

## *SART Evaluation & Measuring for Success*

### *Description*

*Join SART leaders and team members from across South Carolina for this webinar on SART Evaluation & Measuring for Success, which will be facilitated by Kristina Vadas, Sexual Assault Program Coordinator for Virginia Department of Criminal Justice Services and contract facilitator for OVC TTAC.*

*In this webinar, participants will learn about ways to establish and use benchmarks to evaluate the response system. Considerations will be paid to how teams distinguish between and measure team success versus response success and how to use evaluation to continually improve response processes.*

*The objectives of this webinar are to:*

- 1. Increase awareness of the difference between team success and response success;*
- 2. Receive tools and resources to assist in evaluating benchmarks of success;*
- 3. Increase knowledge about how to use evaluation as a way to continually improve systems response*

**Access the recording here:**

<https://sc.coalitionmanager.org/resourcemanager/resourcefile/details/242>

# *SART Evaluation & Measuring for Success*

Facilitated by  
Kristina Vadas, LCSW  
VA DCJS and OVC TTAC

# **SEXUAL ASSAULT RESPONSE TEAMS: EVALUATION & MEASURING FOR SUCCESS**

**FRIDAY, JANUARY 17, 2020**

South Carolina SART Webinar #4

# PRESENTER

**Kristina L. Vadas, MSW, LCSW**

Consultant

Office for Victims of Crime  
Training & Technical Assistance Center





# OFFICE FOR VICTIMS OF CRIME

Office for Victims of Crime (OVC)

OVC Training and Technical Assistance Center (TTAC)

# OVC TTAC

1.866.682.8880  
TTAC@ovcttac.org

OVC TTAC is the gateway to current training and technical assistance for victim service providers and allied professionals who serve crime victims. Our aim is building the capacity of victim assistance organizations across the country in three primary ways:

- 1) We use a variety of training and technical assistance opportunities.
- 2) We use a variety of tools, surveys, stakeholder discussions, evaluations, and feedback forms.
- 3) We continually monitor customer satisfaction and measure the effectiveness of our training and technical assistance activities over time.



# OVC TTAC

1.866.682.8880  
TTAC@ovcttac.org

To improve your capacity to serve crime victims in your community, here are some ways OVC TTAC might work with you:

- Provide skilled trainers with specific subject matter expertise for your upcoming training event or speakers for your conference.
- Conduct an organizational needs assessment and design a targeted response through training, technical assistance, or peer support.
- Develop a basic evaluation strategy for determining your program's effectiveness.
- Strengthen advocacy programming that helps assure equal justice for victims and produces a positive, sustainable impact.



# DISCLAIMER

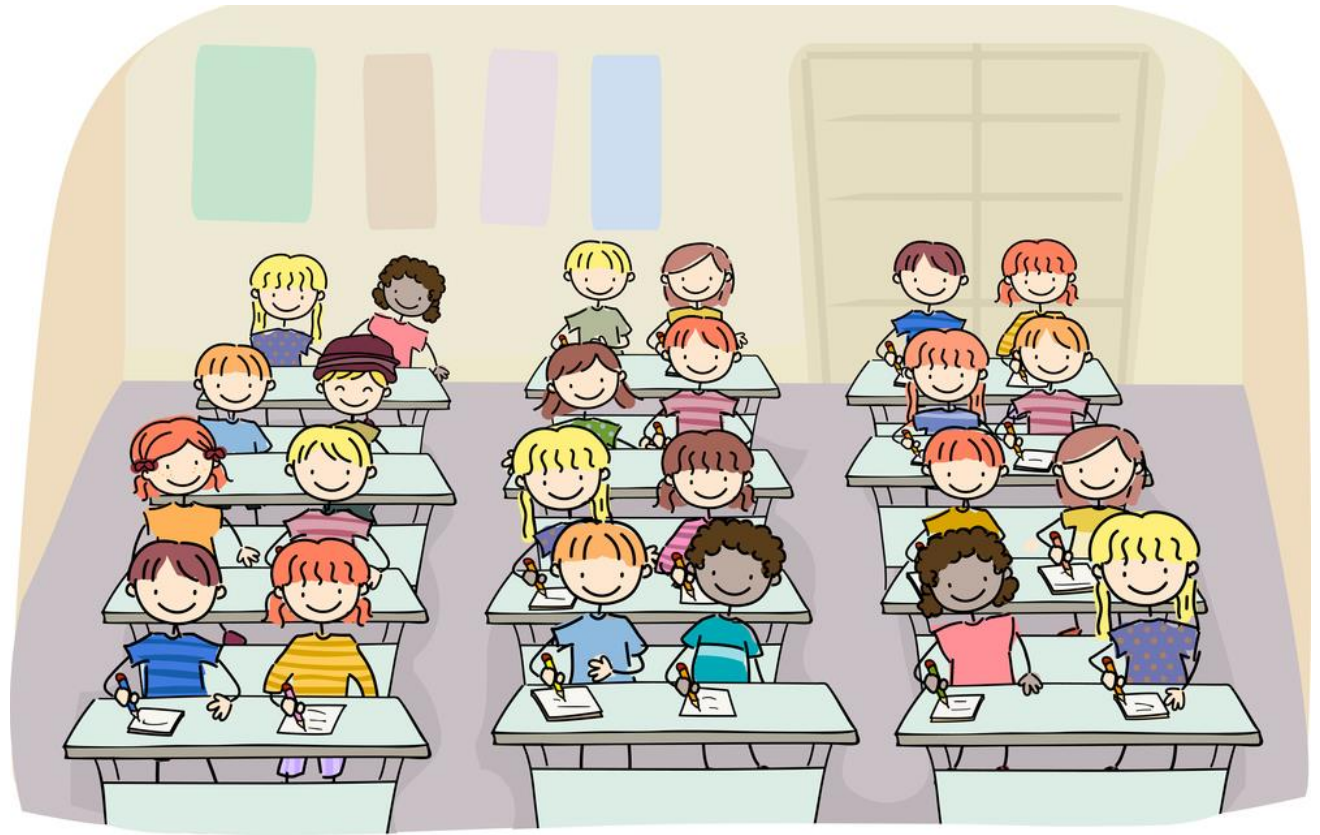
The opinions, findings, conclusions, and recommendations expressed in this presentation are those of the author and do not necessarily reflect the views of the Office for Victims of Crime, the Office for Victims of Crime Training and Technical Assistance Center, or the Virginia Department of Criminal Justice Services.



# WHO IS PARTICIPATING TODAY?

Type in the chat box:

- your name
- your position
- where you work





# WEBINAR OBJECTIVES

Increase awareness of the difference between team success and response success.

Receive tools and resources to assist in evaluating benchmarks of success.

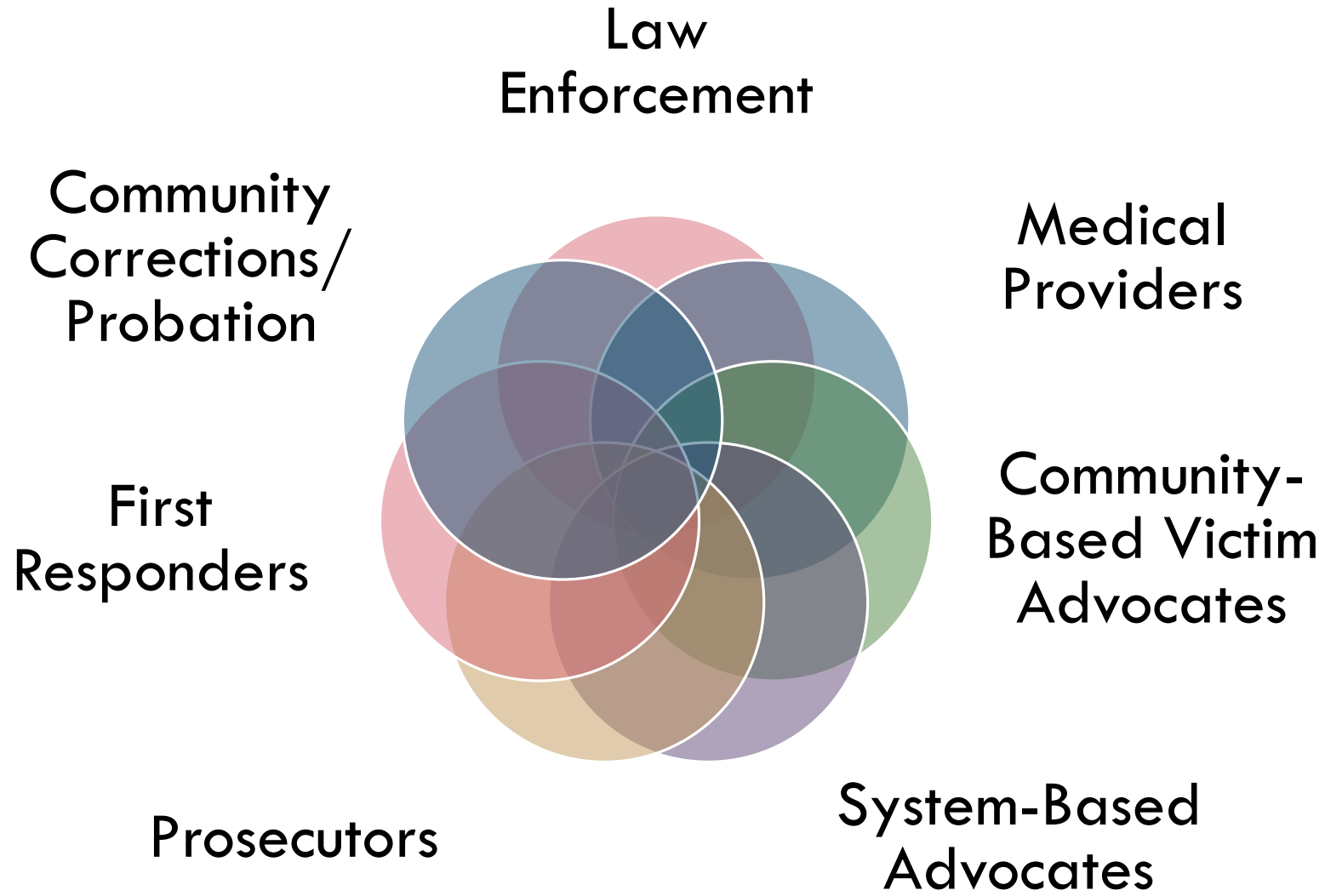
Increase knowledge about how to use evaluation as a way to continually improve systems response.

# SART FOUNDATIONS

Brief Review  
Aligning Our Understanding

# WHAT IS A SART?

A **coordinated team** of people who serve (adult/adolescent) victims of sexual assault.



What would you say is the  
overarching/primary goal of **your** SART?

(type in the chat box)

## KRISTINA'S PRIMARY SART GOAL

Expect and obtain a **consistent, appropriate, and trauma-informed** response to a sexual assault victim, regardless of time of day or who is responding.

# DEVELOPING A SART RESPONSE THAT IS...

- consistent
- appropriate
- trauma-informed



# EVALUATION BASICS

Defining Evaluation  
Formal & Informal Methods

# DEFINING EVALUATION

Evaluation is “the process of judging or calculating the quality, importance, amount, or value of something.”

# WHY EVALUATE ?

What are some reasons to evaluate the work of your team?

(type in the chat box)

# WHY EVALUATE ?

- Improved outcomes for victims of sexual assault
- Enhanced efficiency of team processes
- Engage additional members / maintain buy-in
- Identify systems change
- and many more...

# WHY EVALUATE ?

Evaluation “can serve as an opportunity for SARTs to monitor their effectiveness as a team, refine their practices and protocol, assess their impact on victim support and offender accountability, and identify potential areas of improvement.”

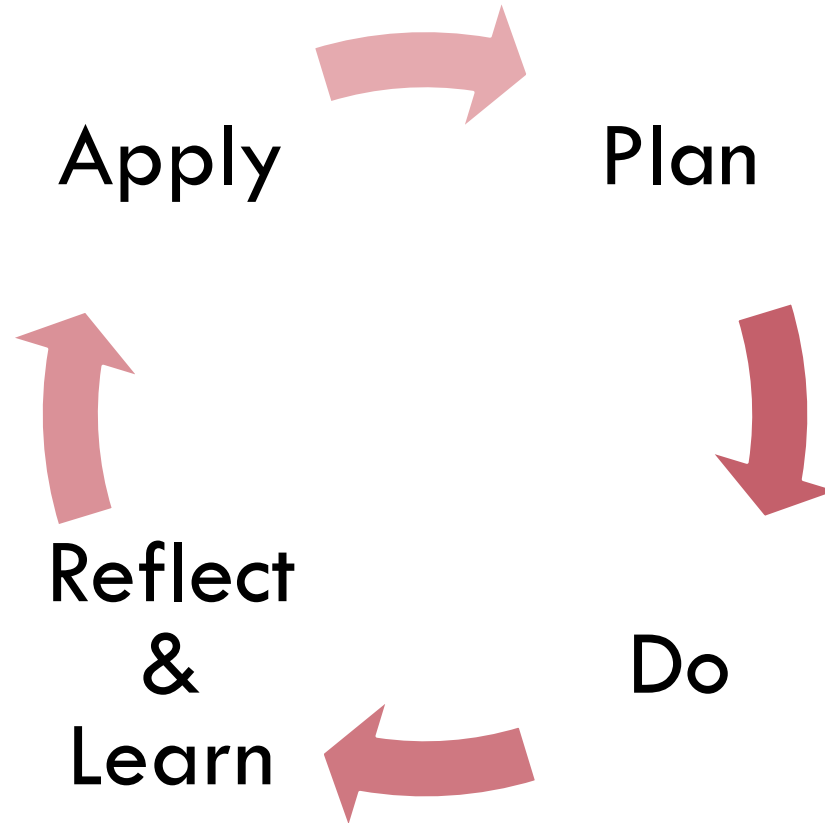
# ASSESSING THE TEAM RESPONSE

- What are the current challenges for victims/survivors ?
- What are the current challenges for team members ?
- What are the current challenges for the system overall ?

# ASSESSING THE TEAM RESPONSE

- What is currently working well for victims/survivors ?
- What is currently working well for team members ?
- What is currently working well for the system overall ?

# FOUR STAGES OF EVALUATION



*Goff, Haas, Jerney, and Pejsa, 2015*



# EVALUATION METHODS

## Informal

- Anecdotal
- Observation
- Feedback/Input from Stakeholders
- “Entry Point” Discussions

## Formal

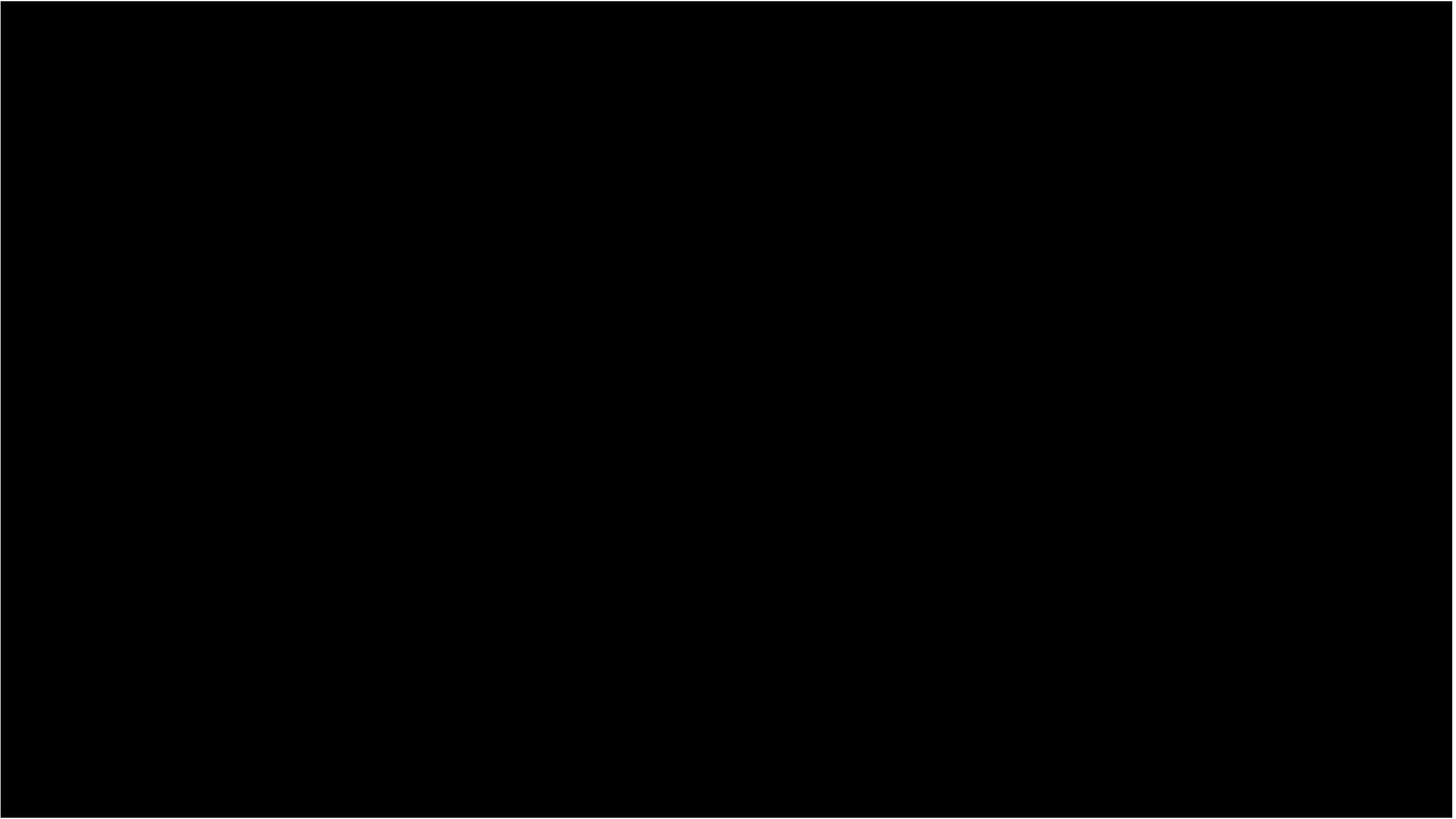
- Data/Statistical Analysis
- Logic Models
- Interviews/Focus Groups
- Surveys
  - Victims/Recipients of SART Response
  - SART Members
  - SART Member Organizations
  - Community Partners & General Public



# POLL QUESTION #1

# EVALUATION METHODS

“There is no single ‘best’ approach that can be used in all situations because the methods of collecting and analyzing data vary based on the question and the information you are seeking.”



# MEASURING SUCCESS

What's Being Measured?  
Methods of Evaluation  
Response v. Team Success

# WHERE TO START ?

- Define what the team is trying to measure
- Determine the evaluation scope
- Draft an evaluation plan

# WHERE TO START ?

The SART Toolkit suggests defining three primary evaluation components:

1. Goals
2. Objectives
3. Questions

# WHERE TO START ?

Other suggested components include:

1. Identify indicators of success
2. Data sources
3. Methods
4. Timeline
5. Data analysis plan



# WHERE TO START ?

Common SART evaluation topics include:

- Victim Impact
- Internal Team Processes
- Extent to which Goals & Objectives are met

# WHERE TO START ?

What is one thing you'd like to evaluate about your SART right now?

(type in the chat box)

# DATA COLLECTION

- Important part of evaluation
- Qualitative and/or quantitative
- What data will be collected, and how?
- Frequency of data collection
- How data will be analyzed and used

***Remember to follow all victim confidentiality requirements!***



## POLL QUESTION #2

# EVALUATION METHODS

## Informal

- Anecdotal
- Observation
- Feedback/Input from Stakeholders
- “Entry Point” Discussions

## Formal

- Data/Statistical Analysis
- Logic Models
- Interviews/Focus Groups
- Surveys
  - Victims/Recipients of SART Response
  - SART Members
  - SART Member Organizations
  - Community Partners & General Public

# EVALUATION METHODS : INFORMAL

## Informal

- Anecdotal
- **Observation**
- Feedback/Input from Stakeholders
- “Entry Point” Discussions

## Formal

- Data/Statistical Analysis
- Logic Models
- Interviews/Focus Groups
- Surveys
  - Victims/Recipients of SART Response
  - SART Members
  - SART Member Organizations
  - Community Partners & General Public

# EVALUATION METHODS : INFORMAL

**Observation** may be best for evaluation when:

- Want to understand behavior/actions in certain setting
- Want to understand the “how”
- Seeing is more efficient than describing
- Determining typical responses in certain situations

# EVALUATION METHODS : INFORMAL

## Informal

- Anecdotal
- Observation
- Feedback/Input from Stakeholders
- **“Entry Point” Discussions**

## Formal

- Data/Statistical Analysis
- Logic Models
- Interviews/Focus Groups
- Surveys
  - Victims/Recipients of SART Response
  - SART Members
  - SART Member Organizations
  - Community Partners & General Public



# EVALUATION METHODS : INFORMAL

## “Entry Point” Discussions

- Current “entry points”
- Barriers/gaps
- Benefits/opportunities



# EVALUATION METHODS : FORMAL

## Informal

- Anecdotal
- Observation
- Feedback/Input from Stakeholders
- “Entry Point” Discussions

## Formal

- **Data/Statistical Analysis**
- Logic Models
- Interviews/Focus Groups
- Surveys
  - Victims/Recipients of SART Response
  - SART Members
  - SART Member Organizations
  - Community Partners & General Public

# EVALUATION METHODS : FORMAL

Use **data/statistical analysis** for evaluation when:

- Significant data already exists
- Data is readily available
- Data specifically collected for evaluation purposes
- Can mine large amount of information from data

# EVALUATION METHODS : FORMAL

## Informal

- Anecdotal
- Observation
- Feedback/Input from Stakeholders
- “Entry Point” Discussions

## Formal

- Data/Statistical Analysis
- Logic Models
- Interviews/Focus Groups
- **Surveys**
  - Victims/Recipients of SART Response
  - SART Members
  - SART Member Organizations
  - Community Partners & General Public

# EVALUATION METHODS : FORMAL

The SART Toolkit suggests using **surveys/questionnaires** when you:

*“need the same information from a lot of people;*

*want to ask multiple-choice or rated questions;*

*want a general idea of attitudes, knowledge, or skills;*

*are not looking for a deeper understanding of people’s responses; and*

*want to report numbers, general themes, and relationships between items.”*

# EVALUATION METHODS : FORMAL

## Top Tips for Using Surveys/Questionnaires:

1. Provide clear instructions and information on purpose/use.
2. Only ask questions that will be used.
3. Use clear and simple language.
4. Each item asks only one question.
5. Test/pilot survey prior to implementation.

# EVALUATION METHODS : EXAMPLES

## **Brief Survey:**

Forensic or Sexual Assault Nurse Examiner (FNE/SANE) to evaluate the community-based victim advocate responder

Completed “in the moment” / immediate feedback

# EVALUATION METHODS : EXAMPLES

Please fill out the following information regarding the Hospital Accompaniment Volunteer who just assisted with the Forensic Exam.  
Mail to the appropriate agency. Thank you!

HAV Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Agency Name: \_\_\_\_\_  
Nurse Name: \_\_\_\_\_

Did the HAV respond within 45 minutes? YES NO

Was the HAV dressed appropriately? YES NO

Please share any comments or concerns with us: \_\_\_\_\_

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# EVALUATION METHODS : EXAMPLES

## **Anecdotal:**

Conversation with the victim/survivor by the community-based victim advocate during follow-up services

@ 48 hours following the response

# EVALUATION METHODS : EXAMPLES

**Office Use Only: to be completed by counselor providing follow-up services.**

Was the Patient contacted? ☐ NO ☐ YES, date(s): \_\_\_\_\_

Was the Patient satisfied with the services provided by the HAV? ☐ NO ☐ YES

Does the Patient have any comments or suggestions about the services provided at the hospital? \_\_\_\_\_

\_\_\_\_\_

Was an appointment scheduled? ☐ NO ☐ YES, date/time: \_\_\_\_\_

Number of secondary victims served during follow-up: \_\_\_\_\_ Total time spent on follow-up: \_\_\_\_\_

# EVALUATION METHODS : EXAMPLES

## **Survey:**

Surveying the victim/survivor about the response

Surveying the victim/survivor about follow-up services

Providing options for responding to survey

**Please tell us what you think about having an Advocate with you during your hospital visit.  
Your feedback is valuable and will help us improve our services.**

***If you would rather fill out this survey online, go to: <http://www.surveymonkey.com/s/PZGNVTJ>***

<b>Please rate the following statements by checking the appropriate box.</b>	<b>1 I strongly agree.</b>	<b>2 I agree.</b>	<b>3 I disagree.</b>	<b>4 I strongly disagree.</b>
It was helpful to have the advocate there during my hospital visit.				
I felt emotionally supported by the advocate.				
The folder I was given has useful information about community resources.				
I feel comfortable reaching out for additional support if and when I need it.				

**If you gave permission for us to contact you for follow up services, did someone call you? *(please circle)* Yes No**

**If someone did call you, was it helpful? *(please circle)* Yes No**

**What did it mean to you to have an advocate with you during your hospital visit? \_\_\_\_\_**

\_\_\_\_\_

\_\_\_\_\_

**Thank you for your time. Please put this in the provided stamped envelope, and drop in a mailbox.**

# RESPONSE SUCCESS v. TEAM SUCCESS

## Response Success

- Often relies heavily on criminal justice system outcomes
- Externally-driven
- Frequently out of team's control
- Can be discouraging/  
disappointing to team members

## Team Success

- Defined by SART members
- Internally-driven
- Relies on team goals and objectives
- Can be motivating
- Often reflects functioning of team

# RESPONSE SUCCESS v. TEAM SUCCESS

- Important to gauge what success means to EACH team member
- Often both discipline-specific and team-specific successes
- Define collective system response successes
- It is possible to have both response and team successes!

# VICTIM/SURVIVOR-DEFINED “SUCCESS”

- Take time to help the victim/survivor define success
  - Team members align with victim/survivor definition
  - Establish realistic timeframes and expectations
- Generally positive outcomes regardless of external factors

# BENCHMARKS OF SUCCESS

“CQI”

Tools & Resources



# CONTINUOUS QUALITY IMPROVEMENT (CQI)

CQI is “the systematic use of process and outcome evaluation findings to monitor and improve the implementation and outcome of your SART.”

SART members engage in CQI through both “rapid and periodic improvement processes.”

# MEASURING SUCCESS

Continue to revisit your team's mission, vision, and goals.

## KRISTINA'S PRIMARY SART GOAL

Expect and obtain a **consistent, appropriate, and trauma-informed** response to a sexual assault victim, regardless of time of day or who is responding.

## PROGRAM EVALUATION

***OVC's Training and Technical Assistance Center (OVC TTAC) provides training to support professional development, enhance services to the community, and expand outreach to underserved victims of crime.***

OFFICE FOR VICTIMS  
OF CRIME TRAINING AND  
TECHNICAL  
ASSISTANCE CENTER

9300 Lee Highway,  
Fairfax, VA 22031  
Phone: 1-866-OVC-TTAC  
(1-866-682-8822)  
TTY: 1-866-682-8880  
Fax: 703-225-2338  
E-mail: [TTAC@ovcttac.org](mailto:TTAC@ovcttac.org)  
[www.ovcttac.gov](http://www.ovcttac.gov)

***Are your victim services programs working? Good program evaluation will help you answer that question.***

Program evaluation training is designed for program managers, directors, or other allied professionals who have the primary responsibility for developing, monitoring, and evaluating direct services and other programming. The user-friendly, interactive exercises give you the information, skills, and tools you need to plan and implement an ongoing evaluation of your programs and services.

### **BY PARTICIPATING IN THIS 2-DAY TRAINING, YOU WILL:**

- Examine how indepth program evaluations are crucial to the financial health of a nonprofit organization.
- Learn how to use program evaluation tools effectively to demonstrate how your organization is achieving its objectives.
- Look at the entire evaluation process—identify types of evaluation; prepare your organization; develop a plan; conduct an evaluation; and report and use the findings.
- Improve your skills in reporting the results to your stakeholders to help raise public awareness and attract funding for the services you provide.

CEUs are available upon successful completion of the training.

## HERE'S HOW TO GET STARTED

### **APPLY EARLY.**

Request a training at least 135 days (4½ months) prior to the event date.

### **LET PEOPLE KNOW.**

Conduct outreach to local and regional partners to participate in the training. Enroll up to 40 participants, but there must be a minimum of 30 participants at the training.

### **FIND A PLACE TO HOLD THE TRAINING.**

Secure a training facility and cover facility costs (including audio-visual equipment).

### **RELAX.**

OVC TTAC will arrange for the training event to meet your needs on your schedule.



**OVC TTAC**

# OVC TTAC Program Evaluation Training

<https://www.ovcttac.gov/views/TrainingMaterials/dspProgramEvaluation.cfm>

# Are We Making a Difference?

<https://www.mncasa.org/wp-content/uploads/2018/08/Are-We-Making-a-Difference.pdf>

## ARE WE MAKING A DIFFERENCE?

Sexual Assault Response Teams Assessing  
Systems Change

A Resource for Multidisciplinary Team Leadership

*Emily Goff  
Sharon Haas  
Laura Pejsa  
Jessica Jerney*



# NSVRC EVALUATION TOOLKIT

<https://www.nsvrc.org/prevention/evaluation-toolkit>



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Help



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Our Work



[National Sexual Violence Resource Center \(NSVRC\)](#) > [Find Resources](#) > [Advocates & Educators](#) > [Prevention](#)  
> [Evaluation Toolkit](#)

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## Evaluation Toolkit



Introduction

Evaluation Overview

Evaluation and  
Social Justice

Evaluation Approaches  
and Orientations

Doing Evaluation

Outcomes and Indicators

# RESOURCE SHARING PROJECT EVALUATION TOOLKIT

<http://www.resourcesharingproject.org/evaluation-toolkit>



Resource Directory

Projects ▾

## Evaluation Toolkit

This evaluation toolkit combines a philosophical approach to evaluation with options and links to deeper learning about a wide variety of evaluation tools. This approach balances room to adapt tools and approaches to our specific communities while also encouraging us to expand relationships with the programs, partners, and communities that inform and rely on our work.

As we begin using these tools in our RSP work, we will likely be adding to, editing, and clarifying the guidance written in the toolkit's pages.

# EVALUATION GUIDE

[http://www.pcar.org/sites/default/files/resource-pdfs/tools\\_for\\_evaluating\\_assessing\\_your\\_sart-sane\\_program.pdf](http://www.pcar.org/sites/default/files/resource-pdfs/tools_for_evaluating_assessing_your_sart-sane_program.pdf)

## Tools for Evaluating & Assessing Your SART/SANE Program



# REFERENCES

Goff, E., Haas, S., Jerney, J, and Pejsa, L. (2015). Sexual assault response teams assessing systems change: A resource for multidisciplinary team leadership. Saint Paul, MN: Sexual Violence Justice Institute, a project of the Minnesota Coalition Against Sexual Assault.

National Sexual Violence Resource Center Sexual Assault Response Team Toolkit. (2018). Retrieved from <https://www.nsvrc.org/sarts/toolkit/4-2>



# RESOURCES

Sexual Assault Response Team Toolkit

<https://www.nsvrc.org/sarts/toolkit>

Sexual Violence Justice Institute @ MNCASA

<https://www.mncasa.org/sexual-violence-justice-institute/sarts-tools-resources/>

# THANK YOU!

**SOUTH CAROLINA SART WEBINAR #4**

**Kristina L. Vadas, MSW, LCSW**  
**[kristinalvadas@gmail.com](mailto:kristinalvadas@gmail.com)**

# Thank you!

We enjoyed your participation  
in the SART webinar series.

Facilitated by Kristina Vadas.  
Info at [www.sccadvasa.org/webinars](http://www.sccadvasa.org/webinars)



Don't forget to look for the email  
from info@SCCADVASA.org with  
your evaluation.