The Newport News Department of Human Service Agency

HMSV 440W Program Development

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**Stakeholder**

The stakeholder included in my study will be the director of the program, Mrs. Eileen Bunn. She has been the director for over ten years for the Adult and Family Services program. Her goals are to provide exceptional service to clients and be able to help them get through any situation that may arise. She has developed steps and procedures for different types of situations that may be encountered throughout the program. Also, another stakeholder will be the employee’s because it wouldn’t be possible if it wasn’t for them being able to get out and help clients.

**Type of Evaluation**

The type of evaluation I will be doing is a formative evaluation. A formative evaluation strengthens the plans for services and their delivery in order to improve the outcomes of the program or to increase the efficiency of the program (Posavac, 2016). This evaluation relates to my agency because I want the program to be as efficient as possible for clients. The program is already functioning well but may need minor improvements. Adults, teens, and children all come for services and they should get the best services possible.

**Research Question**

My evaluation question is “What is the success rate of crisis families that come for assistance compared families that return with non-crisis issues?” I would be evaluating the comparison on the success rate of crisis and non-crisis families. This will show what the program may need to better improve in. I feel as if non-crisis families should not have to keep returning for services if things are done properly and are useful. The reason being is because the program has a specific budget for the services they provide.

**Data Collection Methods**

I will be conducting an interview with Mrs. Eileen Bunn regarding the evaluation. I want to determine what her program currently does to serve the population and how well they do with the services. Why are non-crisis families/clients returning? Is there anything that you think could be done differently to keep non-crisis clients from returning? What is your program success rate? Are crisis families satisfied and able to get through the crisis using your services efficiently? Also, I will be given numerical data from the employees regarding the population served etc.

**Research Method**

I will be doing quantitative and qualitative methods for the agency I am evaluating. Quantitative methods focus on gathering numerical data generalized across groups of people. I think this method works best for my evaluation question because I am trying to determine the success rate of crisis & non-crisis families/clients. I think it works best because I will be giving numerical data regarding the evaluation question. Qualitative methods is the gathering of non-numerical data which I will be doing during the interview.

**References**

Posavac, E. J., (2016). *Program evaluation: Methods and case studies.* New York, NY: Pearson Education Incorporated