“I’m here to help.” Hotline Audits: A Quality Improvement Tool

New Jersey Coalition Against Sexual Assault

Learning Objectives

Participants will be able to...

• Describe the ways in which hotline audits are a quality improvement tool that support effective strategic planning
• Design and implement hotline audits for their programs
• Analyze data from hotline audits to support strategic planning and quality improvement
Case Scenario

- Close-knit family
- Religiously strict and devout
- Mixed status family/community
- Assaulted by the son of a close family friend
- Doesn’t want to engage with law enforcement

Why do we have hotlines?

- Referrals
- Crisis Response
- Supportive Listening
How does quality assurance help?

- Provides a snapshot of what is happening on the ground
- Provides a baseline to measure growth
- Enables strategic and focused technical assistance
- Promotes accountability within programs and the coalition

Phase 1: Designing the Evaluation

- Worked with partners
- Reviewed the NJCASA Membership Standards
- Developed a simulation scenario
- Prepared the membership
### What do we want to know?

<table>
<thead>
<tr>
<th>Hotline answering</th>
<th>Exploring options</th>
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<tbody>
<tr>
<td>Accessibility</td>
<td>Safety</td>
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<tr>
<td>Confidentiality</td>
<td>Knowledge of sexual violence</td>
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<tr>
<td>Rapport building</td>
<td>Professionalism</td>
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<td>Identifying needs</td>
<td>Warm close</td>
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### Activity
Phase 2: Hotline Audit Calls

Factors to consider:

- Evaluation approach
- Who the evaluators are
- Subjective vs. objective criteria
- Traumatic impact

Phase 3: Analyzing the Data

- Qualitative and quantitative data
- Use of quotes, narratives, and examples
- Identify statewide trends and themes
- Intentional in how we framed the results
Phase 4: Planning for Change

One-on-one work with each program

Concrete recommendations

Create tools and resources to support programs

Measure outcomes

Activity
Questions

References


