# MY-PEER USER GUIDE
## toolkit [1.0]

# PROGRAM MONITORING TOOL

## Summary

The peer group and program factors associated with a peer-based program can significantly contribute to how well the program is able to deliver its intended impacts and outcomes. The *Program Monitoring Tool* can be used by service providers to quickly identify any actions needed to ensure their peer program maintains a positive and safe environment for all participants and staff/volunteers.

## Keywords

Observation tool
Cross sectional data (snapshot)
Longitudinal data (trend analysis)
Monitoring
Reporting

## Staff/Volunteer Use

## Program Evaluation

## Resources

Paper-based
At least 2 staff members and/or volunteers
No training/support or external resources needed
No costs associated

## Individual Activity

## Time

Set up: N/A
Implementation: 15 minutes
Analysis: 30 minutes - 1 hour

## Frequency of use

Periodically depending on type of program

## How to Use This Tool

For monitoring purposes, it is recommended that the *Program Monitoring Tool* is completed at regular intervals during program implementation, e.g. monthly, at the end of each semester or at the end of a program session. The tool contains 25 indicator items divided into 4 areas:

| | |
|---|---|
| **General factors** (5 items) | Program attendance, withdrawals, satisfaction, reach, transition |
| **Peer Group factors** (12 items) | Peer support, group cohesion, youth engagement, teamwork, positive peer influences, group rules/norms, positive conflict resolution, skills development, range of perspectives |
| **Program factors** (5 items) | Staff capabilities, referrals, role modeling, stress levels |
| **External factors** ( 3 items) | Help-seeking, access to support, dependency on program |

Complete the tool as follows:
1. Rate each of the key indicators (**1, 2, 3, 4** or **5**) where 1 indicates very low frequency (or not very often) and 5 indicates very high frequency (or all the time). Your rating could be based on your observations, service usage data or other data that may be available. If an item is not relevant for your program, leave the rating blank and write 'Not applicable' in Notes section.
2. Decide if any **Action** is needed (Y = yes, N = No)
3. Complete **Notes** section e.g. recommended actions, why no action is recommended

## Suggested Uses

The *Program Monitoring Tool* can be used as a troubleshooting guide to identify program areas which may require action.

The *Program Monitoring Tool* is also useful to monitor the effects of changes to program implementation and e.g. to monitor if service improvements have resulted in positive or negative changes.

The *Program Monitoring Tool* may also be useful to monitor the quality of program implementation since it includes items in each of the major components considered important for implementing high quality peer-based programs for young people.

## Complementary Tools

The *Program Monitoring Tool* provides data from the perspective of staff or volunteer observers. To increase the reliability of the tool further, data should also be collected from participants periodically and the data compared to identify consistencies and inconsistencies. Evaluation strategies and tools which could be used to collect data from participants are:

- *Safe Space Monitoring Tool*
- *Camp Evaluation Questionnaire*
- *Short Term Impacts Tool*
- *Long Term Outcomes Tool*
- *Group Discussion Guide*

## Implementation Tips

- If possible, **all** program facilitators should complete the tool so that the results can be compared and discussed and any actions that are required can be agreed. This discussion can take place as part of a scheduled staff meeting or during a program debrief session.
- Programs in online settings should use the *Program Monitoring Tool (Online Settings)* version of this tool.
- The *Evaluation framework for peer-based youth programs* provides further information on each of the indicators included in the *Program Monitoring Tool.*
- In order to rate some of the items, some previous evaluation data may need to be collected e.g. General Indicators Item 3: Participants report being satisfied with the program may be determined by implementing a participant satisfaction questionnaire.

## Links

Program Monitoring Tool
Program Monitoring Tool (Online Settings)
Evaluation Framework for Peer-Based Youth Programs
Group Discussion Guide
Safe Space Monitoring Tool
Camp Evaluation Questionnaire
Short Term Impacts Tool
Long Term Outcomes Tool

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## PROGRAM MONITORING TOOL

**COMPLETED BY:** _____  **DATE:** _____

| KEY INDICATORS | RATING 12345 | ACTION? Y/N | NOTES |
|---|---|---|---|
| **General factors** | | | |
| 1. Target attendance levels reached | | | |
| 2. Participant withdrawals from program | | | |
| 3. Participants report being satisfied with the program | | | |
| 4. Program is accessed by diverse groups within target population | | | |
| 5. Young people transition through program at appropriate times | | | |
| **Peer group factors** | | | |
| 1. Peer support observed amongst program participants | | | |
| 2. Group is inclusive of all participants during program activities | | | |
| 3. Youth engagement in program activities | | | |
| 4. Frequent interactions between peers | | | |
| 5. Effective teamwork during group activities | | | |
| 6. Positive and constructive dialogue between participants | | | |
| 7. Participants are exposed to a wide range of views/perspectives | | | |
| 8. Tensions and conflict within group are resolved positively | | | |
| 9. Group rules/norms are observed by program participants | | | |
| 10. Staff mediation required to maintain group rules/norms | | | |
| 11. Negative peer influences within group | | | |
| 12. Participants have improved confidence + communication skills | | | |

# PROGRAM MONITORING TOOL

| KEY INDICATORS | RATING 12345 | ACTION? Y/N | NOTES |
|---|---|---|---|
| **Program factors** | | | |
| 1. Presenting issues are consistent with staff skills and capabilities | | | |
| 2. Participants are referred to specialist services as needed | | | |
| 3. Strong relationships exist between program + referral agencies | | | |
| 4. Staff/volunteers role model positive behaviours and attitudes | | | |
| 5. Low staff turnover, burnout or stress | | | |
| **External factors** | | | |
| 1. Participants have friends both inside and outside of program | | | |
| 2. Participants have access to support outside of the program | | | |
| 3. Participants show improved help-seeking skills + behaviour | | | |