

# Multi-Case Study Approach in Capacity Building Programs: Balancing Rigor and Confidentiality

Experiences from First 5 Monterey County's Technical Assistance Program for Child Care Centers

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# About us



First 5 Monterey County supports community partnerships and programs that enhance the lives of children, from the prenatal stages through age 5, and their families.

*Vision* – All children reach their full potential in a family and community that values and respects childhood.



Harder+Company Community Research is a comprehensive social research and planning firm with offices in San Francisco, Davis, San Diego, and Los Angeles, California. Our mission is to help our clients achieve social impact through quality research, strategy, and organizational development services.

# Overview

- + Background and context
  - *F5MC's* technical assistance program
- + Opting for a multi-case study approach
- + Balancing rigor and confidentiality





# Background and context: F5MC's technical assistance program

# Background

- + *F5MC* invests in a child's learning during the earliest years.
- + *F5MC* works to ensure that families have **quality, affordable early care and education** of choice.



# Building a network of qualified early child care providers

## Beliefs

- + **High quality early childhood education** is critical to success later in life.
- + **A well trained workforce is critical** for high quality early education.
- + Onsite technical assistance helps **bridge theory and practice**



## Strategy & Goal

***Through technical assistance...***

F5MC seeks to build a network of qualified early child care providers who offer high-quality care.

# Research questions

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- 1) To what extent has TA **aligned** with the program's original design and intent?
- 2) How has TA helped providers **improve**?
- 3) What factors **enable or constrain** implementation?



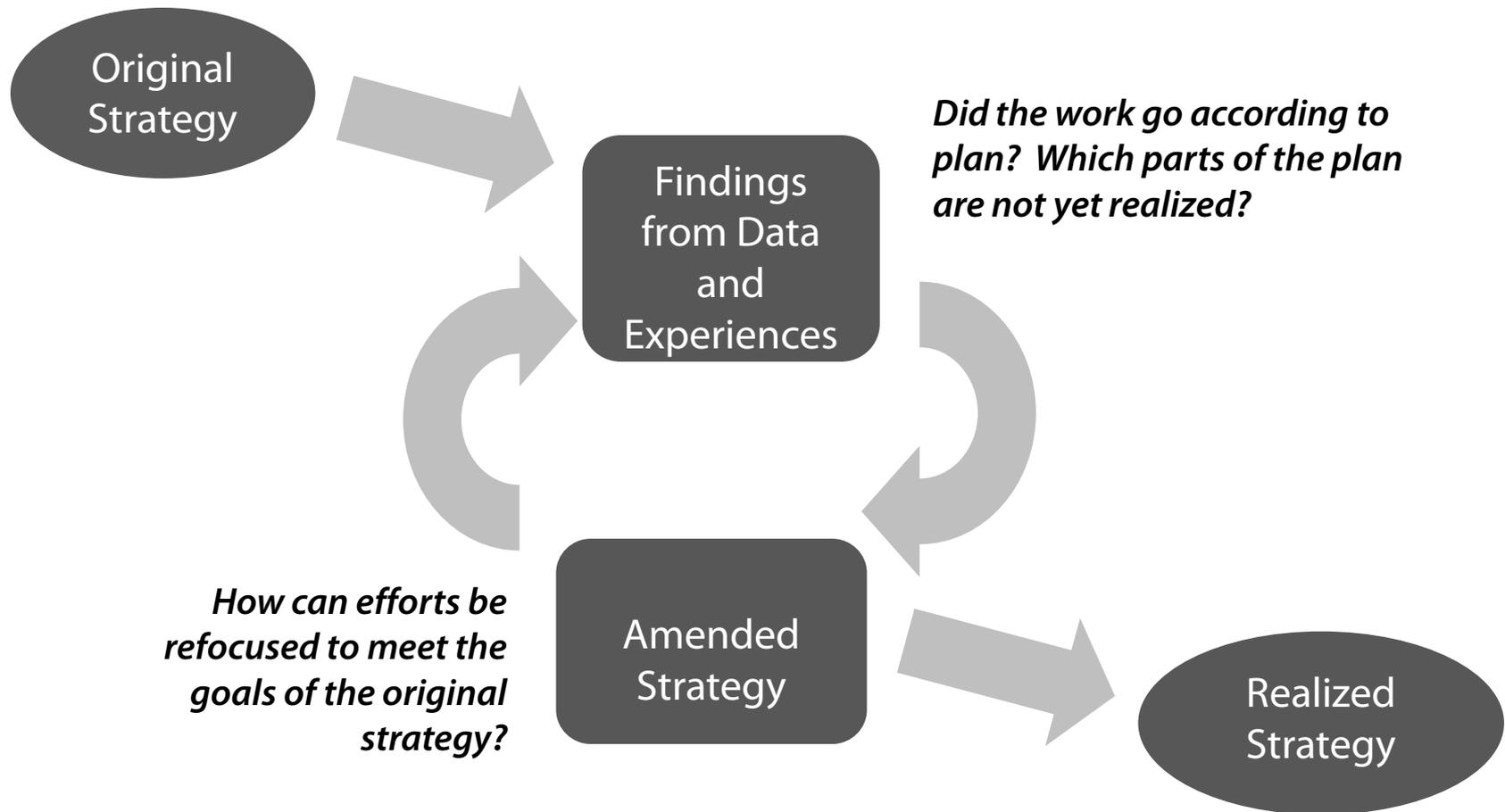
Opting for a  
multi-case study approach

# Key characteristics of the TA program

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- + Unique needs and context → different starting points
- + Varying goals → different outcomes expected
- + Progress from baseline is the primary focus, rather than attainment of a rigid benchmark
- + Process of capacity building is non-linear and highly iterative

# Developmental evaluation

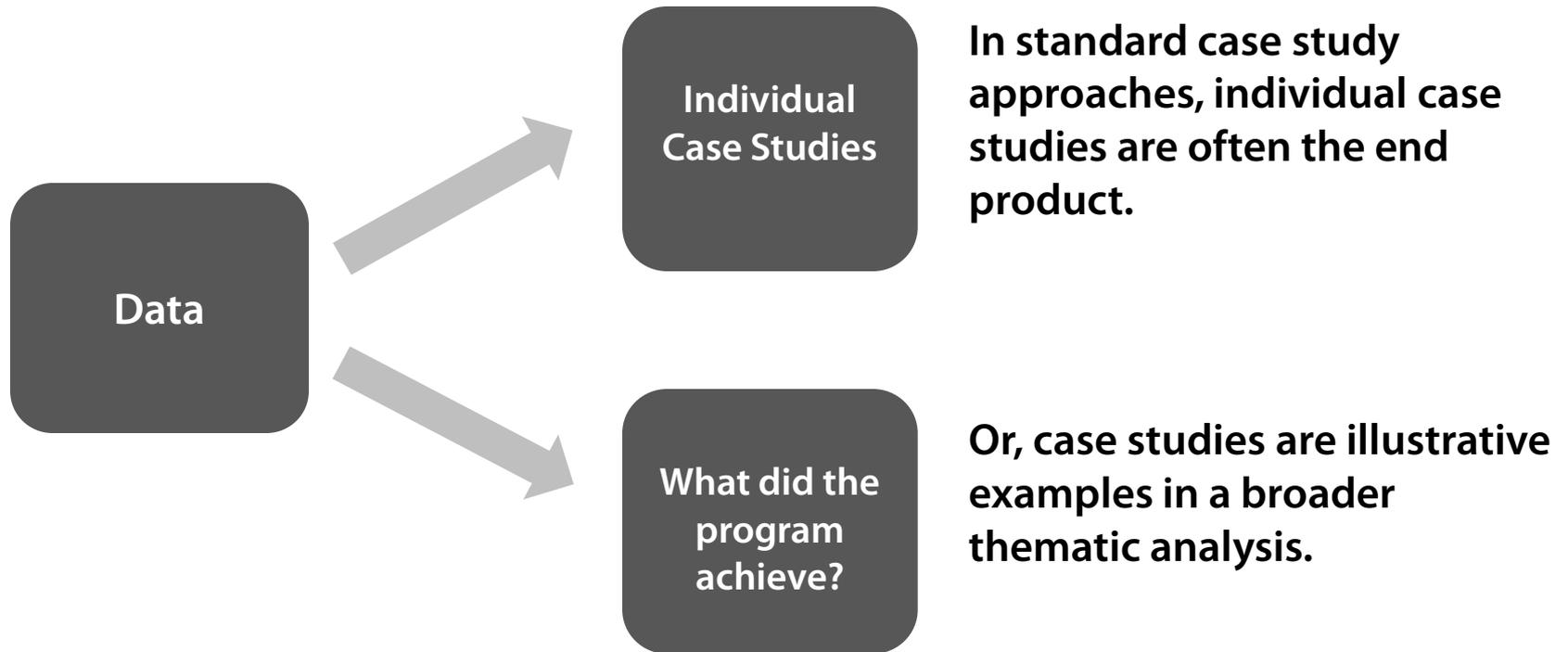


# Multi-case study approach

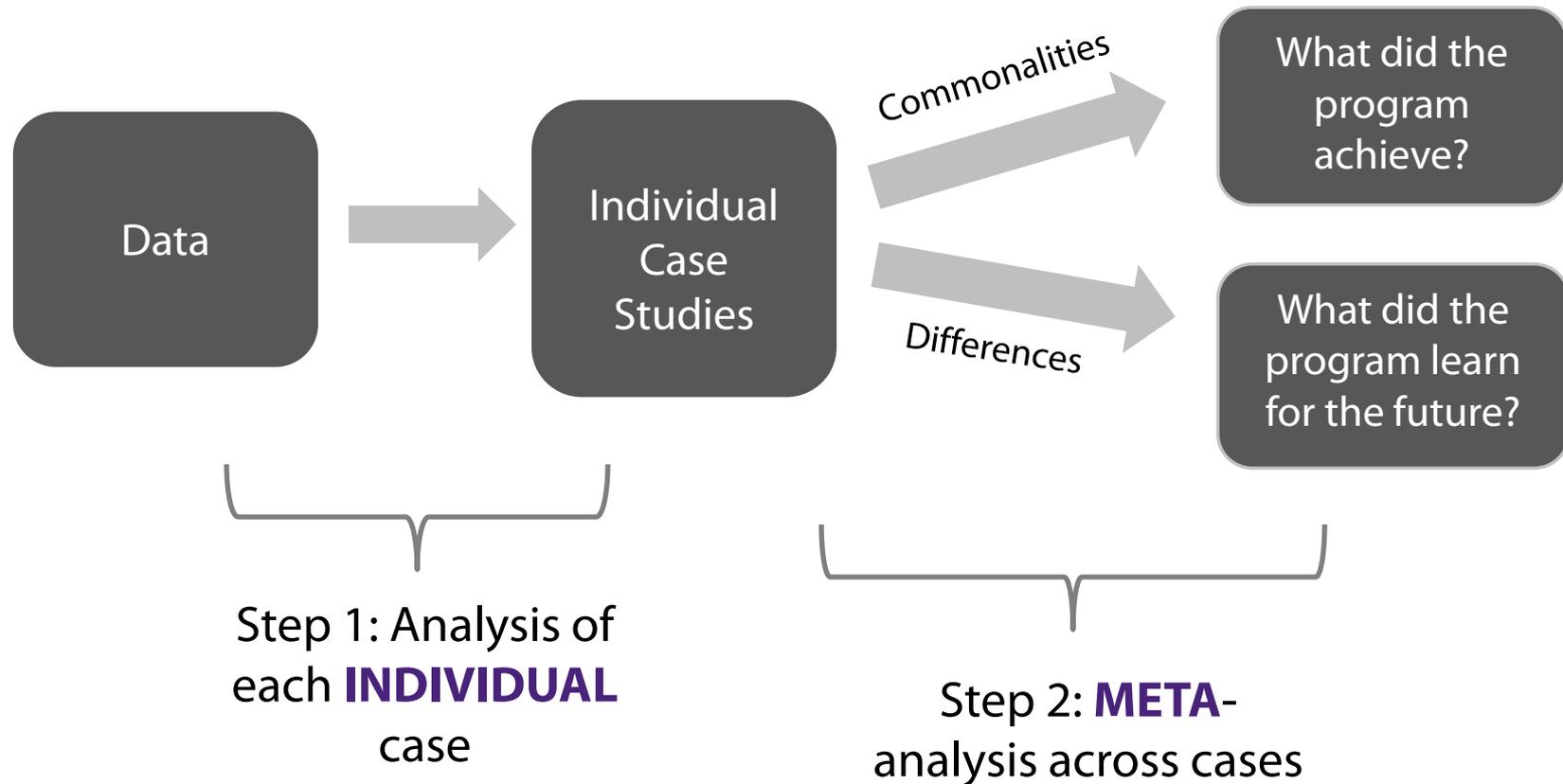
## *Allows for...*

- + An understanding of results and outcomes within each case's unique context
- + Accumulation of knowledge across various contexts
- + A comparison across cases – with enough cases, there can also be an analysis of cross-case themes

# Traditional case study approach



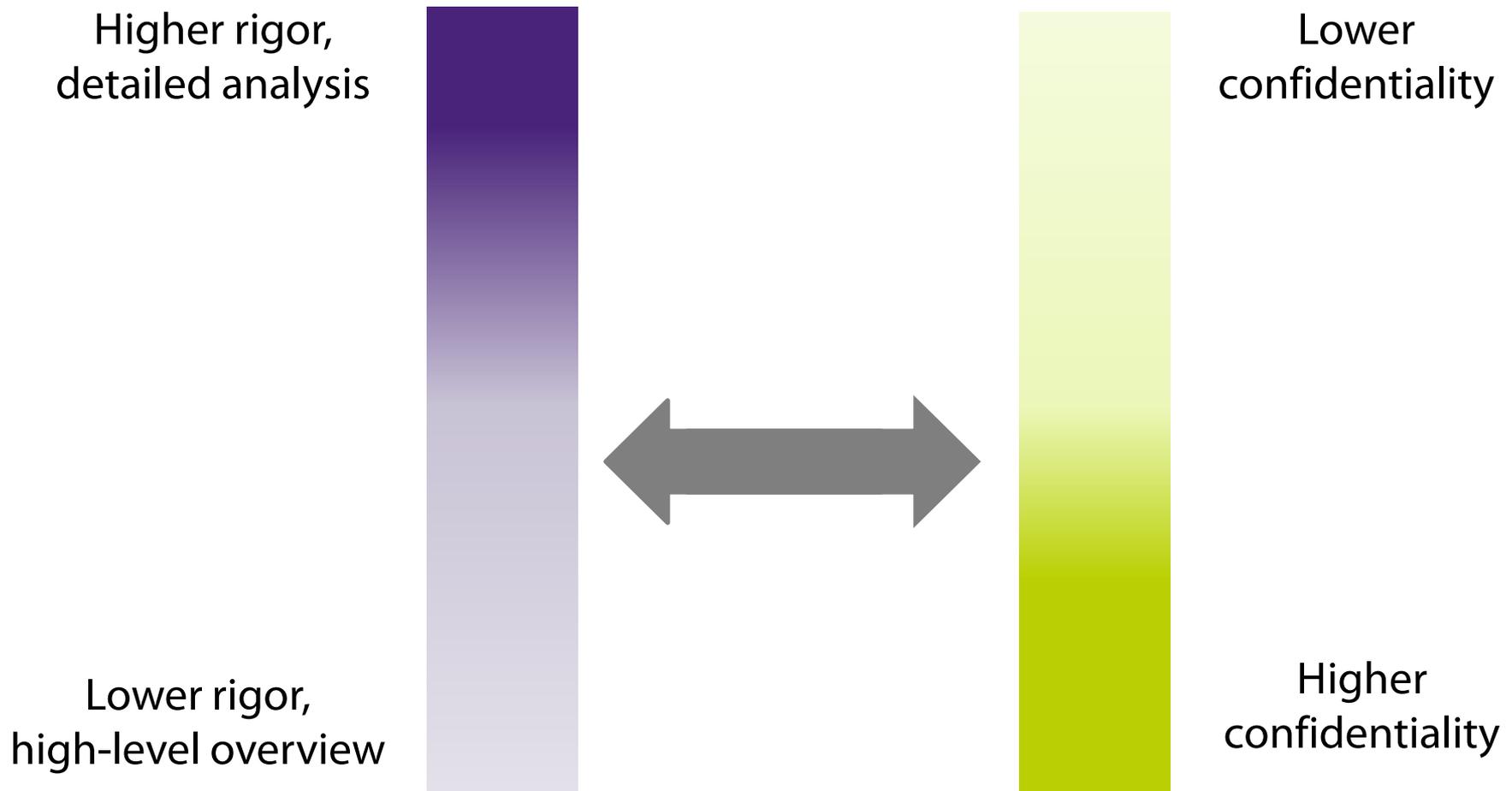
# Multi-Case Study (MCS) Approach



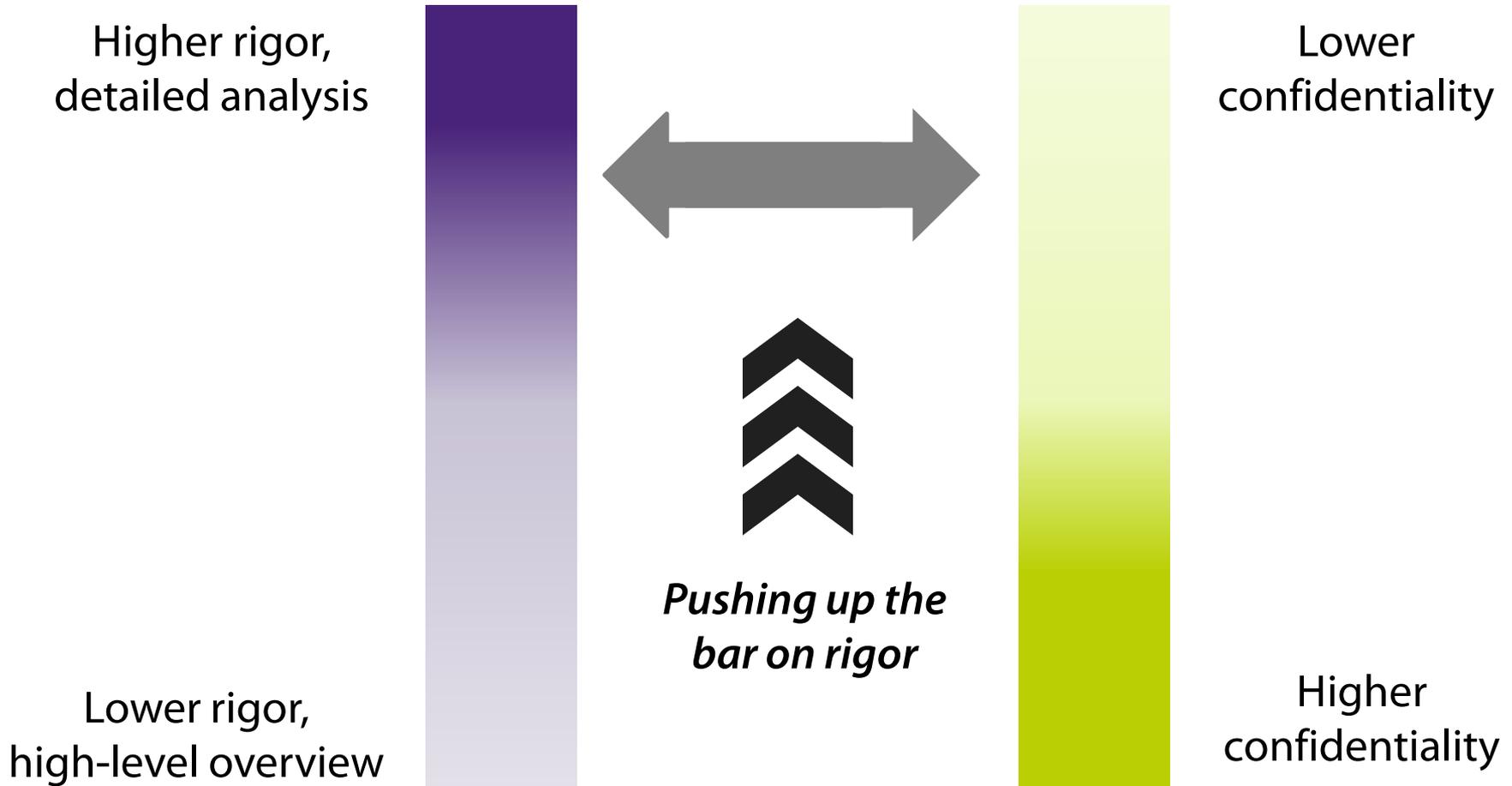


# Balancing rigor and confidentiality

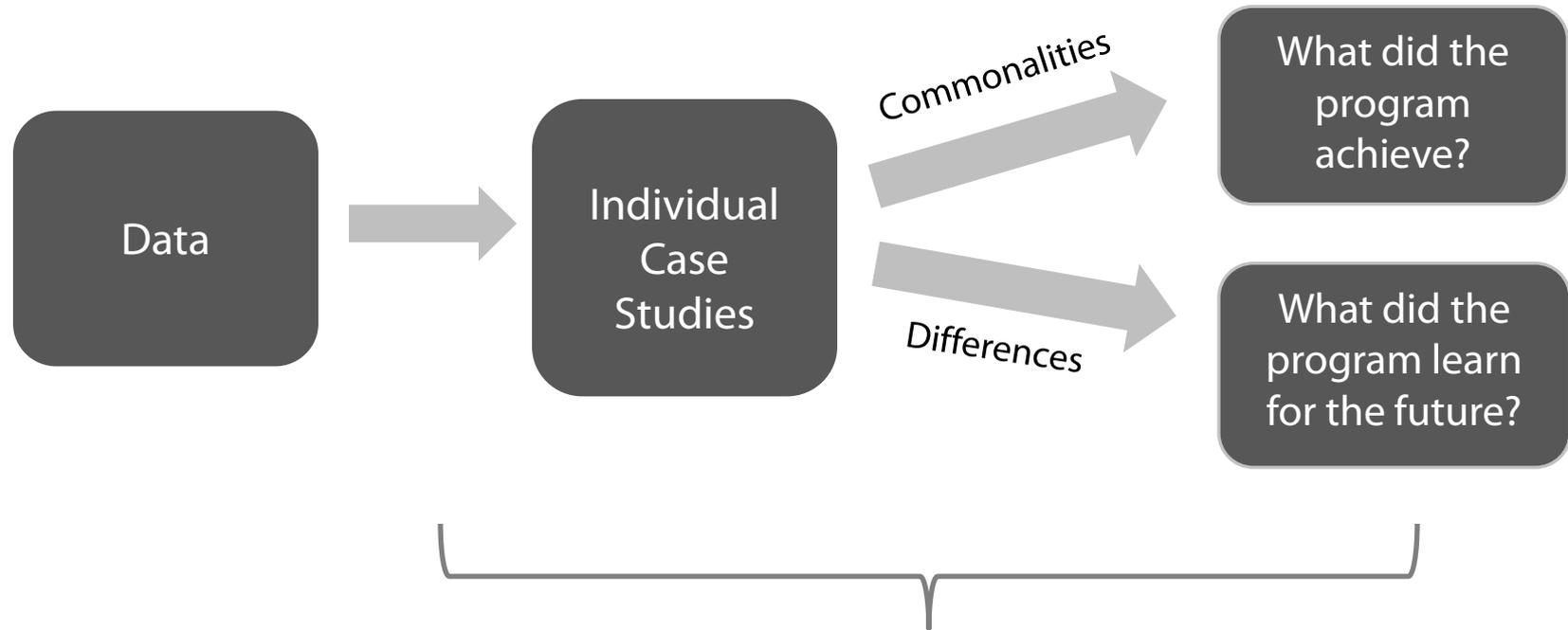
# The rigor-confidentiality trade-off



# The rigor-confidentiality trade-off



# Year 1 reporting strategy



## **Program Improvement and Accountability Tool:**

F5MC staff, Commission (Board), Child Care Centers, and TA Consultants

# Why is confidentiality so important?



To illustrate, let's talk through an example case study...

## Year 1 Experiences

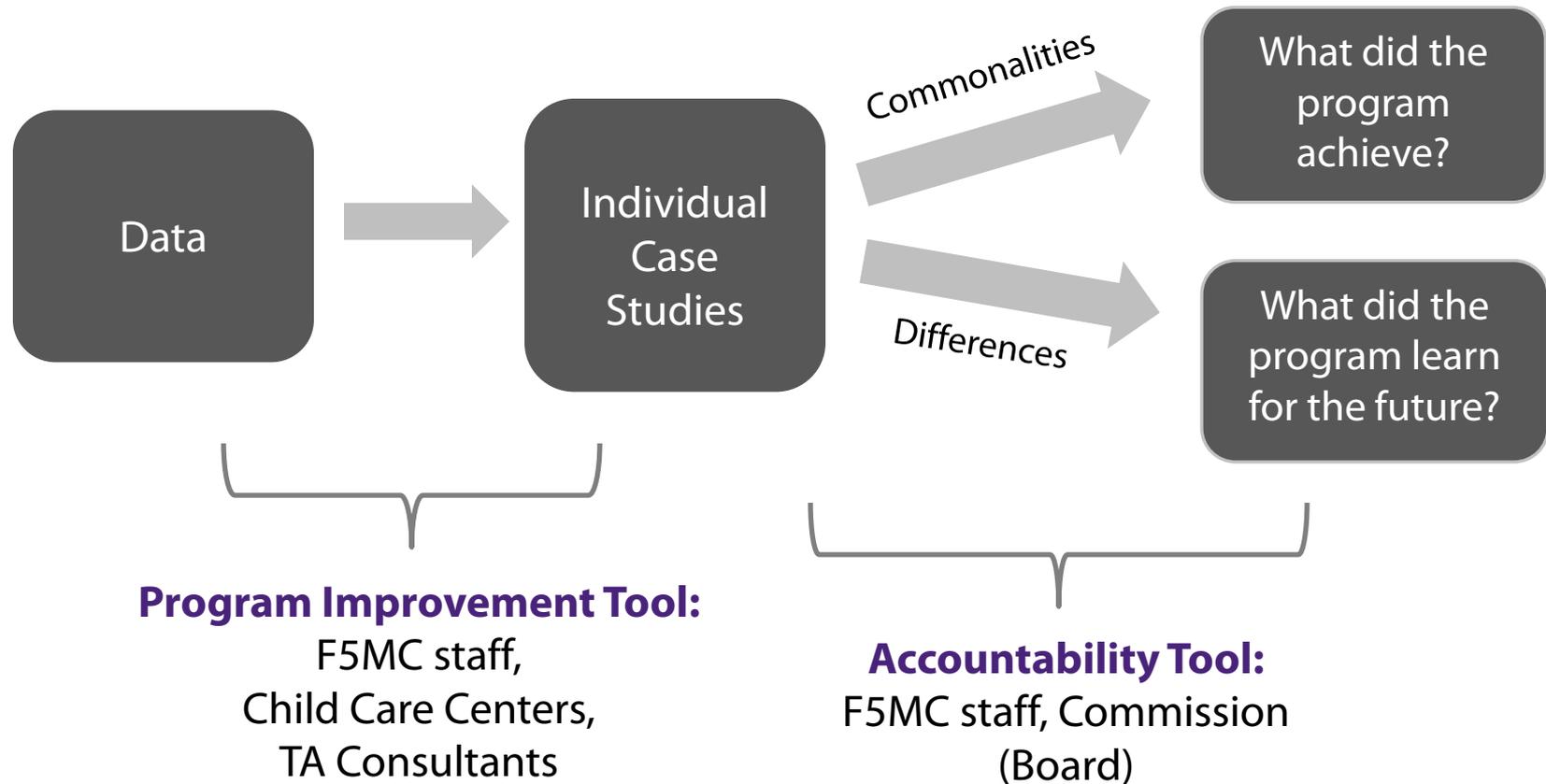
Three participating sites

Disclosure that complete confidentiality would be a challenge

Sensitivity with attribution

Collaboration on language and content

# Year 2 reporting strategy



# Lessons + Insights

## Attaining Rigor and Confidentiality

Smart reporting can enable evaluators to protect confidentiality without sacrificing rigor.

Know your audience and where their key interests lie.

Reports are not just a deliverable, but a tool for conversation. Who needs to be part of which conversation?

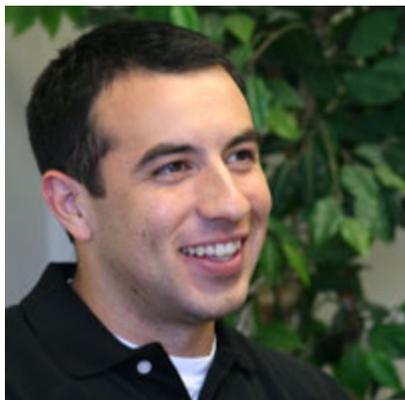
Depending who you are, there is such a thing as too much information. This is particularly true when information is sensitive.

Relationships with community partners are not worth jeopardizing for the sake of making a point.

# MCS beyond early childhood

- + **Healthcare.** Capacity building and technical assistance for safety net dental clinics.
- + **Immigration and naturalization.** Network building and best practices dissemination designed to increase naturalization rates.
- + **Public schools.** Building curriculum approaches and understanding classroom impacts.
- + **Coalition-building and systems change.** Building statewide coalitions to work toward a national movement.

# Questions and comments?



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# Thank you!

Thank you for participating today.

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