Introduction to Logic Models

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Training & Technical Assistance Center

December 2020

Technical Overview - Zoom

- If you are experiencing any technical issues with the audio or video for this session, please let us know in the chat box or email Kaila Hough at **KHough@ovcttac.org**.
- We have additional staff supporting behind the scenes for technological issues!
- If you have questions along the way, please feel free to share them in the chat box.

Today's Presenters

Laney Gibbes, LCSW
Victim Services Consultant
OVC Training and Technical Assistance Center

Samantha S. Lowry
Senior Director of Research and Evaluation
OVC Training and Technical Assistance Center

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Tiers of Trainings

INTRO TO LOGIC MODELS

UPPING YOUR LOGIC MODEL GAME

THE OUTCOME MEASUREMENT TOOL

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Training

Customized Technical Assistance

Speaker Support

National Victim Assistance Academy

SPECIAL FOCUS AREAS

Human Trafficking

Legal Assistance

Tribal Victim Assistance

Mass Violence and Terrorism

Sexual Assault Nurse Examiners-
Sexual Assault Response Teams

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Where are we headed?

- To identify what activities programs are implementing
- To determine what outcomes these activities are having on victims and the community
- To ensure that programming is making a positive impact on victims and their families

Training Objectives

After completing the training, programs should be able to:

- Describe the purpose of a logic model and how to apply the framework to measure program success.
- Distinguish the main components of a logic model.
- Develop sample outputs and outcomes for victim serving programs in MA.

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Getting to Know Logic Models

How many of you have used logic models?

On a scale of 1-10, what is your comfort level with logic models?

What challenges have you experienced with logic models?

A Logic Model is…

- A depiction of a program showing what the program will do and what it is to be accomplished
- A series of “if-then” relationships that, if implemented as intended, lead to the desired outcomes
- The core of program planning and evaluation

Developing a logic model: Teaching and training guide © 2008 by the Board of Regents of the University of Wisconsin System. All rights reserved.

Logic Models Answer …

Where do you want to go?

What do you need to do to get there?

What will show that you've arrived?

Simplest Form of Logic Model

SITUATION

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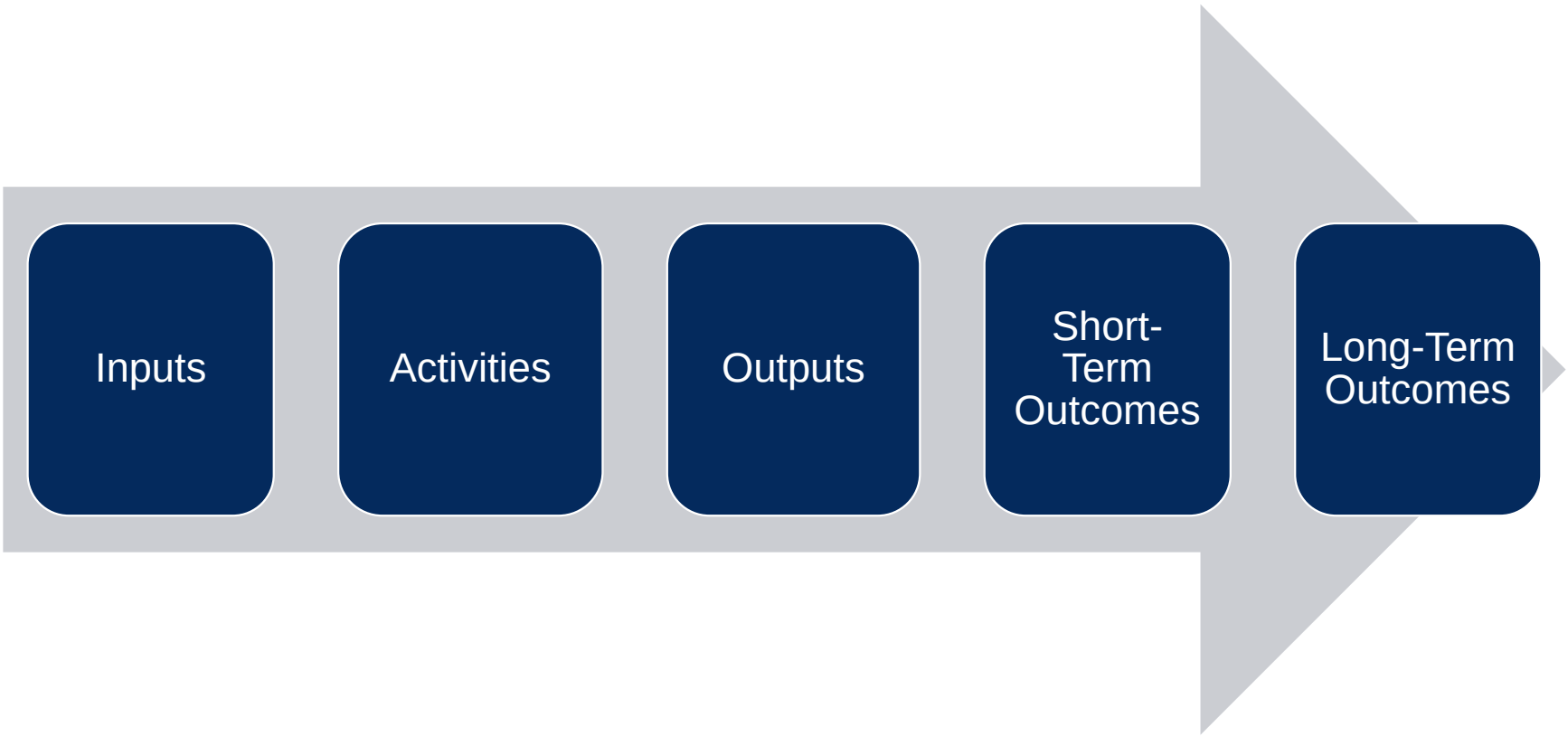
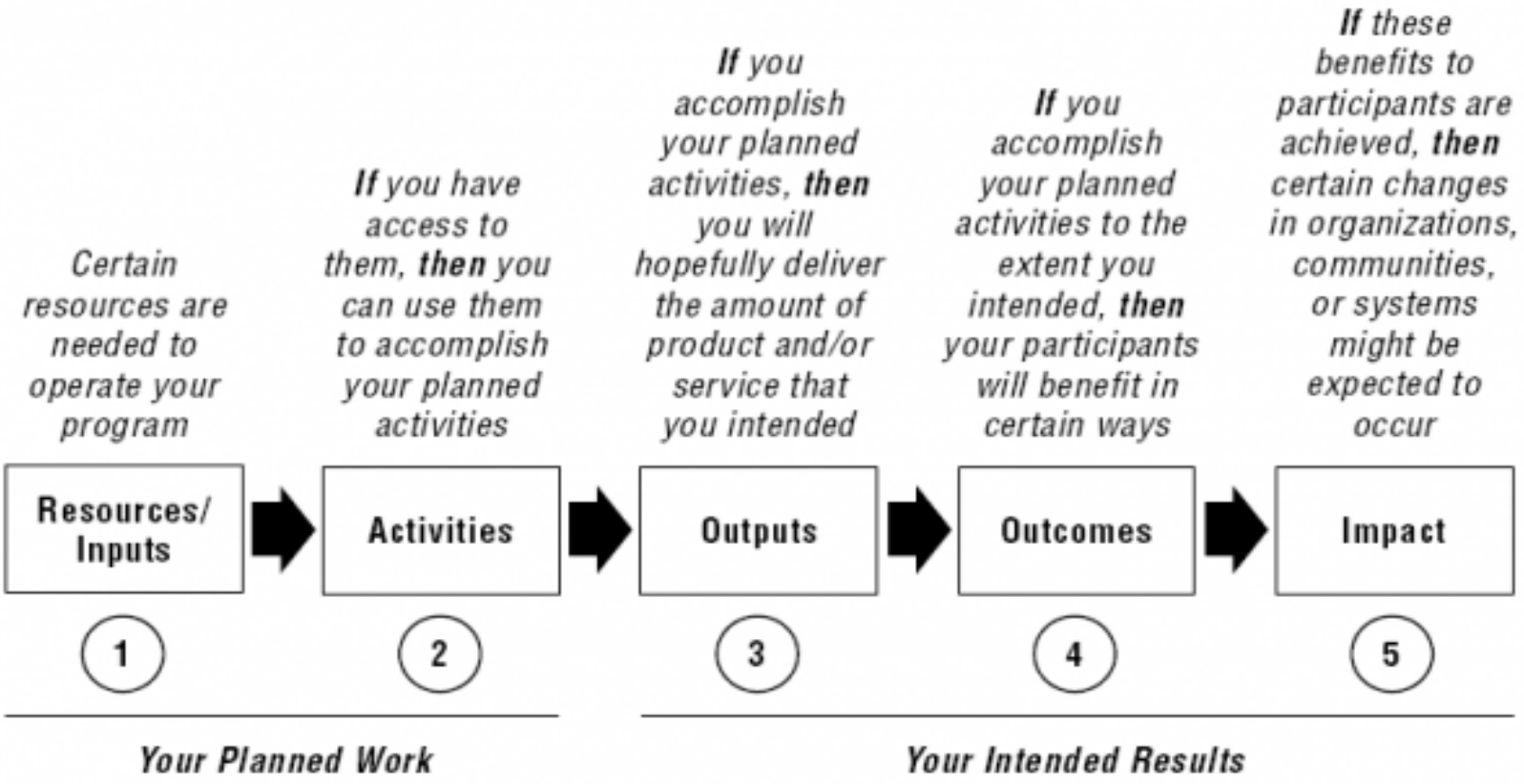
Simple Example of Logic Model

HUNGRY

Logic Model

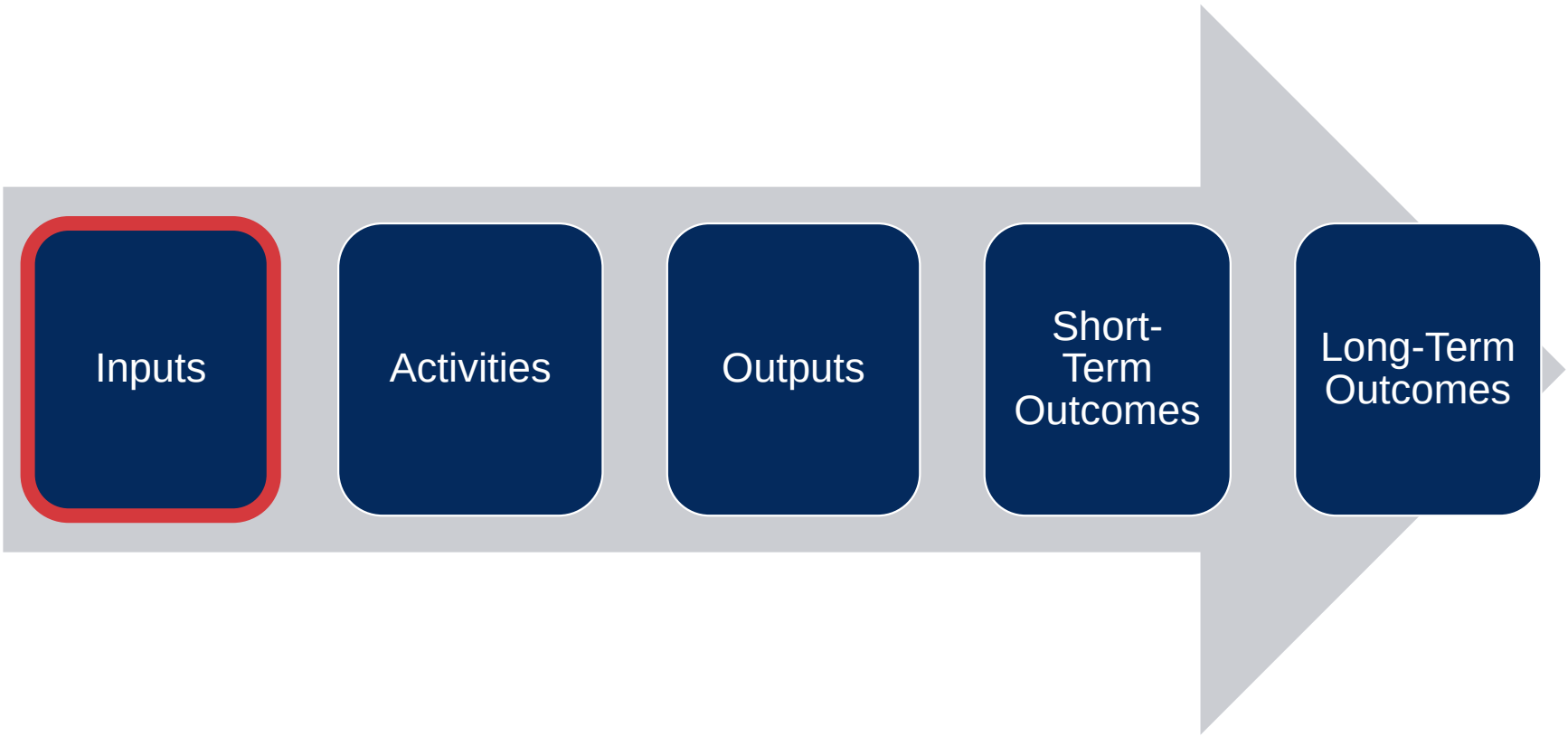

Inputs
Activities
Outputs
Short-Term Outcomes
Long-Term Outcomes

Reading a Logic Model



W.K. Kellogg Foundation, Logic Model Development Guide, p. 3.

Logic Model



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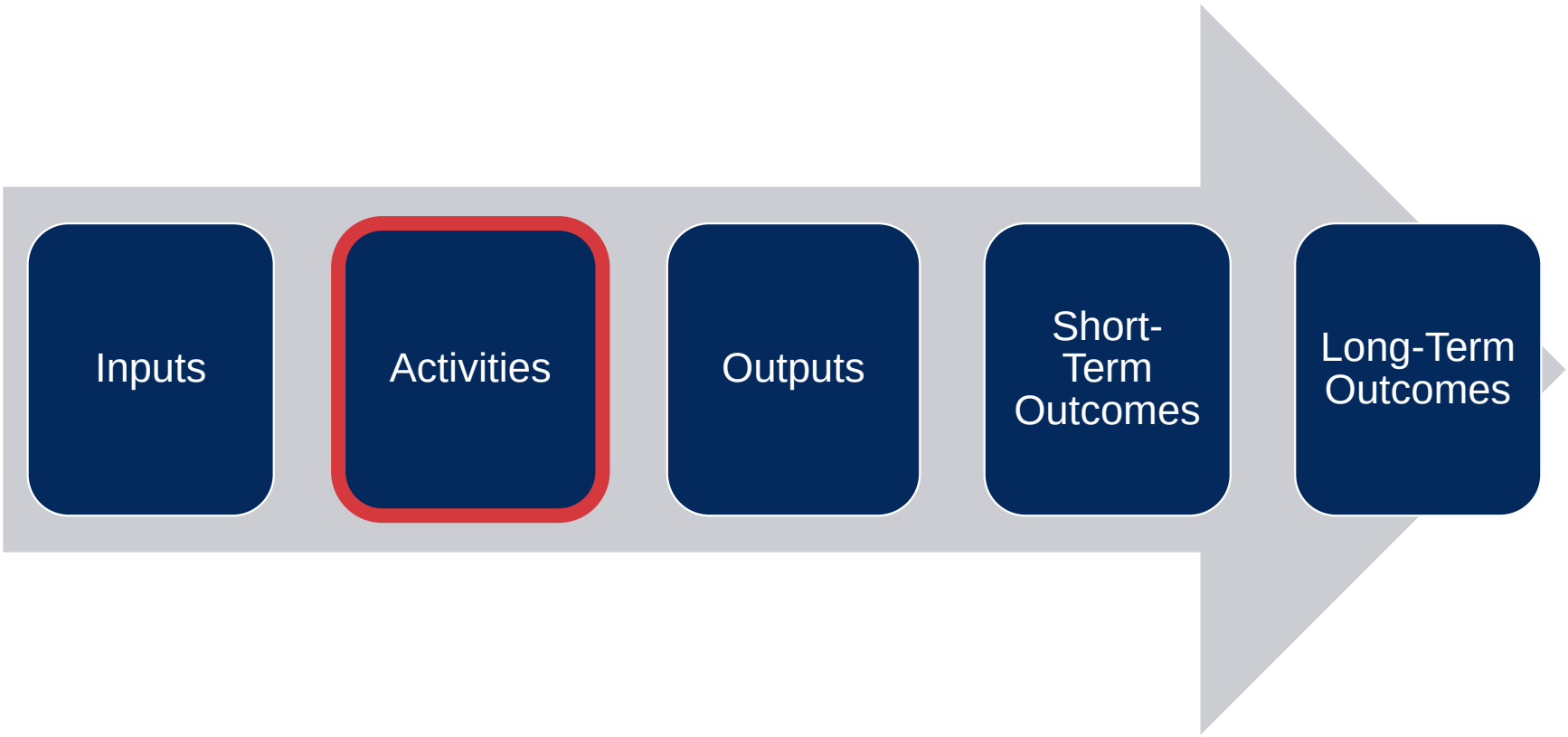
Logic Model



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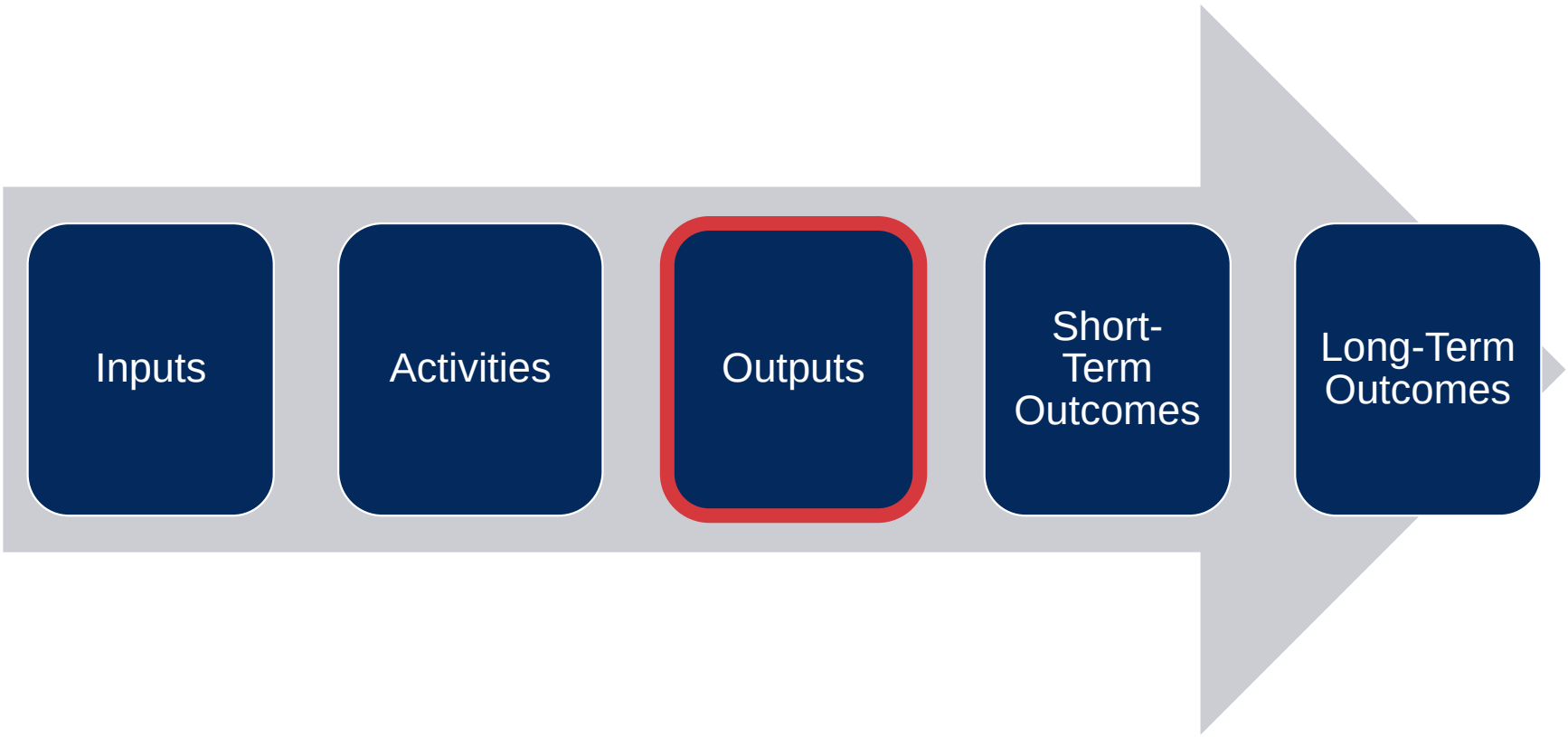
Logic Model



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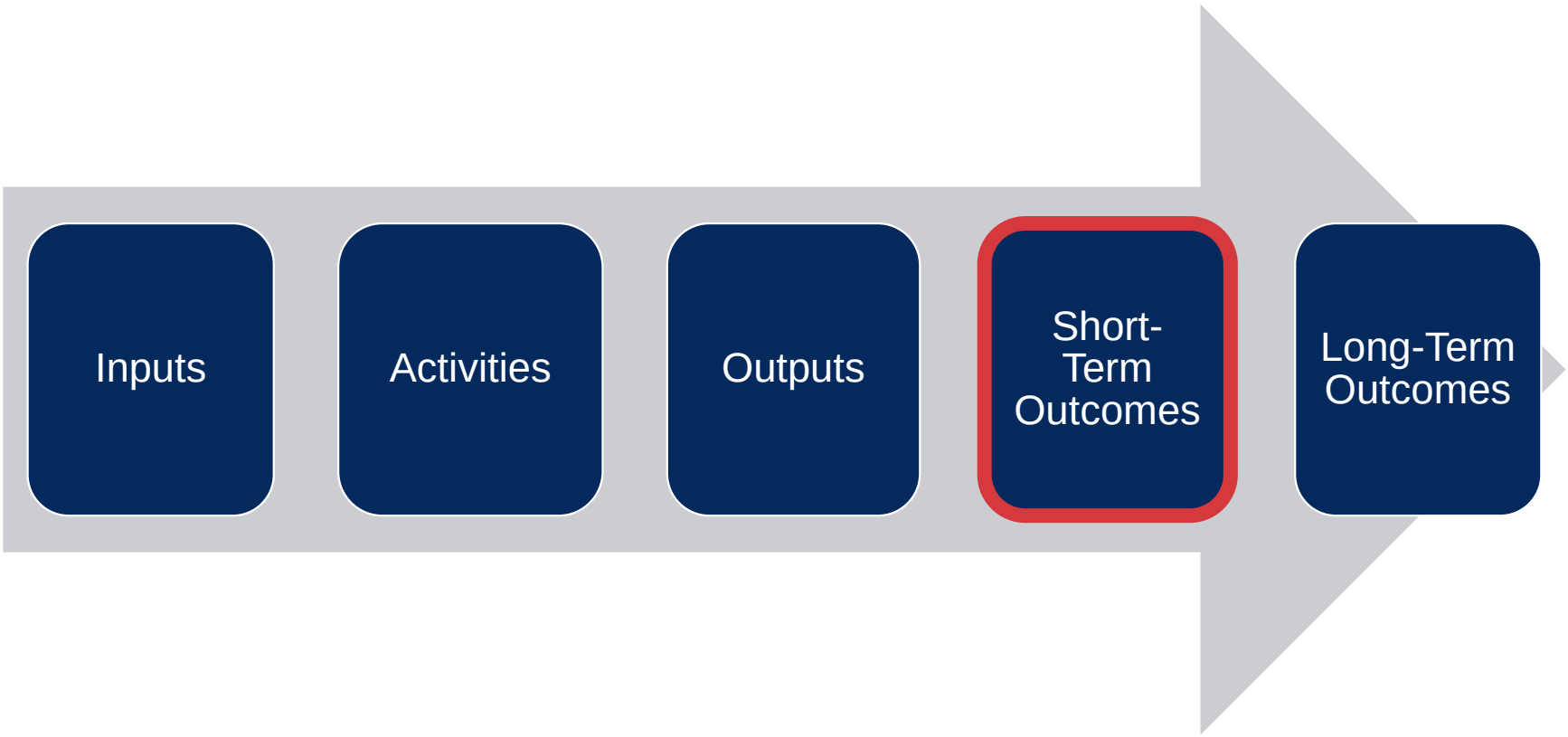

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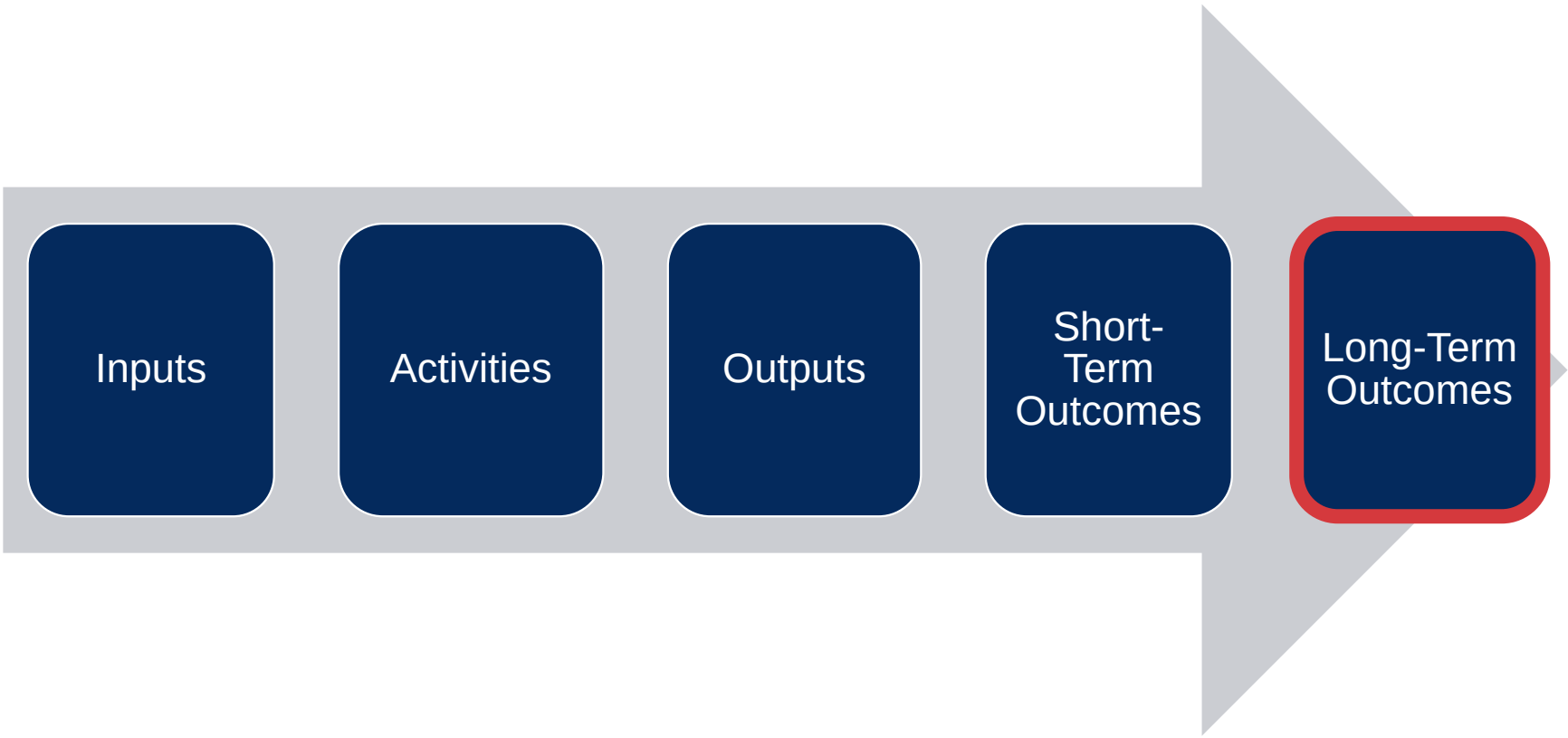
Logic Model



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Example: Emergency Shelter for Domestic Violence Victims

Resources/Inputs	Activities	Outputs	Outcome (Short)	Outcome (Long)
Shelter: Facility, Food, Donations Personnel: Shelter Director, Advocates and Volunteers Funding: VOCA, VAWA, FVPSA	Provide emergency shelter to victims of domestic violence	Provide 2,000 days (instances) of emergency shelter per year Provide 6,000 meals to shelter residents Provide 150 victims safe shelter per year	75% increase in sense of safety by victims of domestic violence and their families 75% increase in sense of well-being by victims of domestic violence and their families	75% of victims of domestic violence report decrease in violence in their lives 75% of victims of domestic violence report increase in self-sufficiency

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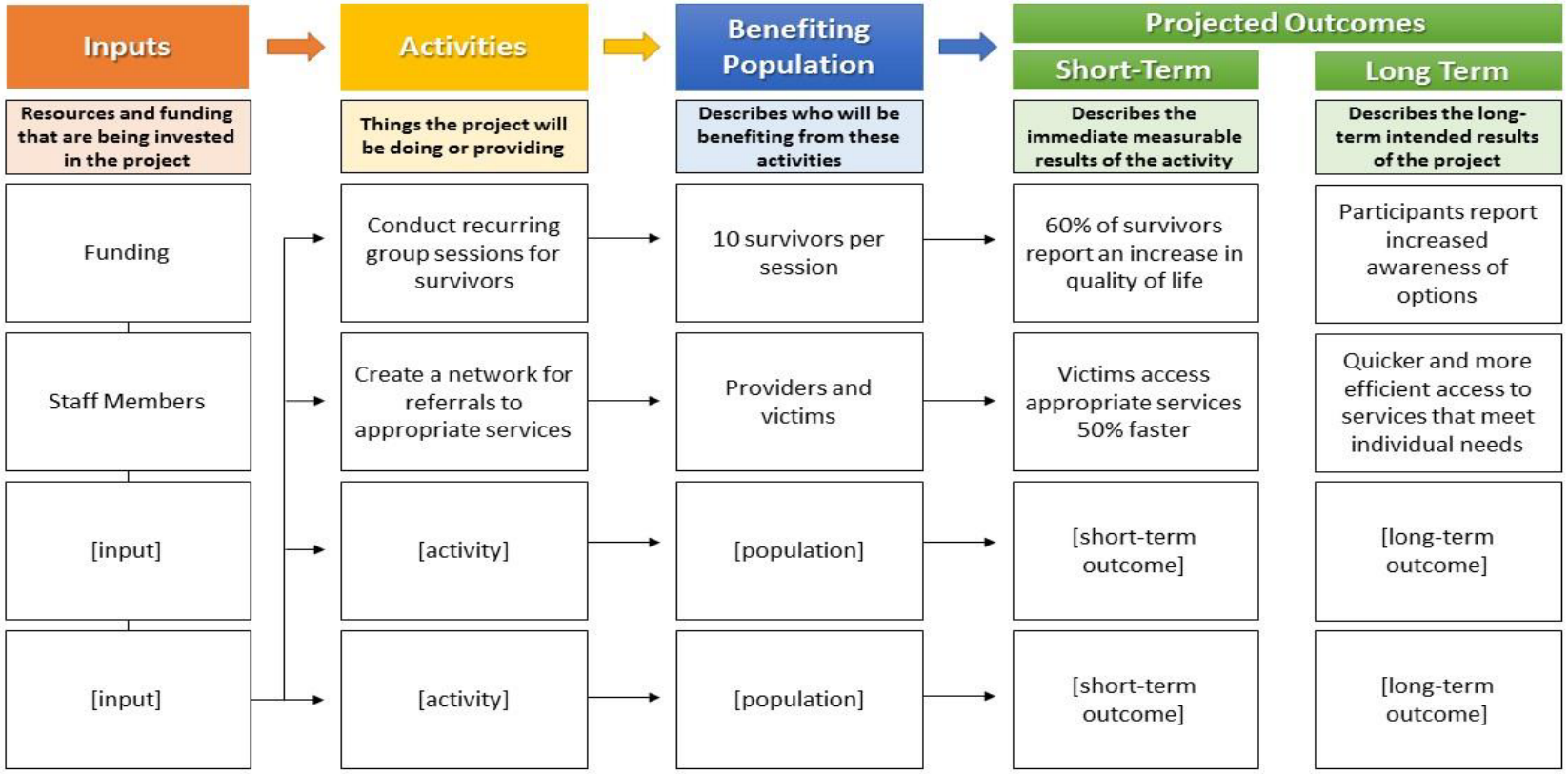
Logic Model – FY21 VOCA



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24 Hour Crisis Line for Domestic Violence Victims

Resources/Inputs	Activities	Outputs/ Benefitting Population	Outcome (Short)	Outcome (Long)

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24 Hour Crisis Line for Domestic Violence Victims

Resources/Inputs	Activities	Outputs/ Benefitting Populations	Outcome (Short)	Outcome (Long)
Equipment: Crisis Call #, Text Line, Cell Phones Personnel: Volunteers, Crisis Line Supervisor Funding, VOCA, VAWA	Provide 24-hour emergency crisis line (phone, text) for domestic violence victims by trained advocates Provide information and referrals to victims of domestic violence	Respond to 3000 crisis line calls/texts per year for victims of domestic violence Provide information on domestic violence to 3000 victims of domestic violence Provide 6000 referrals to victims of domestic violence	75% of victims will have an increase in their sense of safety. 75% of victims will increase their knowledge about domestic violence. 75% of victims will increase their knowledge of and access to community resources.	55% of victims will report a decrease in violence 60% of victims will report an increase in their well being

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Examining Logic Models

THE GOOD

WHAT IS WORKING WELL?

THE BAD

HOW CAN IT BE IMPROVED? IS IT COMPREHENSIVE?

THE UGLY

IS IT MEASURABLE? POSSIBLE?

KEEP AN EYE TOWARD CONSISTENCY AND COMMON MEASURES!

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Let’s Practice!

Scenario #1:

Resources/Inputs	Activities	Outputs	Outcome (Short)	Outcome (Long)
Personnel: Employees and Volunteers Funding: VOCA, OTIP	Provide services to human trafficking victims	Number of services provided	Increase in sense of safety for human trafficking victims Improve access to resources	Improved victim well-being

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Scenario #2:

Resources/Inputs	Activities	Outputs	Outcome (Short)	Outcome (Long)
VOCA funding Match funding Our program team!	Provide individual counseling, advocacy, and support to marginalized victim populations Ensure all staff are trained on victim rights and trauma-informed care	Provide telephone screenings Provide referrals to resources	Increased safety for victims served VOCA funding 210 victims served in rural community	Conduct cross-training of staff on trauma-informed care, warm handoff referrals, accessibility

Scenario #3:

Resources/Inputs	Activities	Outputs	Outcome (Short)	Outcome (Long)
Personnel: Program Director, Program Manager, Volunteers, Counselors Funding: VOCA, VAWA, OVC, Match Evaluator	Train, supervise, and provide professional development opportunities for staff Make warm referrals for victims to more easily access needed resources Provide individual counseling, advocacy, and support to marginalized victim populations	80 new clients served 120 warm referrals provided 10 staff trained	80% of victim served are satisfied with the resources provided 75% of victims served reported feeling safer 90% of staff professional development goals achieved through training	Increased safety and access to resources in marginalized communities Increase in self-sufficiency of victims served

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Outcome Measurement Tool

Preview and Short Demonstration

Purpose of the Outcome Measurement Tool

- Tool designed to measure success and provide options for outcomes
- Easy to use platform and customization
- Reflection of the prior PMT and core measures
- Summary reporting and milestone tracking functionality

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Excel-Based Platform

MOVA

Outcome Measurement Tool (OMT)
MA - Victim Witness Assistance Board

Need Help? Contact TTACEval@icf.com or call toll-free 703-251-0368.

MOVA Outcome Measurement Tool (OMT)

MOVA's TIPS: Using the New OMT

Your MOVA Grants Manager is your first point of contact for any questions or concerns about the OMT and performance data tracking.

REPORTING SCHEDULE

VOCA funded agencies are required to submit data on the OMT according to the following schedule:

Reporting Period	Deadline to submit data on PMT
Period 1 (October – December 2020)	31-Jan
Period 2 (January – March 2021)	30-Apr
Period 3 (April – June 2021)	31-Jul
Period 4 (July – September 2021)	30-Oct
Period 5 (October – December 2021)	31-Jan
Period 6 (January – March 2022)	30-Apr
Period 7 (April – June 2022)	31-Jul
Period 8 (July – September 2022)	30-Oct

GENERAL

Data must be submitted by the above deadlines – failure to do so may result in funding being withheld.

VOCA funded agencies are required to track raw individual level data – either by using OVC's Data Tracking Spreadsheet or a separate database that allows for data entry, collection and production as outlined in the spreadsheet.

Not every client will fit neatly into the demographic options (age, gender, victimization type) and not all of your agency's VOCA funded services will fit neatly into OVC's Direct Services categories – please contact your MOVA Grants Manager with any questions you may have about definitions and selecting appropriate categories.

TECHNICAL

This database is set to AutoSave, however, continue to "Save" frequently as your computer preferences may not allow that. If issues arise where you have lost any data entered and it appears to not saved properly, check your auto recovery or reach out for support.

You must fill in every required field in the OMT – failure to do so will prevent the summary tabs from properly updating this quarter's progress and you are required to complete all fields before you save and submit your data report.

Where there is no data to report, you must type 0 (zero) – this applies to all numeric fields in the OMT.

Some questions require an explanation – please write your explanation (or N/A, if appropriate) in the text field

MOVA Tips | Instructions | 1. Demographics | 2. Goals | 3. Key Outcomes | PMT Summary | Appendix | Need Help

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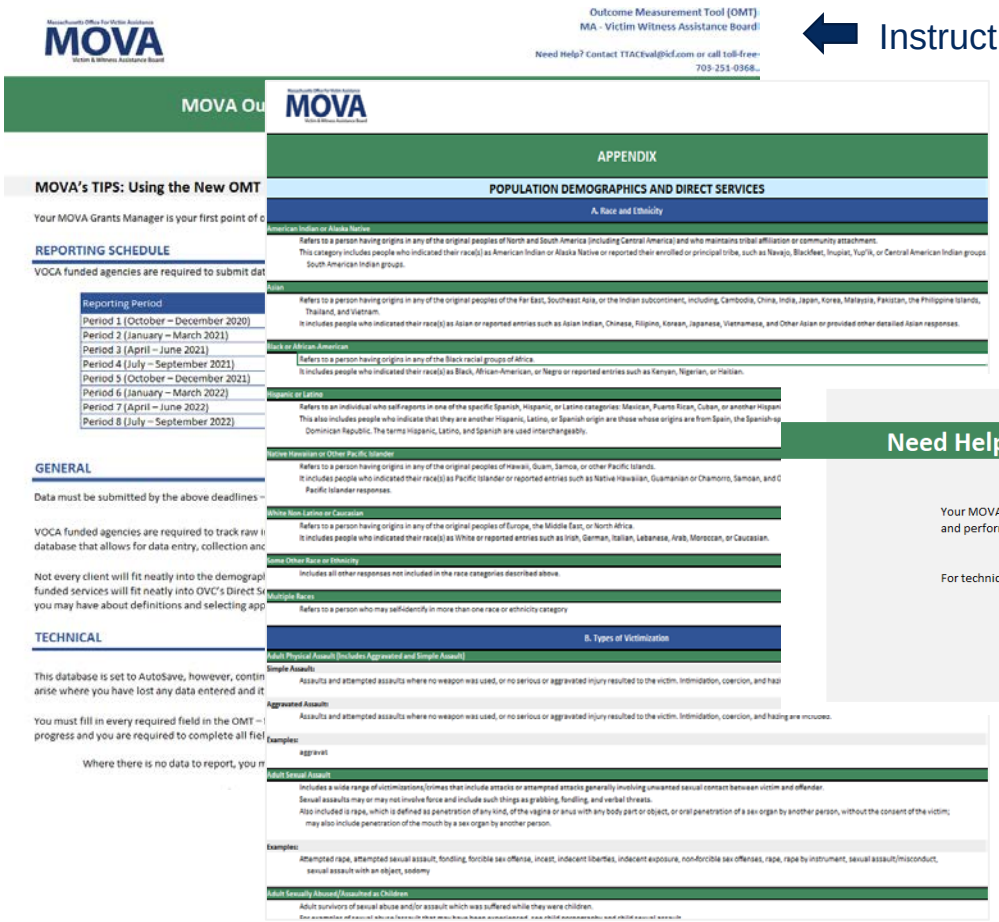

Instructions

Definitions & Appendices

Support Structure

Need Help?

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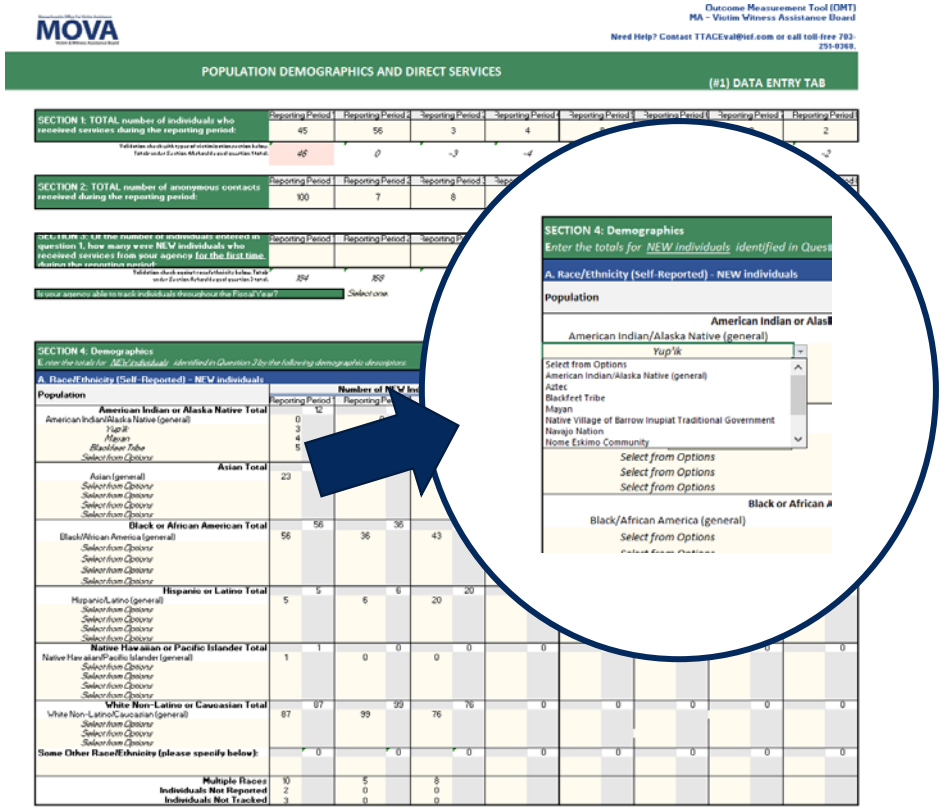
Expanded Categories



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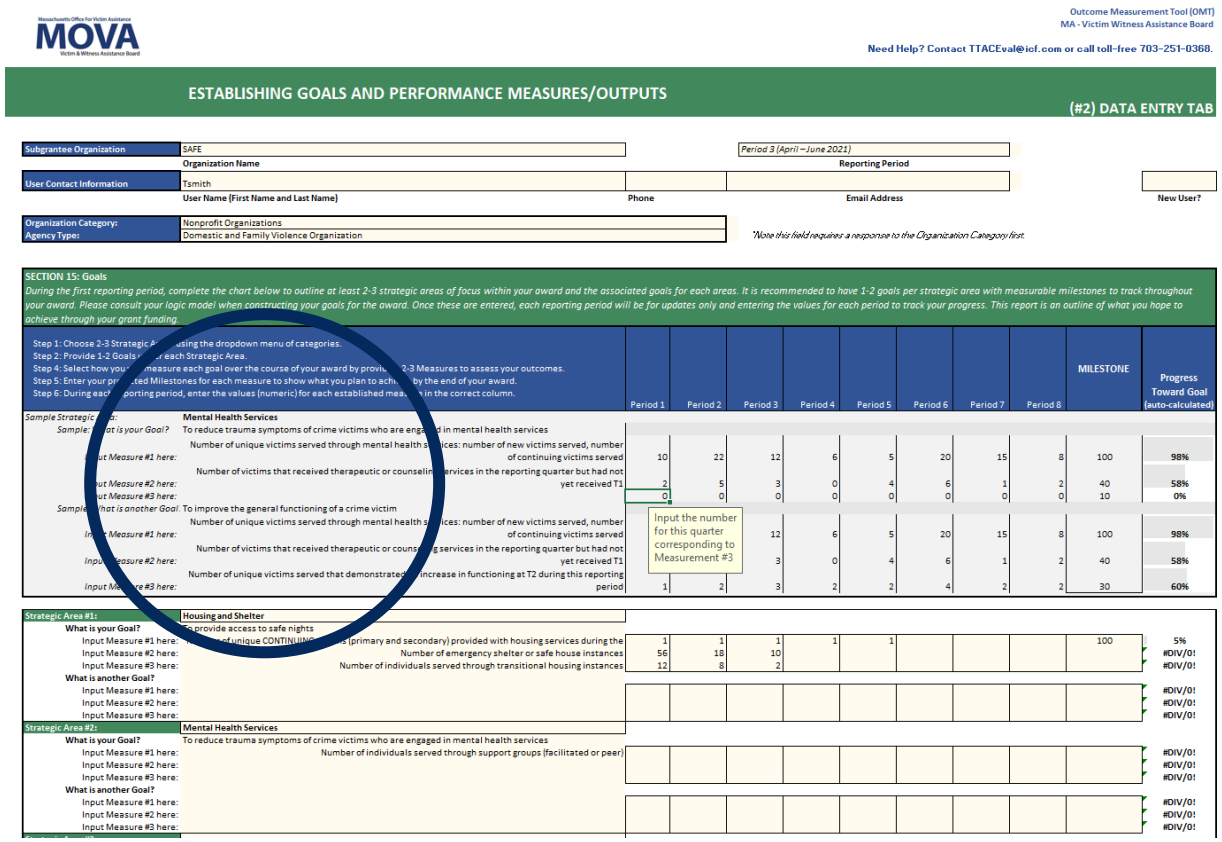
Measurement

Outputs vs. Outcomes



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MA - Victim Witness Assistance Board

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ESTABLISHING GOALS AND PERFORMANCE MEASURES/OUTPUTS — (#2) DATA ENTRY TAB

Subgrantee Organization	SAFE		Period 3 (April – June 2021)	
	Organization Name		Reporting Period	
User Contact Information	Tsmith			
	User Name (First Name and Last Name)	Phone	Email Address	New User?

Organization Category: Nonprofit Organizations
Agency Type: Domestic and Family Violence Organization
*Note this field requires a response to the Organization Category first.

SECTION 15: Goals

During the first reporting period, complete the chart below to outline at least 2-3 strategic areas of focus within your award and the associated goals for each areas. It is recommended to have 1-2 goals per strategic area with measurable milestones to track throughout your award. Please consult your logic model when constructing your goals for the award. Once these are entered, each reporting period will be for updates only and entering the values for each period to track your progress. This report is an outline of what you hope to achieve through your grant funding.

Step 1: Choose 2-3 Strategic A… using the dropdown menu of categories.
Step 2: Provide 1-2 Goals … r each Strategic Area.
Step 4: Select how you … measure each goal over the course of your award by provi… 2-3 Measures to assess your outcomes.
Step 5: Enter your pr… ed Milestones for each measure to show what you plan to ach… by the end of your award.
Step 6: During eac… porting period, enter the values (numeric) for each established mea… in the correct column.

		Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	MILESTONE	Progress Toward Goal (auto-calculated)
Sample Strategic …:	**Mental Health Services**										
Sample: …at is your Goal?	To reduce trauma symptoms of crime victims who are enga… in mental health services										
…ut Measure #1 here:	Number of unique victims served through mental health s… ices: number of new victims served, number of continuing victims served	10	22	12	6	5	20	15	8	100	98%
…ut Measure #2 here:	Number of victims that received therapeutic or counselin… ervices in the reporting quarter but had not yet received T1	2	5	3	0	4	6	1	2	40	58%
…ut Measure #3 here:		0	0	0	0	0	0	0	0	10	0%
Sample …hat is another Goal	To improve the general functioning of a crime victim										
In… Measure #1 here:	Number of unique victims served through mental health s… ices: number of new victims served, number of continuing victims served			12	6	5	20	15	8	100	98%
Input …easure #2 here:	Number of victims that received therapeutic or couns… g services in the reporting quarter but had not yet received T1			3	0	4	6	1	2	40	58%
Input Me… re #3 here:	Number of unique victims served that demonstrated … increase in functioning at T2 during this reporting period	1	2	3	2	2	4	2	2	30	60%

Input the number for this quarter corresponding to Measurement #3

Strategic Area #1:	**Housing and Shelter**										
What is your Goal?	To provide access to safe nights										
Input Measure #1 here:	…f unique CONTINUING … (primary and secondary) provided with housing services during the	1	1	1	1	1				100	5%
Input Measure #2 here:	Number of emergency shelter or safe house instances	56	18	10							#DIV/0!
Input Measure #3 here:	Number of individuals served through transitional housing instances	12	8	2							#DIV/0!
What is another Goal?											
Input Measure #1 here:											#DIV/0!
Input Measure #2 here:											#DIV/0!
Input Measure #3 here:											#DIV/0!
Strategic Area #2:	**Mental Health Services**										
What is your Goal?	To reduce trauma symptoms of crime victims who are engaged in mental health services										
Input Measure #1 here:	Number of individuals served through support groups (facilitated or peer)										#DIV/0!
Input Measure #2 here:											#DIV/0!
Input Measure #3 here:											#DIV/0!
What is another Goal?											
Input Measure #1 here:											#DIV/0!
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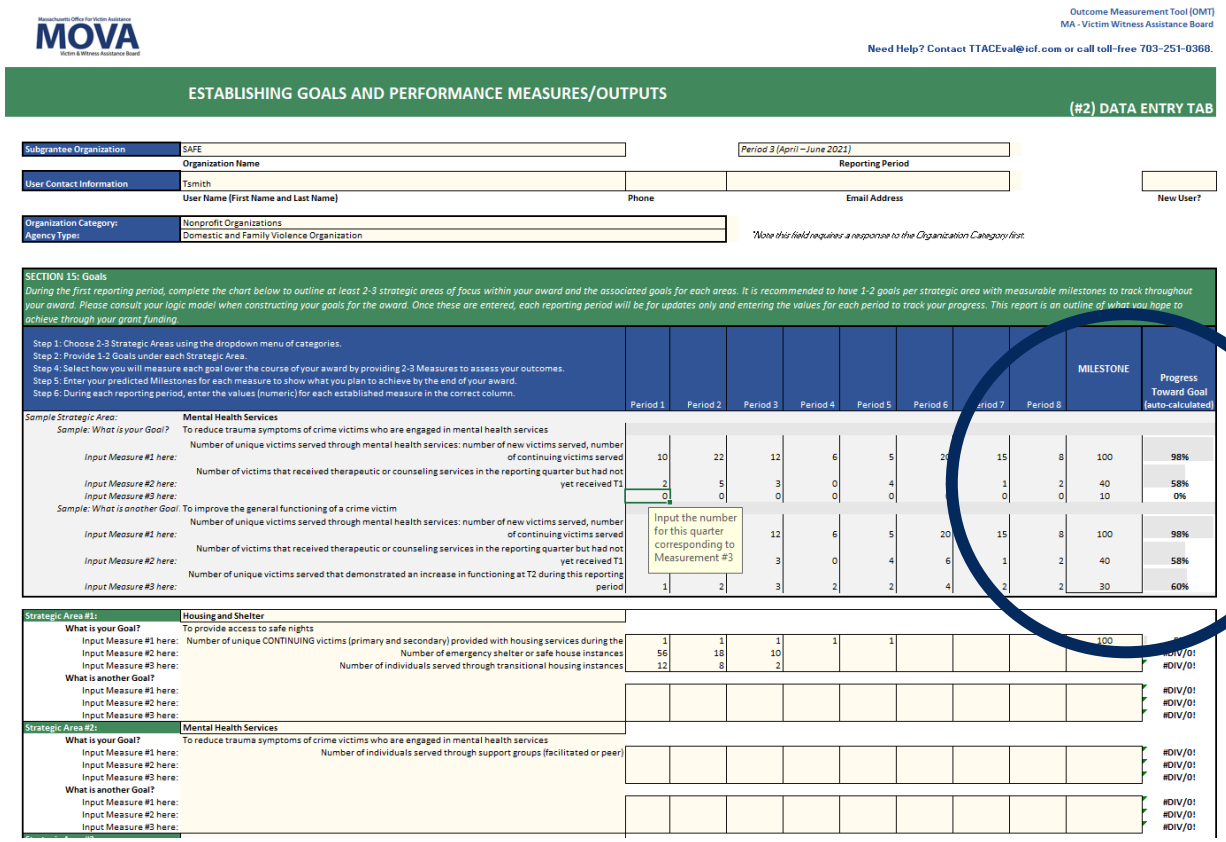
Progress Tracking



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MA - Victim Witness Assistance Board

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Step 6: During each reporting period, enter the values (numeric) for each established measure in the correct column.

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Sample: What is your Goal?	To reduce trauma symptoms of crime victims who are engaged in mental health services										
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Input Measure #2 here:	Number of victims that received therapeutic or counseling services in the reporting quarter but had not yet received T1	2	5	3	0	4	6	1	2	40	58%
Input Measure #3 here:		0	0	0	0	0	0	0	0	10	0%
Sample: What is another Goal	To improve the general functioning of a crime victim										
Input Measure #1 here:	Number of unique victims served through mental health services: number of new victims served, number of continuing victims served			12	6	5	20	15	8	100	98%
Input Measure #2 here:	Number of victims that received therapeutic or counseling services in the reporting quarter but had not yet received T1			3	0	4	6	1	2	40	58%
Input Measure #3 here:	Number of unique victims served that demonstrated an increase in functioning at T2 during this reporting period	1	2	3	2	2	4	2	2	30	60%
Strategic Area #1:	**Housing and Shelter**										
What is your Goal?	To provide access to safe nights										
Input Measure #1 here:	Number of unique CONTINUING victims (primary and secondary) provided with housing services during the	1	1	1	1	1				100	
Input Measure #2 here:	Number of emergency shelter or safe house instances	56	18	10							#DIV/0!
Input Measure #3 here:	Number of individuals served through transitional housing instances	12	8	2							#DIV/0!
What is another Goal?											
Input Measure #1 here:											#DIV/0!
Input Measure #2 here:											#DIV/0!
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Strategic Area #2:	**Mental Health Services**										
What is your Goal?	To reduce trauma symptoms of crime victims who are engaged in mental health services										
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Input Measure #2 here:											#DIV/0!
Input Measure #3 here:											#DIV/0!
What is another Goal?											
Input Measure #1 here:											#DIV/0!
Input Measure #2 here:											#DIV/0!
Input Measure #3 here:											#DIV/0!

Input the number for this quarter corresponding to Measurement #3

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Outcomes

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SHORT- AND LONG-TERM OUTCOMES

(#3) DATA ENTRY TAB

Subrecipients are expected to implement a standard set of key outcomes to demonstrate the short- and long-term outcomes of their program. This section is meant to capture what you may already be collecting and recommend potential areas for enhancing what we know about the impact of VOCA across the state. During each reporting period, you will provide the average outcome for each measure for that period and how many times that question was administered is captured in the "Demographics" tab to auto-calculate the response rate. Do not change the outcomes without consulting your Grant Manager. New measures can be introduced as your program develops and instrumentation changes. Refer to the Appendix for sample measures, which are included in the dropdown options.

SECTION 16: Short and Long-term Outcomes

1.) Input each strategic area and goal and then refer to your logic model to determine short- and long-term outcomes.
2.) For each outcome, determine the focus of it (clients, perception of staff or quality of services) from Outcome Type and the main theme of the outcome from Category.
3.) In the Question column write the question you are asking staff, clients or community members to determine your organization's performance for the selected outcome. Then select the Scale Measure and the Scale Range for your question.
4.) Enter your predicted Milestones for each measure to show what you plan to achieve by the end of your award and include any notes to clarify your goals.

Strategic Area *The strategic area related to the outcomes.*	Outcome Type *Who/What is the outcome focused on?*	Category *Main themes of outcomes.*	Question *Include the full text for the questions that are administered to assess outcomes.*	Scale Measure *Type of response options to the specified question.*	Scale Range *What are the response options?*	Milestone *Target set to assist with tracking progress toward your goals.*	Milestone Note *Optional space to include information to help interpret the milestone.*	Reporting Period 1		Reporting Period 2	
								Response Rate Overall:	8%	Response Rate Overall:	10%
								Response Rate Staff:	100%	Response Rate Staff:	#DIV/0!
	Victim Outcome	Example: Improve Well-Being	As a result of this program, I am more confident in my decisions	Likert Scale	1 = Strongly Disagree, 5 = Strongly Agree	4.0		4.0		4.5	

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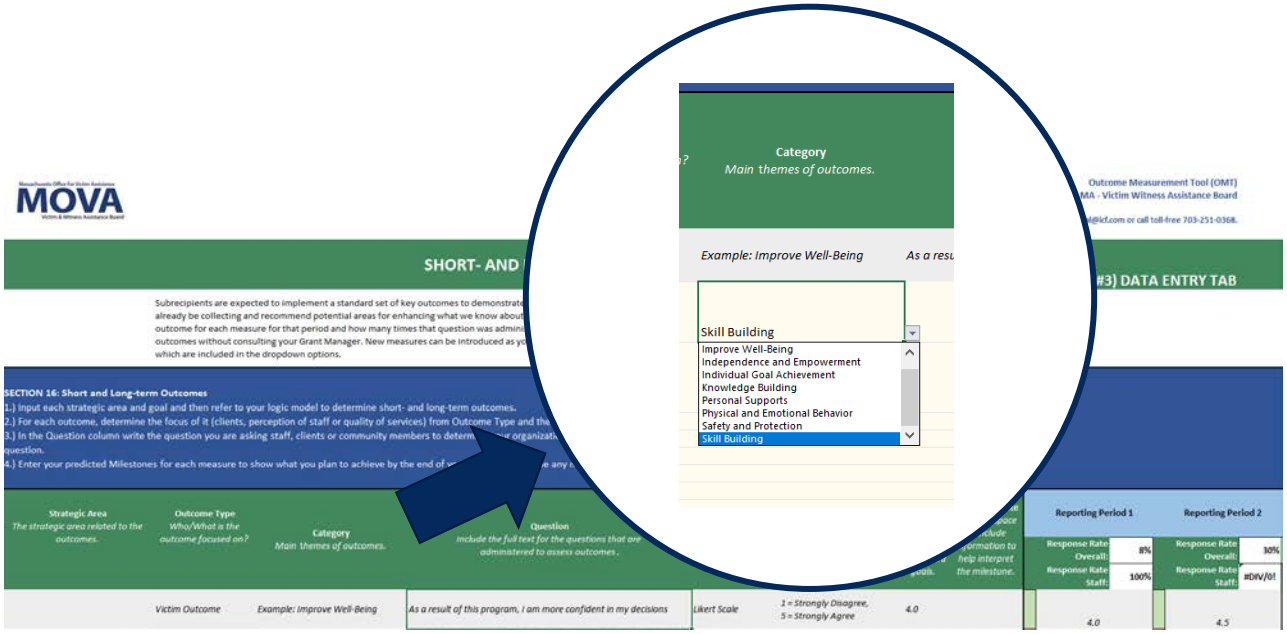
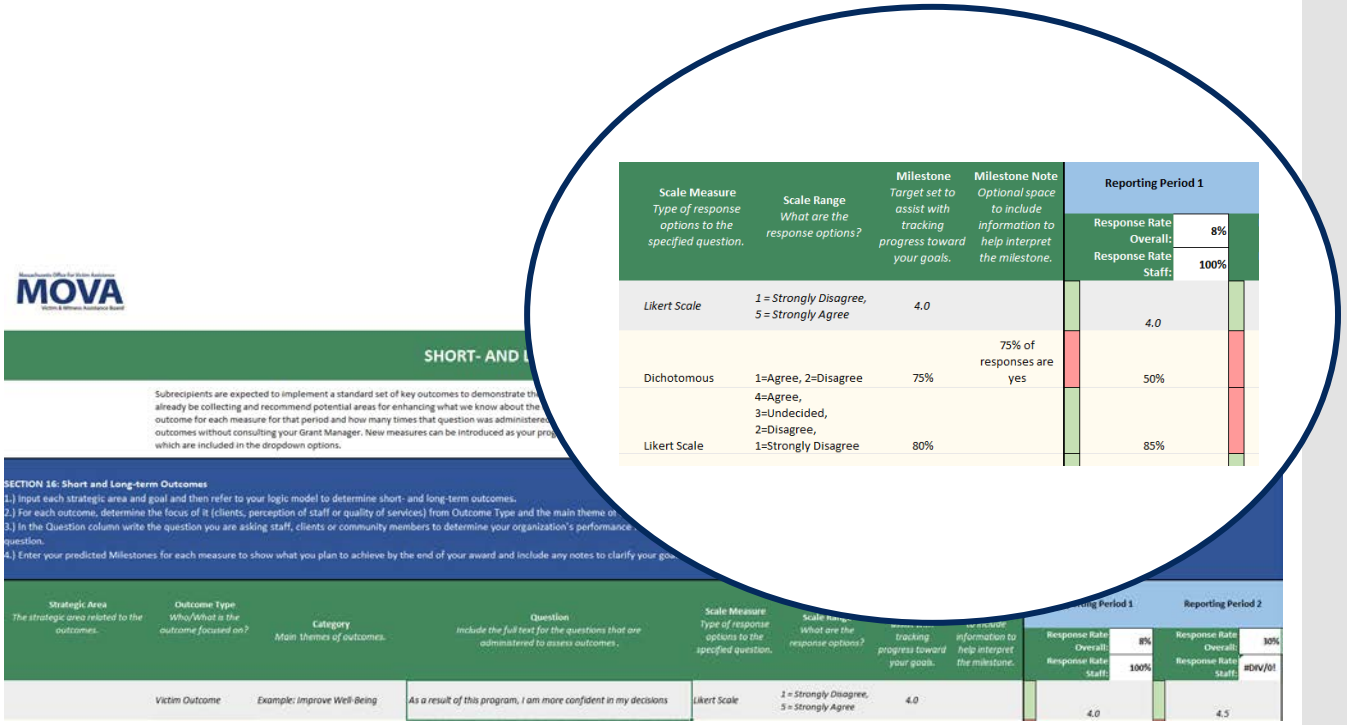
Outcomes


MOVA
Outcome Measurement Tool (OMT)
MA - Victim Witness Assistance Board
#3) DATA ENTRY TAB
Category
Main themes of outcomes.
Example: Improve Well-Being
Skill Building
Improve Well-Being
Independence and Empowerment
Individual Goal Achievement
Knowledge Building
Personal Supports
Physical and Emotional Behavior
Safety and Protection
Skill Building
Strategic Area
Outcome Type
Question
Reporting Period 1
Reporting Period 2
Victim Outcome
Example: Improve Well-Being
As a result of this program, I am more confident in my decisions
Likert Scale
1 = Strongly Disagree, 5 = Strongly Agree
4.0
4.5

Outcomes



MOVA

SHORT- AND L

Subrecipients are expected to implement a standard set of key outcomes to demonstrate th
already be collecting and recommend potential areas for enhancing what we know about the
outcome for each measure for that period and how many times that question was administered
outcomes without consulting your Grant Manager. New measures can be introduced as your prog
which are included in the dropdown options.

SECTION 16: Short and Long-term Outcomes

1.) Input each strategic area and goal and then refer to your logic model to determine short- and long-term outcomes.
2.) For each outcome, determine the focus of it (clients, perception of staff or quality of services) from Outcome Type and the main theme on
3.) In the Question column write the question you are asking staff, clients or community members to determine your organization's performance
question.
4.) Enter your predicted Milestones for each measure to show what you plan to achieve by the end of your award and include any notes to clarify your goa

Strategic Area *The strategic area related to the outcomes.*	Outcome Type *Who/What is the outcome focused on?*	Category *Main themes of outcomes.*	Question *Include the full text for the questions that are administered to assess outcomes.*	Scale Measure *Type of response options to the specified question.*	Scale Range *What are the response options?*	Milestone *Target set to assist with tracking progress toward your goals.*	Milestone Note *Optional space to include information to help interpret the milestone.*	Reporting Period 1	Reporting Period 2
								Response Rate Overall: 8% / Response Rate Staff: 100%	Response Rate Overall: 10% / Response Rate Staff: #DIV/0!
	Victim Outcome	Example: Improve Well-Being	As a result of this program, I am more confident in my decisions	Likert Scale	1 = Strongly Disagree, 5 = Strongly Agree	4.0		4.0	4.5

Scale Measure *Type of response options to the specified question.*	Scale Range *What are the response options?*	Milestone *Target set to assist with tracking progress toward your goals.*	Milestone Note *Optional space to include information to help interpret the milestone.*	Reporting Period 1
				Response Rate Overall: 8% / Response Rate Staff: 100%
Likert Scale	*1 = Strongly Disagree, 5 = Strongly Agree*	*4.0*		*4.0*
Dichotomous	1=Agree, 2=Disagree	75%	75% of responses are yes	50%
Likert Scale	4=Agree, 3=Undecided, 2=Disagree, 1=Strongly Disagree	80%		85%

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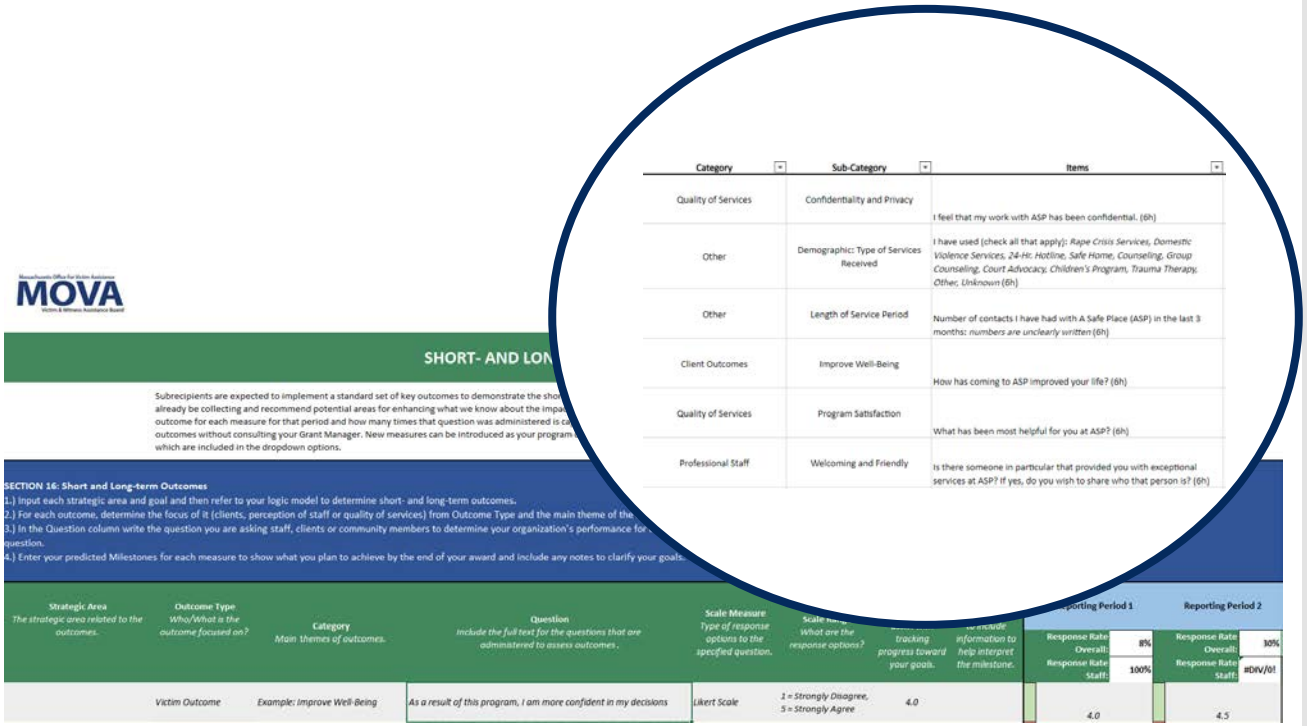
OVC TTAC Office for Victims of Crime Training & Technical Assistance Center

Outcomes



Category	Sub-Category	Items
Quality of Services	Confidentiality and Privacy	I feel that my work with ASP has been confidential. (6h)
Other	Demographic: Type of Services Received	I have used (check all that apply): *Rape Crisis Services, Domestic Violence Services, 24-Hr. Hotline, Safe Home, Counseling, Group Counseling, Court Advocacy, Children's Program, Trauma Therapy, Other, Unknown* (6h)
Other	Length of Service Period	Number of contacts I have had with A Safe Place (ASP) in the last 3 months: *numbers are unclearly written* (6h)
Client Outcomes	Improve Well-Being	How has coming to ASP improved your life? (6h)
Quality of Services	Program Satisfaction	What has been most helpful for you at ASP? (6h)
Professional Staff	Welcoming and Friendly	Is there someone in particular that provided you with exceptional services at ASP? If yes, do you wish to share who that person is? (6h)

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								Response Rate Staff:	100%	Response Rate Staff:	#DIV/0!
	Victim Outcome	Example: Improve Well-Being	As a result of this program, I am more confident in my decisions	Likert Scale	1 = Strongly Disagree, 5 = Strongly Agree	4.0		4.0		4.5	

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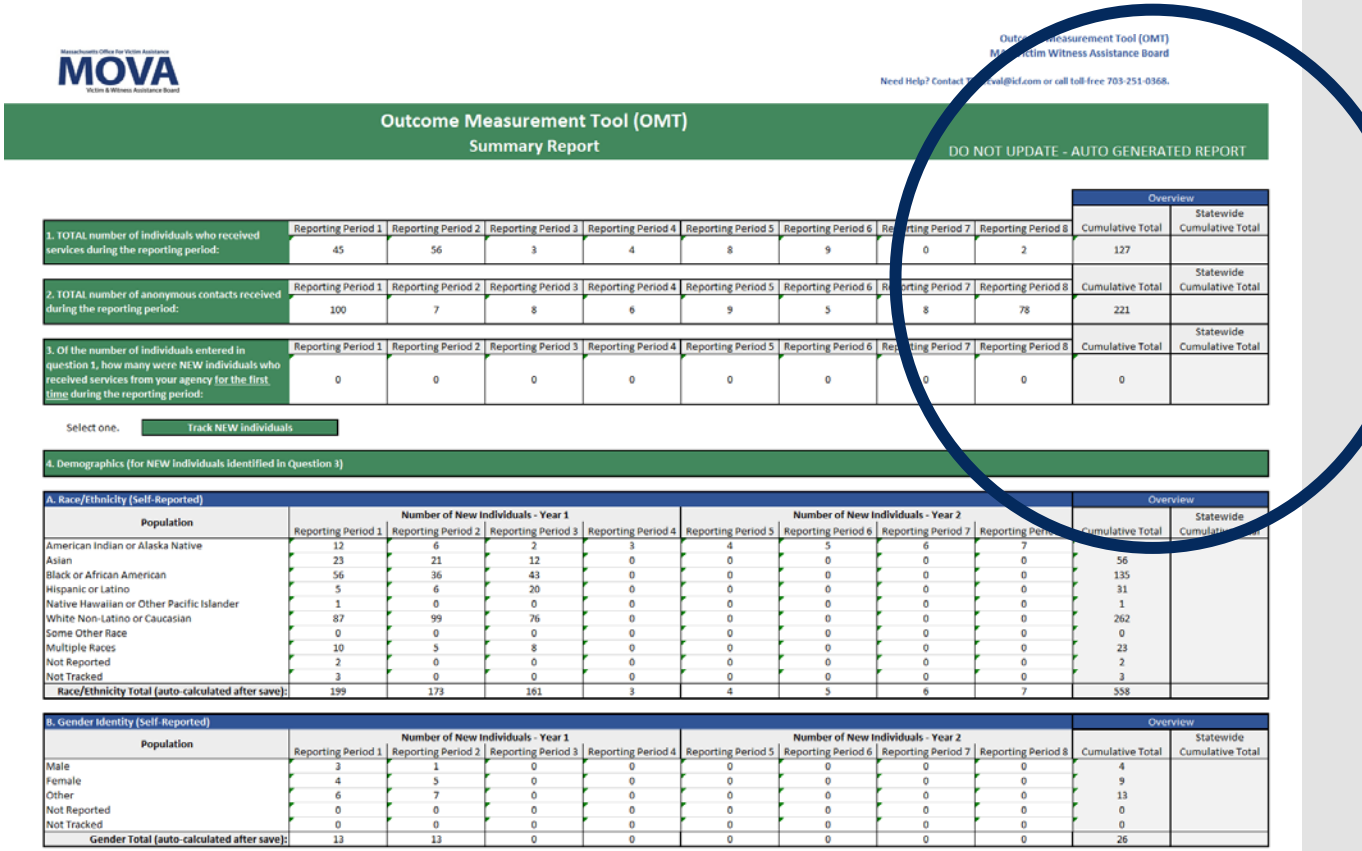
OVC TTAC Office for Victims of Crime Training & Technical Assistance Center

Summary & Reporting



Massachusetts Office for Victim Assistance
MOVA
Victim & Witness Assistance Board

Outcome Measurement Tool (OMT)
MA Victim Witness Assistance Board

Need Help? Contact TA@eval@icf.com or call toll-free 703-251-0368.

Outcome Measurement Tool (OMT)
Summary Report

DO NOT UPDATE - AUTO GENERATED REPORT

	Reporting Period 1	Reporting Period 2	Reporting Period 3	Reporting Period 4	Reporting Period 5	Reporting Period 6	Reporting Period 7	Reporting Period 8	Overview: Cumulative Total	Overview: Statewide Cumulative Total
1. TOTAL number of individuals who received services during the reporting period:	45	56	3	4	8	9	0	2	127	
2. TOTAL number of anonymous contacts received during the reporting period:	100	7	8	6	9	5	8	78	221	
3. Of the number of individuals entered in question 1, how many were NEW individuals who received services from your agency for the first time during the reporting period:	0	0	0	0	0	0	0	0	0	

Select one. Track NEW individuals

4. Demographics (for NEW individuals identified in Question 3)

A. Race/Ethnicity (Self-Reported)

Population	Number of New Individuals - Year 1: Reporting Period 1	Reporting Period 2	Reporting Period 3	Reporting Period 4	Number of New Individuals - Year 2: Reporting Period 5	Reporting Period 6	Reporting Period 7	Reporting Period 8	Overview: Cumulative Total	Overview: Statewide Cumulative Total
American Indian or Alaska Native	12	6	2	3	4	5	6	7		
Asian	23	21	12	0	0	0	0	0	56	
Black or African American	56	36	43	0	0	0	0	0	135	
Hispanic or Latino	5	6	20	0	0	0	0	0	31	
Native Hawaiian or Other Pacific Islander	1	0	0	0	0	0	0	0	1	
White Non-Latino or Caucasian	87	99	76	0	0	0	0	0	262	
Some Other Race	0	0	0	0	0	0	0	0	0	
Multiple Races	10	5	8	0	0	0	0	0	23	
Not Reported	2	0	0	0	0	0	0	0	2	
Not Tracked	3	0	0	0	0	0	0	0	3	
Race/Ethnicity Total (auto-calculated after save):	199	173	161	3	4	5	6	7	558	

B. Gender Identity (Self-Reported)

Population	Number of New Individuals - Year 1: Reporting Period 1	Reporting Period 2	Reporting Period 3	Reporting Period 4	Number of New Individuals - Year 2: Reporting Period 5	Reporting Period 6	Reporting Period 7	Reporting Period 8	Overview: Cumulative Total	Overview: Statewide Cumulative Total
Male	3	1	0	0	0	0	0	0	4	
Female	4	5	0	0	0	0	0	0	9	
Other	6	7	0	0	0	0	0	0	13	
Not Reported	0	0	0	0	0	0	0	0	0	
Not Tracked	0	0	0	0	0	0	0	0	0	
Gender Total (auto-calculated after save):	13	13	0	0	0	0	0	0	26	

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Training & Technical Assistance Center

Trainings

UPPING YOUR
LOGIC MODEL GAME
January 7 9:00-11:30am ET

THE OUTCOME MEASUREMENT TOOL
December 17 1:00-3:30 pm ET

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Questions?

Evaluation QR Code

Introduction to Logic Models Training – Session #2

Scan the QR code with your phone to open the survey.

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OVC TTAC Office for Victims of Crime Training & Technical Assistance Center

Contact Information

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OVC Training and Technical Assistance Center

Samantha.Lowry@icf.com

Technical Assistance: Contact OVC TTAC at **TTACEval@icf.com**

MOVA Website: https://www.mass.gov/funding-and-grants-management

OVC TTAC Website: https://www.ovcttac.gov/