# Monitoring and Evaluating Cross-Jurisdictional Sharing Implementation

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|  | Issues to Consider | Indicators of Success | Evaluation Sources and Methods |
| Implementation and Management | Are activities being implemented as planned? | * Work/action plan is being implemented according to operating procedures | * Management charts (see sample charts in Tools section) * Activity log (separate or noted on work/action plan) |
| Is there a strong project management team in place? | * Sufficient resources are in place * Sharing arrangement activities and goals are clear * Agreements are in writing * Roles are articulated * Activities are implemented as planned | * Document review   + Joint agreements (MOUs, etc.)   + Work/action plans   + Meeting minutes   + Budgets   + Logic models (see sample logic model in Prepare and Plan Tools section) * Management charts (see sample charts in Tools section) * Accomplishment reports   + Annual report of progress   + Performance monitoring/management tracking   + Newsletters/updates |
| Is senior level support being secured? |
| Communications and Change Management | Are the change management and communications plans being implemented? | * Plans are in place * Activities are implemented as planned | * Accomplishment reports   + Annual report of progress   + Performance monitoring/management tracking   + Newsletters/updates * Activity log (separate or noted on work/action plan) |
| Are communications among all affected parties flowing well? | * Project team and other stakeholders feel they are being kept informed * Communication plan developed and implemented | * Document review   + Meeting minutes/agendas   + Newsletters/updates * Member, organizational surveys (see example in Tools section) * Annual collaborative review (see example in Tools section) |
| What are the specific concerns and communication needs of each group affected by the new initiative? | * Communication plan addresses communication needs | * Document review (communication plan) |

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|  | Issues to Consider | Indicators of Success | Evaluation Sources and Methods |
| Are the results of the activities satisfactory? | Is the level of satisfaction of stakeholders high? | * Members participate in meetings, sharing arrangement * Feedback from involved agencies and program participants is positive | * Document review (meeting minutes/agendas) * Member surveys (see example in Tools section) * [Online organizational inventory](http://wilderresearch.org/tools/cfi/index.php) with summary scores * Annual collaborative review (see example in Tools section) * Customer satisfaction survey (see sample surveys in Tools section) * Focus groups |
| Are goals being achieved? | * Improved use of resources * Extent to which services are being provided * Quality of services being provided * Feedback from involved agencies and program participants is positive | * Program data collection (see examples in Tools section) * PHAB self-assessment * Nominal group, brainstorming sessions * Member surveys (see example in Tools section) * [Online organizational inventory](http://wilderresearch.org/tools/cfi/index.php) with summary scores * Annual collaborative review (see example in Tools) * Customer satisfaction survey (see sample surveys in Tools section) * Focus groups * Cost-benefit analysis |
| Is there a need to revise the initiatives goals? |
| What adjustments need to be made to the plan? |
| Is the knowledge acquired being shared with the project team and other stakeholders? | * Project team and other stakeholders feel they are being kept informed * Communication plan developed and implemented | * Document review   + Meeting minutes/agendas   + Newsletters/updates   + Report/newsletter distribution lists * Member surveys (see example in Tools section) * [Online organizational inventory](http://wilderresearch.org/tools/cfi/index.php) with summary scores * Annual collaborative review (see example in Tools) |