

Resources for Assessing the Quality of Services Relating to VAW from Women's Perspectives

Pre-conference Workshop - Evaluating programmes and services from women's perspectives

SVRI Forum – July, 2009

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Title and authorship of the resource	Brief description	Location	Notes
Documents containing specific tools used to assess quality of services relating to VAW from women's perspectives			
<p>Client exit survey (focusing primarily on screening for VAW)</p> <p>International Planned Parenthood Federation / Western Hemisphere Region (IPPF/WHR)</p>	<p>This questionnaire explores clients' perspectives about the services where providers have begun to screen clients in a health setting for gender-based violence on a routine basis. If at least 5% of clients interviewed answer negatively to any of the questions (indicating dissatisfaction), the area of quality represented by the question is considered an area that merits improvement. Consequently, the health service should consider developing and implementing actions to address these areas.</p>	<p>English (p. 197) http://www.ippfwhr.org/files/GBV_Guide_EN.pdf</p> <p>Spanish (p. 197) http://www.ippfwhr.org/es/nod/e/339</p>	<p>Instructions are provided regarding sampling and training of interviewers.</p> <p>Although the questionnaire was meant to be administered via interviews, it could be adapted so as to be self-administered.</p>
<p>Sample Protocol for Qualitative Evaluation</p> <p>International Planned Parenthood Federation / Western Hemisphere Region (IPPF/WHR)</p>	<p>This sample protocol involves qualitative research methods and was originally used triangulating different sources of qualitative information to complement the quantitative findings of the IPPF/WHR client exit interview. The protocol is meant to explore the perspectives of women who had experienced GBV, as well as health care providers, decision makers, and external informers who participated in the network of organizations working on GBV.</p> <p>In addition to structured / unstructured interviews, the following techniques were used to gather information in an open-ended, participatory way, including:</p> <ol style="list-style-type: none"> 1) Pathways taken: a chronological history 2) Achievements / benefits (Group discussions only) 3) Who helps women? 4) Incomplete history of Rosita 	<p>English (p. 213) http://www.ippfwhr.org/files/GBV_Guide_EN.pdf</p> <p>Spanish (p. 213) http://www.ippfwhr.org/es/nod/e/339</p>	

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<p>Researching Violence against Women: A Practical Guide for Researchers and Activists</p> <p>WHO / Path</p>	<p>Chapters 5 and 9 of this excellent resource explore a series of qualitative methodologies that have been used to research violence against women. Some of them may be adapted for the purpose of assessing quality of care / services from women's perspectives.</p> <p>Some of the tools for collecting qualitative data include: Personal interviews, Focus group discussions, Observation, Free listing, Ranking, Pair-wise ranking, Timelines and seasonal calendars, Causal flow analysis, Open-ended stories, genograms, circular or Venn diagrams, community mapping, role playing, body mapping, Photo voice.</p>	<p>In English (p. 74): http://www.path.org/files/GBV_rvaw_complete.pdf</p> <p>In Spanish (p. 79): http://alianzaintercambios.org/documentos?idtipodoc=10&iddoc=136</p>	
<p>Evaluating Services For Survivors Of Domestic Violence And Sexual Assault</p> <p>Stephanie Riger et al. (2002)</p>	<p>This book reviews basic concepts relating to evaluation as they pertain to the evaluation of domestic and sexual violence services. The appendix contains two sections with sample instruments, including:</p> <ul style="list-style-type: none"> • Evaluation measures for domestic violence services and • Evaluation measures for sexual assault services 	<p>A preview of the book and the link to purchase it are available at http://books.google.com</p>	
<p>Meeting Survivors' Needs: A Multi-State Study of Domestic Violence Shelter Experiences</p> <p>Dr. Eleanor Lyon in conjunction with the National Resource Center on Domestic Violence</p>	<p>Meeting Survivors' Needs is designed to help fill gaps in current knowledge about the range of services that domestic violence shelters provide, the needs and experiences of survivors who turn to shelters for help, and the types of help they receive at shelter programs.</p>	<p>The full study is available online at: www.vawnet.org</p> <p>Full report (including instruments used): http://new.vawnet.org/AssocFiles_VAWnet/MeetingSurvivorsNeeds-FullReport.pdf</p>	<p>This methodology is specifically designed to assess domestic violence shelters.</p>

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<p>Sexual Assault Nurse Examiner Development and Operation Guide (2000)</p> <p>Linda E. Ledray, PhD, RN, FAAN</p> <p>Sexual Assault Resource Service Minneapolis, Minnesota</p>	<p>This guide contains a patient satisfaction survey meant to assess sexual assault patients' satisfaction with services received at a sexual assault center.</p>	<p>http://www.ojp.usdoj.gov/ovc/publications/infores/sane/saneguide.pdf</p>	<p>The instrument itself can be found on pages 242-244.</p>
<p>No longer silent: A study of women's help seeking decisions and service responses to sexual assault (2005)</p> <p>Denise Lievore</p>	<p>In 2004 the Australian Government Office for Women commissioned the Australian Institute of Criminology to conduct a qualitative study of victim/survivor decision-making and coordinated responses to adult sexual assault. The research addresses gaps in knowledge about the social and personal contingencies that influence victim/survivors' help-seeking behavior and their decisions in respect of the criminal justice system and on the efficacy of coordinated service responses to sexual assault. One of the primary aims of the study is to provide information for service providers so that they can offer suitable support to help victim/survivors make informed decisions about whether to pursue legal redress. The study had two components. The first part was based on interviews with 36 female victim/survivors of adult sexual assault and 65 sexual assault counselors. The second component of the study collected qualitative information on sexual assault workers' perceptions of the efficacy of coordinated service provision and their recommendations for improving service delivery.</p>	<p>http://www.aic.gov.au/publications/reports/2005-06-noLongerSilent.html</p>	<p>The author, Denise Lievore, uses a simple woman centered approach- she asked survivors what they found "Helpful" vs. 'Unhelpful' in their contacts with a range of professionals from police to sex assault counselors.</p> <p>Helpful:</p> <ul style="list-style-type: none"> ▪ non-judgment ▪ understanding ▪ information ▪ feeling of belonging, especially in groups ▪ self expression ▪ availability and ▪ accessibility <p>Non-helpful</p> <ul style="list-style-type: none"> ▪ delays to service provision ▪ failure to respond to calls ▪ inappropriate response ▪ limitations on service provision/accessibility

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<p>A View from Inside the Box I - A social research project exploring sexual abuse/violence service provision across the Bradford district (2006)</p> <p>Survivors West Yorkshire and funded by the Communities of Interest Working Group</p>	<p>This report provides an overview of a research project which sought to explore service user and service provider views on service provision for (adult) survivors of sexual abuse/violence in the Bradford area of West Yorkshire.</p>	<p>http://www.cnet.org.uk/uploads/a_view_from_inside_the_box_i.pdf</p>	<p>In-depth interviews with adult survivors of sexual abuse were used to explore their perspectives on services provided in the community.</p>
<p>Introduction to evaluation training and practice for sexual assault service delivery (1998)</p> <p>Campbell et al. / Michigan Department of Community Health / Family Independence Agency</p>	<p>This workbook is divided into 3 main sections: Section I provides an introduction and overview of the Sexual Assault Rape Prevention (SARP) Evaluation Project, workbook and training and explains why evaluation is important. Section II provides an introduction to program evaluation and describes a 4-phase process for developing an evaluation plan, beginning with clarification of program goal and objectives and ending with development of a data collection plan. Section III provides a collection of sample evaluation measurement tools which can be used by individual programs in evaluating their service delivery efforts and case studies which illustrate the evaluation planning process.</p>	<p>Not available online – It's 135 pages long and for this reason wasn't photocopied for distribution. If you're interested in getting an electronic copy, please e-mail Alessandra at Alessandra.guedes@uol.com.br</p>	<p>One of the tools included in the appendix is a client exit survey used in sexual assault services.</p>
<p>Evaluating the effectiveness of Women's Refuges: A multi-country approach to model development (2008)</p> <p>Sullivan et al. / International Journal of Comparative and Applied Criminal</p>	<p>This paper describes a multi-country collaboration to design an outcome evaluation model that would be useful to domestic violence programs, easy and inexpensive to implement, and that would reflect the diverse experiences, needs and concerns of women experiencing domestic abuse. Focusing at this initial stage on evaluating refuges, the project partners incorporated empowerment evaluation methods and feminist principles to create the model. This article presents the five phases of model development and provides preliminary findings from a pilot evaluation to demonstrate its utility.</p>	<p>Not available online. If you're interested in getting an electronic copy, please e-mail Alessandra at Alessandra.guedes@uol.com.br</p>	<p>While focusing on domestic violence shelters, many of the ideas behind survivor-centered evaluations still apply</p>

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Justice, Fall 2008, Vol. 32, No.2			
Outcome Evaluation Strategies for Domestic Violence Programs: A Practical Guide Pennsylvania Coalition Against Domestic Violence	This practical guide, written specifically for domestic violence service staff interested in beginning or enhancing program outcome evaluation, is designed to provide pragmatic assistance and examples in designing and carrying out effective strategies. The ultimate goal in evaluating our programs should continue to be providing the most effective and appropriate services possible to battered women and their children.	Information about how to order the book is available at: http://pubs.pcadv.net/efiles/merchandise_order_forms/OutcomesOrderform(rev.).pdf	
Evaluating the Outcomes of Domestic Violence Service Providers: Some Practical Considerations and Strategies (2001) Cris Sullivan and Carole Alexy / VAWnet	This VAWnet document presents the highlights of the guidebook " <i>Outcome Evaluation Strategies for Domestic Violence Service Programs: A Practical Guide</i> " which is also listed in this matrix. The manual provides practical assistance and examples in designing and carrying out effective evaluation strategies specifically for domestic violence service providers.	The summary of the guide / book is available at: http://new.vawnet.org/category/Documents.php?docid=380&category_id=495	
Outcome evaluation strategies for sexual assault service programs: A practical guide (2000) Sullivan, C.M., & Coats, S.	A resource for sexual assault programs on evaluating sexual assault services. The guide was designed to break down the evaluation process into manageable and understandable steps to facilitate the process, and includes information on data collection, analyzing findings, and sample outcome measures.	Available for purchase at: http://www.mcadsv.org/shop/publications.php	
Research and Evaluation of Interventions with Women Affected by Domestic Violence (2003) Lesley Laing / Australian Domestic	This paper provides a brief overview of the literature on outcomes of domestic violence interventions with women and identifies some of the challenges involved in the research and evaluation of these services. It then describes some current approaches to undertaking this type of research and evaluation.	http://www.austdvclearinghouse.unsw.edu.au/PDF%20files/evaluation_of_interventions_with_women.pdf	

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and Family Violence Clearinghouse Topic Paper			
<p>What happens when health care providers ask about intimate partner violence? A description of consequences from the perspectives of female survivors. (2003)</p> <p>Chang et al. Journal of the American Medical Women's Association (1972) 2003;58(2):76-81.</p>	<p>This study, using semi-structured focus group interviews, describes positive and negative consequences of health care screening for intimate partner violence from the perspectives of female survivors.</p>	<p>http://www.amwa-doc.org/index.cfm?objectid=5C0CDE73-D567-0B25-5C3EFE3E8F4F0175</p>	
<p>Client's experiences with a specialized sexual assault service. (2002)</p> <p>Ericksen, J., Dudley, C., McIntosh, G., Ritch, L., Shumay, S., & Simpson, M. <i>Journal of Emergency Nursing</i>, 28, 86-90.</p>	<p>This interpretive study was conducted to (1) understand the experience of women who were sexually assaulted and then cared for in an emergency setting by professionals associated with a specialized sexual assault service; (2) discover themes in the experiences of these women; and (3) discern implications of this experience for delivery of care to women who have been sexually assaulted. Methods: Eight women who had been cared for at a specialized sexual assault service were interviewed 2 months later. Results: Nine themes emerged from latent content analysis of the interviews. Discussion: Conclusions drawn include the importance of holistic woman-centered care, the importance of having one caregiver focus on the client's emotional needs, the importance of touch, and the need for an effective, sensitive, and coordinated response by police and community services.</p>	<p>http://linkinghub.elsevier.com/retrieve/pii/S0099176702210430</p> <p>(a fee is charged to access the article)</p>	<p>The authors identified nine major themes in the participants' narratives: 1) they felt they were respected as a whole person; 2) they felt the presence of the nursing staff; 3) they felt safe; 4) they appreciated how they were physically touched; 5) they felt in control; 6) they felt reassured; 7) they felt they were cared for by people with expertise; 8) they felt informed; and 9) they felt cared for beyond the hospital.</p>
<p>SASA!</p> <p>Raising Voices</p>	<p>SASA! is a methodology for addressing the link between violence against women and HIV/AIDS. Part of SASA! involves a study that will provide evidence about the potential role and impact of the SASA! approach to address</p>	<p>www.raisingvoices.org</p>	

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	gender inequality, violence against women and HIV/AIDS. An important component of the SASA! Study is the development of simple tools for organizations using the SASA! approach to use to monitor and evaluate their own work.		
VAWnet Research & Evaluation Tools	This area of the VAWnet website includes recommended definitions and data elements for researching violence against women, program evaluation tools and strategies, and considerations around the credibility, value and limitations of research and data collection methods.	http://new.vawnet.org/category/index_pages.php?category_id=495#528	
<p>Violence against women: the health sector responds (2003)</p> <p>Velzeboer et al. / Pan American Health Organization</p>	<p>This publication shares the findings of PAHO's early research into the health situation of women, what they revealed about the extent of gender-based violence, and the launching in 1995 of a pilot project in Central America to address this issue. The second part of <i>Violence against Women: The Health Sector Responds</i> highlights the results of the project's recent evaluation and includes numerous insights by health workers, schoolteachers, police and court officials, women's advocates, and other community leaders regarding the effectiveness of the project's approach. Most revealing of all, however, is the voices of the women themselves, as they describe living with violence and the community's response to their needs.</p> <p>The book's final chapter presents a global perspective on how the lessons learned in Central America and PAHO's integrated strategy may be applied in other communities around the world.</p>	Available for purchase from: http://publications.paho.org/product.php?productid=691&cat=0&page=1	Available in both English and Spanish
Others relevant documents pertaining to evaluation methodologies, quality of care, etc.			
Conducting in-depth interviews: A Guide for Designing and Conducting In-Depth Interviews for Evaluation Input	Although not focused specifically on the topic of VAW, this short (16pp) document provides a brief overview of the advantages and limitations of in-depth interviews as a tool for evaluation input.	http://www.pathfind.org/site/DocServer/m_e_tool_series_in_depth_interviews.pdf?docID=6301	

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(2006) Carolyn Boyce and Palena Neale /Pathfinder International			
The 'Most Significant Change' (MSC) Technique A Guide to Its Use (2005) Rick Davies and Jess Dart	This publication is aimed at organizations, community groups, students and academics who wish to use MSC to help monitor and evaluate their social change programs and projects, or to learn more about how it can be used. The technique is applicable in many different sectors, including agriculture, education and health, and especially in development programs. It is also applicable to many different cultural contexts. The most significant change (MSC) technique is a form of participatory monitoring and evaluation. It is participatory because many project stakeholders are involved both in deciding the sorts of change to be recorded and in analyzing the data. It is a form of monitoring because it occurs throughout the program cycle and provides information to help people manage the program. It contributes to evaluation because it provides data on impact and outcomes that can be used to help assess the performance of the program as a whole.	http://www.mande.co.uk/docs/MSCGuide.pdf	Although this tool is not specifically designed to assess VAW-related initiatives, it has been used by Raising Voices in Uganda, for instance, to monitor its work in the area of VAW.
Guide for Community Assessments on Women's Health Care Parliamentarians for Women's Health, International Center for Research on Women, International Community of Women Living with HIV/AIDS	This guide is a tool for civil society organizations and organizations of people living with HIV to improve women's access to health care among communities hard-hit by the AIDS epidemic. The guide is designed to help these organizations facilitate community assessments on women's health care, using participatory methods that involve not only members of the community, but also parliamentarians.	www.icrw.org/docs/pwh_toolkit.pdf	The guide consists of four chapters and an Annex: <ul style="list-style-type: none"> • Introduction to the manual and the community assessment (CA) process • Step-by-step guide on how to plan and prepare for the CA process • Session-by-session guide on how to facilitate CA workshops for specific groups of community members, and a joint community workshop • Description of the techniques to facilitate and document the workshops

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			• Fact Sheets. Energizer Games. Pictures
Feminist Methods in Social Research (1992) by Shulamit Reinharz	This book is not specific to violence against women, but it does provide a nice overview of different methodologies and how they can be used from a feminist perspective.	Available from Oxford University Press	