

# THE COALITION FOR WOMAN ABUSE POLICY AND PROTOCOL IN PRINCE EDWARD ISLAND

RESPONSE TO WOMAN ABUSE: POLICY AND  
PROTOCOL INITIATIVE

## Evaluation Framework

May, 2001

This Evaluation Framework was developed by a working group consisting of survivors of woman abuse, community organizations and government representatives.

### **The Process**

To create the framework, the working group used the following process.

#### *Determine:*

- 1 the purpose of the Evaluation Framework
- 2 the purpose of creating the protocols
- 3 the success indicators and their measures
- 4 what kind of information needs to be collected to document the degree of success
- 5 how will the information be collected
- 6 the time frame for evaluation



## Step 1 What is the purpose of the Evaluation Framework?

This Evaluation Framework was designed as a tool that can be used by each sector to create evaluation strategies to ensure that their protocols assist them to meet the needs of the women they serve. The working group recommends that each sector use the process outlined on page 1, along with the information contained in this framework, to assist them in creating their own strategies for evaluating their responses to woman abuse.

As well, this document provides an initial framework for future objective evaluation of the protocols and each sector's response to woman abuse.

## Step 2 What was the purpose of creating the protocols?

- to ensure that women affected by violence are appropriately included in the development and evaluation of woman abuse protocols
- to ensure safe, effective and appropriate responses to women by service providers
- to assist service providers to appropriately encourage disclosure and to intervene at the earliest point possible

## Step 3 What are the success indicators and their measures?

We will have been successful if:

- 1 *women affected by violence have been and continue to be appropriately included in the development and evaluation of woman abuse protocols;*
- 2 *women are responded to in safe, effective and appropriate ways; and*
- 3 *disclosure of abuse is encouraged appropriately and intervention takes place at the earliest possible point.*

Some measures of those success indicators include:

**1 *women affected by violence have been and continue to be appropriately included in the development and evaluation of woman abuse protocols***

We will measure our success by determining if...

- women were interviewed along the way about the responses they receive
- women were included in design of protocol evaluation
- women were on the protocol evaluation committee
- women were included in making any revisions to the protocol
- respect was given to individual women's readiness to be involved in the process
- women in crisis were not interviewed about their experience with the protocol
- there was a mechanism in place to assist each to find out "how did we do today?"
- any mechanisms used to evaluate the protocol took into account anonymity and literacy issues

**2 *women are responded to in safe, effective and appropriate ways***

We will measure our success by determining if...

- there is a tracking mechanism in place to determine how many women have been assisted and statistics are kept
- intake assessment forms have appropriate questions about violence
- posters, pamphlets and information resources about woman abuse are on site
- there are posters/stickers about woman abuse in the women's bathroom
- there is a welcoming environment that says its ok to tell the service provider about abuse
- women have a better understanding about what abuse is
- more women feel more comfortable and safe (including confidentiality issues) to tell service providers about abuse
- providers/staff feel more comfortable/knowledgeable to talk about abuse
- Transition House Association gets more referrals from sectors with protocols
- women tell us they are receiving safe, effective and appropriate responses
- Child & Family gets more reports about child abuse/witnessing from sectors with protocols
- Adult Protection gets more referrals from sectors with protocols

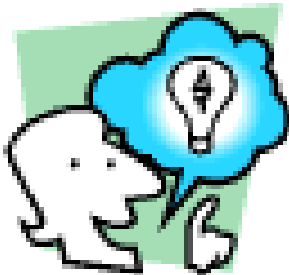
3 *disclosure of abuse is encouraged appropriately and intervention takes place at the earliest point*

We will measure our success by determining if...

- service providers are trained/certified on the issue of woman abuse
- intake assessment forms have a space for service providers to note any indicators of abuse
- intake assessment forms have appropriate screening questions
- if universal screening is done by service providers
- there is a welcoming and confidential environment
- women get help sooner/leave abuse earlier
- waiting rooms have information about woman abuse
- all service providers have up-to-date referral information
- service providers have friendly signs in the office which encourage women to talk about abuse
- all service providers give information to women if they want it
- all service providers have up-to-date, regularly replenished information about woman abuse and other services available
- more service providers receive crime prevention awards/recognition for their family violence prevention efforts
- survivors tell us that they felt comfortable speaking to service providers about abuse
- service providers listen to both positive and negative feedback from women and take action on it
- service providers regularly ask women for feedback at appropriate times and in confidence
- women go to service providers, such as Transition House Association, earlier than before

Step 4 What kind of information needs to be collected to document the degree of success?

Some suggestions of information that we will need to gather from **WOMEN** includes:

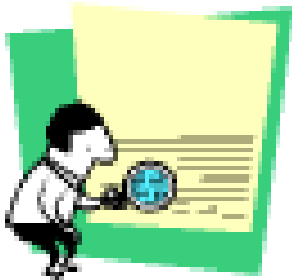


- Did you get the information and support you needed to make decisions?
- Did you get it easily and when you needed it?
- Did you feel safe talking to your service providers?
- When you were ready, did you find the information easily in a format that you could understand?
- Was the information useful - did it help you to make choices?
  - Was the information up to date?

- Were you involved in making your own decisions or did someone make them for you?
- If you didn't feel comfortable with your service provider were you able to get another?
- Were you afraid to question your worker's decisions?
- Were referrals helpful?
- Who did you feel most comfortable with and why?
- Did you fear any reprisals from your worker (eg. fears about losing children) that made you choose options that you may not have ordinarily chosen?
- Did the service providers follow-up?

Some suggestions of information that we will need to gather from **SERVICE PROVIDERS** includes:

- How comfortable were you asking women about abuse?
- Did the training cover everything you needed to know?
- Did you know enough about resources to make appropriate referrals?
  - Did you know what to do when a woman disclosed abuse?
  - Were you involved in on-going evaluation of whether the protocol worked?
  - Was your system responsive enough - do you get the support you need to help your clients?
  - If you could change something to better help your clients leaving abusive relationship what would it be?
    - Did you find access to other services easy - did referrals go well?
- How often did you refer women to Transition House Association, Victim Services, Adult Protection, Child and Family, Community Legal Information Association and other agencies who have a specific mandate to work with abused women?



Information that we will need to gather from **THOSE WHO HAVE A SPECIFIC MANDATE TO WORK WITH ABUSED WOMEN**, such as Transition House Association, Victim Services, Adult Protection, Child and Family, Community Legal Information Association includes:

- How many referrals did you get from Income Assistance, Police, Hospital Emergency, Probation Services, Turning Point Program, Community Justice Resource Centre, Family Court Services and Victim Services?

## Step 5 How will the information be collected?

Some suggested tools for collecting the information include:

- THA could be a site for confidential evaluation of services
- provide tear off evaluation cards in waiting rooms



- make it simple - not too onerous - short
- design collection instruments that you can add to your system
- evaluation form for service providers
- interview women appropriately
- internet evaluation for service providers and women
- comment cards in bathroom with stickers
  - have an objective outside person that women can call to give feedback
  - interviews with service providers
- each sector set up their own plan for collecting information

## Step 6 What will the time frame be?

The working group discussed time frames and determined that the best approach to evaluating the protocols is an approach which includes the sectors involved as major partners in the evaluation. This evaluation should be on-going and monitored regularly by a committee, including front line service providers, policy-makers, survivors of woman abuse and community organizations. This committee should regularly review evaluation results and recommend revisions to the protocol based on those results. Every three years, an external, objective evaluation of all protocols should take place. A recommended component of the evaluation process is the bringing together of all of the sectors to evaluate how well the sectors work together to provide a holistic response to woman abuse. It was determined by the working group that further funding should be sought to provide assistance to the sectors in creating and carrying out on-going evaluations and revisions of their protocols.

For more information about this project visit our website at  
<http://www.isn.net/cliapei/womanabuse/>