Hsm270 week 7

Scenario Evaluation PlanName WitheldHSM/270September 29, 2010Dr. Hendrick essay writing service guardian Scenario Evaluation PlanIntroductionThis paper covers the Continental Senior Center (CSC) bookshop and cafe scenario evaluation plan. A program overview is given to inform on the program, and the goals and objectives of the program are clearly stated.

The program evaluation incorporates A Process Evaluation, and an Outcome Evaluation. Both evaluation models are given in their respective tables with information relating to: the evaluation question, the source of the information, the method of data gathering, the evaluation timeline, the designated person responsible for the data. Program OverviewThe CSC bookshop and cafe program is a community organized approach to address the issues of isolation, quality of life, community empowerment, poverty, and successful aging for the seniors of Westminster, (Axia College Material, n.

d). The goals of the bookshop and cafe program are to:??? Provide leadership opportunities for seniors through employment and management of the bookshop and cafe. ??? To create funds to support seniors in the community on low incomes. ??? Create innovative events and sales which promote and strengthen community participation. ??? To organize agendas to effectively address issues.

??? To build a welcoming, and inclusive hub open to all residents of the Westminster community. Evaluation ObjectivesThe evaluation objectives of the community bookshop and cafe program are as follows. 1. Is the program

community driven2. Is the program empowering the community 3. Are leadership skills employed, and effectively used4.

What are the participation figures 5. What is the quality of the bookshop and cafe experience6. Are the events held at the community bookshop and cafe interesting and representative of community interests7. What is the impact of the sale of community made goods in the bookshop and cafe8. Is the bookshop strengthening community participation and creating social networks9.

How many non participating CSC seniors are participating in the community bookshop and cafe program10. Is the bookshop and cafe employing seniors on poverty level incomes11. Is the revenue from the bookshop and cafe producing enough for funding small projects in the senior community12. Is the senior community organized and effective in addressing issues and creating solutions to resolve them13. Is the bookshop and cafe experienced as a welcoming and inclusive community hub14. What is the response of the community of Westminster to the bookshop and cafeMethodsThe community bookshop and cafe is a community organized program whose methods of evaluation require dynamic and ongoing community participation. With the assistance of CSC an empowerment evaluation model will be outlined and offered to the senior community.

Within the empowerment evaluation model, a process evaluation will undertake documentation and monitoring of the implementation of the proposed interventions and activities (Yuen & Terao, 2003, " Chapter 7, pg. 103"), and an outcome evaluation providing ??? data to assess the outcome

and overall impact of the proposed project.??? (Yuen & Terao, 2003, " Chapter 7, pg. 106")The perspective of CSC is to ensure the senior community bookshop and cafe program is honoring equal opportunities, operating in a fair and inclusive manner, and is addressing and resolving issues pertaining to the community participants of the bookshop and cafe program. For this purpose a questionnaire will be prepared by two designated CSC managers and distributed to all seniors involved in the community.

An open door policy within CSC will also be employed to enable seniors to discuss in private any matter they feel is of concern. This will be the only instance in any evaluations in which CSC will have direct feedback from the senior community. The requirement of this feedback is necessitated for ensuring confidence in the management of the community bookshop and cafe program, and ensuring the desired outcomes of the community bookshop and cafe are on target. Process EvaluationEvaluation QuestionSource of InformationMethodTimelineDesignated Person1: Is the program community drivenProgram participants. CSC employees and the community in general. Feedback cards available in the community bookshop and cafe, and at the CSC. Encompassing questions 2, 5, 8, and 13, Ongoing as required.

Specified CSC person, the community bookshop and cafe managers. Members of the community. 2: Is the program empowering the communityThe community bookshop and cafe program participants. CSC employees and the community in general. Feedback cards available in the community bookshop and cafe, and at the CSC. Encompassing questions 1,

5, 8, and 13. Ongoing as required. The community bookshop and cafe management team.

Employees of CSC. Members of the community. 13: Is the revenue producing enough funds for projects in the senior communityBookshop and cafe budget analysis. Monitor and review budget. Monthly, and as requiredCommunity bookshop and cafe treasurer. 13: Is the bookshop and cafe experienced as a welcoming and inclusive community hubThe community bookshop and cafe program participants. CSC employees and the community in general. Feedback cards available in the community bookshop and cafe, and at the CSC.

Results from research questions 1, 2, 5, and 8. Ongoing as required. The community bookshop and cafe management team. Employees of CSC.

Members of the community. Outcome EvaluationEvaluation QuestionSource of InformationMethodTimelineDesignated Person4: What are the participation figures The community bookshop and cafe program participants. CSC employees and the community in general. Review of book and cafe sales. Review of participants at events. Random head counts in the bookshop and cafeteria.

Ongoing as required. The community bookshop and cafe management team. Employees of CSC. 5: What is the quality of the bookshop and cafe experienceProgram participants. CSC employees and the community in general. Feedback cards available in the community bookshop and cafe, and at the CSC. Results from research questions 1, 2, 8, and 13.

Ongoing as required. The community bookshop and cafe management team. Employees of CSC. Members of the community. 6: Are the events held at the community bookshop and cafe interesting and representative of community interestsProgram participants. CSC employees and the community in general. Head counts at events. At each event.

The community bookshop and cafe management team. Employees of CSC. Members of the community.

7: What is the impact of the sale of community made goods in the bookshop and cafeProgram participants. CSC employees. The community in general. Interviews with crafters and artisans.

Three month intervals. The community bookshop and cafe management team. Employee??™s of CSC. Members of the community. 8: Is the bookshop strengthening community participation and creating social networksProgram participants.

CSC employees and the community in general. Feedback cards in the community bookshop and cafe, and in the CSC. Results from research questions 1, 2, 5, and 13. Ongoing as required. The community bookshop and cafe management team. Employee??™s of CSC.

Members of the community. 9: How many non participating CSC seniors are participating in the community bookshop and cafe programThe senior community of Westminster. Research survey undertaken from various sources, for example door-to-door questionnaires. Six months into the program. After any major changes in the program. Professional research

agency. 10: Is the bookshop and cafe employing seniors on poverty level incomesThe community bookshop and cafe management team. Employees of CSC.

Members of the community. Direct questioning of the community bookshop and cafe employees with documentary evidence. As employees are interviewed. The community bookshop and cafe management team.

Employees of CSC. 14: What is the response of the community of Westminster to the bookshop and cafeProgram participants. CSC employees and the community. Research surveys from various sources. Door-to-door questionnaires, local radio phone-in, shoppers in the high street. Six months into the program.

After any major changes in the program. Professional research agency. ConclusionIn the evaluation summary it necessary to note that CSC employees are considered valid as representatives of the community, and their feedback is highly encouraged. While the senior community is empowered to create and manage the community bookshop and cafe program, it is the responsibility, and in the interests of all of the community to offer feedback, creative suggestions, and to relate the downfalls or merits of the program. Because the community bookshop and cafe is a community driven it should be dynamic, reflecting the needs of the target population it serves, and providing solutions for those who encompass the program. For this reason it is imperative CSC staff promote confidence, self-sufficiency, support for innovative and creative ideas, pride in community endeavors,

and provide educated and sound administrative advice as needed. ReferencesUniversity of Phoenix, Axia College Material.

(n. d). Appendix B. Retrieved September 9, 2011 from University of Phoenix, Axia College Material, HSM/270 website. Yuen, F. K., & Terao, K.

L. (2003). Practical Grant Writing and Program Evaluation. Retrieved September 8, 2011, from The University of Phoenix eBook Collection database.