Sample evaluation questions

ESPERANZA UNITED

#	Component description	Example evaluation questions (participant and organizational level)
1.	**In order to effectively work with Latin@ communities, community based organizations must aim for a deep understanding of the community they serve.**	
1.1	Organization represents Latin@s different life experiences, which shapes our worldview in unique ways including: gender identity, generational status, religion, biculturalism, indigenous heritage, etc.	**Participant level:** • Do program participants feel their diverse worldviews are considered by the staff? • Are program participants asked about their lived experiences (occupation, hobbies, their likes, dislikes, etc.) more than just their experience with violence? **Organizational level:** • Does the organization have policies that respect the rights of the unique experience of Latin@s (e.g., a language access plan in place for non-English speakers, bilingual staff, etc.)?
1.2	Organization acknowledges the multiple and intersecting cultures of participants (e.g. Trans culture, deaf culture, biculturalism, transnational, migrant cultures, etc.).	**Participant level:** • Do program participants feel they can express their different cultures and identities? • Do participants have the opportunity to talk about the many identities they identify with (e.g. religion, gender identity, etc.)? **Organizational level:** • Does the organization offer different programs that address the diverse needs of Latin@ subgroups (e.g., Latina youth, Trans Latinas, etc.)? • Do the organizational policies promote a culture of respect and inclusiveness towards diverse lifestyles and experiences?

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1.3	Organization defines family broadly to include diverse of family structures (e.g. chosen families, mixed documentation statuses, extended kin, and transnational families, etc.).	**Participant level:** • Do program participants feel like they can bring anyone who they consider to be family, into the organization for support? • Have these family members been treated with respect and dignity while at the organization? **Organizational level:** • Do the organization's policies reflect a broad definition of family?
2. Organizations tailor their activities to reflect the realities of their participants and aim to meet the needs of the whole person.		
2.1	Organizations incorporate Latin@ cultural worldviews including the importance of family, the value of children, and the power of sharing their stories in their native language.	**Participant level:** • Are program piloted with Latin@s? • How is participant feedback used to implement the program? • How is participant feedback used to improve the program? **Organizational level:** • Does the organization provide opportunities for the entire family, including children to participate? • Does the organization have a language access plan? • How do program activities reflect the needs of Latin@s? • How do program activities honor or value the cultural worldviews of Latin@s?

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2.2	Organization addresses intersecting issues present in Latin@'s lives.	**Participant level:** • Does the program address/support the many identities of Latino clients (e.g. student, caretaker, employee, employer, etc.)? **Organizational level:** • Does the organization offer a wide array of services, resources and referrals that help Latino clients' address their whole self?
2.3	Organization deeply understands the lived realities of the people whom they work with.	**Participant level:** • Does the program tailor activities to reflect the realities of their participants? **Organizational level:** • Does the organization offer a wide array of services, resources and referrals that address the various needs clients may have (e.g. access to food, sliding scale fees, etc.)?
3.	**Organizations work towards the collective healing of communities.**	
3.1	Organization promotes collective and community healing.	**Participant level:** • How are individuals supported in sharing their stories of trauma and healing? • What steps do staff take to ensure comfort and confidentiality for participants to engage in collective and community healing? **Organizational level:** • How do the programs support the acknowledgement and healing of communities that have experienced trauma? • What changes can improve the organization's efforts to promote community healing? • What else can the organization do to promote community healing?

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3.2	Organization understands that all oppressions are interrelated and work to change other systems for which the community interacts (e.g. immigration, child protective services, healthcare, etc.).	**Participant level:** • Do program participants feel comfortable in their interactions with staff? • Do program participants feel that staff understands their experiences with trauma without having to disclose details of what they have been through? **Organizational level:** • Does the organization implement a trauma informed, culturally-specific philosophy in each program? • Do programs and the policies reflect the four tenets of trauma informed care—safety, emotional management, acknowledgement of loss, future planning?
3.3	Organization understands that all oppressions are interrelated and work to change other systems for which the community interacts (e.g. immigration, child protective services, healthcare, etc.).	**Participant level:** • What are some examples that the organization advocates for issues beyond violence/trauma affecting communities? • Does the participant feel that the organization advocates for them in other systems (e.g., child protective services)? **Organizational level:** • Do staff and/or board actively work to build collaborative relationships with other organizations? • Does the organization work with other organizations outside of violence (e.g., immigrant rights, LGBTQ advocacy, reproductive justice, etc.)?

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4.	**Alternative spaces are created that build on the cultural strengths of Latin@ communities.**	
4.1	Organization provides spaces where Latin@ culture is positively represented and where they are encouraged to follow their traditions.	**Participant level:** • How do participants feel their culture is portrayed within the organization? • How comfortable do program participants feel coming into and accessing services at the organization? **Organizational level:** • How does the physical design of the organization (front entrance, artwork, seating arrangement, placement of staff, foods served, etc.) promote Latin@ culture in a positive light? • How do the organizational policies promote inclusion?
4.2	Organization leadership reflects members from the Latin@ community.	**Participant level:** • Staff, board, and/or volunteers include members of Latino communities? **Organizational level:** • Staff, board, and/or volunteers include members of Latino communities? • Latinos are included in all organizational levels of the organization (outreach, management, executive, and/or board)?

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5.	**Promote an organization of collaboration and minimal hierarchical structures in which participants and/or communities have equal voice with staff to shape program activities.**	
5.1	Organization engages community and participants to shape their organization and programming.	**Participant level:** • What are some ways participant feedback is included in improving programs? • What are some ways participant feedback is used to improve the organization? **Organizational level:** • What feedback procedures has the organization developed to solicit client and/ or community feedback? • How often is client and/or community feedback solicited?
5.2	The organization engages in self-reflection on community engagement process.	**Participant level: N/A** **Organizational level:** • What procedures do programs, departments and/or the board engage in to reflect on their own community engagement efforts? • How often do programs, departments and/or the board engage in reflection activities?
6.	**Prioritize safety and trust.**	
6.1	Ensure that organizations are a safe place away from discrimination and immigration policy enforcement.	**Participant level:** • Do participants feel they can participate in program activities without fear of being arrested? **Organizational level:** • Does this organization provides services without regard to citizenship status?

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6.2	The pace at which participants' progress through a program should reflect their timing (not ours) in order to enhance building trust and enhance safety.	**Participant level:** • Does the program offer participants support and resources based on their individual pace? • Do the activities and resources match the participant needs based on their own pace of healing? **Organizational level:** • Are programs developed using a trauma informed approach? • How is individual progress assessed through a program? • Do programs foster flexible goal attainment so participants can progress to outcomes at their own pace?
6.3	Organization follows the collective culture by collaborating with other organizations that are safe and are trusted because resources are limited for any one organization.	**Participant level:** • Does the organization refer program participants to other organizations for services? • What types of referral services are offered (e.g. food pantry, jobs training, etc.)? • What, if any, additional referrals should be offered? **Organizational level:** • What types of referrals services does the organization provide (e.g. food pantry, jobs training, etc.)? • Who are the referral partners? • What, if any, additional referrals should be offered? • Who else should the organization partner with?