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

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SEXUAL ASSAULT RESPONSE TEAMS: EVALUATION & MEASURING FOR SUCCESS

FRIDAY, JANUARY 17, 2020

South Carolina SART Webinar #4
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 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.
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.
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.
WHAT IS A SART?

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

Community Corrections/Probation

First Responders

Prosecutors

Medical Providers

Community-Based Victim Advocates

System-Based Advocates
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
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…
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

Plan

Do

Reflect & Learn

Apply

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

Sexual Assault Response Team Toolkit, [https://www.nsvrc.org/sarts/toolkit/4-2](https://www.nsvrc.org/sarts/toolkit/4-2)
WHERE TO START?

Other suggested components include:

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

Sexual Assault Response Team Toolkit, https://www.nsvrc.org/sarts/toolkit/4-2
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
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**Formal**
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EVALUATION METHODS: INFORMAL

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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

Goff, Haas, Jerney, and Pejsa, 2015
EVALUATION METHODS: INFORMAL

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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
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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

Goff, Haas, Jerney, and Pejsa, 2015
EVALUATION METHODS: FORMAL

Informal
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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.

Goff, Haas, Jerney, and Pejsa, 2015
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: __________________________
______________________________
______________________________
______________________________
______________________________
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.**

<table>
<thead>
<tr>
<th>Question</th>
<th>Responses</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was the Patient contacted?</td>
<td>NO/YES</td>
<td>date(s)</td>
</tr>
<tr>
<td>Was the Patient satisfied with the services provided by the HAV?</td>
<td>NO/YES</td>
<td></td>
</tr>
<tr>
<td>Does the Patient have any comments or suggestions about the services provided at the hospital?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Was an appointment scheduled?</td>
<td>NO/YES</td>
<td>date/time</td>
</tr>
<tr>
<td>Number of secondary victims served during follow-up:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total time spent on follow-up:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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/PZGNV7J

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

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.
<table>
<thead>
<tr>
<th>Response Success</th>
<th>Team Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Often relies heavily on criminal justice system outcomes</td>
<td>• Defined by SART members</td>
</tr>
<tr>
<td>• Externally-driven</td>
<td>• Internally-driven</td>
</tr>
<tr>
<td>• Frequently out of team’s control</td>
<td>• Relies on team goals and objectives</td>
</tr>
<tr>
<td>• Can be discouraging/disappointing to team members</td>
<td>• Can be motivating</td>
</tr>
<tr>
<td></td>
<td>• Often reflects functioning of team</td>
</tr>
</tbody>
</table>
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
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

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 in-depth 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 50 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.
NSVRC EVALUATION TOOLKIT

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

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

Evaluation Toolkit

Introduction | Evaluation Overview | Evaluation and Social Justice
Evaluation Approaches and Orientations | Doing Evaluation | Outcomes and Indicators
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.
Tools for Evaluating & Assessing Your SART/SANE Program


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!
Thank you!

We enjoyed your participation in the SART webinar series.

Facilitated by Kristina Vadas. Info at www.sccadvasa.org/webinars

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