

# FUNDAMENTALS OF PROVIDING SERVICES TO SURVIVORS OF TORTURE: INTRODUCTION TO PROGRAM EVALUATION



## Program Evaluation:

- Helps refugees, asylum seekers, and torture survivors live better lives through more informed services and continuous program improvement
- Requires significant investment of time, money, staff and other resources
- Every staff member can play an important role in gathering and evaluating program data
- Planning, Monitoring, Evaluation, and Research are all related activities

## Benefits of Program Evaluation:

- Fund your program
- Celebrate your accomplishments
- Improve your program
- Share your knowledge
- Do what you planned

## PMER:

### PLANNING, MONITORING, EVALUATION, AND RESEARCH

#### Planning

- Usually includes:
  - Needs assessment
  - Program definition and design
  - Summary of M&E approach
  - Methods planning and define roles
  - Identify key stakeholders
  - Plan budget and define capacity gaps
- Planning is foundation of PMER

#### Monitoring

- Can be useful to improve Planning
- Measures implementation of program
- Checks progress against set benchmarks
- Essential component of Evaluation
- Asks: What? How many? How often?

#### Evaluation

- Can be useful to improve Planning
- Measures outcomes and impacts of program
- Asks questions about quality or impact: Did clients get better? Is program effective?

#### Research

- Systematic method of collecting information to generate new and generalizable knowledge
- Requires additional resources above M&E:
  - Expertise in field of study
  - Greater financial resources
  - Access to peer reviewed literature
  - Dedicated time
  - Technical writing skills
- Must determine if research is right for your organization
- Can be useful to improve Planning



Information flows both ways



Information flows one way