Evaluation Plan

Measuring Success

Program evaluation provides valuable insights for making data-driven decisions and enhancing program success. Collecting data is essential for assessing the effectiveness of your initiatives, identifying areas for improvement, and building a compelling business case for continued investment in workplace mental health. Our *From Day One* program model outlines the overarching goals and needs of the program, and the following evaluation questions can be used to measure the outcomes of each session.

Sample Evaluation Questions

These questions are to be administered directly after onboarding presentation. Administer the survey using a five-point Likert scale to rate employee responses.

Please rate your level of agreement with the following statements from strongly disagree to strongly agree:

1. *I have a clear understanding of the mental health resources and services available to my family and me.*
2. *I know where to direct questions regarding our mental health resources and services.*
3. *Senior leaders in our organization prioritize mental health at work.*
4. *I feel confident about identifying warning signs of mental health challenges.*
5. *I learned some useful strategies for taking care of my mental health.*
6. *I feel comfortable seeking support for my mental health inside our organization.*
7. *I am interested in joining the mental health employee resource group.*
8. *I feel like my employer values and support my mental health.*
9. *Please provide any additional feedback what would be helpful in making this session impactful or useful.*

Long-Term Evaluation Measures

Following up with employees after a certain period of time (e.g. three months) can be helpful to see if they have retained the information from the onboarding session, if they have accessed any services or used any strategies mentioned in the onboarding session, and if their views on the organization have changed. Some potential measures to consider as part of a larger evaluation for the organization's overall workplace mental health include:

- Knowledge of common mental health warning signs
- Attitudes towards organizational and leadership support of mental health in the workplace
- # of new employees who have attended a mental health Employee Resource Group event
- Utilization reports for mental health resources

NAMI
National Alliance on Mental Illness
New York City Metro

FROM DAY ONE

Evaluation Plan

Common Evaluation Challenges & Tips

Below are common evaluation challenges you may encounter and ideas for how to address.

Challenges	Tips
Differing Staff Expectations	Engage your stakeholders early and often during the evaluation
Low Survey Response	Collect the data directly after the session rather than with a follow-up email
Lack of Organizational Focus on Evaluations	Include evaluation as part of the initial planning to maintain engagement
Selecting the Wrong Metrics	Ensure the team is clear on program activities and what they hope to accomplish
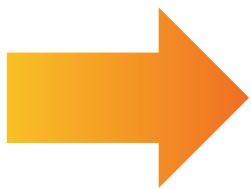
Questions? Reach out to our Workplace Mental Health Initiative at rsteimnitz@naminyc.org

nami
National Alliance on Mental Illness
New York City Metro