

EXHIBIT A

PRESS Formative and Process Evaluation
University of New Haven
Scope of Work for July 1, 2023 – June 30, 2024

PURPOSE: This contract outlines the scope of work for the University of New Haven to conduct a formative and process evaluation of the City of New Haven's Program for Reintegration, Engagement, Safety, and Support. The researchers will conduct their gather and analyze relevant data and make a set of recommendations for implementation to be delivered upon the conclusion of the contract. The agreement covers activities between July 1st, 2023 and June 30th, 2024.

OVERVIEW: Given the systemic changes and challenges engendered by the PRESS program, the New Haven Department of Community Resilience recognizes that there is a need to conduct a high-quality formative and process evaluation of this exciting initiative. Seeking to document the process of transformation, this qualitative study identifies the successes and challenges faced by staff directly implementing PRESS and gather client perceptions of their involvement with services. Data concerning staff perceptions and experiences of the model will be gathered through interviews with multiple stakeholders over time, and observations of collaborative meetings. The mechanisms established for building trust and fostering effective collaborative working towards a common goal will be examined, including, but not limited to whether agencies have clearly stated targets, standards, and deadlines, appropriate avenues for feedback, particularly relating to client progress and concerns, and monitoring and evaluation capacities.

GOALS: At the end of the study researchers will provide an implementation "blueprint" documenting the process of transformation. The blueprint will be useful for other cities considering similar systemic change to the delivery of violence prevention and intervention services.

ACTIVITIES: The research is a formative and process evaluation of New Haven Department of Community Resilience's Program for Reintegration, Engagement, Support, and Safety (PRESS). All interviews, participant observation activities, and case files reviews center on the following research question:

What are the strengths and challenges faced by staff implementing the PRESS program?

How do stakeholders experience and understand the PRESS program?

How do clients experience and understand the PRESS program?

Subsidiary research questions could include:

How does the PRESS program impact existing agency cultures?

What barriers do participants identify in successfully implementing the PRESS program?

What is successful about the PRESS program, and how can we build on this?

PERFORMANCE MEASURES: The key performance measures of this evaluation are listed in table 1 below. Access to interview participants, observations, and case files will be organized with the assistance of senior leadership in each respective agency. The researchers will maintain a database of people contacted to ensure timely follow up. Involvement in the five senior leadership meetings will enable the researchers to regularly update key officials on progress towards the performance measures and identify the agencies where access to staff is proving difficult. Both researchers are skilled in building rapport once interviews have been secured. Assuring staff that agency and individual details will not be linked to the information they provide is essential for building the trust and cooperation necessary to elicit meaningful qualitative data.

Table 1: Summary of interviews, case file analyses, and observations

ACTIVITY	ESTIMATED NUMBER
Interviews with PRESS agency staff	48
Interviews with other community agency staff	6
Interviews with clients	20
Case files analyzed	20

INVOICING and REPORTING: University of New Haven will compile and submit quarterly reports and invoices required by the City of New Haven. Reports and quarterly invoices are due within 30 days of the close of the quarter.

Contract start date: 07/01/2023

Contract end date: 06/30/2024

Contract amount: \$15,500.00