

CLIENT-CENTRED EVALUATION

OUTCOMES

Questions

Are our clients experiencing the outcomes expected? (Who or why not?)

Do they also experience other outcomes? (Which ones?)

To what extent are these outcomes a result of our services?

How do diversity and/or racism affect client outcomes?

What more could we do to enhance our clients' outcomes?

Metrics

Types of expected outcomes (frequency), by client group, by program/stream/site e.g., changes in knowledge, confidence, behaviours, (stronger) relationships, access, support, program-specific (health, education, legal, environmental, economic, etc.) outcomes

Reasons for experiencing/not experiencing outcomes, including diversity and racism factors

Types of other (unexpected) outcomes experienced (frequency) – by client group, program stream/site

Incrementality/ attribution of outcomes

Suggested changes/improvements

Methods/ Sources

Program data/ documents - file closure forms, exit feedback forms, etc.

Staff survey/interviews

Client survey/ interviews

Stakeholder survey/ interviews

Evaluation analyses

External research/ literature