

MENTAL HEALTH SERVICES - EAST KOOTENAY SEXUALIZED ASSAULT RESPONSE TEAM (EK-SART) PROGRAM - OUTCOMES REPORT APRIL 1ST 2019 – MARCH 31ST 2020

PROGRAM DESCRIPTION: The East Kootenay Sexualized Assault Response Team (EK-SART) Program is a 35 hour per week program that provides individual crisis support services to people who have experienced sexualized violence. Additionally, the program visits partnering community agencies to raise awareness about the EK-SART in the community. The EK-SART program also recruits and trains volunteers who support and provide information about reporting options to people who disclose that they have experienced a recent or historical sexualized assault.

PURPOSE: This report is intended for board, management, program staff, stakeholders, and persons served. Feedback and suggestions assist with continuous quality improvement planning, and are both solicited and encouraged. The data referenced in this report was collected, recorded, and collated via manual tabulation.

PROGRAM USEAGE DEMOGRAPHICS:

Key Demographic Indicators	2017 2018	2018 2019	2019 2020	3 Yr. Comparative	Findings:
A. # of women served directly	2	12	2	5.3	The number of women supported in person/via phone through crisis response, providing information about reporting options, providing accompaniment to reporting sexualized assault to the RCMP, completing a sexual assault kit, and/or receiving medical care.
B. # of men served directly	0	0	0	0	
C. # of people served directly who identify otherwise	0	0	0	0	
D. # of people served indirectly through a third party	2	2	0	1.3	The number of persons supported indirectly, by staff providing information about sexualized assault response and reporting options to a third party, who then delivered the information to their person of concern or client. Persons served indirectly remained anonymous to staff, and therefore no demographic indicators (such as gender or age) were revealed.
Categories A, B, C & D TOTALS	4	14	2	6.7	Staff saw a significant decrease in program usage and estimates that this is due to decreased awareness in the community about the service.

Demographic Indicators For Direct One-To-One Support	2017 2018	2018 2019	2019 2020	Findings:
Total # of Callouts	2	27	2	Staff saw a decrease in the number of callouts in the 2019-2020 fiscal year. Staff estimates that this is due to staffing changes and a decrease in community awareness.
Average number of Callouts per client	1	2	1	Staff also saw a decrease in the average number of callouts per client. Staff credits this decrease to the lack of awareness in the community of EK-SART services.
Average Length of Service	4.5 hours	1 hour	3	Staff saw an increase in the average length of service, likely due to the lower number of clients engaging the service so information is based on low number of clients. Supporting clients in crisis or clients looking for information and resources takes an average of one hour.
Average Age of Clients	27.5	46	37.5	The average age statistic does not reveal that women served via direct one-to-one support ranged in age from 20 years to 50 years.
% (#) of Ethnic Minorities Served	50% (1)	7% (1)	0 (0)	No clients served self-identified as an ethnic minority. This statistic does not reveal that this number only reflects clients who chose to self-disclose their ethnicity, unprompted by staff.
Risks & Barriers For Direct One-To-One Support	2017 2018	2018 2019	2019 2020	Findings:
% (#) exposed to unsafe situations, things or people	100% (2)	50% (7)	N/A	This data was not collected with the two clients served directly through SART support.
% (#) experiencing long-term mental health problems	100% (2)	57% (8)	N/A	This data was not collected with the two clients served directly through SART support.
% (#) involved in criminal activity	0% (0)	7% (1)	N/A	This data was not collected with the two clients served directly through SART support.
% (#) significantly involved in drug or alcohol usage	100% (2)	14% (2)	N/A	This data was not collected with the two clients served directly through SART support.

REFERRAL ELSEWHERE: Whenever risks and barriers such as those indicated above become prevailing factors, program staff work collaboratively with clients to ensure appropriate community referral sources are identified. Staff also assists clients in accessing their desired community resources. The majority of clients served directly by staff were referred to additional community agencies that the client identified would assist in their healing process.

PROGRAM EFFECTIVENESS:

Objective:	Indicator:	Applied to:	Result:	Met or Exceeded:
A. To provide in person support to people who disclose that they have experienced a sexualized assault.	Requests for one-to-one support for people who have experienced a sexualized assault.	People who call the Women's Shelter and Helpline or Kootenay Haven, or contact CMHAK for one-to-one support regarding a sexualized assault.	Staff provided EK-SART services to 100% of people who requested services. Services were requested and provided on 2 occasions.	✓
B. To increase the knowledge of sexualized assault response resources in the East Kootenays as well as confidence in our community's ability to respond to sexualized violence.	Increased engagement with the service and knowledge and awareness indicated by program participants, community partners, and clients.	People who call the Women's Shelter and Helpline or Kootenay Haven, or contact CMHAK for one-to-one support regarding a sexualized assault.	In the first year of EK-SART services, services were requested by 4 clients. In the second year of services, services were requested by 12 clients. In the third year of services, services were requested by 2 clients. Staff saw a significant decrease in clients in the program's third year, indicating decreased awareness about the service.	x
Findings: Effectiveness measures A were met but measures B were not met.		Recommendations: Staff will need to re-engage with community partners with the goal of continually increasing the awareness, knowledge, and confidence of sexualized assault response resources in the East Kootenays.		

PROGRAM EFFICIENCIES:

The EK-SART program intends to recruit and train a large volunteer team so that there is a volunteer on shift 24/7, with each volunteer committing to a minimum of one eight-hour shift per month. Staff will also be "on shift" during their regular work hours and will be back up on call for when volunteers are unavailable.

Objective:	Indicator:	Applied to:	Target Goal Expectancy:	Actual Result:	Met or Exceeded:
A. To ensure there is a trained volunteer to cover all shifts 24/7/365.	Program needs a minimum of 30 volunteers	Number of volunteers trained	30 volunteers	6	x
B. Each volunteer will cover at least one 8 hour shift per month.	Average days per month is 30. 3 shifts per day need coverage for a total of 90 shifts per month.	Volunteer Shifts covered	100% of the shifts are covered each month	26.4%	x
Findings: Objectives A and B were not met. However staff ensured that shifts not covered by volunteer was covered by staff.		Recommendations: Change efficiencies to ensure we keep the 6 volunteers for next fiscal and they cover at least three eight hour shifts per month.			

PROGRAM QUALITY:

COMMUNITY PARTNER FEEDBACK:

The EK-SART program quality measures include feedback from community partners collected through stakeholder feedback surveys.

Objective:	Indicator:	Applied to:	Target Expectancy:	Actual Result:	Met or Exceeded:
A. Obtain feedback from stakeholders and community partners.	% of stakeholders who indicated they would use our services again/recommend service to other community providers.	All stakeholders surveyed	85%	100%	✓
	Number of stakeholders who indicated the program assisted in achieving participants goals.	All stakeholders surveyed	85%	100%	✓
	Number of stakeholders who indicated the program met expectations for service delivery to the service user.	All stakeholders surveyed	85%	100%	✓
Findings: Results reflect that the target areas were met.		Recommendations: Staff will continue to obtain stakeholder feedback throughout the year and will make adjustments to the program according to feedback.			

PAST PARTICIPANT FEEDBACK:

The EK-SART program quality measures also include feedback from past program participants, including volunteers who evaluated the training program and clients who accessed the EK-SART.

Objective:	Indicator:	Target Goal Expectancy:	Actual Result:	Met or Exceeded:
B. To gain feedback from program participants, including EK-SART volunteers and clients supported by staff and volunteers.	A. Volunteers indicate, via training evaluations, an increased knowledge of sexualized assault reporting options, and the prevention and perpetuation of sexualized violence in volunteer training evaluations.	The target goal would be for survey responses to indicate that 85% of volunteers surveyed said that they “agree” or “strongly agree” when asked if they learned new things and built on their current skills and knowledge during training.	100%	✓
	B. Past clients indicate that they felt supported in their healing journey after experiencing a sexualized assault and accessing the EK-SART.	For the 2018-2019 & 2019-20 fiscal years, a past client feedback system was not developed. The goal for the next fiscal year would be for 100% of past clients to feel that services were supportive, sensitive, and client-centered	n/a	
Findings: Indicator A was met while indicator B was not met. A total of 2 Volunteers completed training during the fiscal year of 2019-2020. Evaluations completed by these volunteers, as well as verbal feedback, indicated satisfaction with the training.		Recommendations: Staff will continue to administer training evaluations for volunteer training participants. Staff will return to conducting evaluation manually rather than online to increase evaluation completion. Staff will also revisit developing a client-centred feedback system in a manner that is optional, confidential, and sensitive to the client and their potential triggers.		

PROGRAM ACCESSIBILITY:

The EK-SART is accessed through calling the Women's Shelter and Helpline (WSHL). WSHL staff then contact the desired EK-SART member or volunteer. Volunteers are trained to meet with clients face to face, but support is also available via telephone by staff. If there are barriers to a potential client accessing the EK-SART, staff will make every effort to accommodate client needs. Staff and volunteers are able to meet clients in a variety of locations, as long as that location is safe. Staff is also available for telephone support for local clients as well as for clients cannot be easily travelled to.

Objective:	Indicator:	Applied to:	Target Goal Expectancy:	Actual Result:	Met or Exceeded:
A. To maintain access by continuing, whenever possible, to deliver support via telephone, or face-to-face, with little to no advance notice.	Number of services delivered alternatively.	All clients who wish to access services but for whom alternative access is appropriate.	100% of clients who request EK-SART services are delivered services.	100%	✓
Findings: No clients requested alternative service delivery.		Recommendations: Staff will continue to make accommodations for clients according to their unique needs, including telephone appointments for clients who are unable to attend in person.			

KEY ADMINISTRATIVE OBJECTIVES:

Community Collaboration	2017 2018	2018 2019	2019 2020	3 Yr. Comparative	Findings:
A. # of partnering agencies visited or collaborated with to increase awareness of services	17	5	2	8	The number of scheduled visits to, or collaboration with, partnering agencies to speak about the EK-SART and sexualized assault response services available in the East Kootenays decreased. This number had decreased in the past fiscal year.
B. # classrooms visited to provide information and resources about consent and sexualized assault	5	3	0	2.7	The number of scheduled visits, in previous years to secondary school classrooms to speak with students about consent, the EK-SART, and other sexualized assault response resources in the East Kootenays. Staff estimates about 60 students in total were present in classrooms for scheduled visits, in previous years.
Categories A & B TOTALS	22	8	2	10.7	This number does not include individual student and staff representation at scheduled visits, in previous years, which EK-SART staff estimates to be about 80 people.
Recommendations: Staff will re-engage to foster relationships with community partners by reaching out to collaborate with partners and raise awareness about EK-SART services.					

Raising Awareness of Services:	2017 2018	2018 2019	2019 2020	3 Yr. Comparative	Findings:
A. # of places that print resources were distributed (pamphlets, booklets, cards)	n/a	22	0	n/a	This number was not tracked for the 2017/2018 fiscal year. This number also does not reflect that there was a total of 380 print resources (pamphlets, booklets, and cards) distributed in the community in 2018/2019 fiscal year. There was no distribution in the 2019/2020 fiscal year.
B. # of places EK-SART awareness posters distributed	1	9	52	3.3	There was a high level of poster distribution early in the fiscal year.
C. # of places volunteer recruiting posters were distributed	4	2	0	2	There was no distribution in the 2019/2020 fiscal year.
Categories A, B & C TOTALS	5	33	52	30	There were only EK-SART awareness posters distributed.
Recommendations: For the 2020-2021 fiscal year, staff will continue to track resource distribution.					

Media Exposure:	2017 2018	2018 2019	2019 2020	3 Yr. Comparative	Findings:
D. # of media articles/radio segments about the EK-SART	9	2	0	3.6	These numbers only reflect the media exposure that staff is aware of.
E. # of social media posts	5	3	4	4	These numbers only reflect the media exposure that staff is aware of.
Categories D & E TOTALS	14	5	4	7.7	These numbers only reflect the media exposure that staff is aware of.
Recommendations: For the 2020-2021 fiscal year, staff plans to continue to engage with media as the project develops. Staff estimates that the decrease in media exposure is due to high amount of media attention that the project received in its first year as well as decreased awareness of EK-SART.					

Key Administrative Tasks:	Indicator:	Applied to:	Target Expectancy:	Actual Result:	Met or Exceeded:
A. Attend at least one professional development training per year	# of certificates obtained	Staff	Attend at least one professional development training per year	Staff attended MHFA Basic Instructor training.	✓
B. Ensure ongoing funding for the EK-SART program	# of grants applied for	Staff	Apply for two grants per year to ensure continued funding of the program.	One grant was applied for from the Community Foundation for the Kootenay Rockies.	✗
Findings: Task A was met. Task B was not fully met.				Recommendations: Staff will continue to increase the program's educational library, seek out professional development opportunities, and apply for program funding in the next fiscal year.	

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