

## **Clubhouse International Download & Discuss**

### Clubhouse Self-Evaluation

Standard #29 states that “the Clubhouse conducts an objective evaluation of its effectiveness on a regular basis.”

Many Clubhouses struggle with finding ways to objectively evaluate their own effectiveness. Often, Clubhouses depend on external agencies, or students, or researchers to assess the effectiveness of the Clubhouse. While these can be helpful, they can also represent lost opportunities for the Clubhouse community – members and staff - to engage in interesting and useful work that can greatly benefit the Clubhouse in many ways.

The following ideas are drawn from Clubhouses around the world that have implemented means of realistically evaluating their own effectiveness:

- Have a suggestion box at reception for members who want to give feedback anonymously. This feedback can be discussed at house/policy meetings.
- Utilize updated technology for databases that will easily track statistics regarding a multitude of Clubhouse services, including as employment, education, housing, reach out, etc. Having these numbers readily available will provide important measures, while at the same time adding very meaningful work that will help develop members’ technological skills. Research available software applications to meet the needs of a growing Clubhouse in the 21st century, including a Clubhouse-created database system (Applistic). Information about this system can be obtained from Genesis Club in Worcester, MA.
- Employment Surveys – have working members complete a survey specifically relating to employment, including their satisfaction with the current Clubhouse employment opportunities; how long they had to wait for jobs; satisfaction with staff and other Clubhouse supports; etc.
- Develop and participate in an annual planning process where members, staff and board members develop measurable goals and objectives for the Clubhouse. Establish a regular Planning Day to develop goals for the Clubhouse. The planning day can use recent action plans from Clubhouse Training. Have an additional Planning Day after receiving the certification report to develop goals to address the recommendations.
- Involve every unit in the development of an annual self-study. The self-study is an excellent way to determine the areas in need of improvement.
- Conduct an annual member satisfaction survey, using Clubhouse members and staff as surveyors. This survey would provide excellent, meaningful, and interesting Clubhouse work for members and staff.
- Survey funders, family members and other mental illness advocacy groups and service providers to gather their opinions about the Clubhouse’s effectiveness.
- Participate in ICCD Certification, preparing a comprehensive self study in advance of the visit.
- Create a Program Report that would summarize the activities of the Clubhouse in a succinct and clear format. This could be reported monthly to the community, and the Board. The report might include information such as:
  - Number of active and inactive members
  - Number of members interested in participating in TE

- Number of members who are currently participating in TE
- Number of months current members on TE have been working at these jobs
- Number of members interested in SE/IE
- Number of members currently working in SE/IE
- Amounts earned and taxes paid through Clubhouse employment
- Number of members interested in going to school
- Number of members currently enrolled in school
- Applicants and new members in the previous month
- Housing status and needs of the membership

Every Clubhouse will do this in its own unique way. However, the more actively a Clubhouse community pursues means of evaluating its own effectiveness in all aspects of functioning, the stronger the opportunities it will offer its membership.

If your Clubhouse has other ways of effectively evaluating your Clubhouse's work, please send them to us at the ICCD so we can share them with the larger Clubhouse community!