

## United Methodist Committee on Relief - Katrina Aid Today Matrix of Evaluation Findings

**Explanation:** Final Evaluations regarding Katrina Aid Today were compiled based on their shared findings. Evaluations differed with not all asking the same or even similar questions. Whereas many of the evaluations had implications of all the findings outlined here, a "X" was only given if that finding was highlighted by the evaluation.

Evaluation Themes and Sources		What were the Impacts of the KAT Program?									
		Helped Clients Recover	Connect Clients to Resources	Provide Clients with Emotional Support	Meet Client's Short-term Needs	Assist Clients in Navigating Recovery Bureaucracy	Increased Agency Capacity	Trained Case Managers	Local Coordination of Agencies	Other Impacts	
Commissioned by UMCOR-KAT	External Consultant	Online Survey	X	X		X		X	X	X	
		Key Informant Interviews		X	X	X	X	X	X	X	
		Focus Groups / Satisfaction Survey	X	X	X	X	X				
	Client Mail Home Survey	X		X	X						
	Quantitative Analysis	X	X		X	X		X	X	Leveraged a mix of resources to meet client needs	
	Quarterly Report Summary		X			X	X	X	X	Increased understanding of client's recovery process; capacity building must evolve with program operations	
	UMCOR-KAT Staff Forum**	<i>Not applicable: Evaluation exercise was not designed to gather information about impacts</i>									
	CM Best Practices / Lessons Learned		X	X		X	X	X		CMs found it rewarding to participate in KAT	
Commissioned by Partners	NDRN		X	X		X			X	Agency visibility; Extend advocacy efforts; Knowledge of DRCM	
	TSA*						X			Emphasis to agency role in recovery in addition to relief; agency definition of "case management"; volunteer management capacity, Database export protocols	
	CCUSA / LDR*	<i>Not applicable: Evaluation was not designed to gather information about impacts</i>									
	MTUL - Local Consortium Partner	X	X	X						Information about client impacts and satisfaction	

\*TSA only looked at agency impacts and components; LDR/CCUSA evaluation was not designed to measure impacts.

\*\*The UMCOR-KAT Feedback Forum was held with "headquarters" staff to gather their feedback about "lessons learned" and "best practices" of KAT; as such, it was not intended to gather information about impacts. Refer to UMCOR-KAT's "Final Evaluation Summary" document for information on all reports methodology and implementers.

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Evaluation Themes and Sources		What components of the KAT model should be used in future disaster recovery case management models?												
		Training	Standardized Forms	Recovery Planning	Referrals to Resources	Regular contact and follow up with clients	Shared Database	Standardized Case Management Program	Care for the Caregiver	Communication / Coordination between Agencies	Long Term Recovery Committees	Not a model Component: Volunteer Case Managers	Not a model Component: Target Caseloads	
Commissioned by UMCOR-KAT	External Consultant	Online Survey	X	X	X	X		X					X	
		Key Informant Interviews	X	X	X	X		X	X			X	X	X
		Focus Groups / Satisfaction Survey			X	X								
	Client Mail Home Survey			X	X	X		X						
	Quantitative Analysis	X	X	X	X		X	X		X	X			
	Quarterly Report Summary	X	X	X	X	X	X	X	X	X		X	X	
	UMCOR-KAT Staff Forum**	X	X				X	X		X				
	CM Best Practices / Lessons Learned			X		X		X	X	X	X	X	X	
Commissioned by Partners	NDRN	X				X				X			X	
	TSA*	X					X	X						
	CCUSA / LDR*	X			X				X	X				
	MTUL - Local Consortium Partner				X	X								

Evaluation Themes and Sources			
		Other Model Components	
Commissioned by UMCOR-KAT	External Consultant	Online Survey	
		Key Informant Interviews	
		Focus Groups / Satisfaction Survey	
	Client Mail Home Survey	Consideration: 2 years post-disaster recovery for clients is incomplete.	
	Quantitative Analysis	Recommended average caseload	
	Quarterly Report Summary	Coordinated outreach and coverage to meet client need; case transfer procedures; proactive CM retention	
	UMCOR-KAT Staff Forum**	Internal coordination between headquarters staff; accountability with local agencies	
	CM Best Practices / Lessons Learned	Coordination for outreach and information sharing; lower caseloads; importance of supervisor role; flexibility in program design	
Commissioned by Partners	NDRN	Population-specific partners for CM and technical assistance; universally available direct assistance	
	TSA*	Coordination between finance and program staff; speed up implementation phase	
	CCUSA / LDR*	Qualified staffing and staff retention	
	MTUL - Local Consortium Partner		