

Examples of How to Describe Activities

Crisis Intervention Example

The agency will offer in-person crisis response for adult victims of sexual assault, on an as-needed basis, 24 hours per day, 7 days per week at County Hospital. In-person crisis response will be provided by a crisis counselor or trained volunteer.

Counseling Examples

Therapist will provide group and individual counseling to victims of domestic and/or sexual violence. Counseling is available from 9.a.m. to 9p.m. Individual sessions are usually 50 minutes and groups of 3 or more victims last for an hour and a half. Both types of counseling occur on a weekly basis. An average length of counseling is 3 to 6 months.

The Counselor will provide counseling to children that have been victims of physical or sexual abuse or witnesses of domestic violence. 50-minute counseling sessions will be provided on a weekly basis for a minimum of 6 to 10 sessions, or longer if necessary based on the individual child's need. The counselor will provide these sessions at the agency or if necessary at the child's school or other appropriate location.

Civil Legal Advocacy Example

Three VOCA funded advocates will provide assistance with the personal protection order process and provide crisis intervention, additional safety options and resources as necessary to victims of domestic violence, sexual assault and stalking at the PPO office in the county court building from 8:30 a.m. until 4:30 p.m. Monday through Friday. Victims requesting PPO assistance during a First Response call will also be helped at any hour. Advocates will also accompany a victim to court proceeding if requested. Assistance can vary from 30 minutes to an hour and a half depending on victims' needs.

Criminal Legal Advocacy Examples

A VOCA-funded legal advocate will be available M-F 9 a.m. – 5 p.m. to provide advocacy to clients involved in criminal legal cases. Such advocacy might occur at the agency, in the police station and at the court house and will include providing clients with information about their rights, providing information about the process, and advocating on behalf of clients with court personnel and/or law enforcement.

Volunteer Training

The Volunteer Coordinator will conduct a 40-hour training at the agency for each volunteer prior to the volunteer becoming a CASA volunteer. These trainings will occur at a minimum of twice a year.

Acceptable Outcomes for VOCA Grantees

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This is a menu of acceptable outcomes you can choose from for your VOCA-funded activities. Pick three for each activity. If you choose NOT to use one or more of these outcomes you must obtain permission from Leslie O'Reilly for different outcomes.

Every program needs to estimate the percentage of clients they would expect to achieve the outcome. When you use an outcome, please replace xx% with your own estimate. For these outcomes we have intentionally intermixed the words victims, survivors and clients because each program has their own philosophy about terms. Please use the word that best fits your own orientation.

Telephone Crisis Lines

1. XX% of victims who utilize the crisis line will find it to be helpful to them.
2. XX% of survivors will have access to information about community resources they might need in the future.
3. XX% of survivors will have access to supportive services 24 hours a day, 7 days a week.

In-Person, Brief Crisis Intervention

1. XX% of victims will have access to accurate information about the medical system, in order to make informed decisions and choices.
2. XX% of survivors will have access to accurate information about the legal system, in order to make informed decisions and choices.
3. XX% of clients will have access to accurate information about support services available in the community that they might need.
4. XX% of victims will have safety plans in place by the end of the interaction with the advocate.
5. XX% of clients will have access to information about the effects of [sexual or whatever is applicable here] victimization.

Counseling AND Support Group Outcomes (Adults)

1. XX% of victims will find the program to be helpful to their healing process.
2. XX% of survivors will have increased understanding about the natural responses to trauma.
3. XX% of clients will have increased knowledge about community resources they might need in the future.
4. XX% of victims will have more ways to plan for their safety.
5. XX% of survivors will feel more hopeful about the future.
6. XX% of clients will feel less isolated.

Counseling AND Support Group Outcomes (Children)

1. XX% of children will understand the abuse was not their fault.
2. XX% of children will have increased knowledge about the common responses to child [sexual] abuse.
3. XX% of children will be able to identify a safe place or person in their lives.
4. XX% of caregivers will have increased knowledge about children's common responses to child [sexual] abuse.
5. XX% of caregivers will have increased knowledge about community resources they might need in the future.
6. XX% of caregivers will understand that the lack of physical evidence does not negate that abuse occurred.

7. XX% of caregivers will report having more coping strategies for dealing effectively with their children's healing process.

Criminal Legal Advocacy

1. XX% of victims will have increased knowledge on the range of their legal options.
2. XX% of survivors will have increased knowledge about community resources they might need in the future.
3. XX% of victims will have more ways to plan for their safety.
4. XX% of clients going through the court process will understand their role in the court procedure.
5. XX% of survivors will understand their rights as crime victims.

If Focus is On Children:

1. XX% of caregivers will have increased knowledge on the range of their legal options.
2. XX% of children going through the court process will understand their role in the court procedure.

Civil Legal Advocacy

1. Crime victim compensation forms will be accurately completed and filed for XX% of survivors eligible for and seeking compensation.
2. PPO applications will be accurately completed and filed for XX% of victims eligible for and seeking PPOs.
3. XX% of clients will have increased knowledge on the range of their legal options.
4. XX% of survivors will have increased knowledge about community resources they might need in the future.
5. XX% of victims will have more ways to plan for their safety.
6. XX% of clients will understand what PPOs can and cannot do for them.
7. XX% of survivors will understand what to do if their PPO is violated.
8. XX% of survivors will understand their rights as crime victims.
9. XX% of clients will understand their rights with regard to filing crime victim compensation forms.

Inter-Agency Collaboration

1. Inter-agency collaboration will expand the knowledge of XX% of providers on services available to victims of [child abuse, domestic violence, sexual violence, etc.].
2. Inter-agency collaboration will expand the knowledge of XX% of providers on issues facing victims of [child abuse, domestic violence, sexual violence, etc.].
3. XX% of collaborators will feel better able to provide accurate information to victims of [child abuse, domestic violence, sexual violence, etc.].

Inter-Agency Collaboration for Child Advocacy Centers

1. XX% of collaborators will understand children's common responses to child [sexual] abuse.
2. XX% of collaborators will feel better able to provide accurate information to victims of [child abuse, sexual violence, incest, etc.].
3. XX% of judges will have the information they need to make informed decisions in the best interest of the child.
4. XX% of collaborators will understand that multiple interviews revictimizes children.
5. XX% of children will be interviewed only once as a result of inter-agency collaboration.

Volunteer Training

1. XX% of volunteers will show an increase in knowledge regarding crisis intervention after training.
2. XX% of volunteers will show an increase in knowledge regarding empathic listening after training.
3. XX% of volunteers will show an increase in knowledge regarding dynamics of victimization after training.

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).