



A tool to measure service quality and outcomes

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Measures for Providers Responding to Victimization Experiences

# Acknowledgment

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# Overview

- Design of iMPRoVE
- iMPRoVE Pilot Test Findings
- Potential of Outcome Measurement for VOCA Administrators
- Outcome Data & PMT
- Georgia's Use of Data for Planning and Strategy
- Discussion with VOCA Administrators about Outcome Measurement

The logo for iMPROVE features a stylized lowercase 'i' with a solid dot above it. To the left of the stem of the 'i' are two leaves, one above the other, pointing towards the right. To the right of the 'i' is the word 'MPROVE' in a bold, uppercase, sans-serif font. The 'o' in 'PROVE' is lowercase.

# iMPROVE

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Lynn Langton, RTI

Jaclyn Houston-Kolnik, RTI



# iMPRoVE

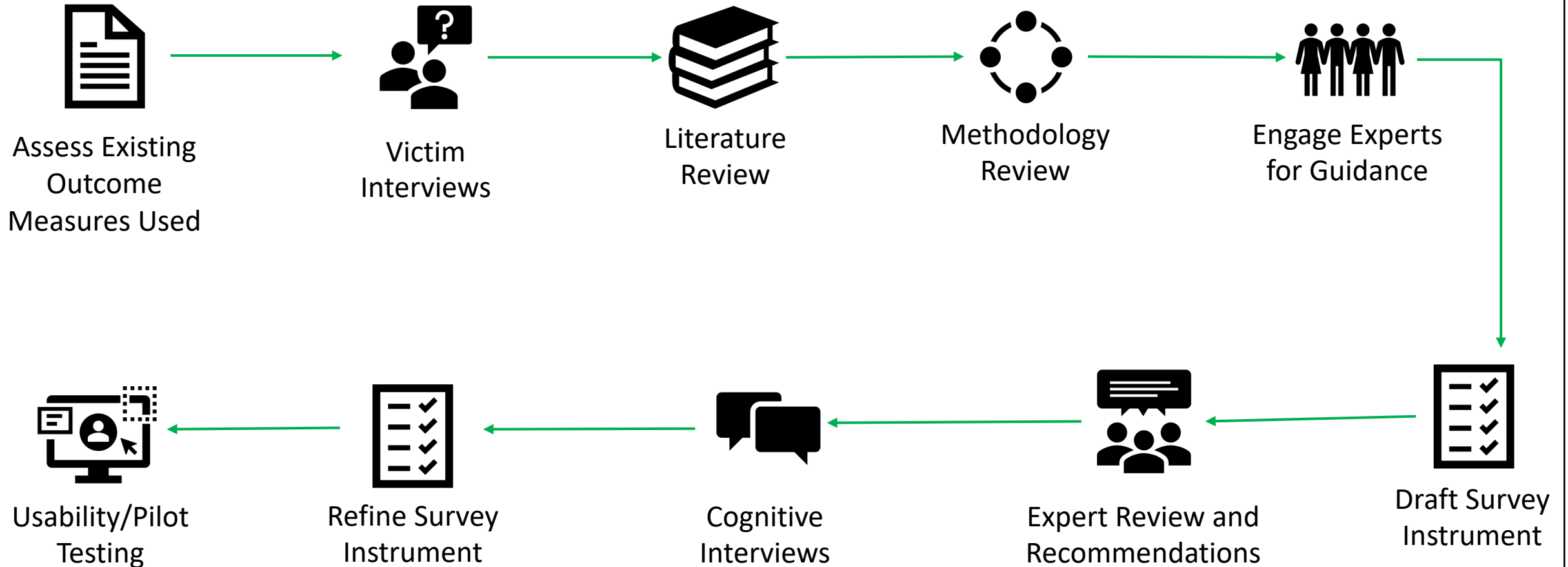
A tool to measure service quality and outcomes

- Free to use!
- Not a current requirement for grantees/subrecipients.
- Hope that today you walk away seeing:
  - The value in outcome measurement.
  - iMPRoVE's value for your state's VSPs in program and staff development.
  - iMPRoVE's value for SAAs in program development and planning.
- Consider whether your state's VSPs would be interested in learning more!

# iMPRoVE Purpose



# Process to Create iMPRoVE



Victim Service Providers work to promote survivor safety, stability, justice, and wellness, offering services that match the needs of each survivor.

Safety

Stability

Justice

Wellness

What can we measure to capture whether we are successful in helping victims achieve those outcomes?



# iMPRoVE Overview



**Outcomes** - extent to which the victims' physical, emotional, psychological, social, economic, and legal needs were met through the services they received

**Quality of service delivery** – victim satisfaction with or perceptions of quality of services

# Examples of iMPRoVE Constructs

## Safety

Increased knowledge of how to stay safe physically

Increased knowledge of conflict resolution without self-risk

## Justice

Increased knowledge of victims' rights

Increased understanding of CJS and options

Increased understanding of civil options

Increased understanding of options for reporting to police

## Stability

Increased identification of social supports

Increased knowledge of community sources of help

Increased knowledge of opportunities for compensation or restitution

## Wellness

Increased knowledge of ways to handle overwhelming emotions

Increased ability to handle everyday challenges

Progress in addressing physical health needs

Improved sense of hope

# Key Considerations for iMPRoVE

## Need for standardized measures

- To understand impact of programs at aggregate levels (state, nation), as well as at program level

## Ensuring relevance and customizability

- Some outcomes may only be relevant for certain providers
  - E.g. Legal service module would not include questions about housing stability – not an intended outcome of services
- Some providers may want to ask about additional measures beyond the core set of outcomes

## Protecting respondent confidentiality

- To ensure truthful and accurate responses

## Response rates

- Keep the questions simple and low burden
- Focused on short-term measures/progress at substantial completion of services

# iMPRoVE Modules

## **Legal/Justice System-Focused Assistance**

Address the legal and/or justice system needs of persons impacted by crime or abuse and concerns related to their victimization and safety

## **Medical/Forensic Care and Coordination**

Address the short- or long-term physical effects of crime and the medical forensic needs of persons impacted by crime or abuse

## **Mental Health-Focused Services**

Address trauma and/or mental health needs for persons impacted by crime or abuse

## **Underserved Population-Focused Services**

Address the emotional, safety, advocacy, material, and/or resources needs of persons impacted by crime or abuse for whom services have often been limited because of identity, background, culture, or crimes experienced

## **Supportive Services or Community Advocacy**

Address the emotional, safety, advocacy, material, and/or resources needs of persons

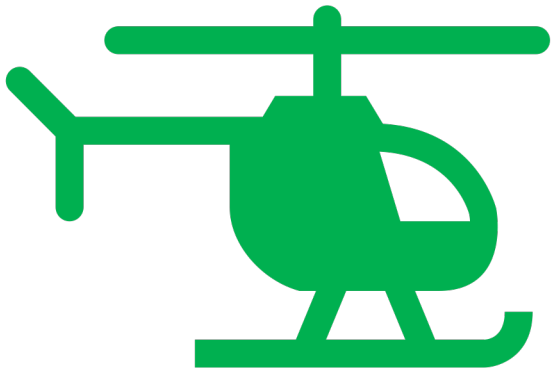
## **Crisis Intervention and Referral**

Contribute to crisis stabilization through informational services or connections to other resources

# **PILOT TEST FINDINGS**

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# Pilot Testing



**Purpose:** Ensure the functionality of iMPRoVE platform and methodology

Collect data on:

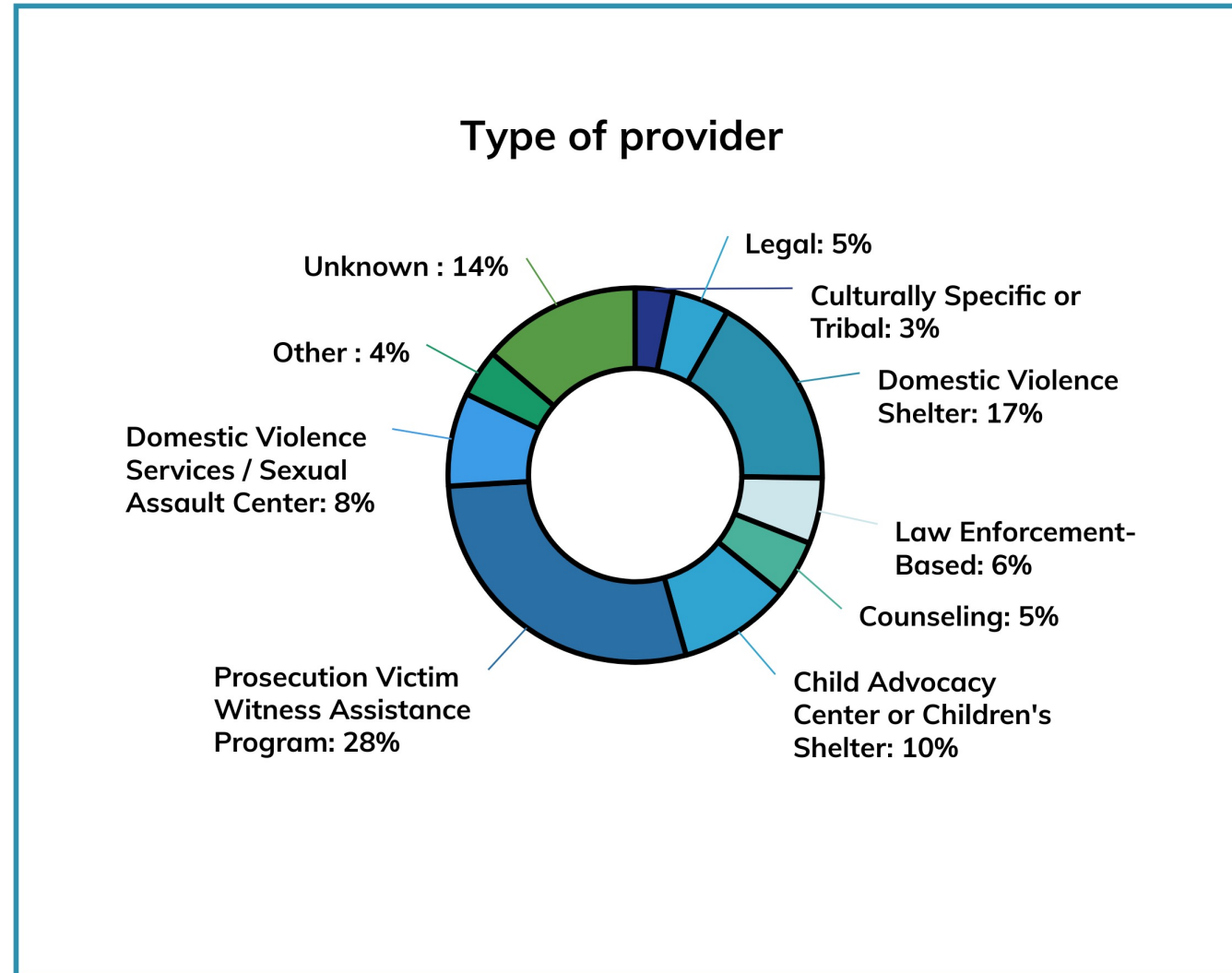
Victim/Survivor  
Perceptions of  
Services

Usability and  
Functionality

Use of Modules and  
Optional Questions

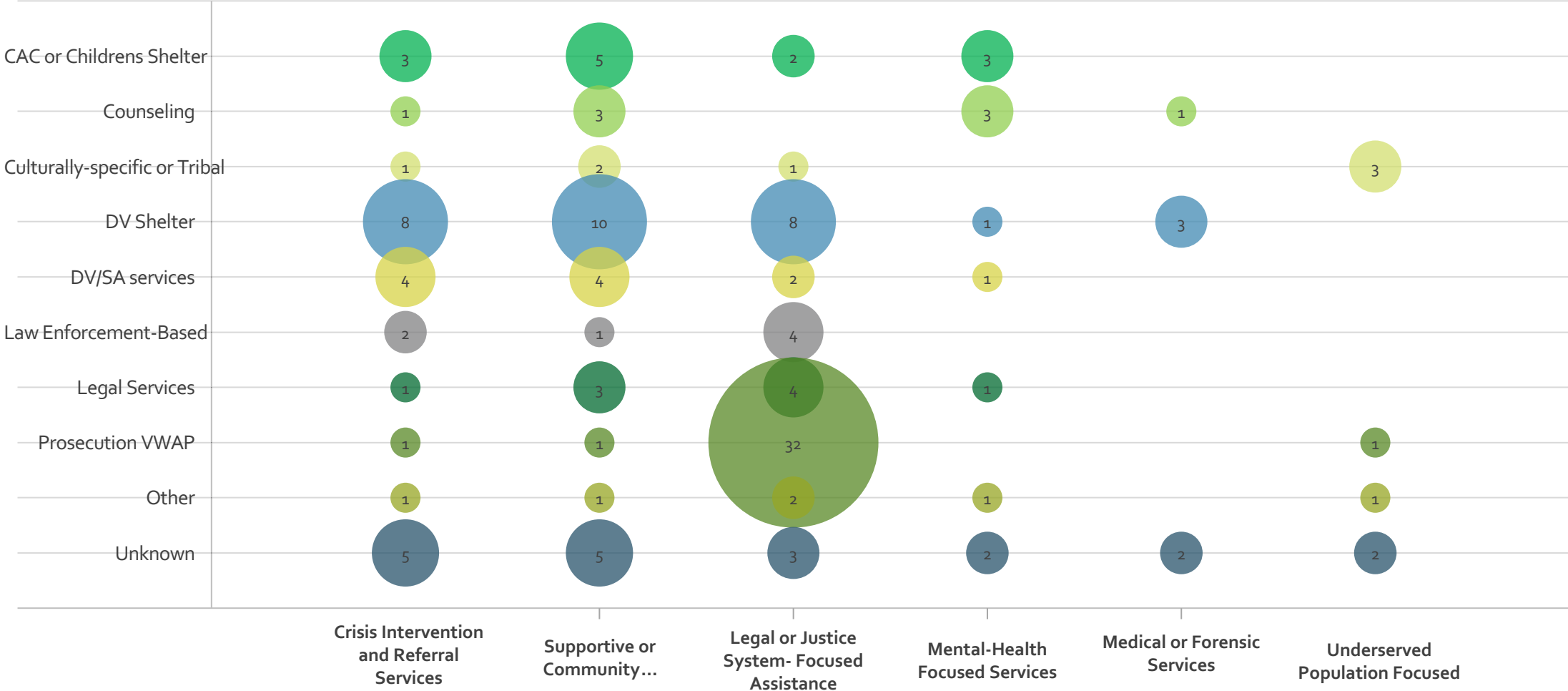
Challenges in  
Using/Administering  
iMPRoVE

# Participating VSPs



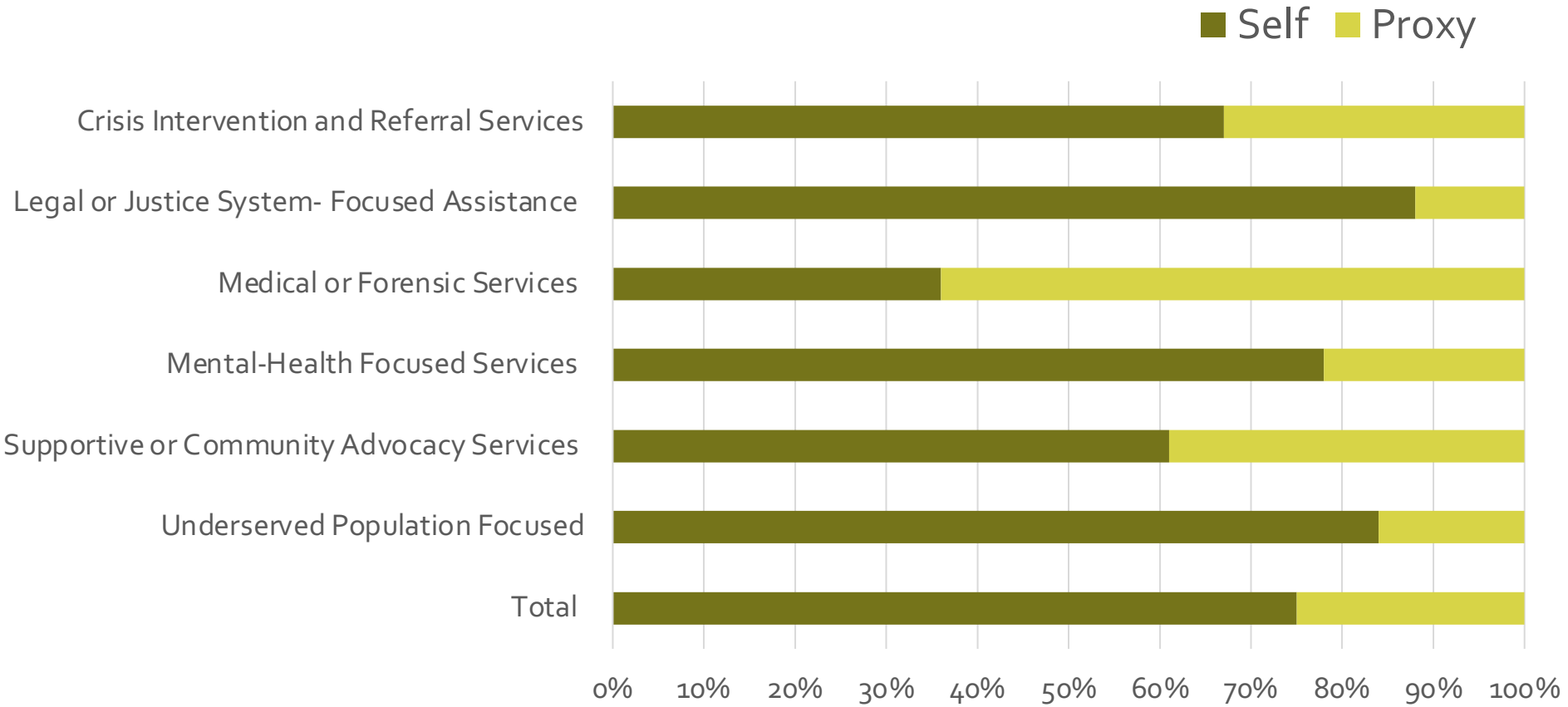
N=106 Pilot Test Users

# Modules Used in Pilot Test

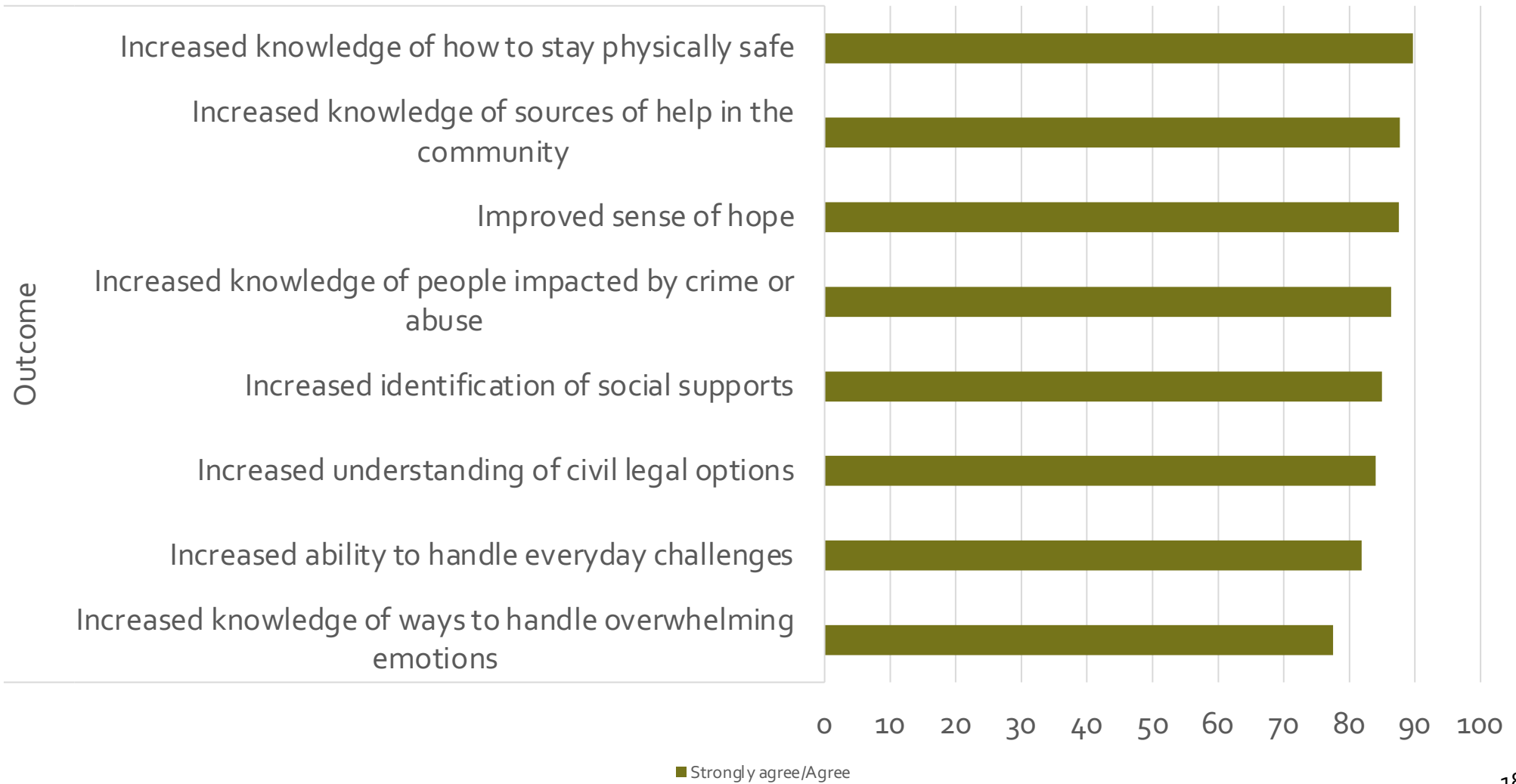




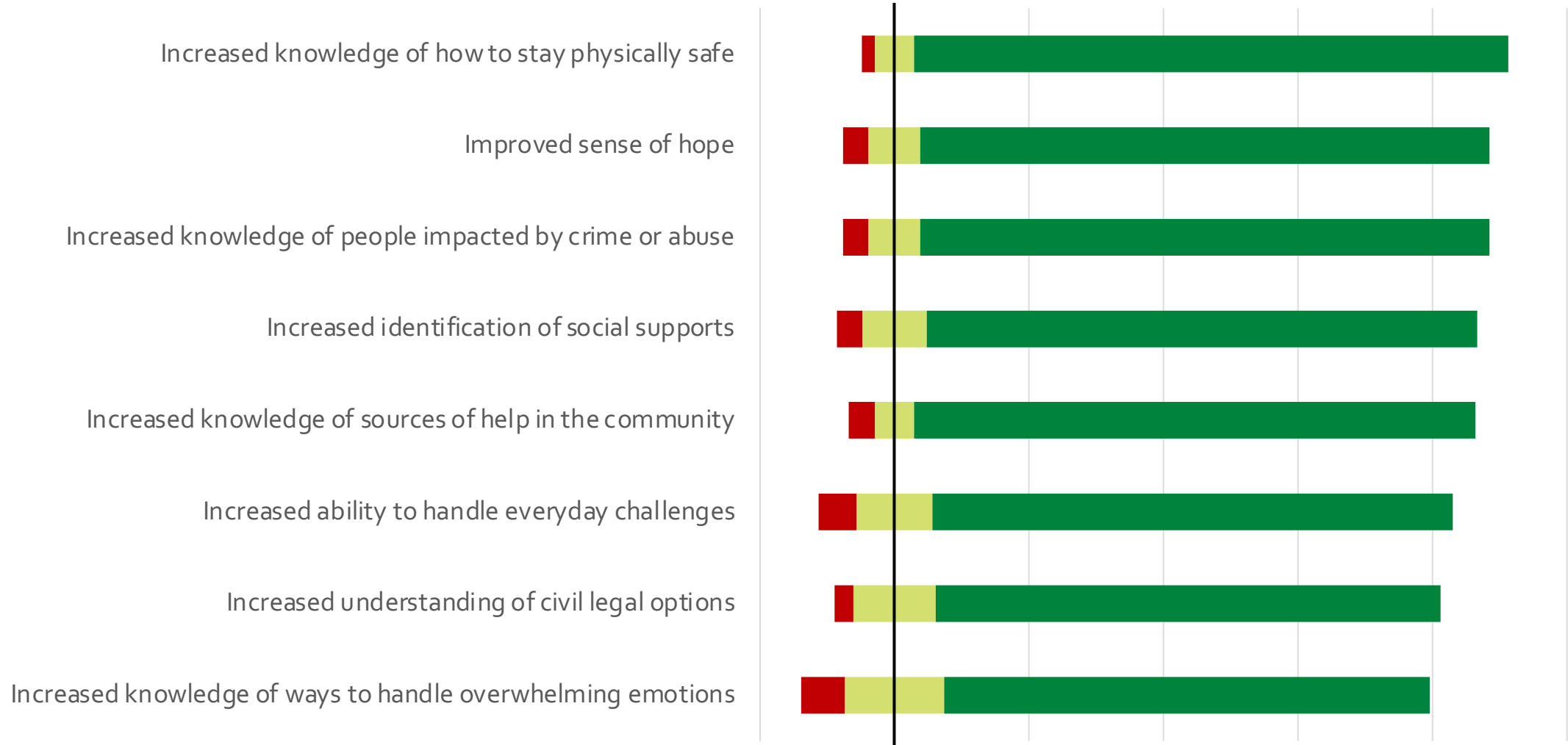
# Self vs. Proxy Respondents



# Favorable Victim Responses to Outcome Measures – Supportive or Community Advocacy Services

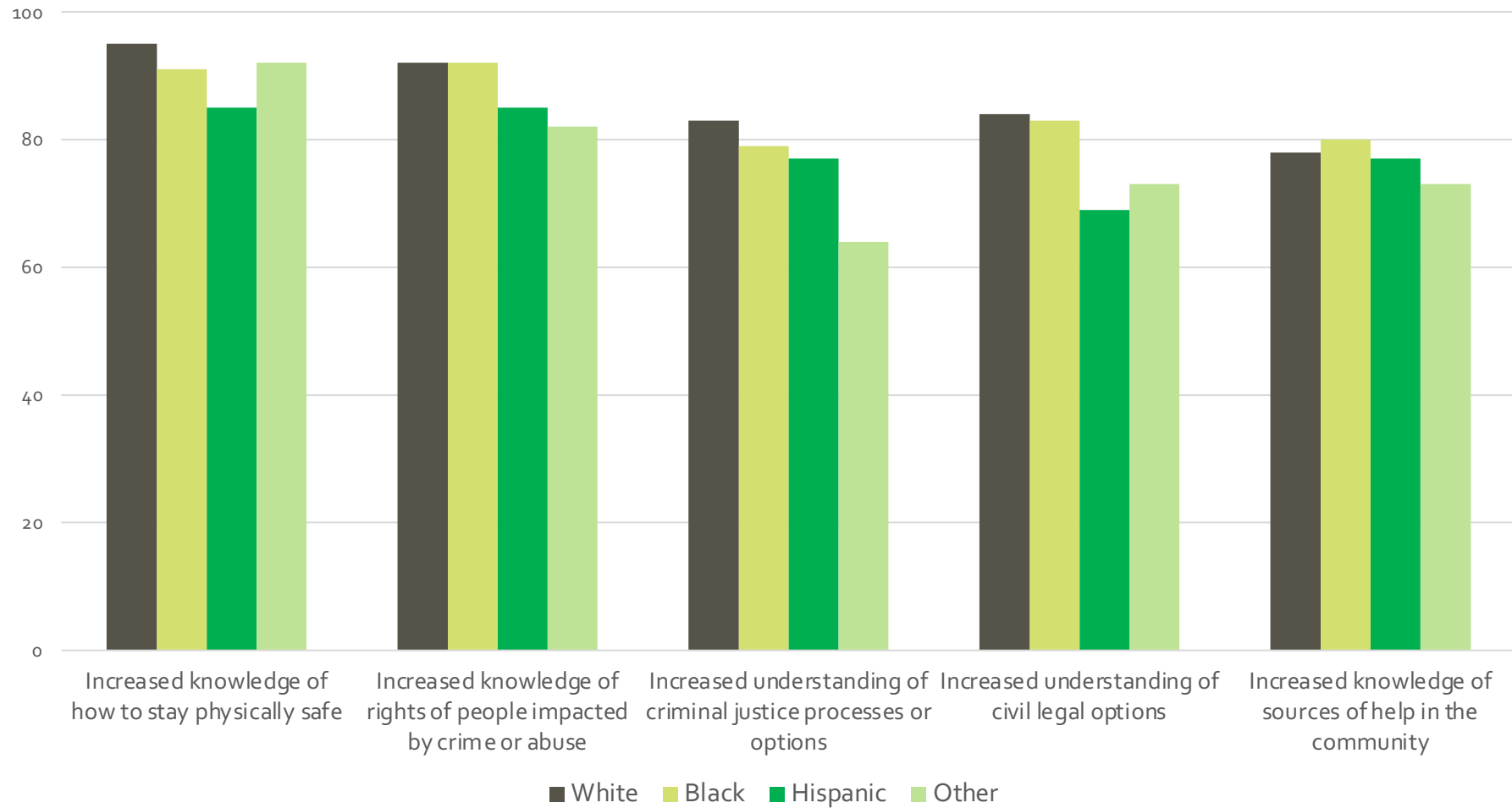


# Distribution of Victim Responses – Supportive or Community Advocacy Services

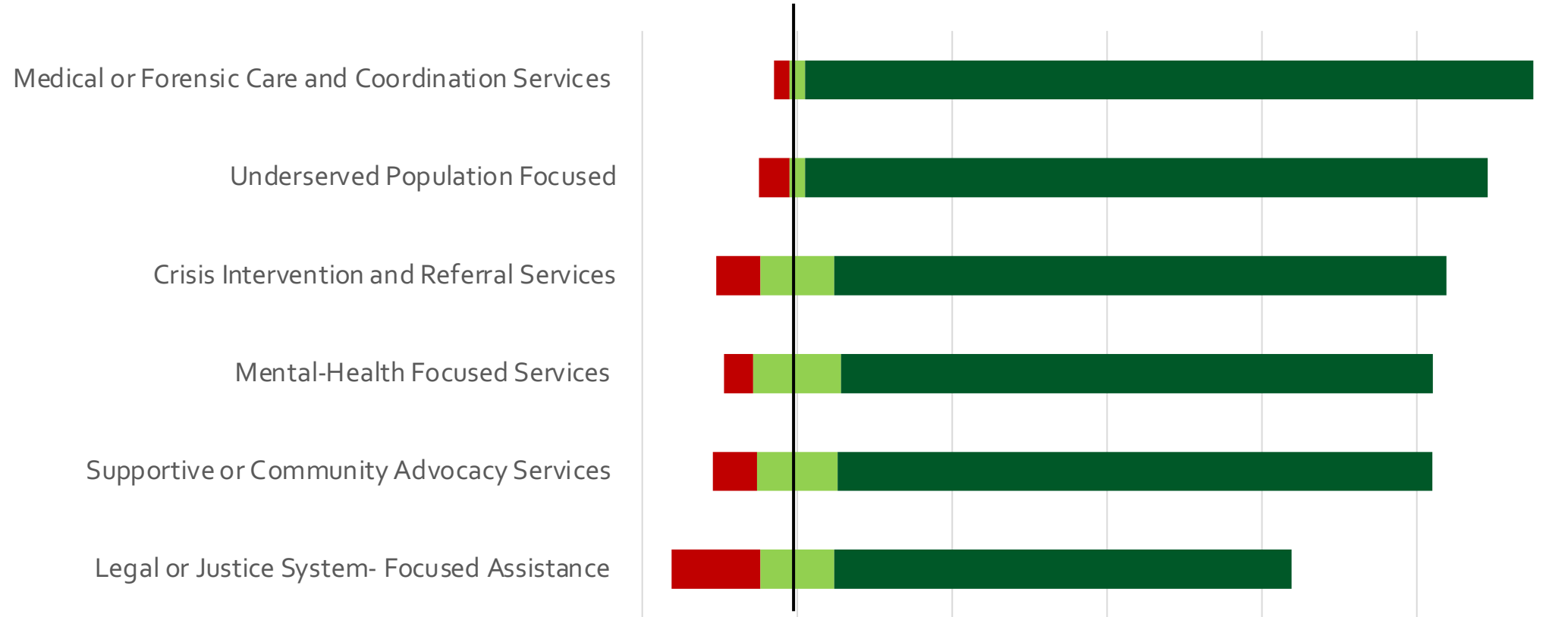


# Distribution of Victim Responses - Outcomes

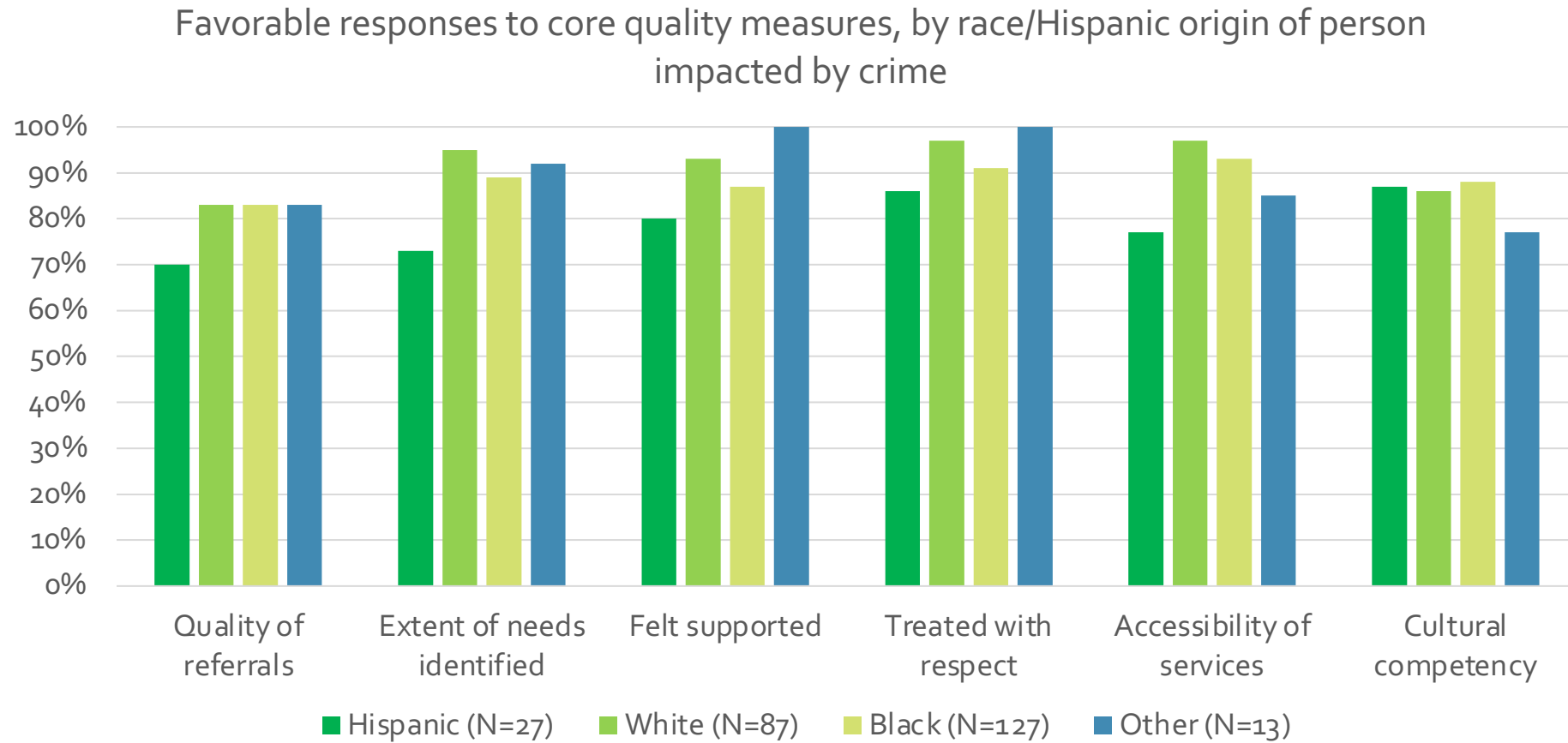
## Crisis Intervention and Referral



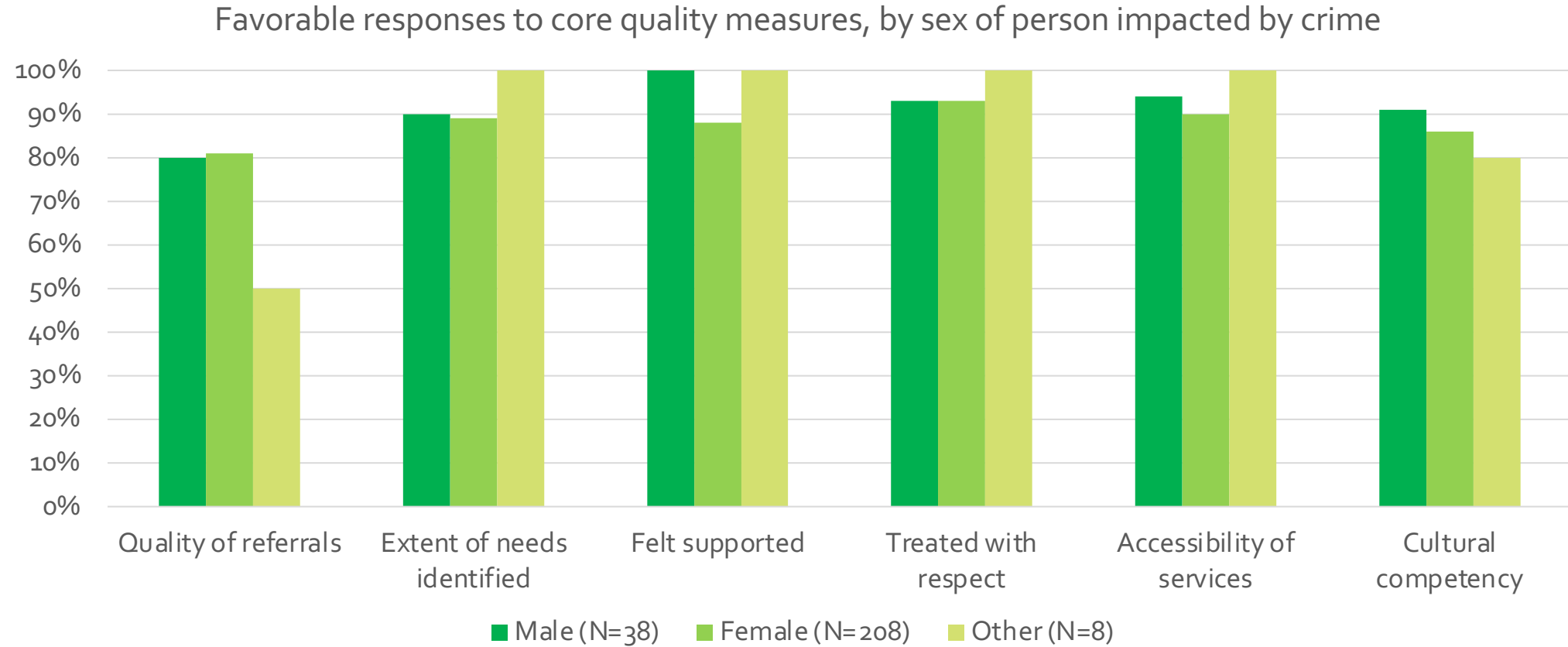
# Distribution of Victim Responses – Quality of Referrals



# Distribution of Victim Responses – Supportive Services



# Distribution of Victim Responses – Supportive Services



# Pilot Tester Feedback

## Higher Ratings

- Platform's usability
- User guide
- Modules and associated tools
- Onboarding their staff

## Lower Ratings

- Number of training opportunities
- Interactive training opportunities
- Guidance in when and how to survey respondents
- Ability to access VSP raw data
- Dashboard usability

- CACs, Legal Service, or LE-Based victims service programs had lower scores across domains- indicating the need for further support and training among these provider types.



# VALUE OF iMPRoVE for SAAs

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# Value of iMPRoVE Data for SAAs and the Field



Improve service delivery by identifying strengths and challenges.



Boost staff/team morale by demonstrating areas of excellence.



Redirect unsuccessful work practices by identifying areas for improvement and training.



Give clients voice in services and how they are delivered.



Demonstrate responsible stewardship of public and private financial support.



Show that funds are making a difference for survivors with empirical data.

# Potential for VOCA Administrators

- iMPRoVE data can be put to work in meaningful, actionable ways.
- At the VSP level, as we support VSPs in using their iMPRoVE data
  - To become more effected
  - To tell their program story
- At the state level, as another form of insight into VSP impact
- iMPRoVE data has additional value when overlaid with other information, i.e., VSSRP and PMT.

# PERFORMANCE MEASURE DATA

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Connecting Outcomes and PMT

## What Are Performance Measures?

- ▶ Performance measures are specific values or characteristics that measure the outputs of a grantee's activities and services in demonstrating accomplishment of the goals and objectives of OVC's programs.

# Performance Measurement Can Answer....

**WHO** is being served? Who is providing services?

**WHAT** type of service is provided? What type of organization?

**WHEN** were services provided? When was the grant funded?

**WHERE** are programs located? Which jurisdictions are served?

**WHY** are they seeking services (victimization type)?

**HOW** is funding allocated? How is it supporting victim services?

# Performance Measurement Can't Answer...

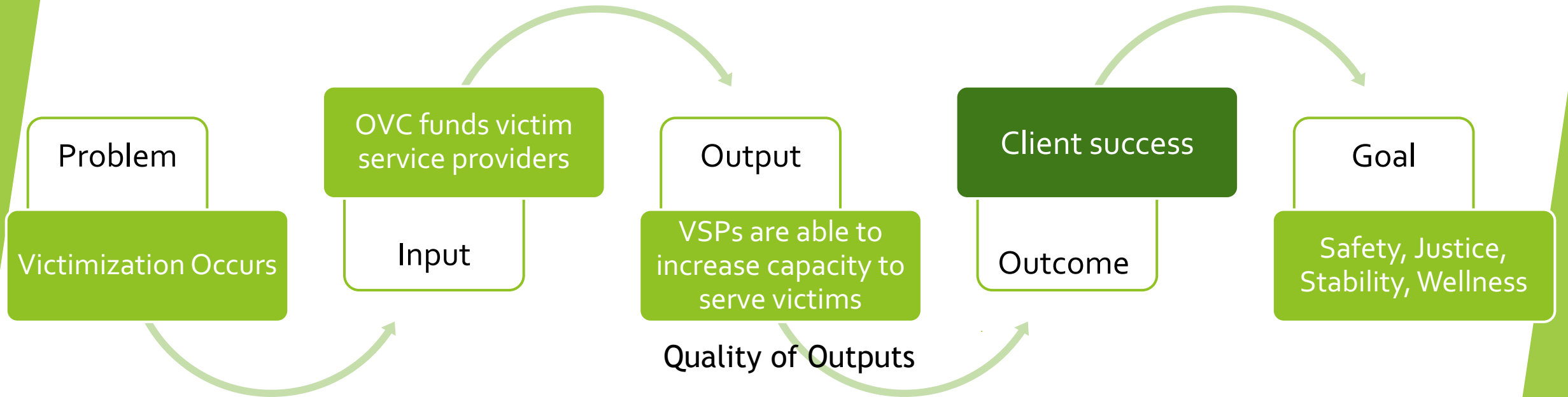
## Direct Relationships

- Performance measures can identify limited correlations, or relationships, between variables. They cannot directly link variables like demographics to victimization type or victimization type to types of services requested.

## Effect

- Performance measures can tell you the common services provided, but cannot determine if the services actually made an impact.

# iMPRoVE & Performance Measures





## Example of PMT and iMPRoVE Data Combined

- ▶ Org A, a DV/SA organization, has an upcoming planning meeting and would like to know how well their services are supporting clients and if there are areas to improve so that they can appropriately allocate the necessary resources.
- ▶ Org A collects PMT data and uses iMPRoVE - the Supportive or Community Advocacy Services Module

# Example of PMT and iMPRoVE Data Combined

## ▶ iMPRoVE Data

- ▶ Clients have favorable responses for increasing knowledge of how to stay safe physically, handle overwhelming emotions, and have an improved sense of hope outcomes.
- ▶ Clients have less favorable responses for knowledge of sources of help in the community and increased identification of social support outcomes.

## ▶ PMT Data

- ▶ “Emotional Support and Safety” services has the largest number of victims being served.
- ▶ The “crisis intervention” and “individual counseling” services are 2 of the most common services provided.
- ▶ The “referral to other services” is within the top 5 most common services provided.

# Example of PMT and iMPRoVE Data Combined

## ▶ Going forward, Org A

- ▶ Continues their crisis intervention and individual counseling services.
- ▶ Takes a closer look at their referral services to see where the disconnect is between the referrals they are providing and meeting the needs of their clients.
  - ▶ Do these less favorable outcome responses vary by age, race, sex, sexual orientation, or education?
  - ▶ How are clients responding to the measure about the quality of referrals included in iMPRoVE? Do responses vary by age, race, sex, sexual orientation, or education?
  - ▶ Are there other areas within the quality measures that could be addressed (understanding needs, sensitive to culture or identity, etc.)?

# **GEORGIA CRIMINAL JUSTICE COORDINATING COUNCIL**

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Putting PMT & Outcome Measurement into Action

## **CRIMINAL JUSTICE COORDINATING COUNCIL (CJCC) OF GEORGIA:**

## **LEVERAGING DATA FOR A STATE ADMINISTRATIVE AGENCY**

- Created by the Georgia General Assembly in 1981 as an executive branch agency, the Criminal Justice Coordinating Council (CJCC) is a statewide body established to build consensus and unity among the State's diverse and interdependent criminal justice system components.
- It serves as the statewide clearinghouse for criminal justice information and research, administers grant funding supporting victim assistance and criminal justice programs, and operates as the governing body for financial assistance to crime victims.
- Annually CJCC awards over 100 million dollars to criminal justice and victim service programs in Georgia.
- It currently funds over 200 victim service agencies.

# BRINGING TOGETHER DATA

CJCC leverages the following data to inform decisions around victim services:

- Victims Services Statistical Report
  - Federal Reporting
  - Added county information
- Outcome Performance Measures
  - iMPRoVE and CJCC OPM survey
- Grant Application data
- Local Victims Assistance Program data
- Crime Victims Compensation Program data
- Crime statistic or arrest data (NIBRS or CCH)

## USING DATA TO INFORM DECISIONS

- To determine a **statewide funding strategy**
  - Is our current grant awards meeting our stated goals?
    - Types of services / programs
    - Access to services / programs
- To determine **resource allocations**
  - Funding formula and risk assessments
  - Are certain programs effective?
- For **monitoring and subgrantee support**
  - Are subgrantees doing what they proposed?
  - Are programs having the intended outcomes?
- Ad hoc **research**
  - What else do we need to know to do our jobs more effectively or to assist victim service agencies?

# 2022 VSSR Overview

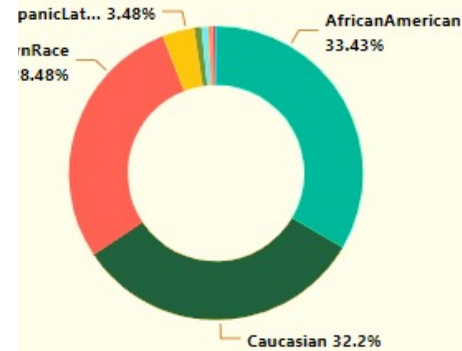
Source

Agencies

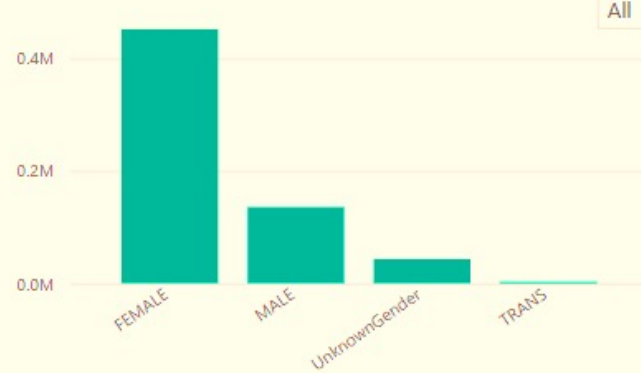
All

All

## Victims Served by Race



## Proportion of Victims Served by Gender



Program Type

All

491K

Domestic Violence and Child Witness

62K

Child Abuse

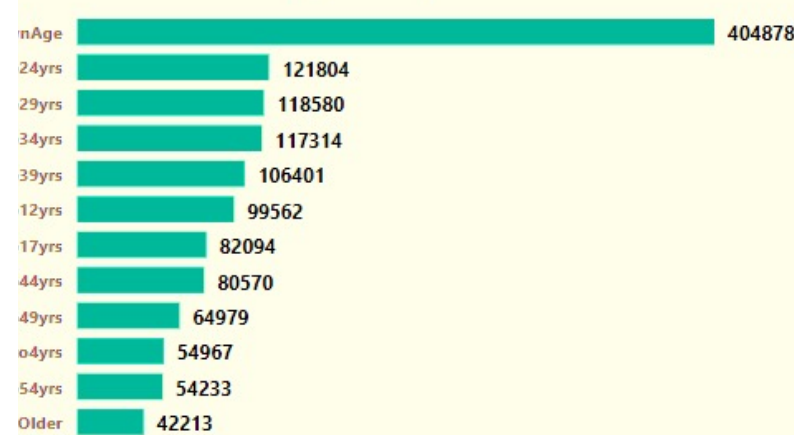
122K

Sexual Abuse

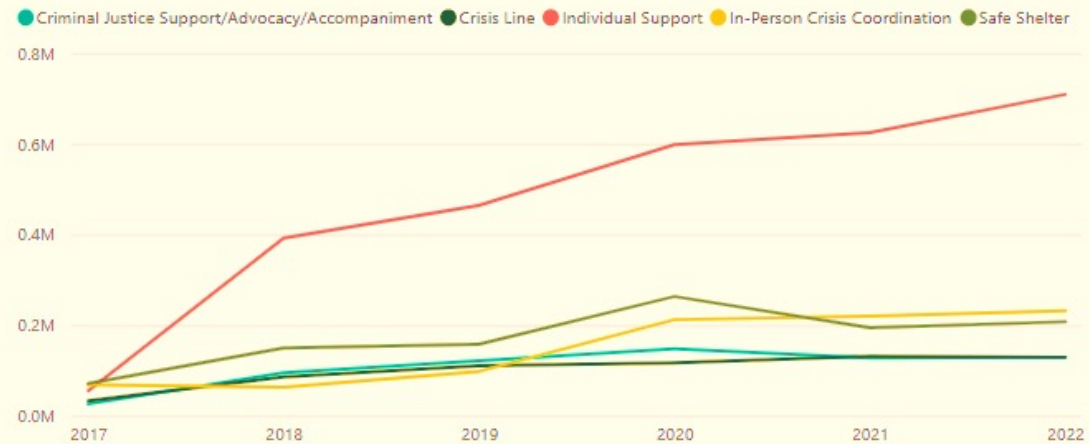
745K

Other Crimes

## Age of Respondants



## Top 5 Services (non-PAC)





# DISCUSSION

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SAA Perspectives on how iMPRoVE may Inform Strategic Planning,  
Trainings, and Funding in their State

# GROUP DISCUSSION

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What type of support would you and your subgrantees need to move toward outcome measurement like iMPRoVE?



Contact us at [Improve-tool@rti.org](mailto:Improve-tool@rti.org)

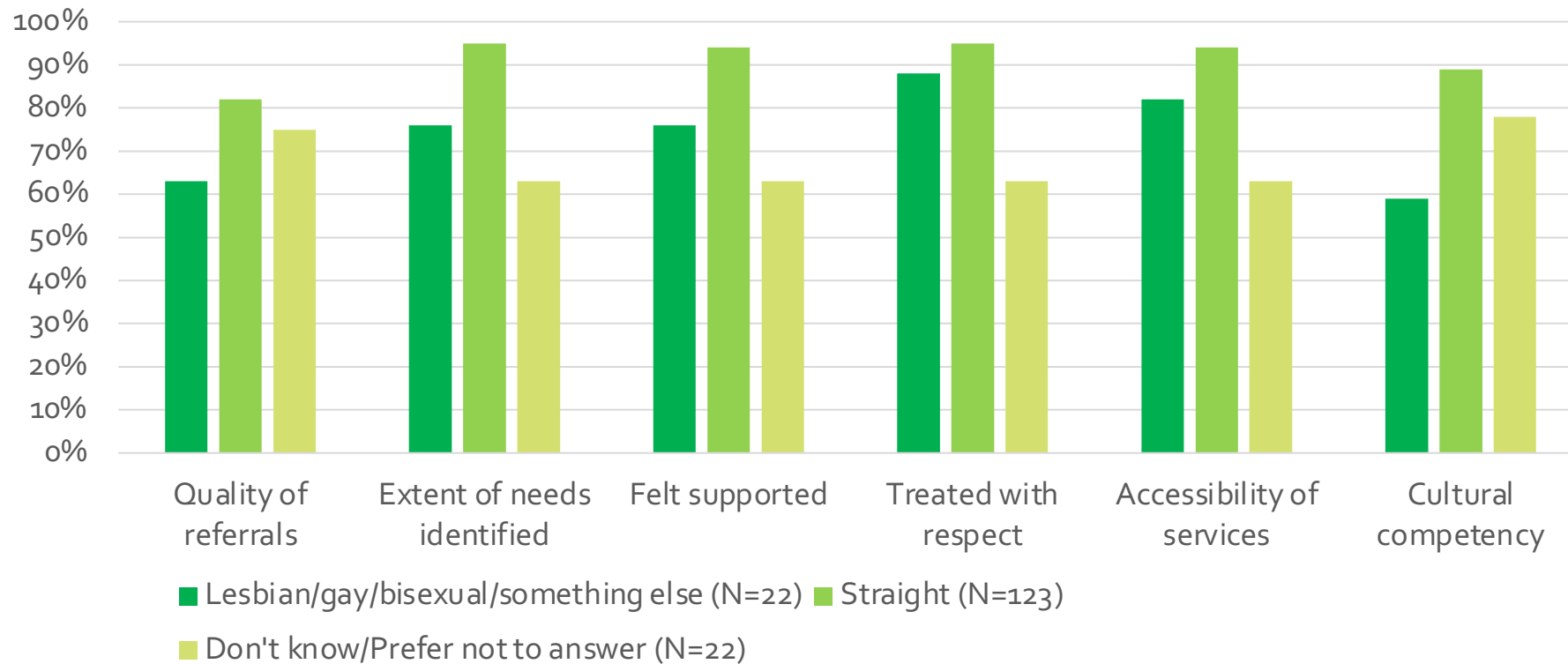
To stay updated on when the iMPRoVe platform is available, please use the link/QR code to provide your contact information.

<https://bit.ly/improvetool>



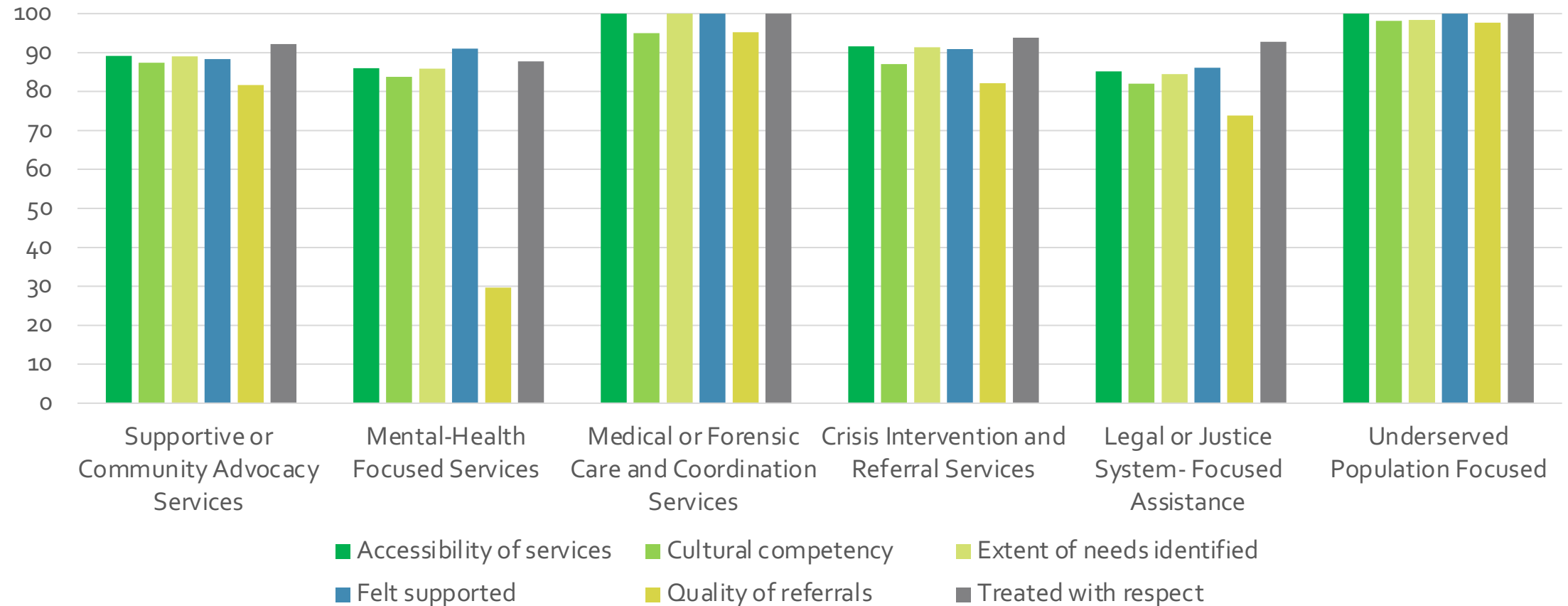
# Distribution of Victim Responses – Supportive Services

Favorable responses to core quality measures, by sexual orientation of person impacted by crime



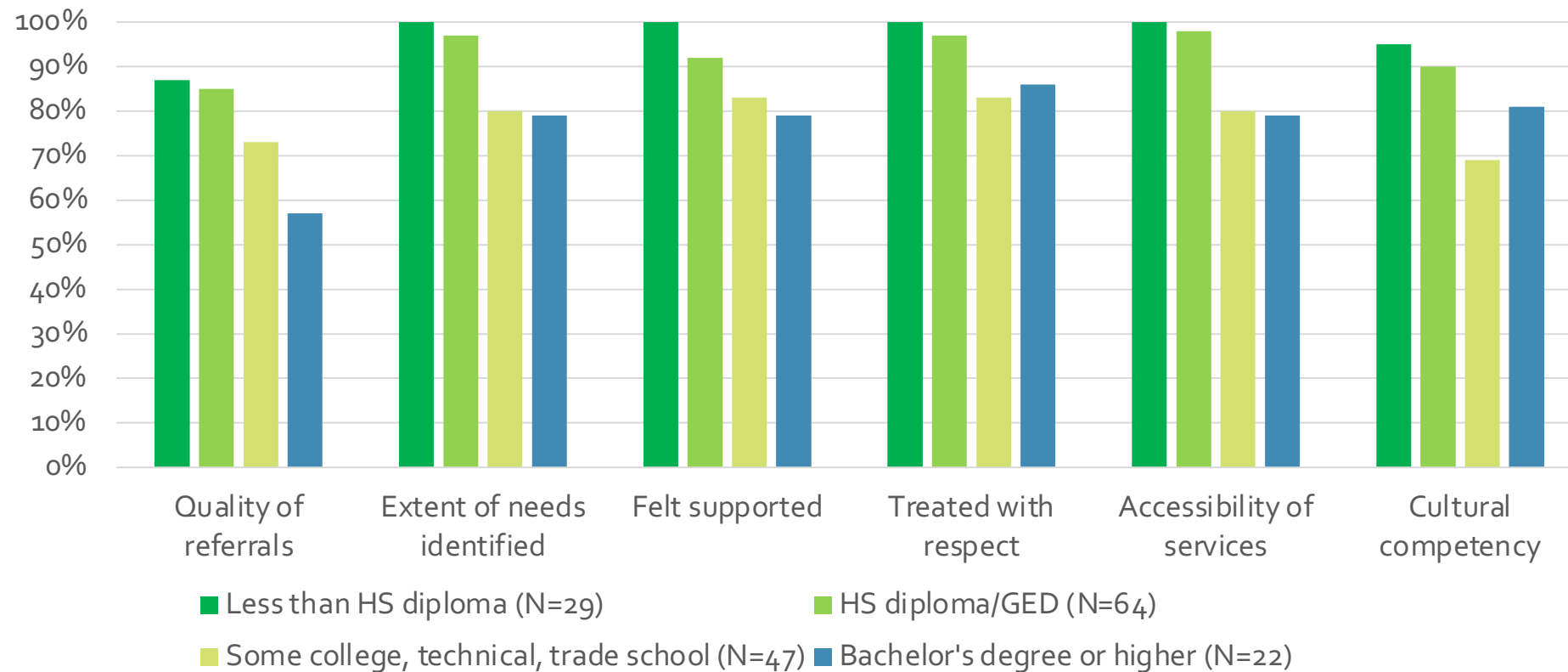
# Distribution of Victim Responses – Quality Measures

Favorable responses to core quality measures by module



# Distribution of Victim Responses – Supportive Services

Favorable responses to core quality measures, by education of person impacted by crime



# Distribution of Victim Responses – Supportive Services

Favorable responses to core quality measures, by age of person impacted by crime

