Victim Services Interpreter Bank Performance Measures

Data Collection Guide

As a condition of our grant funding (through OVSJG and OVC-VOCA) the Victim Services Interpreter Bank (Bank) is required to collect and submit demographic and victimization data about the Limited and Non-English Proficient (LEP/NEP) individuals, your clients, that we are serving with language access services through in-person and telephonic interpretation, and document translation. Below is an explanation of the Victim Services Interpreter Bank's policies regarding data collection.

Demographic and Victimization Data

1. **In-Person Interpretation:** Client demographic and victimization data will be collected when an appointment is scheduled on Salesforce, if the client is unique* and NEW**.
   a. In addition to tracking uniqueness per quarter, you will need to track whether a client is NEW or CONTINUING*** as well. Demographic and victimization data is required for NEW unique clients *once per quarter* of FY 17 (October 1, 2016 – September 30, 2017).
      i. Quarter 1 (Q1): October 1, 2016 – December 31, 2016

      Quarter 2 (Q2): January 1, 2017 – March 31, 2017

      Quarter 3 (Q3): April 1, 2017 – June 30, 2017

      Quarter 4 (Q4): July 1, 2017 – September 30, 2017

      ii. Providers may not count a client twice, even if that person received more than one service from your organization. We are required to report data on unique individuals served by the Bank.

      iii. If you are requesting an in-person interpreter for your first meeting with a client and you have not already collected demographic and victimization data about the client, please select UNKNOWN as the answers to ALL of the demographic and victimization questions. Please report demographic and victimization data with your next request after you have had a chance to collect it.

*****UNIQUE means one person.

** NEW refers to victims who began service during this reporting period.

***CONTINUING refers to victims who began service during a prior reporting period but have continued receiving service in this reporting period.

2. **Telephonic Interpretation:** Client demographic and victimization data will be collected by a LanguageLine operator at the beginning of every call. Please consult the "Instructions for Using LanguageLine Solutions" for detailed information on the data that will be collected and the possible responses.
   a. A copy of the instructions can be downloaded from the Procedure and Forms section of our website (http://ayuda.com/wp/get-help/language-services/non-legal-victim-service-providers/procedures-forms-non-legal-victim/) under the Procedures heading.

   b. **For sensitive situations in which the Provider cannot directly ask clients the questions state UNKNOWN for any unanswered questions.**
      i. Please note, if you request an in-person interpreter for that client later on, gather the client-specific data and report the information on the interpreter request via Salesforce.

c. **Alternatively, if advocates/staff feel they can work with telephonic interpreters to gather answers at the beginning of the call, do continue to advocate for an over-the-phone interpreter and record the date and/or time of the call to track and report issues to LanguageLine Solutions.**

3. **Document Translation:** Providers are required to indicate whether the document translation is for a specific client or for general use (such as outreach, waivers, etc.). **Client demographic and victimization data is collected for translation requests but, only if the document is client specific.** The data will be collected as part of the document translation request form.

Satisfaction Data

1. **Providers: Each organization *that uses* the Bank during a given quarter will be required to submit a "Quarterly Provider Satisfaction Evaluation"** rating the organizations satisfaction with the services provided by the Bank. The evaluation will also have space to note issues and provide success stories.
   a. Evaluation will be sent to the Points of Contacts at each organization around the 25th of the last month of each quarter (December, March, June, and September) and will be due to the Bank on the 5th of the next month (January, April, July, and October).
   b. Provider evaluations are to be completed via SurveyMonkey. A copy of the specific SurveyMonkey link will be sent to Points of Contact around the 25th of the last month in the reporting quarter.
2. **Clients:** Clients are in a unique position to be able to evaluate the effectiveness of the services provided. Therefore, we have created a "Client Satisfaction Evaluation" and we request that you provide it to your client at the end of an interpretation session and/or with a translated document for them to answer.
   a. The evaluation asks clients to rate their satisfaction with the service provided on a scale of 1 (Very Dissatisfied) to 5 (Very Satisfied) and is available in English, Spanish, Amharic, French, Simple Chinese, and Arabic.
      i. If the evaluation is not available in your client's language please consider calling LanguageLine and working with a telephonic interpreter using the English evaluation.
      ii. Email interpreterbank@ayuda.com and let us know the language you need. If we receive a critical mass or requests for a given language, we will have the evaluation form translated into that language.
   b. Providers should scan and email completed evaluations to interpreterbank@ayuda.com with the subject line "Client Satisfaction Evaluation"
   c. A copy of the evaluation form can be downloaded from the Procedure and Forms section of our website (http://ayuda.com/wp/get-help/language-services/non-legal-victim-service-providers/procedures-forms-non-legal-victim/) under the Forms heading.

Thank you for your assistance in helping us meet our grant required data collection requirements. Should you have questions after reading through this document please email us at interpreterbank@ayuda.com with your questions or concerns.