# Collecting and Reporting Your Program Data

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# I. Introduction

## A. What is Data?

- Humanizing information
- Enhancing comprehension and retention
- Drives action and decision making
- Improves engagement

*"Data is a precious thing and will last longer than the systems themselves."*

~Tim Berners-Lee

# Example: Heat is a Major Crisis on Reservation: People are Burning Clothes to Stay Warm

## Option 1

"people are burning clothes to stay warm, 20 or more people at a time in one room using an electric heater, and families who have been out of propane for days and not able to have hot food or drinks. . . . "

## Option 2

There are 2,300 people living in our community. Approximately 25% are over the age of 65 and 40% are under the age of 18 with 1/2 of those under the age of 5.

In January, the National Weather Service reported record cold temperatures. We had 17 days of sub-zero temperatures without considering the wind-chill.

According to dispatch records, there were 8 house fires caused by electric heaters, stoves, and candles. Hospital records showed that in January, there were 22 cases of hypothermia, 3/4 of them were children.

Requests for financial assistance increased from 300 to 675, a 125% increase over the same period last year. Due to lack of funding, we were unable to assist 275 people.

# Reflection Points

## What is Data?

Definition of Data: Data is defined as information, including facts and figures, used for analysis and decision-making.

Beyond Numbers: Data represents truth, transparency, and accountability, and is more than just numbers.

Objective Understanding: It provides an objective means to understand situations, based on observable and measurable facts, reducing reliance on opinions or anecdotes alone.

Transparency and Trust: The process of collecting and analyzing data should be visible, fostering transparency and building trust with various interested parties.

Accountability: Data creates space for accountability, which, while often viewed negatively, should be seen as an opportunity for restoration and growth.

Data and Storytelling: Combining data with storytelling creates a more meaningful and powerful narrative.

Humanizing Data: This involves transforming data into emotionally connective information by combining it with storytelling. Data in its raw form is abstract and impersonal, but becomes more compelling and memorable when embedded in a narrative.

Impact of Narratives: Narratives that incorporate data are more persuasive, appealing to both logic (data) and emotion (story), and are effective in the current era of information overload.

# Introduction

B. Importance of Grant Reporting and Telling the Story of Your Organization and Community

- Understanding the purpose of grant reporting
- The role of grant reporting in funding and program sustainability
- Upholding cultural values and community trust

C. Why Accurate Data Collection in Tribal Domestic Violence & Sexual Assault Programs is Important

- Critical role of data in supporting grant applications and evaluation reports
- Identifying and addressing unique challenges and needs

# Reflection Points

## Importance of Grant Reporting and Telling the Story of Your Organization and Community

Cultural Context in Service Delivery: Grant reports offer an opportunity to highlight the cultural context of service delivery, including traditional beliefs, community structures, and practices in tribal communities.

Alignment with Tribal Values: It's important to demonstrate how services are designed and adapted to align with and respect tribal values, ensuring they are culturally appropriate and effective.

Benefit to Funders and Community: These details in grant reports serve both funders and the community, providing valuable insights into the implementation and effectiveness of the services.

Addressing Cultural Needs and Challenges: By acknowledging specific cultural needs and challenges in grant reports, attention is drawn to these issues, which can then inform broader policy and advocacy efforts.

Influence on Policy and Advocacy: The inclusion of cultural context in grant reports can influence policy and advocacy efforts at various levels - tribal, state, and federal.

Empowering Tribal Communities: Accurate representation in reporting empowers tribal communities by recognizing their unique values, struggles, and strengths, especially in addressing issues like gender-based violence.

# Reflection Points

## Why Accurate Data Collection in Tribal Domestic Violence & Sexual Assault Programs is Important

<u>Importance of Accurate Data Collection:</u> It is crucial for reviewing services and implementing necessary changes.

<u>Data Informing Funding and Policy:</u> Accurate data substantiates the need for program funding and can inform policy changes, especially regarding gender-based violence in tribal communities.

<u>Role in Grant Applications and Evaluation:</u> Data is foundational in grant applications and program evaluation reports, helping to define program needs and identify service gaps.

<u>Establishing Objectives and Budget Credibility:</u> Data in grant applications establishes specific, measurable objectives and lends credibility to budget requests.

<u>Assessment and Evaluation Tool:</u> Data gathered for program reports is valuable for assessing program effectiveness, comparing against original goals, and identifying improvement areas.

<u>Addressing Staffing and Resource Needs:</u> Data can reveal inadequacies in resources or staffing, supporting the need for additional resources (like more staff for victim assistance).

<u>Insights for Future Activities:</u> Data use in assessment offers insights into what worked well and what didn't, guiding future activities and grant applications.

<u>Developing Tailored Strategies:</u> A careful review of data enables the development of strategies tailored to address community-specific issues, such as targeted outreach, community education, and specialized services.

# II. Types of Data Needed for Grant Reporting

## Quantitative or Numeric Data

Definition and Examples

- Understanding numbers, percentages, and what is aggregate and client level data.
- Example: Number of survivors served, trainings conducted, community events held, etc.

Methods of Collection

- Surveys, pen & paper, data systems

## Qualitative or Narrative Data

Definition and Examples

- Descriptive data, stories
- Example: Survivor or community feedback

Methods of Collection

- Interviews, listening sessions, focus groups and narrative reporting
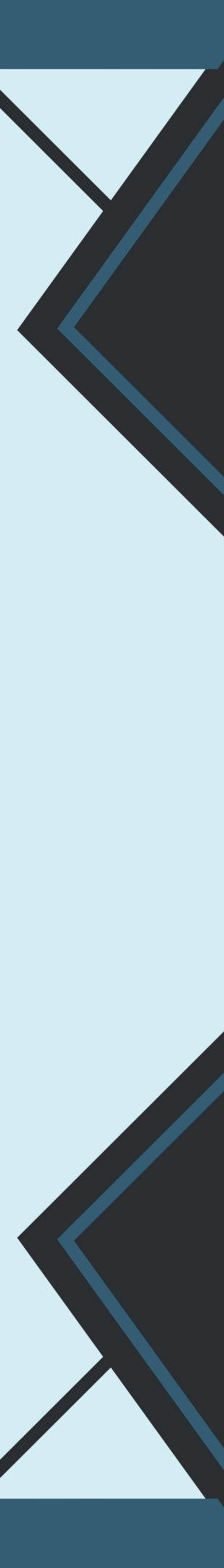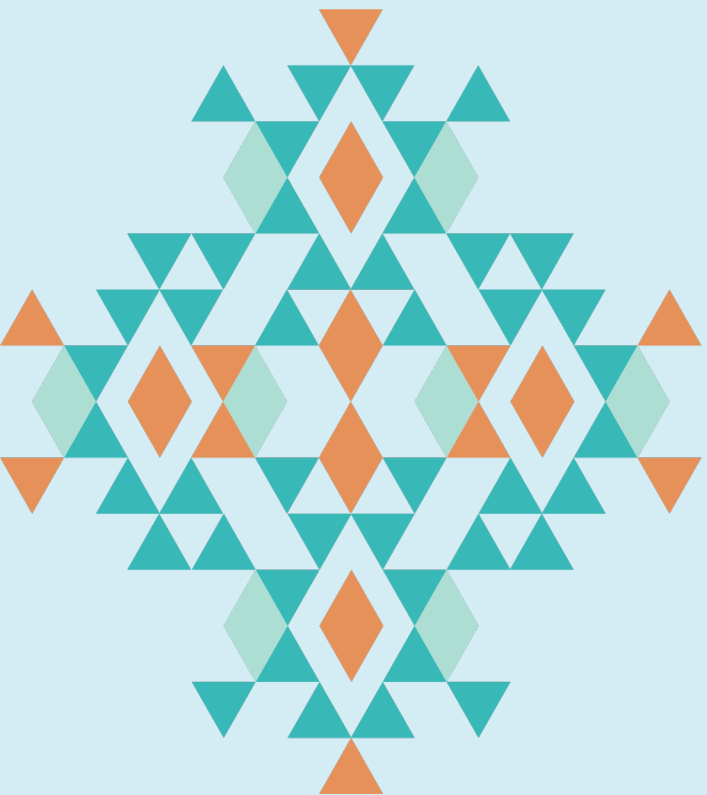
## Mixed-Methods Data

Definition and Examples

- Combining quantitative and qualitative data for a more complete story
- Example: Number of trainings provided combined with their feedback on the training received.

Methods of Collection

- Combination of data collection strategies.

# Reflection Points

## Types of Data Needed for Grant Reporting

Importance of Both Data Types: Both quantitative (numeric) and qualitative (narrative) data are essential in grant reporting.

Quantitative Data Characteristics: This involves numerical information, such as the number of survivors served or trainings conducted, which can be presented in graphs and charts. It's often collected manually or through computerized systems, including surveys for specific evaluation feedback.

Significance of Qualitative Data: Qualitative data provides vital context to the numbers, capturing the intricacies of organizational activities and challenges in tribal communities. It includes personal opinions, reflections, and feelings, offering deeper understanding. Methods like focus groups and interviews are used for collection.

Mixed-Methods Approach for Comprehensive Reporting: A combination of both quantitative and qualitative data in grant reports ensures a balanced view, merging the objectivity of numbers with the depth of narrative insights. This approach captures the human stories behind the numbers and the impact on survivors and their families.

Distinguishing Aggregate and Client-Level Data: In reporting, it's crucial to differentiate between client-level data (individual information like name, gender, race) and aggregate data (combined summary of numbers and stories, sans identifiable information). Client-level data is typically documented in case files, while aggregate data is used for progress reporting to maintain confidentiality.

# III. Ethical Considerations

**A. Confidentiality and Privacy**
- Laws and regulations (e.g., VAWA)
- Ensuring protection of survivor data

**B. Informed Consent**
- Obtaining consent while respecting cultural norms
- Clear communication about data use

## These written releases of informed consent should include:

The purpose of the release.

Potential consequences of releasing information (e.g., agencies receiving client's location, emails being intercepted, etc.).

Notice to the client of their ability to revoke the release at any time for any reason.

A reasonable time limitation (e.g., typically 15-30 days).

Options for what information would be shared (e.g., name, services received, dates of service, etc.).

Options for how the information would be shared (e.g., in-person, phone, email, fax).

Options for who the information may be shared with.

A signature rom the victim/survivor or, if needed, a parent or guardian.

# Reflection Points

## Confidentiality and Privacy

Confidentiality in Domestic Violence Context: Confidentiality in domestic violence and sexual assault programs is crucial and extends beyond merely keeping information private; it involves strict adherence to safeguarding client information.

Legal Requirements for Confidentiality: Federal legislation, specifically the Violence Against Women Act, mandates that grantees protect the confidentiality and privacy of victims/survivors. This includes not disclosing any personally identifying information related to services requested, utilized, or denied.

Definition of Personally Identifying Information: This goes beyond direct identifiers like name and address. It includes any information that could identify an individual, especially when combined with other data.

Risks in Tight-Knit Communities: In closely connected communities, even non-direct information (like the number and ages of children) could lead to identifying a survivor.

Potential Breaches of Confidentiality: Confidentiality can be compromised in various situations, such as discussing a survivor's case in public areas, leaving visible sign-in sheets, acknowledging a survivor publicly, or sharing unconsented information during referrals or evaluations.

Importance of Deliberate Privacy Measures: Programs must be deliberate and careful in every interaction to ensure the privacy and confidentiality of individuals served, recognizing that breaches can endanger a survivor's life.

# Reflection Points

## Informed Consent

<u>Confidentiality in Trauma Support:</u> Maintaining confidentiality is crucial in supporting trauma survivors, fostering an environment of trust and respect.

<u>Survivor Autonomy:</u> It's essential for survivors to maintain control over their shared information, demonstrating their autonomy and self-determination.

<u>Trust in Survivor-Advocate Relationship:</u> The bond between survivors and their advocates relies heavily on the trust established through sharing personal information.

<u>Impact of Breaching Confidentiality:</u> Violating confidentiality can make survivors hesitant to seek help and reluctant to fully engage in programs, feeling a loss of trust.

<u>Circumstances for Disclosure:</u> Information can only be disclosed under three conditions: statutory or court mandate (like a subpoena), survivor's informed consent, or reporting suspected abuse or neglect as required by law.

<u>Informed Consent:</u> Informed consent for releasing information must be written, detailing the purpose, potential consequences, revocation rights, time limits, sharing modes, recipient identities, and necessary signatures.

<u>Communication and Policy Awareness:</u> Use clear language with survivors, avoid unrealistic promises, and ensure they understand the program's confidentiality policies and limitations.

<u>Access to Services Without Personal Information:</u> Survivors, regardless of age, can access essential services without providing personal information or consenting to release of information.

<u>Distinction Between Privacy and Confidentiality:</u> Privacy refers to the survivor's right to control their information and decisions, while confidentiality refers to the program's responsibility to protect the information shared by the survivor.

# IV. Collecting and Sharing Data

A. Cultural Competency and Sensitivity
- Approaches that respect tribal traditions and values
- Understanding the impact of trauma on data collection

B. Sharing Data
- Meeting program reporting requirements

# Reflection Points

## Cultural Competency and Sensitivity

**A. Gathering Information from Survivors:**

Respect Cultural Values: Adapt information-gathering to honor tribal culture and values, avoiding a one-size fits all approach.

Prioritize Trust and Comfort: Allow survivors time to build trust without pressure, leading to more accurate and reliable reporting. When survivors feel comfortable and respected, they are more likely to provide more information. It is important not to pressure them solely for grant reporting purposes.

**B. Staff and Community Alignment:**

Align with Community Needs: Staff should understand and reflect the community's culture, especially when working with Native survivors outside tribal communities.

Leverage Tribal and Survivor Wisdom: Connect with tribal leaders for insights into cultural traditions and history and incorporate feedback from survivors to improve information-gathering approaches, what works well and what doesn't.

**C. Trauma-Informed Data Collection:**

Trauma Awareness: Collect information with sensitivity to the impact of trauma and cultural nuances.

Careful Inquiry: Exercise discretion during data collection, especially during crisis situations, to maintain trust. Create a safe and comfortable environment. Recounting traumatic experiences can activate trauma symptoms.

**D. Reporting and Data Sharing:**

Aggregate Data for Reports: Share non-personal, aggregate data for meeting various reporting requirements.

Narrative Care: In narrative report sections, highlight survivor experiences without sharing personally identifying details.

# V. Tools & Methods

A. Surveys & Questionnaires

B. Interviews

C. Focus Groups & Listening Sessions

D. Existing Data & Records

# Reflection Points

## Surveys and Interviews

Usefulness in Data Collection: Surveys and questionnaires are effective tools for collecting data, especially in assessing training, technical assistance, client experiences, and resource/service availability.

Non-Intrusive Nature: These tools are less intrusive than interviews or focus groups, aiding in understanding the thoughts and opinions of survivors and communities. Surveys and questionnaires provide a more confidential and anonymous setting, which encourages open and honest responses.

Various Administration Methods: They can be administered both in person and online, offering flexibility in how they are conducted. They offer convenience, cost-effectiveness, flexibility, and ease of analysis.

Drawbacks in Collection: Their capacity to elicit personal and sensitive information (like victimization, substance abuse, mental health issues) can be limited as participants may skip questions or opt out. Due to their ease and convenience, there's a tendency to overuse these tools, which can lead to survey fatigue and a decrease in response rates.

Personalized Data Collection: Interviews offer a more personalized approach than surveys for collecting sensitive information, such as details about violence experienced or mental health needs.

Progressive Comfort and Depth: Conducting interviews over time allows survivors to become more comfortable, leading to more in-depth data collection.

Advantage in Evaluations: Interviews are beneficial in evaluations as they allow for clarification of responses and addressing any confusion. While interviews are not as cost-effective as surveys, they provide valuable insights but require more time for analysis, which can increase costs.

# Reflection Points

## Focus Groups & Listening Sessions and Existing Data & Records

Purpose of Focus Groups and Listening Sessions: They are used to gather qualitative or narrative data and offer a comprehensive understanding of specific topics. These methods can provide deeper insights into issues identified by surveys, such as understanding the various reasons behind a lack of transportation.

Tailoring to Diverse Community Groups: Focus groups and listening sessions can be adapted for different community groups, such as elders, youth, survivors, LGBTQ2S individuals, etc. These sessions can be carried out both online and in-person.

Integrating with Other Evaluation Methods: When used in conjunction with other evaluation methods, focus groups and listening sessions can aid in developing more effective practices and policies tailored to the unique needs of the communities served.

Leveraging Existing Data in Evaluations: In evaluations spanning a grant cycle, using existing data and records can be beneficial. Comparative Analysis for Growth: Programs may compare data, like training evaluations over time, to demonstrate growth and improvement.

Baseline Data for New Projects: For new initiatives (e.g., legal advocacy projects), baseline data (like the number of protection orders sought and obtained before project implementation) can be used for comparison.

Context and Clarity on Program Impact: Reviewing client records for changes in the number of survivors seeking services, types of services provided, demographics of survivors, etc., across a grant cycle provides insights into the program's efficacy and value. Analyzing changes in various data points over time offers valuable context and clarity on how effectively a program is meeting its goals and serving its target population.

# VI. Reporting Data to Funders

1. Format and Structure
   - Ensure reports to meet grantor requirements

2. Key Components
   - Clear, concise, & accurate presentation

# Reflection Points

## Reporting Data to Funders

Familiarity with Reporting Requirements: It's crucial to understand the reporting forms and instructions specific to each funder.

Adhering to Deadlines: Reports should be submitted at least 72 hours before the due date to account for any unforeseen changes or technical issues.

Alignment with Grant Proposal: Ensure that the information in the report corresponds with the activities outlined in the grant proposal.

Detailed Narrative Reporting: In the narrative section of reports, provide detailed information to fully convey the issues being addressed. Simply stating problems like "not enough funding" is insufficient and fails to capture the problem's scope and depth. Offer detailed descriptions, such as specific needs for additional funding, capacity issues, and local challenges, to clearly articulate the situation and needs. For example, explaining the need for more shelter beds, waiting lists for survivors, the local housing crisis, and waiting times for housing assistance can provide a clearer picture.

Fusing Data with Storytelling: The narrative section of the report is an opportunity to combine data and storytelling, making the information more accessible, engaging, and persuasive, thereby enhancing the potential to inform, inspire action, and influence decisions.
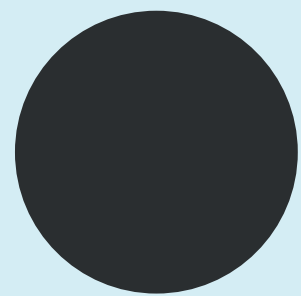
# VII. Using Data Beyond Reporting Requirements
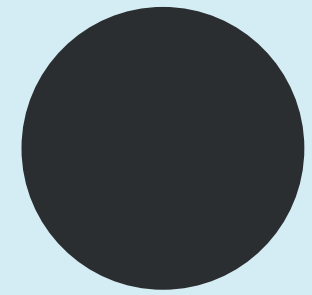
- Enhancing and/or Improving
  - Services, policies, practices

- Accountability
  - Consultation
  - Survivors, community, and allied programs

# Reflection Points

## Using Data Beyond Reporting Requirements

Data as a Resource for Improvement: Data collected for reporting is valuable for enhancing services, policies, and practices.

Strategic Decision-Making Based on Data: Analyzing data helps identify areas needing resources, such as staffing and funding. The data can reveal patterns and risk factors, aiding in developing prevention and intervention strategies.

Beyond Funding Accountability: While data collection is mandatory for funders, it serves broader accountability objectives. Making data public, while maintaining privacy and confidentiality, invites community participation in solutions, enhancing program accountability which ensures accountability to survivors and the community.

Application in Tribal Consultation: Sharing data with Tribal leadership during Tribal Consultation can provide insights for decision-making.

Reflecting Community Issues and Responses: The data's value lies in accurately reflecting current community issues and responses. Public access to data allows the community to be involved in and responsible for improving conditions.

Fostering Collaborations with Allied Programs: Sharing insights with allied programs enhances accountability and deepens collaborations.

## VIII. Overcoming Challenges to Gathering Data

A. Common Challenges & Solutions
- Timely collection of data
- Real-time vs. retrospective

B. Organizing & Safeguarding
- Data collection protocols
- Infrastructure
- Access control
- Anonymization and confidentiality
- Audits and compliance checks
- Training and awareness

# Reflection Points

## Overcoming Challenges to Gathering Data

Timeliness in Data Documentation: Documenting data promptly is crucial to avoid errors and omissions.

Daily or Weekly Documentation for Accuracy: Regular documentation (daily or weekly) improves data accuracy. Relying on memory for program, training, or technical assistance evaluation can lead to ambiguous details and forgotten occurrences.

Assessment Integration into Work Processes: For grants requiring activity assessment, it's advisable to integrate data collection into ongoing work processes.

Establish Clear Data Collection Protocols: Define what data needs to be collected, by whom, and how often to meet funder requirements.

Secure Data Storage: Implement secure structures for protecting information, such as encrypted databases, password-protected files, or locked file cabinets. Limit access to data based on staff roles and necessity to minimize the risk of data breaches.

Anonymizing Data: Where possible, anonymize data to protect the identities of survivors and their children, using methods like removal or encryption.

Regular Compliance Checks: Regularly verify that data collection and storage complies with laws, policies, and ethical guidelines.

Staff Training on Data Handling: Provide training to staff handling data, emphasizing the importance of security, confidentiality, and ethical compliance.

# Thank You