

Evaluation Plan

SHANTI'S HIV PROGRAM

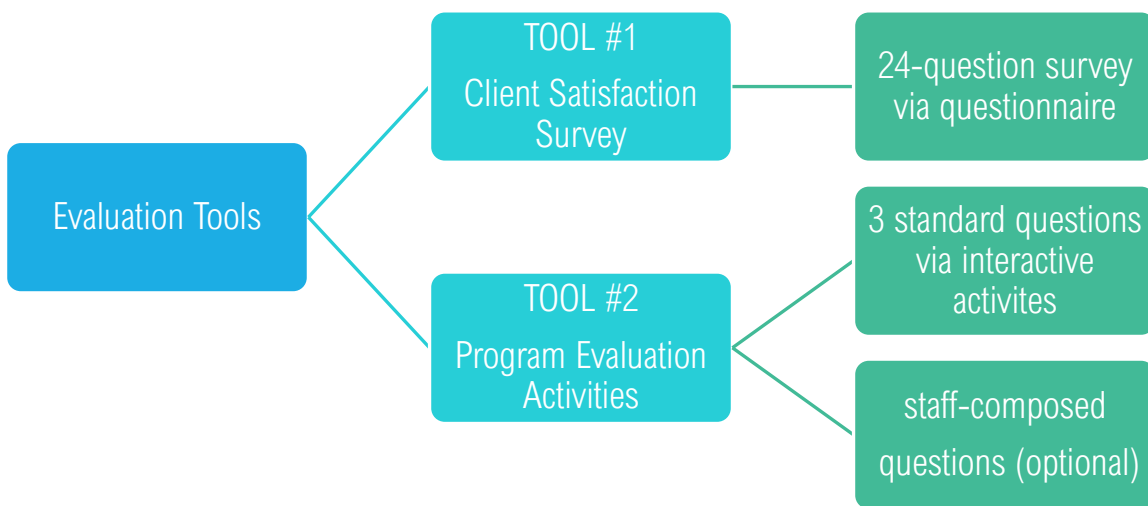
PREPARED BY FACENTE CONSULTING |

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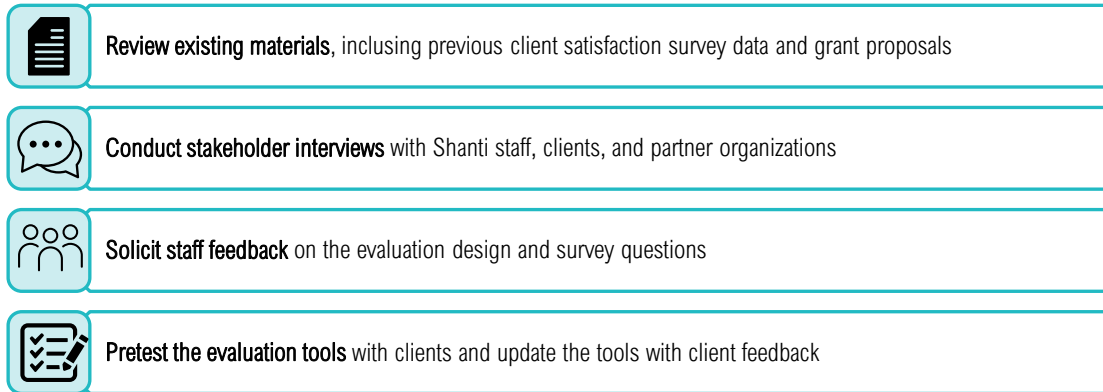
OVERVIEW

This document describes the evaluation plan that will assess Shanti's HIV Programs. The plan includes two evaluation tools: a client satisfaction survey and program evaluation activities. The client satisfaction survey is a yearly tool that will measure Shanti's unique strengths and benefits to clients. The program evaluation activities will be used quarterly to continuously assess clients' experiences in using Shanti's services and programs. See the diagram below for a concise comparison. The *Implementation Toolkit* (attached separately in an Excel document) describes the tasks required to collect and analyze the evaluation data. The toolkit provides a step-by-step guide in implementing the evaluation activities. The evaluation plan and the *Implementation Toolkit* describe the tools, the implementation of the interactive activities, and the collection and analysis of the evaluation data.



INTRODUCTION

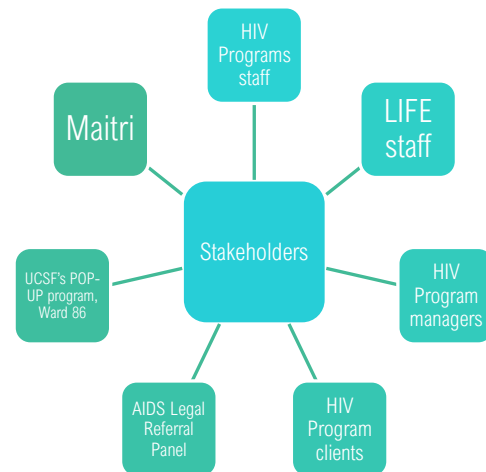
Shanti partnered with Facente Consulting to create a set of new evaluation tools that would assess Shanti's impact. Shanti developed the tool through a multifaceted approach that engaged various stakeholders throughout the entire process. Shanti created the final two evaluation tools through the following process:



STAKEHOLDER ASSESSMENT

Facente Consulting conducted individual and group interviews with Shanti staff, Shanti clients, and partner organizations. The stakeholders interviewed are shown in the figure to the right. The purpose of the interviews was to identify key domains for the evaluation efforts.

The primary findings of the interviews were broken down into 1) Shanti's unique strengths and qualities and 2) the benefits people experience from being a Shanti client. The results are summarized below.



STRENGTHS AND UNIQUE QUALITIES

- **CLIENT RESPONSIVE PROGRAMMING:** Shanti offers a variety of services and programs to meet their clients' spectrum of needs
- **EMOTIONALLY INTELLIGENT STAFF:** Shanti staff have the emotional intelligence and skills to speak and connect with clients whose actions and behaviors are often misunderstood in other settings
- **COMPASSIONATE, NON-JUDGMENTAL SPACE:** Shanti intentionally creates a space where clients feel welcomed and respected, providing all their services with compassion as a central guiding principle
- **FLEXIBILITY OF SERVICES:** Shanti is extremely flexible in providing services in response to the multiple and dynamic needs of their clients
- **CLIENT-CENTERED PHILOSOPHY:** Shanti programs use a client-centered approach, meaning the client is driving the process and decisions that impact their emotional, social, and physical well-being.
- **WHOLE-PERSON CARE:** Shanti is described as the agency that see the "big picture" of a client's life and serve as the glue that connect the many pieces of a client's care plan together.

BENEFITS TO CLIENTS

- **ENGAGEMENT IN CARE:** Shanti clients were described by partner organizations as being more engaged in their care than people who don't receive services at Shanti
- **CREATING AND MAINTAINING SOCIAL RELATIONSHIPS:** Shanti's programs and services are not only conducive to building social connectedness between and among clients, they are structured to build rapport between staff and clients
- **BUILD SELF-CONFIDENCE AND PERSONAL AGENCY:** Participation in Shanti's programs builds clients' self-confidence to be their own personal agents of change
- **CREATING A SENSE OF HOPE:** Shanti's programs and services create a sense of optimism and hope among clients with a history of difficult and traumatic experiences
- **REDUCING ISOLATION:** Shanti helps reduce isolation by creating opportunities to socialize and engage with staff and other clients

MEASUREMENT TOOLS

There are two measurement tools to collect data for Shanti’s evaluation: client satisfaction survey and program evaluation activities. See the table below for a summary comparison of both evaluation tools.

| | Client Satisfaction Survey (Evaluation Tool #1) | Program Evaluation Activities (Evaluation Tool #2) |
|-----------------------|---|---|
| Purpose | Assess Shanti’s HIV Program strengths and benefits to clients | Assess clients experience in using specific programs and services within Shanti’s HIV Program |
| Mode | Survey questionnaire via paper, online, or phone | Six interactive activities |
| Frequency | Yearly | Quarterly |
| # of Questions | 24 questions | 3 standard questions (required) + staff-composed questions (optional) |
| Type of data | Quantitative and qualitative | Quantitative (required), qualitative (optional) |

EVALUATION TOOL #1: CLIENT SATISFACTION SURVEY

The client satisfaction survey is a yearly survey questionnaire that will be given to all Shanti HIV Program clients to assess Shanti’s unique strengths and benefits to clients. The satisfaction survey is meant to collect feedback on Shanti’s HIV Programs as a whole. The survey is composed of 24 questions: 15 closed-ended questions, 4 open-ended questions, 4 demographic questions, and 1 survey-administration question. Ten closed-ended questions were created to collect quantitative data on the domains identified from the stakeholder assessment (see Appendix 1 for a breakdown of the questions). The full paper version of the client satisfaction survey can be found in Appendix 2.

EVALUATION TOOL #2: PROGRAM EVALUATION ACTIVITIES

The program evaluation activities will be used to collect client feedback on the programs and services within Shanti’s HIV Program via six options for interactive and fun activities. The program evaluation activities will be done quarterly across all of Shanti’s HIV program and services (e.g., drop-in space, care navigation, support groups). This tool collects continuous feedback on the services or programs staff provide or lead.

The tool is composed of three closed-ended questions on a three-point scale (standard questions). Staff will be required to ask the standard questions to their clients on a quarterly basis. Having standard questions across all programs and services creates the opportunity to aggregate data over time and across all services. Staff also have the option to add in their own questions to this tool and be flexible with the feedback they want to collect from clients (staff-composed questions). These questions acknowledge the distinction in services provided and they provide staff with the autonomy to ask questions most relevant to their clients. A side-by-side comparison of both types questions is depicted below.

Evaluation Tool #2 Questions

| Standard questions <i>These questions are universal across all the different programs and services</i> | vs | Staff-composed questions <i>These questions are created by staff to assess the specific programs and services they lead</i> |
|--|----|---|
| Required | vs | Optional |
| Quarterly | vs | Varies |
| Quantitative data only | vs | Quantitative and/or qualitative data |
| 3 standard questions <ul style="list-style-type: none"> • Did you feel welcome and respected during [today's service]? • Did you feel engaged during [today's service]? • Do you plan on continuing to participate in [this service]? | vs | Staff-composed questions (examples) <ul style="list-style-type: none"> • Do you feel like your care navigator is supporting you maintain a healthy life? • What kind of topics would you like discuss at a future support group? • What/Who are your current support networks? |
| Fixed three-point scale <ul style="list-style-type: none"> • No, not really; Unsure; Yes, definitely | vs | Scale can vary (e.g., disagree to agree) or there can be no scale if the question is open-ended |
| 6 options for interactive activities | vs | 6 interactive activities or incorporating the questions into group and one-on-one meetings |
| One Google Form for all staff to enter responses/data | vs | Staff create their own personal Excel sheet (or other data system) to keep track of their own questions |

The six interactive activities for Evaluation Tool #2 are described below and they are meant to be quick and fun, reducing the paper survey fatigue clients often experience. A comparison of the activities is provided in Appendix 3. A step-by-step guide on how to carry out the activities is detailed in the *Implementation Toolkit*.

| | |
|---|--|
| <div style="border: 1px solid #0070C0; padding: 10px; margin-bottom: 10px;"> <p>TOKEN SURVEY Clients anonymously provide input by placing a token in a covered jar that corresponds to their response.</p> </div> <div style="border: 1px solid #0070C0; padding: 10px; margin-bottom: 10px;"> <p>THREE CORNERS Clients move around the room to the corner that matches their response to a close-ended prompt.</p> </div> <div style="border: 1px solid #0070C0; padding: 10px;"> <p>LIVE ONLINE POLL Clients provide live feedback by submitting responses via their cell phones.</p> </div> | <div style="border: 1px solid #0070C0; padding: 10px; margin-bottom: 10px;"> <p>STICKER SURVEY Clients provide input by placing a sticker on a wall/board with different response categories.</p> </div> <div style="border: 1px solid #0070C0; padding: 10px; margin-bottom: 10px;"> <p>HUMAN SCALE Clients respond to questions by taking positions along a large measurement scale marked on the floor.</p> </div> <div style="border: 1px solid #0070C0; padding: 10px;"> <p>PAPER SURVEY Clients fill out a paper questionnaire by responding to each question with a pencil/pen.</p> </div> |
|---|--|

DATA COLLECTION AND ANALYSIS PLAN

A step-by-step guide detailing the data collection and analysis plan is presented in the *Implementation Toolkit*, which is attached as a separate Excel document. The toolkit describes the tasks required to complete the evaluation, who is responsible for the task, and by when should the task be completed. It details the planning steps, administration of tools, data collection, and analysis of the data for both evaluation tools. The toolkit also describes how to implement each of the six interactive activities in-person at the agency. Use the toolkit as a guide when carrying out the evaluation activities to ensure the plan is properly carried out.

The six tabs in the toolkit are as follows:

1. T1 Workplan Chart: illustrates the evaluation tasks for Tool #1 (client satisfaction survey) over time and responsible person/people for each task
2. T1 Workplan Activities: details all the evaluation tasks for Tool #1, providing a step-by-step guide on how to carry out the evaluation plan
3. T1 Script: provides staff & interns a script to conduct the survey over the phone or in-person
4. T2 Workplan Chart: illustrates the evaluation tasks for Tool #2 (program evaluation activities) over time and responsible person/people for each task
5. T2 Workplan Activities: details all the evaluation tasks for Tool #2, providing a step-by-step guide on how to carry out the evaluation plan
6. T2 Six Interactive Activities: outlines how to implement each of the six interactive activities for Tool #2, including necessary materials and possible alternatives

APPENDICES

APPENDIX 1: SURVEY QUESTION DOMAINS

| Survey Questions | | |
|------------------|---|--|
| Q# | DOMAIN | QUESTION |
| 1. | FLEXIBILITY OF SERVICES | Shanti creates programs and services that match what I need. |
| 2. | WHOLE-PERSON CARE CLIENT-CENTERED PHILOSOPHY | Shanti helps me keep better track of all the important things going on in my life. |
| 3. | COMPASSIONATE, NON- JUDGMENTAL SPACE | Shanti is a place where I can be my true self. |
| 4. | CREATING A SENSE OF HOPE | Shanti has helped me become more optimistic about my life. |
| 5. | CLIENT-CENTERED PHILOSOPHY | As a Shanti client, I get to make my own decisions about my health or care, with support from staff if I need it. |
| 6. | ENGAGEMENT IN CARE | I am more likely to attend important appointments (like doctor, social security, housing) when Shanti staff come with me. |
| 7. | Stress management* | Shanti has helped me improve my ability to manage my stress. |
| 8. | BUILD SELF-CONFIDENCE AND PERSONAL AGENCY | Shanti has helped me become more confident in my ability to accomplish the health/well-being goals I have set for myself. |
| 9. | EMOTIONALLY INTELLEGENT STAFF | How often do Shanti staff and volunteers speak to you in a way that makes you feel accepted? |
| 10. | FLEXIBILITY OF SERVICES | How often are Shanti staff available when you need support? |
| 11. | Stress reduction* | 2019-2020 Client Satisfaction Survey† How has your stress level changed since engaging with Shanti? |
| 12. | REDUCING ISOLATION | 2019-2020 Client Satisfaction Survey† How has your level of isolation changed since engaging with Shanti staff or volunteers? |
| 13. | CREATING AND MAINTAINING SOCIAL RELATIONSHIPS | 2019-2020 Client Satisfaction Survey† How has your sense of community changed since connecting with Shanti? |
| 14. | BUILD SELF-CONFIDENCE AND PERSONAL AGENCY | 2019-2020 Client Satisfaction Survey† How has your self-sufficiency changed since connecting with Shanti staff or volunteers? |
| 15. | General satisfaction* | How satisfied are you overall with your service from Shanti? |

* = domain was not identified in stakeholder assessments, but identified by staff as a benefit to clients or important to ask

† = a required question for DPH client satisfaction surveys



CLIENT SATISFACTION SURVEY

Shanti Project is interested in hearing your opinions and experiences as an HIV Programs client in the last year.

The survey should take no longer than 10 minutes to complete. The survey is anonymous, so no information and responses can be traced back to you. We want your honest feedback on how we are doing. Please complete this survey only once. If you already completed this survey, you do not need to complete it a second time.

Please answer each statement or question taking into consideration your general experience with Shanti in the past year, including before and after shelter-in-place. Since the COVID-19 pandemic and the City’s shelter-in-place order, Shanti has continued providing essential services, but we closed the physical office, suspended some services, and modified other services. If a question does not apply to you for whatever reason, including shelter-in-place suspending some of Shanti’s programming, please select *NOT APPLICABLE*.

Thank you in advance for completing the survey!









Directions: For each statement or question, please select the option that best describes your feelings.

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | NOT APPLICABLE |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Shanti creates programs and services that match what I need. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Shanti helps me keep better track of all the important things going on in my life. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Shanti is a place where I can be my true self. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Shanti has helped me become more optimistic about my life. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | NOT APPLICABLE |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 5. As a Shanti client, I get to make my own decisions about my health or care, with support from staff if I need it. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. I am more likely to attend important appointments (like doctor, social security, housing) when Shanti staff come with me. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Shanti has helped me improve my ability to manage my stress. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Shanti has helped me become more confident in my ability to accomplish the health/well-being goals I have set for myself. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | Never | Sometimes | Usually | Always | NOT APPLICABLE |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 9. How often do Shanti staff and volunteers speak to you in a way that makes you feel accepted? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. How often are Shanti staff available when you need support? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Directions: During the shelter-in-place order, Shanti has continued to provide essential services to support our clients, but other services have been modified or suspended. Questions 11-14 will ask you to choose your feelings on Shanti’s support BEFORE the City’s shelter-in-place order and AFTER the order. Please select an option that best matches your opinion, for BOTH BEFORE and AFTER shelter-in-place.

| BEFORE shelter-in-place | | | AFTER shelter-in-place | | | NOT APPLICABLE |
|---|-----------------------|--|---|-----------------------|--|-----------------------|
| Increased  | No Change | Decreased  | Increased  | No Change | Decreased  | |
| <p>11. How has your stress level changed since engaging with Shanti?</p> <p>"I feel <i>more</i> stress now." "I feel <i>less</i> stress now."</p> | | | <p>"I feel <i>more</i> stress now." "I feel <i>less</i> stress now."</p> | | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <p>12. How has your level of isolation changed since engaging with Shanti staff or volunteers?</p> <p>"I feel <i>more</i> isolated now." "I feel <i>less</i> isolated now."</p> | | | <p>"I feel <i>more</i> isolated now." "I feel <i>less</i> isolated now."</p> | | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| BEFORE shelter-in-place | | | AFTER shelter-in-place | | | NOT APPLICABLE |
| Increased  | No Change | Decreased  | Increased  | No Change | Decreased  | |
| <p>13. How has your sense of community changed since connecting with Shanti?</p> <p>"I feel <i>more</i> connected now." "I feel <i>less</i> connected now."</p> | | | <p>"I feel <i>more</i> connected now." "I feel <i>less</i> connected now."</p> | | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <p>14. How has your self-sufficiency changed since connecting with Shanti staff or volunteers?</p> <p>"I feel <i>more</i> self-sufficient now." "I feel <i>less</i> self-sufficient now."</p> | | | <p>"I feel <i>more</i> self-sufficient now." "I feel <i>less</i> self-sufficient now."</p> | | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Extremely
Dissatisfied

Dissatisfied

Neutral

Satisfied

Extremely
Satisfied

15. How satisfied are you overall with your service from Shanti?

16. I continue coming to Shanti because...

17. Without Shanti, my experience of HIV/AIDS would have been...

18. How can Shanti do better?

19. How has your life been impacted by COVID-19 and the shelter-in-place order?

Please answer the following demographic questions.

20. What is your age?

- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80-89
- 90-99
- 100+

21. Which race/ethnicity best describes you?

- American Indian or Alaskan Native
- Asian
- Black or African American
- Latinx/a/o
- Pacific Islander
- White/Caucasian
- Multi-racial / More than one race
- Additional: _____
- Decline to State

22. How would you describe your gender identity?

- Woman
- Man
- Trans Woman
- Trans Man
- Non-binary
- Genderqueer
- Additional: _____
- Decline to State

23. What is your sexual orientation?

- Asexual
- Bisexual
- Gay
- Lesbian
- Heterosexual/Straight
- Pansexual
- Queer
- Additional: _____
- Decline to State

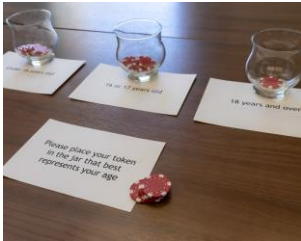
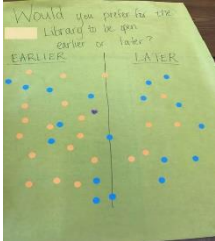

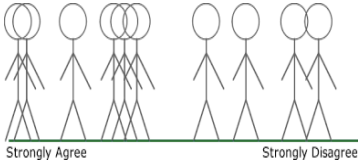
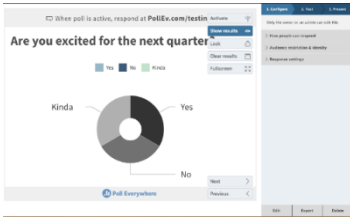

24. How was this survey completed? Paper Online Phone

You're done! Thank you for your input.



APPENDIX 3: SUMMARY TABLE OF INTERACTIVE ACTIVITIES

| | TOKEN SURVEY | STICKER SURVEY | THREE CORNERS | HUMAN SCALE | LIVE ONLINE POLL | PAPER SURVEY |
|---------------------------------------|--|---|--|--|---|---|
| | <i>Clients anonymously provide input by placing a token in a covered jar that corresponds to their response.</i> | <i>Clients provide input by placing a sticker on a wall/board with different response categories.</i> | <i>Clients move around the room to the corner that matches their response to a close-ended prompt.</i> | <i>Clients respond to questions by taking positions along a large measurement scale marked on the floor.</i> | <i>Clients provide live feedback by submitting responses via their cell phones.</i> | <i>Clients fill out a paper questionnaire by responding to each question with a pencil/pen.</i> |
| Best for... sized groups | Small | Small | Small to Medium | Small to Medium | Large | Large |
| Time? | <5 min | <5 min | <10 min | <10 min | <10 min | <5 min |
| Anonymous? | Semi-anonymous | Semi-anonymous | Not anonymous | Not anonymous | Completely anonymous | Completely anonymous |
| Closed v open-ended questions? | Closed | Closed and open | Closed and open | Closed and open | Closed and open | Closed and open |
| Best for...type of questions | Non-invasive | Non-invasive | Non-invasive | Non-invasive | Confidential or personal | Confidential or personal |

| | |
|---|---|
| TOKEN SURVEY | STICKER SURVEY |
|  |  |
| THREE CORNERS | HUMAN SCALE |
|  |  |
| LIVE ONLINE POLL | PAPER SURVEY |
|  |  |