



# CREATING OR DELETING AN iMPRoVE TOOL

QUICK START GUIDE

[improve-tool.org](https://improve-tool.org)

1

Once you have chosen the module that best fits your program, navigate to the "Create Survey Tool" page.



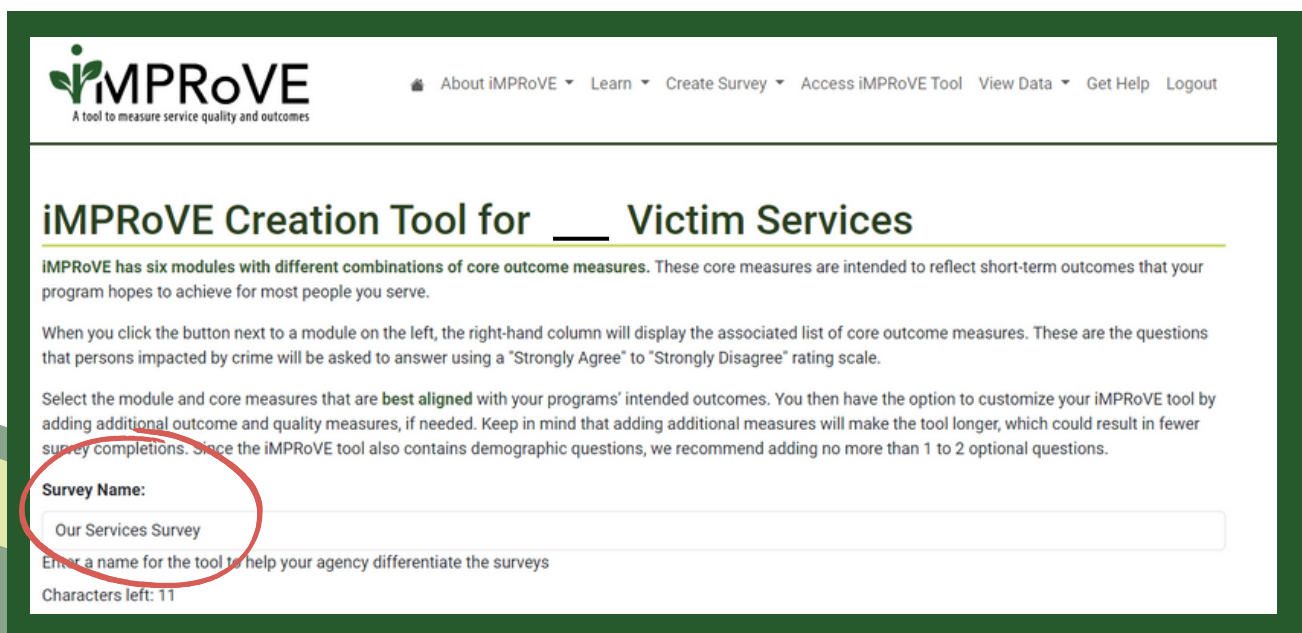
In rare circumstances, you may need to create multiple iMPRoVE surveys. This may occur if your agency operates more than one program with an entirely different set of intended outcomes for different victims and survivors. This option should be used on a limited basis because having multiple versions could create confusion for your staff and make it more difficult to interpret findings.

2

You can give your survey a nickname that is only visible to you within the platform. Enter your preferred name in the text box next to Survey Name.



This survey name may help you differentiate surveys for different programs that have distinct outcomes or for different service locations if you would like to collect feedback by location.



3

Click the toggle button next to the desired module. Review Core Outcomes and Quality measures and select any "Optional" questions from the column on the right side of the screen.

The screenshot displays the configuration interface for the IMPROVE tool. On the left, four service modules are listed, each with a toggle switch and a description of its focus:

- Mental Health-Focused Services** (10 module questions + 11 required questions = 21 total questions): Address trauma and/or mental health needs for persons impacted by crime or abuse. The toggle is turned on and circled in red.
- Crisis Intervention and Referral Services** (11 module questions + 11 required questions = 22 total questions): Contribute to crisis stabilization through informational services or connections to other resources. The toggle is turned off.
- Supportive or Community Advocacy Services** (14 module questions + 11 required questions = 25 total questions): Address the emotional, safety, advocacy, material, and/or resources needs of persons impacted by crime or abuse. The toggle is turned off.
- Underserved Population-Focused Services** (17 module questions + 11 required questions = 28 total questions): 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. The toggle is turned off.

On the right, the "Quality" section contains several checked items, and the "Optional Questions" section contains two checked items, both circled in red:

- Quality:**
  - \_\_\_ Victim Services gave me information or referrals for outside help that matched my needs.
  - Staff at \_\_\_ Victim Services took the time to make sure they understood my needs.
  - I felt supported by staff at \_\_\_ Victim Services.
  - Staff at \_\_\_ Victim Services treated me with respect.
  - \_\_\_ Victim Services made their services as easy as possible for me to use.
  - Staff were sensitive to aspects of my culture or identities that are important to me.
- Optional Questions:**
  - Outcome**
  - 2 Optional Outcome Questions**
  - The information I got from \_\_\_ Victim Services has helped me better plan for my safety.
  - Working with \_\_\_ Victim Services has helped me feel safer.
  - Because of \_\_\_ Victim Services, I know more about victims' rights.
  - The information I got from \_\_\_ Victim Services has helped me understand how the criminal justice system handles cases like mine.

4

Once you have made your selections, click "Create Tool."

The screenshot shows the bottom portion of the configuration interface. At the top right, there is a checkbox for "Staff at \_\_\_ Victim Services helped me understand the laws that apply to my case." Below this, there are two buttons: "Clear Selection" and "Create Tool". The "Create Tool" button is circled in red. At the bottom of the interface, there is a footer section with the following text:

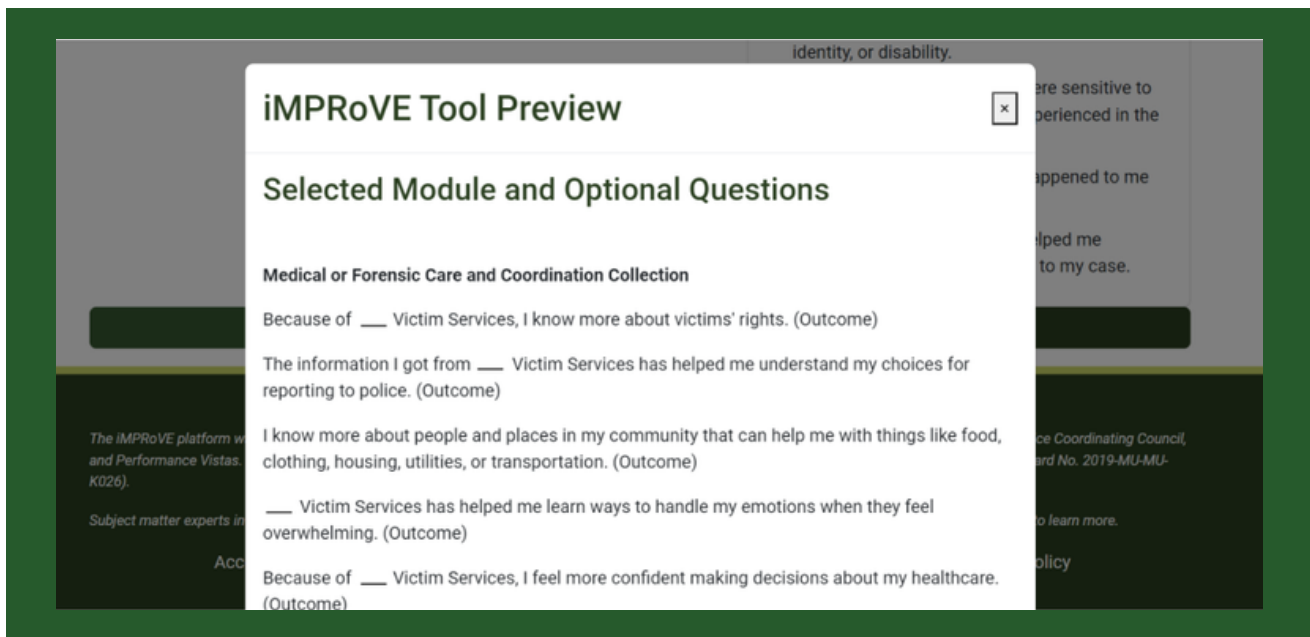
The IMPROVE platform was developed by RTI International, in partnership with the Justice Research and Statistics Association, the Georgia Criminal Justice Coordinating Council, and Performance Vistas. It was supported by the National Institute of Justice, Office for Victims of Crime, and the Office on Violence Against Women (Award No. 2019-MU-MU-K026).

Subject matter experts in the field of victim services were engaged at every step of the project for input on the content of IMPROVE. Visit our [About Page](#) to learn more.

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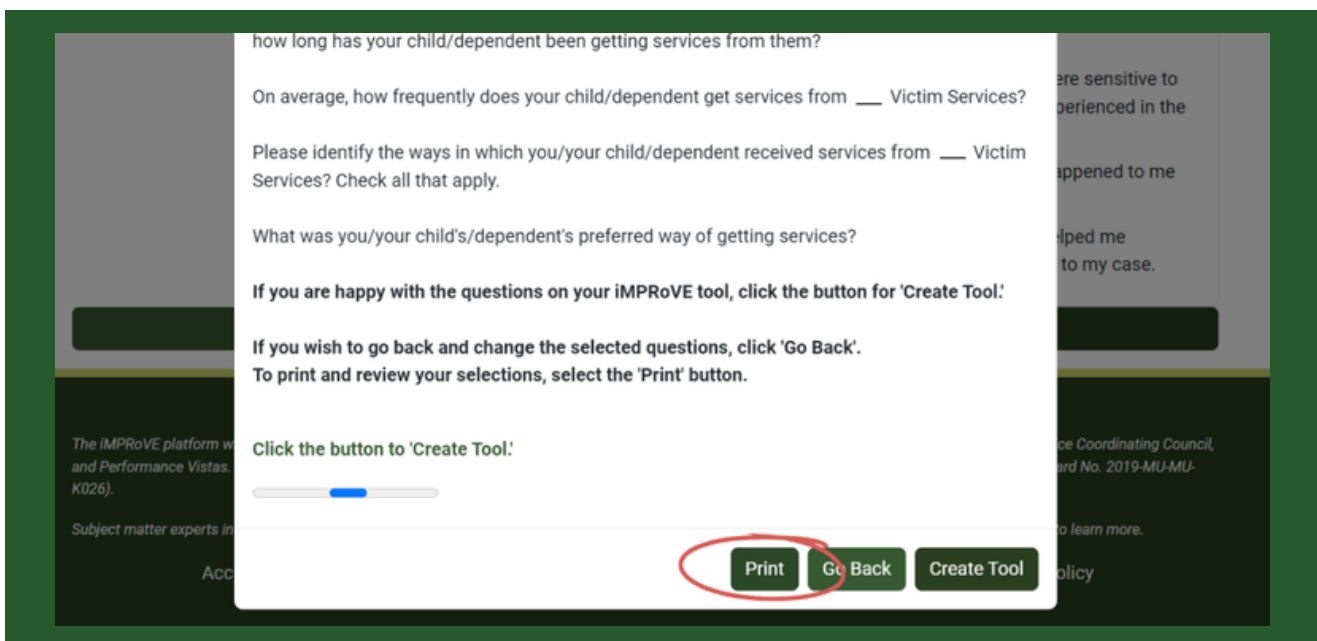
5a

Preview the questions to ensure they accurately reflect your intended service outcomes.



5b

Use the "Print" feature to print or share a draft with colleagues before generating the final version.



6

When you are comfortable with the outcome and quality questions, click "Create Tool" to finalize.

how long has your child/dependent been getting services from them?

On average, how frequently does your child/dependent get services from \_\_\_ Victim Services?

Please identify the ways in which you/your child/dependent received services from \_\_\_ Victim Services? Check all that apply.

What was you/your child's/dependent's preferred way of getting services?

If you are happy with the questions on your iMPRoVE tool, click the button for 'Create Tool!'

If you wish to go back and change the selected questions, click 'Go Back'.  
To print and review your selections, select the 'Print' button.

Click the button to 'Create Tool!'

Print Go Back **Create Tool**

7

You will get a prompt indicating that the "Creation of your iMPRoVE tool was successful!" and a button to see your iMPRoVE tool.

**iMPRoVE**  
A tool to measure service quality and outcomes

About iMPRoVE Learn Create Survey Access iMPRoVE Tool View Data Get Help

## Get iMPRoVE tool link

Creation of your iMPRoVE tool was successful!

**See your iMPRoVE tool!**

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# DELETING AN iMPRoVE TOOL

1

If you create an iMPRoVE tool that you do not wish to use, you can delete the tool by clicking the "Delete Survey" button.

**iMPRoVE**  
A tool to measure service quality and outcomes

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## Access iMPRoVE Tool

- Select the desired version of the tool.
- The tool will open in a new tab or window.
- Bookmark the tool and send to users.

**Test Data - Legal or Justice System-Focused Assistance**  
Created: 2023-08-18 16:46:11

Full Survey Quality Only Demographics Only

Delete Survey

**Test Survey Creation - Medical or Forensic Care and Coordination**  
Created: 2023-08-22 16:35:33

Full Survey Quality Only Demographics Only

Delete Survey