Community Investment Operating Grant

Outcome Measurement Instructions & Item Bank

Social Development
Community Services

2022

CIOG Reporting

Introduction

Outcome evaluation is new for many, but it is necessary for the reimagined Community Investment Operating Grant (CIOG). Therefore, this resource has been created to assist in the organization's reporting requirements, and with the hope that the data collected may also improve the organization's programs for the participants' benefit.

The re-imagined CIOG outcomes were developed with the aim of increasing diversity, inclusion, and equity within organizations. With this data, the City of Edmonton can obtain a sense of the current sector status on advancing these goals and how it changes over time.

To this end, a series of tools have been created that can be directly copied, modified, or act as inspiration for developing reporting that works for your organization. Begin by reviewing all the tools, and determining which tools are appropriate for the organization's programming. For example, a survey or a participant change story would likely be appropriate for a registered program, while a comment card would be appropriate for a public event or drop-in experience.

If surveys are utilized, consider how long it will take to coordinate the survey. A short survey is better for a volunteer coordinator. Organization-specific questions can be added if desired.

Organizations may already be collecting some of this information via registration forms or feedback surveys. If so, this information does not need to be asked again. For information not collected, the options are to modify the organization's current information collection systems or introduce a new data collection tool containing only outstanding items.

If additional support is required, please contact grants@edmonton.ca and a City of Edmonton employee will contact the organization's representative.

Within this document, you will find an item bank to help you develop a tool that works for your organization. The list below contains a link to a separate document that provides a range of tools. A glossary is provided to help you navigate these documents.

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Item Bank

Introduction: This item bank contains suggested questions intended to guide an organization's survey to collect data on CIOG outcomes. These questions could also be used in Participant Change Stories or Comment Cards.

Instructions: Select at least one question from the mandatory outcome(s) your organization has chosen for the 2022 reporting year. It is recommended that the question(s) most relevant to your organization are chosen. Additionally, consider picking or developing questions that will help further to develop and improve the organization's programs.

A couple of things to note:
- *Organizations may already collect some of this information. These have been highlighted throughout the table. Please do not duplicate efforts to collect information already collected.*
- *When it comes to asking participants questions, it is usually best practice to only ask the questions that are necessary and that will be directly used for either reporting requirements or to inform program decision making.*
- *Try not to make the survey too long. As a suggestion, the example survey has 13 questions, but this includes demographic information.*
- *Do not worry about a low response rate. Typically, a response rate as low as 20% is good!*

- *Options for multiple choice/scale questions and for short answer questions have been provided. Choose the format that works best for the age group the organization is working with (e.g., 6-year-old youth may struggle with writing short answer questions, so choose the answers with simple scales).*

Demographic Measurement Underserved populations are engaged, supported, and welcomed in the program		
Possible questions to measure topic	**Scale options/selections**	**Notes about these questions**
With which gender do you best identify? (Select all that apply)	Woman/girl Man/boy Transgender Non-binary Two Spirit Gender fluid Prefer to self-describe:_____ Prefer not to answer	If this data is already collected during registration, there is no requirement to collect it a second time. Regardless of when or how you collect this data, you are still required to report it as part of your CIOG reporting requirements. This is to determine which underserved groups are currently accessing your program/service.
How would you describe your gender identity?	*A modification to the above question to present in an open-ended and qualitative format	
Do you identify as Indigenous, Métis, or Inuit?	Yes No Prefer not to answer	For more suggestions regarding how to ask demographic questions, visit the PolicyWise Datapedia: https://policywise.com/buildbetterdata/
Do you identify as a non-Indigenous person of colour and/or a racialized individual?	Yes No Prefer not to answer	
Do you identify as a newcomer to Canada? (A newcomer is someone who is dealing with the challenges of being new to a country or an area regardless of how many years they have lived in the country or area)	Yes No Prefer not to answer	
Do you identify as a person who experiences a disability? (A disability is any physical, cognitive, developmental,	Yes No	

psychological, or invisible condition that interferes or limits a person's ability to engage in either specific or daily actions)	Prefer not to answer	
Do you experience any barriers to participation?	*this may be an alternative way of gathering information on demographics if you have concerns around sensitivities and stigma associated with disabilities and/or the term disability. You could simply ask the question to the left, or you could provide a list with the question of what challenges to participation might include, such as physical, cognitive, developmental, psychological, and/or invisible experiences that present barriers to participate. Add other barriers to participation that your participants might experience.	
Do you identify with a marginalized or underserved group that has not already been described? If so, please describe here.		
Which age category do you fall within?	0-5 6-12 13-17 18-24 25-64 65+ Prefer not to answer	If you already collect this data during registration or if your program is limited to a single age category, there's no requirement to collect it a second time. Regardless of when or how you collect this data, you are still required to report it as part of your CIOG reporting requirements. The age categories can be adjusted based on your needs.

Financial Assistance Measurement		
Financial assistance program is accessible and supports a significant number of people		
Possible questions to measure topic	**Scale options /selections**	**Notes about these questions**
Are you aware of the financial assistance program available to qualifying participants in [program]?	Yes No Unsure Not applicable	Although the first question may seem redundant, it could provide useful insight as to how visible the financial assistance program is. If the financial assistance program is offered by a partner (i.e., Canadian Tire Jumpstart or Kidsport Edmonton), these questions do not need to be asked, instead, note in the reporting that you are partnered with an external organization.
How easy was it to access the financial assistance program?	Not at all easy Somewhat easy Mostly easy Completely easy Other:____	
Was the financial assistance program helpful?	Not at all helpful, Somewhat helpful Mostly helpful Completely helpful Other:_____	
What would make the financial assistance program more helpful?		
How would you improve the financial assistance program?		
Please describe your experience with the financial assistance program:		

Participant Outcome Measurement	
Outcome A: Participants report that they feel a sense of belonging in their community.	
Possible questions to measure outcome	**Scale options**
How would you describe your sense of belonging within [program]? Would you say it is…?	Very strong Somewhat strong Somewhat weak Very weak *Option to remove the scale and present in an open-ended and qualitative format
Compared to when you started [program], would you say your sense of belonging within [program] is:	Stronger About the same Weaker
Compared to when you started [program], how would you say your sense of belonging within [program] has changed, if at all?	*A modification to the above question to present in an open-ended and qualitative format
Create a list of important indicators for program connectedness and ask the participant:* How well do each of the following statements reflect how you feel about this program? (Please check the column that best reflects how you feel.)	Not at all Somewhat Mostly Completely
When you think about your connection to others in [program], what comes most immediately to mind?	
(For kids) Did you feel welcome when you joined [program]?	Yes No Unsure Prefer not to answer
(For kids) In what ways have you been welcomed in [program]?	
(For kids) Do you feel supported in [program]?	Yes,

	No Unsure Prefer not to answer
(For kids) In what ways have you felt supported in [program]?	
(For kids) Did [program] staff/volunteers/coaches help you feel included?	Yes No Unsure Prefer not to answer
(For kids) Did program participants help you feel included?	Yes No Unsure Prefer not to answer
(For kids) Rate these sentences based on how you agree or disagree with them: I have friends in [program] I feel safe in [program] I feel like I belong in [program] I enjoy coming to [program] I am happy in [program]	Scale of 1 to 5, where 1 represents 'I strongly disagree' and 5 represents 'I strongly agree'

Participant Outcome Measurement	
Outcome B: Participants report that they enjoy spending time in their community	
Possible questions to measure outcome	**Scale options**
Create a list of important indicators* of community connection, then ask the participant: How well do each of the following statements reflect how you feel about [program]?	Not at all Somewhat Mostly Completely
When you think about spending time at [program], what comes most immediately to mind?	
How would you describe your sense of belonging to [program]? Would you say it is…?	Very strong Somewhat strong Somewhat weak Very weak *Option to remove the second question and the scale to present in an open-ended and qualitative format
Compared to when you started [program], would you say your sense of belonging within [program] is:	Stronger About the same Weaker
Compared to when you started [program], how would you say your sense of belonging within [program] has changed, if at all?	*A modification to the previous question to present in an open-ended and qualitative format
Create a list of important indicators* for program connectedness and ask the participant: How well do each of the following statements reflect how you feel about [program]? (Please check the column that best reflects how you feel.)	Not at all, Somewhat Mostly Completely
Please provide a statement that reflects how you feel about this program.	*A modification to the previous question to present in an open-ended and qualitative format

When you think about your connection to others in [program], what comes most immediately to mind?	
What are the ways in which you find or develop connection to others in [program]?	
(For kids) Did you enjoy spending time in [program]?	Yes No Unsure Prefer not to answer
(For kids) My favourite part about [program] was…	
(For kids) Did you enjoy spending time with other program participants?	Yes No Unsure Prefer not to answer

Participant Outcome Measurement	
Outcome C: Participants report making positive social connections with peers in the program or in the broader community	
Possible questions to measure outcome	**Scale options**
How many people in [program] have you connected with socially? (For example, you talk with them before or after the program, sit with them at program activities, go with them for coffee, meals or other places) (If you are not sure of the exact number, please give your best estimate)	
Tell us about a connection or relationship you have made within the program and how it has impacted you.	
How many people in your community have you connected with socially, that you met through [program]? (For example, you talk with them at community events, go with them for coffee, meals, or other places) (If you are not sure of the exact number, please give your best estimate)	
Since you started [program], how (if at all) has your network of friends changed?	
(For kids) Have you made a friend in [program] or as a result of [program]?	Yes No Unsure Prefer not to answer
(For kids) How many new kids your age have you met in [program]? (Follow up: How many of these new friends do you see on your own time, outside of [program]?)	1 2 More than 3
(For teens) How many new young people have you met in [program/youth centre] that you really like? (Follow up: How many of these new friends do you see on your own time, outside of [program]?)	None 1 2 More than 3

(For teens) Tell us about a friendship you have made as a result of this program. What does this friendship look like or what does it mean to you?	
(For teens) Do you have a positive and trusting relationship with an adult, either inside or outside this program?	Yes No Unsure Prefer not to answer
(For teens) Tell us about a positive and trusting relationship you have made with an adult, either inside or outside of this program. What does this relationship look like or what does it mean to you?	*A modification to the above question to present in an open-ended and qualitative format

*Examples of indicators for community connection
- It is very important to me to be part of this [program
- I spend time with other participants and enjoy being with them
- I expect to be involved in [program] for a long period of time
- Members of [program] have shared important events together, such as holidays, celebrations or disasters
- I feel hopeful about the future of [program]
- Members of [program] care about each other
- I can trust people in [program]
- I have made friends in [program]
- I feel safe in [program]
- I know most participants
- Most participants know me
- I put a lot of time and effort into being part of [program]
- Being a member of [program] is part of my identity