When evaluating my agency, I have to know who my stakeholders are. Stakeholders are a person or persons who are affected by the project. In my case would be the staff and clients. To properly evaluate my agency, I need to know who my stakeholders are. The clients that come to the agency are typically children or families with children.

The evaluation I will be doing is the Empowerment model. This model relates to my study in numerous ways. I feel the most important way is the collaboration level of the model. I don’t want the agency to think I am being critical of everything. I want it to be more of a collaborative evaluation. The empowerment model can also highlight different interactions between the different parties within the agency. This can bring to light things that the agency does that could just not be the right fit for the agency. This will allow us to work together, and highlight needs or changes that could be made within the agency.

1) How do you meet client needs if finances are a barrier? How do you respond to client financial obstacles?

2) What type of discrimination laws rules does this agency/program have in place?

3) is there a concern within the agency if the clientele is more adults than teens, children, and families, which this agency mainly focuses on?

4)What makes a client good to work with VS bad to work with? How do you handle the "bad" clients?

Survey questions

How would you rate the effectiveness of your sessions?

1 2 3 4 5

How satisfied were you with the greetings presented when arriving?

1 2 3 4 5

Do you feel all procedures were followed and boundaries were never crossed?

Yes or No \*Please elaborate on your answer below

How did you come into contact with this agency?

Do you feel this program was beneficial to you?

Is there anything that you would change in this program to better assist clients like yourself?

These are not all the questions I will potentially ask once the evaluation begins. The response from the owner could lead to another question or clarity of something he may have stated. I will also be issuing a survey to a former client from the agency. With these questions for my evaluation, I am evaluating the effectiveness of services, how they handle everyday ethical issues as well as they treat clients when they arrive. The empowerment model aligns with the questions I asked because they allow the stakeholder to sit and think of their responses. It also allows the evaluator to dissect the response and ask them to reflect and see if there are ways, they can improve what they may be doing in the agency. The evaluator can also use the anonymous survey given to a former client and read the responses to the stakeholder. If the majority are negative, we can collaborate and think of ways to improve the future situation that had negative responses.

My data collection will be strictly through interviews and surveys. The initial plan was to observe and interview but due to covid-19, I will not be allowed to observe in person. I will also conduct my interview during the owner’s free time. I will not conduct it during a session due to confidentiality and legal reasons. I will also have a survey given to a former client who recommended me to the agency. The former client who is my friend agreed to do a survey that I have made up. This will allow me to evaluate a client as well as an employee of the agency.

My research method will be qualitative-based research. Responses recorded through the interview and survey will all be written responses. I am not worried about the numerical aspect of the evaluation. I will gain a lot of my information through word of mouth and my survey. This research method will work best for me because I will be writing down the responses given in the interview that align with my questions. The only way to accurately document this information is through a qualitative research method. I will also do a survey that requires written responses. The written response can also be categorized as a qualitative research method.