



**INTERGENERATIONAL LINKAGES  
COMMUNITY OF PRACTICE**  
How to Start, Implement and Evaluate  
an Intergenerational Program

**HEALTHY AGING  
CORE** Collaborative Online  
Resources & Education  
ALBERTA

DATE: February 23, 2021  
TIME: 1:30 – 3:00 p.m.

FACILITATORS:  
**Julie Friesen, Betty Good**

**Guest Facilitator:**  
Carrie Lanz, LINKages Society of Alberta

**CORE Intergenerational Linkages GROUP**

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**HEALTHY AGING  
CORE** Collaborative Online  
Resources & Education  
ALBERTA

**INTERGENERATIONAL  
LINKAGES  
COMMUNITY of PRACTICE**

How to Start, Implement and  
Evaluate  
an Intergenerational Program

**Part Three**

**AGENDA**

- Healthy Aging CORE
- Community of Practice Team
- Review
- Evaluations
- Create Your Own Program Evaluation
- Next Steps

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**Intergenerational Linkages Community of Practice**



- **Betty Good** – LINKages Society, Calgary
- **Julie Friesen** – Community Development Unit, Alberta Culture, Multiculturalism and Status of Women, Medicine Hat Office
- **Shantel Ottenbreit** – Community Connections and Support, City of Medicine Hat
- **Rebecca Zezula** – Clearwater Regional FCSS / Rocky Mountain House
- **Charlene Fletcher** – Chinook Arch Regional Library System
- **Jody Wood** – Ministry of Seniors and Housing

**Healthy Aging**  
by United Way. All Home. In Community.

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## REVIEW

- Your Timelines
- Challenges & Solutions

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## EVALUATIONS

- Carrie Lanz
- LINKages Society of Alberta

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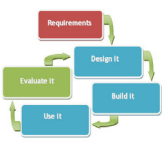
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### PROGRAM EVALUATION

**Systematic gathering of data  
in order to measure the impact of your program on participants  
and better understand its effectiveness**



- Identify the strengths and weaknesses of your program
- Make changes during the program if needed
- Develop credibility and show efficacy of the program
- Market the program to participants and partners
- Plan future activities
- Report to / acquire additional funding from funders or partners

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### EVALUATION TYPES



- Process Evaluation
- Outcomes Evaluation

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### PROCESS EVALUATION



- Understand what happens during the development and delivery of a program
- Measure what your program provides
- Measure the characteristics of the individuals who receive services
- Understand why a program did or did not meet its goals

*What are some questions you might ask during a process evaluation?*

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### OUTCOMES EVALUATION



- Measures the impact of a program
- Analyzes both immediate results and long-term impact
- Gives answers about program effectiveness

#### Typical outcome data measurements

- ✓ Increases in knowledge
- ✓ Changes in attitudes or values
- ✓ Modification of behaviors
- ✓ Improvement in conditions

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### OUTCOMES EVALUATION

What impact did the program have on your target outcomes?

Impacts may include:

- **General well-being** (including health, life satisfaction, self-confidence, isolation, and socialization skills)
- **Academic outcomes** (including grades, reading/test scores, school attendance, classroom behavior, improved study skills, and second language proficiency)
- **Attitudes toward other generations**



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### TARGET OUTCOMES Older Adults



What are some commonly measured outcomes related to older adults?



Outcomes for older adults might include improvements in ...

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### TARGET OUTCOMES Youth



What are some commonly measured outcomes related to youth?

Outcomes for youth might include improvements in ...

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### EVALUATION DESIGN

#### Step 1

- Decide what you want to learn.
- What do you and/or your funders need to measure?

**Evaluation Data**

can be used to improve the functioning of the program, convince partners of the program's value, or apply for funding.



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### EVALUATION DESIGN

**Helpful hint...**  
Use the logic model or goals you developed to guide your program planning. Look at the activities you included and what you hoped to achieve.

What impact do you want to have on your older adults?	What impact do you want to have on the youth?

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### EVALUATION DESIGN

#### Step 2

**Pre-/Post-test Comparison**

- Data is collected from participants **before and after the program** and then compared.
- This comparison can measure changes over time, but it cannot tell you whether the changes would have occurred without the program.

Pre-/Post-test data can be either **quantitative** or **qualitative**.



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**EVALUATION DESIGN**  
Step 3

**Quantitative Evaluation**

- Something that can be measured numerically (E.g. number of participants, ratings on a survey, scores on instruments that assess knowledge or specific variables, such as loneliness and self-esteem)
- Can be compared to assess changes in the group as a whole or changes in individuals

**Qualitative Evaluation**

- Narrative data (E.g. participants' responses on an open-ended survey, comments collected during interviews or in a focus groups, notes taken by an observer, journal entries, and notes based on videotapes of intergenerational programming)



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**EVALUATION DESIGN**  
Data Collection Methods

**Surveying participants:**

- Close-ended questions, including multiple choice or true/false questions
- Open-ended surveys

*Open-ended questions might include:*

- Describe what you liked most and least about the program.
- What are two things you learned about yourself?
- What are two things you learned about another generation?



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**EVALUATION DESIGN**  
Data Collection Methods

**Pre / Post Surveys**

- To understand the impact on specific program variables
- Standardized scales or measures are the gold standard for assessing impact
- Use the target outcomes you set for your intergenerational program
- Use a measurer that will help you measure that impact

**Make sure to document particularly poignant quotes and/or stories from participants. These responses can add richness and depth to your evaluation and can be used in media (with consent), and quarterly and annual reporting.**



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### EVALUATION DESIGN Data Collection Methods



#### Observe Participants

- Observe interactions between seniors and youth, either in person or on video
- Record your observations on a checklist of desirable behaviors

Over the course of an intergenerational relationship, observers would expect to see an increase in behaviors that reflect that youth and seniors feel closer to one another.

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### EVALUATION DESIGN Step 4



#### Analyze the Data

- Use volunteers or practicum students to compile and analyze surveys results
- Consider approaching the research methods instructor at a local college or university to ask if students might be interested in gaining experience with program evaluation. (This would be a great final project for students, and something they could add to their resumes.)

\*Collect quotations or testimonials from participants.

Anecdotal evidence of experiences can provide important learning opportunities and can attract new participants to participate in the future.

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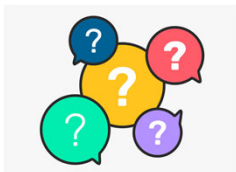
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### BUILDING A PROGRAM EVALUATION!



Create questions for your evaluation using the question designs we discussed.

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### BUILDING A PROGRAM EVALUATION!

1. I spend time with people from a different generation than me. (not including parents)

Never	Rarely	Weekly	Often	Daily
1	2	3	4	5

2. When I spend time with people from a different generation from me:

- a. I give more than I receive
- b. We both give and receive the same
- c. The other person gives more to me



3. What does "community" mean to you?

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### BUILDING A PROGRAM EVALUATION!

4. Are you happy with your current connection to your community?

No, I feel isolated		Somewhat connected		Yes, I feel connected
1	2	3	4	5

5. Why did you join this program? What interested you? (Pre-Program)

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6. Have you benefited from having an intergenerational friendship? If so, how? (Post-Program)

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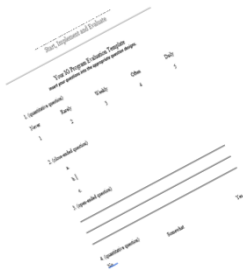
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### BUILDING A PROGRAM EVALUATION!



Questions?



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## NEXT STEPS



1. Our Evaluation!  
Please help us by completing this, so we can continue to help YOU!
2. Follow-up Discussion: March 23, 1-2
3. Future Training Sessions

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## QUESTIONS?

**PLEASE REGISTER for NEXT TIME!**



Feel free to email Betty at [betty.good@link-ages.ca](mailto:betty.good@link-ages.ca)

Intergenerational Community of Practice Healthy Aging  
by Link-Ages

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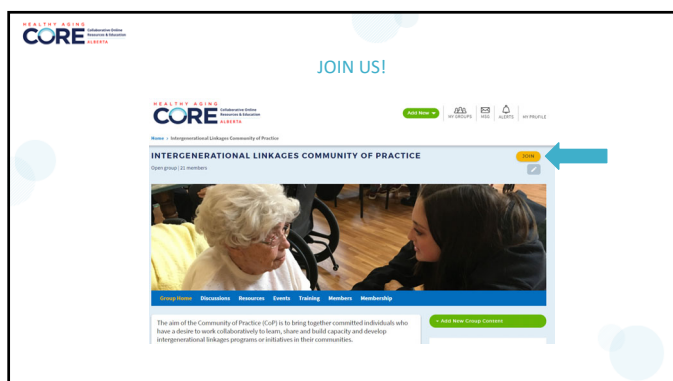
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JOIN US!

**CORE** Intergenerational Linkages Community of Practice

**INTERGENERATIONAL LINKAGES COMMUNITY OF PRACTICE**

Open group | 12 members

[Join](#)

[Group Info](#) [Discussions](#) [Resources](#) [Events](#) [Training](#) [Members](#) [Membership](#)

The aim of the Community of Practice (CoP) is to bring together committed individuals who have a desire to work collaboratively to learn, share and build capacity and develop intergenerational linkages programs or initiatives in their communities.

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Thank you for participating & sharing your time and expertise!

SEE YOU ON CORE!



Remember to update your information on  
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Contact us at  
[healthyaging@calgaryunitedway.org](mailto:healthyaging@calgaryunitedway.org)

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