

Male Survivor of Sexual Abuse Services – Result Measures

Getting it right – hints and tips

June 2018



New service guidelines for Male Survivor of Sexual Abuse services

The Male Survivor of Sexual Abuse Service Guidelines have now gone live and will be included in all outcome agreements moving forward.

With the implementation of something new, it's important to take stock and ensure we are getting accurate results.

Please review the hints and tips in this document to ensure that your reporting aligns with the Result Measurement Framework.

Reporting

Cumulative reporting should be submitted quarterly to your contract manager:

- October
- January
- April
- July

For a more detailed breakdown, please see **Appendix 2**

Definitions

Who is a client?

A client is an adult male victim/survivor (18 and over) who agrees to engage with the Provider for peer to peer support to help them with issues related to a sexual abuse event(s). Alongside the primary client, support may also be required for their family and whānau.

Clients seeking help may have been the victim of recent or historic sexual abuse, seeking information and support concerning the impact of that on their life.

When is a service considered closed'?

A client can should be recorded as 'closed' when:

- they have decided to end their peer support
- there has been no contact from the client for a period of no less than four (4) months

If that client later accesses services after their file has been 'closed' they are then counted again as a 'new' client in quarterly reporting.

Why is this important?

The data that you provide will be essential to understanding service demand and the quality of these funded services. The review will also inform future planning, funding and service design.

Results Measurement Framework (RMF):

There are 10 questions that require a response in your quarterly reporting:

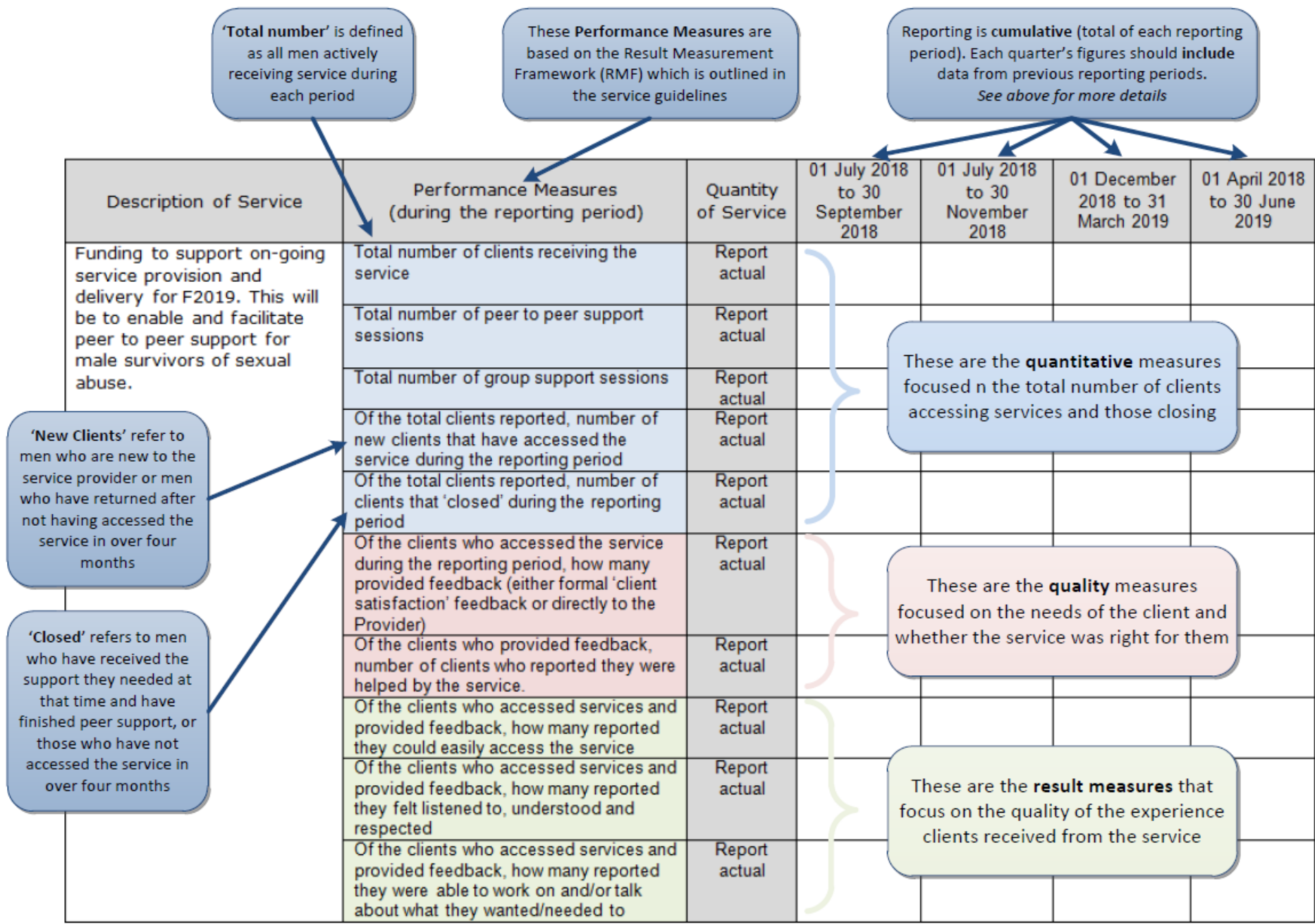
- The first five are quantity measures (how many clients are accessing your service?)
- The following two are quality measures (was the service they received the right one?)
- The final three are result measures (are they better off after accessing services?)

Type of measure	Measures (during the reporting period)	Information collected through	
Service detail	Programme/service name, start date and end date, source of referral	Service detail reporting	
Quantity (how much)	<ul style="list-style-type: none"> • Total number of clients receiving the service • Total number of peer to peer support sessions • Total number of Group Peer Sessions Of the total clients reported: <ul style="list-style-type: none"> • Number of new clients that have accessed the service during the reporting period • Number of clients that 'closed' during the reporting period 	Service result measure reporting	
Quality (how well)	Of the clients who accessed the service during the reporting period, how many: <ul style="list-style-type: none"> • Provided feedback (either formal 'client satisfaction' feedback or directly to the Provider) Of the clients who provided feedback: <ul style="list-style-type: none"> • Number of clients who reported they were helped by the service. 		
Result Measures (is anyone better off?)	Of the clients who accessed services and provided feedback, how many: <ul style="list-style-type: none"> • Reported they could easily access the service • Reported they felt listened to, understood and respected • Reported they were able to work on and/or talk about what they wanted/needed to 		

For more information on the RMF please refer to the **Male Survivor of Sexual Abuse Service Guidelines**

If anything is unclear or you have questions, please email us at
CI_Sexual_Violence_Services@msd.govt.nz

Appendix 1: What the measurement mean



Appendix 2: Provider return example

Below is an example of a provider return which captures two reporting quarters

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2018 to 30 September 2018	01 July 2018 to 30 November 2018	01 December 2018 to 31 March 2019	01 April 2018 to 30 June 2019
Funding to support on-going service provision and delivery for F2019. This will be to enable and facilitate peer to peer support for male survivors of sexual abuse.	Total number of clients receiving the service	Report actual	25 Clients	75 Clients	25 Clients received services in the first quarter (Q1) and 50 in the second quarter (Q2) = Cumulative total of 75	
	Total number of peer to peer support sessions	Report actual	50 Sessions	100 Sessions	50 peer to peer sessions were completed in Q1 and 50 in Q2 = Cumulative total of 100	
	Total number of group support sessions	Report actual	20 Sessions	40 Sessions	20 group support sessions were completed in Q1 and 20 in Q2 = Cumulative total of 40	
	Of the total clients reported, number of new clients that have accessed the service during the reporting period	Report actual	10 New Clients	30 New Clients	10 clients were new to the service in Q1 (from 25) and 20 were new in Q2 (from 50) = Cumulative total of 30	
	Of the total clients reported, number of clients that 'closed' during the reporting period	Report actual	5 Closed	15 Closed	5 clients closed in Q1 (from 25) and 10 closed in Q2 (from 50) = Cumulative total of 15	
	Of the clients who accessed the service during the reporting period, how many provided feedback (either formal 'client satisfaction' feedback or directly to the Provider)	Report actual	22 Gave Feedback	46 Gave Feedback	22 clients gave feedback in Q1 (from 25) and 24 in Q2 (from 50) = Cumulative total of 46 (from 75, or 61% completion rate)	
	Of the clients who provided feedback, number of clients who reported they were helped by the service.	Report actual	20 Helped	40 Helped	20 clients were helped in Q1 (from 22 that gave feedback) and 20 in Q2 (from 24) = Cumulative total of 40 (from 46, or 86% result)	
	Of the clients who accessed services and provided feedback, how many reported they could easily access the service	Report actual	22	44	22 reported service was easily accessed in Q1 (from 22 that gave feedback) and 22 in Q2 (from 24) = Cumulative total of 44 (from 46, or 95% result)	
	Of the clients who accessed services and provided feedback, how many reported they felt listened to, understood and respected	Report actual	20	44	20 reported being listened to in Q1 (from 22 that gave feedback) and 24 in Q2 (from 24) = Cumulative total of 44 (from 46, or 95% result)	
	Of the clients who accessed services and provided feedback, how many reported they were able to work on and/or talk about what they wanted/needed to	Report actual	20	40	20 reported being able to determine what was worked on in Q1 (from 22 that gave feedback) and 20 in Q2 (from 24) = Cumulative total of 40 (from 46, or 86% result)	

