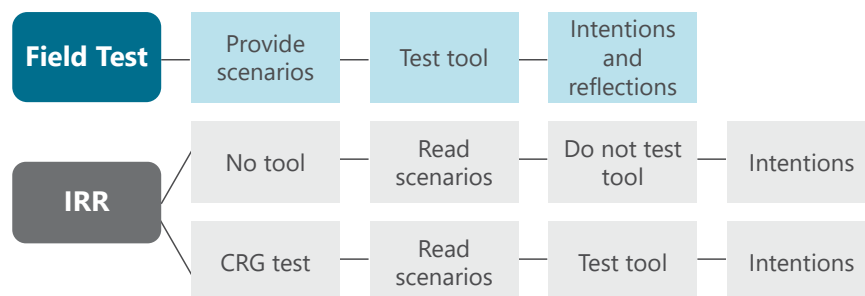# NEW HAMPSHIRE CRG PRE-IMPLEMENTATION TESTING RESULTS

TESTING DESIGN

Testers signed up for the inter-rater reliability (IRR) test or the field test, or both. Those who signed up for the IRR test were assigned to the Community Response Guide (CRG) group or the no-tool group. CRG testers and baseline testers viewed pre-selected scenarios, whereas field testers provided their own scenarios. Field testers and CRG testers completed the CRG tool, whereas baseline testers did not. All testers provided their intended actions for scenarios.

KEY FINDINGS

1. Testers expressed positive feelings about the CRG.

2. Although the CRG was completed accurately, there is a gap between tool recommendations and intended reporting decisions.

3. Use of the CRG had a positive influence on reporting decisions.

    - The testing group that used the CRG was less likely to underreport than the testing group that did not use the CRG.

    - The consult option reduced overreporting in both testing groups.

4. Use of the CRG resulted in less biased reporting decisions.

    - The no tool testing group differed in their reporting decision by family characteristics. The testing group that used the CRG had no differences by family characteristics.

5. Some decision trees need refinements before implementation.

RECOMMENDATIONS FROM EVIDENT CHANGE

- Add context, adjust tool logic, upgrade and revise definitions for specific items.
- Invest in robust training and communication aimed at building trust in tool action. Target areas of confusion in training.
- Endorse reporters who have met their mandate by using the CRG and making referrals to prevention services when indicated; aligns with national movement toward "mandated supporting."

TOOL IMPROVEMENT RECOMMENDATIONS

- Improve sorting questions to give more guidance to differentiate between "no report" and "consult."
- Fix overlapping themes in severity scale and sorting questions on physical abuse tree.
- Decide how to address historical concerns for specific concern types (domestic violence, physical and sexual abuse).
- Better definition for "occurring in the home."
- Consider whether it makes sense to have a consult option for trafficking concerns.
- In "Caregiver Steps" question, increase specificity between "no steps taken due to lack of resources" and "yes, taking steps."
- Provide more examples for what steps can look like.
- Explore "harm reduction" question. Testers were confused about whether the concern had to be reduced versus eliminated.

LEARN MORE

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