IMPORTANT NOTE!

These slides accompany the *How to Train Your Staff to Administer iMPRoVE Training*. We highly recommend that you **watch the training prior to using these slides** to train your staff. Click here to view the recording of the training: How to Train Your Staff to Administer iMPRoVE – YouTube

Please feel free to download these slides and update them with your agency information to train your staff on iMPRoVE after you have watched the training!

IMPRoVE

TRAIN-THE-TRAINER PRESENTATION

Agenda

- Icebreaker
- iMPRoVE Overview
- Motivating for Change Activity
- Offering the Tool to Persons Receiving Services
- Data collection strategy
- Workflow mapping
- Q&A

Which otter are you today?

iMPRoVE Overview

Outcome Measures

Extent to which the victims' physical, emotional, psychological, social, economic, and legal needs were met through the services they received.

Quality of Service Delivery Measures

Victim satisfaction with or perceptions of quality of services.

Victim Demographic Measures

Information about a victim's identity that can be used to understand if programs are reaching who they intend to reach. Identifying information will not be collected.

iMPRoVE's Design

Has been customized to meet goals

Protects respondent confidentiality

Equips you to easily send and receive the tool to victims/survivors

Includes resources and guides to help you along the way ☺

Supportive or Community Advocacy Services

Address the emotional, safety, advocacy, material, and/or resources needs of persons impacted by crime or abuse.

Supportive or Community Advocacy Services

Adult Version

Core Outcome
Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me plan for my safety.
Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.
Increased understanding of civil legal options - Because of [NAME OF PROVIDER], I know more about my legal choices , such as filing a lawsuit or a protective order.
Increased knowledge of sources of help in the community - I know more about people and places in my community that can help me with things like food, clothing, housing, utilities, or transportation.
Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me learn ways to handle my emotions when they feel overwhelming.
Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].
Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].
Increased identification of social supports - I have people in my life who I can turn to for help or support.

Core Quality
Quality of referrals - [NAME OF PROVIDER] gave me information or referrals for outside help that matched my needs.
Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.
Felt supported - I felt supported by staff at [NAME OF PROVIDER].
Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.
Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.
Cultural competency - Staff were sensitive to aspects of my culture or identities that are important to me.

Why are we doing this?

Improve service delivery by identifying strengths & challenges

Demonstrate areas of excellence

Support the use of best practices by identifying areas for improvement & training

Give clients a voice in services & how they are delivered

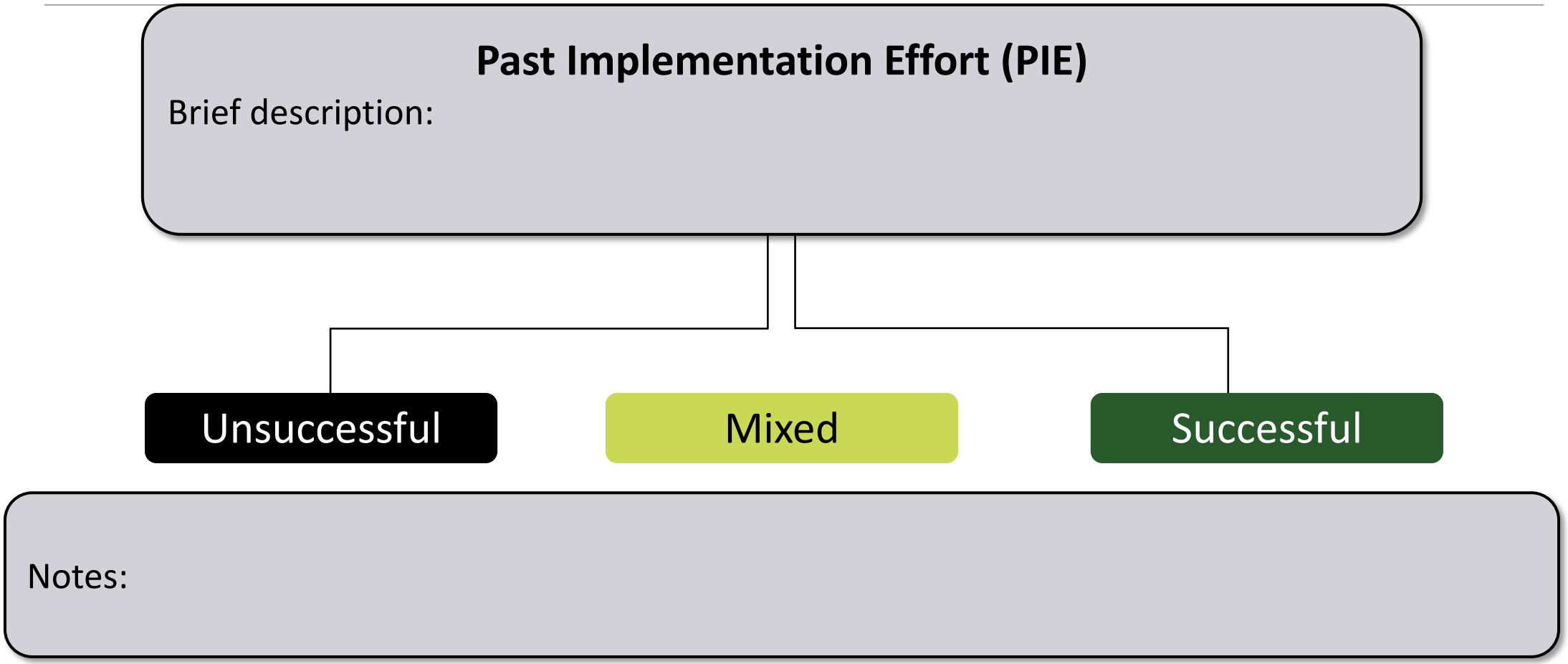
Obtain insights for planning & resource development

Prove that funds are making a difference for survivors with empirical data

What is your role?

- Introduce the iMPRoVE measures to the victim/survivor, including:
  - the purpose of the measures.
  - how the information will be used.
  - how privacy/confidentiality will be kept.
- Be prepared answer questions and respond to hesitant respondents.
- Provide the survey link and, if completing in person, a private/semi-private location.
  - Give the victim/survivor equipment (i.e., computer or tablet) to complete iMPRoVE OR text/email the link to the victim/survivor's personal device.
  - Be available to trouble shoot technical issues or address victim/survivor questions.

Past Implementation Effort



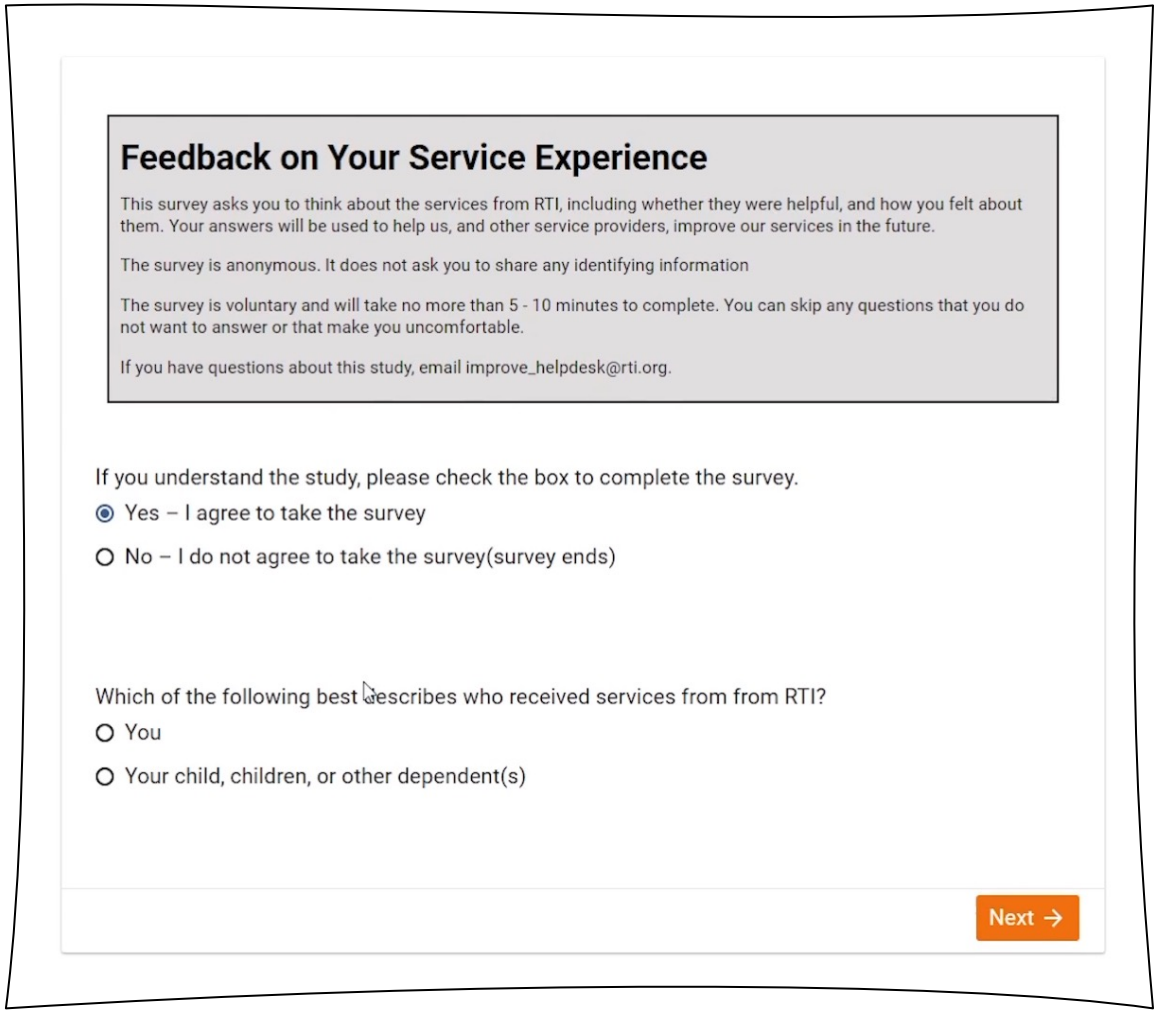
Main Points to Introduce iMPRoVE

- We are collecting information to improve our services.
- It is a brief (<5 minutes), one-time, anonymous feedback survey that asks you how you feel about the services you received.
- The questions ask for your opinion, there are no right or wrong answers.
- Your name will not be connected to the survey and you will not be identified in any way.
- The survey is voluntary, but we hope you will complete it because it will help us better serve and support other victim/survivors in the future.

Participant Concern	Ways to address challenge
“I don’t have time to do the survey”	• Reinforce that survey will only take 5-10 minutes • Identify a better time to do the survey
“No one cares what I have to say”	• Describe why their input is important; emphasize the benefits to others
“What if I don’t know the answers”	• Remind them that there are no right or wrong answers, you just want their opinion
“I don’t want anyone to know about me/ be in my business”	• Remind them that the survey is anonymous • Provide them with a private space to complete the survey

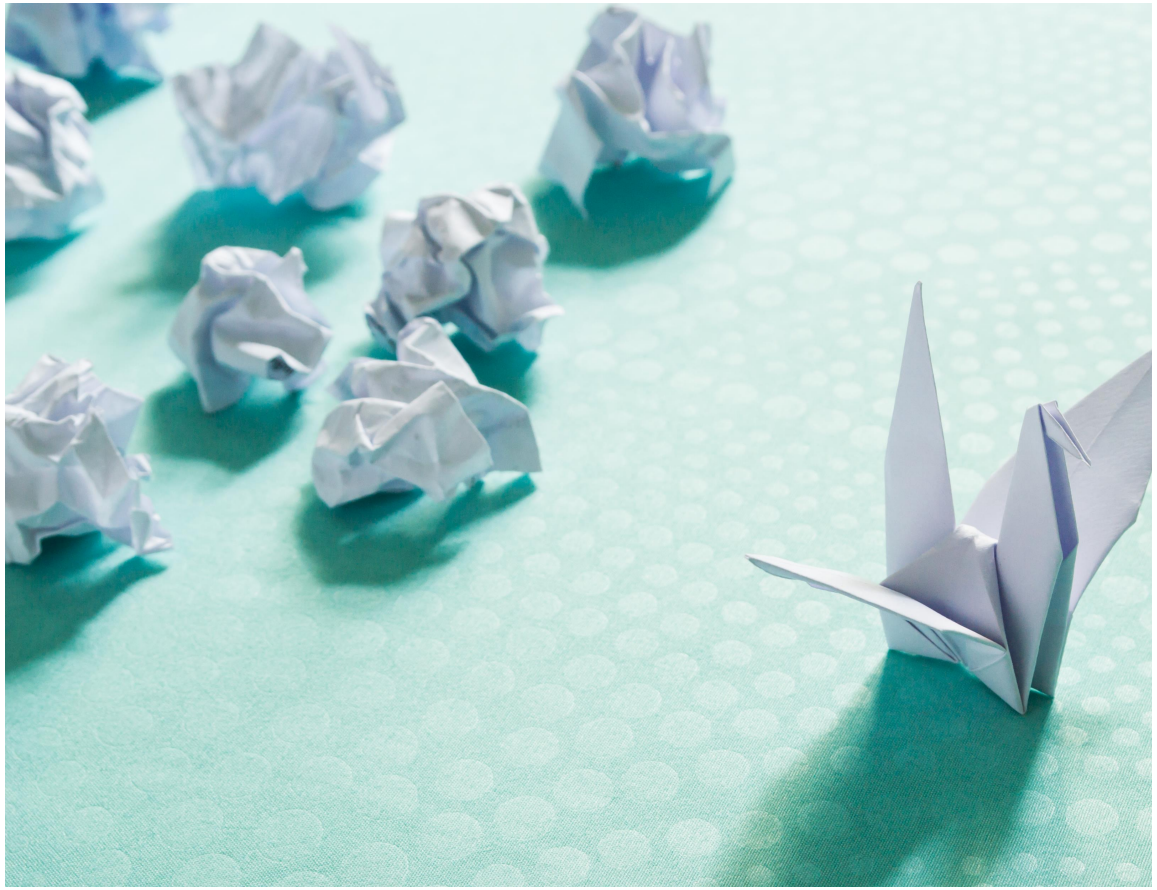
Conveying iMPRoVE Benefits to Reduce Refusals

Insert Video



Preview of iMPRoVE Survey

HTTPS://TINYURL.COM/ABC-SERVICES-SURVEY



Practice

Data Collection Strategy

- **Who** will be asked to complete the iMPRoVE survey
- **When** victim/survivors will be asked to complete the iMPRoVE survey
- **How** staff responsible will collect the iMPRoVE survey and document refusals

Data Collection Strategy: Who

We will administer the self-completion version to anyone age 16 or older who can answer questions on their own behalf. We will administer a proxy survey to anyone age 12 or younger.

[TYPE HOW PROXY RESPONDENTS WILL BE IDENTIFIED OR WRITE PROMPT TO DISCUSS]

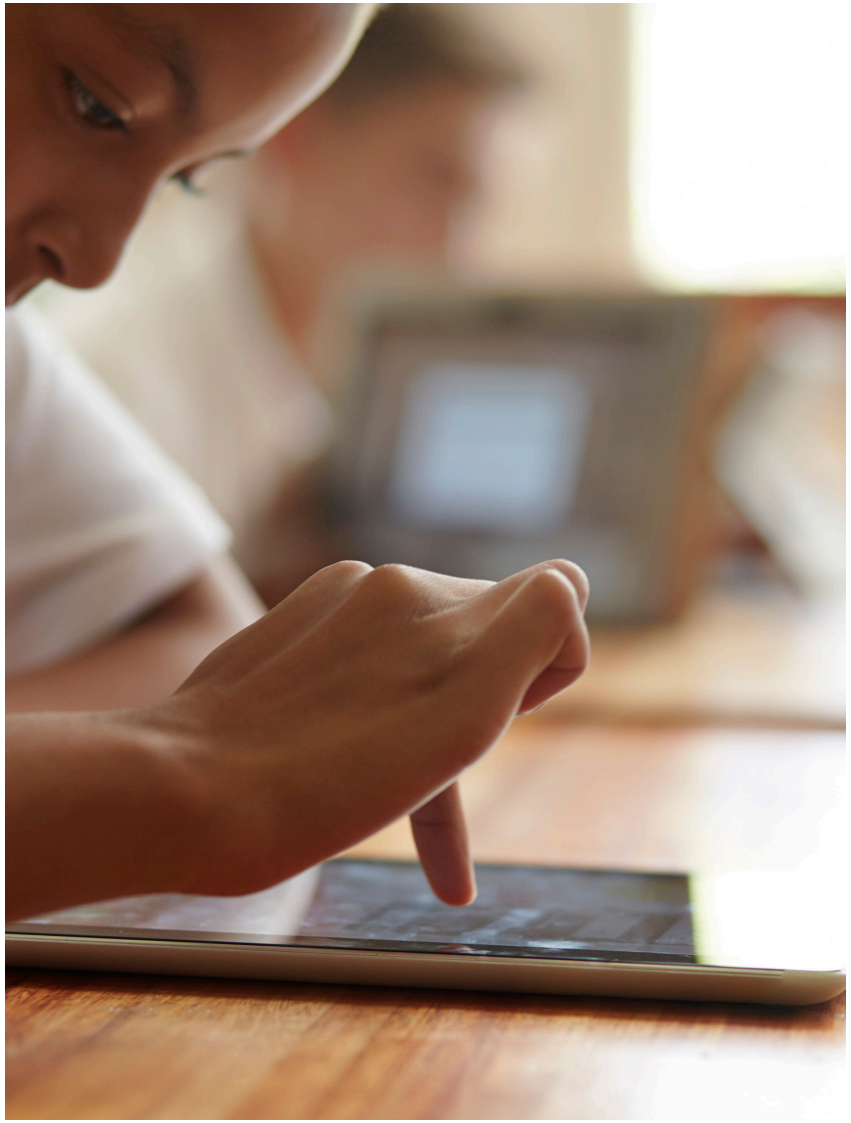
For people between the ages of 13-15 we will [TYPE HOW THESE RESPONDENTS WILL COMPLETE THE SURVEY OR WRITE PROMPT TO DISCUSS]

Data Collection Strategy: When

We want victim/survivors to complete iMPRoVE *after* they have been exposed to most or all core services, but *before* they stop participating in the program.

For participants who only receive short-term program engagement, we will administer the quality only survey. For participants who receive substantial completion of services, we will administer the full survey.

[TYPE PROGRAM DEFINITION OF SHORT-PROGRAM ENGAGEMENT AND SUBSTANTIAL COMPLETION OF SERVICES OR WRITE PROMPT TO DISCUSS]

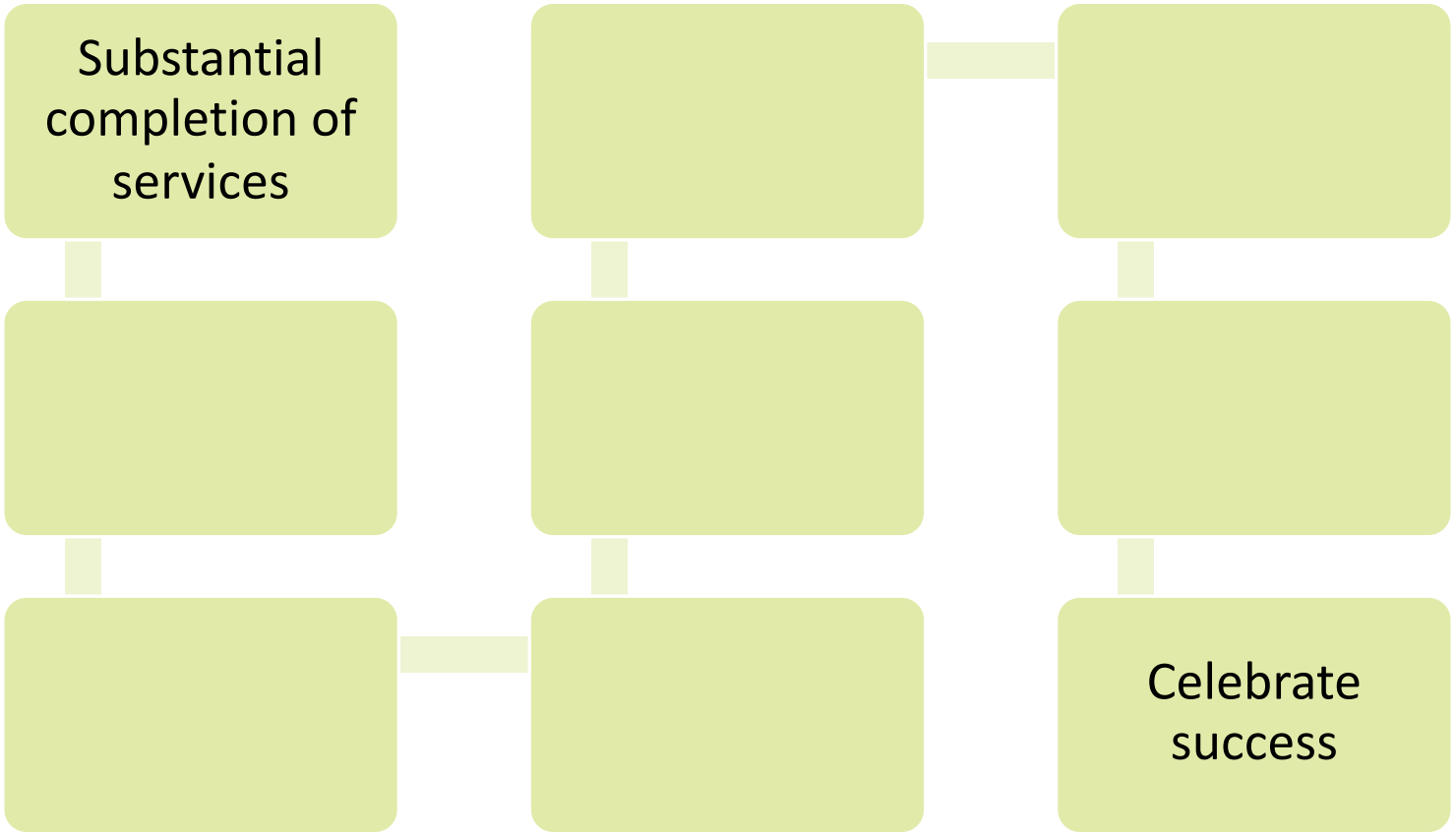


Data Collection Strategy: How

We will administer the improve tool in a way that works best for us and the survivors. [TYPE WHAT FORMAT WILL BE USED (IN-PERSON ONLINE, BY EMAIL OR TEXT LINK, PAPER VERSION), WHAT LOCATION, AND WITH WHAT MATERIALS OR WRITE A PROMPT TO DISCUSS]

We will collect basic information about how many victims/survivors were eligible to take the survey, how many were offered the opportunity to complete the survey, and the number of known refusals. For participants who refuse the survey, we will enter their demographic information into the demographic information only survey. [TYPE HOW REFUSALS WILL BE TRACKED OR WRITE A PROMPT TO DISCUSS]

Workflow Mapping



Questions?

Contact person: