**CALL FRIEND EVALUATION PROPOSAL**

Evaluation of the JDC-FSU call friend program

October 2021

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# **Part One: General Information and contact info**

Company info

|  |  |
| --- | --- |
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POC info

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Telephone no.** | **Fax no.** | **E-mail address** |
| Yossi Freier-Dror | 052-3779392 / 02-6446415 | 053-7979766 | yossif@mashav-research.com |
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# **Part Two: Knowledge and experience**

## **Team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Position** | **Education & Languages**  | **Experience** |
| Yossi Freier – Dror (Ph.D.) | Lead researcher(Mashav Founder & President) | Ph.D. in Business AdministrationMA in experimental research psychologyLecturer in statistics, research methods, and the development of measurement and evaluation toolsLanguages: Hebrew (native speaker), English | Conducted extensive quantitative and qualitative research in employment, education, community, volunteerism, and health and medicine.Member of the Forum on Measurement, Knowledge, and Research at the JDC’s volunteer initiative.Volunteer experience with youth, director emeritus of Big Brother-Big Sister Israel  |
| Polina Babai | Vice-president | MBA, BA in statistics and GCPLanguages: Russian (native speaker), Hebrew | Directed quantitative and qualitative research projects.Administered large and complex databases.  |
| Lirit Gruber (Ph.D.) | Qualitative researcher and director of corporate responsibility | Ph.D. in philosophyMA in diplomacy, LLBLanguages: Hebrew (native speaker), English, French | Founded and managed social initiatives in the private and not-for-profit sectors, conducted qualitative research in the fields of employment, education, health and welfare. |
| Hila |  |  |  |
| Noah Slor | Academic editor and information scientist | MA in Middle Eastern studies, BA in Middle Eastern studies and politics and government.Languages: Hebrew (native speaker), French, Arabic, Russian | Translator, writes and edits academic material, has extensive academic experience as a teaching assistant, research assistant at Ben Gurion University and Sapir College. |
| Sara Nahari | Research assistant, statistician, and interviewer | BA in statisticsCurrently working towards an MA in statistics Languages: Russian (native speaker), English, Hebrew | Conducted research projects,administered large and complex databases and conducted interviews. |
| Doron Retter | Technical director | Server and system maintenance.Languages: Hebrew, English | IT support for computer and information systems |

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## **Mashav Applied Research experience**

Following is a sample listing of evaluation research studies conducted (or ongoing) by Mashav. Recommendations contact info are included. Additional examples may be found on the [Mashav website](http://www.mashav-research.com/).

The majority of studies listed below are in the social fields. As detailed below, most studies include a combination of qualitative and quantitative research methods.

| **Commissioned by** | **Research topic** | **Contact person** | **Position at time of study** | **Phone/mobile number** |
| --- | --- | --- | --- | --- |
| **JDC Russian Department** | **Loneliness study:** a study to examine the condition of the elderly FSU population. Conducted in order to provide a reliable status report regarding the services offered to and needs of this population, and to propose changes and improvements to existing programs, and recommendations for new programs that will facilitate change and improvement in the state and feelings of loneliness.**Population:** Elderly FSU Jews, people with disabilities.**Fields:** diaspora Jews, the elderly, social welfare and material assistance, volunteering. **Personal criteria:** objective loneliness, subjective loneliness (emotional and social), social support, functional background, feeling and taking part in social programs. N>500**Research method:** quantitative and qualitative.**Experimental design:** surveys & interviews |  |  |  |
| **JDC Russian Department** | **Survey of Assistance Effectiveness****Population:** Jews, Ukraine.**Fields:** diaspora Jews, material and social assistance. N=200**Research method:** quantitative**Experimental design:** survey |  |  |  |
| **Ministry of Education, JDC-Ashalim, Elvin Israel, Federation of Local Authorities in Israel, Union of Education Department Heads and Union of Youth Department Heads, Ministry of Social Welfare and Services**  | **“For a Change”, promoting social engagement and volunteering of youth with disabilities –** a program which promotes volunteering and meaningful social engagement among youth with disabilities. Emphasizes preparation for independence and employment.**Population:** youth with disabilities, Arab-Israeli and Jewish populations.**Fields:** disabilities, youth, social engagement, volunteering, employment, education.**Personal criteria:** personal capability and self-belief, significance, importance, external and internal benefit.**Community criteria:** social and community sense of belonging, view of youth with disabilities (organizations and employers). N>300, 6 government authorities.**Research method:** quantitative and qualitative.**Experimental design:** mixed design, repeated measures, within – between subjects and surveys. | Yifat Klein | JDC programs manager | +972-54-4550024 |
| **Ministry of Education, Mibereshit, Genesis Fund** | **Israeli Journey:** an innovative program design to strengthen the student’s personal, Jewish, and Zionist identity, and connection to self, and various circles in society and the community, to the Jewish people and the State of Israel. Mashav is accompanying this program by conducting an evaluation study and a longitudinal study examining the journey’s effectiveness.**Population:** 11th and 12th grade students, and IDF soldiers. FSU olim (with separate evaluation).**Fields:** youth and young adult education, education – leadership and social community engagement (includes a volunteer component).**Personal criteria:** value positions and perceptions with respect to community and society, the Jewish people and land of Israel, the State of Israel and Judaism. N>20,000**Research method:** quantitative and qualitative.**Experimental design:** longitudinal, repeated measures | Uri Cohen | CEO, Mibereshit |  |
| **Ministry of Diaspora Affairs, Israel Movement for Reform and Progressive Judaism** | **Domim (similarities) Program – for increasing the bonds of Jewish peoplehood and connections between the Reform community and the State of Israel and Israeli society.****Population:** 1) Rabbis (women and men) of Reform communities abroad (including FSU). 2) Members of Reform communities abroad. Secondary population: Rabbis (women and men) of Reform communities in Israel.**Fields:** diaspora Jewish community, Jewish peoplehood, Jewish leadership.**Criteria:** frequency and quality of connection, satisfaction with connection, needs, services and deficiencies in connection, connection with the State of Israel and Israeli society, Jewish peoplehood, community leadership. N~100**Research method:** quantitative and qualitative.**Experimental design:** longitudinal | Smadar Bilick | Assistant program manager | +972-52-3354585 |
| **JDC-Ashalim in cooperation with the Ministry of Education, the Ministry of Labor, Social Welfare and Services, and the National Insurance Funds** | **Megama La’Atid (A View to the Future) –** earning professional certification and employment integration.**Population:** students with disabilities.**Fields:** education, employment, disabilities.**Personal criteria:** soft skills for employment, personal ability, future orientation.**Community criteria:** sense of social and community belonging. N~500**Research method:** quantitative and qualitative.**Experimental design:** longitudinal (4 years), repeated measures | Yifat Klein | JDC programs manager | +972-54-4550024 |
| **JDC-Ashalim in cooperation with the Ministry of Education, the Ministry of Labor, Social Welfare and Services, the Defense Ministry, the Ministry of Health, the National Insurance Institute, the Roderman Fund, and the Council of Military Preparatory Schools** | **A program to provide access for young adults with disabilities to military preparatory schools.****Population:** young adults with disabilities.**Subject:** social and employment integration.**Personal criteria:** skills for independent living and employment, personal capability, leadership skills (including a volunteering component. N~200**Research method:** quantitative and qualitative.**Experimental design:** longitudinal (4 years), repeated measures | Osnat Elnatan | Program director | +972-52-5321730 |
| **The National Insurance Funds, the Fund for Developing Services for People with Disabilities, The Central Library for the Blind and Visually Impaired** | **Audio description service – providing accessibility to theaters and plays through audio description services.****Population:** the blind and visually impaired.**Subject:** disabilities**Personal criteria:** quality of life, experience, understanding, quality of audio description.**Community criteria:** sense of social and community belonging. N~100**Research method:** quantitative and qualitative.**Experimental design:** mixed design, repeated measures, within – between subjects. | Tammi Eylon | Project coordinator |  |
| **JDC Disabilities Database, the National Insurance Institute** | **Even Derech (Milestone) – promoting a healthy lifestyle and health services accessibility for the advancement of health and safety among people with disabilities.****Population:** people with disabilities.**Fields:** disabilities (healthy lifestyles and community integration), education.**Personal criteria:** sense of social and community belonging. N>300**Research method:** quantitative and qualitative.**Experimental design:** mixed design, repeated measures, within & between subjects. | Ronit Ben-Shitrit | JDC programs manager | +972-52-5530402 |
| Randy Graber | JDC programs manager | +972-50-9557108 |
| Tammi Eliav | Director of research and assessment at the National Insurance Institute |  |
| **JDC Israel Tevet, the Ministry of Health, Eshnav, the National Insurance Institute** | **Job Placement for Social Assistance Beneficiaries –** the program is a model for job training and placement of people with disabilities. Mashav accompanied this program by conducting an extensive (4 year) design-based assessment research study. At its conclusion, the 3MVP model was developed: admission, mentoring, and quality job placement for people with disabilities. The model was implemented at the Ministry for Welfare and Social Services, and Mashav continues to provide support via assessment tools and measurement. The job placement tool formed the basis for the generic quality of placement assessment tool in a majority of Tevet’s employment programs.**Population:** people with disabilities who are interested in joining the job market.**Fields:** disabilities, employment.**Personal criteria:** 1) admission process, personal placement process for courses and training. Criteria: mobility, occupational stability, social stability, medical stability, perseverance and overall stability. 2) Quality of placement. Criteria: scope, stability, professionalism, self-belief and self- actualization, salary and benefits, job satisfaction. 3) Building a personal advancement program, mentoring and evaluation for the duration of program participation (3 perspectives: participant, mentor, and employer). Criteria: task completion, personal and interpersonal skills.**Community criteria:** attitudes and perceptions of employers towards people with disabilities. N>300**Research method:** emphasis on quantitative.**Experimental design:** longitudinal (3 years), repeated measures. | Eli Bentata | JDC Youth and Young Adults Field manager | +972-50-2197892 |
| Einat Masterman | JDC programs manager | +972-50-3024893 |
| Ronit Dudai | Ministry of Health coordinator of employment – mental health | +972-50-6242190 |
| Aya Hasdai | Founder & CEO, Eshnav | +972-52-3685611 |
| **JDC Israel Tevet, the Ministry of Social Welfare and Services** | **Afikim** – a unique youth employment training program utilizing knowledge and tools to help participants reach their personal and occupational potential. Mashav has been accompanying Afikim since it began in 2007 via a design-based research assessment study. The methodology and tools developed as part of this study have been implemented in many JDC Tevet programs. The program was also adopted at the national level by the Ministry of Social Welfare and Services. **As part of the program’s evaluation process, Mashav submits on-going job placement quality reports to 38 governmental authorities.** Mashav continues to provide support for tools and assessment. The **Afikim Integration** program was developed on the basis of this program and is also being accompanied by a Mashav design-based research study.**Population:** at-risk young adults.**Fields:** young adult employment.**Personal criteria:** 1) occupational efficacy and capability, job placement quality. Criteria: scope, stability, professionalism, self-belief and actualization, salary and benefits, training certification and academic studies, job satisfaction.N>1000**Research method:** emphasis on quantitative**Experimental design:** longitudinal (3 years), repeated measures. | Dr. Sigal Shelach | CEO, Tevet  | +972-50-6874112 |
| Osnat Elnatan | JDC senior program manager | +972-50-532173 |
| Dina Shalom | Ministry of Social Welfare and Services, superintendent of youth and young adults | +972-50-6223310 |
| Tali Yochananof | Afikim program manager | +972-50-7551987 |
| Dubi Rodman | Afikim program manager | +972-50-9723994 |
| **JDC Tevet, the Ministry of Social Welfare and Services** | **Afikim Integration –** a unique employment training program for young adults with low job prospects. The program has been in operation since 2014 and is based on the Afikim program.**Population:** at-risk young adults.N~100**Fields:** young adult employment.**Research method:** emphasis on quantitative.**Experimental design:** longitudinal (3 years), repeated measures | Osnat Elnatan |  JDC senior program manager | +972-50-532173 |
| **JDC Tevet, Elfanar, the Ministry of Economy** | **Considerations, needs, obstructions, and challenges in choosing education and career in Arab-Israeli society –** extensive mapping in local authorities where Rian Centers are in operation.**Population:** youth and young adults, Arab-Israeli society.**Fields:** employment and education.N>1000**Research method:** emphasis on quantitative.**Experimental design:** survey | Tidhar Ben Hagay | Program manager | +972-52-3563709 |

## **CV: Yossi Freier-Dror (lead researcher)**

E-mail: yossif@mashav-research.com Mobile: +972-52-3779392

**Education**

**2019-2020** Ph.D. in business administration, Swiss Manegment Center(SMC)

**1997-2000** MA in experimental research psychology, Bar-Ilan University

**1993-1996** BA in psychology with a minor in philosophy, Bar-Ilan University

**Experience**

**2006-present** Founder & CEO, Mashav Applied Researtch Ltd.

**2000-2005** Self-employed, research and statistics services

**1998-2000** R&D manager, Tzofen (developing the hi-tech sector in Israel’s Arab community

**Academic Instruction**

**2004-present** Lecturer in statistics, research methods, and intro to psychology, Ono Academic College

**2004-2006** Lecturer in statistics, research methods, and intro to psychology, the Shaarei Tzedek Medical Center School of Nursing

**1999-2000** Lecturer in statistics, Hadassah College

**Courses and Workshops**

Workshops on developing assessment and evaluation tools for academic staff and organizations

Statistics for social sciences

Research methods for social sciences

**Volunteering**

**2013-present** The Forum for Assessment, Knowledge & Research (the Israel Volunteer Initiative), member

**2013-present** The Mokir Forum for Measurement and Evaluation (The Rothschild Foundation), member

**2007-2013** Big Brother-Big Sister Israel, executive board chairman

**2003-2007** Big Brother-Big Sister Israel, executive board member

**1991-2003** Big Brother-Big Sister Israel, mentor

**Publications:**

**Refereed Journals [2011 – 2017]**

Refereed Journals [2011 – 2021]

1. Rokach, A., Bohadana, A., Kotekt, O., Shuali, C., Azulai, H., Babai, P., Freier-Dror, Y., Izbicki, G. (2021). Early Detection of COPD: An Opportunistic Case Finding Study in Smokers and Ex-Smokers Visiting a Medical Centre. *International Journal of Chronic Obstructive Pulmonary Disease*. (June 2021).
2. Finkelstein, I., Hartman, T., Freier-Dror, Y. (2021). ME-Q: Multicultural Education Questionnaire – Assessing the Experience of Multicultural Education in Academic Institutions. *The Journal of Educational Technology,* 17(4), 52-63.
3. Bohadana, A., Freier-Dror, Y., Peles, V., Babai, P., Izbicki, G. (2020). Extending Varenicline Preloading to 6 Weeks Facilitates Smoking Reduction and Cessation: A Randomised Controlled Trial. *The Lancet*. (February 2020).
4. Ferziger, N., Freier-Dror, Y., Gruber, L., Nahari, S., Goren, N., Neustadt-Noy, N., Katz, N., Bar-Haim Erez, N. (2019). Audio Description in the Theater: Assessment of Satisfaction and Quality of the Experience Among Individuals with Visual Impairment.*British Journal of Visual Impairment*(April 2020).
5. Abu Sneineh, M., Schwartz, Y., Nesher, G., Freier Dror, Y., Breuer, G.S. (2020). Uric acid level as a predictor of long-term mortality in advanced age population. *The American Journal of the Medical Sciences* (January 2020).
6. Nesher, G., Poltorak, V., Hindi, I., Nesher, R., Freier Dror, Y., Orbach, M., Breuer, G. S. (2019). Survival of patient with giant cell arteritis: Impact of vision loss and treatment with aspirin. *Autoimmunity Reviews* (August 2019).
7. Lotan, A. M., Cohen, D., Nahmany, G., Heller, L., Babai, P., Freier-Dror, Y., Scheflan, M. (2018). Histopathological Study of Meshed Versus Solid Sheet Acellular Dermal Matrices in a Porcine Model. *Annals of Plastic Surgery* (July 2018).
8. Hanhart, J., Comaneshter, D., Freier Dror, Y., Vinker, S. (2018). Mortality associated with bevacizumab intravitreal injections in age-related macular degeneration patients after acute myocardial infarct: a retrospective population-based survival analysis. *Graefe's Archive for Clinical and Experimental Ophthalmology* (January 2018).
9. Eldar-Yedidia, Y., Hillel, M., Cohen, A., Bar-Meir, M., Freier-Dror, Yossi., Schlesinger. (2017). The distribution of genotype frequencies of TLR2, TLR3 and TLR7SNPs in pregnant women who were infected with primary CMV in the second trimester, and intrauterine transmission. *PLOS ONE* (December 2017).
10. Schlesinger, Y., Eldar-Yedidya, Y., Hillel, M., Cohen, A., Bar-Meir, M., Freier-Dror., Y. (2017). Association of Toll-like Receptors Polymorphism and Intrauterine Transmission of Cytomegalovirus. *PLOS ONE* (December 2017).
11. Hanhart, J., Comaneshter, D., Freier Dror, Y., Vinker, S. (2017). Mortality in Patients Treated with Intravitreal Bevacizumab for Age-Related Macular Degeneration. *BMC Ophthalmology*, (2017) 17:189.
12. Breuer, G., Schwartz, Y., Freier-Dror, Y., Nesher, G. (2017). Uric Acid level as Predictor of Mortality in the Acute Care Setting of Advanced Age Population. *European Journal of Internal Medicine*, 44 (2017) 74-76.
13. Munter, G., Brivik, Y., Freier-Dror, Y., Zevin, S. (2016). Nicotine addiction and withdrawal in Orthodox Jews - the effect of Shabbat abstinence. *Israel Medical Association Journal,* 2017 Jan;19(1):25-29.
14. Cohen, C. J., Freier-Dror, Y., Auslander, G., Breuer, G. S. (2016). The Functional and Existential Tasks of Family Caregiving to End-of-Life, Hospitalized Geriatric Patients. *Journal of Gerontological Nursing,* Jul 11;42(7):55-64.
15. Cohen, C. J., Chen, Y., Orbach, H., Freier-Dror, Y., Auslander, G., Breuer, G. S. (2015) Social Values as an Independent Factor Affecting End of Life Medical Decision Making. *Medicine, Healthcare and Philosophy*, Vol 18, No 1.
16. Greenberger, C., Freier Dror, Y., Lev, I., Hazan Hazoref, R. (2014). The Inter- Relationships between Self-Efficacy, Self-Management, Depression, and Glycemic Control, in Israelis people with Type 2 Diabetes. *Journal of Diabetes Nursing*, Vol 18, No 8 (2014)
17. Jaworowski, S., Walter, G., Soh, N., Freier-Dror, Y., Mergui, J., Gropp, C., Haber, P. S. (2014). A validated questionnaire to assess the knowledge of psychiatric aspects of alcohol use disorder. *Journal of Substance Abuse.* Vol 32, No 2, (2014).
18. Novoselsky, M., Persky, A., Yinnon, A. M., Freier-Dror, Y., Henshke-Bar-Meir, R. (2013). Communication between residents and attending doctors on call after hours. *Journal of Evaluation in Clinical Practice.*
19. Wiener-Well, Y., Gofman, I., Assous M. V., Freier-Dror, Y., Yinnon, A. M., Lachish, T. (2013). The clinical significance of isolation of two different organisms from the urine of patients with an indwelling catheter. *Diagnostic Microbiology and Infectious Disease*. Vol 76, 1-4 (2013).
20. Yinnon, A. M., Wiener-Well, Y., Jerassy, Z., Dor, M., Freier-Dror, Y., and 6 more. (2012). Improving implementation of infection control guidelines to reduce nosocomial infections rates: Pioneering the Report. *Journal of Hospital Infection*. Vol 81, 169-176.
21. Katz, N., Gilad Izhaky, S., Freier-Dror, Yossi. (2013) Reasons for choosing a career and workplace among occupational therapists and speech language pathologists. *WORK: A Journal of Prevention, Assessment & Rehabilitation.*
22. Monas, L., Csorba, S., Kovalyo, M., Zeligman, R., Freier-Dror, Y., Musgrave, C. F. (2012). The Relationship of Sleep Disturbance, and Symptom Severity, Symptom Interference and Hospitalization among an Israeli Oncology Inpatients with cancer. *Oncology Nursing Forum*. Vol 39, No 4, July 2012.
23. Naveh, P., Leshem, R., Freier-Dror, Y., Musgrave, C. F. (2011). Pain Severity, Satisfaction with Pain Management, and Patient-Related Barriers to Pain Management in Patients with Cancer in Israel. *Oncology Nursing Forum*. Vol 38, No 4, July 2011.
24. Hazan-Hazoref, R., Shilo, Y., Freier-Dror, Y., Kerschin, T. Glatt, T. (2004). The Contribution of Pre- and Post-Admission School of Nursing Variables in Predicting Performance in the Israeli Licensure Examination for R.N. *Journal of research in nursing*.
25. פריאר-דרור, י., בר-חיים ארז, א., כץ, נ., באבאי, פ., נהרי, ש., המר, גילי., גרובר, ל., פריזגר, נ. (2020). תיאור קולי בתיאטראות. *פרסומי הקרנות של המוסד לביטוח לאומי*. פרסום 8.
26. זהר, ג., גרובר, ל., פריאר-דרור, י. (2017). גישת ה'הסללה למרכז' של אנשים עם מוגבלות: הקמת מרכזי הכוון ותעסוקה בישראל ובמדינות ה-OECD. *ביטחון סוציאלי.* חוברת מספר 102.
27. עורקבי, ב., גרינברג, ח., פריאר-דרור, י. (2014). עמדות אחיות בתי חולים בישראל כלפי השיטות הטיפוליות ההוליסטית והביו־רפואית והשימוש בטיפולי הרפואה המשלימה. *גוף ידע, כתב עת למחקר בסיעוד.* חוברת מס' 10, מרץ 2014.
28. קובליו, מ., זליגמן, ר., צ'ורבה, ס., מונאס, ל., פריאר-דרור, י., מוסגרייב, ק. פ. (2013). היחס בין הפרעת שינה תסמינים ואשפוז בקרב חולי סרטן ישראליים. *ביטאון הסיעוד האונקולוגי בישראל*. כרך כ"ג חוברת מס' 2, ספטמבר 2013.

**Presentations and Posters [2011-2021]**

1. *Uric Acid Level as a Predictor of Long-Term Mortality in Advanced Age Population.* [2019 ACR/ARP Annual Meeting](https://acrabstracts.org/meetings/2019-acr-arp-annual-meeting/), November 8-13, 2019 in Atlanta, GA.
2. *Audio Description in Cultural Events: Perspective of Clients With Low Vision and Service Providers.* The 2019 AOTA Annual Conference & Expo, April 4-7, 2019.
3. *The use of a parent-report questionnaire to examine the development of communication among 1- to18-month-old toddlers with typical development.* The 3rd Lancaster Conference on Infant and Early Child Development, 6-7 September 20, 2018, Lancaster, England.
4. *Audio Description for Individuals with Visual Disability: Enabling Participation in Cultural Events.* The 17th World Federation of Occupational Therapists Congress, 21 – 25 May, 2018, Cape Town, South Africa.
5. Auslander, G., Cohen, C., Freier-Dror, Y., & Breuer, G. *The functional and existential tasks of family caregiving to hospitalized, geriatric, end-of-life patients*. Oral Presentation at the 8th International Conference on Social Work in Health and Mental Health, Singapore. June 22, 2016.
6. Wingate Congress 2015. *Research on Accessible Health Zones: Promoting Healthy Lifestyle for People with Disabilities*.
7. Wingate Congress 2014. *Accessible Health Zone: Promoting Healthy Lifestyles for People with Disabilities*.
8. American Occupational Therapy Association Annual Conference 2013. *Participation in Physical Activity, Fitness and Risk for Obesity in Children with Developmental Coordination Disorder (DCD): A Cross Cultural Study*.
9. הצגת פוסטר בכנס המחקר השני של ביה"ח שערי צדק (2018). *"מידע, התנסות אישית ועמדות כלפי רפואה משלימה בקרב סטודנטיות לסיעוד".*
10. הצגת פוסטר בכנס המחקר השני של ביה"ח שערי צדק (2018). *"שיעור נפילות ו"כמעט נפילות"
בקרב יולדות".*
11. בר-חיים ארז, פריאר-דרור, גרובר, גורן, פרזיגר וכץ (2017).  הנגשת אירוע רב משתתפים לאנשים עם מוגבלות ראייה: תיאור קולי בתיאטראות.  הצגת e-poster בכנס השנתי של האיגוד הישראלי לרפואה פיזיקלית ושיקום. ישראל.
12. הצגה בכנס ה-1 של העמותות המקצועיות בסיעוד 2017. *"שיעור נפילות וכמעט נפילות בקרב יולדות".*
13. הצגה בכנס בנושא הגישה הרב-תחומית לסוף החיים: עבר הווה עתיד (2016). The Functional and Existential Tasks of Family Caregiving to End-of-Life, Hospitalized Geriatric Patients.
14. כרזה בכנס ה 12 של העמותה הישראלית למחקר 2014. *האם הכנסת פרוטוקול לטיפול בכאב חריף אחרי ניתוח היטיבה עם המטופלים.*
15. הצגה בכנס חומש ה 9, על אמנה, אמונות והגשמה 2014. "יישום מודל Triple MVP בתוכנית הנגשת הכשרות מקצועיות לאנשים עם מוגבלות"

## **Mashav: Applied research principles**

1. **Seeing the whole picture** – the research, the measurement and evaluation, serve all parties, those who form and shape public policy, participating organizations’ staff, the program, and its participants/beneficiaries. The type and level of information shared is determined according its relevance to the party in question.
2. **External collective impact** – the program’s/programs’ impact on a variety of populations, sectors, and organizations is examined.
3. **Internal collective impact (synergy)** – the collective impact, or the synergy resulting from combining several programs around common strategy, goals, and objectives is examined.
4. **Social return on investment (SROI)** – evaluation in terms of investment feasibility, i.e. beyond validation and proving efficiency, what must be invested and what is saved due to the investment; is the economic model self-sufficient?
5. **Evidence-based best practice** – strive to produce best practice and an optimal operational model for the program and for programs with a similar model and rationale.
6. **Integrality** – research tools are integral to the needs of the program. In other words, wherever relevant, tools are developed to serve the program, and are implemented and serve it as a matter of routine and consequently serve the research study as well.
7. **Evidence-based decision making** – the research provides a current and ongoing status report for all levels and assists in making evidence-based decisions.
8. **Continuity** – research tools and continuous reports are developed with the goal of serving the program beyond the term of the research.
9. **Internal validity** – the research methodology strives to strengthen the program’s effectiveness in and of itself, in other words, beyond intervening elements (such as the human element).
10. **External validity and replication** – the research methodology aims to strengthen the external validity of the program, meaning that the findings of the research may be studies and used for making deductions useful for other, similar programs and/or expanding the current program to other environments and populations.
11. **Sustainability** - evaluation in the context of sustainability, i.e. beyond validation and proving its efficiency, what, if at all, is required for the program to be sustainable; in other words, for it to be implementable or fit into additional frameworks.
12. **Mixed design methods** – a combination of qualitative and quantitative evaluation, which allows the entirety of the program to be grasped and perceived, as well as for a deep understanding and expression of the details within.

**Part Three: Research Proposal Details**

Aims

To examine the quality of and satisfaction from the intervention.

To examine the impact of the intervention (retrospective assessment).

To obtain an in-depth understanding of the factors that help and hinder the success of the intervention.

To prepare a comprehensive concluding report that will help in confirming and optimizing the intervention.

Research Population

Quantitative – One-time, retrospective measurement among clients who have been receiving the service for three months or more.

Qualitative – In-depth interviews with clients who have been receiving the service for three months or more.

Methods

Research Population

Third Age population, clients of the program. As of today, there are six centers and 229 clients in the program.

Sample

Quantitative – All the clients in the program will be approached. Based on the assumption that 160 respondents (70%) will reply, the size of the sampling error for the final population (229), the maximum variance, and the 95% confidence interval is +4.3%.

Qualitative (interviews) – We will conduct 36 interviews with clients, six at each center, eighteen interviews with volunteers, three interviews at each center, and six interviews with supervisors, one at each center, for a total of 690 interviews.

Quantitative instruments

**Subjective loneliness (Gierveld & Van Tilburg, 2006) [clients]:** The instrument is comprised of two domains: emotional loneliness and social loneliness. The instrument contains 6 items (3 per domain) ranged on a scale from 1 [not at all] – 5 [very much]. The instrument was found to have a reasonable internal consistency [.70 < α >.76] and a good test-retest reliability [*r* = .73]. The instrument has undergone minor adjustments to the specific population.

**MOS Social Support Survey (Sherbourne & Stewart, 1991) [clients]:** The instrument is comprised of four separate domains, from which we used the **emotional support and tangible support** domains. The two domains contain a total of 8 items (4 per domain) on a scale from 1 [never] – 5 [all the time]. The instrument was found to have a good internal consistency [.91 < α >.96] and a good test-retest reliability [.83 < *r* >.90].

Qualitative instruments (Interviews)

**Interview instrument - clients:** The instrument includes the following topics: A. First impression and understanding of the service and its goal. B. Times and duration of calls. C. Calls – topics (content), initiation, interest, and sharing. D. Effect – connection with volunteer and relief of loneliness and isolation. E. Effect – positive change in mood. F. Conclusion – strengths and areas for improvement.

**Interview instrument – volunteers & Supervisors:** The instrument includes the following topics: A. Clients understanding of the service and its goal. B. Calls – topics (content), initiation, interest, and sharing. C. Effect – connection with clients and relief of loneliness and isolation of the clients. D. Effect – positive change in mood of the clients. E. Conclusion – strengths and areas for improvement.

Process

The quantitative tools will be shared on the internet and through other means when this is not possible. When required, mediation will be provided by an individual who is not directly connected with the client (in order to prevent bias).

The interviews with the clients, volunteers, and supervisors will be carried out by the research company using ZOOM or a similar platform. When this is not possible, the interviews will be conducted via telephone.

Statistical processing and analysis

Quantitative statistics:

Measures of central and dispersion tendencies will be calculated; for quantitative scale variables (rational and interval scales), mean and standard deviation will be calculated; and for qualitative scale variables (ordinal and nominal variables) calculations of *N* and percentages will be calculated.

Tools testing

To establishing reliability in the context of tool homogeneity, an Alpha Cronbach internal consistency will be performed. In addition, item analysis will be performed, and the (normality) distribution of final grades will be examined using Kolmogorov-Smirnov test.

To confirm (statistically) the content and structural validity, confirmatory factor analysis CFA will be performed.

Interviews and content analysis

Interviews will be conducted under the phenomenological approach which is intended to examine the substance of a certain experience, and in the instance of proposed study – the change which clients underwent due to Friend Call program and the way in which to optimize this change.

The phenomenological approach emphasizes understanding the meaning of various events, while concentrating on the essence of the experience of the person experiencing it. This approach can provide a glimpse into the interviewees’ experiences, a glimpse which is nearly devoid of prejudices, and which allows us to authentically learn about the way in which they live the phenomenon, experience it, and present it to the outside world (Strauss & Corbin, 1990). The interviews will be subject to content analysis.

General

Wherever relevant, C.I. of 95% will be calculated for infinite population. Effect size will be calculated where relevant. All analysis will be conducted using statistical software PASW21 (from SPSS, IBM). The α shall be set at p<.05 for all hypotheses.

Additional statistical procedures and testing may be performed following receipt of the raw data and initial processing.

Limitations

The change is measured retrospectively only and using a one-time measurement. Therefore, it is not possible to put hypotheses to a statistical empirical test.

Research ethics

Subject anonymity will be preserved throughout the course of the study. Findings will be presented aggregated only.

Every participant will receive an explanation regarding the research and the researchers, the research’s objectives, tools and schedule, confidentiality of responses, and it will be emphasized that participation is completely optional, and they can withdraw at any time. Contact information for additional questions will be provided.

Databases

Databases are secured at Mashav Applied Research. The company’s staff included a database administration specialist and an IT specialist.

## **Operational process (timetable)**

Mashav is prepared for immediate launch of the research.

Draft of final report will be submitted two weeks from completion of data gathering.

Duration of the study, two months

# **Part Four: Budget**

Assumptions

* Costs are based on a research period of two months.
* Costs are based on data gathering in the field, including questionnaire administration by volunteer center staff.
* Costs assume reports in Word format and presentation in PowerPoint – in English.
* The table presents workdays, each consisting of 8 work hours.

| **Component | Position** | **Researcher** | **Statistician** | **Interviewer** | **Research assistant** |
| --- | --- | --- | --- | --- |
| Formalize study outline | 1 |  |  |  |
| Define sampling, tool development, and procedure  | 3 | 1 |  |  |
| Build databases, data merge, data gathering support |  | 2 |  |  |
| Data entry and improvement  |  |  |  | 2 |
| Coordination |  |  |  | 3 |
| Statistical processing and analysis | 3 | 6 |  |  |
| 60 interviews |  |  | 15 |  |
| Interview and open questions content analysis |  |  | 10 |  |
| Report (Word) and presentation (Power-point) | 3 | 3 |  |  |
| **Total** | **10** | **12** | **25** | **5** |

| **Position** | **Days** | **Cost per day** | **Total cost** |
| --- | --- | --- | --- |
| Researcher | 10 | 3,000 ₪  | 30,000 ₪  |
| Statistician | 12 | 2,400 ₪ | 28,800 ₪  |
| Interviewer | 30 | 2,200 ₪ | 66,000 ₪  |
| Research assistant | 5 | 1,200 ₪ | 6,000 ₪  |
| Translation of tools to Russian | 2,000 ₪  |
| Report editing | 4,000 ₪  |
| Office expenses | 1,000 ₪  |
| Total  | 126,800 ₪ |
| Total, including VAT | 148,356 ₪ |

General Terms

* The research proposal may be updated and amended as needed and as required by the client.
* Total study cost NIS 126,800 ₪ (including VAT 148,356 ₪).
* Invoicing: 30% at approval of proposal, 30% after research tool development, 40% upon research conclusion and client acceptance of final report.

We’d be glad to answer any question or provide additional information as needed.