

# Dealing with Sensitive Data in Community-based Settings

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AEA, November 2011



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[www.eval-services.com](http://www.eval-services.com)

# Agenda

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- ☐ Background
- ☐ Challenges
- ☐ Solution Brainstorm
- ☐ Our Solutions
- ☐ Did the Solutions Work?
- ☐ Conclusion

# Background

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- ❑ 6-9 local Boys and Girls Clubs
  - 15-20 total sites
  - Rural, urban, and suburban
- ❑ First federal grant for the group
- ❑ Grant required collection of demographics, attendance, sexual behavior information, and other data

# Challenges

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- ☐ Multi-site, varied environments
- ☐ Hesitation to address sensitive topics and collect sensitive data
- ☐ Staff with limited understanding of grants and data collection and reporting
- ☐ High staff turnover
- ☐ Balance between club autonomy and consistent programming
- ☐ Drop-in mentality at the clubs

# Solution Brainstorm!

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**Good Ideas Don't  
Fit On Bumpers!**

[www.CubicleRevenge.com](http://www.CubicleRevenge.com)

# Our Solutions: Monthly Meetings

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- ❑ Coordinators from each club
- ❑ Evaluation topic on the agenda every time
- ❑ Majority of questions revolved around evaluation
- ❑ In second year, created project coordinator folders

# Our Solutions: Simple Instructions

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- ❑ Attendance instructions
- ❑ Schedule and explanation of surveys
- ❑ Survey instructions and scripts
- ❑ Client and evaluator expectations
- ❑ Federal guidelines
- ❑ Coordinator folder included all instructions and forms in Year 2



# Our Solutions: Templates & Forms

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- ❑ Created with input from staff to ease burden
- ❑ Class attendance form
- ❑ Event attendance form
- ❑ Parent information letter template
- ❑ Survey tracking form
- ❑ Surveys included confidential tracking system and were pre-coded with site name, survey type, and survey time of year



# Our Solutions: Regular Updates

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- ❑ Attendance due at least monthly
- ❑ Evaluators compiled attendance and sent updates within one month
- ❑ Regular updates to director and sites regarding data still needed
- ❑ Data receipts
- ❑ Evaluators conducted supplemental analyses as requested to help sites keep on track

# Our Solutions: Site Visits

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- ❑ Evaluator visits to:
  - observe program implementation,
  - answer questions,
  - make recommendations.
- ❑ Provided context
- ❑ Pointed to “bright spots”
- ❑ Helped evaluators determine data validity

# Solutions: Did they Work?

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- ❑ Solutions vastly improved the project and evaluation. Continuing challenges included:
  - Retraining new staff
  - Limited communication to line staff
  - Follow-up surveys not administered
  - Confusion about comparison and intervention
  - Some sites still not implementing intended program
  - Inconsistent program attendance at many sites

# Lessons Learned

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- ☐ Do not assume that systems are in place to support a grant.
- ☐ Build trust and communicate clearly.
- ☐ Provide clear instructions for evaluation requirements and repeat them often.
- ☐ If something doesn't work, reassess & adapt.
- ☐ Adaptation takes time.
- ☐ Do not jump to outcome evaluation!

# Contact Information

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