

Evaluating CCTV and Recording of Child Interviews and Testimony

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Kenty's clues for evaluation



- #1. Base any evaluation on your own goal pathway and logic model.
- #2. Organizations are social systems with their own cultures.
- #3. Whatever people don't want you to study, that's the really important thing.



And those touchy things are likely to be:

- Collaboration
- Quality of Forensic Interviewing
- Decision-making about arrest, prosecution and child protection
- Relating to victims and families
- Children's experiences before and in the grand jury or courtroom

Kenty's Clues



- **#4. It's trouble if only one person is doing all the thinking about evaluation.**
- **#5. You can't keep partners and stakeholders too well informed about the evaluation process.**

Kenty's Clues



- **#6. Plan ahead for your DATA needs**
- **#7. For any evaluation, there are many good designs, but no perfect ones.**
- **#8. Don't kill the messenger if you don't like the news!**



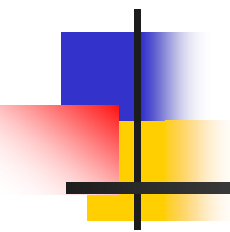
Evaluation...

is a **systematic** process for an organization to obtain information on its activities, its impacts and the effectiveness of its work, so it can improve and describe itself.



“I’ll know it when I see it”

I’ll know that our program is working when I
see.....



What evidence can convince us and others that our program is worthwhile?

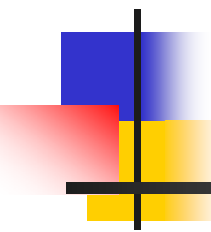
What would tell us that something good has happened?

How can we count it or track it?



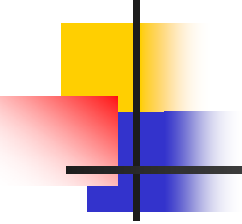
What evaluation can do:

- Help improve the program from the beginning
- Provide staff and stakeholders with a much-needed sense of accomplishment
- Provide funders what they need and demand
- Guide protocol, policy and law reform
- More later

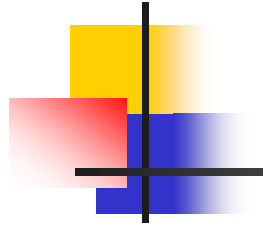


Don't put the evaluation in the
hands of just one individual

Whether that is an internal
or external evaluator

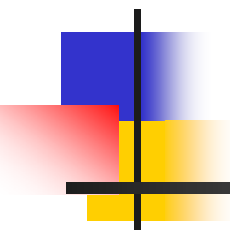


A healthy organization needs to know the program mission, plan the work, develop enthusiasm, and bring things to fruition.



An organization also needs to look at what it's doing, keep what's good and try to jettison what isn't working.

Evaluation isn't a separate topic....



it's just one more piece of the work



Forces will try to marginalize
and minimize an evaluation

Don't let that happen –
establish a strong committee!



Base the evaluation on your
unique agency pathway.

“Logic model” and “pathway map”
are popular phrases with funders.



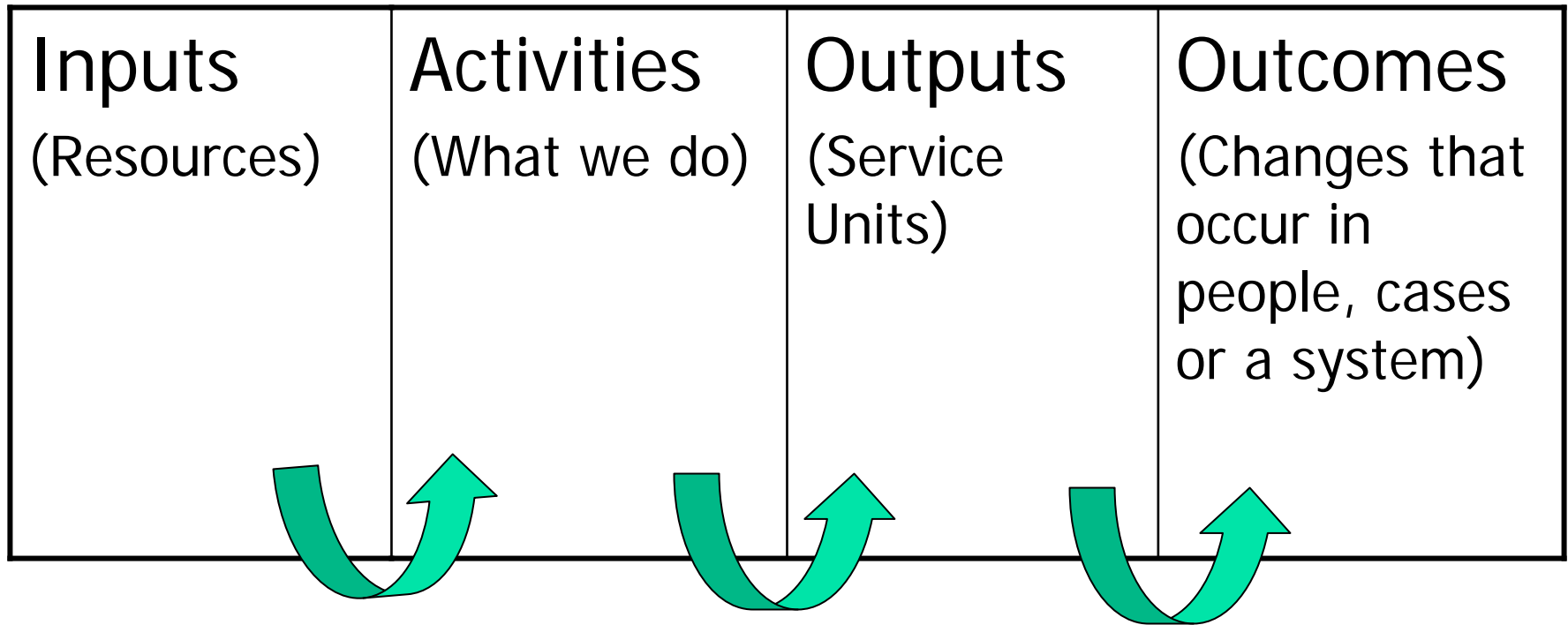
Logic Model or Pathway Map

Our strategy to get results

We carefully select what to do to get a system or particular people to a certain point.

Logic Model or Pathway Map


Our strategy to achieve goals and get results





Logic Model or Pathway Map

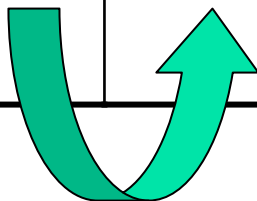
Inputs	Activities	Outputs	Outcomes
<ul style="list-style-type: none"><i>.Staff</i><i>.Funding</i><i>.Facilities</i><i>.Training</i><i>.Techno- logy</i>			





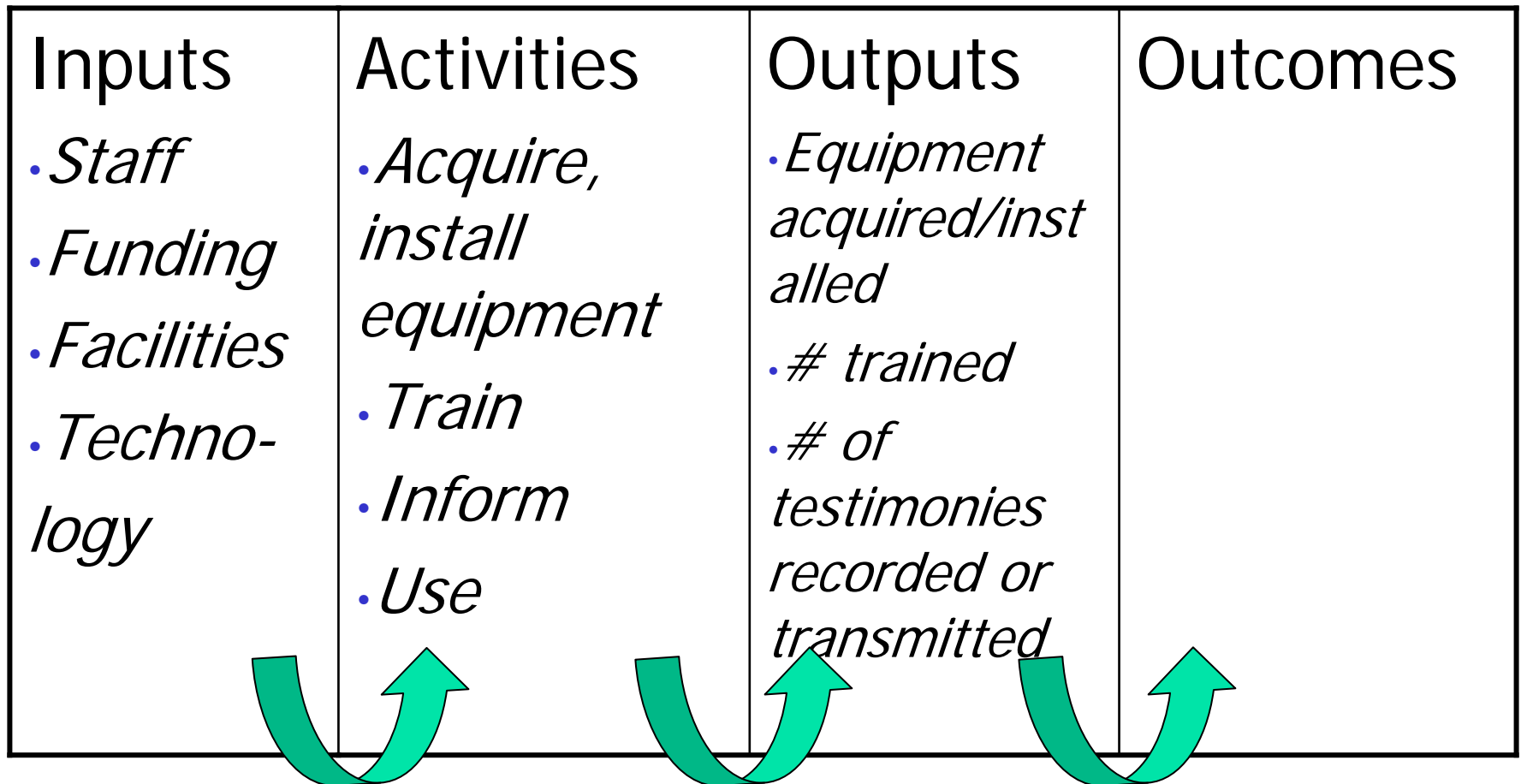
Logic Model or Pathway Map

Inputs	Activities	Outputs	Outcomes
<ul style="list-style-type: none">• <i>Staff</i>• <i>Funding</i>• <i>Facilities</i>• <i>Technology</i>	<ul style="list-style-type: none">• <i>Acquire, install equipment</i>• <i>Train</i>• <i>Inform</i>• <i>Use it for-</i>		



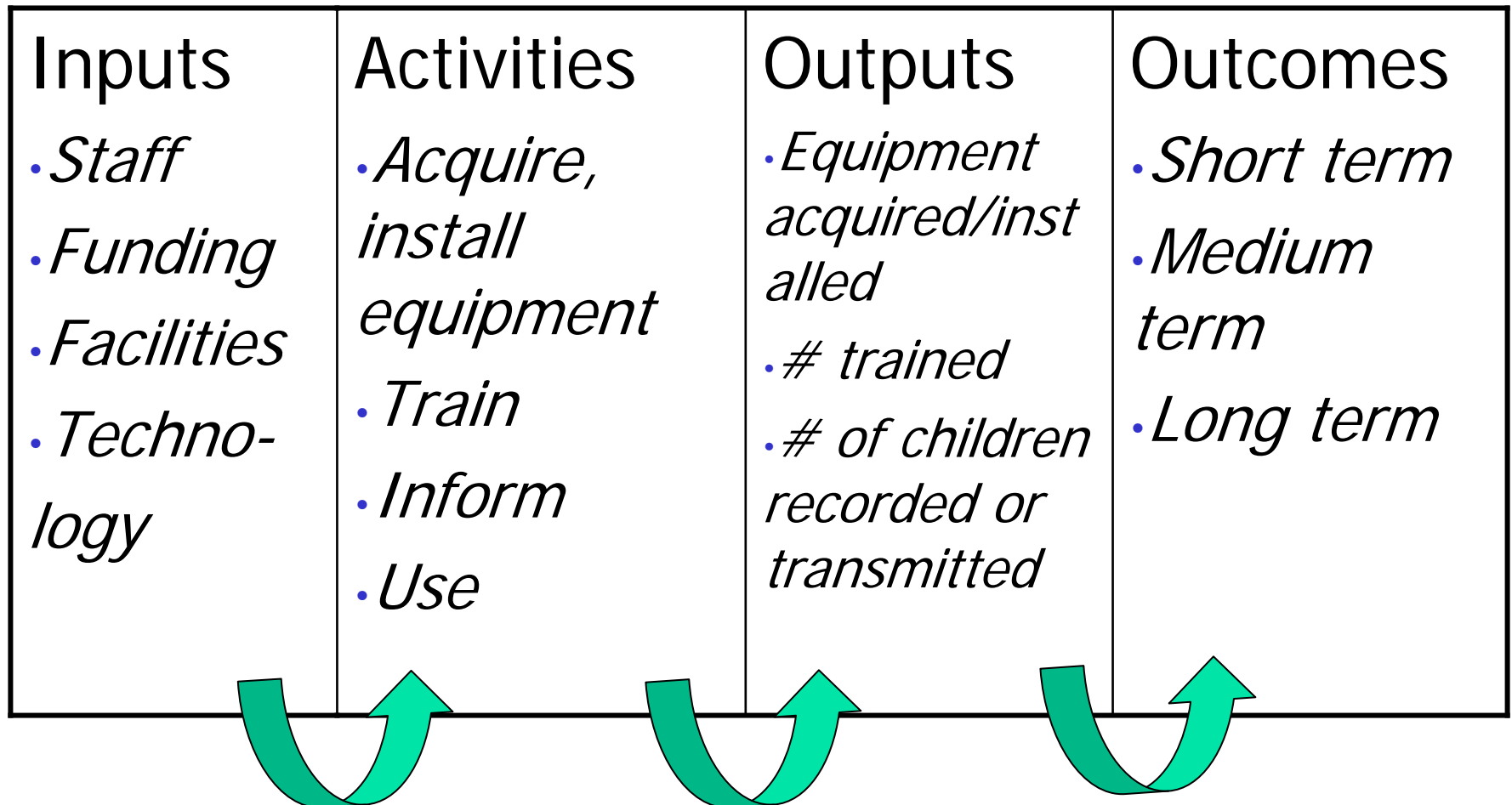


Logic Model or Pathway Map





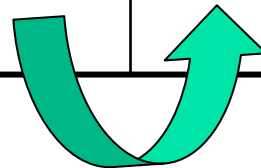
Logic Model or Pathway Map





Logic Model or Pathway Map

Inputs	Activities	Outputs	Outcomes
			<i>Short term</i> <ul style="list-style-type: none">• <i>Technology</i>• <i>Attitudes</i>• <i>Skills</i>• <i>Opinions</i>





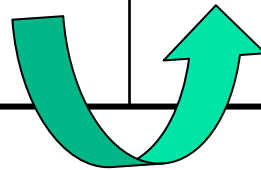
Ideas for short term outcomes

- Plans are complete; we know who contributed and what went into planning
- Stakeholders are aware and committed
- Equipment is acquired and installed
- People know how to access/use it
- Baseline data is assembled, available for later comparison



Logic Model or Pathway Map

Context	Strategy	Activities	Outcomes
			<i>Medium term</i> <ul style="list-style-type: none">• <i>Action</i>• <i>Practice</i>• <i>Policies</i>





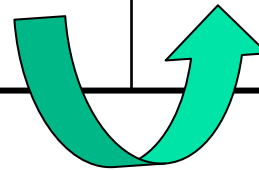
Ideas for medium term results

- Equipment being used regularly
- People skilled and knowledgeable
- Stakeholders are satisfied with the technology and its use
- Data being collected on interviewing, use of recordings and CCTV, and can be summed
- Data establishing a baseline for later comparison



Logic Model or Pathway Map

Context	Strategy	Activities	Outcomes <i>Long term</i> <i>• Impact on the overall context</i>





Ideas for long term outcomes (impact)

- Quality of forensic interviewing and recording is consistently high
- Prosecutors use recordings and CCTV regularly and effectively in known ways
- Clients, families and stakeholders are satisfied with the process and use of recordings



Ideas for long term outcomes (impact)

- Recording forensic interviews decreased # of children who have to testify
- CCTV increased # of children who testify but could not otherwise testify
- Prosecution rates and/or case dispositions have been improved
- Laws and policies have been changed



RESEARCH METHODS

- **QUANTITATIVE
METHODS**

- **QUALITATIVE
METHODS**



RESEARCH METHODS

QUANTITATIVE METHODS:

- numerical research by collecting data about pre-selected variables, and studying cause and effect

QUALITATIVE METHODS:

- naturalistic research by studying participants' perceptions and experiences in context and the way *they* make sense of them



QUANTITATIVE METHODS

- surveys with pre-determined categories and rating scales
- document review – e.g. counting up numbers of arrests or prosecutions, and comparing them to other groups or time periods
- evaluator attempts to keep at an objective distance from the people

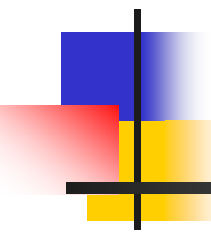


QUALITATIVE METHODS

- surveys with open-ended questions
- interviews – semi-structured
- observation
- document review – e.g. process, attitudes
- focus groups
- case studies and stories
- evaluator gets close to the people to capture what is actually happening



Collect both quantitative and qualitative data - they are equally valid



Qualitative data help capture changes in processes and relationships, and some things just aren't countable.



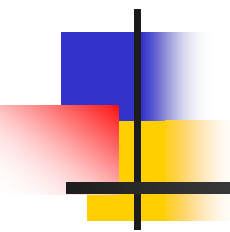
Remember to collect powerful stories of success

- They are gold
- You need a mechanism to grab hold of them when they fly by
 - Meetings
 - Informal conversations
 - Case record closings
 - Forensic interviews
 - Prosecution tactics
 - Court hearings



Sampling: how many records or which people to ask

More important to have a
representative sample than a
large sample



But, every professional might need to be heard so that no one feels left out and there is no suspicion of bias

So sampling of major stakeholders may not be acceptable



Shaping evaluation questions

Outcome	Questions	Method
<i>Short term</i> Plans are complete	What are the plans and who did what? Are the plans comprehensive?	Document review Interviews



Shaping evaluation questions 2

Outcome	Questions	Method
<i>Short term</i> Stakeholders aware and committed	Are key players knowledgeable and ready to run? What are their reservations and perceived barriers?	Observation Interviews Focus Group (have to include even the people who are not coming!)



Shaping evaluation questions 3

Outcome	Questions	Methods
<i>Short term</i> Equipment acquired/in- -stalled	Is it up and running? Can needed people produce good quality video or transmission? Should quality be improved?	Observation Document review Interviews



Shaping evaluation questions 7

Outcome	Questions	Methods
<i>Short term</i> Data being collected on interviewing, use of recordings, client satisfaction.	Are logs and instruments completed consistently? Do they have the right indicators?	Document review Interviews Exit interviews



Shaping evaluation questions 8

Outcome	Questions	Methods
<i>Short term</i> Data establishing baseline	Have we assembled data on quality of interviewing, arrest, prosecution, disposition before video/CCTV?	Document review



Shaping evaluation questions 4

Outcome	Questions	Methods
<i>Medium Term</i> Equipment used regularly	What interviews or testimony are being recorded or transmitted via CCTV? How are recordings stored and accessed?	Observation Document review



Shaping evaluation questions 5

Outcome	Questions	Methods
<i>Medium term</i> Key players skilled and/or knowledgeable	Who has been trained? Do key players feel prepared, confident? What else is needed?	Observation Interviews



Shaping evaluation questions 6

Outcome	Questions	Methods
<i>Medium term</i> Stakeholders are satisfied with use	Does everyone like the technology and the way it is used? What doesn't work for whom?	Surveys Exit Interviews Focus group (Have to include the people who are not using the technology)



Shaping evaluation questions 9

Outcomes	Questions	Methods
<i>Long Term</i> Quality of forensic interviewing is high	How do they rate on adherence to protocol, state of the art, forensic value? Do we peer review?	Observation Review of selected recordings Interviews



Shaping evaluation questions 10

Outcomes	Questions	Methods
<i>Long term</i> Prosecutors, child protection use technology regularly, effectively	How do they use? Are they satisfied? What changes can increase use?	Observation Document review Interview Survey



Shaping evaluation questions 11

Outcomes	Questions	Methods
<i>Long term</i> Prosecution rates and/or case dispositions have improved	What are the rates and dispositions before and since video/CCTV	Document review



Shaping evaluation questions 12

Outcomes	Questions	Methods
<p><i>Long term</i></p> <p>Child victims, families are well served</p>	<p>What is child-centered and what is not?</p> <p>What is their experience?</p> <p>Is there undue system trauma?</p>	<p>Observation</p> <p>Exit</p> <p>Interviews</p> <p>(Include the child victims who are not able to testify)</p>



Shaping evaluation questions 13

Outcomes	Questions	Methods
<i>Long term</i> Child victims heal and are safe	How are children doing a year or two later?	Survey Interviews

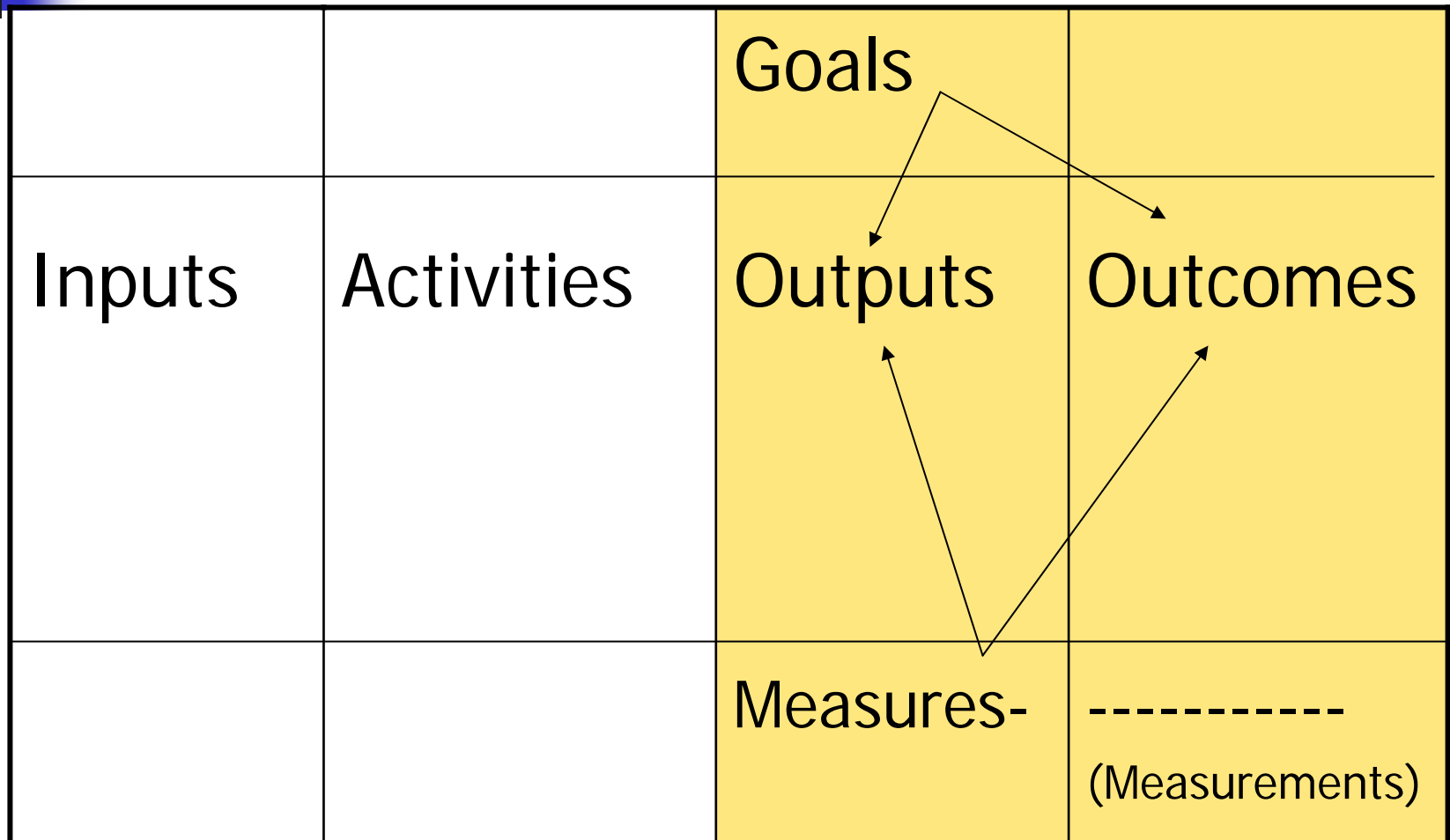


Other possible measures

- Answers to items on a survey
- Answers to questions in an interview format
- Responses in a focus group
- Observations of group interactions in a planning/protocol meeting
- Observations of forensic interviews or children's testimony

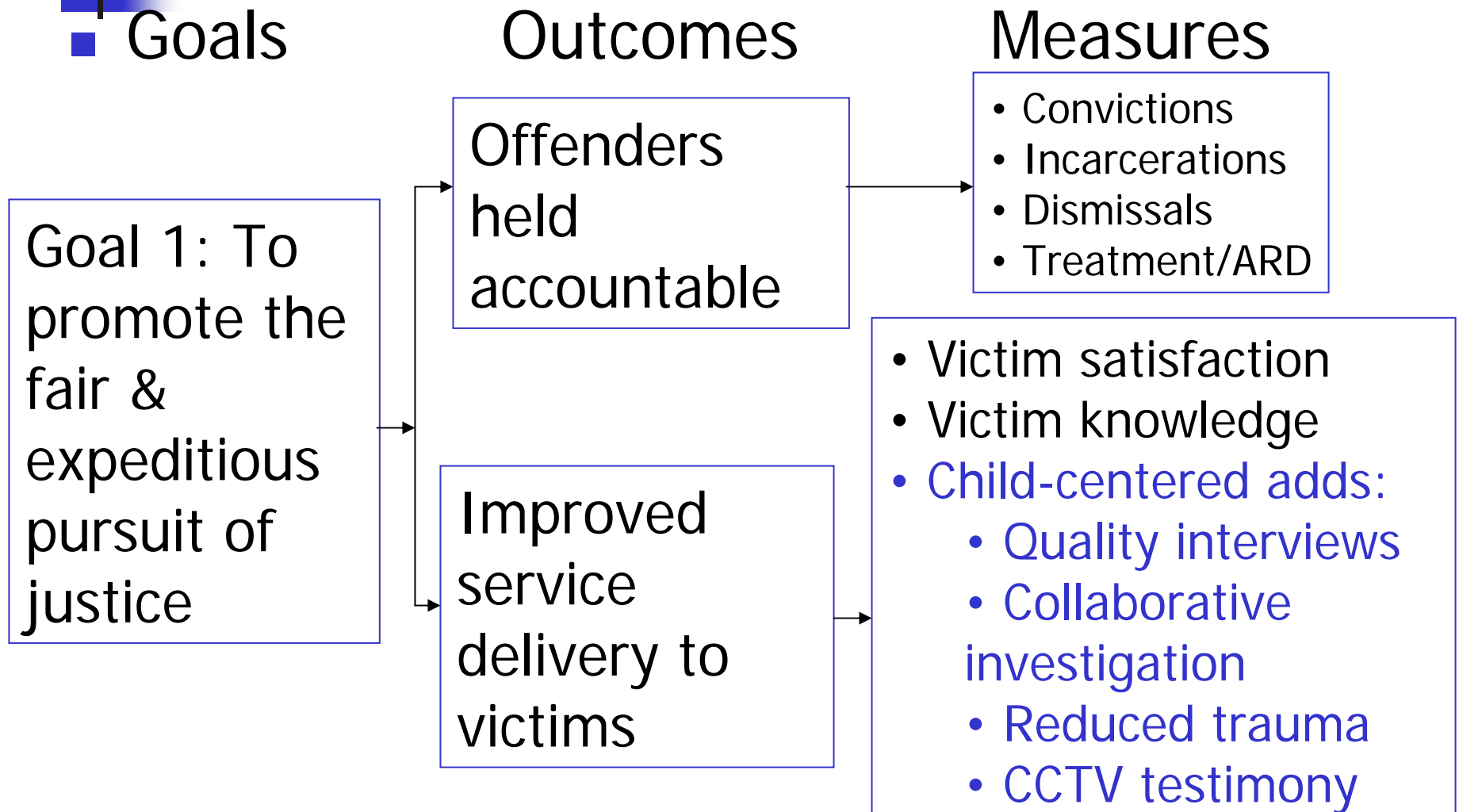


Logic Model or Pathway Map



National DA's Association

Performance Measures for Prosecutors + Child-centered additions





Data collection for recorded forensic interviews



- Intake log of all alleged victims: demo, perps
- Log of recorded interviews
 - *Date, Number, Name, Age, Gender, Length*
 - *Forensic Interviewer*
 - *Observers – keep copy in central location, not just in evidence*
 - *Referred for further assessment, treatment, investigation, etc.*



Data collection for recorded forensic interviews 2

- *Referred for prosecution – capture prosecutor # and date*
- *Quick assessment of quality of interview by effectiveness, protocol and forensic value – highlight really good or not so good interviews for training and peer review library*



Data collection instrument for assistant prosecutors

Keep copies in a central location, not separately in each file or jacket!!

_____ Defendant _____ Victim _____ AP _____

- Observed the forensic interview*
- Reviewed the recording of the interview*
- Forensic value of the recorded interview = Poor
Good Very Good*

Explain:

- Used the recording to encourage family cooperation w/ prosecution*

Explain:

- Used the recording in diverting the case*

Explain:



Data collection instrument for assistant prosecutors 2

- Used the recording to obtain a pre-indictment plea*
Explain:
- Used the recording or CCTV to obtain an indictment (GJ, deposition, other)*
Explain:
- Used the recording to obtain a post-indictment plea*
Explain:
- Used the recording or CCTV at pre-trial hearing or trial*
Explain:



Data collection instrument for assistant prosecutors 3

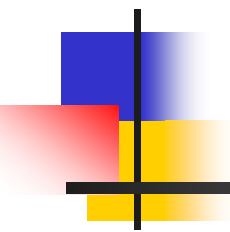
- The child testified before the grand jury or at preliminary hearing*

Explain:

- The child testified at trial*

Explain:

- Verdict and sentence:*



You can't keep everybody too well informed about the evaluation.

Too much is never enough;
despite your best efforts,
somebody may still feel
blindsided.



Don't kill the messenger if you
don't like the news!

Don't allow the evaluation to be
deep-sixed if there are negative
findings.



And don't ever let the
evaluator or committee twist
in the wind!

If the committee has done it right,
everybody will understand the
evaluation process and what the
findings are before a final report
comes out.