

# Sexual Harm Crisis Support Services – Reporting Guide

February 2018

*Getting it right – hints and tips*



## Six months of new service guidelines

The sexual harm crisis support service guidelines have now been in place for six months. A lot of work has been completed in this time and it's great to see this reflected in the reporting measures that you have provided.

With the implementation of something new, it's important to take stock and ensure we are getting accurate results.

Please review the hints and tips in this document to ensure that your reporting aligns with the Result Measurement Framework.

## Reporting

Cumulative reporting should be submitted quarterly to your contract manager:

- October
- January
- April
- July

For a detailed breakdown please see **Appendix 2**.



## Definitions

### Who is a client?

A client is defined as an adult (18 and over) (supported by their family/whānau – where possible and consented to by the primary client), who agrees to engage with the provider for support during or following a crisis as a result of sexual harm.

### How to count 'phone calls'?

As we are not funding a crisis helpline, phone calls should not be included in your reporting. Instead, the counts will be made against the three services defined in the [service guidelines](#):

1. advocacy and support (including callout)
2. emergency face-to-face sessions (including crisis counselling)
3. crisis social work support.

### When is a service considered 'closed'?

'Completion' of services is a joint agreement between the client and provider. If there has been no contact from the client for a period of no less than four months, the 'file' will be considered closed. If that client later accesses services they are then counted again as a returning client.

A client should be recorded as 'closed' when:

- they have received support needed in response to a crisis
- they have been referred to other services, and are no longer in a state of crisis
- they have transitioned to care and recovery sexual violence services (such as Integrated Services for Sensitive Claims (ISSC)).

### Why is this important?

Malatest International will be evaluating the result measure outcomes as part of a wider review of sexual harm services. The data that you provide will be essential to understanding service demand and the quality of these funded services. The review will also inform future planning, funding and service design.



### Results Measurement Framework:

There are 10 questions that require a response in your quarterly reporting:

- The first four are quantity measures (how many people are accessing your service?)
- The following three are quality measures (was the service they received the right one?)
- The final three are result measures (are they better off after accessing services?).

Type of measure	Measures (during the reporting period)	
Service detail	Programme/service name, start date and end date, source of referral	Measures are cumulative.
Quantity (how much)	<ul style="list-style-type: none"> <li>Total number of clients receiving the service</li> </ul> Of the total clients reported: <ul style="list-style-type: none"> <li>number of new clients that accessed the service during the reporting period</li> <li>number of clients that were referred to other services and/or transitioned to care and recovery sexual violence services</li> <li>number of clients that accessed the service, and 'closed' during the reporting period.</li> </ul>	Total number is defined as those actively receiving service during the reporting period.
Quality (how well)	Of the clients who closed during the reporting period: <ul style="list-style-type: none"> <li>number of clients who provided feedback (either formal 'client satisfaction' feedback, or directly to the Provider)</li> <li>of the clients who provided feedback, number who reported they received the support they needed, when they needed it</li> <li>number of clients that received the support assessed as being needed at the point of crisis, as determined by the specialist crisis support worker.</li> </ul>	These measures only apply to client's who have <b>closed</b> during the reporting period.
Result Measures (is anyone better off?)	Of the clients that accessed services and provided feedback: <ul style="list-style-type: none"> <li>number who reported that they could easily access the service</li> <li>number reported that they felt heard, understood and not judged</li> <li>number reported that they were helped by the service.</li> </ul>	These questions must be answered by the client through direct <b>feedback</b> .

For a breakdown of the RMF please see Appendix 1.

If anything is unclear or you have questions, please email us at [CI Sexual Violence Services@msd.govt.nz](mailto:CI_Sexual_Violence_Services@msd.govt.nz)

**What measures mean**

'Total number' is defined as all people actively receiving service during each reporting period.

These Performance Measures are based on the Result Measurement Framework (RMF) which is outlined in the service guidelines.

Reporting is **cumulative** (total of each reporting period). Each quarter's figures should **include** data from previous reporting periods.  
See above for more details.

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2019 to 30 September 2019	01 July 2019 to 30 November 2019	01 July 2019 to 31 March 2020	01 July 2019 to 30 June 2020
Sexual violence crisis support services that include advocacy and support, emergency face-to-face sessions and crisis social work support that can operate from an indigenous worldview, are culturally responsive and based on established principles of good practice.	Total number of clients receiving the service.	1				
	Of the total clients reported, number of <b>new</b> clients that accessed the service during the reporting period	Report actual				
	Of the total clients reported, number of clients that were <b>referred to</b> other services and/or transitioned to care and recovery sexual violence services	Report actual				
	Of the total clients reported, number of clients that accessed the service, and <b>closed</b> during the reporting period	Report actual				
	Of the clients who closed during the reporting period, number of clients who provided feedback, either formal client satisfaction feedback, or directly to the provider	Report actual				
	Of the clients who closed during the reporting period, and provided feedback, number who reported they <b>received the support</b> they needed, when they needed it	Report actual				
	Of the clients who closed during the reporting period, number of clients that received the support assessed as being needed at the point of crisis, as <b>determined by the specialist crisis support worker</b>	Report actual				
	Of the clients that accessed services and provided feedback, number who reported that they could <b>easily access</b> the service	Report actual				
	Of the clients that accessed services and provided feedback, number reported that they <b>felt heard</b> , understood and not judged	Report actual				
	Of the clients that accessed services and provided feedback, number reported that they <b>were helped</b> by the service	Report actual				

'New clients' refer to clients who are new to the service provider, experiencing a new episode of crisis, or who have not accessed services for over four months.

'Closed' refers to clients who have received the support they need at that time, have been referred on to other services and/or are no longer in crisis.

These are the **quantitative** measures focused on total numbers of clients accessing services, being referred on and closing.

These are the **quality** measures focused on the needs of clients and whether the service was right for them.

These are the **result** measures that focus on the quality of the experience clients received from the service.

Here is an example of a provider return which captures two quarters of cumulative data:

### Provider Return Example:

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2019 to 30 September 2019	01 July 2019 to 30 November 2019	01 July 2019 to 31 March 2020	01 July 2019 to 30 June 2020
Sexual violence crisis support services that include advocacy and support, emergency face-to-face sessions and crisis social work support that can operate from an indigenous worldview, are culturally responsive and based on established principles of good practice.	Total number of clients receiving the service.	1 service availability	100 Clients	160 Clients	100 clients received services in the first quarter (Q1) and 60 second quarter (Q2) = Cumulative total of 160	
	Of the total clients reported, number of new clients that accessed the service during the reporting period	Report actual	45 New clients	75 New Clients	45 were new in Q1 (from 100) and 30 were new in Q2 (from 60) = Cumulative total of 75 new clients from 160	
	Of the total clients reported, number of clients that were referred to other services and/or transitioned to care and recovery sexual violence services	Report actual	15 Referred on	35 Referred on	15 were referred on in Q1 (from 100) and 20 were referred on in Q2 (from 60) = Cumulative total of 35 referred on from 160	
	Of the total clients reported, number of clients that accessed the service, and closed during the reporting period	Report actual	80 Closed	128 Closed	80 closed in Q1 (from 100) and 48 closed in Q2 (from 60) = Cumulative total of 128 closed from 160	
	Of the clients who closed during the reporting period, number of clients who provided feedback, either formal client satisfaction feedback, or directly to the provider	Report actual	64 Gave feedback	102 Gave Feedback	64 gave feedback in Q1 (from 80) and 38 gave feedback in Q2 (from 48) = Cumulative total of 102 from 128	
	Of the clients who closed during the reporting period, and provided feedback, number who reported they received the support they needed, when they needed it	Report actual	51 Received support (client reported)	81 Received support (client reported)	51 received support in Q1 (from 64) and 30 in Q2 (from 38) = Cumulative total of 81 from 102 (80% result)	
	Of the clients who closed during the reporting period, number of clients that received the support assessed as being needed at the point of crisis, as determined by the specialist crisis support worker	Report actual	64 Received support (crisis worker reported)	102 Received support (crisis worker reported)	The crisis worker reported 64 received support in Q1 (from 80) and 38 received support (from 48) = Cumulative total of 102 clients from 128 (80% result)	
	Of the clients that accessed services and provided feedback, number who reported that they could easily access the service	Report actual	51	81	51 accessed services in Q1 (from 64) and 30 accessed services in Q2 (from 38) = Cumulative total of 81 from 102 (80% result)	
	Of the clients that accessed services and provided feedback, number reported that they felt heard, understood and not judged	Report actual	64	102	64 felt heard in Q1 (from 64) and 38 in Q2 (from 38) = Cumulative total of 102 from 102 (100% result)	
	Of the clients that accessed services and provided feedback, number reported that they were helped by the service	Report actual	32	51	32 were helped in Q1 (from 64) and 19 in Q2 (from 38) = Cumulative total of 51 from 102 (50% result)	