

Framework, Instruments Forms and Directory

*The Community Health
Worker Evaluation Tool Kit*

A Project of the University of Arizona
Rural Health Office and
College of Public Health

Cost-Benefit Analysis:
A Primer for
Community Health
Workers



Level I
Individuals/Families

Level II
Community Health
Workers

Level III
Program Performance

Level IV
Community/Systems

River of Program Life
Group Exercise



Sponsored by
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Evaluation Tool Kit

Tools and Framework Introduction

This section contains the CHW Program Evaluation Framework, tools created especially for the Tool Kit, evaluation instruments and tools that have been tested and used successfully by CHW programs, and a Program Directory of those programs whose tools are included here.

The Framework

The tools are organized and presented according to an Evaluation Framework that was first presented in the National Community Health Advisor Study. The original framework was revised for the Tool Kit in order to make it as practical as possible and to reflect the Tool Kit's emphasis on a results-oriented approach to evaluation.

The Framework consists of four evaluation levels:

- Level I: Individuals and Families
- Level II: Community Health Workers
- Level III: Program Performance
- Level IV: Community and Systems Change

Each level includes the kinds of results that CHW programs often seek, and these are organized by type of result - outputs, outcomes and impacts. These concepts should be familiar to you once you have read through the Logic Model Guide in Section 2.

Not all CHW programs have objectives or goals at all four levels. This is especially true of level 4: Community or Systems Change. However, it is likely that all successful programs actually have outcomes and impacts at all levels and should be documenting them. Using the Logic Model approach to planning and evaluation helps you incorporate multiple levels of program effects.

The Tools

Forty-eight tools from 25 programs are included in the Tool Kit. They were selected after a long and extensive search and review process.

Two new tools were created especially for the Tool Kit. The **Cost-Benefit Analysis: A Primer for Community Health Workers** guides you to compare the dollar costs of your program to its dollar benefits, so that you can answer questions about your program's monetary worth. The **River of Program Life Group Exercise** offers a visual method for program stakeholders to reflect on their program's progress. These tools are most relevant for Level 2 evaluation: Program Performance. In this first edition of the Tool Kit however, you will find them just after the Framework and before the other tools.

In addition to the tools actually included in the Tool Kit, we also provide information about other tools used by CHW programs and where to find them. All of these tools are examples of what is available. There are many more tools being used than we could identify, let alone present here. Many community-based health programs that do not employ CHWs nevertheless use evaluation tools that would be appropriate for CHW programs.

The Internet is an excellent place to search for more tools. Try the Mental Measurement Yearbook at <http://www.unl.edu/buros/>, the ERIC Clearinghouse on Assessment and Evaluation at <http://ericae.net/>, and the Community Tool Box at <http://ctb.lsi.ukans.edu/ctb/c30/ProgEval-f.shtml>.

Our search for tools began in mid-1998 when we wrote and called CHW programs, universities, community-based organizations and professional evaluators, asking them for samples of their tools. We searched databases such as CDC's Combined Health Information Database (CHID). We participated in numerous conferences where we introduced the Tool Kit project and distributed information request forms. We conducted focus groups and meetings of CHWs, program managers and evaluators at the annual CHW/Promotores conferences and at the annual meetings of the American Public Health Association in 1998 and 1999.

As our search continued we developed selection criteria for tools. For example, some tools used by CHW programs have not been tested for validity and reliability, and we decided not to include them. We also developed a tool information form so that, for each tool, you will know how, when and with whom it has been used and in what languages it is available. Some programs did not provide all the needed information, so their tools are listed but not actually included in the Tool Kit.

We also requested written permission to include each tool in the Tool Kit. We did not receive permission for all the tools we wanted to include, and, in these cases, we have provided the names and addresses of the programs using these tools so that you can contact them directly if they have agreed to that. Programs were asked how they want their tool(s) distributed, and we have included this information. Please respect the wishes of the programs that have so generously contributed to the Tool Kit, and request the tool from the source indicated.

Our project team reviewed all the tools. Some have been reformatted; others have been translated from Spanish to English (but not tested in English yet), and all have been assigned to a framework level.



Community Health Worker Evaluation Tool Kit Framework

Level I: Individuals/Families

- 1.0 Activities/Outputs: Is the organization reaching the individuals, families or other groups it said it would?
 - 1.1 CHW interactions with clients and families
 - 1.2 Types and numbers of services provided
- 2.0 Outcomes: What are the outcomes of the program for clients/families?
 - 2.1 Access to and receipt of appropriate health care services
 - 2.2 Social support
 - 2.3 Knowledge, attitudes, beliefs, and risk and protective behaviors (KABB)
 - 2.4 Client satisfaction
- 3.0 Impacts: How have you changed your clients' lives?
 - 3.1 Community participation
 - 3.2 Quality of life
 - 3.3 Health status

Level II: Community Health Workers

- 1.0 Outcomes: Are CHWs developing personally and professionally?
 - 1.1 Knowledge, Attitudes, Beliefs and Behaviors (KABB)
 - 1.2 Work status/job skills
- 2.0 Impacts: How have the lives of the CHWs been changed?
 - 2.1 Community participation and leadership (in program or community)
 - 2.2 Quality of life

Level III: Program Performance

- 1.0 Activities/Outputs: Is the organization doing what it said it would?
 - 1.1 Aggregate client number receiving services
 - 1.2 Average number of appointments kept
 - 1.3 Ratio of appointments made to appointments kept
 - 1.4 Number of successful referrals
 - 1.5 Client service satisfaction
- 2.0 Outcomes: Is the program reaching its objectives?
 - 2.1 Appropriate or enhanced service use
 - 2.2 Cost/benefits per program

- 3.0 Impacts: Has the program improved people's health?
 - 3.1 Program participant health status
 - 3.2 Population-based health status
- 4.0 Impacts for Organizational Development: Is the program building its capacity and sustainability?
 - 4.1 Policy change within organization or program
 - 4.2 Access to services
 - 4.3 Breadth and depth, quality and quantity of services offered
 - 4.4 Institutionalization of the program
 - 4.5 Access/leverage to additional resources by the program
 - 4.6 Networking and collaboration
 - 4.7 Critical reflection and value articulation

Level IV: Community/Systems (including interorganizational systems)

- 1.0 Outcomes: What does the program offer to the community?
 - 1.1 Skill building and training activities available to community members
 - 1.2 Capacity building among program partners or stakeholders
 - 1.3 Collaborative activities among program partners/stakeholders
 - 1.4 Coalition(s) expansion
- 2.0 Impacts: How has the program changed the community?
 - 2.1 Access/leverage to resources by the community
 - 2.2 Range of health services/availability of services in the community
 - 2.3 Policy development across organizations or for the entire community

The development of the original Framework was directed by J. Nell Brownstein, PhD, of the Centers for Disease Control and Prevention who served as Technical Advisor to the National Community Health Advisor Study. She was assisted by E. Lee Rosenthal, MPH, MS. The Framework draws on the work of Eugenia Eng, PhD for some of its conceptual underpinnings. In this condensed version of the framework a number of indicators have been dropped, including a level known as "External Linkages" addressing broad context issues at the state and national level, tracking such variables as national and state-level policy change related to CHW services as well as CHW networking. For further information about the full framework and CHW evaluation issues, please see the summary and/or full Study Report* available from the Project's funder: the Annie E. Casey Foundation. Requests can be made by phone: (800) 222-1099 or fax: (410) 547-6624 attn: Publishing Department.

* Consult Appendix J

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