# NCAI Fund Victim Services Micro-Grant Program PART TWO: Community Needs Assessments and Privacy

## DECEMBER 3, 2020
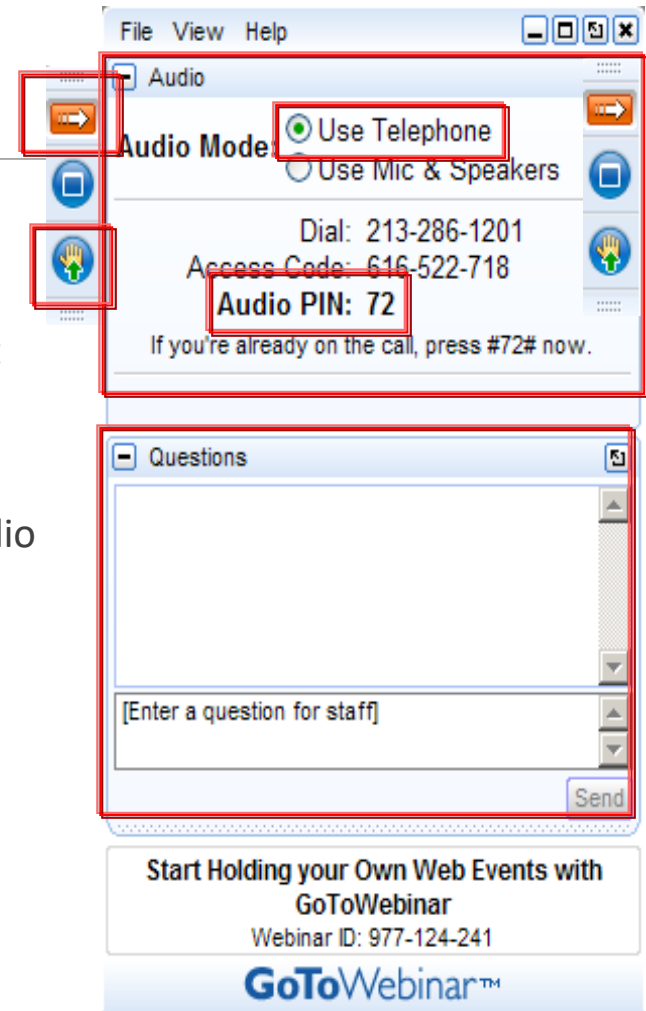
# Before we begin…

Here are some friendly housekeeping reminders:

1. Your control panel will appear on your user screen.

2. To minimize the control panel, use the orange arrow at the top left panel.

3. All attendees will be muted during the presentation.

4. Once you call into the meeting call line, enter your Audio PIN shown on your control panel.
   i. In Audio: you can view, select, and test your audio.

5. Use the questions box on your panel to submit questions and responses via text.

6. During the discussion portion, please 'raise' your hand by clicking the hand icon to signal to be unmuted.

7. Everyone will receive an email with a link to a survey about today's session.

8. A recording of the webinar will be made available on www.tribalvictimservices.org.



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Audio

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             ○ Use Mic & Speakers

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# Welcome

Goal: To review the goals, audience, and potential questions developed for a Community Needs Assessment (CNA) and how to create an online survey.  This is a follow up to the initial webinar focused on CNAs and Privacy.

Panelists:
- Lonna Hunter, Tribal Victim Resource Specialist, Tribal Law & Policy Institute
- Heather Torres, Program Director, Tribal Law & Policy Institute
- Abby Thoennes, Program Assistant, Tribal Law & Policy Institute

# Community Needs Assessments:

*Review Homework*

1. Decide who will be in charge of collecting and keeping data safe within your tribal program.

2. Decide what audience you are going to survey in your community.

3. Determine what you want to learn from the community.

4. Develop at least 1-2 questions for each item you would like to learn from the community.

5. Decide if this is going to be a digital or in-person survey.

6. Decide who you can identify in your program/tribe who may be available to take crisis calls or be on site, to talk with anyone who may be emotionally stressed or triggered.

# Sovereign Data: We Protect and Tell Our Stories

- Requirement to protect and not reveal any personally identifying information about any person completing a Community Needs Assessment (CNA).

- We have the opportunity to tell the story of what is happening in our tribal communities. Your tribal program will decide who gets to tell the story.

- How will you tell the story, while protecting the storytellers?

- This is not any story - this is *your* tribal program story.

- This is what is happening for victims of crime.

# Community Needs Assessments:

*Review Homework*

1. If you are not the person who will be in charge of collecting and keeping data safe, please decide who that will be within your tribal program.

*These individual(s) will be responsible for keeping the surveys, community needs assessments, data safe.*

*Questions:*

*Did you make this decision?*

*Any questions?*

# Community Needs Assessments: What do we already know? What we want to know?

*Decide the audience you want to survey.*

Before we decide who we want to survey, we must first understand what we already know and what we want to know.

*This will allow us to expand on the victim needs narrative to tell a complete story of the needs of victims in our tribal community.*

- *For example:*

- **What we already know:** If you know that a gap in safety is lack of safe shelter, you may want to expand the narrative to include service providers who have first hand knowledge of how this adversely affects the community.

- **What do you want to know:** We are a new tribal program, we want to know what the community's priorities are for victims of crime and build victim service programming around the priorities.

# Community Needs Assessments:

## *Review Homework*

2. Decide what audience you are going to survey in your community.

3. Determine what you want to learn from the community.

*Questions and discussion:*

*Who is your audience?*

*What do you want to learn from the community?*

# Community Needs Assessments :

## *Review Homework*

**4.** Develop at least 1-2 questions for each item you would like to learn from the community.

*Please use this information to begin framing your Community Needs Assessment questions.*

*Question and share:*

*Can you share a question you developed for the community and what you want to learn?*

# Community Needs Assessments:

*Review Homework*

5. Decide if this is going to be a digital or in-person survey.

*During this time, digital may be the safest social distance mechanism.*

- Community Needs Assessments (CNAs)
  - Digital Community Needs Assessment with a link to take the survey.
  - In-person Community Needs Assessment is possible. However, we recommend electronically at this time.

- Utilizing Survey Monkey
  - Survey Monkey is programmed to protect confidentiality, whether you utilize the free or paid options.
  - Survey Monkey compiles AND analyzes the data
  - Survey Monkey is logistically worry free – no setting up in person meetings, etc.

# Community Needs Assessments:

*Review Homework*

**5.** Decide if this is going to be a digital or in-person survey. (cont'd)

- In-person, focus group, you may want to sit in a focus group of a similar audience.

  - o **For example**: A victims support group, where you will administer the Community Needs Assessment and participants will have a chance to respond.

  - o **Please note**: This will require a *signed Informed Consent Disclosure,* essentially that you are telling the focus group how the data will be protected, what you will do with the information, and most importantly, that anything they share is confidential.

  - o **Extra workload:** While focus groups are intimate and you can interact with participants, you will need to record the focus group and transcribe responses to questions.

    *Transcription is where platforms like Zoom are helpful, but purchasing an account is recommended to better protect privacy and confidentiality.*

# What Are We Communicating to the Participants?

## *Legally and Safely*

Keep in mind that you are asking participants of the Community Needs Assessments to talk about gaps in safety, what is working or not working for victims of crime, or what resources are available.

- Let participants know that the information you are collecting regarding the CNAs will not contain any personal identifying information when you share the final outcome/report.

- Most importantly, please put the number of an advocate or counselor that a participant may contact if you are asking victims to answer about their experience in what services they may have received.

# What Story Do We Want to Tell?

*Protecting Our Stories*

**Who will be responsible for protecting the storytellers?**

- Confidential data should be stored on a password protected laptop or in a locked cabinet.

- Choose 1-2 employees who will be responsible for keeping data safe – they will be the only ones with access to the laptop or the cabinet.
  - This may be the Program Director or Supervisor.

- Keep in mind, these person(s) will have access to all of the completed surveys.

# Community Needs Assessments:

*Review Homework*

6. Finally, decide who you can identify in your program/tribal nation who may be available to take crisis calls, or be on site, to talk with anyone who may be emotionally stressed or triggered.

*Question:*

*Do you have an advocate or counselor, safe person in your community to field potential calls?*

Community Needs Assessments: What do we know? What do we want to know?

*Decide what kinds of questions you ask.*

**Qualitative Data:** This data is not easily compiled. For example, anytime you ask an open ended question, you will need to record each individual answer.

**Quantitative data:** This data is easily compiled. For example, a chart or percentage of the participants surveyed. A finding may be 75% of service providers believe that domestic violence is the number one safety issue in our community.

# How to set up an online survey

ONE OPTION IS SURVEY MONKEY, THERE ARE OTHER MODELS

# Create a FREE account

Already have an account? Log In »

Create an account

Username

Please enter a username without spaces.

Password

Email

First name | Last name

**Create account**

or sign up with

By clicking 'Create account' or signing up, you agree to the Terms of Use and Privacy Notice. You also agree to receive information and offers relevant to our services via email. You can opt-out of these emails in your My Account page anytime.

# Setting up a Free Survey Monkey Account:

Question features of **Free Account:**

- Multiple Choice questions

- Checkboxes questions

- Dropdown list questions

- Single Textbox responses

Question features of **Premium Accounts:**

- Star Rating questions

- Matrix or Rating Scale questions

- Ranking questions

- Comment box questions

- Slider scale questions

- Multiple textbox questions

CREATE A SURVEY

## How would you like to get started?

**Build it for me**
Tell us your goals—we'll create a survey for you and guide you the rest of the way.

**Start from template**
Choose from our library of ready-to-use survey templates.

**Start from scratch**
Build your survey from scratch or copy and paste a survey that you've already written.

**Buy targeted responses**
Get results in minutes from our global survey panel, SurveyMonkey Audience.

**Test an ad, product and more**
Get your concepts vetted by your target market quickly.

# Name your survey

NCAI Fund Community Needs Assessment

Survey category ▼

✓ My questions are already written. ②

**Choose how to collect responses**

◯ Purchase a panel ②      ● Use my own contacts

**Choose a survey format** (Optional)      Which format is right for me? ②

| | | |
|---|---|---|
| **One question at a time** Automatically scroll to the next question | ✓ **Classic** Show all questions on a page at once | **Conversation** BETA Turn your survey into a chat conversation |

**CREATE SURVEY**

EDIT    OPTIONS    LOGIC    MOVE    COPY

**B** U *I* 🔗 A ▼ 🖼 📷 🔲 ... ↶ ↷ ...

Q3    Have you been the victim of a crime in the past? Check all that apply.    |    Checkboxes ▼    ❓

❓ Insert text from... ▼

◎ Answer Genius ❓    |    Select type ▼    ⚪

☐    2 years or less    ⊕ ⊖

☐    3-5 years    ⊕ ⊖

⊕ BULK ANSWERS ❓

☐ Score this question (**enable quiz mode**)    ❓

☐ Use previous answer choices (**carry forward responses**)    ❓

✅ Add an "Other" Answer Option or Comment Field    ❓

**Label**

More than 5 years, please specify years:

⚪ Display as answer choice

🔘 Display as comment field

**Size**

Single Line of Text ▼    30 characters ▼

Validation

1. Which of the following best describes the agency for which you work?

- ☐ Police Department
- ☐ Health/Medical Services
- ☐ Probation/Corrections
- ☐ Government Services
- ☐ City, County, or District Attorney
- ☐ Legal Services
- ☐ Court Personnel (judge, law clerk)
- ☐ Private Lawyer
- ☐ Education Institution
- ☐ Private for-profit agency
- ☐ Faith based
- ☐ Private non-profit agency
- ☐ Other (please specify)

# Previewing Survey in Survey Monkey

**Can preview on**
- Desktop
- Tablet
- Phone

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# Quantifying the Data

WHAT ARE WE LEARNING?

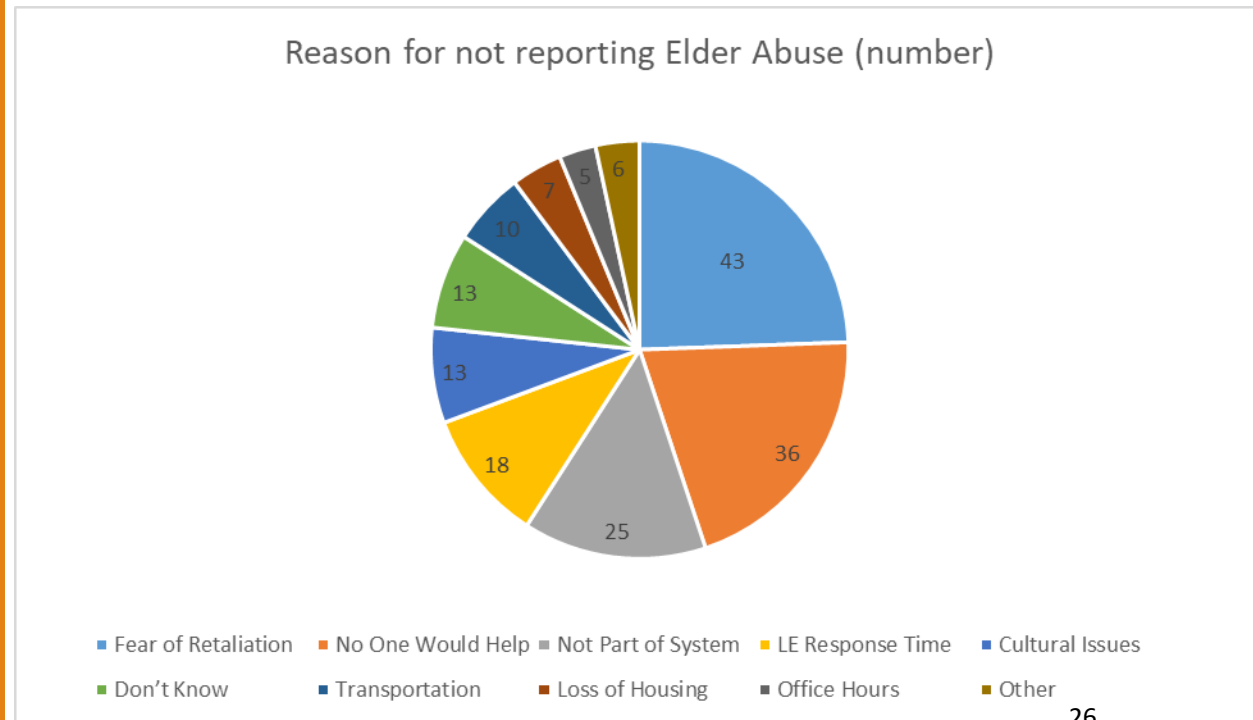# Protecting Our Story:

## *Safety and Confidentiality*

# Our Most Vulnerable:

What is the number one reason elder victims of crime may not report?

This is tribal service providers responding to this fictitious survey.

REPORTING ELDER ABUSE *(fictitious survey)*

The number one reason why people do not report incidents of elder abuse was the fear of retaliation (43 respondents), followed by 36 respondents thinking that they no one would help, and 25 respondents who do not want to be part of the system.

Reason for not reporting Elder Abuse (number)



- Fear of Retaliation
- No One Would Help
- Not Part of System
- LE Response Time
- Cultural Issues
- Don't Know
- Transportation
- Loss of Housing
- Office Hours
- Other

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# Utilizing the Data

Next Steps

You are able to tell a story using your data, this can inform:

- A 3-5 year victim service strategic planning process;

- What tribal codes to focus on for victims of crime; and/or

- Community awareness and education to share the results of the CNA and show what story was told by the CNA results.

# Training and Technical Assistance Webinars 2020

**Upcoming Webinars**

- **December 8, 2020:** Financial Online Reporting Webinar (repeat) at 10:00am PT/11:00am MT/12:00pm CT/1:00pm ET

  - *This is a repeat of the October 7 webinar regarding submission of reimbursement requests in the Online Reporting System*

- **December 15, 2020:** Strategic Planning Webinar at 10:00am PT/11:00am MT/12:00pm CT/1:00pm ET

  - *For subgrantees who will be completing Strategic Planning, Community Needs Assessments, and Tribal Codes for Victims*

# Questions?

1. Use the questions box on your control panel to submit questions and responses.

2. 'Raise' your hand by clicking the hand icon to signal to be unmuted.

# Contact Info

General questions:

➢ microgrants@ncai.org

TA Questions:

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