

CLIENT-CENTRED EVALUATION

ACCESS

Questions

How/which clients are participating in the program?

How easy do they feel it is to participate?

What makes it easier/more difficult for clients to participate (e.g., time, internet/phone access, urgency of need, available privacy, etc.)?

What more could we do to make it easier to participate in our program?

Metrics

Client levels and demo/firmographics, by participation types

Ratings and feedback on ease of contact and preferences

Methods
- onsite (convenience of location), online, phone
- technology options, knowledge/expertise, privacy available

Timing
- available times/days of week
- response times (and targets)
- length of contacts/participation

Staffing - levels and attitudes

Needs
- consistent with services/eligibility
- priorities (urgency/triaging)

Language
Cost
Limitations (if any)

Suggested changes/improvements

Methods/ Sources

Program data - on clients and contacts

Program documents - funding proposal, operational plans/budgets, progress reports, etc.

Staff interviews/survey

Client survey/interviews

Stakeholder interviews/survey