

THE OUTCOME MEASUREMENT TOOL (OMT) PREPARING TO COLLECT DATA

The Outcome Measurement Tool is designed to assist programs with measuring success and provides options for tracking and reporting on key program outcomes. In this guide, you will find an overview of the information collected in the tool. Each measure has an indicator for whether it is an existing item in the MOVA/OVC PMT or new data. There are also markers for optional items where programs already capturing these data have the ability now to include it here or programs that are interested in including these new areas in the future can begin to prepare.

POPULATION DEMOGRAPHICS AND DIRECT SERVICES – TAB 1

Data Element/Measure	Current PMT	New OMT Options	Optional
Question 1. TOTAL number of individuals who received services during the reporting period.	✓		
Question 2. TOTAL number of anonymous contacts received during the reporting period.	✓		
Question 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.	✓		
Is your agency able to track individuals throughout the Fiscal Year?	✓		
Section 4A. Race/Ethnicity - NEW Individuals: Enter the totals for NEW individuals identified in Question 3 by the following demographic descriptors. [main categories below]			
American Indian / Alaska Native	✓		
<i>New!</i> Subgroups American Indian / Alaska Native			✓
Asian	✓		
<i>New!</i> Subgroups Asian			✓
Black or African American	✓		
<i>New!</i> Subgroups Black / African American			✓
Hispanic / Latino	✓		
<i>New!</i> Subgroups Hispanic / Latino			✓
Native Hawaiian / Other Pacific Islander	✓		
<i>New!</i> Subgroups Native Hawaiian / Other Pacific Islander			✓

Data Element/Measure	Current PMT	New OMT Options	Optional
White Non-Latino / Caucasian	✓		
<i>New!</i> Subgroups White Non-Latino / Caucasian			✓
Some Other Race	✓		
<i>New!</i> Subgroups Other Race			✓
Multiple Races	✓		
<i>New!</i> Subgroups Multiple Races			✓
Not Reported	✓		
Not Tracked	✓		
Section 4B. Gender Identity - NEW Individuals: Enter the totals for NEW individuals identified in Question 3 by the following demographic descriptors. [main categories below]			
Male	✓		
Female	✓		
Transgender Male			✓
Transgender Female			✓
Genderqueer/Non-Conforming/Non-Binary			✓
Other Gender (specification options)	✓		
Not Reported	✓		
Not Tracked	✓		
Section 4C. Age – NEW Individuals: Enter the totals for NEW individuals identified in Question 3 by the following demographic descriptors. [main categories below and new categories have option to retain the “25-59” and “60 and older” categories]			
Age 0-12	✓		
Age 13-17	✓		
Age 18-24	✓		
Age 25-30 <i>New!</i>	✓		✓
Age 31-34 <i>New!</i>	✓		✓
Age 35-59 <i>New!</i>	✓		✓
Age 60-65 <i>New!</i>	✓		✓
Age 66 and Older <i>New!</i>	✓		✓
Not Reported	✓		
Not Tracked	✓		

Data Element/Measure	Current PMT	New OMT Options	Optional
Section 4D. Geographic Region – NEW Individuals: Enter the totals for NEW individuals identified in Question 3 by the following demographic descriptors. [main categories below]			
Urban Area (50,000 or more)			✓
Suburban Area (2,500-49,000)			✓
Rural Area (less than 2,500)			✓
Section 5A. Victimization Type – ALL Individuals: Enter the totals for the specified reporting period for ALL individuals identified in Question 1 and 2. An individual MAY be counted in more than one victimization type. An individual MAY NOT be counted more than once within the same victimization type.			
Adult Physical Assault (Includes Aggravated and Simple Assault)	✓		
Adult Sexual Assault	✓		
Adults Sexually Abused/Assaulted as Children	✓		
Arson	✓		
Bullying (Verbal, Cyber, or Physical)	✓		
Burglary	✓		
Child Physical Abuse or Neglect	✓		
Child Pornography	✓		
Child Sexual Abuse/Assault	✓		
Domestic and/or Family Violence	✓		
DUI/DWI Incidents	✓		
Elder Abuse or Neglect	✓		
Hate Crime: Racial/Religious/Gender/Sexual Orientation/Other	✓		
<i>New!</i> Hate Crime: Racial			✓
<i>New!</i> Hate Crime: Religious			✓
<i>New!</i> Hate Crime: Gender			✓
<i>New!</i> Hate Crime: Sexual Orientation			✓
<i>New!</i> Hate Crime: Other	✓		
Human Trafficking: Labor	✓		
Human Trafficking: Sex	✓		
Identity Theft/Fraud/Financial Crime	✓		
Kidnapping (non-custodial)	✓		
Kidnapping (custodial)	✓		

Data Element/Measure	Current PMT	New OMT Options	Optional
Mass Violence (Domestic/International)	✓		
Other Vehicular Victimization (e.g., Hit and Run)	✓		
Robbery	✓		
Stalking/Harassment	✓		
Survivors of Homicide Victims	✓		
Teen Dating Victimization	✓		
Terrorism (Domestic/International)	✓		
Other Victimization (specification options)	✓		
Not Reported	✓		
Not Tracked	✓		
Section 5B. Of the individuals who received services, how many presented with more than one type of victimization during the reporting period?	✓		
Section 5C. Special Classification – ALL Individuals: Enter the number of individuals who self-identify in one or more of these categories.			
Deaf/Hard of Hearing	✓		
Homeless	✓		
Immigrants/Refugees/Asylum Seekers	✓		
LGBTQ	✓		
Veterans	✓		
Victims with Disabilities: Cognitive/Physical/Mental	✓		
<i>New!</i> Subgroups for specifying disability types			✓
Victims with Limited English Proficiency	✓		
<i>New!</i> Subgroups for specifying language			✓
Other Special Classification Type (specification options)	✓		
Section 6. Number of individuals assisted with a victim compensation application during the reporting period	✓		
Section 7. Services Received: First select the types of services provided by your organization from the dropdown options (Yes/No). Then enter the total number of individuals who received services in the main TOTAL categories AND the number of times each service was provided by your organization during the reporting period within each subcategory.			
Information & Referral TOTAL	✓		
Information about the criminal justice process	✓		

Data Element/Measure	Current PMT	New OMT Options	Optional
Information on victim rights/how to obtain notifications	✓		
Referral to other victim service programs	✓		
Referral to other services/supports/resources	✓		
Personal Advocacy/Accompaniment TOTAL	✓		
Victim advocacy/accompaniment to emergency medical care	✓		
Victim advocacy/accompaniment to medical forensic exam	✓		
Law enforcement interview advocacy/ accompaniment	✓		
Individual advocacy	✓		
Performance of medical or nonmedical forensic exam or interview, or medical evidence collection	✓		
Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	✓		
Intervention with employer, creditor, landlord, or academic institution	✓		
Child or dependent care assistance (includes coordination of services)	✓		
Transportation assistance (includes coordination of services)	✓		
Interpreter services	✓		
Emotional Support or Safety Services TOTAL	✓		
Crisis intervention (in-person, includes safety planning, etc.)	✓		
Hotline/crisis line counseling	✓		
On-scene crisis response (e.g., community crisis response)	✓		
Individual counseling	✓		
Support groups (facilitated or peer)	✓		
Other therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	✓		
Emergency financial assistance (includes emergency loans and petty cash, payment for items such as food and/or clothing, changing windows and/or locks, taxis, prophylactic and nonprophylactic medications, durable medical equipment, etc.)	✓		
Shelter/Housing Services TOTAL	✓		
Emergency shelter or safe house	✓		
Transitional housing	✓		
Relocation assistance (includes assistance with obtaining housing)	✓		
Criminal/Civil Justice System Assistance TOTAL	✓		

Data Element/Measure	Current PMT	New OMT Options	Optional
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release, etc.)	✓		
Victim impact statement assistance	✓		
Assistance with restitution (includes assistance in requesting and when collection efforts are not successful)	✓		
Civil legal assistance in obtaining protection or restraining order	✓		
Civil legal assistance with family law issues (e.g., custody, visitation, or support)	✓		
Other emergency justice-related assistance	✓		
Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	✓		
Prosecution interview advocacy/accompaniment (includes accompaniment with prosecuting attorney and with victim/witness)	✓		
Law enforcement interview advocacy/accompaniment	✓		
Criminal advocacy/accompaniment	✓		
Other legal advice and/or counsel	✓		
SECTION 8: Questions were asked annually and now collected per reporting period.			
Question 8A. Number of requests for services that were unmet because of organizational capacity issues. Please explain. [included each reporting period verses once a year]	✓	✓	
Question 8B. Does your organization formally survey clients for feedback on services received?	✓		
Question 8C and 8D. Number of surveys distributed to clients AND number of surveys completed by clients.	✓		
New! Question 8E. Does your organization formally survey staff for feedback on trainings received?		✓	
New! Question 8F and 8G. Number of surveys distributed to staff AND number of surveys completed by staff.		✓	
Question 8H. Please discuss some of the challenges your victim assistance program faced during the course of the federal fiscal year.	✓		
Question 8I. Please describe some of the services that victims needed but could not be provided. What were the challenges that prevented those services from being provided?	✓		
New! Question 9. Please share a success story or client spotlight in the space below. Do not include any identifying or confidential information.			✓

ESTABLISHING GOALS, STRATEGIC AREAS AND OUTPUT MEASURES – TAB 2

This section includes reporting on progress with the Activities through Output measures from program logic models. It also corresponds to Outcomes by grouping Outputs measures within each program goal.

	Current PMT	New OMT Options	Optional
SECTION 10: Goals During the first reporting period, complete the areas below to outline at least 2-3 strategic areas of focus within your award to help group the associated goals and outputs for each area. 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, as well as any changes in your program. This will become an outline of what you hope to achieve through your grant funding. Each output will be entered on its own line within the tool.			
Step 1: Select Strategic Areas			
Category for the type of activity included in your program. Select from several options or create your own description (i.e., Mental Health Services, Housing and Shelter). Sample categories provided below: Housing and Shelter Language Access Legal Access Medical and Forensic Access Outreach Community Engagement Other			
Step 2: Specify Goals			
Identify the outcomes your organization is aiming to achieve through the activities provided by your program. Select from options provided or create your own description. An example could be “to provide access to safe nights” if your Strategic Area is Housing and Shelter or “to reduce trauma symptoms of clients who are engaged in mental health services” if your Strategic Area is Mental Health Services.			

	Current PMT	New OMT Options	Optional
Step 3: Input Measures Determine the items from the Outputs section of your logic model that correspond to each intended outcome. Enter them within the related Strategic Area to create common groups of measures. Select from options provided or create your own description of measures. NOTE: These measures will include both items you already report in the PMT and new data as needed to fully describe what is outlined in the “Output” section of your logic model. Refer to the Demographics and Direct Services questions for measures already reported.	✓	✓	
Step 4: Enter Milestones Provide the milestone included in the program logic model for the corresponding item to show what you plan to achieve by the end of your award.		✓	
Step 5: Determine Output Type Select from the dropdown who or what the output is focused on. This includes options to provide more specificity such as population of interest, staff-based outputs, types of services (if applicable and different from the detail provided above as part of the measure), outreach, organizational-level outputs (e.g., policies, practices), collaboration and referral, and other. For example, if one of your program goals is to provide access to safe nights by offering at least 6,000 days of shelter care, here is where you will have an opportunity to define whether this is a service type-related output or a specific population your program is tracking nights of shelter care for within this measure.			
Step 5: Update Totals (for the current reporting period)	✓	✓	✓ (optional for January-March ONLY)

SHORT- AND LONG- TERM OUTCOMES – TAB 3

This section includes reporting on Short-Term and Long-Term Outcomes for your program and corresponding program logic model. Programs have an opportunity to include both existing measures from current outcome evaluations and new measures being integrated into the program.

	Current PMT	New OMT Options	Optional
SECTION 11: Short- and Long-Term Outcomes Subrecipients are expected to implement a standard set of key outcomes to demonstrate what has been achieved by their program. This section is meant to capture what you may already be collecting. It also provides recommendations for potential areas based on what we know about the impact of VOCA across the Commonwealth and utilizing existing logic models. This will allow for similar programs to select common measures, while maintaining options for unique contributions. During each reporting period, you will provide the average or overall outcome for each measure entered in this section for that period. How many times that question was administered is captured in the "Demographics" tab to auto-calculate the response rate. New measures can be introduced as your program develops and instrumentation changes; however, do not change the outcomes between reporting periods without consulting your Grant Manager. These items correspond to approved program logic models. Sample measures are included in the dropdown options within the OMT and supporting materials provided during launch.			
Step 1: Select Strategic Areas Following the same strategic areas specified in the previous tab, select the appropriate label for the corresponding strategic area for the outcome being measured. Choose from several options or create your own description (i.e., Mental Health Services, Housing and Shelter). Sample categories provided below: <div style="display: flex; justify-content: space-between;"> <div> Housing and Shelter Language Access Legal Access Medical and Forensic Access </div> <div> Outreach Community Engagement Other </div> </div>		✓	
Step 2: Determine Outcome Type Select from the dropdown who or what the outcome is focused on. This includes options such as client outcomes, staff-based outcome, quality of services, outreach, organizational-level outcomes, collaboration and referral, specific populations, and other. For example, if one of your program goals is related to training staff on trauma-informed practices, here is where you will have an opportunity to specify that the corresponding outcomes is related to staff outcomes from the training(s).		✓	

	Current PMT	New OMT Options	Optional
Step 3: Select Sub-Category Once you have selected an Outcome Type, you will then further classify the sub-category the short- or long-term outcome is related to, which will further define the associated strategic areas. Examples are provided below to show potential sub-categories to be selected within a specific outcome type.			
<i>Client Outcomes</i> Client Well-Being – specify type Independence and Empowerment Individual Goal Achievement Knowledge Building Physical and Emotional Behavior Safety and Protection Skill Building Economic Supports			
<i>Staff-Based Outcomes</i> Accessible and Responsive Diversity of Experience Knowledge Building Respectful and Supportive of Clients Staff Well-Being			
<i>Quality of Services</i> Confidential and Private Increased Ability to Access Services Program Satisfaction Language Access Implementation of Best Practices			
<i>Outreach</i> Community Awareness of Issue Area Community Awareness of Services Community Wide-Response to Specific Issue Area Increased Access to Services Connections to Community Supports			

	Current PMT	New OMT Options	Optional
Step 4: Define the Question or Measure Used For each outcome, describe how it was measured. Often times this will be through either client surveys, program data on service levels, case management data, tracking of referral outcomes, or results from assessments. Programs are able to enter information for each measure utilized or a combination of measures that assess a key construct such as client well-being. In this example, you might include individual measures for mental health, employment, housing, and safety or select to include client well-being overall.		✓	✓ *Core set of measures required.
Step 5: Specify the Scale and Range Provide the detailed related to each outcome to explain how it was measured. The options include selecting from a dropdown list of sample measures where you can include whether it was a quantitative or qualitative, type of scale if applicable (e.g., 5 response options), and types of responses (e.g., agreement items, true/false statements, yes/no, etc.).		✓	
Step 6: Enter Milestones Provide the milestone included in the program logic model for the corresponding item to show what you plan to achieve by the end of your award. There is additional space to provide more detail regarding the milestone given that non-numeric milestones require additional information.		✓	
Step 7: Update Findings (for the current reporting period) Enter the average score or result for the specified outcome during each reporting period. For example, if you asked program participants about how well the service met their needs/expectations using a 10-point scale from “did not meet my needs/expectations at all” to “met all of my needs/expectations,” you would enter the average response for each reporting period on that item. You may have a goal of achieving an 8 out of 10 over the course of the program.		✓	✓ *Core set of measures required.

**Core set of measures required during the January – March reporting period. This includes establishing with your Grant Manager which outcomes are able to be measured and when those measures will be in place for entry into the OMT.*