Record Nr. UNINA9910791598603321

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Titolo Program Evaluation for Social Workers [[electronic resource]]:

Foundations of Evidence-Based Programs

Oxford University Press, USA, 2012 Pubbl/distr/stampa

ISBN 0-19-993058-9

Edizione [6th ed.]

1 online resource (430 p.) Descrizione fisica

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Disciplina 361.3

Soggetti Human services - Evaluation

> Social work administration Social Welfare & Social Work

Social Sciences

Social Welfare & Social Work - General

Lingua di pubblicazione Inglese

Formato Materiale a stampa

Livello bibliografico Monografia

Description based upon print version of record. Note generali

Nota di contenuto Cover; Contents; Preface for Students; Preface for Instructors; PART I:

PREPARING FOR EVALUATIONS: 1. Toward Accountability: The Many Faces of Accountability; Accountability and our Stakeholders; Evaluation and Program Improvement: Characteristics of Programs: The Person-In-Environment Perspective; The Program-In-Environment Perspective; Evaluation Questions; Definition; Summary; 2. The Evaluation Process; Steps; Professional Standards; When Political Agendas Collide; When Standards are not Followed; Summary; 3. The Program; The Agency;

The Program; Designing Programs; Writing Program Goals

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SummaryPART II: DOING EVALUATIONS; 6. Needs Assessments; What are Needs Assessments?; Defining Social Problems; Defining Social Needs; Four Types of Social Needs; Solutions to Alleviate Social Needs; Steps in Doing a Needs Assessment; Summary; 7. Process Evaluations; Definition; Purpose; Steps; Summary; 8. Outcome Evaluations; Purpose; Uses; Steps; Summary; 9. Efficiency Evaluations; Cost Effectiveness Versus Cost-Benefit; Steps; Cost-Effectiveness Analyses; A Few Words about Efficiency-Focused Evaluations; Summary; PART III: EVALUATION TOOLKIT: 10. Evaluation Designs: One-Group Designs Internal ValidityTwo-Group Designs; External Validity; Summary; 11. Measurement; Why measure?; Levels of Measurement; Describing Variables; Criteria for Selecting a Measuring Instrument; Measurement Errors; Improving Validity and Reliability; Summary; 12. Measuring Instruments; Types of Measuring Instruments; Standardized Measuring Instruments: Summary: 13. Data Sources, Sampling, and Data Collection: Data Source(s): Tool 4: Sampling Methods: Tool 5: Collecting Data: Tool 6; Data Collection Plan; Summary; PART IV: MAKING DECISIONS WITH DATA: 14. Data Information Systems; Workers' Roles Collecting Case-Level DataCollecting Program-Level Data; Managing Data; A Look to the Future; Summary; 15. Making Decisions; Using Objective Data: Using Subjective Data: Making Case-Level Decisions: Making Program-Level Decisions: Outcome Data and Program-Level Decision Making; Benchmarks; Summary; Glossary; A; B; C; D; E; F; G; H; I; J; K; L; M; N; O; P; Q; R; S; T; U; V; W; References; Credits; Index; A; B; C; D; E; F; G; H; I; J; K; L; M; N; O; P; Q; R; S; T; U; V; W; Y

Sommario/riassunto

Now in its sixth edition, this popular student-friendly introduction to program evaluation provides social workers with a sound conceptual understanding of how to use basic evaluation techniques in the evaluation of their cases (case-level) and programs (program-level). Eminently approachable, straightforward, and practical, this edition includes the fundamental tools that are needed in order for social workers to fully appreciate and understand how case- and program-level evaluations will help them to increase their effectiveness as contemporary data-driven practitioners.