



Hub Evaluation Framework

The Ontario Collaborative Response to Family Violation (OCRFBV) developed a consensus evaluation framework that defined activities and outcomes for family violence/violence against women hubs, and common evaluation tools. One of the goals of the OCRFBV evaluation project was to support violence against women (VAW), intimate partner violence (IPV), and domestic violence (DV) hubs in creating performance measure and evaluation documentation that would help to inform the development of future provincial hub models in the broader VAW sector. One of the outcomes was an evaluation framework informed by over 28 agencies.

This Hub's evaluation will be guided by the collaborative evaluation process and resulting framework from OCRFBV. Based on the proposal, the Hub evaluation is developed based on the following questions:

- How do we measure a successful outcome?
- How can we best evaluate the qualities and efficacy of the Hub?
- How do we evaluate the Hub processes?

These questions will be answered using 3 different measurement tools:

1. Client Impact Evaluation (pre/post survey)
2. Client Experience survey
3. Service Provider survey

1. Client Impact Evaluation

The impact and efficacy of the Hub for clients will be measured using a pre-post survey and will contain both closed- and open-ended items. This survey is intended to evaluate the Hub's impact on clients after a minimum of 4 interactions with Hub services.

Measurement priorities:

- Self-reported knowledge and awareness of services
- Ability to access services
- Autonomy
- Safety
- Referrals made to other services
- Information received (I found the information I received to be helpful)



2. Client Experience Survey

The Client Experience survey is intended to be circulated annually to help evaluate the Hub's processes and impact on clients. This survey is intended to evaluate the Hub's impact on clients after a minimum of 4 interactions with Hub services

Measurement priorities:

- Quality of service
- Timing of service
- Referrals made to services
- Awareness of resources
- Safety
- Autonomy

The following are the Client Experience Survey questions. Questions 1 and 2 are multiple choice to identify location and frequency. Questions 3 – 8 are scaled from 'Strongly Agree' to 'Strongly Disagree', and question 9 is open ended for clients to provide feedback.

1. How many times have you connected with the Hub
2. I attend at the Hub (Select all that apply)
3. I feel that I have received services in a timely fashion at the Hub
4. I am able to connect to the services I need through the Hub
5. I have been provided information about resources and services available in my community
6. I have discussed/received Safety Planning for my situation
7. I feel I have learned new ways to help take care of my safety needs
8. I feel supported by my connection to the Halton 360 hub
9. Do you have anything else you would like to share about your experience with the hub



3. Service Provider Survey

The Service Provider survey will measure collaboration among service providers, service delivery, transitions between services, and improved capacity among service providers. This will be a survey to be completed by service providers working in and alongside the Hub.

Measurement Priorities:

- Collaboration between service providers
- Service delivery
- Referrals
- Transitions between services
- Capacity building in providers
- Knowledge of services in the community

The following are the Partner Experience Survey questions. Questions 1-7 are scaled from 'Strongly Agree' to 'Strongly Disagree', and questions 8, 9 and 10 are open ended.



1. Overall, I have a strong working relationship with the hub partners
2. The hub model supports my capacity to offer quality services for clients
3. I am easily able to make referrals into the hub and its services
4. Being a partner with Halton 360 has helped my ability to respond to the needs of survivors
5. I have an improved understanding and/or awareness of the services and resources in the community
6. The hub can provide ease of access for diverse populations requiring hub and community services
7. Clients referred to the hub are able to receive coordinated services
8. What aspects of the project do you find positive or to be working well
9. What areas do you think require growth or improvement?
10. Please share any other feedback or comments you may have about the hub