

OED - DAC Criteria	Evaluation Question What do we want to evaluate and learn about?	Target Group Who is involved?	ToC Area of enquiry What section of the ToC is being investigated?	Indicator Code C-Code assigned to identify indicators within indicator analysis	Indicator Which qualitative/quantitative indicator measures this outcome?	Indicator Description Where is there a need for key words to be defined?	Target for Indicator What is this to get for this indicator?	Frequency How often should indicator be collected?	Responsible Team Who is responsible for measurement of this indicator internally?	Monitoring Metrics Does this indicator require the use of monitoring data?		Data Collection Methods Newcomers Which data collection methods should be used to collect data against this indicator?		Data Collection Methods Municipalities Which data collection methods should be used to collect data against this indicator?		Data Collection Methods Civil Society Which data collection methods should be used to collect data against this indicator?			
										Yes/No	Type	In-Depth Interviews OR Focus Groups	Online Survey	Focus Groups/Learning Workshops	Online Survey	Focus Groups/Learning Workshops	Online Survey		
Efficiency	Does the Welcome app generate visible user returns for its users, for newcomers, customers and civil society?	Newcomers	A 'rapid transition' to work & a decrease in 'higher' employment rates and greater financial independence	1.0	Number of months until first job	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+	Municipal Records/LMY records	+	+						
				1.1	% of newcomers securing an internship, volunteering, or temporary job	Period, documented placement	50% (6 months)	6-monthly	+	+									
				1.2	Average monthly income change	Average self-reported income vs. previous 6 months	€400 increase	Annually	+	+	Municipal Records	+	+						
				1.3	Self-reported satisfaction about increased employment rates	Open-ended survey from users on job impact	10 questionnaire	Ongoing	+	+		+	+						
				1.4	Self-reported satisfaction about improved financial independence	Open-ended survey from users on job impact	10 questionnaire	Ongoing	+	+		+	+						
			Growth in social networks (meaningful relationships)	2.0	Number of people in social circle (meaningful relationships)	How many contacts have been added on social media	A social circle is the group of people with whom an individual regularly interacts and maintains social relationships. Friends, family members, colleagues, classmates, neighbors, and others with whom a person shares mutual conversation, support, or activities	6-monthly	+	+	Refugee WorkingHours/Reichard Team-Dis	+	+						
				2.1	% of users reporting to have one meaningful friendship/relationship, as a result of a social network activated on the app	Continuous emotional support relationship	60% active users	6-monthly	+	+		+	+						
				2.2	% of users reporting reduced feelings of loneliness/isolation, as a result of social network activated on the app	Based on a validated loneliness scale (e.g. UCLA Loneliness Scale, 3-item version)	50% of users report improvement over 6 months	6-monthly	+	+		+	+						
				2.3	Activities product metrics	If of activities, activities most viewed, activities collected by most signed up, % of signed activities signed up for during a session, activities related by most connected, activities related by most shared, activity categories related (most widespread signed up, Activity category then related by most selected, Please open (distance, time, ...) related by most selected, Words users are searching for, related by most used.	As defined by product team	Monthly	+	+		+	+						
				2.4	Self-reported resilience score	Use Brief Resilience Scale (BRS) or equivalent (average score out of 5)	Average score 13-15	6-monthly	+	+		+	+						
			Engagement with information and opportunities for language learning activities (Dutch language proficiency)	3.0	Information product metrics	Information categories related by most viewed, information articles related by most viewed, information articles related by most shared, Words users are searching for in information, related by most used	As defined by product team	6-monthly	+	+		+	+						
				3.1	Average number of hours newcomers spent in language calls of 100mins	Tracked per user/month	8 hours/month average	6-monthly	+	+		+	+						
				3.2	% of newcomers reporting increased confidence using Dutch in daily life (after 3 months)	Self-assessed comfort speaking Dutch	> 60% reported gains	6-monthly	+	+		+	+						
				3.3	Number of months until reaching B1 level	Self-reported level on language progress, compare time taken to reach B1 level compared to the average across the 3-year integration timeline	60% achieve B1 in 1 year	Annually	+	+	Municipal monitoring data / DSO registration	+	+						
				3.4	% of newcomers completing a validated Dutch language course (e.g. A1 to B1 level)	Verified certificates from language providers	> 50% complete course	Annually	+	+		+	+						
	Municipalities	Improved operational efficiency resulting in reduced staff resources, savings, and more effective service delivery through improved collaboration in the social network app	4	Number of active users of the social app	Used map to key product features (connection activities in cross municipality, Added value product)	60% active users	6-monthly	+	+		+	+							
			4.1	Number of contact requests per newcomer	Contact requests refer to number of 1:1 conversations	10-12 usable questionnaire	Ongoing	+	+		+	+							
			4.2	Self-reported satisfaction about improved operational efficiency	Descriptions of tangible workloads or reduced administrative burden from staff	10-12 usable questionnaire	Ongoing	+	+		+	+							
			4.3	Self-reported satisfaction about increased efficiency in service delivery	Self-descriptions of improved ability to respond to newcomer needs in service delivery	10-12 usable questionnaire	Ongoing	+	+		+	+							
			4.4	Number of contact requests per newcomer	Contact requests refer to number of 1:1 conversations	10-12 usable questionnaire	Ongoing	+	+		+	+							
			4.5	Self-reported satisfaction about improved operational efficiency	Descriptions of tangible workloads or reduced administrative burden from staff	10-12 usable questionnaire	Ongoing	+	+		+	+							
5			Number of months until completion of the integration process	Successful integration timeline aligned with Dutch government. The process is completed in less than 3 years and activities being greater a readiness profile, having the Dutch language, understanding Dutch society and values, and providing knowledge the labor market, creating a social network, and finding housing.	Annually	+	+		+	+									
5.1			% users who had confidence targeting their integration process	Confidence defined as knowing where to go, who to go to, what to do, and how to do it, and acting independently	> 60% users report confidence	6-monthly	+	+		+	+								
5.2			% users who report they accessed other support (not included in the app)	Support includes: language support (e.g. NGOs, cultural help, religious help)	> 60% users accessing other support	6-monthly	+	+		+	+								
5.3			Activity (D-2) and information product metrics (D-3)	See D-2 and D-3 descriptions	As defined by product team	6-monthly	+	+		+	+								
Effectiveness	Are there other outcomes that are generating results?	Newcomers	Higher participation rates with social activities and services promotes social integration, reduced isolation and improved mental health	6	% indicator 2.0	Continuous emotional support relationship	60% active users	6-monthly	+	+		+	+						
				6.1	% indicator 2.1	Based on a validated loneliness scale (e.g. UCLA Loneliness Scale, 3-item version)	50% of users report improvement over 6 months	6-monthly	+	+		+	+						
				6.2	Self-reported satisfaction about when helped reduce isolation	Qualitative examples of when made a difference (e.g. social, peers, etc.)	10-12 narrative responses/year	Ongoing	+	+		+	+						
				6.3	Self-reported level of wellbeing	WHO-5 subjective wellbeing questionnaire	6-monthly	+	+		+	+							
				6.4	% of newcomers securing an internship, volunteering, or temporary job	Active engagement in any structured program (not 3 months)	> 40% of users	6-monthly	+	+		+	+						
			Receiving access to employment opportunities through mentorship, training activities, and education	7	% of newcomers securing an internship, volunteering, or temporary job	Active engagement in any structured program (not 3 months)	> 40% of users	6-monthly	+	+		+	+						
				7.1	% indicator 1.0	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				7.2	Self-reported satisfaction about other factors influencing activation (e.g. NGOs, personal networks, mentor)	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+						
				7.3	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+						
				7.4	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+						
			Civil Society	Improved performance and service delivery through mentorship, training activities, and education	8	% of collaborative initiatives launched by civil society	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+					
					8.1	% of newcomers reporting improved capacity/performance	Self-assessed improvements due to app engagement	> 60% gains	6-monthly	+	+		+	+					
					8.2	Self-reported satisfaction about when also helped to improve self-efficacy	Qualitative accounts of several experiences	10-12 usable questionnaire	Ongoing	+	+		+	+					
					8.3	% indicator 2.0	Continuous emotional support relationship	60% active users	6-monthly	+	+		+	+					
					8.4	% indicator 2.1	Based on a validated loneliness scale (e.g. UCLA Loneliness Scale, 3-item version)	50% of users report improvement over 6 months	6-monthly	+	+		+	+					
Relevance	Do users achieve the intended outcomes in the three core outcome areas (e.g. social, language, work, etc.)	Newcomers	Higher participation rates with social activities and services promotes social integration, reduced isolation and improved mental health	9	% indicator 2.0	Continuous emotional support relationship	60% active users	6-monthly	+	+		+	+						
				9.1	% indicator 2.1	Based on a validated loneliness scale (e.g. UCLA Loneliness Scale, 3-item version)	50% of users report improvement over 6 months	6-monthly	+	+		+	+						
				9.2	Self-reported satisfaction about when helped reduce isolation	Qualitative examples of when made a difference (e.g. social, peers, etc.)	10-12 usable questionnaire	Ongoing	+	+		+	+						
				9.3	% indicator 2.0	Continuous emotional support relationship	60% active users	6-monthly	+	+		+	+						
				9.4	% indicator 2.1	Based on a validated loneliness scale (e.g. UCLA Loneliness Scale, 3-item version)	50% of users report improvement over 6 months	6-monthly	+	+		+	+						
			Engagement with information and opportunities for language learning activities (Dutch language proficiency)	10	% indicator 1.0	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				10.1	% indicator 1.1	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				10.2	% indicator 1.2	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				10.3	% indicator 1.3	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				10.4	% indicator 1.4	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
		Participations	Engagement with information and opportunities for language learning activities (Dutch language proficiency)	11	% of newcomers accessing employment-related content	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				11.1	% of newcomers accessing employment-related content	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				11.2	% of newcomers accessing employment-related content	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				11.3	% of newcomers accessing employment-related content	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				11.4	% of newcomers accessing employment-related content	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				11.5	% of newcomers accessing employment-related content	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
Municipalities	Greater insight into individual user profile, enabling better integration support and early contribution to the integration process	12	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
		12.1	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
		12.2	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
		12.3	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
		12.4	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
		12.5	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
Relevance	To what extent does the Welcome app address the needs and priorities of newcomers?	Newcomers	Greater insight into individual user profile, enabling better integration support and early contribution to the integration process	13	Number of support requests per newcomer	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				13.1	Number of support requests per newcomer	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				13.2	% of newcomers reporting reduced workload related to administrative tasks	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				13.3	% of newcomers reporting reduced workload related to administrative tasks	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
				13.4	% of newcomers reporting reduced workload related to administrative tasks	Part-time or full-time job for 3+ months	50% (1 year)	6-monthly	+	+		+	+						
			Access to relevant (work, language, social) information and opportunities	14	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+						
				14.1	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+						
				14.2	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+						
				14.3	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+						
				14.4	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+						
Civil Society	Improved performance and service delivery through mentorship, training activities, and education	15	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
		15.1	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
		15.2	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
		15.3	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								
		15.4	% of newcomers reporting improved understanding of Dutch society and values	Self-reported confidence regarding job market (e.g. search, applications, interviews, career advice)	> 10% per year	6-monthly	+	+		+	+								