Massachusetts Office For Victim Assistance
MOVA
Victim & Witness Assistance Board

Outcome Measurement Tool (OMT)
Frequently Asked Questions

Additional information is provided below to assist with questions that may arise as organizations enter information into the Outcome Measurement Tool. This list will be updated periodically and reposted to the MOVA website.

1. **What software will I need to access and enter my information into the OMT?**
   The OMT is currently accessible through Microsoft Excel and made available on MOVA's website. Please contact your MOVA Grant Manager if you are unable to locate the OMT. In the future it will be integrated into MOVA's eGrants system.

2. **How do I submit the OMT each quarter?**
   The OMT reporting timeline is included under the "MOVA Tips" tab with the OMT. Currently, you will submit your completed OMT each quarter by emailing the completed file to movastats@mass.gov. In the future, the OMT will be submitted via MOVA's eGrants system.

3. **Do I use a new OMT file (workbook) each quarter?**
   No, you will add a new quarter's worth of data to your existing OMT each quarter. Consult the prior quarter's approved OMT for your organization when entering data for subsequent periods to ensure data is tracked comprehensively across all periods of your award.

4. **There are several programs at my agency that receive funding from MOVA. Do I have to complete an OMT for each of them?**
   Each VOCA funded agency should submit one OMT workbook. Demographic data should continue to be combined across all VOCA funded programs (as you currently are reporting if you have multiple awards). Given that program outcomes and goals are unique to each award, these will be entered for each award into the same OMT to follow along with your program logic model(s). Use the open-ended field labeled "Output Type" within the Goals tab and the "Milestones Note" in the Key Outcomes tab to designate which award each entry applies to in addition to any other information needed. If your agency has VOCA funding and SAFEPLAN funding, these data points should be reported in separate workbooks.

5. **Do I still need to log into OJP Performance Measurement Platform to submit PMT data?**
   <u>For VOCA funded programs ONLY</u>:

   - Submission of October – December performance reports are due January 30th via the PMT, which is now open for submissions.
   - Submission of the first OMT report (January – March) should be submitted to movastats@mass.gov no later than April 30, 2021. Subrecipients will not be required to enter January-March data into eGrants or PMT. This period will serve as a pilot.

6. **Can I edit or delete data from a previous reporting period?**
   Data should not be edited or removed after it is submitted to MOVA. If you need to make a change, contact your MOVA Grant Manager before proceeding with this change to ensure it is reflected in the approved version.

7. **What is a milestone? Can I change my milestone if something changes that alters my organization's ability to reach my original goal?**
   A milestone is the target set to assist with tracking progress toward your program goals. In the "Goals" tab of the OMT, the milestone will correspond with the values entered in the output section of your program logic model. In the "Key Outcomes" tab of the OMT, the milestone will correspond with the measurable outcomes you listed in the short- and long-term outcomes section of your program logic model.

   You will set your milestone for each goal and outcome the first time you complete the OMT and then track progress toward that milestone each reporting period. If you need to change your milestone given updates to your program or other external factors, consult with your MOVA Grant Manager to ensure the changes are reflected in your approval logic model.

8. **What if I do not collect additional information about demographics beyond what is required in the OVC PMT?**
   In the "Demographics" section of the OMT you will enter the required information, which includes all of the main demographic categories, and optional supplemental information that will provide MOVA with more in-depth information about the clients your agency serves. It is at the discretion of your agency to determine how much supplemental information is provided. Required information is marked in Column A for each section and aligns with mandatory reporting in the OVC PMT.

9. **The goals and outcomes listed in my logic model do not match the options in the OMT. How do I proceed?**
   There may not always be perfect matches between the goals and outcomes included in your logic model and the options in the OMT, sometimes you will have to choose the

closest fit that you see available. In the "Goals" tab, review the different options that correspond with your program's strategic area and find the goal that most closely aligns with the activities listed in your logic model. Then select the input measures that correspond to the outputs from your logic model. For the outcomes section, determine the outcome type and category that best matches your program's logic model and then enter the questions used by your program to determine whether the outcomes are achieved.

There is the option to select "other" and enter unique information that is not included in the dropdown menus. This allows for additional entries and inclusion of new areas. The dropdown options are available to assist with common measurement where appropriate and presents options based on previous reported measures.

OVC TTAC support staff are available through individual virtual sessions and email, to answer any questions or provide support in completing the OMT.

10. My agency does not currently collect any data on the outcomes listed in my program logic model. What do I do?

Funded programs are expected to begin collecting and entering outcomes by the March-June reporting period. This can be completed in phases and all outcomes are not required to be collected for the full first year of the award. Programs that are already collecting outcomes are encouraged to start reporting as soon as possible.

Refer to the "Appendix" tab for additional information on each of the areas included or the Sample Collection Measures provided below in this FAQ document for some helpful resources. When determining how to collect outcome data, it will be helpful to consider who will need to provide the information, what kind of questions you will need to ask to receive accurate information, and what method will be used to collect and track the information. The OMT allows for entry and tracking of both numerical and non-numerical data.

For additional information on logic models and measuring outcomes, please consult the previously recorded trainings for the Introduction to Logic Models and Upping Your Logic Model Game located on the MOVA website. OVC TTAC support staff are available through individual virtual sessions, email, and phone Monday through Friday between 9am and 5pm (EST) to answer any questions or provide support in developing measures for inclusion in the OMT.

11. What happens if we receive permission from MOVA to do a programmatic revision? Do I need to redo my agency's OMT?

Please contact your MOVA Grant Manager to discuss how to document this with your organization's OMT and next steps with reporting.

12. My logic model contains more information than there is currently space for in the OMT. How do I add additional rows?

The OMT offers a series of row expansion button along the left-hand side of each section. Click on the + and – symbols to expand and retract these areas. You are also not expected to include all of the information from your agency's logic model into the OMT. Consult the directions included within the OMT for information on how many strategic areas, goals, and outcome measures are required. If you have any technical difficulties or need additional space beyond what is offered, consult with OVC TTAC support staff available through individual virtual sessions, email, and phone Monday through Friday between 9am and 5pm (EST).

13. I am confused about the different types of data I need to enter in the "Demographics" tab. Where can I find more information?

Consult the "Appendix" tab of the OMT which contains definitions for each area and examples related to all fields included in the "Demographics" tab. If you continue to have questions after reviewing the "Appendix" tab, you can contact your MOVA Grant Manger for clarity on definitions, how to count certain clients, and other items pertaining to required OVC PMT reporting areas. OVC TTAC support staff are also available to assist with questions regarding how to enter the supplemental data.

14. What are the different ways I can measure my program's outcomes and how do I enter that information into the OMT?

The "Key Outcomes" tab of the OMT is where you will enter information about your program outcomes and track progress toward the milestone for each. For information that is quantitative, or numerical, you will use Section 16. Enter the question or a detailed label for what you are collecting for a particular outcome and then select the corresponding descriptors to share details about the type of measure. Definitions and examples of the provided options under scale, for example, can be found in the appendix.

For information that is qualitative, or non-numerical, scroll down within the "Key Outcomes" tab until you reach the rows labeled with Section 16b. Enter the open-ended questions used to collect the qualitative information here.

15. Do I need to distinguish between short-term and long-term outcomes within the OMT?

Use the dropdown option for each item in the "Key Outcomes" tab to label whether it is a short- or long-term outcome being presented. This is for tracking purposes only and will help to align the items included with your program logic model.

16. Where can I find some examples of ways to measure outcomes?

Examples are provided below to share resources about potential outcomes that align with your program. These are meant to serve as sample tools and do not reflect those endorsed by MOVA or the Office for Victims of Crime.

General Victim Services

- Empowerment and Satisfaction Questionnaire- Short Form (ESQ-SF)
- Empowerment and Satisfaction Questionnaire- Long Form (ESQ-LF)
- Measuring Bullying Victimization, Perpetration and Bystander Experiences: A Compendium of Assessment Tools
- The Impact of Event Scale- Revised
- Quality of Life Questionnaire
- Social Support Scale

Domestic Violence and Sexual Assault

- Measure of Victim Empowerment Related to Safety (MOVERS) Scale
- Trauma-Informed Practice (TIP) Scales
- Measuring Intimate Partner Violence Victimization and Perpetration: A Compendium of Assessment Tools
- The Interpersonal Conflict and Resolution (iCOR) Study

Children and Youth

- 2019 State and Local Youth Risk Behavior Survey
- The Modified Depression Scale (MDS): A Brief, No-Cost Assessment Tool to Estimate the Level of Depressive Symptoms in Students and Schools
- The National Child Traumatic Stress Network Screening and Assessment Measure Database

Housing

- Housing Instability Index
- Evaluation Form for Shelter Residents

Elder Abuse

- REAGERA-S (Responding to Elder Abuse in Geriatric Care- Self Administered)

17. We receive VOCA funding as a pass-through agency. How are we to report on behalf of our subrecipients?

Similar to how PMT data has been reported in the past, the pass-through agency will be required to submit one completed OMT, which contains a combination of data for all subrecipients. Demographic data will continue to be combined across all VOCA funded programs (as you currently are reporting for PMT data if you have multiple subrecipients). While program outcomes and goals may be unique to each subrecipient, they will be entered into one OMT to follow along with your program logic model. The pass-through agency will either collect this information from subrecipients or provide subrecipients access to the pass-through agency's OMT for entry each period. Consult with your MOVA Grant Manager to discuss this further if needed.

18. I get an error message when I open the OMT which says the file could damage my computer – is it safe to open the file?

Yes, this file is safe and that alert is expected. The OMT uses macros in Excel and an alert will pop up at the top of the workbook to ask you to enable macros which will allow the functionality to work on your computer. You will get this alert each time to only allow this workbook to accept the embedded macros and not across all your applications.

19. As a SAFEPLAN program, should we be completing the fields in the logic model template provided by MOVA?

Yes, SAFEPLAN programs should complete the logic model template provided by MOVA. In the template we have included an optional/if applicable line to include additional information you may be gathering and would like to report. This is a guide for you to follow to create common measures across SAFEPLAN programs.

20. As a SAFEPLAN program, can you clarify due dates for our upcoming data reports?

UPDATED: January–March data and April-June will be collected and reported via the current data workbooks. The due date for the January-March reporting period is April 30, the due date for April-June is July 30. Data for these quarters should be submitted by email to MOVA. You will not be required to enter January-March or April-June data into the OMT, eGrants or the PMT.

SAFEPLAN programs will not be expected to submit demographic data (which is tab 1) in the OMT until the October 30 due date (which is for the July-September reporting period, the first of FY22). For the July-September reporting period, SAFEPLAN programs are expected to set milestones for their goals and key outcomes (which are tabs 2 and 3), but are not required to include measurements at that time.

For the January 30 due date, October-December demographic data will be due along with the first submission of measurements and data for the goals and key outcomes set during the July-September reporting period. As with VOCA, the first period of reporting measurements for goals and outcomes is a pilot period.

21. Our agency provides SAFEPLAN services in a Probate & Family Court only, where 258E orders are not an option. Can I remove this from the SAFEPLAN logic model template?

Yes. The template includes all aspects of SAFEPLAN programs and only retain the services in your logic model that are applicable to your program.

22. Due to the ongoing pandemic and court closures, our SAFEPLAN service numbers have been reduced. How do we reflect this in the goals and measures we set in the logic model?

We suggest that you set realistic service goals based on the limitations your services are facing due to COVID. We understand that the pandemic has had significant impacts on programs' abilities to provide SAFEPLAN services and programs will not be penalized due to decreased numbers as a result of COVID. However, if your SAFEPLAN program is providing less court advocacy while courts are closed/limited but is providing additional services (e.g. phone calls, safety planning, referrals, etc.), please include those measures in your logic model.

23. Our agency receives VOCA funding and SAFEPLAN funding. Should we submit separate OMT workbooks?

Yes. The OMT contains data points specific to SAFEPLAN services and should be kept separate from VOCA data.

24. Our agency receives VOCA funding and Emergency/AVR funding. Should we submit separate OMT workbooks?

No. Data collected for victims served with your Emergency or Access to Victim Rights awards should be combined and reported with your VOCA data.

25. Our agency receives VOCA funding and DDTF-PET/HTTF funding. Should we submit separate OMT workbooks?

DDTF-PET and HTTF have their own data reporting requirements and *should not* be included in data reported on the OMT workbook. Please contact MOVA if you have questions regarding the data reporting requirements for those awards.

26. Does there need to be an exact match between the logic models and what's in the OMT?

It should have the same meaning and be as close as possible. There may be uniquenesses to your program where creating custom goals and outcomes is necessary because the dropdowns do not have the option needed. However, generally if you are able to use the existing options in the OMT and it mirrors the content of your logic model that is the best option in order to allow for summaries to be created across programs. One thing to note is that after all logic models are submitted to MOVA in February, common measures across those updated models will be incorporated into a revised edition of the OMT to ensure that the updated content and options in the OMT capture changes to the logic models. While the outcomes from your logic model that are being measured via the OMT should match existing options in the OMT as closely as possible, MOVA does not expect that every outcome represented in your logic model will be included in, and measure in, the OMT.

27. How do I know if I need to change my logic model?

Some logic models will not need to change if they already followed the strategies and format discussed in the logic model trainings. The key piece is whether it contains the detail and specificity about goals and outcomes because that was not previously required. Many programs are simply adding milestones to their revised logic models and refining their outcomes while other programs may not need to revise their logic models at all. If you would like additional guidance or someone to review your logic model and provide feedback about areas for revision, please email OVC TTAC at ttaceval@icf.com.

28. What are some strategies for measuring outcomes other than client satisfaction surveys?

The first thing to think about is where you are currently collecting data and then consider where there are other touchpoints with the program that information could be collected. There may already be other sources of information where you document information about the clients you serve and how they are benefiting from your program, such as case records or clinical measures, that can be summarized to abide by confidentiality guidelines. Key stakeholders included in your program are also a great source for measuring outcomes. For example, one goal of a Child Advocacy Center may be to reduce revictimization of children and their families by limiting the number of times a child tells their story among the critical organizations included as part of the response team. By tracking the joint investigation and case review steps and actors involved, the coordination details then become a measure to show how this goal has been achieved. Another option may be to work with the multidisciplinary team involved to gather insights on whether each has a clear understanding of their role in the case and any subsequent steps taken that might speak to whether enough services were provided or if the partner felt needs were addressed. In some situations, survey of caregivers is also an opportunity to have individuals reflect on the services provided.

29. What constitutes a long-term outcome?

A long-term outcome is broader and the results of a program for a given population that tend to occur further from when the service was received. Depending on where your program is focused, this may include outcomes for the clients or the overall community you serve. Long term outcomes will be reflective of the time period a client is involved in services and the type of service, which for many programs means the long term outcomes are expected at least 9 months or a year out and in most cases years after the service. Other programs may conduct follow-up surveys several weeks or months after service concludes given the nature of their program. Information collected from partner agencies about referrals or services accessed by clients can also be sources for long term outcomes about awareness raising, efficiencies in a program, changes in policies or practices, and improved access to services. While we do expect long term outcomes to be included in logic models, we know that measuring long term outcomes can be more challenging. If your agency is not able to measure long term outcomes in the OMT at this point, the goals and measures set up can be based on short term outcomes.

30. Could you send an outline of the upcoming due dates/timeline?

This has been posted to the MOVA website.

31. What time period should SAFEPLAN programs be reflecting in the logic model?

Since SAFEPLAN programs will not be measuring goals and outcomes until the October-December reporting period, your logic model can capture your projected activity for FY22. However, if you would like to reflect the current timeframe, you may include this data as well. UPDATE: All SAFEPLAN programs will be asked to update logic models for FY22 as part of contracting.

32. Should we be capturing data/services provided as part of our match?

You should continue to report data/services provided by match funds in the demographics (tab 1) of the OMT. Programs are welcome to include match in their logic models and in their goals and outcomes, however, this is not required.

33. We are a state agency and we do not conduct client surveys. How do we create measures if we do not do surveys?

MOVA does not have an expectation that programs will measure every aspect of the program. There may be areas where there are not measurement tools available and we understand that adding surveys or other measurement tools may take time. There are a number of methods for measuring outcomes in addition to administering client surveys. Outcomes can be measured through data that programs may already be collecting that show the impact of the services being provided, such as information from case files or clinical assessments. Depending on the outcome being measured, surveys can also be administered to key stakeholders or even to employees at your agency. Q/A numbers 16 and 28 include additional resources and information on how to think about and implement outcome measures.

34. How should we think about the emergency and housing stabilization funds in our logic model?

Programs should not include the emergency/housing stabilization funds in the logic models. Only activities/funds related to your traditional FY21/FY22 VOCA contract/ISA should be included.

35. Will the OMT interface with eGrants?

We are currently building this functionality and we anticipate that the OMT will be available in eGrants beginning in July.

36. Will MOVA be approving the goals and outcomes set in the OMT before we start using them?

For VOCA funded programs: There is not a formal approval process. MOVA will review the goals and measures included in the OMT after they are submitted for the January-March reporting period and reach out to programs if we have any concerns.

For SAFEPLAN funded programs: There is not a formal approval process. MOVA will review the goals and measures included in the OMT after they are submitted for the July-September reporting period and reach out to programs if we have any concerns.

37. As a SAFEPLAN host agency are we required to use the inputs, outputs, and outcomes in the logic model template?

While you may include additional inputs, outputs, and outcomes in your logic model, at a minimum all SAFEPLAN programs are to use the MOVA template to ensure we have common measures across all host agencies.

38. Are we expected to go back and enter previously reported data for previous periods?

No. We do not expect agencies to enter data from any previous reporting period.

39. We are a SAFEPLAN program and we completed our logic model to reflect FY21 data and goals – is this correct?

If you completed your logic model to reflect FY21 data and goals, we will ask you to revise and complete for FY22 during FY22 contracting in the spring. You will not be setting goals and outcomes until the October 30 due date (July-September reporting period).

40. Where do I find my login for the OMT? Are OMT and eGrants the same thing?

OMT and eGrants are separate. We are working on building the OMT into eGrants and anticipate that this will happen in FY22. All subrecipients will receive notification of when the OMT is available via eGrants but, until that time, OMT workbooks will be submitted to MOVA via email. When the OMT is available in eGrants you will use your eGrants login information and will not need a separate login to access the OMT workbook.

41. Will there be an updated tracking tool which will reflect the demographics in the OMT?

Yes. We will be releasing an updated tracker by early April. It will be posted on our website and announced via constant contact.

42. When will the updated guidebook be available?

The updated guidebook will be available by early April. It will be posted on our website and announced via constant contact. The updated guidebook will reflect the final version of the OMT, include information listed in each of the drop-down menus, and include other supportive information.

43. For the new, more detailed demographic components which are optional (for example: rural areas) – will these be required in the future?

These additional fields came from information gathered via focus groups in an effort to better capture the services being provided. Some programs may already be collecting this information and we encourage those programs to report this data via the OMT. However, this is not federally required data at this point and therefore will remain optional.

44. Is there a definition for what is considered ‘rural’?

There are suggested definitions included within the OMT workbook. If your agency uses different criteria to define these categories (for example: by zip code, community boundary, county, etc) you may also use those criteria.

45. Do I need to ensure that everything outlined in our program’s logic model is entered into the OMT?

No. We do not expect that each measure outlined in the logic model is incorporated into the OMT. While we do expect that the minimum reporting requirements are met for strategic areas, goals, and outcome measures (as outlined within the tool’s instructions), we encourage you to select the measures which best reflect the services you are providing and for which you are able to effectively capture data.

46. Will you be providing feedback to us as we enter pilot information into the goals/outcomes tabs so that we can make corrections?

Yes. Upon your first submission, MOVA will review and provide any necessary feedback. Additionally, if you have a measure which you would like to change based on the data as we move forward, you may adjust with the assistance of your grants manager/MOVA staff.

47. We have multiple VOCA funded programs. How do we indicate goals for a particular program?

In the tool (tab 2 – goals), there is a section called output type and there are two columns within. The first is a drop down, and the second is a blank cell where you can delineate by program. Keep in mind this is a pilot period, and there is flexibility to adjust as we go.

48. If we repeat output measures for different programs, where do we delineate?

In the tool (tab 2 – goals), there is a section called output type and there are two columns within. The first is a drop down, and the second is a blank cell where you can delineate by program. Keep in mind this is a pilot period, and there is flexibility to adjust as we go.

49. Can you clarify expectations surrounding when we should provide surveys/evaluations to clients and/or staff?

MOVA does not require that surveys/evaluations are provided at any specific point in time, as the appropriate point in time will depend on your program's evaluation method and the outcome that is being measured. For example: you are not bound to implement a survey immediately following service provision if your program has determined that it would be more appropriate and/or effective to administer a survey a week or a month following the service. As a reminder, while all programs are being asked to implement outcome measures, client and staff surveys are not the only methods by which to measure outcomes.

50. Is MOVA rating our surveys?

MOVA will not rate surveys or survey responses and you do not need to submit surveys or evaluation tools being used by your agency to MOVA for approval. We will review the goals and measures set in the OMT and provide guidance and feedback where necessary.

51. Does MOVA prefer for us to enter all our outcomes/data into the spreadsheet now (if we have capacity to measure) or is the hope is that we start slowly with one or two and add the others add later?

It is open. We understand that some programs may be just beginning to measure outcomes, and that they will change and develop over time. The outcomes and data can be adjusted, and if anything substantial changes after the initial pilot period you can work with MOVA to make adjustments. However, if your program already has outcome measures in place and is ready to enter all of your goals and measures into the OMT now, or to even start reporting on those goals and measures, please do so.

52. **If we are doing custom output measures - do you want us to enter the information on the top and the bottom sections within tab?**
    No, you should keep the custom lines together (in the custom measures section towards the bottom of the page).

53. **One of our goals on our logic models was to reach survivors with disabilities in remote areas. Due to COVID, we are working with these survivors virtually. Can we still count survivors who receive services virtually?**
    Yes. You may also report pre-pandemic and pandemic measures to see if the mode of delivery resulted in different findings.

54. **We have multiple VOCA contracts (awards) with MOVA – should we enter 2-3 strategic areas per award?**
    Yes, you should enter 2-3 strategic areas per award but they should all be contained within one OMT workbook. If appropriate, you are welcome to repeat strategic areas for different programs but please indicate which program each strategic area is for. Within the OMT, there is a section called output type and there are two columns within. The first is a drop down and the second is a blank cell where you can delineate by program.

55. **Are we supposed to back fill data for period 1 in the OMT?**
    No. VOCA funded programs will begin entering data in period 2. SAFEPLAN funded programs will begin entering data in period 4. You do not need to enter data for any previous reporting periods.

56. **Can we use the same strategic area more than once?**
    Yes. The strategic areas serve as buckets and can be repeated. You do not need to select 2-3 different strategic areas as you may focus on a particular area within one strategic area in multiple ways.

57. **In the key outcomes section are we supposed to dedicate one row to each of our outcome measures listed in the Goals section? If so – how do we enter the quantitative output measures, for example, number of clients served? Do we just leave the Question, Define measure, and Scale range cells blank?**
    The 2-3 key outcomes selected do not have to be tied exactly to each of the goals or output measures included in tab 2, although in most cases it does make sense for the strategic areas being looked at to remain consistent across both tabs. The key outcomes (tab 3) are different than the goals (tab 2), as the key outcomes is a place where programs can select 2-3 ways that they are measuring the impact or effect of the services being provided or the work being performed under the award.

For example: In tab 2, you may choose "Case Management and Client Advocacy" as a strategic area, "to provide emotional support to clients" as the goal, and "number of individuals who received emotional support provision" as the output measure. In this example, you are reporting the number of people who receive a service. If you wanted to create a key outcome in tab 3 related to this strategic area, we would want you to think about how you can measure the impact or effectiveness of those services. Do you implement client surveys? Do you collect information from clients about impact or goals achieved? The information added to the Question, Define measure, and Scale range cells will depend on the measurement or tool that your program is using to collect outcome measurement information.

58. I am beginning to enter demographic data into the OMT and I receive this pop-up: *"The cell or chart you're trying to change is on a protected sheet. To make a change, unprotect the sheet. You might be requested to enter a password."* How *do I proceed?*

That message usually pops up when you are trying to edit a cell that is locked. Make sure that you are entering your data into the beige colored cells. The cells that are "greyed out" are not cells that you should be currently entering data into. If you continue to encounter this problem, please contact MOVA.

59. What crime should we select for children who witness domestic violence?

This should be counted in domestic violence as a secondary victim of domestic violence.

60. How do we know we are using the most current OMT Workbook version?

The most current version (as of April 20) is the OMT with bug fixes on the MOVA website that is dated 3/31/2021.

61. Given most of us are working on laptops, is there a way to view the entire tab (tabs 2 and 3)?

On the far left top of the workbook, there are + and - signs which will eliminate of some of the space or expand the space. You may also consider a print option that will shrink or expand the workbook.

62. Can you talk about how to think about measuring community outreach?

- Community outreach would be reported under the strategic area Community Engagement and Outreach. If staff members attend or host events, you may count how many participants attend. Additional suggestions include: digital analytics (page views, social media likes/views on videos); number of promotional materials distributed; number of community events attended to advertise services; and/or staff hours spent advertising services at events.

63. Is MOVA planning to add any sub-categories to the victims with disabilities category? At this time I do not see sub-categories for visual, mobility, learning/cognitive, or chronic health disabilities.

Please use the "other" section and write in what the sub-category is. You may also contact MOVA directly and we will find the common areas to capture this data. Currently, (during the pilot period) we will review common responses in the other category. These sub-categories can be added in the next series of bug fixes to the tool.

64. We do not have to survey survivors every 3 months to match the reporting period, correct?

Correct. We understand all programs are different, so we want the outcomes you are measuring and the timeliness of when you implement measures to reflect what you are doing. Enter in data based how often you are surveying. Please indicate your reporting timeline (quarterly, semi-annually, etc.) in the Reporting Timeline column under the Key Outcomes Tab. See question 49 for more information.

65. We don't survey clients across all programs - except for more specific aspects of our program e.g. parent workshops and mentees who work with mentors. Is this okay?

Yes, that is ok. There are places in the workbook where you can add notes to describe who the surveys are focused on, what aspects of the program they are focused on, and when and how they are administered. The more detail the better. Adding in notes to full describe the outcome that is being measured is very helpful.