Measuring Your Organization's Capacity to Serve Survivors with Disabilities

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?

- 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

Performance Indicators

> 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**

- 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



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

A. Commitment

Theme 1: Responsibility

Theme 2: Partnerships

Theme 3: Policies

Theme 1: Responsibility **Indicators**

- 1. Recognizes as Priority
- 2. Promotes Accessibility
- 3. Raises Funds
- 4. Includes in Budget
- 5. Collects Data
- 6. Uses Data

Measures

Theme 1: Responsibility **Indicators**

- 1. Recognizes as Priority
- 2. Promotes Accessibility
- 3. Raises Funds
- 4. Includes in Budget
- 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

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

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

Commitment

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

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

- 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

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

- 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

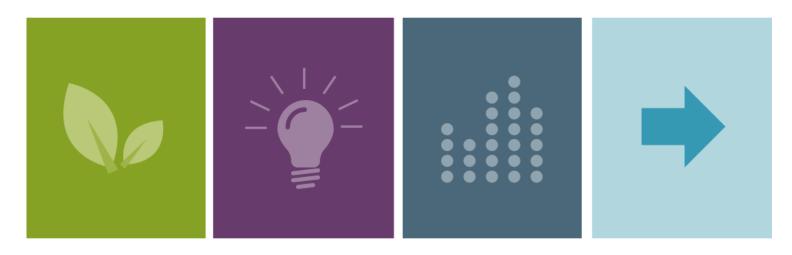
- > Agency Documents
 - > Intake forms
 - > Policies
 - > Procedures
 - > Training materials
 - > Resource sheets
- > Agency Observations
- > Staff Interview Questions

Measures and Data Sources

Data Sources Recognizes as Priority Agency recognizes violence against people with disabilities and Deaf individuals as a priority by: Outreach brochure 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 Strategic plan 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 Work group roster domestic and sexual violence against people with disabilities and Deaf people. Having a client non-discrimination policy that explicitly includes disability status. Non-discrimination policy

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



Using the Performance Indicators in Your Organization

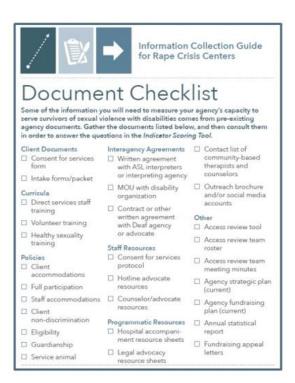
■The Process

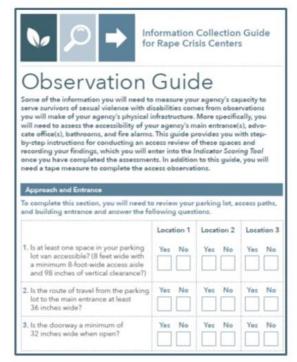
Step 1: Get ready

- > 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







Document Checklist

Observation Guide

Staff Interview Questions

Scoring the indicators

- > 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 Instructions: 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); 4.2B Check if "Yes" 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 Offices and Rooms Check if "Yes" Indicator **Questions to Answer** 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; 4.2D Check if "Yes" 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 **Bathrooms** Check if "Yes" Indicator **Questions to Answer** 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; ☐ Check if "Yes" 4.2A 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; 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	
COMPONENT A: COMMITMENT: Agency demonstrates willingness and determination to address sexual violence against people with disabilities and Deaf people.	
THEME 1: Responsibility—Agency recognizes duty to serve survivors of sexual violence with disabilities and Deaf survivors.	
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%
Total Percent Achieved	20.833%
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.	
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%
Total Percent Achieved	20,000,0
THEME 3: Policies—Agency's written policies ensure accessible and inclusive services are provided to sexual violence survivors with disabilities and Deaf survivors.	
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%
Total Percent Achieved	0.000%
Document Checklist Observation Guide Staff Interview Guide Scores at a Glance Component A Commitment Progress Component B Capacity Progress	

Finding the materials...

Rape Crisis Center Implementation Guide and Scoring Tool

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

Programs Addressing Domestic and Sexual Violence Implementation Guide and Scoring Tool

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

Questions?