

Measuring Success: Using the Indicators for Disability Grant Program Grantees

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Overview of the Performance Indicators

What are Indicators?

- They allow users to evaluate performance and to develop strategic plans.
- Indicators are easily measured details that are used to represent hard-to-measure, abstract concepts
- They must be concrete (focused on one specific detail) and measureable (able to be observed, recorded, and scored).
- Indicators must be collected over time.
 - Repeated collection over time allows for the users to track progress, regress, or lack of change.

Indicator Fundamentals

- **No single indicator is good enough**
 - Most access and safety issues are multi-faceted and require multiple measures
 - Groups of 4-6 complimentary indicators are used to measure one broad concept
- **No single data source is perfect**
 - Data from multiple sources should be used to explore all aspects of the concept
 - Data sources are specified for each indicator

History of the Indicators

- Beginning in 2012, Vera developed a performance indicator management system with funding from OVW.
- Released in 2015, the performance indicator management system measures a variety of aspects of different types of agencies' ability to effectively serve survivors with disabilities.
- In 2018, Vera developed a set of indicators to measure how well hearing agencies serve Deaf survivors.

History of the Indicators (2)

- There are 6 sets of performance indicators: Disability Service Organizations, Residential Domestic Violence Agencies, Non-Residential Domestic Violence Agencies, Rape Crisis Centers, Dual DV/SA Agencies, Deaf Indicators
- Currently, 49 agencies use the indicators (not including 2018 grantees).

Type	Number
Disability Orgs	20
Dual DV/SA	7
Rape Crisis Centers	7
Residential DV	5
Non-Residential DV	4
Deaf Indicator	6
TOTAL	49

The System



Performance Indicators for Rape Crisis Centers

Component A

Component

Commitment

Agency demonstrates willingness and determination to address sexual violence against people with disabilities and Deaf people.

Theme

THEME 1: Responsibility

Agency recognizes duty to serve survivors of sexual violence with disabilities and Deaf survivors.

Indicator

Definition

1.1

Indicator

Recognizes Violence Against People with Disabilities as a Priority

Agency recognizes violence against people with disabilities and Deaf individuals as a priority by:

Measures

- A. Specifically mentioning people with disabilities and Deaf people in agency's public outreach brochure or social media accounts
- B. Including efforts to increase agency's accessibility for people with disabilities and Deaf people in agency's strategic plan
- C. Having an internal committee or work group focused on enhancing the agency's response to sexual violence against people with disabilities and Deaf people
- D. Having a client non-discrimination policy that explicitly includes disability status

The System



Commitment

A willingness and determination to serve survivors of domestic and sexual violence who have disabilities.



Capacity

The knowledge, skills, programmatic capabilities, and resources to effectively serve survivors with disabilities.

Elements of the System

Commitment

- Theme 1: Responsibility
- Theme 2: Partnerships
- Theme 3: Policies

Capacity

- Theme 1: Material Resources
- Theme 2: Human Resources
- Theme 3: Programmatic Activities

Indicator Measures - Example

Theme 1: Responsibility Indicators

1. Recognizes as Priority

2. Promotes Accessibility

3. Raises Funds

4. Includes in Budget

5. Collects Data

6. Uses Data

1. **Recognizes as Priority**

Agency recognizes violence against people with disabilities and Deaf individuals as a priority by:

- ☐ Specifically mentioning people with disabilities in agency's public outreach brochure or social media accounts.
- ☐ Including efforts to increase agency's accessibility for people with disabilities in agency's strategic plan.
- ☐ Having an internal committee or work group focused on enhancing the agency's response to domestic and sexual violence against people with disabilities.
- ☐ Having a client non-discrimination policy that explicitly includes disability status.

Data Sources

- Agency Documents
 - Data collection method: intake forms, policies, procedures, training materials, resource sheets
- Agency's physical and material resources
 - Data collection method: Agency Observations
- The staff of your organization
 - Data collection method: Staff Interview Questions

Measures and Data Sources

Recognizes as Priority

Agency recognizes violence against people with disabilities and Deaf individuals as a priority by:

- | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------|
| <input type="checkbox"/> Specifically mentioning people with disabilities and Deaf people in agency's public outreach brochure or social media accounts. | —————→ | Outreach brochure |
| <input type="checkbox"/> Including efforts to increase agency's accessibility for people with disabilities and Deaf people in agency's strategic plan. | —————→ | Strategic plan |
| <input type="checkbox"/> Having an internal committee or work group focused on enhancing the agency's response to domestic and sexual violence against people with disabilities and Deaf people. | —————→ | Work group roster |
| <input type="checkbox"/> Having a client non-discrimination policy that explicitly includes disability status. | —————→ | Non-discrimination policy |

Data Sources

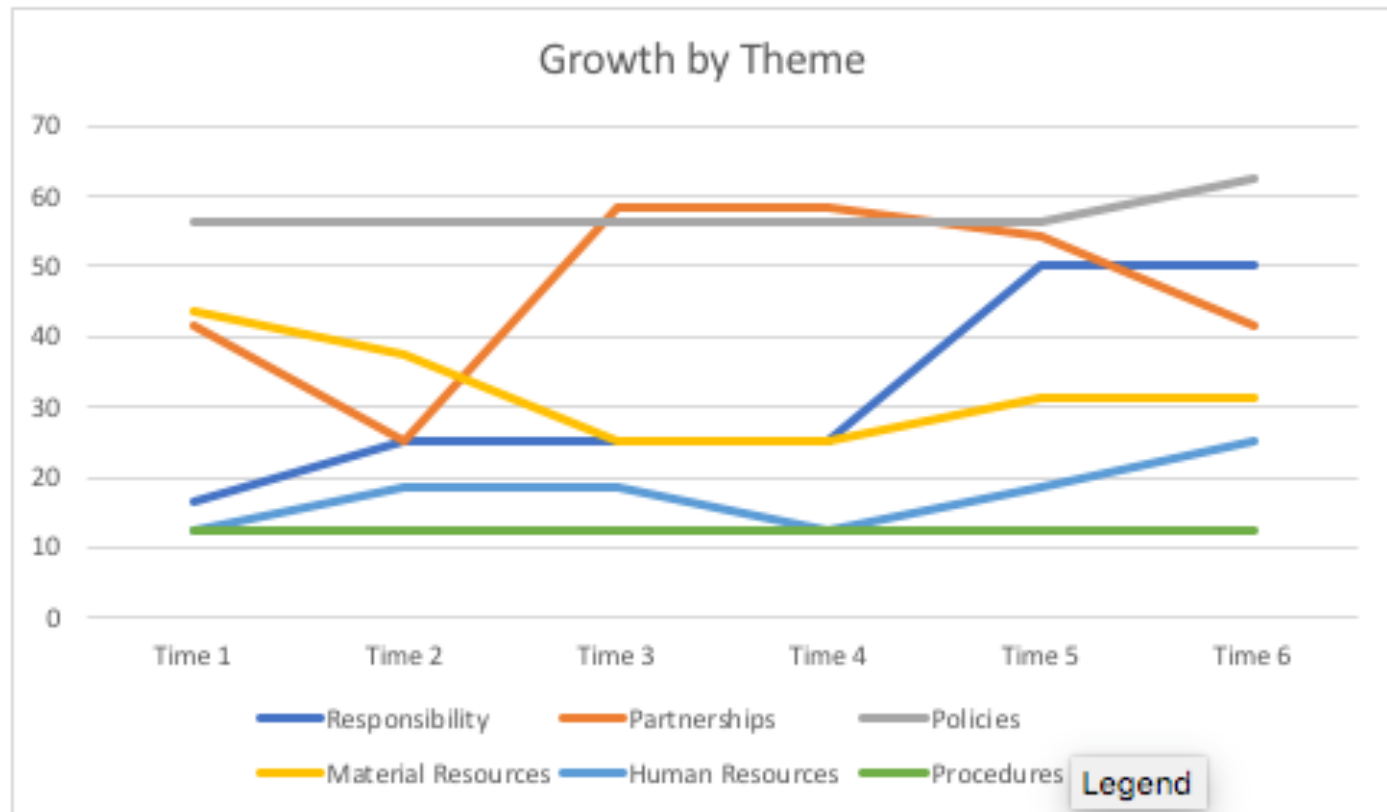
Scoring

- The indicators reflect your commitment to and capacity for serving survivors with disabilities.
- Scores are based off of a point scale ranging from 0 to 100.

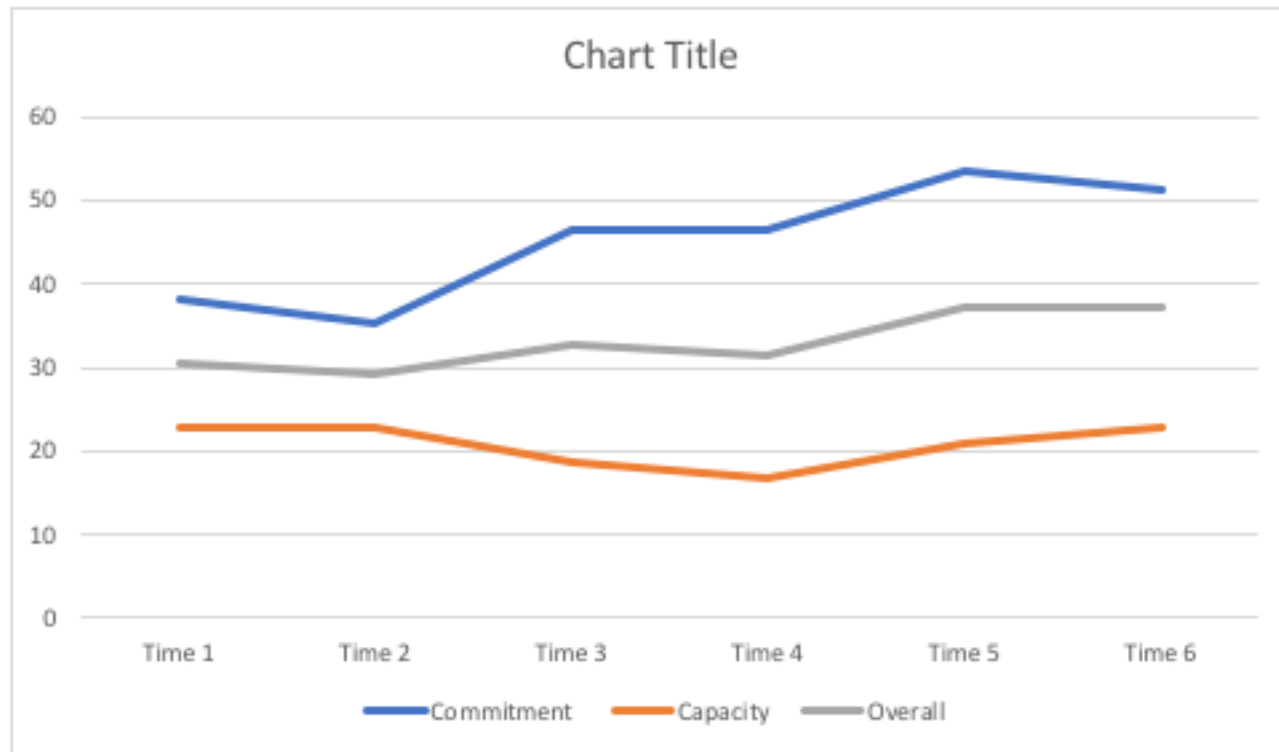
Average Scores

COLLABORATION	SCORE					
	<i>Time 1</i>	<i>Time 2</i>	<i>Time 3</i>	<i>Time 4</i>	<i>Time 5</i>	<i>Time 6</i>
Collaboration 1	32	32	32	33	38	38
Collaboration 2	32	26	30	46	50	50
Collaboration 3	32	13	14	25	31	28
Collaboration 4	30	29	30	30	45	
Collaboration 5	24	25	14	21		
Collaboration 6	21	27	28	31		
Collaboration 7	23	26	26	26		
Collaboration 8	28	38	43	47		
Collaboration 9	34	31	33	33		
Collaboration 10	32	39	34			
Collaboration 11	29	32	35			
Collaboration 12	33	34				
Collaboration 13	34	44				
Collaboration 14	28	18				
Average	27	30	29	32	41	39

Changes in Capacity Over Time



Changes in Capacity Over Time (2)



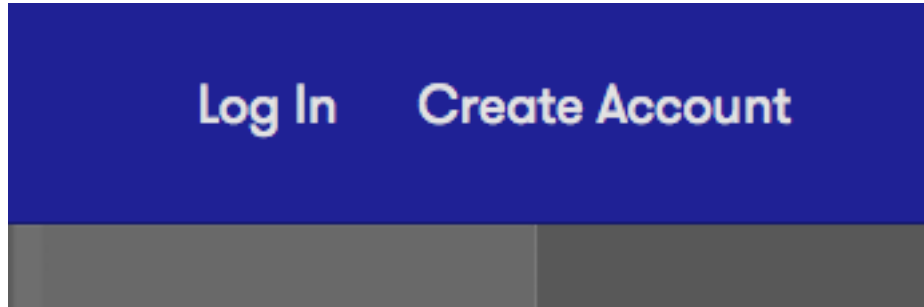
Online Indicator System

- Vera is launching its online indicator system in 2018.
- To score your agency, you will make use of internal documents, observations, and staff interview questions.
- The performance indicators are scored every 6 months using this system.

Online Indicator System (2)

- The online system automatically generates your score once you have completed the indicator questions, and allows you to track trends over time, as well as compare your scores to agencies of the same type.
- Upon registration, you will be able to select the name and location of your organization, and select your agency type.
- You will also be able to add individuals to your organization and set their permissions.

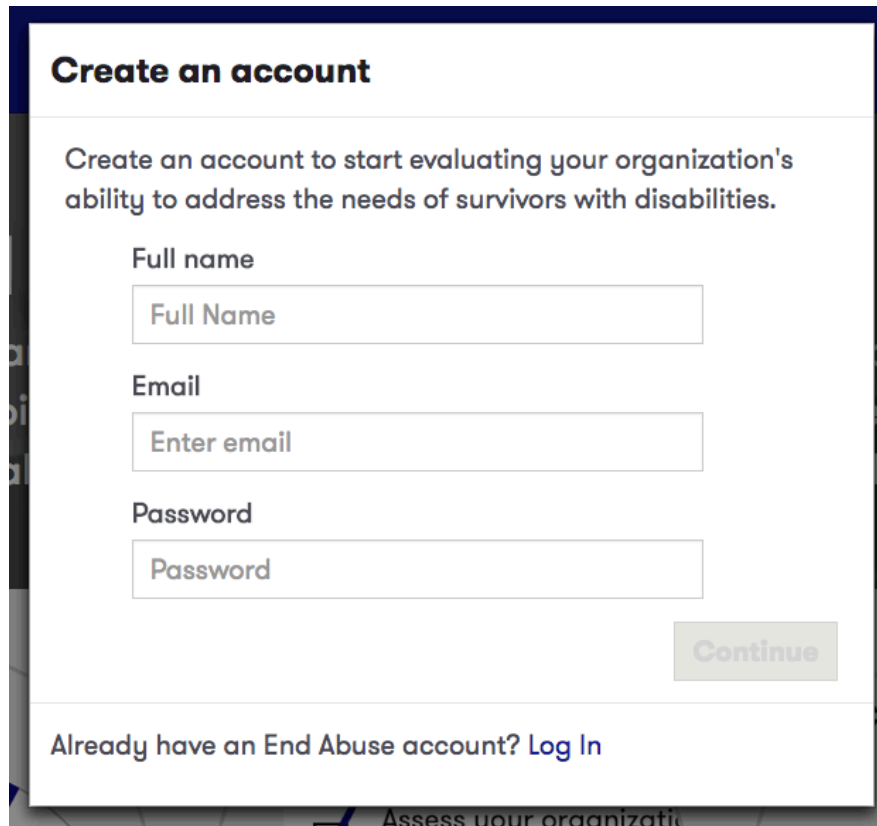
Getting Started



Visit indicators.endabusepwd.org to get started.

In the upper right hand corner of the screen you will see two options: log in and create an account. Click create an account to get started.

Creating an Account



Create an account

Create an account to start evaluating your organization's ability to address the needs of survivors with disabilities.

Full name

Email

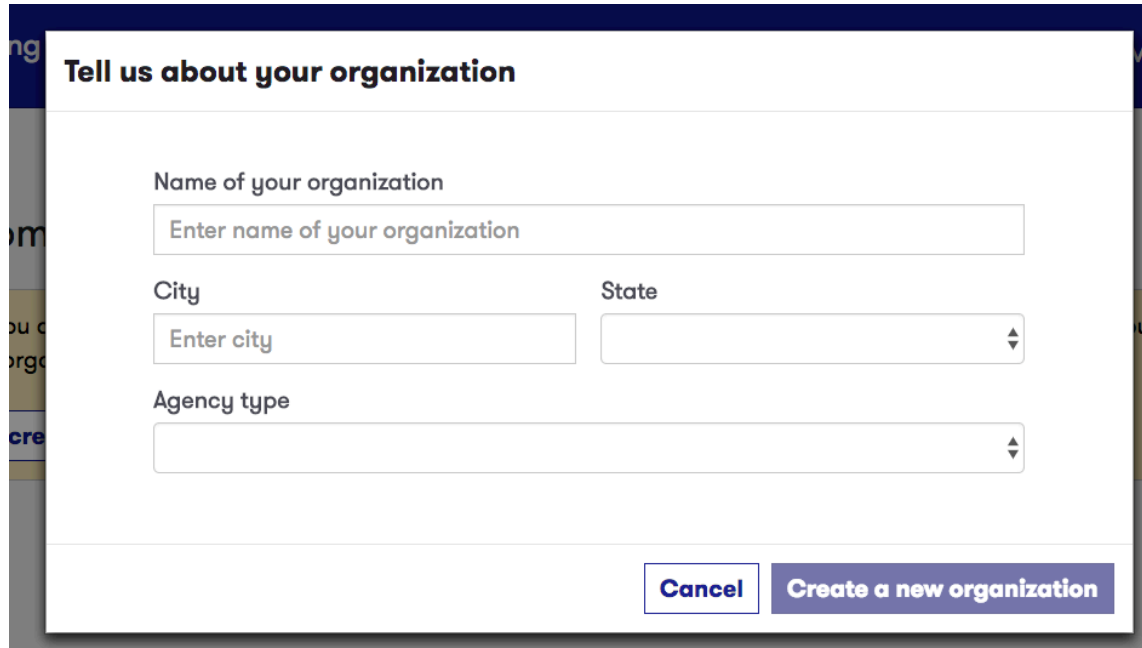
Password

[Continue](#)

Already have an End Abuse account? [Log In](#)

Once you click “Create Account” a box will pop up. Enter your name, email, and a password to create an account.

Creating an Account (2)



The screenshot shows a web form titled "Tell us about your organization". It contains three input fields: a text box for "Name of your organization" with placeholder text "Enter name of your organization", a text box for "City" with placeholder text "Enter city", and a dropdown menu for "State". Below these is another dropdown menu for "Agency type". At the bottom right of the form are two buttons: "Cancel" and "Create a new organization".

Next you will fill out information about your organization. Here you can enter its name, where it is located, and its agency type.

Successfully Creating an Account

Welcome to Measuring Success

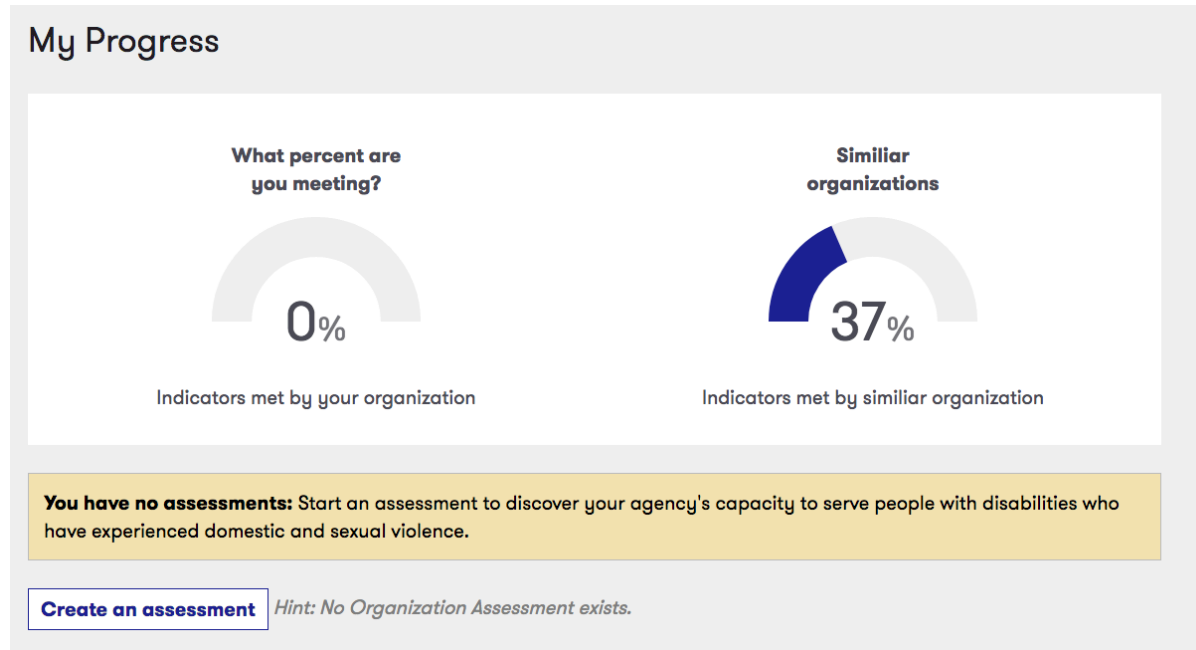
Leni's Test Org
Washington, DC

Domestic Violence - Rape Crisis Dual Agency

Select >

When you have successfully created an account you will see the following screen. Click on select to get started with the assessment process.

Assessments



Because you have not yet completed an assessment, there will be no data entered in the system. As such, it will show you a comparison of your organization and similar organizations. To enter data, click "Create an Assessment."

Assessments (2)

Home / Assessments / February, 2018

February, 2018

Client Documents

Documents

- ✓ Client Documents
- ✓ Curricula
- ✓ Interagency Agreements
- ✓ Other
- ✓ Policies
- ✓ Programmatic Resources
- ✓ Staff Resources

Staff Questions

Observations

1. Consent for services form

Our agency's consent for services form (check all that apply):

- ☐ Is written in short, simple sentences and defines complex words
- ☐ Includes images to augment text and explain core concepts
- ✓ Our consent-for-services form is not accessible in the ways described above

2. Intake forms/packet

Our agency's intake packet is available (check all that apply):

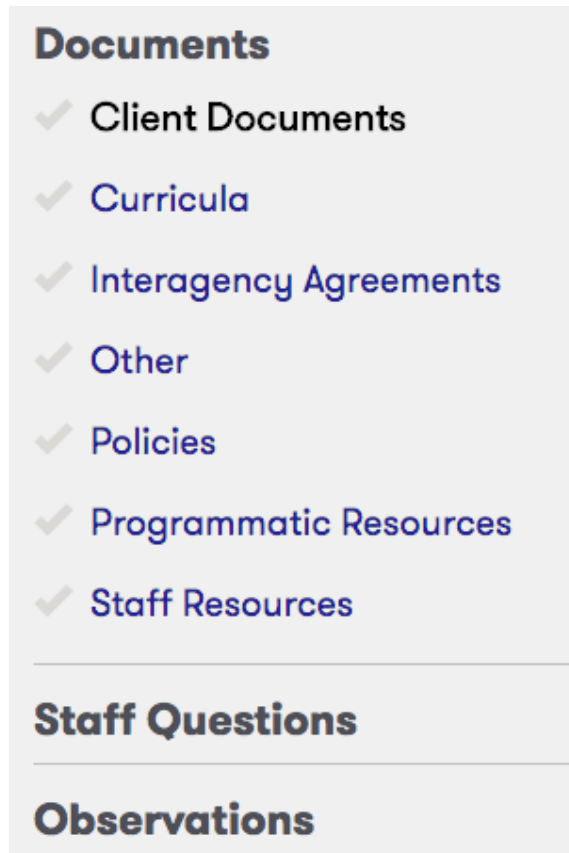
- ☐ In font that is 14 point or greater
- ☐ In Braille upon request

In Progress 0%

[Previous](#) [Next](#)

When you go to create an assessment, you will see the following system. This system is the online indicators. You will be required to check appropriate measures under each component to score your agency.

Assessment (3)



The panel on the left side of the screen shows you the source type needed to complete each section. As you successfully complete each section, a blue checkmark will appear next to each data source. You will make your way through the system by selecting answers to each indicator question under each data source, selecting the “Next” button at the bottom right hand corner of your screen to move forward through the assessment.

Assessment (4)



The system tracks your progress with the assessment on the bottom bar. When you have completed the assessment, you will have the option to view your results. Click the button at the bottom right to see them.

Finalize assessment

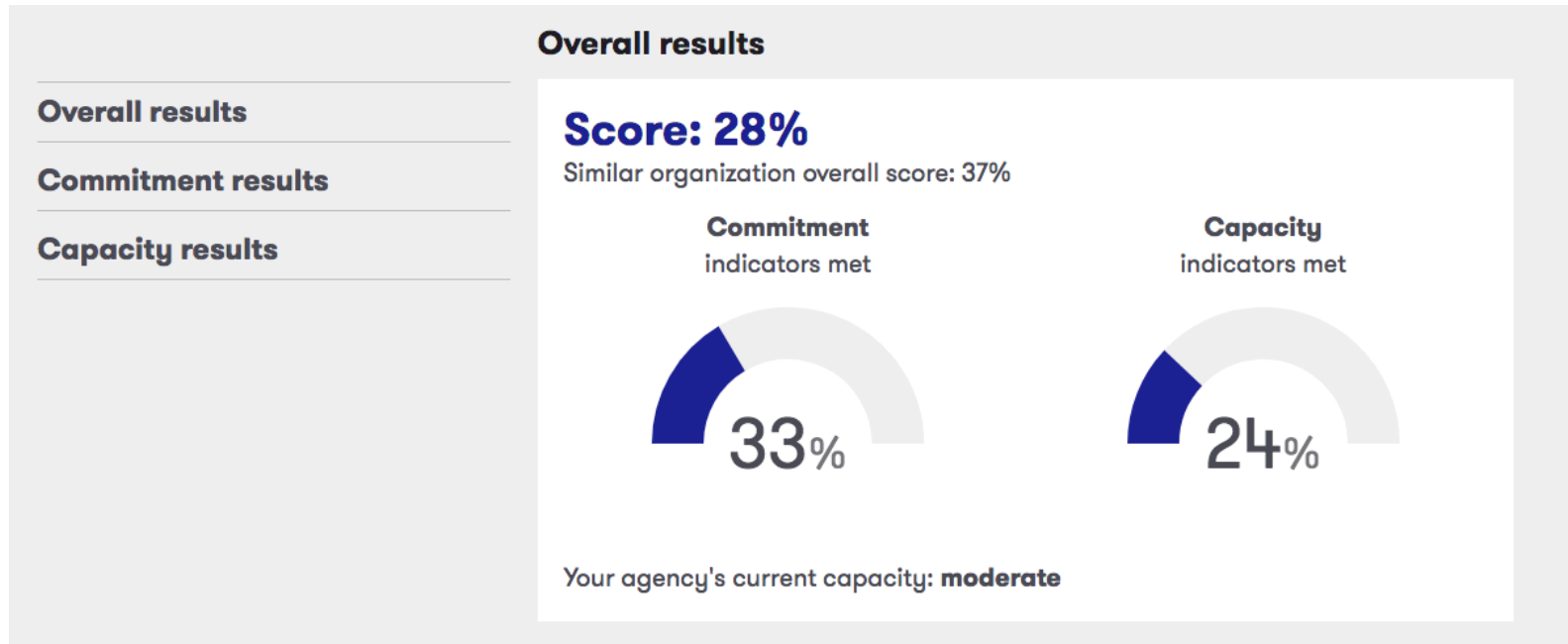
You have answered all of the questions in the assessment. Are you ready to view your results?

No, continue editing

Yes, view results

Once you click that button, the above screen will appear. Click "No, continue editing" to review or revise your assessment. Click "Yes, view results" to proceed to your score.

Results



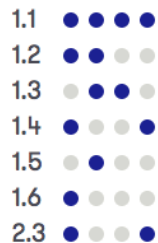
Completed assessments will generate an snapshots of your results. You can view your overall score, or results for the commitment and capacity components.

Results (2)

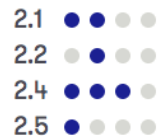
Commitment results

Your commitment results help gauge your agency's willingness and determination to be a leader in this area and to be as effective as possible in its work to address abuse of people with disabilities. Review the detailed results to identify specific areas of development and strength you can build upon as you work to meet the needs of survivors with disabilities.

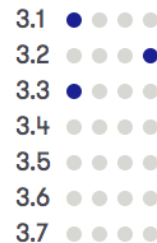
Responsibility



Partnerships



Policies



[View detailed results](#)

You will be able to see which indicators for each component you have satisfied, and which indicators you have not. You may click view detailed results to see more intricate information about your results.

Collecting Required Information

Data Sources Required

Before you begin your assessment, you will need to gather three types of information: ▼

1. **Agency documents:** These are written documents currently being used by your agency to collect, share, or track information such as intake forms, policies, procedures, training materials, and resource sheets. [Download the list of documents you will need to complete the assessment.](#)
2. **Agency Observations:** This information is based on a series of observations you need to make about your agency's physical environment. [Download the observation guide for a list of items you need to observe in your agency.](#)
3. **Staff Interview Questions:** This information leverages the knowledge of key staff members of your agency to explore practices that may not be written down. [Download the interview questions to ask staff.](#)

On the “My Assessments” page, you will have the option to view the above options. You may download the list of documents needed, the observation guide, and interview questions for staff.

Data Sources (2)



Document Checklist for
Domestic Violence/Rape Crisis
Dual Agencies



Observation Guide for
Domestic Violence/Rape Crisis
Dual Agencies



Staff Interview Questions for
Domestic Violence/Rape Crisis
Dual Agencies

Document Checklist

Some of the information you will need to measure your agency's capacity to serve survivors of domestic and sexual violence with disabilities comes from pre-existing agency documents. Gather the documents listed below, and then consult them in order to answer the questions in the *Indicator Scoring Tool*.

- | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Client Documents
<input type="checkbox"/> Intake forms/packet

Curricula
<input type="checkbox"/> Direct services staff training
<input type="checkbox"/> Volunteer training
<input type="checkbox"/> Healthy relationships training
<input type="checkbox"/> Parenting class curriculum

Policies
<input type="checkbox"/> Client accommodations
<input type="checkbox"/> Full participation
<input type="checkbox"/> Medications
<input type="checkbox"/> Staff accommodations
<input type="checkbox"/> Client non-discrimination
<input type="checkbox"/> Eligibility | <input type="checkbox"/> Service animals
<input type="checkbox"/> Resident handbook
<input type="checkbox"/> Medications

Interagency Agreements
<input type="checkbox"/> Written agreement with ASL interpreters or interpreting agency
<input type="checkbox"/> MOU with disability organization
<input type="checkbox"/> Contract or other written agreement with Deaf agency or advocate

Staff Resources
<input type="checkbox"/> Hotline protocol
<input type="checkbox"/> Counselor/advocate resources
Programmatic Resources
<input type="checkbox"/> Case management resource sheets | <input type="checkbox"/> Legal advocacy resources
<input type="checkbox"/> Outreach brochure/social media pages
<input type="checkbox"/> Accessible transportation list
<input type="checkbox"/> Accessible transportation map
<input type="checkbox"/> Accessible car/van services list
<input type="checkbox"/> Agency's power and control wheel
<input type="checkbox"/> Survivor handout

Other
<input type="checkbox"/> Access review tool
<input type="checkbox"/> Access review team roster
<input type="checkbox"/> Access review team meeting minutes |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Observation Guide

Some of the data you will need to measure your agency's capacity to serve survivors of domestic and sexual violence with disabilities comes from observations you will make of your agency's physical infrastructure. More specifically, you will need to assess the accessibility of your agency's main entrance(s), advocate office(s), bathrooms, and fire alarms. This guide provides you with step-by-step instructions for conducting an access review of these spaces and recording your findings, which you will enter into the *Indicator Scoring Tool* once you have completed the assessments. In addition to this guide, you will need a tape measure to complete the access observations.

Approach and Entrance

To complete this section, you will need to review your parking lot, access paths, and building entrance and answer the following questions.

	Location 1		Location 2		Location 3	
1. Is at least one space in your parking lot van accessible? (8 feet wide with a minimum 8-foot wide access aisle and 98 inches of vertical clearance)?	Yes	No	Yes	No	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the route of travel from the parking lot to the main entrance at least 36 inches wide?	Yes	No	Yes	No	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Is the doorway a minimum of 32 inches wide when open?	Yes	No	Yes	No	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Staff Interview Questions

Some of the information you will need to measure your agency's capacity to serve survivors of domestic and sexual violence with disabilities comes from agency staff members who have specific knowledge of agency operations. You will need to ask staff members who are knowledgeable about your agency's accessibility, information-keeping, partnerships, hiring, and outreach the questions listed below. Unless otherwise noted, each question should be answered with a Yes or No, and once you have recorded answers for all the questions, you will enter these answers into the *Indicator Scoring Tool*.

Agency Accessibility

Find the staff person who is most likely to have information pertaining to agency accessibility.

That person is:

- Does our agency have an internal committee or work group focused on enhancing the agency's response to sexual violence against people with disabilities and Deaf people?
- Does our agency have a scheduled week each year dedicated to conducting an accessibility review?
- Do we have an in-house videophone that can be used by residents and staff?

Repeat Every Six Months

- Creates a built-in opportunity for self-reflection.
- Allows you to identify changes that may not be obvious.
- The process of using the indicators is faster.
- Enhancing capacity takes time to plan, develop, and execute. Scores may not increase significantly in the short-term.
- Continue to share results with your staff.
- Celebrate successes.

Questions?

Please reach out to
ldworkis@vera.org with any
comments or concerns.

Thank you!

Please take a minute to complete our brief [survey](#).