

A Guide for When and How to Provide Victims/Survivors Access to iMPROVE

Introduction

The iMPROVE survey should be administered once a victim/survivor completes a "substantial" amount of services. Before a victim/survivor is given the chance to take the iMPROVE survey, your agency must define what constitutes "substantial" completion of services (see Table 1).

It can be based on timing (e.g., at 2-months, 6-months) or based on a service milestone (e.g., completes a certain number of sessions; reaches certain milestones in their case). In either case, it should be defined based on when your program can reasonably expect victims/survivors to experience the intended impact/outcomes from the core services. Typically, this is after they have received most or all core services. It is important to collect iMPROVE measures after victims/survivors have been exposed to most or all core services, but before they stop participating in the program.

Once your agency has determined that a victim/survivor has "substantially completed" core program services, you can offer them the opportunity to provide feedback through the iMPROVE tool.

Table 1. Substantial Completion of Services for Different Core Service Models

Examples of Program	Core Services Timing	Guidance
<ul style="list-style-type: none"> » Crisis Response Team in law enforcement agency » Forensic Medical Exam program in a hospital or sexual assault center 	Program provides core services in one or two interactions with victim/survivor	Administer the iMPROVE measures at the anticipated last meeting with victim/survivor
<ul style="list-style-type: none"> » Programs based in district attorneys' offices. » Victim/Witness Assistance Programs 	Most of the program's core services are provided to victims/survivors early, with follow-up/intermittent services	Programs with this service structure may consider administering iMPROVE at what they expect to be the next to last interaction with the victim/survivor
<ul style="list-style-type: none"> » Intensive Case Management » Shelter-based programming and services » Visa petitions (while these may take a lot of time, obtaining the Visa may represent the end point) 	Program's core services have a defined starting and end point	Administer the iMPROVE outcome just prior to the end point (last session/last interaction) of the program

Staff are encouraged to use one of three approaches. Agency staff should also provide the Victim/Survivor Survey Handout to the victim/survivor during these discussions.

1. In-Person Tool Completion

This is the best approach for getting victims/survivors to complete the survey. With this approach, staff should pull up the appropriate survey link on a tablet or computer and ask the victim/survivor if they would like the opportunity to complete a brief survey and provide feedback on their experience that will be used to improve services. Sample language is included at the end of the document.

2. Completion from Texted or Emailed Tool Link

With this approach, staff offer to send the victim/survivor a text message or email with a link to a feedback survey. This approach should be used if the victim/survivor is getting services remotely or says they do not have time to complete a survey at the time it is offered. Sample language to us if the victim/survivor agrees to receive the link via email, is included at the end of the document.

3. Completion of Paper Version of Survey

If the program serves victims/survivors who will not be able to complete the online survey in person or via a texted or emailed survey link, it is possible to request a paper version of the survey. You can request a paper version of your survey through the iMPROVE helpdesk and we will send you your customized survey that you can print and give to victims/survivors. We recommend using the paper version only when necessary because any responses collected through the paper version will need to be manually entered by program staff into iMPROVE (i.e., staff will complete the online version of the survey using the responses provided on the paper survey). There are also greater concerns about the confidentiality of responses when using a paper version.

Example Communications

Sample Language for Introducing the Survey to an Adult Respondent In-Person

It's really important to us to know whether our services are helping people and if there are ways that we can make them better. We would really appreciate your feedback, if you're willing to provide it. Would you be willing to complete a brief survey about your experiences with us? It will only take about 5 – 10 minutes and will ask basic questions about your experiences with services and staff, and the ways in which the program may have or may have not helped you. It's completely anonymous, but the information you provide will be used to improve services for other survivors who come to us in the future.

Sample Language for Introducing the Survey to a Parent or Caregiver Respondent In-Person

It's really important to us to know whether our services are helping people and if there are ways that we can make them better. We would really appreciate your feedback on the services your child/dependent received if you're willing to provide it. Would you be willing to complete a brief survey about their experiences with us? It will only take about 5 – 10 minutes and will ask basic questions about experiences with services and staff, and the ways in which the program may or may not have helped them. It's completely anonymous, but the information you provide will be used to improve services for other survivors who come to us in the future.

Sample Text for Sending the iMPROVE Link to Victim/Survivor via Email

Dear [Name of Victim/Survivor],

We are asking people who have received services from [X Program] to complete a brief survey about their experiences with the program. We are collecting this information to understand if our services are helping people and if there are ways that we can make it better.

The survey will ask questions about your experiences with services and staff, and the ways in which the program may or may not have helped you. Your feedback is very important to us and will benefit other individuals who seek services from [X Program] in the future.

Things you should know about the survey:

- It is brief. It will only take about 5 - 10 minutes.
- It is anonymous. You will not be asked to provide your name.
- It's your opinion. There are no right or wrong answers. We just want to hear your thoughts.

- It's voluntary. You do not have to complete the survey, but we hope you will because it will help other people who may receive services in the future.

To participate in the survey, please click this link <insert hyper link> and follow the instructions on the screen.

If you have any questions or problems accessing the survey, please reach out to the [staff member name, email, and phone number].

Thank you so much for your time.

Sincerely,

[Staff Member Name]

(Ideally the email/text should come from a staff member that the victim/survivor knows)

Sample Text for Sending the iMPRoVE Link to Proxy Respondent

Dear [Name of Caregiver],

As the caregiver for someone who received services from [X Program], we are asking you to complete a brief survey about your child's/dependent's experiences with us. We are collecting this information to understand if our services are helping people and if there are ways that we can make them better.

The survey will ask questions about your child's/dependent's experiences with services and staff, and the ways in which the program may or may not have helped them. This feedback is very important to us and will benefit other individuals who seek services at [X Program] in the future.

Things you should know about the survey:

- It is brief. It will only take about 5 – 10minutes.
- It is anonymous. You will not be asked to provide any names.
- It's your opinion. There are no right or wrong answers. We just want to hear your thoughts. It's voluntary. You do not have to complete the survey, but we hope you will because it will help other people who may receive services in the future.

To participate in the survey, you just need to click this link <insert hyper link> and follow the instructions on the screen.

If you have any questions or problems accessing the survey, please reach out to the [staff member name, email, phone].

Thank you so much for your time.

Sincerely,

[Staff Member Name]

(Ideally the email/text should come from a staff member that the victim/survivor knows)