

Statewide Data Collection Assessment

Findings and Recommendations

Disclosure

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Background

Interviews with with 21 RJC's and 4 State Funders to determine:

- what data collection processes are currently used,
- how each entity currently measures racial justice, equity and inclusion,
- how the RJC complies with required reporting,
- what is working well with data collection, analysis and reporting, and
- what the pain points are for the RJC's and funders.

Historical Data Collection

- State Funder data collection and reports
 - RJC's case tracking methods and metrics beyond the funders' requirements
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Data Through an Equity Lens

Restorative Justice Centers (RJC's) uniform position regarding racial injustice:

1. Harmful actions are violations of people and relationships.
2. Violations create obligations.
3. Restorative justice seeks to engage and support those who have been harmed or victimized according to three guiding principles.
 - Equity of Access
 - Equity of Experience
 - Equity of Outcome



State Data Topography: *Findings & Recommendations*

1. **People and Relationships:** Harmful actions are violations of people and relationships.
 2. **Fulfilling Obligations:** Violations create obligations.
 3. **Putting Things Right:** Restorative justice seeks to engage and support those who have been harmed or victimized, according to three guiding principles.
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1. Findings: People and Relationships

- Data variables required across funders lack of consistent categories for race/ethnicity.
 - One funder ***did not list Latino/Hispanic***
 - Different ways of reporting ***more than one race/ethnicity***
 - Incongruities around ***Native American/Native Alaskan***



1. Findings: People and Relationships

Additional Findings

- Gender categories (including non-binary) are aligned.
- Harmed parties are often left out of the demographic data collection.
- Responsible parties are the focus of most data collection.



1. Recommendations: People and Relationships

- **Develop Additional Equity Data Variables:**
 - Significant information is missing to better understand the overall equity issues, especially around harmed parties.



1. Recommendations: People and Relationships

- **Funders Agree on Consistent Data Variables:**
 - Without consistent data variables, RJC's as a group cannot compare data amongst themselves and statewide.




1. Recommendations: People and Relationships

- **Commit to Understanding Equity:**
 - The lack of relevant and consistent data prevents RJC's and funders from understanding racial and other dimensions of equity within the programs.



2. Findings: Fulfilling Obligations

- No identifiable common data points exist regarding the second RJ principle: that violations create obligations.
 - The wide variety of scope and focus of the funder programs makes this difficult.
 - Each of the programs supports different efforts and has different expected outcomes.
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2. Findings: Fulfilling Obligations

- No identifiable common data points exist regarding process/service evaluations.
- Each of the programs supports different efforts and has different expected outcomes.




2. Recommendations: Fulfilling Obligations

- **Create Consistent Service Evaluations:**
 - Evaluate each program with metrics related to RJ values and principles, along with program/service specific metrics.



2. Recommendations: Fulfilling Obligations

Funders Provide Service Evaluations to RJC's to inform RJC's own practices:


- Programs with statewide funders lack measures of performance for providing services.
 - RJC's lack feedback from clients about the clients' experiences with the program services.
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3: Putting Things Right

Do RJC's and Funders have a responsibility to constituents to report on how RJC's services are "Putting Things Right?"



3: Findings: Putting Things Right


- **The state data topography is insufficient to answer whether RJC's services:**
 - meet the needs of harmed participants
 - result in meaningful repairs
 - lead to the satisfaction and healing of participants
 - *Only AGO-funded programs are collecting metrics regarding participant satisfaction. (Approx. 5% response rate)*
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3. Recommendations: Putting Things Right

- **Measure Outcomes for Clients:**

- Participant outcomes relevant to the community can be measured by changes in attitudes, knowledge, and skills.

Other Indicators:

- satisfaction,
 - feeling listened to,
 - feeling treated with respect,
 - contacted in a timely manner,
 - feeling like the resolution reflected input of participants.
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3. Recommendations: Putting Things Right

- **Share the Benefits of the Restorative Approach:**
 - Collecting and reporting on other indicators would help to create a more full picture of the restorative justice experience and benefits to the communities and the Vermont as a whole:




Data Practices of Funders

1. No uniform funder tool exists that meets the needs of the RJC's.
2. Disparate practices for data reporting, auditing, and software resources.
3. The legislative stakeholders focus on numbers of people being served and have little interest in details including racial equity.



Data Practices of RJC's

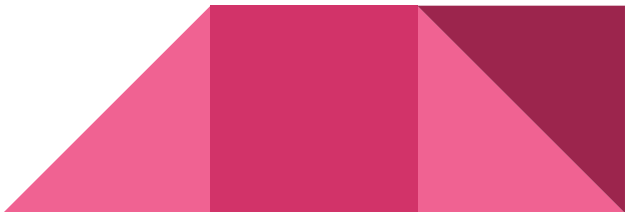
1. Little consistency in data collection, analysis and reporting.
 2. No consensus on what data to collect outside of state funding requirements.
 3. No standardized tools or common processes for required data collection.
 4. A Majority of RJC's double-enter data into the state reporting system.
 5. 58% of RJC's do not collect any survey data directly from participants.
 6. Extremely low (4.0-6.8%) response rates for clients completing surveys.
 7. No centralized funding is available to support data efforts.
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Additional Recommendations: Modify Data Variables

- **Create Common Data Variables to Use Across All Funders**
- **Align Data Variables with Restorative Justice Core Principles**



Additional Recommendations: Deploy Resources

- **Set up Systems to Assess Racial Equity**
 - **Provide Resources to Collect, Analyze and Report on Data**
 - **Develop Statewide Survey Tools**
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Additional Recommendations: Engage Third Parties to Maximize Insights

- **Utilize Historical Data to Create a Baseline**
- **Delegate/Outsource the Design of the Data Collection, Analysis and Reporting Tasks**



Discussion

- **What resonates?**
- **What needs to be included?**
- **What needs to be done?**





Intermission


Topic Transition Video



Results-based Accountability Metrics


Best Practices and Recommendations

Best Practices

- **Ensure equity** is being measured across customer satisfaction and outcomes
 - Collect information:
 - stakeholders want to know
 - relevant to populations served
 - relevant to services provided
 - Surveys should not change as that makes comparison of results difficult to impossible
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1. Customer Satisfaction

Who is a customer?

- Youth & adult clients
 - Parents & support persons
 - Harmed persons
 - Volunteers
 - Other process/service participants
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1. Customer Satisfaction

Example questions for customer satisfaction:

- *I think the program I participated in was...(rated poor to great)*
 - *I feel I benefited from this program...(not at all, some, a lot)*
 - *I thought the people who ran the program were...(very helpful, somewhat helpful, not helpful)*
 - *Would you tell a friend or schoolmate to come to this program if they needed it? (yes, maybe, no)*
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1. Customer Satisfaction Sample

Sample Survey Tool

Customer Satisfaction

Reflecting back on your time in the program, circle the response to the right that best matches how you feel about the following...

I think the program I participated in was:

Great

Good

Poor

Does not Apply



2. Service Productivity

Why?

- Service productivity measures whether participants are better off as a result of participating in the program.

How?

- Service productivity is assessed via questions that allow the participant to reflect on whether certain changes occurred due to the services.
 - Better Off
 - Worse Off
 - No Change



2. Service Productivity

Measuring Responses, a *Simple Approach*:


- Service productivity ratings range from -100% to +100%
 - **-100%** : everyone got worse on a particular measure to
 - **+100%** : everyone got better got better on a particular measure
 - **0%** : participants experienced no change



2. Service Productivity Sample

Sample Survey Tool				
Service Productivity Reflecting back on your time in the program, circle the response to the right that best matches how you feel				
	Better	Worse	The Same	Does not Apply
Because of this program, my understanding of how my behavior affected others is:				

2. Scoring Survey Results

- Each RJC will receive surveys to administer.
 - Input the surveys into RJC's preferred platform/format
 - In an automated data collection and reporting system, the results of the survey are automatically transferred to the scoring form without double entry.
 - A handout is available for programs that will manually calculate the results.
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Discussion

1. What is most motivating about starting to collect survey data from Clients?
2. How easily do you think it will be to get responses to surveys?
3. What motivates you to begin providing clients the opportunity to provide feedback for all services?
4. What do you think will be the biggest barriers?



Feedback Survey

