

## **Examples of How to Describe How You Will Measure Outcomes**

### **Brief Crisis Intervention (where you would not want to ask clients to complete a survey)**

First Responders will complete a form following the delivery of services that will address the desired outcomes. Victims will also be given the opportunity to report increased knowledge verbally.

### **Longer-Term Services with Outcomes Related to Clients Having More Knowledge, Greater Skills, or Improved Emotional Functioning**

A Client feedback survey conducted every two months in each adult group includes the statement: "My participation in support group has been helpful to me." Response options are on a 4 point scale from "strongly agree" to "strongly disagree." "Agree" and "Strongly Agree" are considered positive responses.

Client Services Evaluation Survey. In-residence clients have surveys available throughout their stay. Clients seeing MSW therapists are given surveys after their 3rd session. The survey includes the statement "I have more ways to plan for my safety" and clients can indicate yes or no.

### **Measuring the Number of PPOs or CVC Applications Filed:**

We will document how many PPO applications were accurately completed and filed, and divide that number by how many clients were eligible for and wanting PPOs.

We will document how many Crime Victim Compensation forms were accurately completed and filed, and divide that number by how many clients were eligible for and wanting compensation.

### **Inter-Agency Collaboration Activities**

Feedback from inter-agency collaborative partners will be obtained by phone and in-person at least annually.

### **Volunteer Trainings**

Pre- and post-surveys will be given to volunteers immediately before and after trainings. A scenario provided in the survey measures the extent to which the volunteer understands the dynamics of victimization.

During volunteer training all volunteers role-play empathic listening. The volunteer coordinator will document in writing the extent to which each volunteer has mastered empathic listening (not at all, a little, somewhat, very much).