

Community-Led Evaluation:

Measuring What Matters

What it is:

Community-Led Evaluation is a compassionate, stigma- and discrimination-informed approach to evaluating care. Developed by CAPSA, it moves beyond compliance-driven reporting and narrow performance metrics to focus on what defines quality for those seeking care: dignity, relational safety and trust.

Who is this for:

Any organization in the healthcare and social services sector, including their staff and caregivers, looking to improve outcomes for the people accessing their services.

What makes this program unique?

It's evidence-based and community driven

CAPSA's research shows that people care as much about how services are delivered as what is delivered. Our evaluation indicators are informed by extensive engagement including surveys, focus groups, forums, symposiums, peer reviews, service provider and key informant interviews, coordinated access evaluations, navigator insights, and participation in more than 50 local, regional, and national initiatives.

What are the benefits of engaging in CAPSA's program evaluation?

Through this lens, programs and projects are strengthened and upgraded from the distinct perspective of those who access services, leading to better outcomes for clients and staff.

Evaluation becomes a tool for:

- Cases for support
- Continuous improvement
- Workforce sustainability
- Moral injury prevention
- Stigma-interruption

By engaging in meaningful program evaluation that measures what matters to those seeking care, organizations can ensure that safety and dignity are not aspirational values, but measurable commitments that enable people to return to care without fear.

**Contact info@capsa.ca
to learn more.**