Dear Colleague:

We are writing this letter to invite you to participate in an evaluation of the Practical Frameworks for Change Project. The evaluation serves three functions:

- To document the project’s activities and development;
- To assess impact of the project on shelter staff, Legal Aid staff, and, ultimately on women in shelters and their children; and,
- To identify successes, challenges and opportunities for continuous improvement.

This evaluation is part of the larger initiative undertaken by the Alberta’s emergency women’s shelters, in partnership with the Alberta Council of Women’s Shelters called Practical Frameworks for Change (PFC). PFC is a learning collaborative that is working toward the development of promising-practice knowledge and the maintenance of high quality service in Alberta’s shelters. The project included multiple training initiatives focused on Danger Assessment, Cultural Competence, assessment of readiness through the Domestic Violence Survivor Assessment, Legal Aid training and a Law Line, and Trauma training.

Information tracking the impact of the training on clients is being collected by eight participating shelters using a common data set. Interviews with project participants are intended to supplement this information in order to gain better understanding about the opinions of the project participants about the project implementation and impact. Specifically, you will be asked about your experiences with the PFC project, training, implementation process and the impact of the project on staff, women and children. The interview participants will include both shelter and Legal Aid staff who have had an opportunity to participate in the project. We hope that you can assist in this evaluation by participating in an interview.

Your participation in the interview is completely voluntary. The interview will take place at your preferred location, will take place by teleconference, Skype or face-to-face, depending on your location and preferences and will take about one hour. The information you provide in the interview is confidential. Only the evaluator will have access to your specific comments. Should information from your interview be used in any report or publication, all identifying information would be removed so that you or your organization would not be individually identifiable in any way. The interview information will be stored at the evaluator’s office for the duration of the evaluation. The results of the interviews will be integrated into the evaluation report provided to the shelters, Legal Aid, ACWS and the project funder.

We hope that you will help by participating in this interview. Your observations and opinions are invaluable to this evaluation. Your assistance will help shelters and ACWS remain accountable to its funders and partners, to continually improve its programming and ensure that the project continues to respond to the needs of the women and children in Alberta shelters. If you have any questions about this evaluation or your role in it, please feel free to call Irene Hoffart at 403-240-2346. Please refer to the next page for additional information about the interviews.
Practical Frameworks for Change – Supporting Women and Children in Alberta Emergency Shelters
APPENDIX D: STAKEHOLDER INTERVIEW SCHEDULE

Yours truly,
Irene Hoffart, Director, Synergy Research Group

Question Areas:
(Note that the selection of specific areas of questions will be adjusted to reflect the information available to each project participant and their roles with respect to the specific training and the project in general)

- Collect information about the participant
  - Organization – shelter, Legal Aid, ACWS, role in the organization
  - Involvement in the training (Legal Aid, DA, Cultural, DVSA, Trauma – as a participant, as a trainer, other)
  - Involvement in project development

- About each training (Legal Aid, DA, Cultural, DVSA, Trauma) ask
  - General impressions of the training, materials, speakers, understanding of related issues and process (ask about both the external trainers, e.g. Jackie Dienemann, and the ACWS trainers, e.g., Susan Plesuk)
  - How the training information was disseminated within each shelter and the response to the training internally
  - Talk about the fit of the selection of the participants for the training. Was appropriate position/staff engaged in the process? What positions/staff would have been most appropriate to attend? Why?

- About materials or protocols that were developed to assist in information dissemination
  - Types of materials received
  - Value of the information in those materials in guiding work

- About implementation of processes in the shelter (ask specifically about Legal, DA, Cultural, DVSA, and Trauma issues)
  - Understanding of the purpose of implementation of each of these processes
  - Overall impact of the project on shelter staff and shelters
  - Understanding by shelter staff about how to support women in addressing these issues
  - Challenges, successes
  - What impact, if any, did staff turnover have on the project implementation?
  - What supports would have been helpful in addressing the challenges
  - Comments about continuing this work in the future
For Legal Aid staff only: Overall impact of the project on Legal Aid staff and Legal Aid
  o Interaction with shelters, ACWS
  o Protocols
  o Appropriateness of referrals received to the Law Line, frequency of use of the line
  o Callers’ understanding of what to expect when they call the line and interact with the Legal Aid staff
  o Understanding of the issues of women in shelters
  o Challenges, successes

Impact of each project element (Legal, DA, Cultural, DVSA, and Trauma) on women and their children (only if this information is available to the respondent)
  o Impact on staff interactions with women and their children
  o Impact on staff interactions with other services or resources (e.g., Legal Aid, other community services)
  o Did the implementation of each element help identify related issues and address them for the women and their children and, if so, to what degree?
  o Possible follow-up re: discussion about cultural competence portion: Do you think that your participation in the cultural competency case scenario exercises, your gained a different understanding of your clients’ situation? resulted in you interacting differently with clients?

Impressions of the overall impact of the PFC project
  o On staff, shelter and clients

Recommendations for future
  o Other training, information, materials, website, or other learning tools, discussions, etc. required to ensure most effective support and full access to needed services for shelter clients.
  o What should be the next steps with regards to the PFC project? Wider dissemination? Continuing with some elements? Other?