

A Deep Dive Into Current Program Evaluation

June 16, 2020

2:00–3:30 p.m. (eastern time)

Presenters:

Amanda Eckhardt, Executive Director, Restore NYC

Leanne McCallum, Task Force Coordinator, Greater New Orleans HTTF

Lynn Sanchez, MA, LPCC, Program Director, The Life Link

The material presented during today's webinar session will be available on the Human Trafficking Learning Grantees Community and the OVC TTAC Human Trafficking Webinars page.

The session will be recorded and will begin shortly.

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Today's Presenters

Amanda Eckhardt



Leanne McCallum



Lynn Sanchez



Amanda Eckhardt

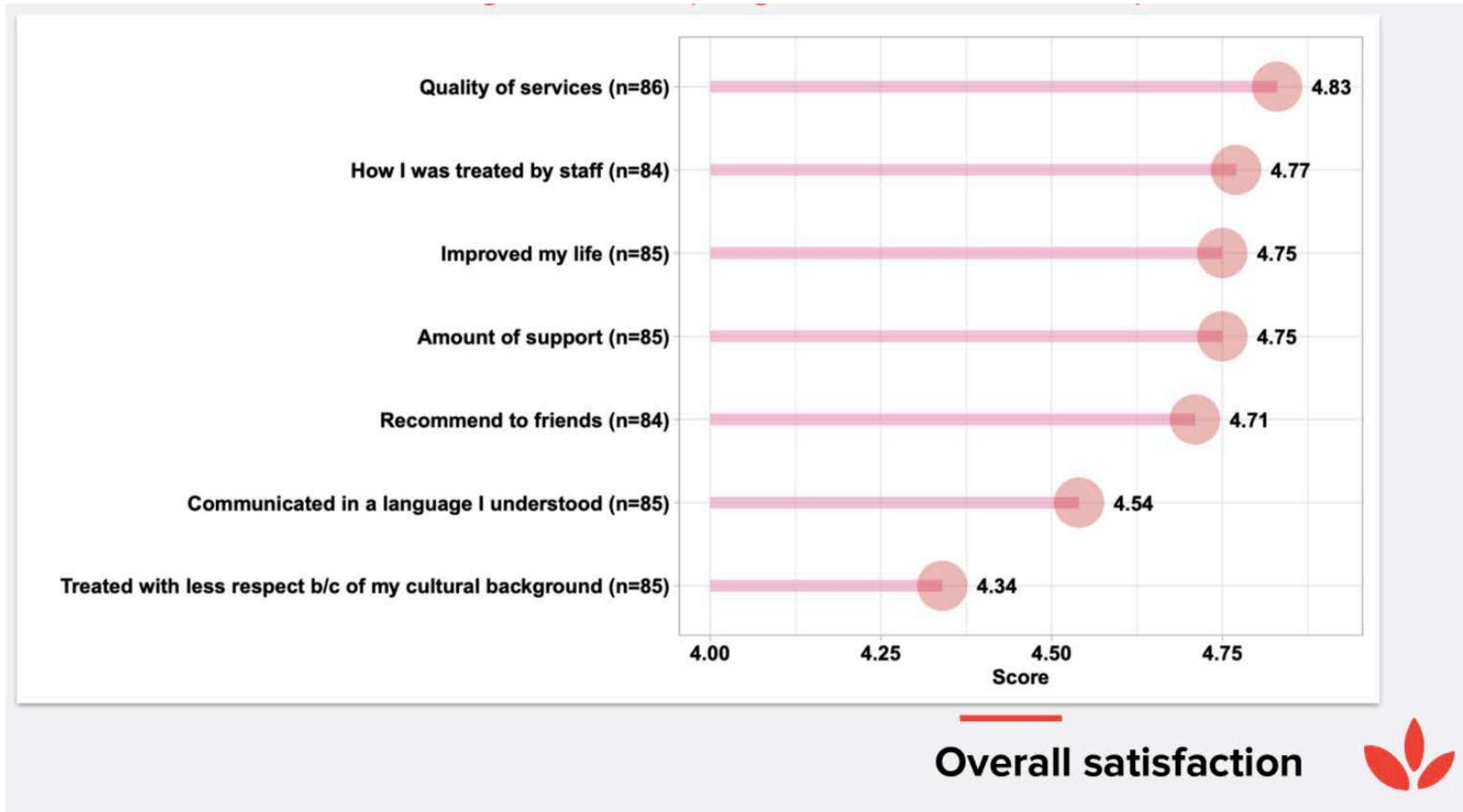
Restore NYC



Action Research and Our Posture

- Action research invites us to ask questions and seek answers about our work in partnership with an external evaluator.
- At Restore, we are curious about:
 - a) How are trafficking and service access changing?
 - b) How can we improve program outcomes?
 - c) What are clients' perspectives on their service experience?

Client Satisfaction Questionnaire



Scores range from 1 to 5 (our goal is to see all above 4.0)

COVID-19 Responses



[Coded themes]

Areas Restore can support me



Do's and Don'ts of Evaluation

Do's

- Have a learning orientation
- Ensure racial and ethnic diversity in evaluation design and implementation
- Integrate technology and ensure access

apricot

qualtrics^{XM}



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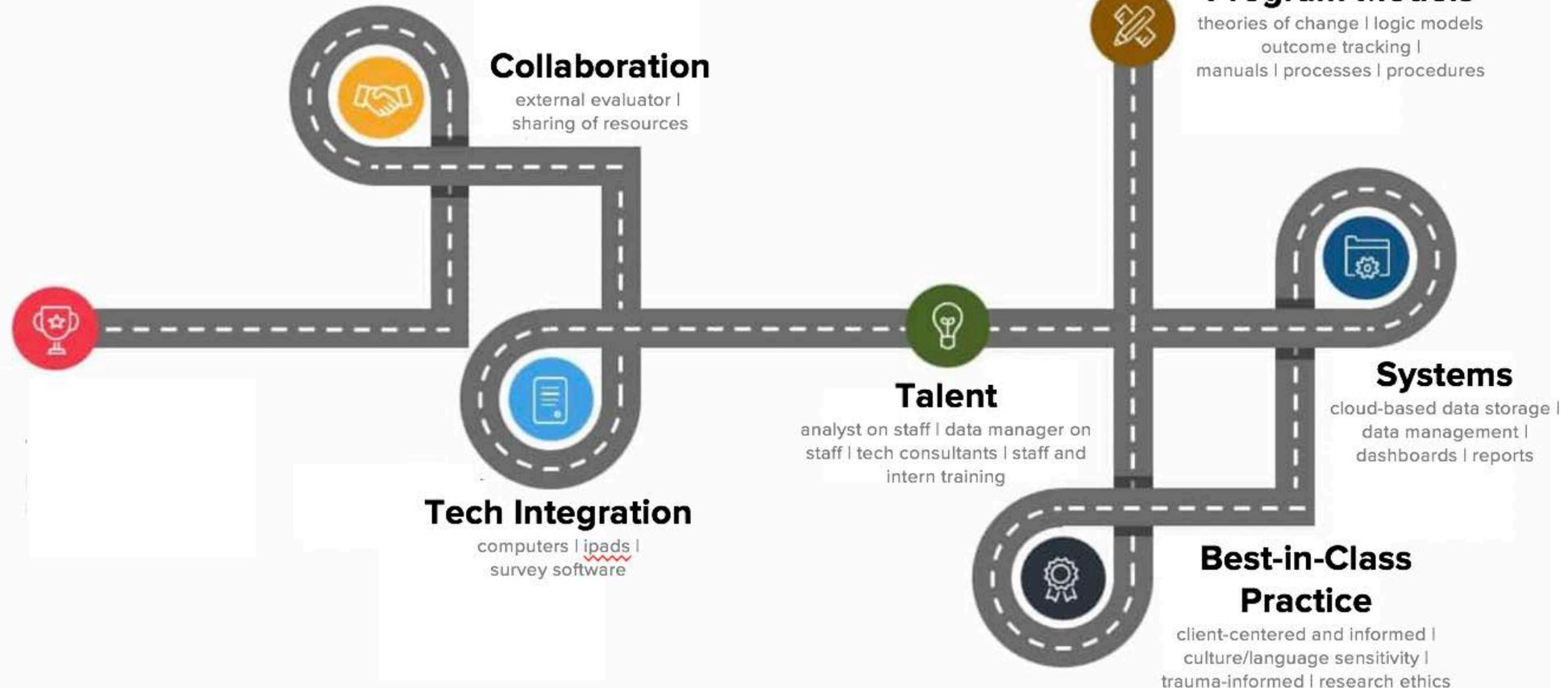


Do's and Don'ts of Evaluation (continued)

Don'ts

- **Under-resource your team** – What percentage of our operating budget is directed to impact evaluation?
- **Start off too “lofty”** – What is the most important question(s) to be answered now? Then, build on this.
- **Be afraid to name where we've made mistakes and then pivot** – Practice “pilot, measure, iterate,” and iterate quickly.

Impact Roadmap for Anti-Trafficking Organizations



Leanne McCallum

Greater New Orleans Human Trafficking Task Force



How We've Used Data

- Provide evidence of the gaps and community needs
- Evaluate effectiveness of grant-funded programs
- Enhance data sharing and collaboration
- Improve response to human trafficking

Poll Question

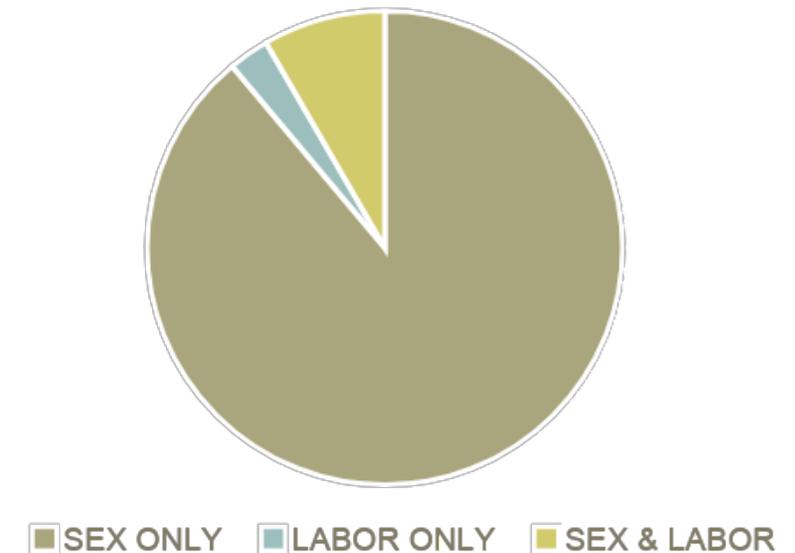
Which types of data have you used to inform program efforts and activities? (select all that apply)

- a) Grant reporting data (ex. TIMS, PMT)
- b) Open source external data (ex. DOL data)
- c) Closed source internal data (ex. program data, prosecutorial data)
- d) Data projects or evaluation (ex. reports, surveys, etc.)

Trafficking Cases – Law Enforcement Data

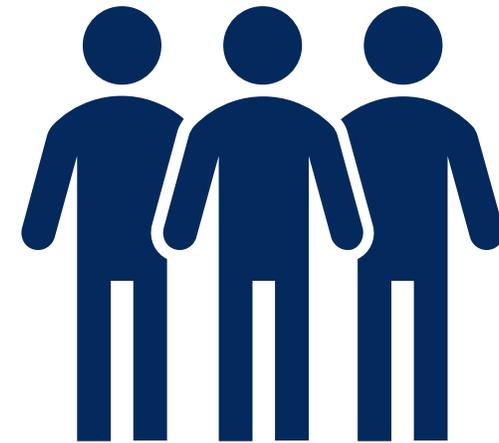
- 130 confirmed victims identified
- 369 human trafficking investigations conducted
- 73 trafficking-related arrests
- Primarily female U.S. citizens identified as victims within local law enforcement investigations

New Trafficking Investigations
Opened



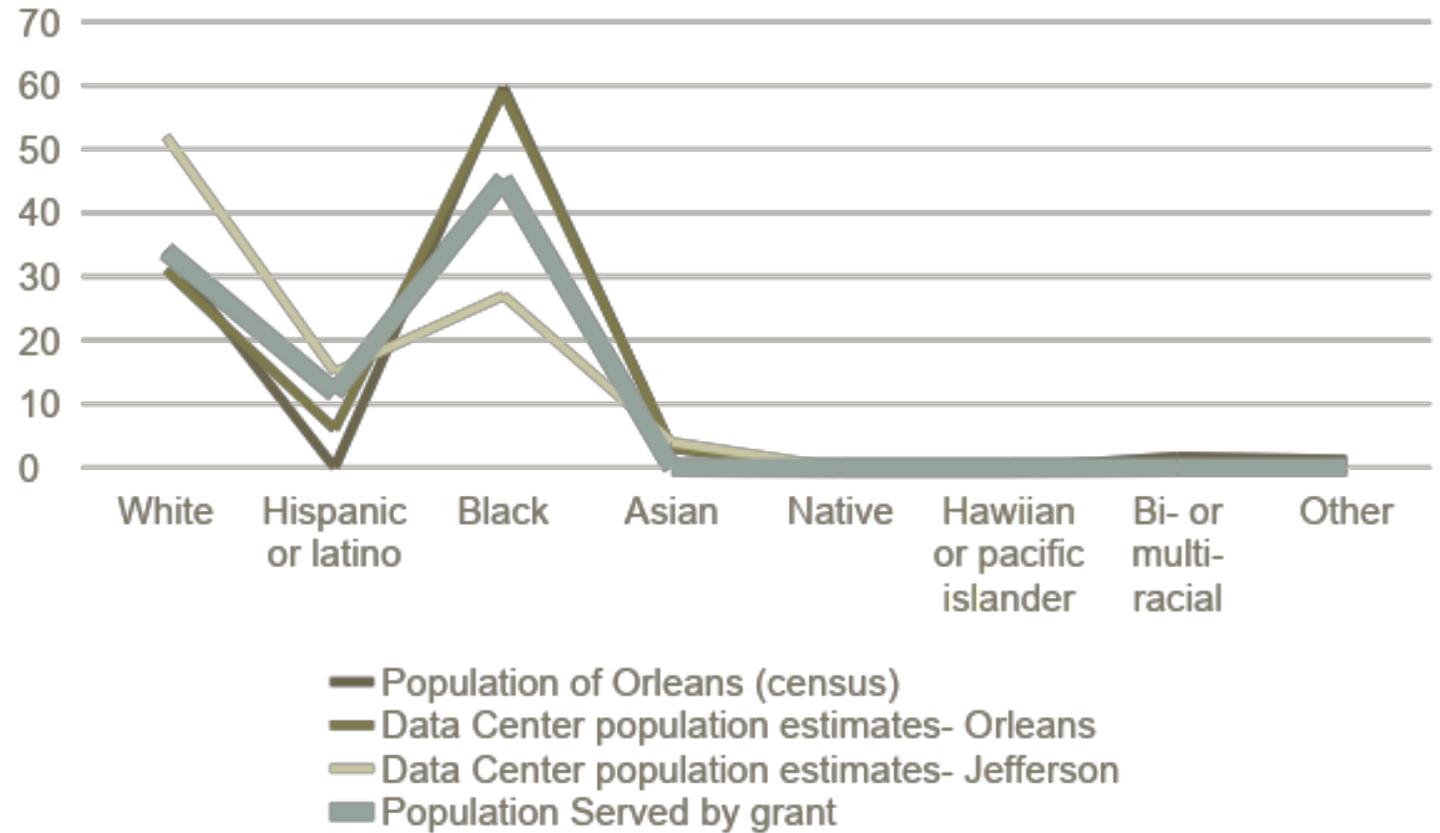
Trafficking Cases – Service Provider Data

- Primarily serve:
 - Adults (90.5% total clients)
 - U.S. citizens (91% total clients)
 - Sex trafficking survivors (81% total clients)



Trafficking Cases – Service Provider Data (continued)

Racial Demographics: New Orleans population vs. population served by grant



Trafficking Cases – Services Provided

Shelter/Housing Type	# of Placements
Emergency	260
Long-term	15
Transition	12
Total # of Placements (of 404 total victims served)	287 71% of all victims served

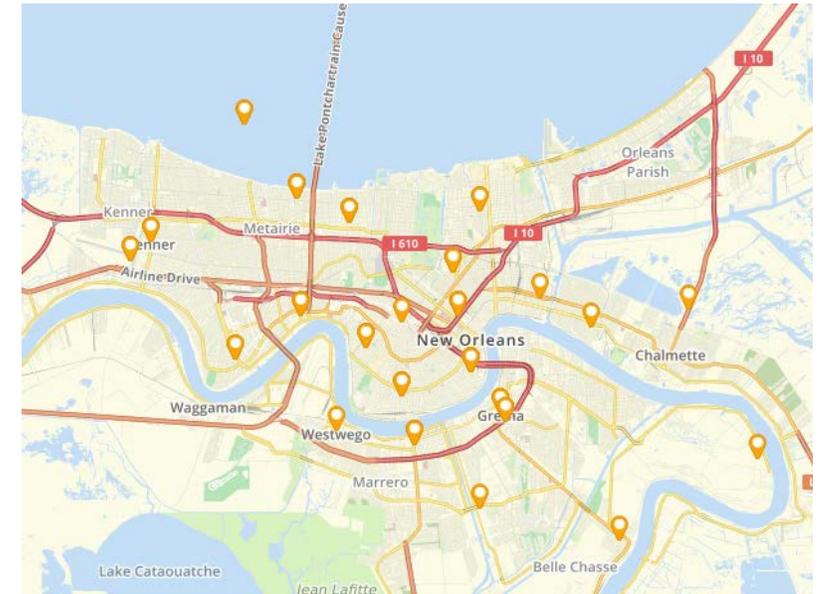
Project 1: Housing Assessment

- **Context:** Housing was a constant problem in Louisiana but lack data to show the issues.
- **Goal:** More data to get funding, more information to learn what is/is not working to improve services and outcomes for clients.
- **Process:** Surveys of housing providers, survivors, and housing advocates in Louisiana. Statistical data analysis, coding of responses to identify trends.
- **Outcome:** Creation of resource guide and report. Foundation for redoing project in 2 years to see changes in the landscape.



Project 2: Labor Trafficking Vulnerability Assessment

- **Context:** Local law enforcement did not feel they had the information or skills to investigate labor trafficking proactively.
- **Goal:** Prove that by using basic open source data analysis, a person can do a vulnerability assessment.
- **Process:** Using open source data.
 - DOL W&H metadata set, OFLR data
- **Outcome:** Law enforcement using some data to conduct proactive investigations, labor trafficking committee focused on connecting to partnerships in the restaurant industry.





Context: Grant required data collection, but it wasn't giving us much information about outcomes. Changed data collection to 'action research.'



Goal: Talk to survivors about their goals and outcomes while in services to identify promising practices to improve client outcomes.



Process: Hosted focus groups with clients. Worked with grant evaluator to design an outcomes measurement tool for victims served by grantees, survey them at quarterly intervals.



Outcome: TBD—in design phase. Implementation began in winter 2020.

Project 3: Outcomes Measurement – Client Stabilization

Logistics: Costs and Personnel

Using expertise within the GNOHTTF network:

- Law enforcement partners—analysts & GIS specialists
- Grant-funded evaluator
- Academic partners
- Support from funders and DOJ-affiliated folks
- Community partners

Costs:

- Time—a lot of it
- Using grant funding to facilitate and free resources within network



CHOOSING PROJECTS
THAT BENEFIT THE
COMMUNITY



CREATING BUY-IN EARLY
IN THE PROCESS



INCLUDING COMMUNITY
VOICES IN THE PROJECT



PRODUCING USEFUL
PRODUCTS



GENERATE ACTIONABLE
OUTCOMES AND
INFORMATION

Creating Buy-In for Data Projects:

Responding to community interests and needs

Lynn Sanchez, MA, LPCC

The Life Link



Poll Question

Why do we care about outcome research?

- a) To please our funders
- b) To show what awesome work we do
- c) To measure clinical improvement
- d) To identify what clients really want and need
- e) All of the above



Action Outcome Research creates an ongoing feedback system in which programs adapt constantly to honor and support stakeholder voice and choice.



Using this methodology, we are able to discern which clients benefited from the comprehensive, wraparound service array to become more self-sufficient, and which clients increased their actual safety as well as sense of well-being.



We also evaluate and adapt best practices for staff self-care, sense of well-being, and retention, as well as efficacy of community partnerships.

Action Research

Client Assessment

- **ACE** – Adverse Childhood Experiences (baseline only)
 - <https://www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/resources.html>
- **PCL-5** – PTSD Checklist
 - https://www.ptsd.va.gov/professional/assessment/documents/PCL5_Standard_form.PDF
- **PHQ-9** – Brief depression inventory
 - https://fmch.duke.edu/files/modules/Opioids-and-Pain-Management/story_content/external_files/phq-9.pdf
- **OQ Analyst** – Measures ongoing treatment response, symptom distress, interpersonal relations, and social role
 - <http://www.oqmeasures.com/oq-analyst-3/>
- **DLA-20** – Measures functional capacity across 20 domains of daily living activity
 - <https://www.thenationalcouncil.org/areas-of-expertise/dla-20-mental-health-outcomes-measurement/>
- **Agency Consumer Satisfaction survey**

Program/Staff Evaluation

- **OVC Vicarious Trauma Organizational Readiness Guide (VT-ORG)** – Structured staff interviews
 - https://vtt.ovc.ojp.gov/ojpasset/Documents/OS_VT-ORG_Victim_Services-508.pdf
- **PROQOL-5** – Professional Quality of Life scale measures compassion satisfaction, burnout, and secondary traumatic stress
 - https://proqol.org/uploads/ProQOL_5_English_Self-Score.pdf
- **Personal Resilience Plan** – Developed by staff members and reviewed with program director regularly during supervision
- **Agency Staff Satisfaction Survey**
- **Ongoing team chat**

Proactive Management of Vicarious Trauma

- Ongoing chat, supervision, resilience plans, training and other learning opportunities

Prioritization of Self-Care

- Flexible work schedules, mental health days, financial incentives, personal therapy

Client Access to Care

- Online evaluation, access to phones/telephonic services (case management, therapy, psychiatry, MAT)

Treatment Plan as Living Document

- Safety, flexibility, feedback, client wishes and preferences

Availability of Financial Resources

- Budget adjustments for housing, sustenance, transportation, support

Impact of Evaluation on the Organization

Questions?

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