

# Measuring Your Organization's Capacity to Serve Survivors with Disabilities

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Using and Understanding the Indicators

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# Overview of the Performance Indicators

**How does your organization measure against field standards for serving survivors with disabilities?**

**What are your organization's next steps towards access and inclusion for survivors with disabilities?**



# What are indicators?

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- 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

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- **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

# Performance Indicators

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- > Measures that help answer the question of how much, or whether, progress is being made toward a certain objective.
- > They are simple, easily understood pieces of information 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).

# Agency-Specific Performance Indicators

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- There are 5 sets of performance indicators
- Disability Service Organizations
- Residential Domestic Violence Agencies
- Non-Residential Domestic Violence Agencies
- **Rape Crisis Centers**
- **Dual Agencies**
- These indicators are built around key building blocks to effectively serving survivors with disabilities, and will measure your agency's commitment and capacity in that area

# Components

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*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

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## **A. Commitment**

<b>Theme 1: Responsibility</b>
<b>Theme 2: Partnerships</b>
<b>Theme 3: Policies</b>



## **B. Capacity**

<b>Theme 1: Material Resources</b>
<b>Theme 2: Human Resources</b>
<b>Theme 3: Programmatic Activities</b>

# Indicators

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## A. Commitment

<b>Theme 1: Responsibility</b>
Theme 2: Partnerships
Theme 3: Policies

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graph LR; A[Theme 1: Responsibility] --> B[Theme 1: Responsibility Indicators];
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<b>Theme 1: Responsibility Indicators</b>
1. Recognizes as Priority
2. Promotes Accessibility
3. Raises Funds
4. Includes in Budget
5. Collects Data
6. Uses Data

# Measures

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## 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.

# Commitment

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## Commitment

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

**Responsibility:** Agency recognizes their duty to serve survivors of sexual violence with disabilities and Deaf survivors.

**Partnerships:** Agency works with other organizations that specialize in serving people with disabilities and Deaf people, as well as enforcement agencies such as law enforcement and protective services departments to expand their ability to address sexual violence of people with disabilities and Deaf people.

**Policies:** Agency has written policies that contribute to a culture and framework for effectively serving people with disabilities and Deaf people

1.1 Recognizes Violence Against People with Disabilities as a Priority

1.2 Promotes Accessibility

1.3 Raises Funds

1.4 Includes in Budget

1.5 Collects Data

1.6 Uses Data

2.1 Collaborates with Disability Organization

2.2 Builds Relationships with the Deaf Community

2.3 Collaborates with Interpreter Agency

2.4 Includes People with Disabilities

2.5 Participates in Multi-Disciplinary Collaboration

3.1 Eligibility

3.2 Accommodations

3.3 Full Participation

3.4 Service Animals

3.5 Guardianship

# Capacity

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## Capacity:

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

**Material Resources:** Agency's material resources, such as its physical locations and printed materials, are accessible to people with disabilities and Deaf people.

4.1 Accessible Modes of Communication

4.2 Accessible Location

4.3 Alternate Formats

4.4 Inclusive Materials

**Human Resources:** Agency employment and staff development practices build capacity to serve survivors with disabilities and Deaf

5.1 Inclusive Hiring Practices

5.2 Direct Service Staff Training

5.3 Practical Learning Opportunities

5.4 Volunteer Recruitment & Training

**Programmatic Resources and Activities:** Agency programming and activities are designed to meet the needs of people with disabilities and Deaf people

6.1 Community Outreach & Education

6.2 Consent for Services

6.3 Counseling/Advocacy Services

6.4 Medical Advocacy

6.5 Legal Advocacy

6.6 Crisis Intervention

# Key Considerations

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- Measures commitment and capacity to address domestic and sexual violence within disability organizations.
- Must be in the universe of possibility, but not all indicators can be readily achievable.
- Useful for disability organizations at varying stages of working towards effectively addressing domestic and sexual violence.
- Applicable over time.



# Data Sources

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- > Agency Documents
  - > Intake forms
  - > Policies
  - > Procedures
  - > Training materials
  - > Resource sheets
- > Agency Observations
- > Staff Interview Questions

# Measures and Data Sources

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## 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

→ Outreach brochure

→ Strategic plan

→ Work group roster

→ Non-discrimination policy



# Scoring

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- 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
- Scores of:
  - 0-33 are considered low
  - 34-66 are considered moderate
  - 67-100 are considered high



## Using the Performance Indicators in Your Organization

### ☐ The Process

# Step 1: Get ready

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- > 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:
  - ✓ Can be agency representative or another staff person from agency
  - ✓ Can be project director

# Step 2: Collect Required Information




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*.

<b>Client Documents</b>	<b>Interagency Agreements</b>	<input type="checkbox"/> Contact list of community-based therapists and counselors
<input type="checkbox"/> Consent for services form	<input type="checkbox"/> Written agreement with ASL interpreters or interpreting agency	<input type="checkbox"/> Outreach brochure and/or social media accounts
<input type="checkbox"/> Intake forms/packet	<input type="checkbox"/> MOU with disability organization	<b>Other</b>
<b>Curricula</b>	<input type="checkbox"/> Contract or other written agreement with Deaf agency or advocate	<input type="checkbox"/> Access review tool
<input type="checkbox"/> Direct services staff training	<b>Staff Resources</b>	<input type="checkbox"/> Access review team roster
<input type="checkbox"/> Volunteer training	<input type="checkbox"/> Consent for services protocol	<input type="checkbox"/> Access review team meeting minutes
<input type="checkbox"/> Healthy sexuality training	<input type="checkbox"/> Hotline advocate resources	<input type="checkbox"/> Agency strategic plan (current)
<b>Policies</b>	<input type="checkbox"/> Counselor/advocate resources	<input type="checkbox"/> Agency fundraising plan (current)
<input type="checkbox"/> Client accommodations	<b>Programmatic Resources</b>	<input type="checkbox"/> Annual statistical report
<input type="checkbox"/> Full participation	<input type="checkbox"/> Hospital accompaniment resource sheets	<input type="checkbox"/> Fundraising appeal letters
<input type="checkbox"/> Staff accommodations	<input type="checkbox"/> Legal advocacy resource sheets	
<input type="checkbox"/> Client non-discrimination		
<input type="checkbox"/> Eligibility		
<input type="checkbox"/> Guardianship		
<input type="checkbox"/> Service animal		

## 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), 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 <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"/>

## 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-keeping, partnerships, hiring, 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 these answers into the *Indicator Scoring Tool*.

### Agency Accessibility

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

That person is:

Yes No <input type="checkbox"/> <input type="checkbox"/>	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 <input type="checkbox"/> <input type="checkbox"/>	2. Does our agency have a scheduled week each year dedicated to conducting an accessibility review?
Yes No <input type="checkbox"/> <input type="checkbox"/>	3. Do we have an in-house videophone that can be used by both staff and survivors?

## Staff Interview Questions

# Scoring the indicators

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- > Answer a series of yes/no questions about the data you've collected.
- > An electronic scoring tool automatically computes scores at the following levels:
  - Indicator
  - Component
  - Overall agency score
- > Scores are based on the percent of measures met.

# Step 3: Enter data into scoring tool

Rape Crisis Center Collection Guide-Agency Observations		
<b>Instructions:</b> Refer to the answers you collected when completing the Observation Guide. Record your answers under the Yes/No columns, checking the appropriate box.		
Approach and Entrance		
Questions to Answer	Check if "Yes"	Indicator
Does your main entrance/doorway meet the following ADA requirements:  1) at least one space in your parking lot is van accessible (8 feet wide with a minimum of 8-foot-wide access aisle and 98 inches of vertical clearance); 2) route of travel from the parking lot to the main entrance is at least 36 inches wide; 3) the doorway is a minimum of 32 inches wide when open; 4) an automatic door (switch plate, sensor, or remote control) is present	<input type="checkbox"/> Check if "Yes"	4.2B
Offices and Rooms		
Questions to Answer	Check if "Yes"	Indicator
Do the offices or rooms where services are provided meet the following ADA requirements:  1) there is an accessible route to all offices or rooms at least 36 inches wide; 2) doors into offices or rooms where services are provided are a minimum of 32 inches wide; 3) the threshold entering the area is 1/4 inch high or less, or if it has a beveled edge, it is 3/4 inch high or less; less; 4) there is a space for a wheelchair that is at least 36 x 48 inches	<input type="checkbox"/> Check if "Yes"	4.2D
Bathrooms		
Questions to Answer	Check if "Yes"	Indicator
Does your accessible bathroom meet the following ADA requirements:  1) the toilet is 17 to 19 inches above the floor; 2) the toilet has a horizontal grab bar along the wall behind the toilet that is at least 36 inches long and mounted 33 to 36 inches above the floor; 3) hot water and drain pipes under the sink are insulated or protected from contact; 4) the bathroom hardware (faucets, levers, pulls, etc.) are easily operable with one hand, without tight grasping, pinching or twisting of the wrist;	<input type="checkbox"/> Check if "Yes"	4.2A

[Document Checklist](#)
[Observation Guide](#)
[Staff Interview Guide](#)
[Scores at a Glance](#)
[Component A Commitment Progress](#)
[Component B Capacity Progress](#)




# Step 3 (cont'd): Determine score

Rape Crisis Center Indicator Scores at a Glance	
<b>COMPONENT A: COMMITMENT:</b> Agency demonstrates willingness and determination to address sexual violence against people with disabilities and Deaf people.	
<b>THEME 1: Responsibility—Agency recognizes duty to serve survivors of sexual violence with disabilities and Deaf survivors.</b>	
Indicator Name	Percent Achieved
1.1 Recognizes Violence Against People with Disabilities as a Priority	25%
1.2 Promotes Accessibility	0%
1.3 Raises Funds	25%
1.4 Includes in Budget	25%
1.5 Collects Data	25%
1.6 Uses Data	25%
<b>Total Percent Achieved</b>	<b>20.833%</b>
<b>THEME 2: Partnerships—Agency works closely with relevant organizations to enhance its ability to meet the needs of survivors of sexual violence who have disabilities and Deaf survivors.</b>	
Indicator Name	Percent Achieved
2.1 Collaborates with Disability Organization	0%
2.2 Builds Relationships with the Deaf Community	25%
2.3 Collaborates with Interpreter Agency	0%
2.4 Includes People with Disabilities	50%
2.5 Participates in Multi-Disciplinary Collaboration	75%
<b>Total Percent Achieved</b>	<b>30.000%</b>
<b>THEME 3: Policies—Agency's written policies ensure accessible and inclusive services are provided to sexual violence survivors with disabilities and Deaf survivors.</b>	
Indicator Name	Percent Achieved
3.1 Eligibility	0%
3.2 Accommodations	0%
3.3 Full Participation	0%
3.4 Service Animals	0%
3.5 Guardianship	0%
<b>Total Percent Achieved</b>	<b>0.000%</b>

Document Checklist

Observation Guide

Staff Interview Guide

Scores at a Glance

Component A Commitment Progress

Component B Capacity Progress



# Finding the materials...

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## [Rape Crisis Center Implementation Guide and Scoring Tool](http://www.endabusepwd.org/publications/rape-crisis-center-indicator-guide/)

URL: <http://www.endabusepwd.org/publications/rape-crisis-center-indicator-guide/>

## [Programs Addressing Domestic and Sexual Violence Implementation Guide and Scoring Tool](http://www.endabusepwd.org/publications/dv-sa-indicator-guide/)

URL: <http://www.endabusepwd.org/publications/dv-sa-indicator-guide/>



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# Questions?