Program Evaluation is a tool with which to demonstrate accountability to an array of stakeholders who may include funding sources, policymakers, state, and local agencies implementing the program, and community leaders.

OSI can:
- Engage stakeholders
- Describe the program
- Focus the evaluation
- Gather credible evidence
- Justify conclusions
- Ensure the use of evaluation findings and share lessons learned.

Process Evaluations

Process evaluations, also called implementation evaluations, are the most commonly used type of evaluation. They examine how a program is implemented, focusing on its actual operation. These evaluations are valuable throughout a program's life but are particularly useful at the outset to ensure compliance with legal and regulatory requirements, program design specifications, professional standards, and customer expectations. Conducting early evaluations can help identify opportunities to streamline processes and prevent future compliance issues. Additionally, process evaluations can be beneficial in the later stages of a program to assess its efficiency and effectiveness in meeting output goals.

OSI can:
- Determine whether program activities have been implemented as intended.
- Evaluate how well the program is working, the extent to which the program is being implemented as designed, and whether the program is accessible and acceptable to its target population.
- Provide an early warning for any problems that may occur.
- Allow programs to monitor how well their program plans and activities are working.
- Measure the activities of the program, program quality, and who it is reaching.
- Help answer questions about your program such as:
  - Has the project reached the target group?
  - Are all project activities reaching all parts of the target group?
  - Are participants and other key stakeholders satisfied with all aspects of the project?

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- o Are all activities being implemented as intended? If not, why?
  - o What, if any, changes have been made to intended activities?
  - o Are all materials, information, and presentations suitable for the target audience?
  - o Is the program being delivered as intended to the targeted recipients?
  - o Is the program implemented as intended?
  - o Have any feasibility or management problems emerged?
  - o What progress has been made in implementing changes or new provisions?
  - o Are program resources being used efficiently?
  - o Why is a program no longer obtaining the desired level of outcomes?
- Track program information related to Who, What, When and Where questions:
  - o To whom did you direct program efforts?
  - o What has your program done?
  - o When did your program activities take place?
  - o Where did your program activities take place?
  - o What are the barriers/facilitators to implementation of program activities?