

“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?

Hotline answering

Accessibility

Confidentiality

Rapport building

Identifying needs

Exploring options

Safety

Knowledge of sexual violence

Professionalism

Warm close

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

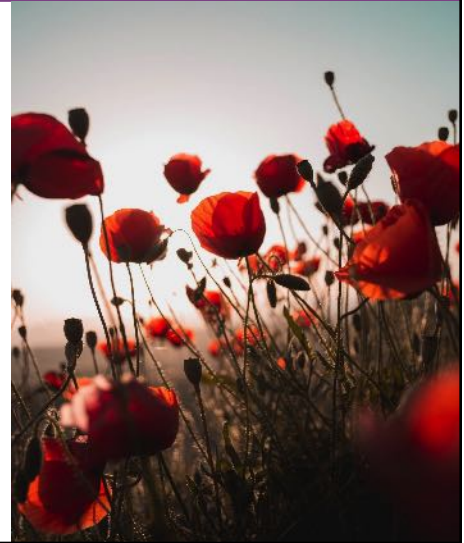
Phase 4: Planning for Change

One-on-one work with each program

Concrete recommendations

Create tools and resources to support programs

Measure outcomes



Activity



Questions



References

Kalafat, J., Gould, M.S., Munfakh, J.L., & Kleinman, M. (2007). An evaluation of crisis hotline outcomes part 1: Nonsuicidal crisis callers. *Suicide and Life-threatening behavior*, *37*, 322-337. Doi: 10.1521/suli.2007.37.3.322

Kulkarni, S.J., Bell, H., & Rhodes, D.M. (2012). Back to basics essential qualities of services for survivors of intimate partner violence. *Violence Against Women*, *18*, 85-101. Doi: 10.1177/1077801212437137

Wasco, S.M., Campbell, R., Howard, A., Mason, G.E., Staffs, S., Schewe, P.A., & Riger, S. (2004). A statewide evaluation of service provided to rape survivors. *Journal of Interpersonal Violence*, *19*, 252-263. Doi: 10.1177/08862605032560246

Devin Rojas
Capacity Building Specialist
drojas@njcasa.org
609 631 4450 ext. 1210

© NJCASA 2018. All rights reserved. This presentation was made possible via a grant from the New Jersey Department of Children and Families' Division on Women. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Department of Children and Families' Division on Women.

