

Measuring Your Capacity to Address Violence in the Lives of People with Disabilities

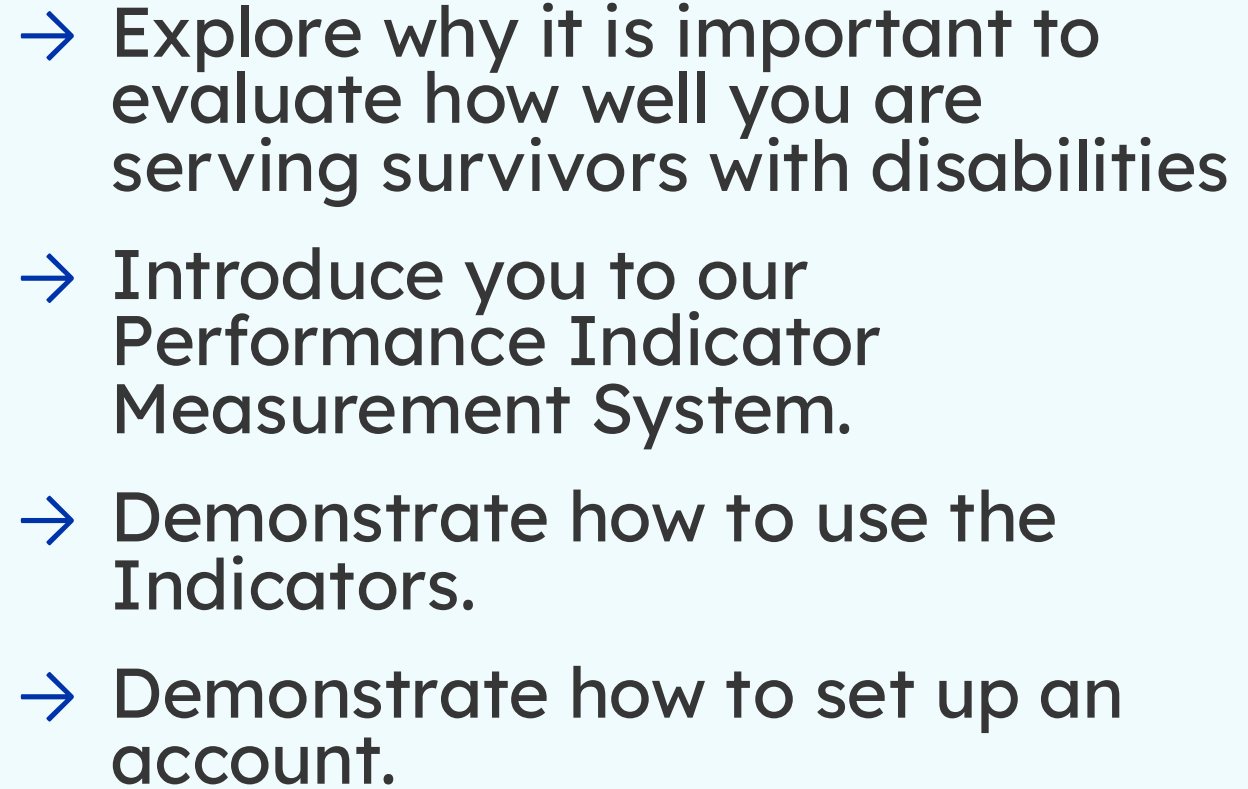
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Today we will...

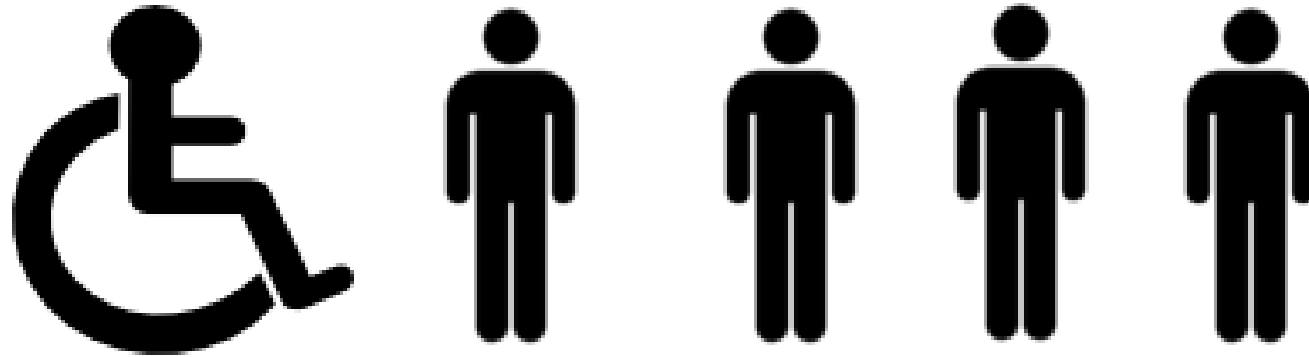
- Explore why it is important to evaluate how well you are serving survivors with disabilities
 - Introduce you to our Performance Indicator Measurement System.
 - Demonstrate how to use the Indicators.
 - Demonstrate how to set up an account.
- 



Why collect data?

Disability is ordinary.

→ 1 in 5 people living in the United States have at least one disability.



Source: U.S. Census

People with disabilities are at greater risk of violence.

→ Children with disabilities

→ 1.6 times more likely to be abused or neglected

→ 2.9 times more likely to be sexually abused

→ Adults with disabilities

→ 3 times more likely to experience violent victimization, including rape, sexual assault, aggravated assault, and robbery.

Gaps in Services May Not Be Apparent

- Gaps exist in victim service and disability programs for survivors with disabilities.
 - Physical barriers
 - Communication barriers
 - Policy barriers
 - Knowledge of disability
 - Relationships with disability/Deaf providers
 - Programmatic resources
- Programs rarely recognize these gaps until they are actually serving a survivor with a disability.



“I couldn’t understand all of the paperwork they gave me.”

“I was afraid my advocate would make a report to Adult Protective Services if I told her what was happening.”

“Their shelter wasn’t accessible, so they said I’d have to go to a nursing home.”



Only 12 - 13% of survivors with disabilities received victim services.

How does your organization know how it's doing?

- How does your organization measure against field standards for serving survivors with disabilities?
- What are your organizations next steps towards access and inclusion for survivors with disabilities?



Proactively Identifying Gaps

- Identifying gaps allows you to develop a plan to address them, including:
 - Raising money
 - Providing staff training
 - Reviewing and revising policies and procedures
 - Building formal relationships
 - Developing resources



Overview of the Performance Indicator System

- What are the key features of this system?
- What are performance indicators?
- What elements are being measured?
- How are scores determined?

Performance Indicators



Allow users to evaluate performance and to develop strategic plans.



Are easily measured details that are used to represent hard-to-measure, abstract concepts



Must be concrete (focused on one specific detail) and measurable (able to be observed, recorded, and scored).



Must be collected over time. Repeated collection over time allows for the users to track progress, regress, or lack of change.

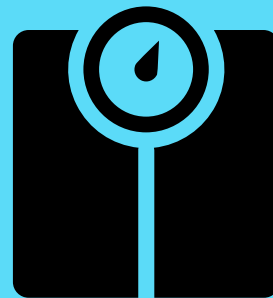
Take your health, for example



Temperature



Heart Rate



Weight



Reported Symptoms

Key Features

- Based on peer-reviewed research and field-generated best practices.
- Designed to be used by organizations at all stages of addressing this issue.
- Implemented entirely by agency staff.
- Requires little to no evaluation experience/knowledge.
- Relies on data organizations likely already possess.
- Uses performance indicators, which represent service standards for survivors with disabilities and Deaf survivors.

Who Can Use the Indicators?

- There are 6 sets of performance indicators:
 - Disability Service Organizations
 - Dual DV/SA Agencies
 - Rape Crisis Centers
 - Residential Domestic Violence Agencies
 - Non-Residential Domestic Violence Agencies
 - Domestic and/or Sexual Violence Agencies Serving Deaf Survivors

The System

→ Component

→ Theme

→ Indicator

→ Measures



Components



Component A

Commitment

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



Component B

Capacity

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

Themes

A. Commitment

Theme 1: Responsibility

Theme 2: Partnerships

Theme 3: Policies

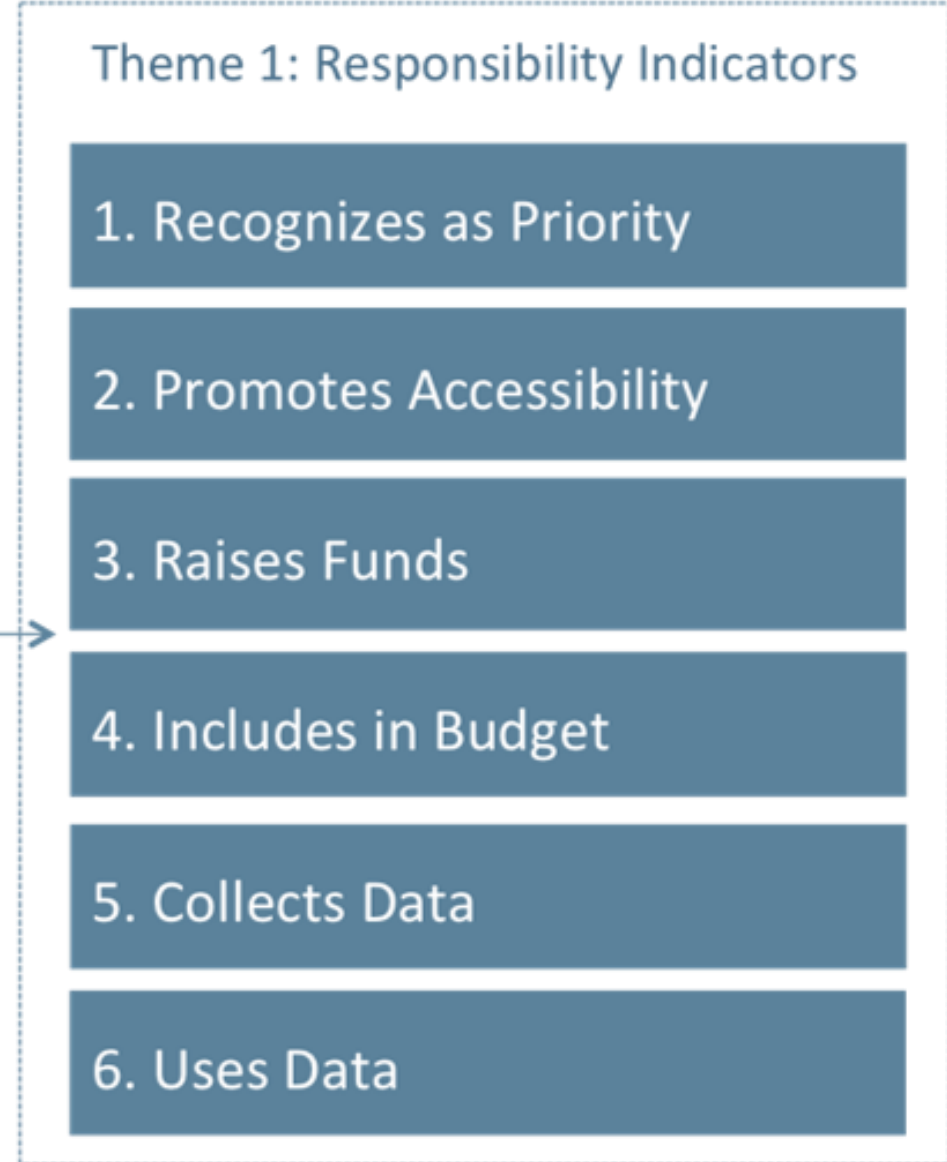
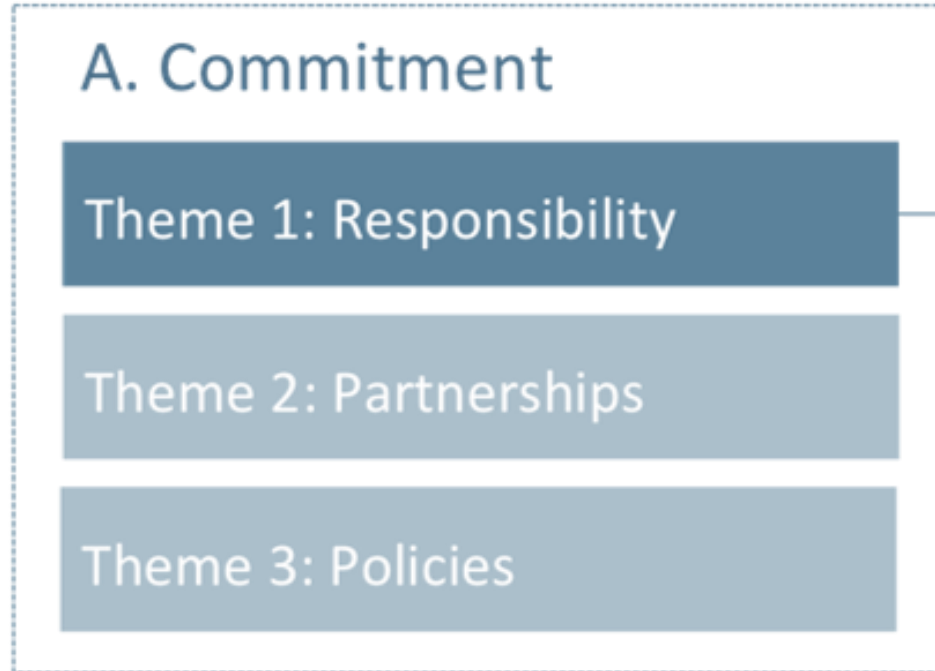
B. Capacity

Theme 1: Material Resources

Theme 2: Human Resources

Theme 3: Programmatic Activities

Indicators



Measures

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 and Deaf people in agency's public outreach brochure or social media accounts.
- Including efforts to increase agency's accessibility for people with disabilities and Deaf people 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 and Deaf people.
- Having a client non-discrimination policy that explicitly includes disability status.

Data Sources

→ Agency Documents

→ Intake forms

→ Policies

→ Procedures

→ Training materials

→ Resource sheets

→ Agency Observations

→ Focuses on areas of an organization that cannot be measured by documents

→ Emphasizes visual and physical environments of an organization

→ Staff Interview Questions

→ Focus on different aspects of agency service and operations

→ Capitalize on the knowledge staff have about agency capacity.

Measures and Data Sources

- ❑ Specifically mentioning people with disabilities and Deaf people in agency's public outreach brochure or social media accounts.



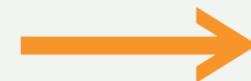
Outreach brochure

- ❑ Including efforts to increase agency's accessibility for people with disabilities and Deaf people in agency's strategic plan.



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 and Deaf people.



Work group roster

- ❑ Having a client non-discrimination policy that explicitly includes disability status.



Non-discrimination policy

Scoring

- Answer a series of yes/no questions about the data you've collected in our online system.
- The system will compute your score at the following levels:
 - Indicator
 - Component
 - Overall agency score
- Scores are based on the percent of measures met.

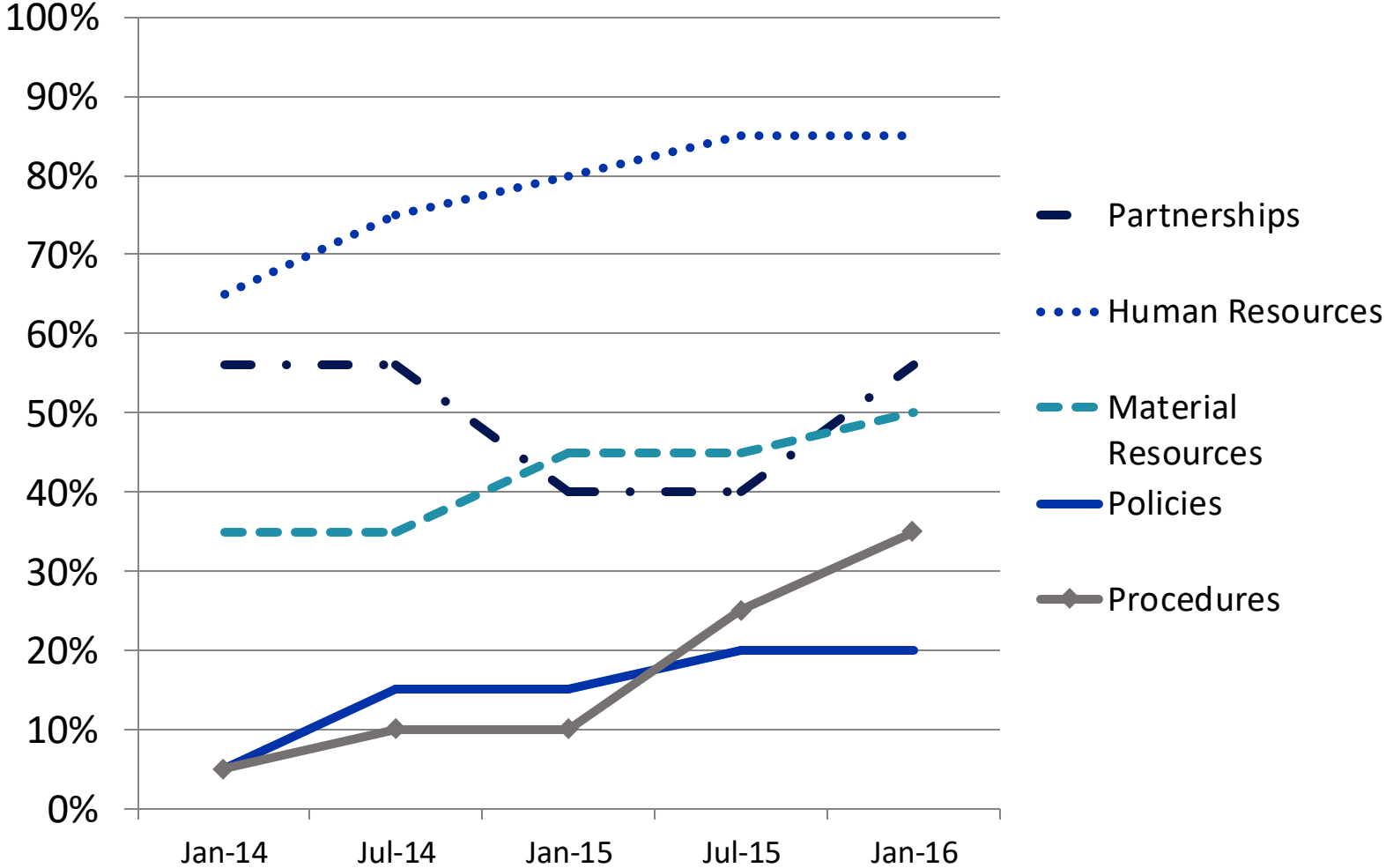
Getting Started with the Online System

Visit [Indicators.
EndAbusePWD
.org](https://www.Indicators.EndAbusePWD.org) to get started.

Changes in Your Capacity Over Time

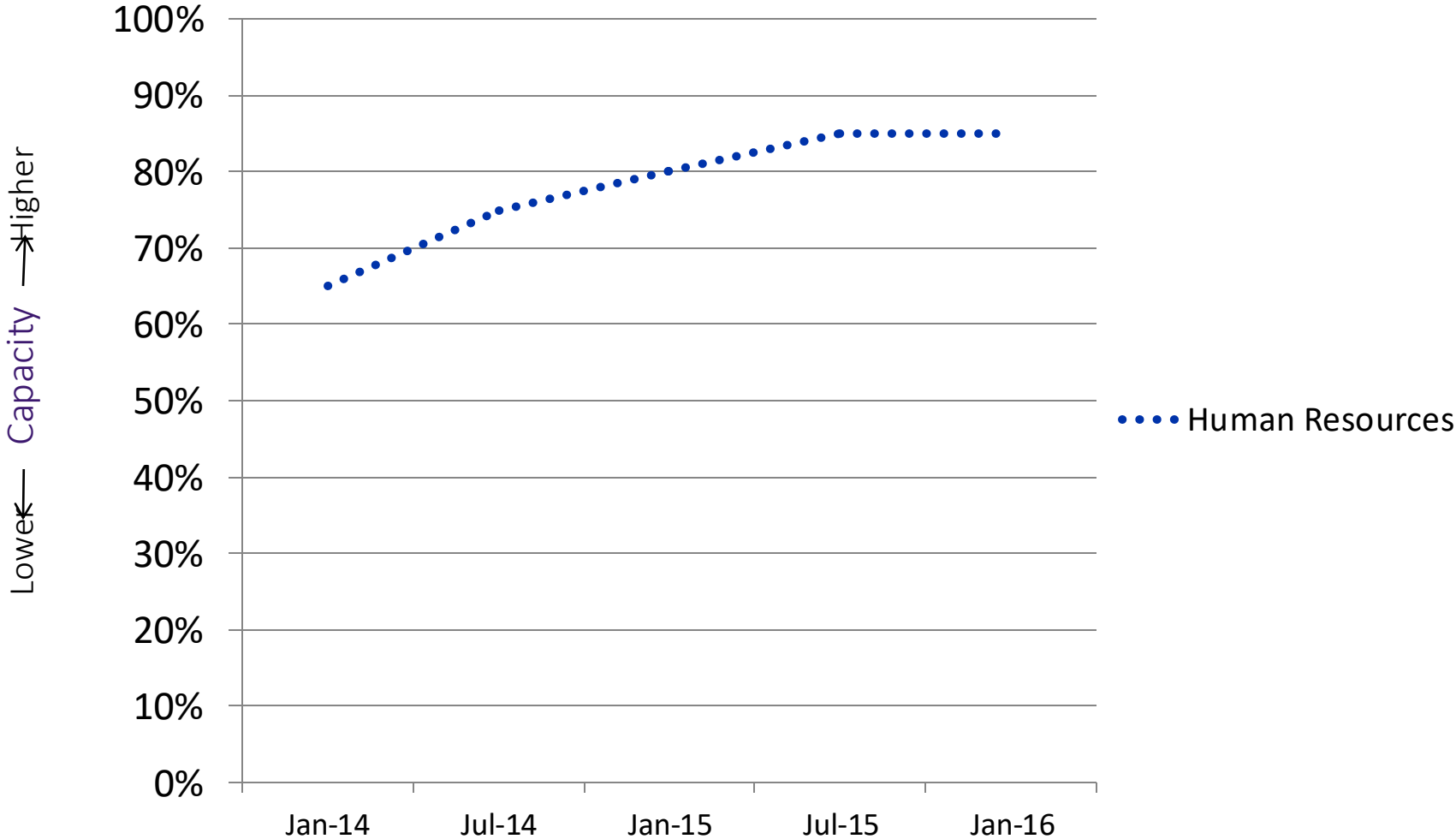
Capacity increased across all areas. Some areas have much higher capacity than others.

Lower Capacity → Higher Capacity



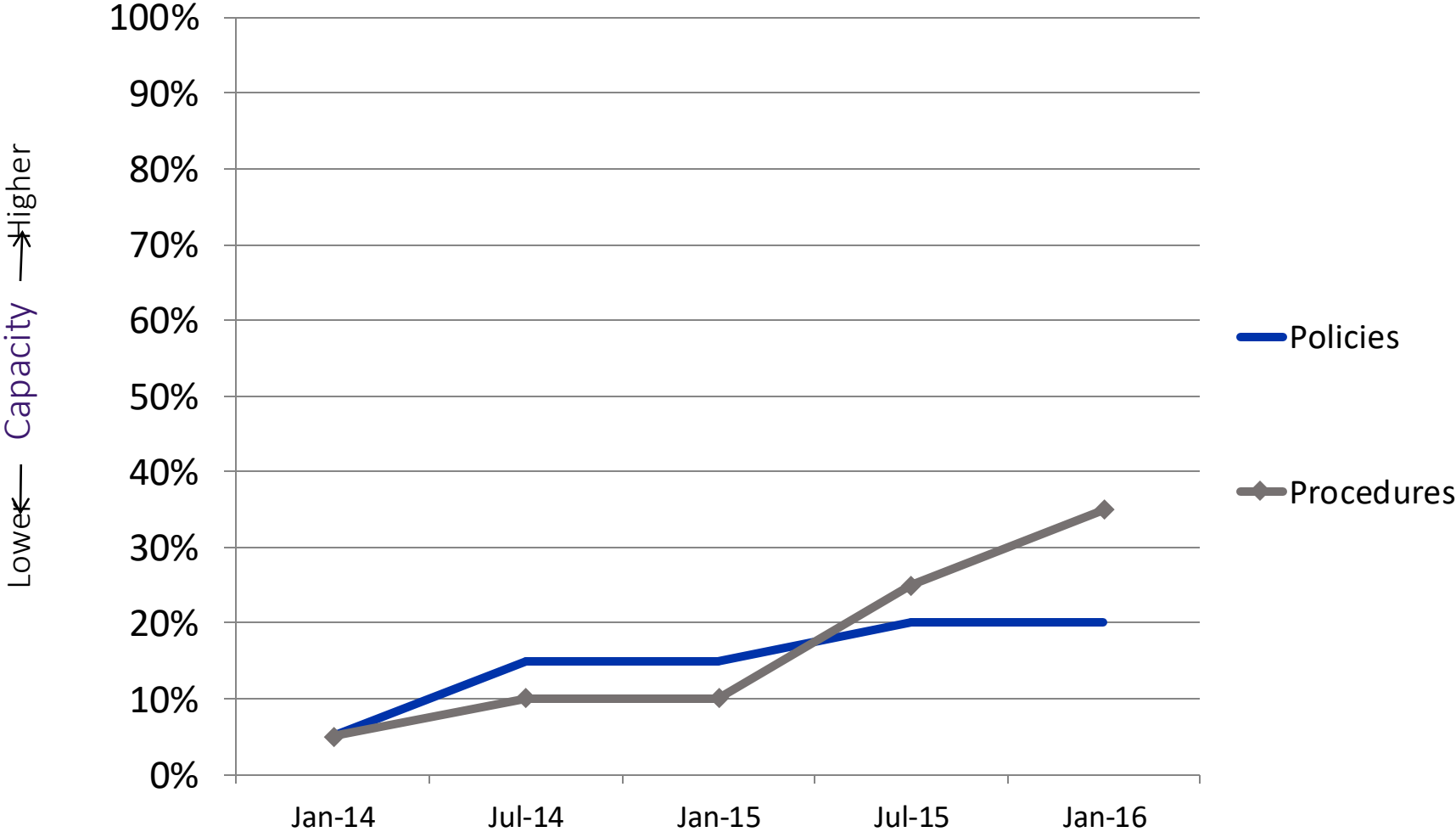
Areas of Strength

Capacity of human resources started medium-high and increased over time.



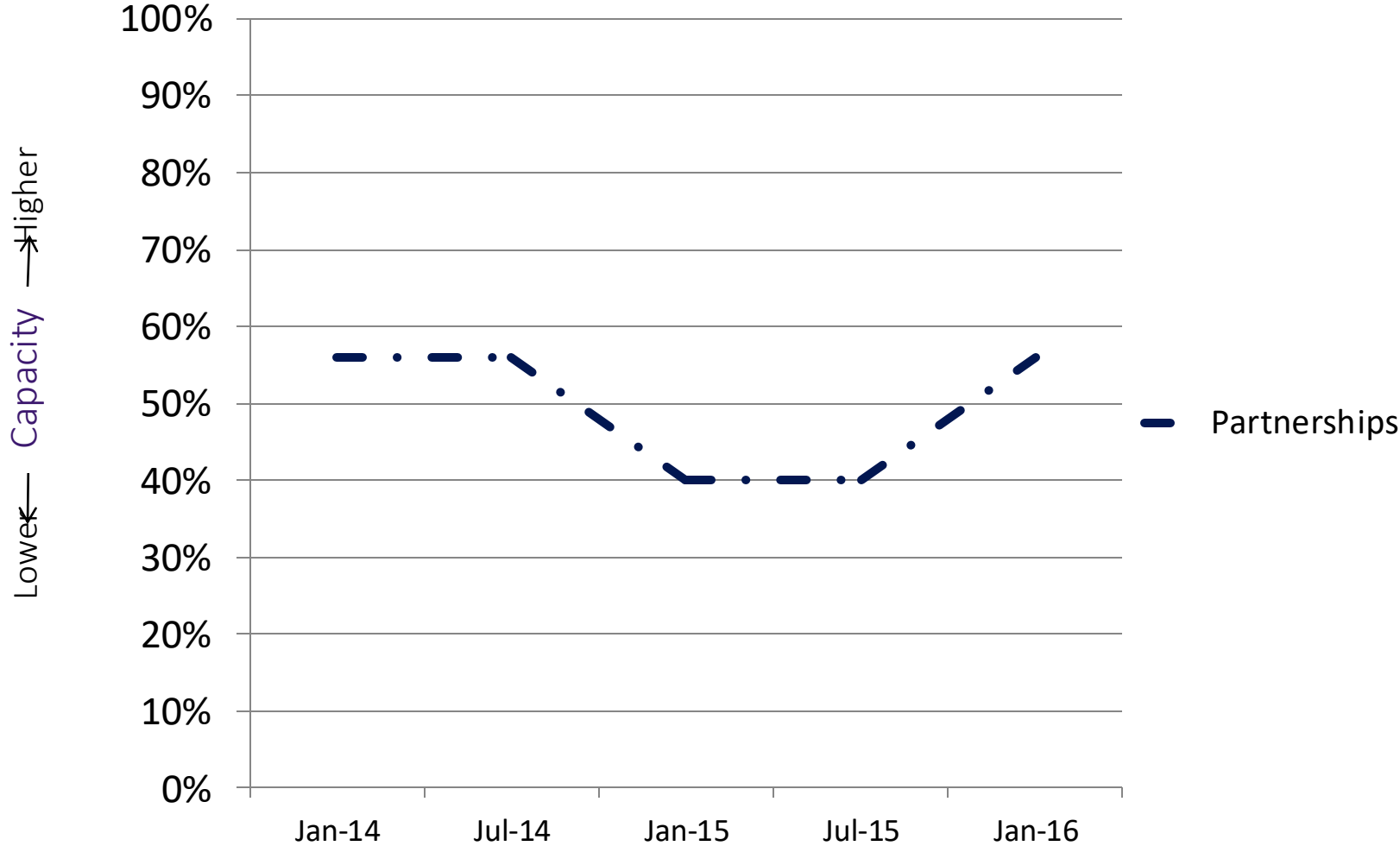
Areas in Need of Improvement

Capacity of policies and procedures increased over time, but remained low overall.



Trends

Capacity of partnerships decreased during 2015, but increased again by 2016.





Using the Performance Indicators in Your Organization

- The Process
- Lessons Learned from the Field

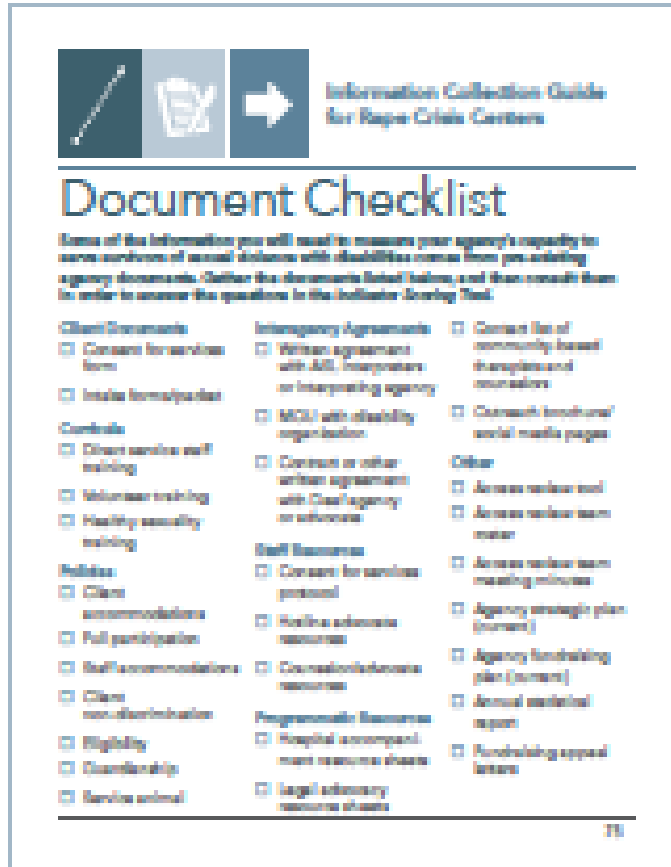
Step 1: Get Ready.

- Familiarize yourself with the indicators
 - Review the indicators and guides relevant to your agency type
 - Review data collection guides and scoring sheets
- Identify who is responsible for data collection

Step 2: Inform staff of your agency.

- Look for opportunities to create and build buy-in at all levels of the organization.
- Have a kick-off meeting.
 - Make the case.
 - Why survivors with disabilities?
 - Why use a structured process?
 - Provide an overview of the indicator system.
 - Share the organization's purpose and goals for using the indicators.
 - Be clear that this process measures the organization and NOT individual staff performance.

Step 3: Collect required information using the *Data Collection Guides*.



Information Collection Guide for Rape Crisis Centers

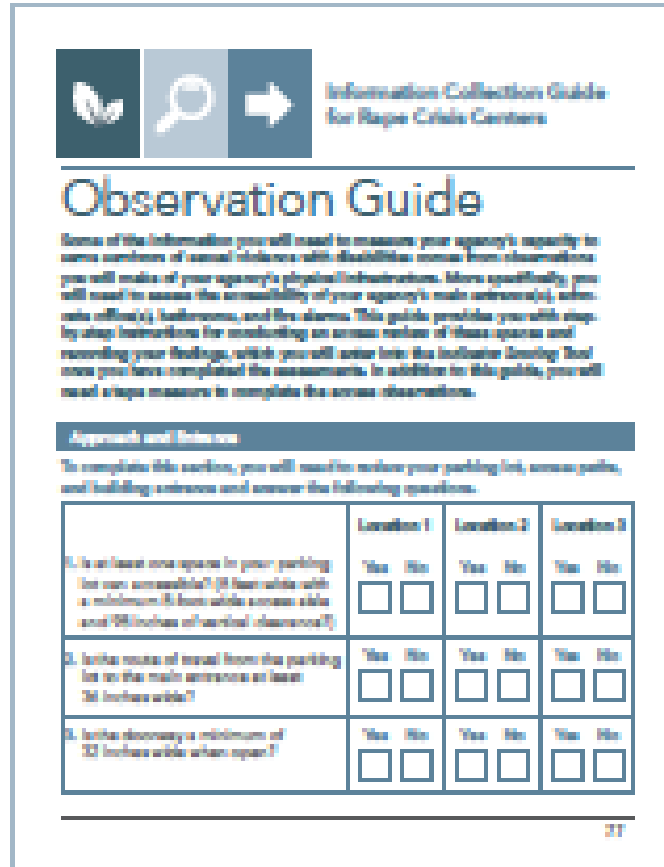
Document Checklist

Some of the information you will need to measure your agency's capacity to serve survivors of 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**
 - Consent for service form
 - Intake forms/paper
- Contracts**
 - Direct service staff training
 - Volunteer training
 - Facility security training
- Referrals**
 - Client accommodations
 - Full participation
 - Self-accommodations
 - Client nondiscrimination
 - Signage
 - Coordination
 - Service animal
- Interagency Agreements**
 - Written agreement with DOJ, prosecutors or interpreting agency
 - MOU with disability organization
 - Contract or other written agreement with CoA/agency or advocate
- Staff Resources**
 - Consent for service protocol
 - Facility address resources
 - Counselor/advocate resources
 - Programmatic Resources
 - Hospital accompaniment resource sheet
 - Legal advocacy resource sheet
- Other**
 - Current list of community-based therapists and counselors
 - Current brochure/social media pages
 - Agency strategic plan (current)
 - Agency fundraising plan (current)
 - Annual statistical report
 - Fundraising appeal letters

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Document Checklist



Information Collection Guide for Rape Crisis Centers

Observation Guide

Some of the information you will need to measure your agency's capacity to serve survivors of 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), accessible office(s), bathroom, and file storage. 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.

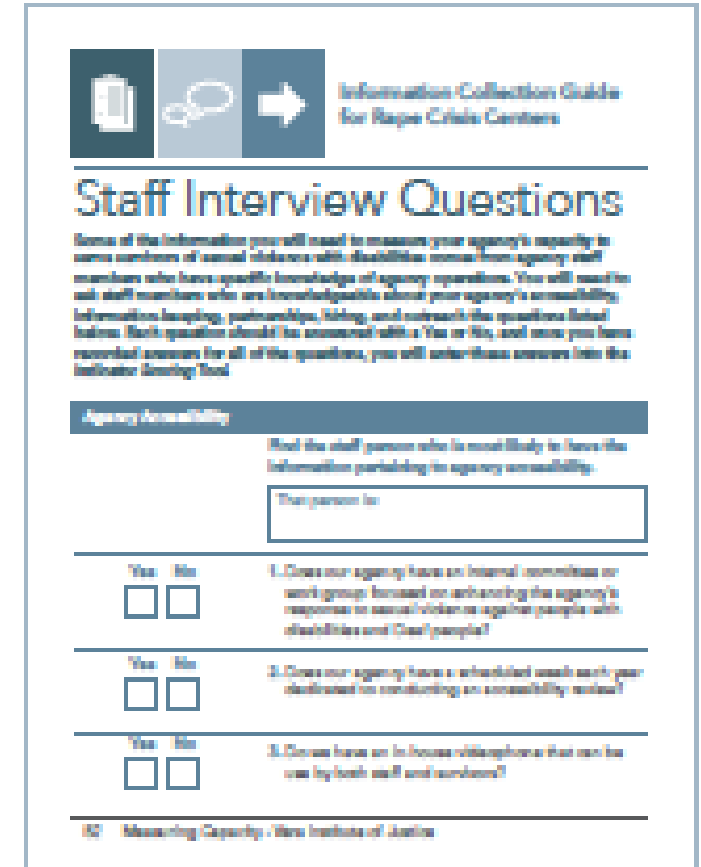
Approach and Instructions

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 accessible? (If yes, write with a minimum 8-foot wide access aisle and 36 inches of vertical clearance?)	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <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 <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>
3. Is the doorway a minimum of 32 inches wide when open?	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>

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Observation Guide



Information Collection Guide for Rape Crisis Centers

Staff Interview Questions

Some of the information you will need to measure your agency's capacity to serve survivors of 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 (signage, partnerships, filing, and outreach) the questions listed below. Each question should be answered with a Yes or No, and once you have recorded answers for all of the questions, you will enter those answers into the Indicator Scoring Tool.

Agency Accessibility

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

This person is:

Yes No

1. 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?

Yes No

2. Does our agency have a scheduled week each year dedicated to conducting an accessibility review?

Yes No

3. Does our agency have at least one telephone that can be used by both staff and survivors?

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Staff Interview Questions

Step 4:
Enter
Data into
the
*Online
System*

Step 5: Interpret your results.

Share the results with staff and invite a dialogue.

- How do our scores compare to what you thought our scores would be?
- What areas do we have strengths?
- What areas do we need to focus on?
- What impact do these have when we are supporting survivors with disabilities?
- What factors might be contributing to our scores in each area?

Step 6: Determine priorities and next steps for enhancing your agency's capacity.

- What are our goals? What outcomes would we like to see?
- What areas have the greatest/most immediate impact on survivors with disabilities?
- Where are our strengths? What resources do we have available to put towards capacity building?
- What is manageable and feasible?

Step 7: 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 and Answers