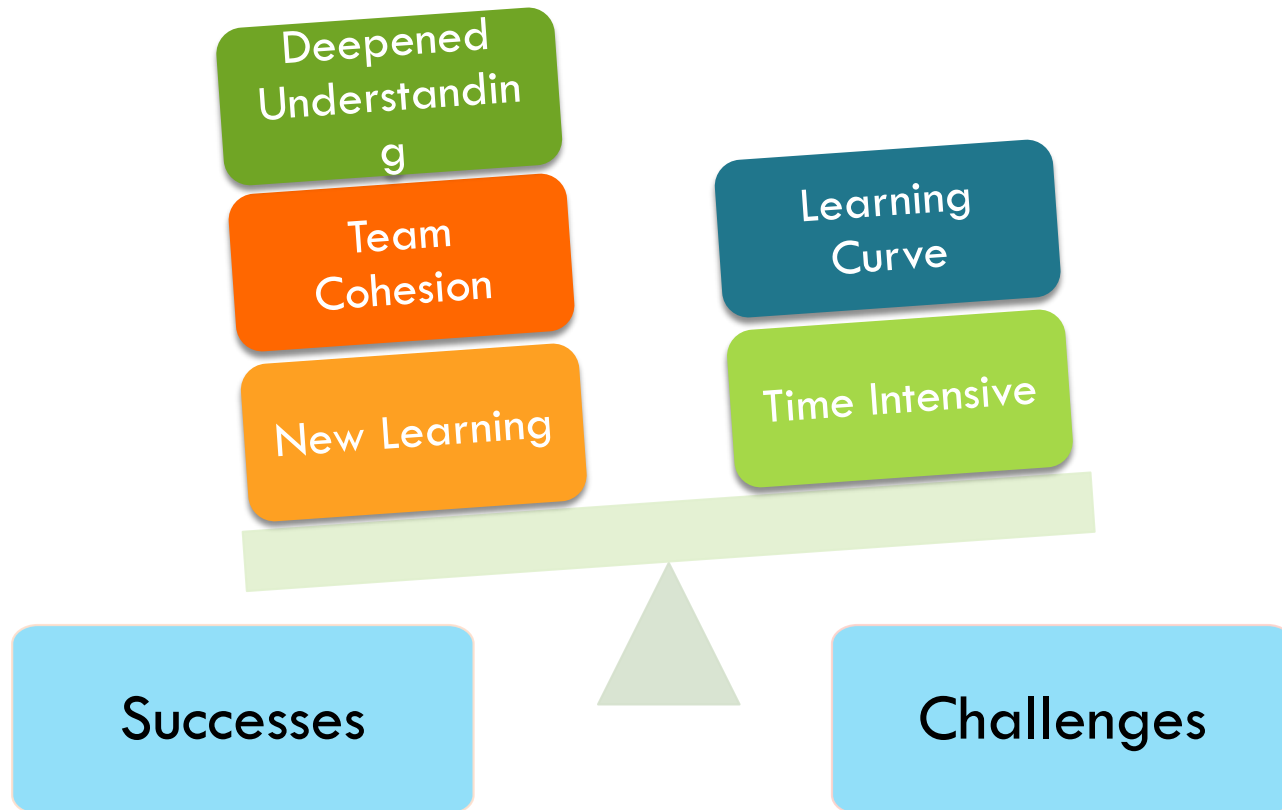
□ Components

- Individual Reflection
- Group Reflection
- Action Planning

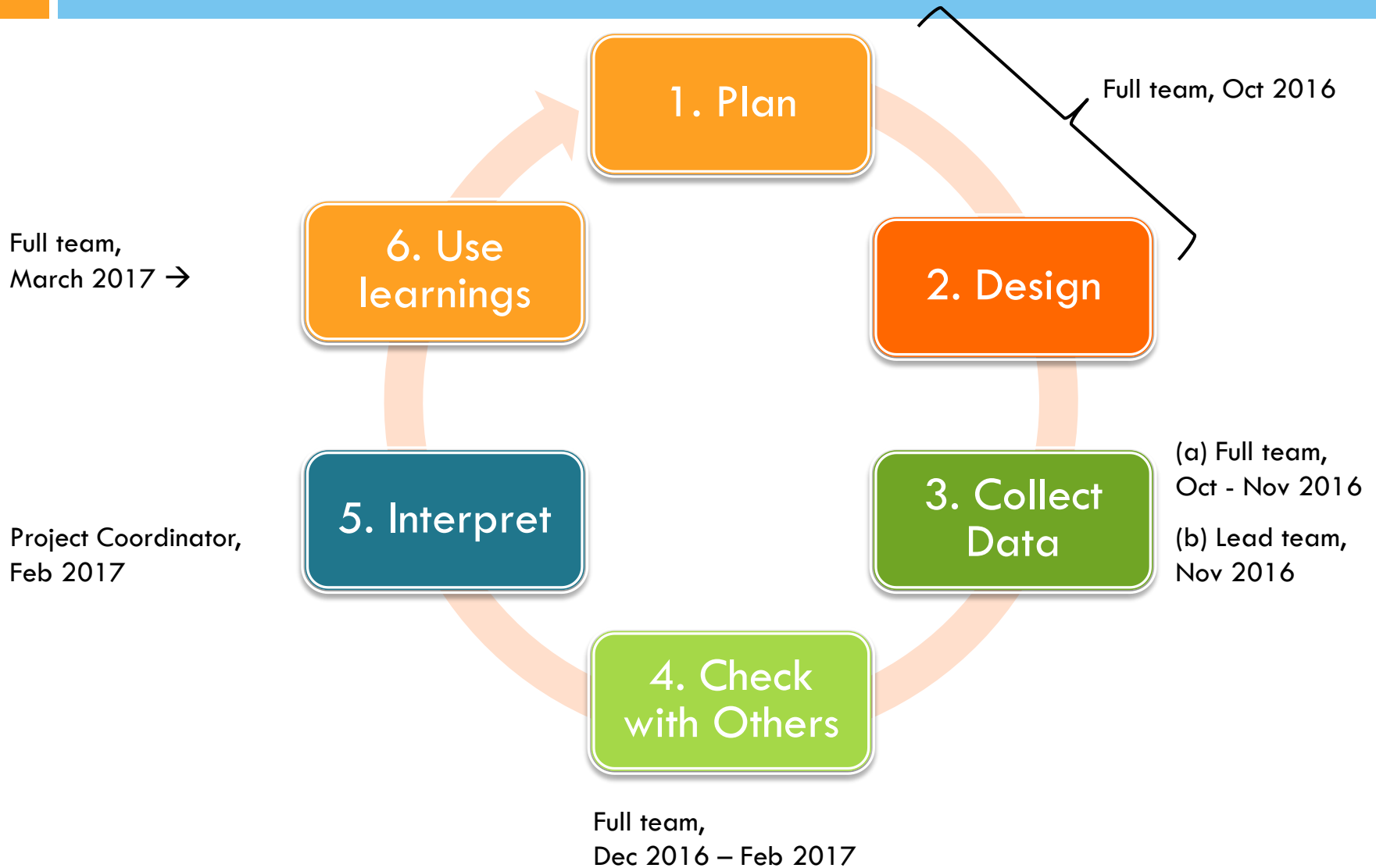
□ In Practice

- Training and Materials: October 13th
- 5 iterations between October and December 2016
- Capacity to adapt and continue

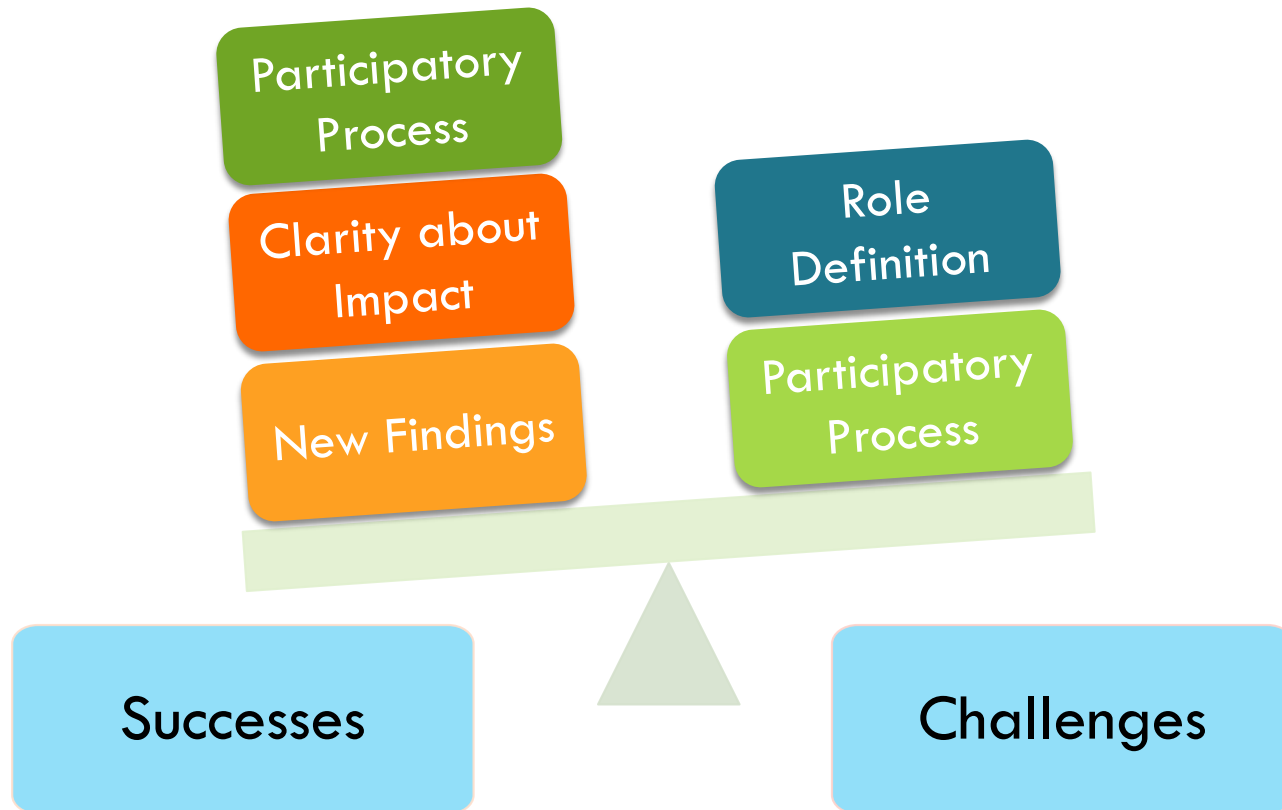
New Approach: Reflective Practice



Renewed Approach: Outcome Harvest



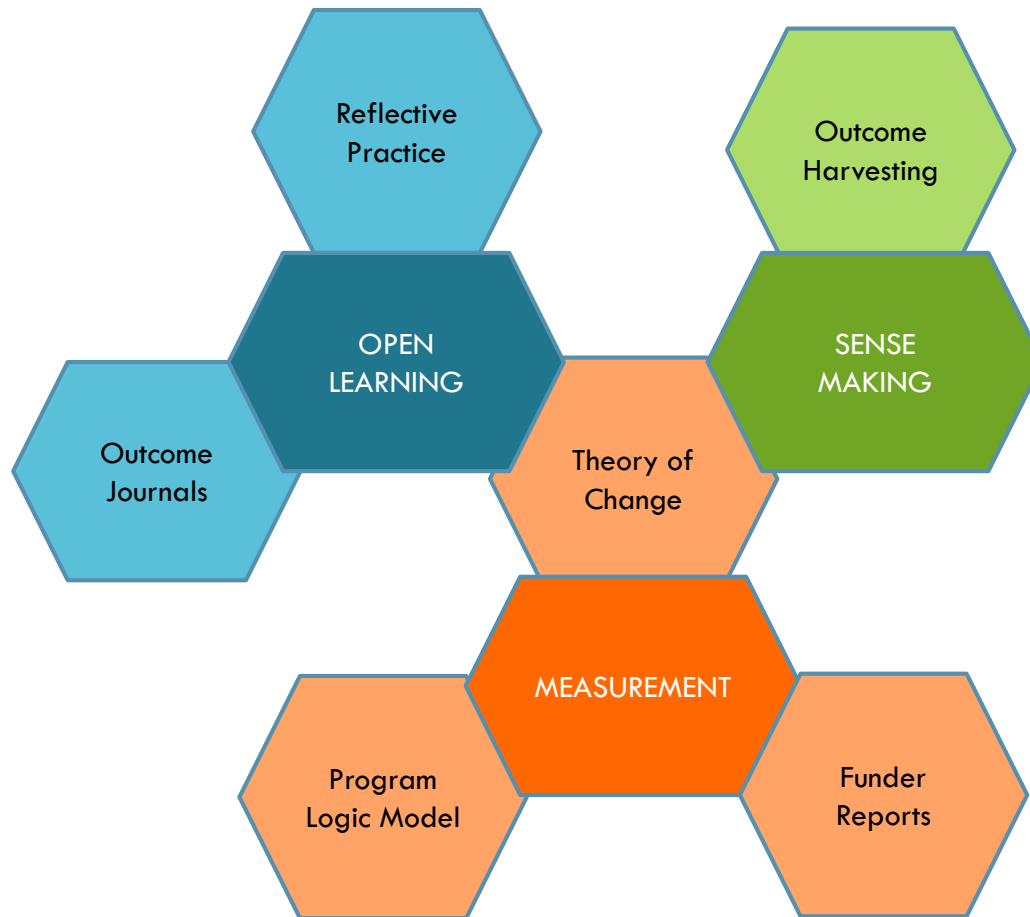
Renewed Approach: Outcome Harvest



New Tool: Theory of Change

- Developed as a result of Outcome Harvest
- Describes how project achieves community change
 - Useable
 - Refinable
 - Measurable

Evaluation Framework – Enhanced



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Outcome Harvest 2016

Useable Questions

Q1

(Elder Brokers)

- In the last two years, what changes have **Elder Brokers experienced in their capacity, personal impact, resilience and identity**, and how did the Elder Broker program contribute?

Q2

(Older Adults)

- In the last two years, what quality of life changes – including **basic needs, social connections, sense of self and dignity** – occurred for **Older Adults** from ethno-cultural communities, and how did the Elder Broker program contribute?

Q3

(Systems & Services)

- In the last two years, how have **service provider systems and approaches changed**, and how did Elder Brokers contribute?

Q4

(Communities)

- In the last two years, what changes occurred in **relationships, understanding, and expectations of relationships between Elder Brokers and their communities**, and how did the Elder Broker program contribute?

Q1. Changes for Elder Brokers

Q1-a. Elder Brokers became more knowledgeable about programs and benefits for older adults, including but not limited to The Way In services.

Changes reported in project notes, journal entries, e-mail communications, and media publications.

Findings substantiated in phone interviews and focus groups.

CEEC contributions include ongoing training for Elder Brokers – both with external speakers and peer conversations.

Q1. Changes for Elder Brokers

Q1-b. Elder Brokers continued to gain community reputation as knowledgeable and trusted people to turn to when help is needed.

Changes reported in meeting notes and e-mail communications.

Findings substantiated in phone interviews with community members and leaders.

CEEC contributions include ongoing support and supervision, connection with relevant resources and legitimization.

Q1. Changes for Elder Brokers

Q1 -c. Elder Brokers took on new leadership roles: both in their communities and in mainstream systems and organizations.

Changes reported in meeting notes, e-mail communications, and media reports.

Findings substantiated in phone interviews with community members, leaders, service providers and conveners.

CEEC contributions include ongoing civic leadership training and support, connections to broader systems, and community-level legitimacy.

Q2. Changes for Older Adults

Q2-a. Newcomer older adults who connected with the Elder Broker program experienced increased social inclusion.

Changes reported in project notes, journal entries and e-mail communications.

Findings substantiated in phone interviews, focus groups and e-mail questionnaires.

Elder Brokers contributed to this change by initiating new engagement opportunities such as computer classes, volunteer placements, drop-in conversation clubs and regular recreation activities.

Q2. Changes for Older Adults

Q2-b. Older adults who connected with the Elder Broker program gained access to information that was previously not known in the community.

Changes reported in project notes, journal entries and e-mail communications.

Findings substantiated in phone interviews, focus groups and e-mail questionnaires.

Elder Brokers contributed to this change by providing regular information sessions and Service Days to the communities on relevant topics (e.g.

- Wills and Personal Directives,
- Access to Justice,
- Elder Abuse,
- Food Security,
- Home Safety,
- Mental Health & Alzheimer's, among others)

Q2. Changes for Older Adults

Q2-c. Ethnically diverse older adults who connected with the Elder Broker program gained new connections to mainstream services.

Changes reported in project notes and e-mail communications.

Findings substantiated in phone interviews and e-mail questionnaires with service providers.

Elder Brokers contributed to this change, in addition to providing information, by acting as a language liaison for service utilization, decreasing barriers to access.

Q2. Changes for Older Adults

Q2-d. Older adults who connected with the Elder Broker program experienced an improved quality of life through accessing supports to live in independence, safety, and comfort.

Changes reported in project notes, journal entries and e-mail communications.

Findings substantiated in phone interviews with clients.

Elder Brokers contributed to this change by providing relevant referrals to, and beyond, The Way In.

Q3. Changes for Systems & Providers

Q3-a. Service providers improved access to their services by acting on feedback provided by Elder Brokers.

Changes reported in e-mail communications.

Findings substantiated in phone interviews and e-mail questionnaires with service providers.

CEEC contributed via grassroots program design: training, supporting and empowering Elder Brokers to be heard as equals when working with Service Providers.

Q3. Changes for Systems & Providers

Q3-b. Elder Brokers connected voices of diversity to broad initiatives involving older adults.

Changes reported in e-mail communications and media reports.

Findings substantiated in phone interviews and e-mail questionnaires with service providers.

CEEC contributed via grassroots program design, training content, and connections to initiatives such as the City of Calgary Age Friendly Strategy.

Q4. Changes for Communities

Q4-a. Communities have increased awareness, become more connected to organizations, and more likely to initiate older-adult specific work.

Changes reported in e-mail communications and journal entries.

Findings substantiated in phone interviews and e-mail questionnaires with community leaders and service providers.

CEEC contributed via Community Development approach – working with communities over time to provide continual support for transformational change.

Q4. Changes for Communities

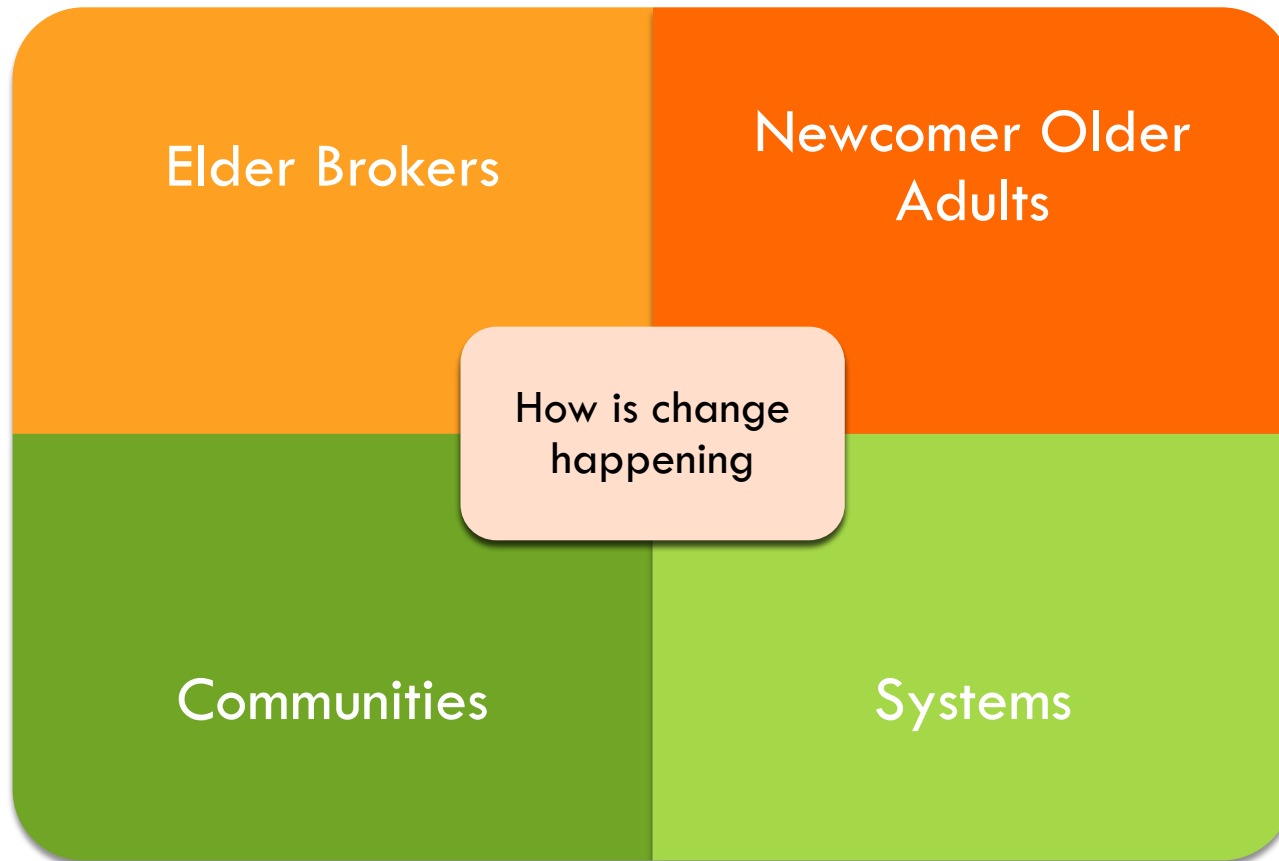
Q4-b. Community Leaders have supported the work of Elder Brokers by providing new space and time for EB activities.

Changes reported in e-mail communications.

Findings substantiated in phone interviews with community leaders.

CEEC contribution includes support and legitimization for Elder Brokers as they work to develop awareness and trusting relationships with community leadership.

OH 2016 – Impact Domains



Newcomer Older Adult Quality of Life

Decreased Social Isolation

Access to Services and Supports

Increased Integration

System Capacity

More responsive Service Providers

Newcomer voice represented

Community Capacity

Older adult voice represented

Bonding & Bridging Social Capital

Self-initialization

Elder Broker Leadership

New Initiatives

New Connections

The Way In Network Capacity

Awareness of Newcomer Needs

Community Relationships

Increased Uptake

Elder Broker Capacity

Knowledge / Awareness

Peer & System Support

Community Reputation

CEEC program design

Collaboration / System Integration

Grassroots / Community Development Principles

Discussion



Your questions, comments, reactions...