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SUMMARY REPORT

VIA THE NEW JERSEY COALITION AGAINST SEXUAL ASSAULT

**Hotline Evaluations**

NJCASA’s hotline evaluation is intended to serve as a starting point to identify training, technical assistance, and advocacy needs to further support robust hotline services for sexual violence survivors across New Jersey.

The rubric below provides guidance regarding how hotline calls were evaluated by NJCASA staff. Each call was compared to recommended best practices. Scoring was based on how frequently each component of the rubric was present during the three evaluation calls per program. **If a call was unanswered by the program no points were received due to inaccessibility.** Each variable is rated based off the average of the three calls. These scores are totaled to provide the overall rating for the program. This rating is categorized based on the level of support needed by the program. “Support needs” includes training and technical assistance needs specific to the program as well structural needs to support hotline services. The recommendations will include a combination of ways programs can strengthen hotline services at the local level, and ways NJCASA can support programs (Statewide Recommendations) through training, technical assistance, and state-level advocacy.

The evaluation rubric was developed using the NJCASA Membership Program Standards and with support from national partners. The evaluation rubric reflects best practices supported by both NJCASA membership and national partners.

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| **RATING SCALE** | |
| BELOW 70 | HIGH SUPPORT NEEDS |
| 71-89 | MODERATE SUPPORT NEEDS |
| 90 OR ABOVE | LOW SUPPORT NEEDS |

**PROGRAM COUNTY:** County Y **PROGRAM NAME:** Program XYZ

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| **TOTAL SCORE** | 74.4 /100 |

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| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Hotline is accessible 24/7 and answered in appropriate amount of time.  Advocates consistently used the full range of advocacy skills, including rapport building, identifying needs, exploring options, and knowledge of sexual violence.  Advocates consistently demonstrated professionalism throughout the calls. | Advocates did not consistently discuss right to privacy, limits of confidentiality, or mandatory reporting requirements.  Advocates did not assess caller’s safety or safety plan.  Hotline has limited accessibility for callers with Limited English Proficiency.  Advocates did not consistently demonstrate cultural awareness or sensitivity. |

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| **GROWTH OPPORTUNTITIES & RECOMMENDATIONS TO STRENGTHEN PRACTICE** |

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| **PROGRAM RECOMMENDATIONS**  *The following recommendations are tailored to the specific program needs.* | **STATEWIDE RECOMMENDATIONS**  *The following recommendations are based on ways NJCASA and statewide partners can support program-specific recommendations.* |
| Increase confidentiality for survivors using hotline services:   * Do not automatically record caller numbers. If numbers are being recorded, inform caller.   Increase advocate ability to discuss cultural nuance and dynamics. Some actions may include:   * Train staff on cultural humility * Train staff on how to explore cultural dynamics and factors with callers * Encourage staff to explore privilege and how it influences advocacy   Increase language accessibility. Some actions may include:   * Train all staff on language line and communication options for D/deaf and hard of hearing survivors. * Keep Language Line instructions easily accessible to hotline staff.   Increase advocate comfort with non-traditional recommendations and options. Some actions may include:   * Developing partnerships with service providers not specific to sexual violence * Train staff to explore informal options such as social networks, online support, and service providers not specific to sexual violence   Increase advocate comfort and skill with assessing safety, risk, and safety planning. Some actions may include:   * Train staff on risk and safety factors * Train staff on safety planning * Require safety screening and planning for all callers.   Increase advocate ability to use a range of tools to support callers in identifying needs. Some actions may include:   * Ongoing supervision focused on professional development. * Ongoing training on advocacy skills. | Provide training and technical assistance in the following areas:   * Creating accessible services * Language accessibility * Confidentiality and mandatory reporting * Safety planning * Cultural humility * Community outreach and relationship building   Provide assistance and advocacy to strengthen infrastructure in the following areas:   * Hotline staffing and responsiveness * Hotline accessibility * Availability of bilingual/bicultural advocates * Collaborative relationships with community partners * Consistency in quality of hotline services |

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| **Findings for Hotline Evaluations** |

Variables used to evaluate the quality of hotline calls were developed using best known practices, NJCASA’s Membership Standards, and support from national partners. Each of the variables, and how they were defined, reflects the integration of these three sources.

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| **HOTLINE ANSWERING** | 6 /6 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Hotline answered within a reasonable amount of time | * Identified the RCC, crisis line, helpline, or hotline | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Call is quickly and professionally answered.  Answering services identifies the program.  Call is quickly patched to a live advocate. |  |

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| **CONFIDENTIALITY** | 5.6 /12 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Advocate informed caller of limits of confidentiality * Advocate informed caller of right to privacy * Caller was not required to provide identifying information * Caller’s phone number is not automatically recorded | * Appeared that advocate spoke with caller in a room free from other people who could hear the conversation and without background noise or distractions | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Advocate informed caller of right to privacy. | Accessing hotline outside of business hours requires callers to leave identifying information, including phone number and name.  Limits of confidentiality only discussed on one call, and it only covered self-harm.  Advocates were inconsistent in discussing caller's right to privacy. |

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| **ACCESSIBILITY** | 8 /12 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Hotline is accessible to people who do not have callback options * Hotline is accessible to incarcerated/detained survivors * Hotline is accessible 24/7 | * Hotline is accessible to people with Limited English Proficiency, including D/deaf and hard of hearing * Hotline is directly answered by a trained advocate | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Hotline is accessible to people who don't have a call back option.  Hotline is accessible to incarcerated/detained callers.  Hotline is accessible 24/7.  Hotline is answered by a trained advocate.  Advocates demonstrated knowledge of Language Line. | Limited language accessibility, including D/deaf and hard of hearing callers.  Answering service operator indicated that they could not assist a caller who spoke a language other than English. |

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| **RAPPORT BUILDING** | 7.2 /12 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Advocate used a warm and welcoming tone * Advocate encouraged caller to lead the conversation * Advocate demonstrated active listening with the caller | * Advocate demonstrated empathy with the caller * Advocate demonstrated cultural awareness/sensitivity * Advocate validated caller’s feelings and emotions | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Advocates generally encouraged caller to lead the conversation.  Advocates generally used a warm and welcoming tone.  Advocates generally validated caller's feelings and emotions, it was limited and brief though. | Inconsistent use of warm and welcoming tone.  Inconsistency in encouraging callers to lead the conversation.  Advocates did not demonstrate cultural sensitivity and awareness.  Inconsistency in validating caller's feelings and emotions. One caller stated the advocate labeled their experiences: “I mentioned I was nervous about my family friend and she identified it as anxiety.” Another advocate began immediately identifying people for the caller to disclose to, and stated, “I can’t tell you what to do, but if he’s making you uncomfortable that’s wrong.” Another caller stated the experience overall felt “superficial and rushed.” |

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| **IDENTIFYING NEEDS** | 8 /12 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Advocate assisted caller in identifying needs without identifying the need for the caller * Advocate used reflecting and summarizing skills | * Advocate demonstrated cultural sensitivity/awareness to the caller’s unique needs | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Advocates supported caller in identifying needs. | Advocates did not consistently demonstrate cultural sensitivity and awareness.  Inconsistency in quality of assisting caller in identifying needs. In one instance, caller reported advocate identified need for caller (counseling). |

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| **EXPLORING OPTIONS** | 10 /12 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Advocate explored options with caller | * Advocate supported caller in identifying next steps that are best for them | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Advocate explored options with caller. Options included:   * Counseling * Hotline * Campus services * RAINN * Informal supports * Law enforcement   Advocate supported caller in identifying next steps that are best for them.  Advocate provided caller with relevant and appropriate resources.  Advocate demonstrated cultural sensitivity and awareness. | Inconsistency in providing caller with relevant and appropriate resources.  Inconsistency in cultural sensitivity and awareness. |

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| **SAFETY** | 5.6 /12 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Advocate appropriately assessed caller’s safety needs * Advocate appropriately discussed safety planning | * Advocate made appropriate recommendations for safety needs | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Advocate assessed caller's safety needs and discussed safety planning. Options included:   * Calling 911 * Keeping distance from perpetrator * Identifying a safe person to talk to | Inconsistency in assessing safety needs, safety planning, and making appropriate recommendations. |

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| **KNOWLEDGE OF SEXUAL VIOLENCE** | 12 /12 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Advocate demonstrated knowledge of sexual violence * Advocate demonstrated knowledge of available resources | * Advocate demonstrated knowledge of common reactions experienced by survivors | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Advocates demonstrated a high level of knowledge on sexual violence.  Advocates demonstrated a high level of comfort working with sexual violence survivors.  Advocates validated callers’ emotions.  Advocates reminded caller that it wasn’t their fault and that they deserve to feel safe. |  |

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| **PROFESSIONALISM** | 6 /6 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Advocate demonstrated professional behavior | * Advocate demonstrated professional boundaries | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Advocates demonstrated professional behavior.  Advocates demonstrated appropriate boundaries. |  |

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| **WARM CLOSE** | 6 /6 |
| **PARAMATERS** | |
| |  |  | | --- | --- | | * Advocate informed caller the hotline is available 24/7 | * Advocate encouraged caller to use hotline again if needed | | |
| **AREAS OF STRENGTH** | **AREAS OF NEED** |
| Caller was invited to use hotline services again if needed. |  |