The Greater Washington Jewish Coalition Against Domestic Abuse (JCADA)

EVALUATION

February 2, 2023

To evaluate our work, JCADA solicits regularly scheduled responses from clients about the quality of our services and service delivery methods, and their satisfaction with the organization. Currently, JCADA surveys all clients in the last month of the quarter to allow the client to assess their own journey and JCADA's services anonymously. In late 2021, JCADA was able to deploy a new version of the survey to a) reframe questions to ensure the survey was fully trauma-informed; b) increase accessibility and reduce barriers to clients completing the survey, and c) better measure JCADA’s programmatic outcomes. For much of 2022, an internal working group of JCADA staff have been engaged with House of Ruth Maryland (HRM) to explore how JCADA frames its outputs and objectives, as well as the most effective and trauma-informed ways we can collect data on client progress, both from direct service staff and from the clients themselves. As a result, JCADA is building a series of internal evaluation dashboards for each department and for the organization.

A few results from our clinical team:

- 99% of clients reported that they have a new perspective on intimate partner violence and/or feel more informed of services and options available to them based on their interactions with the direct service programs at JCADA;
- 98.5% of clients also stated that they are making progress on the goals that they identified in collaboration with their clinician;
- 98.5% of surveyed clinical clients feel less isolated and more socially connected because of working with JCADA’s clinical program; and
- 97% of surveyed clinical clients have done safety planning with their clinician and feel better prepared to keep themselves physically and emotionally safe.

"After working with JCADA staff, I understand that no one deserves to be abused, including myself."

100% of clients who worked with JCADA’s legal program:

- felt overwhelmingly supported by JCADA’s legal staff;
- felt comfortable discussing their situation and asking questions regarding their case and legal options with JCADA’s legal staff;
- felt more informed of their legal options;
- felt less alone and more socially connected;
understood what to expect before going to court and felt prepared by JCADA legal staff;

were informed in a timely manner about any updates and important information regarding their cases;

have a better understanding of their role in the legal process after working with JCADA; and

felt emotionally supported by JCADA’s legal team both during and after the court hearing.

100% of clients of JCADA’s victim advocacy program:

- can better identify their own needs and make decisions for themselves;
- have safety planned with their advocate and feel better prepared to keep themselves physically and emotionally safe;
- feel more empowered to advocate for themselves; and
- felt supported by the advocacy program.

Lastly, from a recent educational program in a high school:

- 89% of students are confident they can identify signs of teen dating violence;
- 99% of students are confident that they can identify at least two types of abuse;
- 92% of students are confident they could identify a trusted adult for help;
- 92% of students are confident they could formulate an I – statement to express concern to a friend; and
- 94% of students are very likely to intervene when witnessing a friend in an unhealthy or abusive relationship.

“The presentation gave many different examples of each type of abuse. I liked how involved we were with the stories of the individuals and to understand the outcome of the decisions we made for those individuals. The workshop was extremely interactive and well-paced, and the format was easy to understand as well as informative.”