



# RIGA PLANNING REGION CONFERENCE

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Development of Social Services for  
Alternative Care & Rehabilitation Services

# EVALUATION SERVICES

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- Today effective evaluation is essential for program success, sustainability, future funding and local support.
- Program Evaluation needs to be planned for & developed prior to starting the project not as an after thought.
- Communication & transparency are keys to a successful evaluation process.

# Program Evaluation

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- Your project has already completed a first crucial step by conducting a necessary & sufficient needs assessment
- Needs Assessment Methodologies include: Surveys of social & health indicators, social area surveys (conducted at the municipal level), and ascertaining community views through community group approaches.

# Program Evaluation

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- After conducting the needs assessment keep in mind:
- Needs are relative to the perceiver and are based on values, culture, past history, and experiences of the individual and the community.
- Human social service needs are not singular, easily identifiable entities, but are diffuse and interrelated.

# Program Evaluation

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- Communities and their needs are dynamic and in a state of flux or transition.
- The process of translating human service needs into community (or municipal level) programs is influenced by characteristics of human resources, availability of technology & financing considerations.

# Program Evaluation

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- Once you move beyond the assessment of needs the project needs to consider the Outcome versus Process Evaluation issue.
- Lately most projects opt to use the Outcome model of evaluation since it satisfies funding sources. However, Process Evaluations are helpful to track the movement of a client through the system.

# Program Evaluation

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- Process Evaluations answer: who are the actual clients of the program, what activities did they engage in, how often did they engage in the process & for how long, what was the setting that they were served at?, what are the strategies for operating the program at the local level.

# Program Evaluation

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- Process Evaluation will answer the questions: what extent is the program being implemented according to plan, it allows comparison in multiple sites, it provides information on what components of the intervention are responsible for outcomes, it allows delivery system refinement, and it provides managers feedback on program quality.



# Program Evaluation

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- In my review of the project to date several themes stand out to me:
- I am glad the project planners see the importance of the role of the social worker at the local level for project success.
- The importance of meeting local needs from a local perspective is a strength of the proposed project.

# Program Evaluation

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- Your understanding of the importance of different planning to meet different needs in the different regions is evident.
- Your stress on a varied delivery system shows a sensitivity to local needs and the gaps in current services.
- Your understanding of local social work workforce needs is essential for program success especially when considering rural vs. urban issues.

# Program Evaluation

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- The development of a local single point for service is similar to the UK model of a Local Authority and seems timely and appropriate.
- A locally focused and flexible program is important for the success of the approach.
- A real attention to understanding and servicing local need is essential for local buy-in and success of the project.

# Program Evaluation

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- Further technical assistance and guidance will be necessary in assisting municipalities in understanding & implementing the “Minimal necessary type” Commune Centre.
- There is importance in the development of clear cooperation, agreements, understanding and monitoring between the municipal & regional areas.

# Program Evaluation

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- Remember Rational/Logical Planning Models look much better on paper than in reality. An important often over-looked factor is the need for high levels of communication between the municipal service providers and the Riga Planning Region Board
- Communication in both directions

# Program Evaluation

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- The RPR must set overall clear, concise and easily understood goals & priorities for the program thereby crafting the overall vision for the program.
- What are the sanctions that can occur if a municipality fails to cooperate or does so minimally? Also, be clear about the true advantages to cooperation for the local programs.

# Program Evaluation

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- Consider the use of client satisfaction surveys to understand their view of the local programs.
- Keep discussing the importance of data gathering for program improvement as well as the use of data in the feedback loop.

# Program Evaluation

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- Answer the question----What is the spirit of this project? Why is it important for all involved parties? Why would someone at the local level be interested in joining this effort?



# Program Evaluation

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- Suggestions----create RPR Board with membership that included municipal members for atleast quarterly meetings
- Production of a 1-2 page newsletter to share stories of “best practice” models that are working at local level.
- Host events that create excitement about the project.
- Offer technical assistance to struggling programs.

# Program Evaluation

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- Consider a Conference at the end of the first year which includes Round table discussions about what worked and what did not....use it as a time to celebrate success, offer directions & corrections for the next year, continue to build excitement about the project. Gather data & highlight best practice models.

# SOCIAL WORK: A GLOBALIZING PROFESSION

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- WHAT DOES THE FUTURE HOLD?
- WHAT IMPACT DOES THE DEEPENING ECONOMIC CRISIS HAVE ON THE PROFESSION AND THE CLIENTS IT SERVES?

# SOCIAL WORK & THE FUTURE

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- Tomorrow Social Workers will need:
- Cross cultural understanding
- Concern with social (global) issues
- Knowledge of the profession worldwide
- Intergovernmental social work experience
- High degree of flexibility
- Community organizing skills
- Education & training skills

# FUTURE

Social Workers will need to have a focus that is concerned with the PROMOTION of human welfare rather than the TREATMENT of personal problems.

Causes us to have a prevention focus rather than a problem focus.

# FUTURE

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- Concerns for Social Work:
- Too little food
- Too little safe water
- Poor or inadequate health care
- Human rights violations
- HIV/AIDS pandemic
- Increasing violence & abuse
- Increasing poverty & personal apathy
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# FUTURE

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- CONTINUING ISSUES:
- Widening gap between rich & poor as well as shrinking middle class
- Crimes against women & children
- HIV/AIDS Pandemic
- Human sex & labor trafficking
- Increasing Commerical Sexual Exploitation of Children (CSEC)

# FUTURE

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- Increasing number of street children
- Human Rights violations—Ex. Treatment of Roma population
- Increasing numbers of refugees/immigrants
- HGLBTQ issues
- Increasing poverty
- Increasing outward migration resulting in Grandparents raising grandchildren



# FUTURE

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- In Summary:
- The social workers role is in developing local empowerment or area-based strategies for securing the welfare/well-being of local citizens.
- Exactly what this program development suggests!!!