



August 20, 2025

Research Evidence in Practice

Evidence-Based Interventions in Service Delivery

switchboard
connecting resettlement experts





Thank you for joining today's training!

We will begin momentarily.



Today's Facilitator



Katie Zanoni

Senior Learning and
Evidence Officer, IRC

Today's Speakers



Sarah Diner

Program Officer,
Research,
Switchboard



Myja Maki

Program Manager
and Clinical Supervisor,
IRC



Miriam Potocky

Researcher,
Switchboard



Monica Indart

Clinical Supervisor,
IRC

Learning Objectives



By the end of this session, you will be able to:

1

DESCRIBE

evidence-based interventions and their relevance within service delivery for newcomers

2

IDENTIFY

appropriate evidence-based practices based on population needs, service context, and organizational capacity

3

DEVELOP

an evidence-based service delivery plan that integrates research evidence, client characteristics and preferences, and practitioner expertise



Evidence-Based Practice

The Relevance of Evidence-Based Interventions
in Newcomer Service Provision



What does evidence-based practice mean to you?



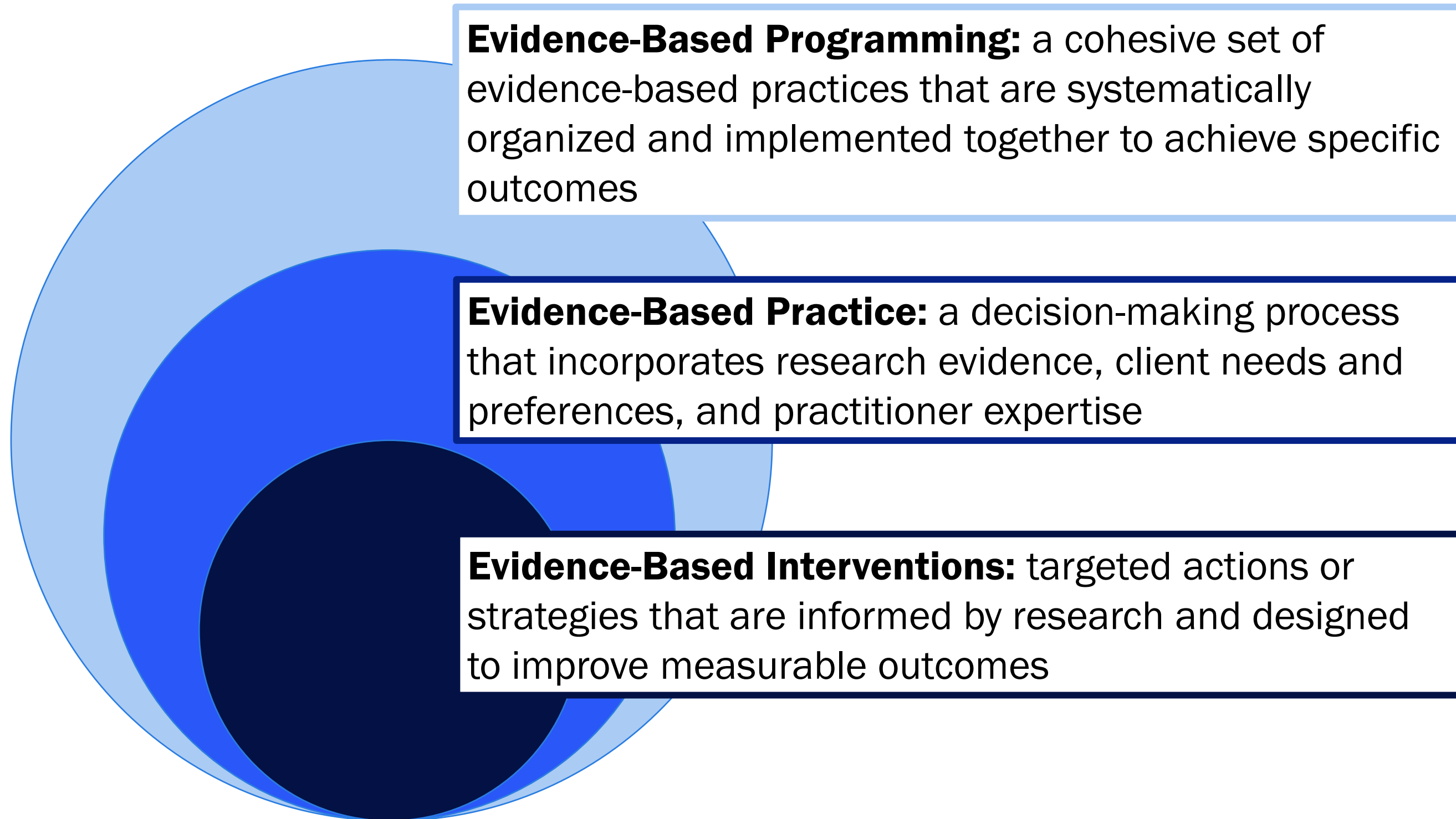
What is evidence-based practice?

A decision-making process that integrates:

- The best research evidence available
- Information on client characteristics, culture, and preferences
- Practitioner expertise to guide and inform the delivery of interventions



Terminology



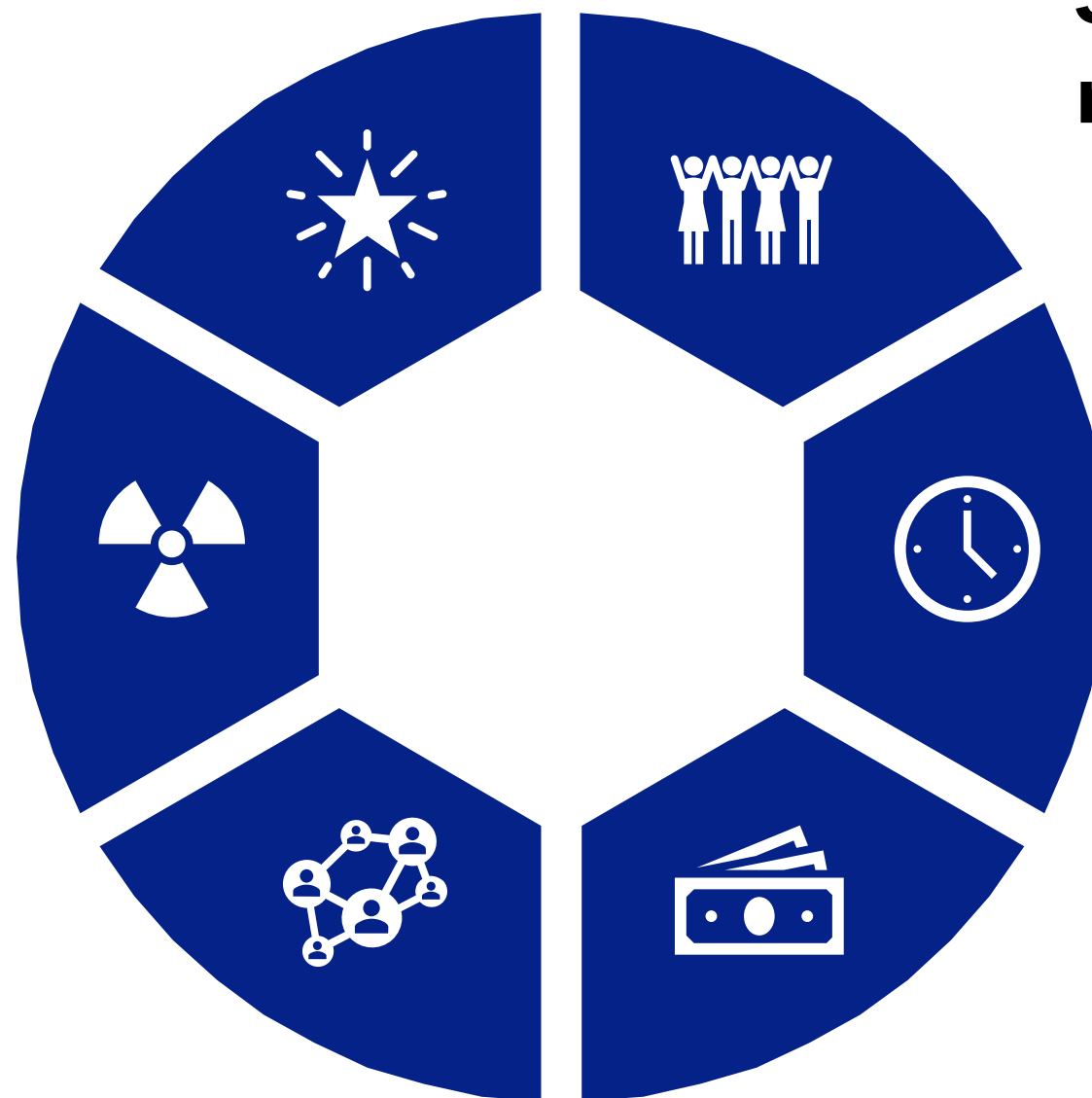
Benefits of Evidence-Based Practice When Working with Newcomers



**Increases project
success**

**Mitigates risk and
avoids harm**

**Optimizes use of
resources**



**Supports our
responsibility to clients**

**Saves time and
increases confidence
in decision-making**

**Meets requirements
of many funders**



2

Identifying Appropriate Evidence-Based Practices



Do you currently incorporate evidence-based practice (EBP) into your program design?

Steps to Incorporating Evidence-Based Practice



1

Set Priorities

What are you hoping to achieve?

2

Assess Readiness

Is your organization ready to make changes?

3

Examine Research

What evidence-based practice are you going to use?

4

Adapt

Can you make a current program more evidence-based?

5

Adopt

What resources do you need to start new programming?

Steps to Incorporating Evidence-Based Practice (EBP)



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1

Set Priorities

Assessing your
program

- Evaluate current programming impacts and identify potential gaps
- Identify what client outcomes you're looking to improve
- Review logic model (e.g., theory of change) and revise as needed



1

Set Priorities

Developing your question

- What specific needs has your organization identified in the community you serve?
- Are there parts of your programming that are not achieving desired outcomes, based on data or feedback?

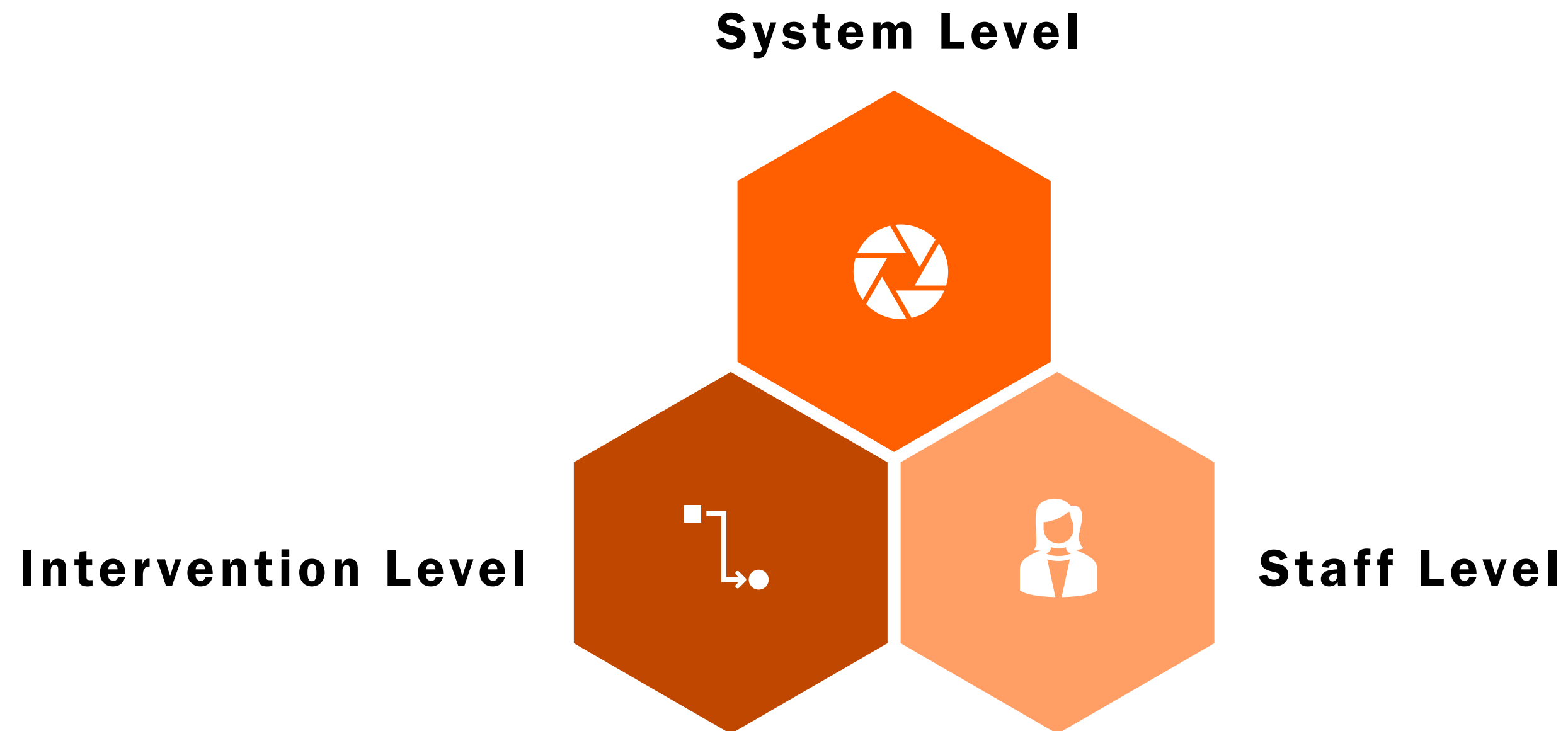


2

Assess Readiness

- Do you have buy-in from key stakeholders?
- Do staff have the bandwidth and resources to implement changes?
- Are funding or other resources available?

Barriers and Facilitators to Implementing Evidence-Based Practices

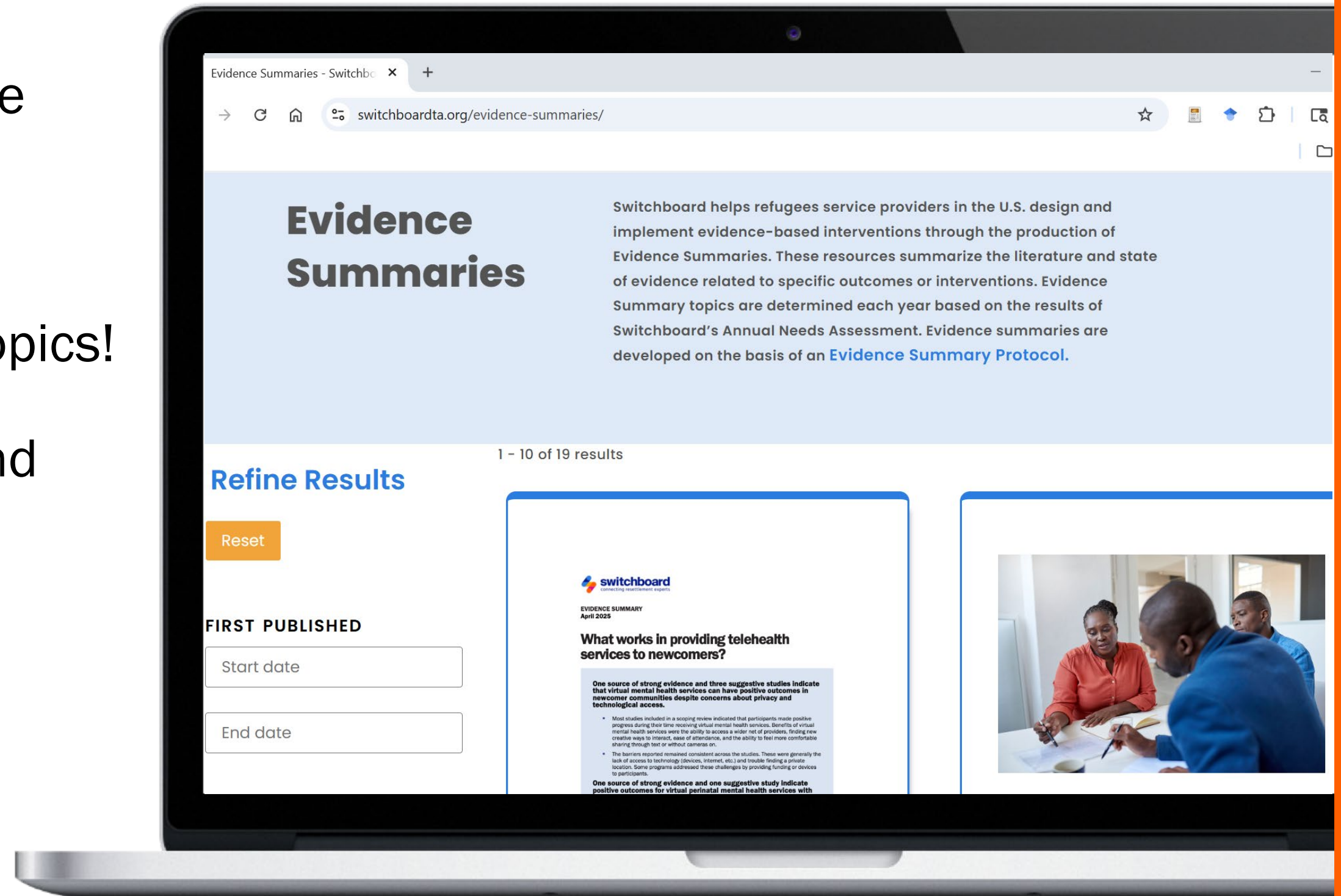


3

Examine Research



- Review Switchboard's Evidence Summaries and Evidence Database
- Submit a TA request for new topics!
- Search with Google Scholar and Elicit
- Connect with other organizations/colleagues implementing evidence-based practices





Hierarchy of Evidence

**Systematic
Reviews**

Randomized Control Trials

Suggestive Evidence

Non-peer-reviewed research



Case Study: Cecelia

Cecelia is the director of her organization's adult English Language Learning (ELL) program. They offer in-person group classes and one-on-one tutoring for clients interested in learning English. She has noticed recently that attendance has been dropping off, especially after a client secures a job. She has also heard that moms with young children at home have a hard time making it to class. Cecelia wonders if there are evidence-based practices that could help her clients.



1

Set Priorities

- **Goal:** Improve attendance in ELL classes
- **Identified gap:** Lack of virtual or supplemental options
- **Action:** Revisit the logic model to reflect the need for flexible, accessible learning formats



2

Assess Readiness

- **Resources available:**
 - Organization has a paid account for a videoconferencing app
 - Some funding available to enhance ELL programming
- **Challenges:** Volunteer tutors are hesitant about using virtual platforms
- **Next step:** Gauge staff willingness to support transition to hybrid/online formats



3

Examine Research



- **Key question:** Are virtual ELL programs as effective as in-person formats?
- **Action:** Explore Switchboard's evidence summaries and database.
- **Next steps:** What knowledge from service providers could be utilized?

There is strong evidence that incorporating digital elements can be just as effective as fully face-to-face programs.

- A meta-analysis of computer-assisted language learning (CALL) indicated over two-thirds of included studies had comparable or more favorable results for digital modes of instruction.
- Using digital games or gamification techniques within digital settings has repeatedly succeeded in increasing English proficiency while maintaining high levels of satisfaction, enjoyment, and engagement.

Several other studies, including one source of strong evidence, provide guidance on which elements of English language programs may be most effective.

- There is evidence that implicit instruction may be more effective than explicit instruction, even when looking at delayed post-intervention assessments. Novice learners appear to gain the most benefit from English language programs.
- Three studies suggest that programs with higher levels of variety and activity, but not necessarily complexity, may be more effective and engaging for students.



Which of the following factors in Cecelia's service context could influence the implementation of a hybrid or virtual learning model?



3

Developing a Plan for Evidence-Based Practice

Applying Evidence-Based Practice (EBP)



Steps to Incorporating Evidence-Based Practice



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4

Adapt

- **Existing:** Assess whether you can adjust a current program to make it more evidence-based.
- **New:** What elements should a new program include to better fit the populations you serve (language, format, etc.)?

5

Adopt



Acceptable



Appropriate



**Uptake
Strategies**



Fidelity



**Client-
Centered Fit**

Case Study: Cecelia (cont.)

Cecelia is the director of adult education at her organization. She noticed some gaps in their programming and wanted to implement more evidence-based practices.

- 1. Set Priorities:** Improve attendance; lack of virtual options
- 2. Assess Readiness:** Software and funding available; volunteer hesitancy
- 3. Examine Research:** Available evidence summary



4

Adapt

- **Current program:** Adapt current tutoring and class formats to have optional virtual sessions
- **New elements:** Integrate adaptable online gaming platforms to enhance engagement and learning



5

Adopt

- **Implementation plan:** Offer training for volunteers and clients on using virtual tools; develop or curate appropriate educational games
- **Checklist for adoption:** Acceptability, Appropriateness, Uptake Strategies, Fidelity, Client-Centered Fit





What challenges and successes would you expect if you were Cecelia implementing the "Adapt" and "Adopt" steps?



Questions?

Type your question in the **Q&A** 

Q&A Panel



Sarah Diner

Program Officer,
Research,
Switchboard

Myja Maki

Program Manager
and Clinical
Supervisor, IRC

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Help us help you!

Scan the QR code or click the link
in the chat to access our
feedback survey!

- Five questions
- 60 seconds
- Help us improve future training
and technical assistance



Recommended Resources

- [Three Ways that Evidence Summaries Can Transform Resettlement Work](#) (Blog)
- [Are Your Programs and Services Evidence-Based? Implementation Science can Help!](#) (Blog)
- [Implementation Science: Bridging the Evidence-to-Action Gap in Refugee Services](#) (Guide)
- [Introduction to Evidence-based Project Design](#) (Archived Webinar)
- [Introducing the Switchboard Evidence Database](#) (Archived Webinar)
- [Potocky, M. Implementation Research in Refugee Resettlement: A Rapid Scoping Review. Glob Implement Res Appl 4, 232–246 \(2024\).](#)
- [Introduction to Program Design: Developing Your Theory of Change](#) (Archived Webinar)



**Are Your Programs
and Services
Evidence-Based?
Implementation
Science can Help!**

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