
South Vancouver Seniors Hub Evaluation Plan

Evaluation
Revised- November 2013



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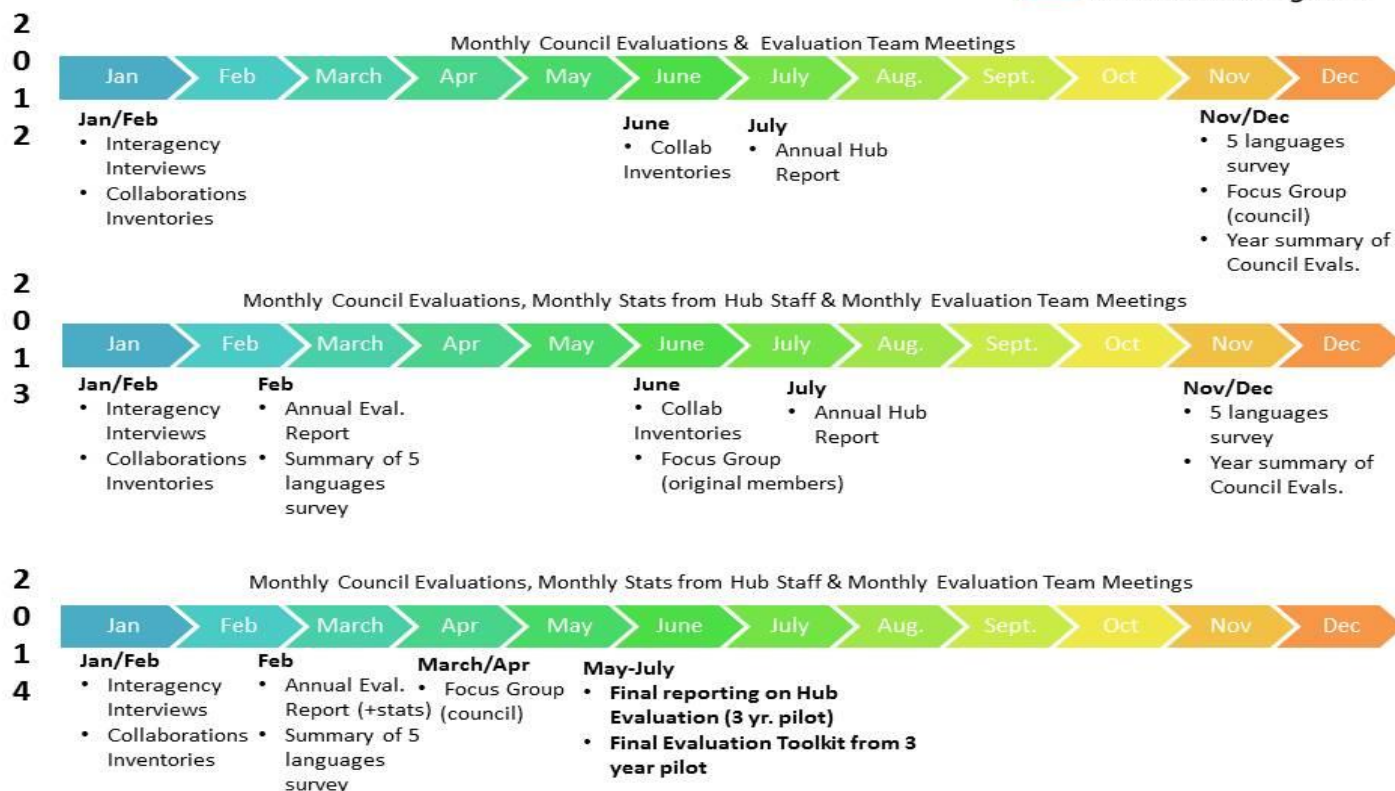
SVNH Seniors Hub Evaluation Introduction

The evaluation framework is guided by South Vancouver Senior's Hub outcome measurement framework (OMF). The OMF is designed to capture, highlight, monitor and assess all of the important work done by Hub, its partners, and volunteers. The evaluation team consists of researchers from the Centre for Hip Health and Mobility and staff members from South Vancouver Neighbourhood House. The purpose of this work is to evaluate the Hub model, so that we and others can learn from the development and implementation of this novel, collaborative approach. Guided by the OMF, the evaluation tools are designed to capture outreach to seniors, how intersectional relations are developing and function, how community needs and program opportunities are addressed, and how the hub model fosters community capacity-building. We will take a mixed-methods approach, using both qualitative and quantitative methods to complete the evaluation.

Evaluation Timeline- 2012-2014



Evaluation Timeline 2012- 2014



Tool 1: Seniors HUB Meeting Agenda & Notes Template

Purpose: A standardized template to use at all Seniors HUB Advisory Committee Meetings (aka ‘the steering committee’).

User: Copies of the agenda will be circulated to each person at the meeting. The note-taker will take down KEY notes for each section of the agenda. These notes will be kept for future reference & record-keeping

South Vancouver Seniors Hub Advisory Council

6470 Victoria Drive, Vancouver, BC V5P 3X7

• Tel 604-324-6212 • Fax 604-324-6116

“Supporting the independence and active participation of older adults in community life”

AGENDA

DATE

Present:

1. Welcome and Introductions
2. Approval of Meeting Notes from previous meeting
3. Business arising from Meeting Notes
4. New Business- The Seniors HUB:
 - ❖ Updates from Hub Coordinator, Volunteer Coordinator and Evaluation Team
 - ❖ Updates from Hub committees
5. Identification of Priorities and Action Steps:
6. Tasks (Responsibilities and Timelines):
7. Summary:
8. Additional notes or comments:
9. Next Meeting:
10. Evaluations

Tool 2: Evaluation Team Meeting Agenda & Notes Template

Purpose: A standardized template to use at all Evaluation Team meetings. Key notes from the meeting can be added into each of these sections by the meeting note-taker after the meeting, and kept for future reference/record-keeping.

User: Agenda to be circulated at the meeting. Notes for each section to be completed by a member of the evaluation team and filed for future reference.

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• Tel 604-324-6212 • Fax 604-324-6116

“Supporting the independence and active participation of older adults in community life”

AGENDA

DATE

Present:

1. Welcome
2. Update from Seniors HUB Implementation
3. Update on the Evaluation
4. Review of Current Evaluation Tools/Measures
5. Update on Funding Opportunities
6. Identification of Action Items:
7. Tasks (Responsibilities and Timelines):
8. Summary:
9. Next Meeting:

Preface to Tools 3, 4 (and 4.a, 4.b.)

Monthly meeting evaluations (includes the facilitator & participant evaluations, the observations entered into the observations template by a member of the evaluation team, and the follow-up summary report)

Purpose - The purpose of these tools is to capture what is working well in the meetings, opportunities for improvements, and allows us to quickly measure the number of participants, number of hours volunteered, and general comments from the seniors.

Who it is administered by - CHHM team (Joan in absence of team)

Who fills it out - senior's council members, staff & evaluation team members

At what activities it is administered - Monthly meetings

How often it is administered - Every month

Follow-up- Tool 4.b- Each month the results of the evaluations are circulated in a summary report. These results are emailed to the Hub coordinator, Volunteer Coordinator and the Hub Executive Committee (president, vice-president and secretary)

Tool 3: Meeting Evaluation- Facilitator

Purpose: This brief survey is to track the date, time, participation and overall success of each Senior’s HUB meeting. We value and respect your opinions. Please provide honest, thoughtful and constructive feedback.

To be completed by: the facilitator (employed or volunteer) who led the meeting

1. On a scale of 1-10, how would you rate this meeting? (Please circle)

1 2 3 4 5 6 7 8 9 10
Very bad Very Good

2. Was there enough time to cover the material?

YES NO

2a. If NO, What did you NOT have time to talk about? _____

3. On a scale of 1-10, how prepared were the volunteers for today’s meeting (please circle)

1 2 3 4 5 6 7 8 9 10
Completely unprepared All were thoroughly prepared

4. What specific tasks are you going to take responsibility for after today’s meeting?

5. What was the highlight of today’s meeting? _____

6. What would you do differently at next month’s meeting? _____

7. What did you learn today? _____

8. How many people came to the meeting? _____

9. Were any key members/participants missing? YES NO

Tool 4: Meeting Evaluation - Participant

Purpose: This participant survey will allow the Seniors HUB evaluation team to track and assess the overall success of our activities. We value and respect your opinions. Please provide honest, thoughtful and constructive feedback.

Date: _____ **ACTIVITY/MEETING:** _____

1. On a scale of 1-10, how would you rate this meeting? (Please circle)

1 2 3 4 5 6 7 8 9 10
Very bad Very Good

2. Was there enough time to cover the material?

YES NO

2a. If NO, What did you not have time to talk about? _____

3. How did you prepare for today's meeting? (check all that apply):

Brought your binder

Reviewed the agenda before

Brought this month's materials

Read reports before

Emailed or called other volunteers

Other: _____

4. What specific task are you going to take responsibility for after today's meeting?

5. What was the highlight of today's meeting?

6. What would you do differently at next month's meeting?

7. What did you learn today?

8. Approximately how many hours did you spend volunteering with the Seniors Hub in the last month (i.e., since the last meeting)? _____

Tool 4.a: Seniors Hub - Meetings & Activities - Observations

Template

Date:

Observer:

Type of Activity being observed:

What worked well with this event or meeting?

What are some of the most recent successes of the Hub?

Are there any opportunities for improvement?

Are there any particular challenges that the Hub is currently facing?

Did a senior share a story or demonstrate any of the following: Community engagement; leadership in the Hub; active participation in the Hub; take ownership of a particular task; take on a new role; learn a new skill; develop a new relational tie due to the Hub. Please describe, with as much detail as possible.

Tool 4.b: Seniors Hub – Monthly Summary Report of Meetings

SAMPLE:



- Participants rated the meeting as **9.1 out of a possible 10**
- **100%** of the participants felt that there was **enough time**
- **89%** of the participants indicated **a specific task that they will take responsibility for in the coming month**

- Volunteers offered the following suggestions for improvement at the next meeting:
 - *Proof read reports prior to meeting*
 - *Complete additional research on topics that are relevant for the Hub, such as possible transportation solutions*
 - *Bring the Governance Manual to show and discuss with members*

How did people prepare for the meeting?

Brought their binder	Brought materials	Spoke to/ emailed other volunteers	Reviewed the agenda	Read the reports
71%	100%	43%	100%	100%

We tracked **120 volunteer hours** on the Seniors Hub this month.

Congratulations on your many successes!

Preface to Tool 5 - Levels of collaboration survey (collaboration inventories)

Purpose This tool captures the number of groups linked to the hub and number of collaborative actions taken up by hub partners. A brief description of the collaborative actions is also captured. This tool will also help us to see change over time, as we have been collecting this data since the inception of the Hub.

Who it is administered by: Joan

Who fills it out? ALL members of the inter-agency team

At what activities it is administered: At the regular inter-agency partner meetings

How often it is administered - Every six months (Approx. January & July)

Tool 5: Collaborations Inventory

Purpose of the Collaborations Inventory: Because the HUB will rely on building relationships and collaborations with other partners, the collaboration inventory will allow us to track, over time (e.g. every 6 months), the development of key partnerships. Ideally, partnerships will evolve from Level 0 (no interaction) to Level 5 (collaboration). Note that the outputs of this tool (i.e. the scores and partnerships) can also be mapped visually.

User: to be completed by staff members representing each partner organization

Collaborations Inventory

(Adapted from Frey et al. (2006) Levels of Collaboration Survey)

Please review the descriptions of the different levels of collaborations. Using the 0-5 scale provided, please indicate what 'level' you are currently at with each partner. All partners of the HUB could fill this out independently.

Name: _____ Organization: _____ Date: _____

Five Levels of Collaboration

Relationship Characteristics	No interaction 0	Networking 1	Cooperation 2	Coordination 3	Coalition 4	Collaboration 5
	- no interaction, but identified as a potential partner	- Aware of organization - Loosely defined roles - Little communication - All decisions made independently	- Provide information to each other - Somewhat defined roles - Formal communication - All decisions are made independently	- Share information and resources - Defined roles - Frequent communication - Some shared decision making	- Share ideas - Share resources - Frequent and prioritized communication - All members have a vote in decision making	- Members belong to one system - Frequent communication is characterized by mutual trust - Consensus is reached on all decisions
Partner Organization						
e.g. Killarney						

Examples of collaborative actions since last report:

Tool 6: Volunteer Hours Tracking Tool

Purpose: A tool that allows us to track how many hours older adult volunteers are contributing to the Seniors Hub on a monthly basis.

South Vancouver Seniors' Hub Volunteer Hours

Volunteer Name: _____

Month: _____

Date	Brief Description of Activity	Hours
		Total Hours

Other than your volunteer hours with the Seniors' Hub, approximately how many hours did you volunteer with other activities and organizations **this month**? _____

Preface to Tool 7 - Focus group guide

Purpose This tool picks up examples of how the knowledge and skills contributed by seniors enhances community capacity. Older adult participants will have the opportunity to share their perspectives and listen to one another's ideas. It is more subjective, more comprehensive, and captures the finer details about what they think and how they feel about their experiences with the Hub.

Who it is administered by: By CHHM Team

Who fills it out? The participants will be the volunteer members of the Seniors Advisory Council

At what activities it is administered: This will be a planned event, to be held after a regular seniors advisory council meeting

How often it is administered: Annually (November/December)

Tool 7: Focus group Guide

Introduction

Thank you for participating in this small group discussion. My name is <Moderator should introduce yourself > and I will be providing some directions for this discussion. Today we would like to have a discussion about “how you have grown and benefited from your active participation in the Seniors Hub” For roughly the next hour what we are trying to do today is to gain an understanding of: what you like about participating in the Hub? The changes are you observing in yourself? And what skills and relationships you have gained? For all of the questions asked we invite you to think of yourself, and your own experiences here at the Hub. Does anyone have any questions?

We are also joined today by <introduction of note taker>, who will be taking notes and running the tape recorder throughout the discussion. The recording is so we have an accurate record of what everyone says. From the recording, a written copy of the discussion will be made. Any identifying information, including your names, places or other personal information will be removed or replaced with a code to make the transcript anonymous.

Are there any questions?

Each of you has now completed the consent form and the questionnaire. We would like to remind you that you may withdraw from the discussion anytime, and that any question that you have can be answered by the research team (moderator and note taker). We also ask that each of you remember the consent form you signed, where you agreed that “what is said at this table, stays at this table.”

Before we begin, we will go over a few ground rules. First, can we please all turn off our cell phones, so we are not interrupted? Next, it is important to remember that we must take turns talking so the note taker can keep track of what was said. One of my jobs today is to make sure we discuss a few important topics. So if I interrupt you to ask questions, please don't think I am being rude; I am making sure everyone has a chance to contribute and that we discuss all of the important issues. We believe there is value in what each of you is here to say, and we encourage everyone to be respectful of others and their opinions. Does anyone have any questions?

Opening Question

Purpose: to get people talking and feeling comfortable with an easy –to-answer question that does not highlight any power and status difference between participants

- Just to get started, tell us your name and your favorite food
 - The use of ice-breaking question is to be done at the discretion of the moderator, to avoid initial power dominance.
 - Point to anyone in the circle ; randomly selecting will encourage people to not “go in order” for the discussion

Introductory questions

*Purpose-*introduce the topic of discussion; get people thinking about their connection to the topics. This is an opportunity for participants to share their perspectives. It is important to give everyone a chance to speak at the beginning of the focus group, so as to prevent one or two voices from dominating the discussion. Focus of this set of questions- **To discuss examples of new skills gained**

- Would you like to mention a few specific skills, talents or something which you have learned through your participation in the Hub?
- Have you developed new skills through your participation in the Hub?
- What have you learned through your involvement with the Hub?

Questions

*Purpose-***to discuss examples of new social connections developed**

- Have you made friends here? If yes, can you describe the relationship?
- Do you think you know more people since you have started coming here?
 - Probe 1 are you helping each other?
 - Probe 2 are you spending some time with each other outside of the Hub meetings?

Questions

*Purpose-***to discuss examples of meaningful engagement and “active participation” in the Hub**

- How are you involved in activities here where you have a leadership role?
- How are you involved in the decision making process within the Hub?
- Do you feel that you are part of team where you have important role to play?
Please describe.

Questions

Purpose-to discuss examples of how the knowledge and skills contributed by seniors has enhanced community capacity

- How do you think you are helping your community through your participation in the Hub?

Questions

Purpose-One of the original objectives of the Hub was to support senior-led initiatives with inter-generational and inter-cultural aspects? We would like to discuss this.

- Through the Hub, are there any activities that you feel bring you closer to the younger generation? Probe 1: If yes, please describe. Probe 2- If no, is this something that you would like to the Hub to work on?
- Do you think you are involved in activities which provide you with a chance to deal with people of different ethnic backgrounds? What kind of activities are those? Probe 1: Do you think that there should be more opportunities to do so? If so, what would those activities look like?

Preface to Tool 8 - Interagency interviews

Purpose This tool captures the number and type of agency programs in the Hub, how the collaborative Hub model is functioning and evolving over time, and how services and programming for seniors are positively influenced by the hub model.

Who it is administered by: CHHM Team

Who fills it out? The participants will be staff members from the inter-agency partners

At what activities it is administered: These interviews will be scheduled individually with each participant, at a time and location that is convenient for them

How often it is administered: Annually (January/February)

Tool 8: Interagency Interview guide

Date:

Participant ID:

Interviewer:

A.) Demographics

1. Organization:

2. Position title:

3. How many years have you worked with your organization?

4. How many years have you worked in community development and/or programming?
_____ years

5.) Gender: Female Male

B.) Introduction to the Hub and interagency collaboration

6. How did you first hear about the Seniors' Hub?

7. What were your initial impressions of the Hub?

8. In your own words, what do you think the Hub hopes and aims to do?

9. One of the main goals of the Hub is to foster interagency collaboration between various organizations serving seniors in the South Vancouver area. How do you define collaboration?

10. What do you think the benefits of interagency collaboration are?

11. What do you think are the “essential ingredients” for a successful collaboration?

12. In your experience, what are some of the common challenges associated with interagency collaboration?

C.) Initial collaboration with the Hub and other interagency partners and collaborators

13. How is your organization currently involved with the Hub? [Probes: How did the relationship come to be? How did you acknowledge your role as a partner or collaborator (e.g. verbal communication, email, signed a MOU, etc.)]

14. Can you describe for me the initial glimpse, or moment, when *you* thought “Yes! I want to be involved with the Hub?” [Prompts: How did this feel? What factors prompted your involvement?]

15. How do you currently communicate with the interagency partners, collaborators and staff members involved with the Hub? [Prompts: Other than the monthly interagency meetings, who is talking with whom? How often? Mode of communication? Frequency?]

16. Of all the current Hub interagency partners, [a list of the current partners will be provided] which organizations have you worked or collaborated with previously? [Prompts: Can you tell me about your previous collaborations with these partners? What were the objectives of your collaboration? In your view, were the previous collaborations successful?]

17. How has the Hub helped you to strengthen your relationship(s) with other interagency partners, collaborators or staff members? [Prompts: Can you describe a situation that demonstrated this strengthened relationship? How did this make you feel? Did this make your job easier or better in any way?]

D.) Future Collaboration with the Hub

18. How do you envision your future role with the Hub?

19. In an ideal situation, what would your future collaboration with the Hub look like? [Prompts: Who are you really excited to work with? What would your role be? What would your organization do? How would you collectively serve seniors better?]

20. Can you identify some practical steps or strategies that would help *your organization* to have even stronger collaborations with the Hub? [Prompts: Who do you think should be responsible for this? Is there anything that you can/would be willing to do to strengthen these partnerships?]

21. Can you identify some practical steps or strategies that would help *you* to have even stronger collaborations with the Hub?

E.) Conclusion

22. Is there anything that we haven't discussed today that you would like to add?

**** FINAL FOLLOW-UP SHEET TO BE REMOVED AND STORED SEPERATE FROM THE HARD-COPY OF THE INTERVIEW GUIDE AND THE TRANSCRIPT****

F.) Follow-Up

23. In the future will we complete a summary report based on the results of this study. Would you like to receive a copy?

Yes_____ No

If yes, how would you like this delivered: [insert email or mailing address here]

24. In the future, may we contact you with follow-up questions?

Yes_____

No_____

25. In the future, may we contact you for an additional round of interviews?

Yes_____ No_____

26. If yes, how would you like us to contact you:

Email_____ or
Phone_____

Field Notebook & Observation Guide

**** To be completed by the interviewer within 24 hours of the interview ****

Participant ID:

Interview Date:

Starting Time:

Ending Time:

Location of interview:

Technical Problems (e.g., timing of interview, tape recorder):

People present:

Description of environment:

Content of Interview (e.g., use key words, topics, focus, words or phrases that stand out):

Interviewer's impressions (e.g., discomfort of participant with certain topics, emotional responses to people, events or objects):

Nonverbal behavior (e.g., tone of voice, posture, facial expression, eye movements, forcefulness of speech, body movements, and hand gestures):

Preliminary Analysis: (e.g., interviewer's questions, tentative hunches, trends in data and emerging patterns, insights, interpretations, beginning analysis, working hypotheses):

Additional Notes:

Preface to Tool 9 (a-e) - Seniors Hub capacity building and engagement surveys

Purpose This tool determines the percentage of isolated vulnerable seniors who have reported that they have improved access to services and information that supports their physical, emotional and cultural needs. This tool will determine the percentage of seniors from different backgrounds that participate in skill building opportunities. It will capture new skills gained and new social connections developed through participation in the hub. It will also capture the percentage of seniors involved who report meaningful engagement in hub activities; the percentage of seniors participating in active leadership and mentor roles; and the percentage of seniors in roles as leaders, mentors and volunteers who believe their contributions are building community capacity.

Who it is administered by: This will be distributed by Joan, members of the ‘Seniors Cluster team’, and older adults who are volunteers with the Seniors Advisory Committee. These individuals will also be responsible for collecting these surveys and returning them to a member of the CHHM evaluation team (e.g. Thea or Catherine).

Who fills it out? Any older adult who has participated in a Hub activity. This will include the members of the Seniors Advisory Committee, members of the various “sub-committees”, and anyone who has participated in a “Hub event” (e.g. the scooter rodeo, digital stories project, etc.).

At what activities it is administered: This will be administered at various activities, including the monthly Seniors Advisory council meetings, the various sub-committee meetings, and any activities where seniors are participating in “Hub activities”

How often it is administered: Annually (December/January)

Tool 9a: English version

Seniors' Hub Engagement & Capacity Building Survey English Version

DATE: _____

1.) Name (not required): _____

2.) Age (not required): _____ years

3.) Gender: _____

4.) Were you born in Canada: Yes No

If no, which country were you born in: _____

5.) Is English your first language?: Yes No

If no, what is your first language: _____

6.) Have you learned any new skills from your involvement in the Hub?

Yes No

If yes, Can you provide an example of what skill(s) you have
gained? _____

—

7.) Through your participation in the Seniors Hub:

Have you been involved in making a decision? Yes No

Do you feel like you are part of a team? Yes No

Do you believe that you are helping people? Yes No

Are you being helped? Yes No

8.) Have you made new friendships or social connections through your participation in
the Hub? Yes No

If yes, can you provide an example? _____

9.) Do you believe that you have a leadership role within:

- the Hub Yes No
- South Vancouver community Yes No
- Another organization or community Yes No

10.) Do you believe that you are a mentor within:

- the Hub Yes No
- South Vancouver community Yes No
- Another organization or community Yes No

11.) Do you believe that you are contributing to a better community in South Vancouver?

Yes No

12.) What are some of your contributions to the community in South Vancouver? Please provide as much detail as possible.

Thank you for taking the time to complete this survey!

Personal Information will be kept confidential

Tool 9b: Chinese version

耆英匯集計劃(Senior Hub)及加強社區建立

Chinese version

問卷調查

日期:_____

1.) 姓名(自選):_____

2.) 年齡(自選):_____

3.) 性別:_____

4.) 是否在加拿大出生: 是 否

如果不是出生於加拿大，你是在哪裡出生:_____

5.) 英語是否你的第一語言? 是 否

如果不是，哪一語言是你第一語言:_____

6.) 你有否從參與耆英匯集計劃(Senior Hub)得到新的經驗? 是 否

如果有，請你舉例分享你獲得的經驗。_____

7.) 在參與的過程中:

是否參與決策? 是 否

是否有歸屬感? 有 沒有

你相信別人從你得幫助嗎? 有 沒有

你有否得到幫助? 有 沒有

8.) 你有否從參與匯集計劃(Senior Hub)結交新朋友或社交網絡? 有 沒有

如果有，請舉例分享

9.) 你相信自己在以下哪一項有領導的才能呢？

- 耆英匯集計劃(Senior Hub) 有 沒有
- 南溫社區 有 沒有
- 在別的團體或社區 有 沒有

10.) 你相信自己在以下哪一項可當起良師的身分呢？

- 耆英匯集計劃(Senior Hub) 有 沒有
- 南溫社區 有 沒有
- 在別的團體或社區 有 沒有

11.) 你相信自己在改善南溫社區上有所貢獻？ 有 沒有

12.) 你對南溫社區有哪幾方面的貢獻？

請詳細說明。 _____

多謝你們撥冗填寫此問卷！個人資料將會保密。

Tool 9c: Punjabi version

ਸੇਨਿਓਰ ਹੁਬ (Senior's Hub) ਕਾਰਜ ਅਤੇ ਸ਼ਮਤਾ ਨਿਰਮਾਣ ਸਰਵੇਕਸ਼ਨ

Punjabi Version

ਤਾਰਿਕ _____ -

1.) ਨਾਮ (ਜਰੂਰੀ ਨਹੀ) _____

2.) ਉਮਰ (ਜਰੂਰੀ ਨਹੀ) _____

3.) ਲਿੰਗ _____

4.) ਕੀ ਤੁਹਾਡਾ ਜਨਮ ਕੈਨੇਡਾ ਵਿਚ ਹੋਯਾ ਸੀ? ਹਾਂ ਨਹੀ

ਅਜੇ ਨਹੀ ਤਾਂ ਕਿਥੇ ਹੋਯਾ ਸੀ? _____

5.) ਕੀ ਅੰਗ੍ਰੇਜੀ ਤੁਹਾਡੀ ਮੁਖ ਭਾਸ਼ਾ ਹੈ? ਹਾਂ ਨਹੀ

ਅਜੇ ਨਹੀ ਤੁਹਾਡੀ ਮੁਖ ਭਾਸ਼ਾ ਕੀ ਹੈ? _____

6.) ਹੁਬ ਵਿਚ ਆਂ ਤੂੰ ਬਾਅਦ ਤੁਸੀਂ ਨਵੀਆਂ ਚੀਜਾਂ ਸਿਖਿਯਾਂ ਹੈ? ਹਾਂ ਨਹੀ

ਅਜੇ ਹਾਂ ਤਾਂ ਅਰਜਿਤ ਹੁਨਰ ਬਾਰੇ ਵਿਸਤਾਰ ਵਿਚ ਦੱਸੋ _____

7.) ਸੇਨਿਓਰ ਹੁਬ ਵਿਚ ਭਾਗ ਲੇਨ ਤੂੰ ਬਾਅਦ

ਕੀ ਤੁਸੀਂ ਆਪਨੂੰ ਨਿਰਣਾਯ ਲੇਨ ਦੀ ਪਰਕਿਰਯ ਵਿਚ ਸ਼ਾਮਿਲ ਸਮਝਦੇ ਹੋ? ਹਾਂ ਨਹੀ

ਕੀ ਤੁਸੀਂ ਆਪ ਨੂੰ ਟੀਮ ਦਾ ਅਹਮ ਹਿੱਸਾ ਸਮਝਦੇ ਹੋ? ਹਾਂ ਨਹੀ

ਕੀ ਤੁਹਾਨੂੰ ਲਗਦਾ ਹੈ ਤੁਸੀਂ ਲੋਕਾਂ ਦੀ ਮਦਦ ਕਰ ਰਹੇ ਹੋ? ਹਾਂ ਨਹੀ

ਕੀ ਤੁਹਾਨੂੰ ਲੋਕਾਂ ਤੂੰ ਮਦਦ ਮਿਲ ਰਹੀ ਹੈ? ਹਾਂ ਨਹੀ

8.) ਹੁਬ ਵਿਚ ਆਂ ਤੂੰ ਬਾਅਦ ਕੀ ਤੁਸੀਂ ਨਵੀਂ ਰਿਸ਼ਤੇ ਅਤੇ ਨਵੇਂ ਦੇਸਤਬਣਾਏ ਹੈ? ਹਾਂ ਨਹੀ

ਅਜੇ ਹਾਂ ਉਧਾਰਨ ਦੇ ਕੇ ਸੰਝੇ _____

9.) ਕੀ ਤੁਹਾਨੂੰ ਲਗਦਾ ਹੈ ਤੁਸੀਂ ਨੇਤਰਤ ਕਰ ਰਹੇ ਹੋ:

- ਹੁਬ ਵਿਚ ਹਾਂ ਨਹੀ
- ਸੇਉਥ ਵੰਕੇਉਵੇਰ ਵਿਚ ਹਾਂ ਨਹੀ
- ਹੋਰ ਕਿਸੇ ਸੰਸਥਾ ਵਿਚ? ਹਾਂ ਨਹੀ

10.) ਕੀ ਤੁਹਾਨੂੰ ਲਗਦਾ ਹੈ ਤੁਸੀਂ ਮੁਖਿਯਾ ਦਾ ਰੋਲੇ ਅਦਾ ਕਰ ਰਹੇ ਹੋ:

- ਹੁਬ ਵਿਚ ਹਾਂ ਨਹੀ
- ਸੇਉਥ ਵੰਕੇਉਵੇਰ ਵਿਚ ਹਾਂ ਨਹੀ
- ਹੋਰ ਕਿਸੇ ਸੰਸਥਾ ਵਿਚ? ਹਾਂ ਨਹੀ

11.) ਕੀ ਤੁਹਾਨੂੰ ਲਗਦਾ ਹੈ ਤੁਸੀਂ ਕੋਮ੍ਹਨਿਟੀ ਦਾ ਸੁਧਾਰ ਕਰ ਰਹੇ ਹੋ? ਹਾਂ ਨਹੀ

12.) ਸੇਉਥ ਵੰਕੇਉਵੇਰ ਕੋਮ੍ਹਨਿਟੀ ਵਿਚ ਤੁਹਾਡੇ ਦਿੱਤੇ ਯੋਗਦਾਨ ਬਾਰੀ ਵਿਸਤਾਰ ਵਿਚ ਦੱਸੋ. _____

ਆਪ ਦੇ ਭੁਮੁਲਏ ਸਮਾ ਵਾਸਤੇ ਬੋਟ ਬੋਟ ਧਨਵਾਦ

Tool 9d: Hindi version

सीनियर हब (Senior's Hub) कार्य एवं शमता निर्माण सर्वेक्षण
(हिंदी संस्करण)Hindi version)

दिनांक_____

1) नाम (अव्यशक नहीं) _____

2) उम्र (अव्यशक नहीं) _____

3) लिंग _____

4) क्या आपका जन्मस्थल कनाडा है? हाँ नहीं

अगर नहीं ,आप का जनम किस देश में हुआ है? _____

5) क्या अंग्रेजी आप की मुख्य भाषा है? हाँ नहीं

अगर नहीं आप की मुख्य भाषा क्या है? _____

6) हब में आने के पश्चात क्या आप ने नये कौशल /हुनर हासिल किये हैं ?

हाँ नहीं

यदि हाँ ,तो अपने द्वारा अर्जित हुनर उदहारण सहित बताएं _____

7) सेनियर हब (Senior's hub) में भाग लेने के उपरान्त

क्या आप अपने आप को महत्वपूर्ण निर्णय लेने की प्रक्रिया में सम्मिलित समझते हैं?

हाँ नहीं

क्या आप अपने आप को टीम का अहम् हिस्सा मानते हैं?

हाँ नहीं

क्या आप को लगता है आप लोगों की मदद कर रहे हैं?

हाँ नहीं

क्या आप को लोगों से मदद मिल रही है?

हाँ नहीं

8) हब में आने के पश्चात क्या आप ने नए रिश्ते बनाये हैं?

हाँ नहीं

यदि हाँ उदहारण सहित समझाएं _____

9) क्या आप को लगता है आप नेतृत्व कर रहे हैं

- हब में हाँ नहीं
- साउथ वन्कोउवेर में हाँ नहीं
- अन्य किसी संस्था में हाँ नहीं

10) क्या आप को लगता है आप परामर्शदाता हैं

- हब में हाँ नहीं
- साउथ वन्कोउवेर में हाँ नहीं
- अन्य किसी संस्था में हाँ नहीं

11) क्या आप को लगता है आप बेहतर कम्युनिटी बनाने में मदद कर रहे हैं?

□ हाँ नहीं □

12) साउथ वन्कोउवेर कम्युनिटी में अपने द्वारा दिए गए योगदान के बारे में विस्तार से बताएं

आप के बहुमूल्य समय के लिये बहुत बहुत धन्यवाद

Tool 9e: Spanish version

Seniors' Hub Engagement & Capacity Building SURVEY *SPANISH VERSION*

1.) Nombre (no es obligatorio): _____

2.) Edad (no es obligatorio): _____ años

3.) Genero: _____

4.) Usted nació en Canadá: Sí No

¿Si no, en cual país nació?: _____

5.) ¿Es inglés su idioma nativo?: Sí No

¿Si no, cual es su idioma nativo?: _____

6.) ¿A través de su participación en “The Seniors Hub”, ha aprendido algo nuevo?
¿Ha adquirido algunos talentos nuevos?

Sí No

¿Si su respuesta es sí, puede proporcionar algunos ejemplos de lo que ha aprendido?

7.) A través de su participación en “The Seniors Hub”:

¿Ha participado en tomar una decisión? Sí No

¿Se siente como parte de un equipo? Sí No

¿Cree que Usted está apoyando/ayudando a otros? Sí No

¿Cree que Usted está recibiendo apoyo o ayuda? Sí No

8.) ¿A través de su participación en “The Seniors Hub”, ha establecido nuevas conexiones sociales? ¿Tiene amigos nuevos? Sí No

Si su respuesta es sí, puede proporcionar algunos ejemplos de sus nuevas conexiones sociales? _____

9.) Usted cree que tiene un rol de “líder” en:

- the Seniors Hub Sí No
- la comunidad de South Vancouver Sí No
- otra organización o comunidad Sí No

10.) Cree que Usted es un “mentor” en:

- the Seniors Hub Sí No
- la comunidad de South Vancouver Sí No
- otra organización o comunidad Sí No

11.) ¿Cree que Usted está contribuyendo a una mejor comunidad en South Vancouver?


Sí No

12.) ¿Cuales son algunos de sus contribuciones a la comunidad en South Vancouver? (Por favor, proporciona lo más detalle posible)

Gracias por haber compartido su tiempo y sus perspectivas

Su información es confidencial

Outcome Measurement Framework tracking (EXCEL)

 South Vancouver Seniors Hub- Annual Outcome Measurement Tracking		Outputs & Outcomes												ANNUAL TOTALS	
		January	February	March	April	May	June	July	August	Sept.	Oct.	Nov.	Dec.		
Outreach to isolated seniors	# of isolated seniors to receive outreach														
	# of outreach volunteers														
	# of outreach activities														
Supporting a Seniors Hub	# of senior participants														
	# of meetings held														
	# of training sessions														
Developing Intersectoral Relationships	# of groups linked to the Hub														
	# of collaborative actions														
	# of seniors engaged														
Identify Community Assets, needs and program opportunities	# of seniors peer leaders														
	# of seniors-led activities														
	# of assets identified														
Implement a range of community capacity building strategies	# of seniors engaged														
	# of community capacity initiatives started														
Evaluate & Utilize learning to inform a sustainable Seniors Hub	# of evaluation strategies employed (list)	3 (tools 3&4 at meeting; evaluation team meeting; interagency interviews recruitment)	1 (Interagency interviews completed)- NO DATA COLLECTED AT MEETINGS	0- NO DATA COLLECTED	3 (tools # & 4 at meeting; interagency summary report)	5 (evaluation of the Hub; tools 3 & 4 at meeting; interagency full report; evaluation meeting with cc & joan; interagency collaborations filled out)	3 (evaluation tools 3 & 4 at meeting; monthly summary report; evaluation team meeting)	5 (evaluation team meeting; development of 2 new tools; consultations with seniors; Hub meeieint evaluations; preparation of annual stakeholders report)							
	# of presentations given	0	1		0	0	1	1	1						
Evaluations- Steering Committee	# of attendees	9999				9		9	9						
	Average rating of the meeting, on a scale of 1-10	9				8.8		8.3	8						
	% who felt there was enough time	75%				75%		100%	100%						
	% who felt respected	100%				100%		100%	100%						
	% who felt we met the goals of the meeting	9999				100%		100%	100%						
	% who have a clear sense of the next steps	9999				100%		100%	100%						
	% who wrote a clear "Action item" for themselves	9999				100%		83%	50%						
	Total number of hours volunteered in last month	9999				69.5 hours		33 hours		22 hours		152 hours			
	Comments- enter comments here	"not enough time"; "I'm tired at the end"; "like the learning process"; "learned a lot"				"good meeting"; "good chairing"		"It was a clear meeting, everyone has the opportunity to talk and express their opinion"; "the meeting was very informative, and everybody has been participating in the discussion"; "chair needs to reign in personal stories a bit. Excellent recap by chair";		"we are making decisions and moving ahead!"; "it's a knowledge program and [I] learn new things"; "today's meeting was very, very productive in the a sense that we have discussed cooperation, the mandate of SVNH and the Seniors Hub/council";					
Other Evaluation Activities	# of interviews			7											
	# of focus groups														
	# of collaborations inventories completed								5						
	# of evaluation reports or presentations						1		1	1					
	# of evaluation team meetings	1	1		1	1		1	1						

Preface to Tool 10: OMF Monthly Stats Reporting from the Seniors Hub

Purpose This tool allows us to track key statistics from all of the SVNH staff members who complete activities related to the Seniors Hub. We enter this data into a master Excel file (see above)

Who it is administered by: The CHHM distributes a year's worth of these stats sheets annual.

Who fills it out? Seniors Cluster staff members at SVNH complete these stats sheets

How often it is administered: Seniors Cluster staff members fill out these forms on a monthly basis. They deliver them to the evaluation team in batches (every 3-4 months). They can be delivered to the evaluation team via email or hard copy.

Tool 10: OMF Monthly Stats Reporting from the Seniors Hub

Seniors Hub- OMF Reporting- Monthly Statistics APRIL 2013

Completed By _____

Purpose: For the duration of Seniors Hub funding, we must report on the outcomes listed in the table below. We require these numbers from all members of the Seniors Cluster Team, because all of us contribute to the collective success of the Hub!

Process: For the duration of the Seniors Hub funding (until March, 2014), please turn these into the seniors cluster leader (Joan) at the end of each month. These can be turned in at regular Seniors Cluster Team Meetings. Note: **for some programs and for some months there will be '0's or "Not applicable"- that is okay, and expected!**

Outcome	Monthly Total (from the programs & activities that <u>you</u> oversee)
# of isolated seniors who received outreach	
# of outreach volunteers	
# of outreach activities (e.g. visiting older adults, going to an event like the AMSSA festival, giving promotions or pitches about your programs/activities)	
# of senior <u>participants</u> (do not include senior volunteers)	
# of meetings held	
# of volunteer hours (include outreach and service volunteer hours; include non-senior volunteer hours)	
# of training sessions that volunteers attended or ran (do NOT include training sessions that staff go to for their own skills development)	
# of seniors-led activities (e.g., programs)	
# of evaluation forms that were completed and returned this month	
Other than your regular programs at SNVH, what programs, activities or community events were positively influenced by the Seniors Hub this month? Please list here:	
(previous examples included: the Mad Hatter tea, the BC election, the CCPA, the AMSSA festival, etc.)	

