





Welcome to HEAL Project

Self Directed Trainings: 3 Month Follow-Up

This Self-Directed Training offers practical strategies for participant retention and ongoing engagement after the end of a program. It's more than phone calls and appointment booking. It provides guidance to implement semi-structured interviews to collect qualitative data, while also strengthening connections and providing tailored support for participants.

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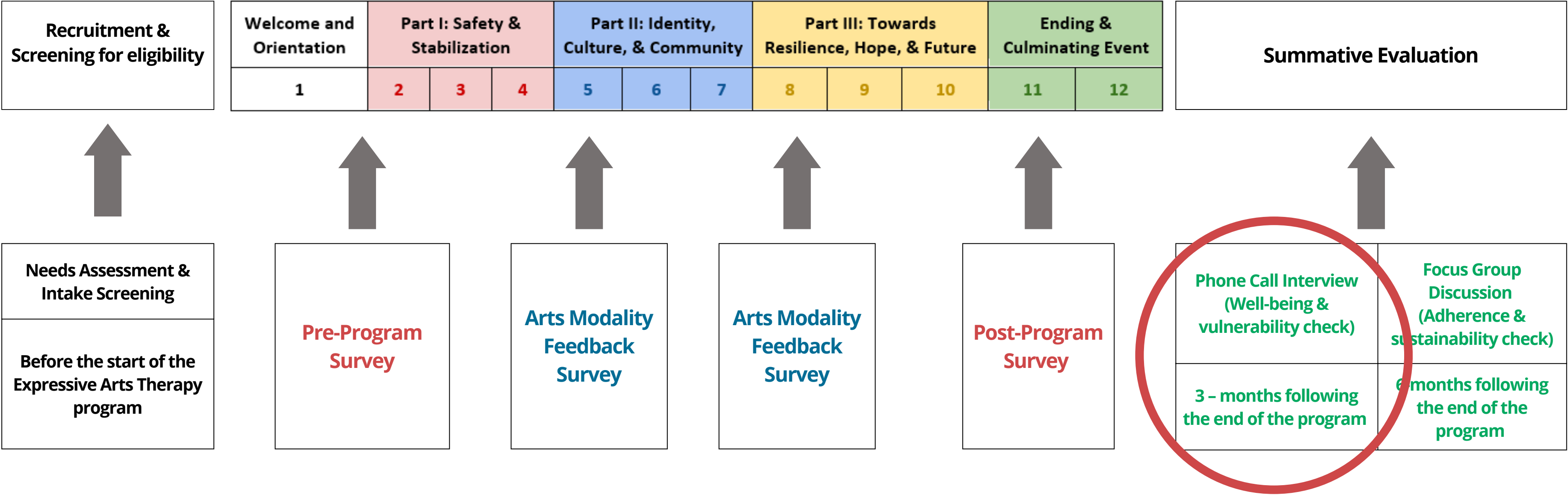
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- Evaluating Long-Term Impact
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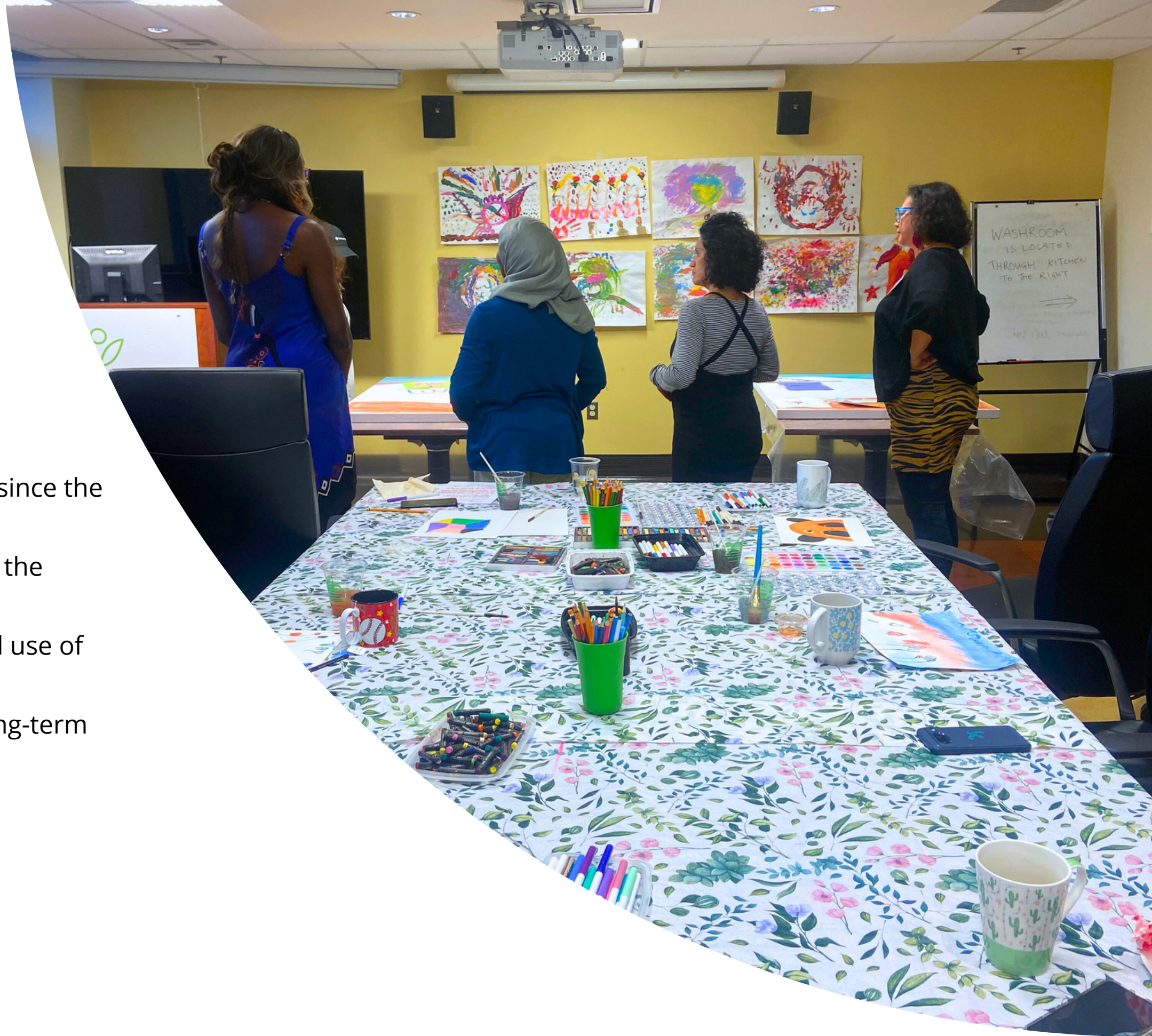
HEAL Program & Evaluation Overview



Objectives

**Occurs 3 months following end of HEAL program
(Zoom, Phone Call, In-Person)**

- Evaluate participants' mental well-being following the program's completion.
- Document any changes in mental health and sense of belonging since the program ended.
- Provide space for participants to reflect on their experiences and the program's impact.
- Assess behavioral changes, including the adoption and continued use of program activities.
- Determine whether participants have developed resilience for long-term well-being or require ongoing support.
- Gather information on participants' access to settlement-related resources and services.



3 Month Follow Up Call Overview

Introduction & Check In	• Purpose and description of evaluation • Gain consent for recording session • Addressing any immediate concerns
Part I: Introduction	• Introduction questions
Part II: Improving Mental Wellbeing Outcomes	• Sticky note on Likert scale, learnings and adaptations from program towards improving mental health outcomes
Part III: Healthy Relationships and Rights in Canada	• Ending reflections, surprises and growth moment prompt questions
Conclusion, Gratitude, Upcoming Community Programs, and Referrals	• Upcoming Announcements • Referral Support



STEP 1: Select Date and Time

- **Scheduling:** 3 - month follow-up call during an an Arts and Culture visit or by phone with participant
- **Duration:** 30 - 1 hrs. depending on participant sharing
- **Conducted** using the following platform: Zoom, Phone Call or In-Person
- **TIP:** schedule at the beginning of the month initial interviews to account for cancellations

STEP 2: Interview Preparations

Zoom Tips	Phone Call Tips	In-Person Tips
• Split screen: interview guide and zoom session • Ensure participants are in a safe and quiet environment and time for a 30 min. session • Ask for consent to record the session using video, audio, and transcription. • Ensure your Zoom account automatically saves video and audio recording. • Manually click the “save” button for transcriptions. Alternatively, turning on the “caption” option also saves recording in text format. • Update documentation to indicate session has been completed	• Have the interview questions before you (printed/digital) • Ensure participants are in a safe and quiet environment and time for a 30 min. session • Record conversation using phone feature if capable or using alternate device. • Save the recording in appropriate project folder • Phone recordings need to be transcribed. • Update documentation to indicate session has been completed	• Plan for a quiet and safe space to converse. • Have the interview questions printed. • Test and ensure voice recorder is charger • Record and save the conversation. • Take notes (digital/paper) to capture interviewee tone or nonverbal cues that will add meaning/depth to the recording. • Save and store the notes alongside the recording. • Update documentation to indicate session has been completed

Collect and store all data using organizations data management policies.

STEP 3: Conducting the 3-Month Follow-Up Call

Information and Consent:

- 30 - 1 hrs. depending on participant sharing
- Voluntary participation, participant can withdraw anytime
- Explain importance of this 3 month follow up call
- Any questions or concerns prior to session start
- Confidentiality is mutually agreed upon (record consent)
- Information on resources or support ready for end of session
- Audio recorder tested and charged

Considerations:

- Ensure participant is in a safe space, informed, and understands the purpose of the session
- Allow them to express themselves freely, sharing what they feel comfortable
- Assess the space mitigating any triggers and ensure quietness for optimal recording
- Prior to session, inquire if they have any barriers attending the session
- Book an interpreter as needed. Ensure they identify as a female, this may cause hesitation if participant is sharing with a male in the space
- Go at the pace of the participant
- Offer breaks and check in frequently to ensure participant safety
- Some participants may want two sessions to complete questions
- Some participants may need a printed copy of the questions for accessibility



3 Month Follow-Up Call: Questions

Introduction & Check In	Introduce yourself to participants and role in the program. State the partner agency. Informal check in: Any highlights from the last months? Consent and explanation of confidentiality, ensure to document consent for recording and engaging with the feedback process. <i>Do you have any questions before we get started? I'm going to start the recorder now – is that still okay with you?</i>
Part I: Introduction	How have things been for you since we completed the programs? During the time of HEAL program sessions, How was your experience of the program? • What was your favourite art medium to work with? • Did the HEAL program meet or differ from your expectations? How? How was the experience of sharing stories and art in a group? • Did you enjoy it? Was it helpful? How was it helpful? Did you have any concerns when participating in the program?

3 Month Follow-Up Call: Questions

Part II: Questions Relevant to Improvements in Mental Wellbeing Outcomes

In what ways have you been coping with stress since the completion of the HEAL program?

- Can you provide an example?

Have you adopted any learnings from the HEAL program in your daily life? For example, art activities, breathing exercises, or any other activities.

- Which practices have you implemented? Please explain.
- If not, what are some barriers you experienced when trying to implement these learnings? For example, did you forget them, did you not find them helpful, etc.

Have you experienced any changes to your self-esteem since completing the HEAL program? For example, any positive or negative feelings towards yourself.

How has your mental health changed since completing the HEAL Program? (Improved or not)

- If yes, can you explain why you feel your mental health has improved through the project?
- If no, can you explain why you feel your mental health has not improved?

Have you accessed any mental health resources or support services in the past 5-6 months? Yes/No

- If yes, are these services you sought out during the HEAL program? What are your experiences with these services?
- If not, have you experienced any barriers that prevented you from accessing mental health support?

Have you felt any change in your sense of community (sense of belonging to a community) following the HEAL Program? Or changes to the people who make up your community of support?

- Please explain. Who is part of your community of support?

3 Month Follow-Up Call: Questions

Part III: Questions Relevant to Healthy Relationships and Rights in Canada	How are the relationships in your life? Would you describe them as healthy relationships? • If so, how have you developed them to be healthy? • If not, what barriers have you experienced in fostering healthy relationships? Did you find it helpful to learn more about your rights in Canada? Have you accessed resources or support services to increase your knowledge about your Rights in Canada following the completion of the program? • If so, how have you done this? • If not, what barriers have you experienced? • How could the HEAL Program be better at providing this information?
Conclusion Gratitude, Upcoming Community Programs, and Referrals	Is there any thought or comment that you would like to share or expand on? <i>Thank you for taking the time to talk to us and for answering all the questions.</i> Express that results or a final report from the research, will be shared with them once complete through email. Share information on the upcoming program dates/research steps. Ensure they have appropriate contact information if they have questions or concerns.] <i>Do you have any questions for me? For any support that you need, feel free to reach out either through email or give us a call. Thank you again for your time!</i>

STEP 4: Team Debrief

- Be sure to store data collected as outlined by your agency data storage regulations.
- Reach out to HEAL Team for support, questions or concerns
- Share upcoming Arts and Culture visits, program gatherings, and additional evaluation sessions. If participants shared about needing supports or referrals, share follow-up information no more than 2-weeks following the call.
- Conduct facilitator debrief to document the highlights, challenges, and improvements of the tool. Questions may include What were highlights from the session? What do we want to continue implementing? What are areas of growth? How can we make the tools more accessible for participants? Any questions or comments?

Considerations

- Not all participants will have access to phone or technological device. If more suitable, offer an in-person option for those who prefer face-to-face conversations.
- Iterating the purpose of the 3 - month check provides context for participants, often they are more willing to engage.
- Newcomer individuals have many competing priorities. Rescheduling may happen, be flexible to offer different dates and times that suite their schedule.
- Check in's can be divided into two parts if participant experiences time constrain, unforeseeable circumstance or challenges due to questions evoking big emotions
- Continue to check in with participants throughout the 3 month follow-up call
- The person doing the 3 month call should be from the facilitation team and already have interacted with the participants throughout the HEAL 12 sessions time period.

Key Messages

- **Evaluating Long-Term Impact** Assessing sustained changes in mental well-being, resilience, and self efficacy after the HEAL program
- **Ongoing Support & Community Connection** Strengthening access to settlement resources and fostering a continued sense of belonging in the community
- **Participant-Centered Approach** Supporting long-term participant wellbeing and ability to seek and access the support they need.
- **Confidentiality & Ethical Evaluation** Ensuring privacy and ethical standards in assessing program outcomes and using data to inform future practices





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