CCN5. NETWORK EFFECTIVENESS QUESTIONNAIRE

USE WHEN YOU WANT TO EVALUATE:

Outcomes :
- ✓ Networking and collaboration

Intervention types:
- ✓ Activities to improve collaboration, coordination and networking
- ✓ Activities to increase capacity to use best and promising practices

Worked well with these populations:
- ✓ People living with, affected by or vulnerable to HIV, hepatitis C and other STIs

Interventions for:
- ✓ HIV
- ✓ STIs
- ✓ hepatitis C

DESCRIPTION

Short questionnaire assessing the effectiveness of inter-organizational networks in linking people infected with, affected by or vulnerable to HIV, hepatitis C and other STIs and other clients to other services.

WHY THIS TOOL MIGHT BE USEFUL FOR COMMUNITY-BASED INTERVENTIONS
- ✓ Can be used to establish how well a community-based HIV organization coordinates with other community-based organizations and/or health services.
- ✓ Suitable for before and after testing of a program's effects
- ✓ Easily completed and analysed
- ✓ Could easily be given electronically
- ✓ Could be completed by program coordinators, front-line staff and peer workers.

Developed in:
- ✓ English

ADMINISTRATION, DESIGN, SCORING and ANALYSIS CONSIDERATIONS

ADMINISTRATION
- This questionnaire should be filled out by your program staff at regular intervals (e.g. every six months)
- It will take about 10 minutes to fill out each time.
- Tell staff why you are using the questionnaire, being clear that it is to evaluate the program and not them, to help make the program better.
- Participation should be mandatory to ensure that the organizational results are not skewed. As a result it is important that the process and questionnaire are anonymous (using an online survey can help with this), and good communication lines to staff about the value of the information is important as well as sharing the results of the information to staff.

DESIGN OPTIONS: Measuring ongoing network effectiveness: (this is the only option for this tool, because it assess on ongoing organizational function, not a specific intervention)

SCORING and ANALYSIS: Each time staff fill out the questionnaire, calculate your organization's Network Effectiveness Score as the average over all 16 questions. Average scores can range from 1 to 5. Compare the average over time to see if network effectiveness improves, declines or stays the same.

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Over the past six months, how well has your network been linking clients to:						
	Not at all well for most clients	Not too well for many clients	Well for about half of clients	Very well for many clients	Very well for most clients	Not applicable – service not available
1. Primary health care?	1	2	3	4	5	
2. Case management (social work) services?	1	2	3	4	5	
3. Substance abuse treatment?	1	2	3	4	5	
4. Mental health services?	1	2	3	4	5	
5. Financial aid or insurance?	1	2	3	4	5	
6. Housing?	1	2	3	4	5	
7. Translation/ interpretation?	1	2	3	4	5	
8. Culture- or gender-appropriate support groups?	1	2	3	4	5	
9. Adolescent services?	1	2	3	4	5	

Over the past six months, how much has each of the following factors limited how well your network has linked clients to services?					
	Almost always a problem	Often a problem	Sometimes a problem	Rarely a problem	Not at all a problem
10. Inadequate technology	1	2	3	4	5
11. Poor care coordination	1	2	3	4	5
12. Limited comprehensiveness of services available	1	2	3	4	5
13. Limited number of program or support staff	1	2	3	4	5
14. Problems in clients'/patients' lives	1	2	3	4	5
15. Client/patient comorbidities	1	2	3	4	5
16. Limited HIV expertise	1	2	3	4	5