**the Outcome Measurement Tool (OMT)**

Strategic Areas, Goals, and Output measures

The Outcome Measurement Tool (OMT) assists programs to track and report on key program activities, goals, outputs, and outcomes. In this guide, you will find an overview of strategic areas with corresponding goals and options for how goals being assessed may be captured over the course of your award. These areas are included in the dropdown menus with the OMT. The Output Types section of the OMT Goals Tab allows for additional detail to be provided about each of these measures and how your program may have applied or adapted it within the tool. It also offered an opportunity to repeat measures that are utilized across different populations or types of services. The Customization Section within the OMT is an open-ended platform for entries that do not align with what you have available below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategic Area** | | **Goal** | **Output Measure** |
| **Administrative Capacity** | * To improve the provision of services to clients/victims through increased administrative capacity | | * Number of policies or protocols created or revised to improve direct services * Number of policies or protocols created or revised to improve administrative work * Number of evaluation efforts launched * Number of individuals who participated in evaluation efforts * Number of new hires * Number of new data collection efforts launched * Number of data collection efforts sustained * Number of technology purchases or system enhancements * Number of trainings conducted * Number of clients/victims served through increased capacity |
| **Case Management and Client/Victim Advocacy** | * To advocate on behalf of the client/victim and their family/caregiver in order to meet the needs of the client/victim * To provide information and referrals to services to support meeting basic needs and healing from victimization | | * Number of individuals who benefit from advocacy * Number of instances other advocacy on behalf of the victim and/or the victim’s family/caregiver * Number of individuals who received advocacy in engaging a system (specify systems) * Number of individuals who received referrals to other services, supports or resources (specify type) * Number of referrals to other services, supports, or resources * Number of instances for sharing information about victimization/service provision * Number of individuals who received information about victimization/service provision |
|  | * To advocate on behalf of the client/victim in order to achieve systems change | | * Number of instances in which the provider engaged the traditional media to achieve a larger system goal * Number of instances in which the provider gave testimony to a 3rd party to advance the interest of a victim/client or a collective group of victims/clients |
|  | * To ensure that the client/victims and their family/caregivers are provided with the services that will enhance their well-being | | * Number of instances of case management * Number of individuals provided with case management * Number of transportation assistance (includes coordination of services) instances * Number of individuals served through transportation assistance (includes coordination of services) * Number of child or dependent care assistance (includes coordination of services) instances * Number of individuals served through child or dependent care assistance (includes coordination of services) |
|  | * To provide emotional support to clients/victims | | * Number of instances of emotional support provision for clients/victims * Number of individuals who receive emotional support provision |
|  | * To enhance the safety of the client/victim | | * Number of instances of safety planning * Number of individuals who received safety planning |
|  | * To support caregiver or family members of the client/victim | | * Number of instances of emotional support provision * Number of individuals who receive emotional support provision * Number of instances of safety planning * Number of individuals who received safety planning |
|  | * To hire and support case managers to coordinate services for clients/victims at your organization | | * Number of new case managers trained * Number of trainings offered for case managers |
|  | * To provide a multidisciplinary response to comprehensively address the needs of clients/victims | | * Number of individuals served with coordinated response * Number of instances of coordinated response |
| **Community Engagement and Outreach** | * To increase underserved communities’ access to program/services | | * Number of outreach materials created to reach underserved populations (language, accessibility or cultural specificity) * Number of new clients/victims accessing services after increased outreach to underserved victims * Number of outreach events targeted specifically reach underserved populations attended by staff (language, accessibility or cultural specificity) * Number of formalized partnerships created with other community organizations who specifically reach underserved populations (language, accessibility or cultural specificity) |
|  | * To raise awareness of the issue or of the services that you offer | | * Number of in-person outreach events attended by the organization * Number of presentations or trainings conducted * Number of participants who attended presentations or trainings * Number of unique visitors to your website * Number of new social media posts * Number of new social media followers * Number of new outreach materials created * Number of organizations where outreach materials were distributed * Number of new clients/victims accessing services after increased outreach |
|  | * To improve identification and awareness of client/victim population | | * Number of new clients/victims identified * Number of individuals screened * Number of high risk referrals received * Number of partners able to screen and refer |
|  | * To strengthen relationships with other service providers | | * Number of formalized partnerships created with other organizations * Number of new formalized partnerships created with other organizations * Number of community meetings or convenings attended * Number of new clients/victims referred from partnering agencies * Number of clients/victims referred to partnering agencies |
|  | * To coordinate services at the local, state or national level through the convening of collaborations and multidisciplinary teams | | * Number of meetings or convenings attended * Number of individuals referred to local, state or national coordination group * Number of formalized commitments by partner agencies to participate * Number of new collaborations/multidisciplinary teams (local, state or national high-risk team, task forces, multidisciplinary team or other multidisciplinary group) * Number of times group/partners meet |
|  | * To implement protective factors and reduce risk factors in a community | | * Number of activities conducted in the reporting quarter in which the primary purpose of the activity was primary prevention or development of a shared community vision * Number of participants engaged in activities for which the primary purpose was primary prevention or development of a shared community vision |
| **Crisis Intervention and Hotline** | * To provide crisis services that are accessible to the client/victim population served | | * Number of crisis intervention instances * Number of individuals served through crisis intervention * Number of hotline/crisis line counseling instances (including online chatting, emails or texts) * Number of individuals served through hotline/crisis line (including online chatting, emails or texts) * Number of on-scene crisis response instances (e.g., community crisis response) * Number of individuals served through on-scene crisis response (e.g., community crisis response) |
|  | * To provide information and referrals to services to support meeting basic needs and health from victimization | | * Number of referrals to other services, supports, or resources * Number of individuals who received referrals to other services, supports, or resources * Number of instances of sharing information * Number of individuals who received information |
|  | * To provide emotional support to clients/victims | | * Number of instances of emotional support provision for clients/victims * Number of individuals who receive emotional support provision |
|  | * To enhance the safety of the client/victim | | * Number of instances of safety planning * Number of individuals who received safety planning |
|  | * To support caregiver or family members of the client/victim | | * Number of instances of emotional support provision * Number of individuals who receive emotional support provision * Number of instances of safety planning provision * Number of individuals who received safety plan support |
| **Education and Training** | * To increase knowledge, skills, or competency of staff | | * Number of staff that engaged in continuing education * Number of training or education events attended by staff * Number of internal training or education events for staff conducted * Number of curriculums created to provide training * Number of staff provided with supervision * Number of individual supervision instances * Number of trainings specifically targeting staff ability to serve underserved or marginalized communities |
|  | * To increase knowledge, skills, or competency of allied service professionals | | * Number of training or education events conducted * Number of participants trained or educated * Number of curriculums created to provide training * Number of new clients/victims accessing services as a result of increased capacity * Number of trainings delivered specifically targeting ability to serve undeserved or marginalized communities |
|  | * To improve the well-being or understanding of clients/victims through trainings, seminars or other educational opportunities | | * Number of training or education events to clients/victims conducted * Number of clients/victims trained or educated * Number of curriculums created to provide training for victims |
|  | * To provide LEP co-workers and colleagues with the ability to access continuing education training and outreach events in a language that is most comfortable for them | | * Number of training or education events conducted * Number of participants trained or educated * Number of new clients/victims accessing services as a result of increased capacity |
|  | * To engage volunteers and interns in providing support to clients/victims at your organization | | * Number of new volunteers or interned trained * Number of trainings offered for volunteers or interned * Number of individuals served by volunteers or interns * Number of instances of volunteer or intern support |
| **Financial Reimbursement or Compensation** | * To provide for the client/victim’s basic needs and emergency financial support | | * Number of instances of emergency financial assistance * Number of individuals served through emergency financial assistance * Number of instances of basic needs provisions * Number of individuals served through providing for basic needs |
|  | * To support client/victim’s engagement in the Victim Compensation process | | * Number of individuals provided with information about the Victim Compensation process * Number of individuals served through Victim Compensation application assistance * Number of instances of Victim Compensation application assistance |
| **Housing and Shelter** | * To provide access to safe nights | | * Number of instances emergency shelter or safe house provided * Number of individuals served through emergency shelter or safe house * Number of instances of transitional housing provided * Number of individuals served through transitional housing |
|  | * To ensure the stability of survivor’s future housing | | * Number of relocation assistance instances * Number of individuals served through relocation assistance * Number of budgeting and financial education support instances * Number of individuals served through budgeting and financial education support instances * Number of individuals who left shelter for permanent housing |
|  | * To support client/victim in maintaining current housing | | * Number of financial assistance instances provided to support remaining in current location * Number of individuals who received financial assistance instances to support remaining in current location |
|  | * To advocate on behalf of client/victim and their family/caregiver in order to meet the housing needs of the client/victim | | * Number of instances other advocacy on behalf of the client/victim * Number of clients/victims who benefit from advocacy * Number of instances other advocacy on behalf of the client/victim’s family/caregiver * Number of families/caregivers who benefit from advocacy |
|  | * To provide clients/victims and their family/caregiver with information and referrals to services to support meeting their housing needs | | * Number of individuals who received referrals to other services, supports or resources * Number of referrals to other services, supports, or resources * Number of instances of information provided * Number of individuals who received information |
|  | * To enhance the safety of the client/victim | | * Number of instances of safety planning * Number of individuals who received safety planning |
|  | * To support caregiver or family members of the client/victim | | * Number of instances of safety planning * Number of individuals who received safety planning |
| **Language Access and Disabilities** | * To provide the client/victim with the ability to access systems of care in a preferred language | | * Number of interpreter requests * Number of individuals served through interpreter services * Number of requests for interpretation services unfilled * Number of individuals served by program staff in a language other than English * Number of instances of service provision by program staff in a language other than English |
|  | * To provide written materials and forms in client/victim’s preferred language | | * Number of materials created in language other than English * Number of materials translated in a language other than English |
|  | * To provide ready and efficient access to interpretation services in a way that increases the provider’s ability to provide services to the client | | * Number of service providers that requested interpretation services * Number of different service providers that received services |
|  | * To provide disabled clients/victims with the ability to access systems of care | | * Number of individuals with disabilities served * Number of instances of specialized service provision for individuals with disabilities * Number of services offered to clients/victims with disabilities |
| **Legal Services and Legal Advocacy** | * To support the client/victim’s through accompaniment and legal advocacy | | * Number of law enforcement interviews/advocacy/accompaniments * Number of individuals served through law enforcement * Number of prosecution interviews/advocacy/accompaniments (includes accompaniment with prosecuting attorney and with victim/witness) * Number of individuals served through prosecution interviews/advocacy/accompaniments (includes accompaniment with prosecuting attorney and with victim/witness) * Number of criminal advocacy/accompaniments * Number of individuals served through criminal advocacy/accompaniment * Number of civil advocacy/accompaniments * Number of individuals served through civil advocacy/accompaniment * Number of other emergency justice‐related assistance instances * Number of individuals served through other emergency justice‐related assistance instances * Number of individuals who benefit from brief legal advice * Number of instances of brief legal advice on behalf of the client/victim and/or the family/caregiver * Number of individuals who benefit from legal advocacy * Number of instances other legal advocacy on behalf of the client/victim and/or the family/caregiver |
|  | * To meet the legal representation needs of the client/victim of crime | | * Number of instances of civil legal representation provided in obtaining protection or restraining order * Number of individuals who received civil legal representation in obtaining protection or restraining order * Number of instances of civil legal representation with family law matters (e.g., custody, visitation, or support) * Number of individuals served through civil legal representation with family law matters (e.g., custody, visitation, or support) * Number of instances of legal representation for immigration assistance (e.g., special visas, continued presence application, and other immigration relief) * Number of individuals served through representation in immigration matters (e.g., special visas, continued presence application, and other immigration relief) * Number of general legal advice clinics or consultations held to support victims of crime * Number of individuals served through general legal advice clinics or consultations * Number of immigration advice clinics or consultations held to support victims of crime * Number of individuals served through immigration advice clinics or consultations * Number of instances of other legal advice and/or counsel * Number of individuals served through other legal advice and/or counsel |
|  | * To assist the client/victim’s involvement in the legal system | | * Number of instances of assistance with restitution (includes assistance in requesting and when collection efforts are not successful) * Number of individuals who received assistance with restitution (includes assistance in requesting and when collection efforts are not successful) * Number of instances of victim impact statement assistance * Number of individuals who received victim impact statement assistance * Number of instances of assistance in obtaining a protection or restraining order * Number of individuals served through assistance in obtaining a protection or restraining order |
|  | * To provide the client/victim with information to engage the legal system | | * Number of notifications of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release) * Number of individuals served through notifications of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release) * Number of instances information provided about the criminal justice process * Number of individuals served through providing information about the criminal justice process * Number of instances information provided about the civil legal aid * Number of individuals served through providing information about civil legal aid * Number of instances information provided about immigration * Number of individuals served through providing information about immigration |
| **Medical and Forensic Services** | * To provide appropriate and high quality medical care to victims/patients/clients | | * Number of intakes or assessments * Number individuals who receive an intake or assessment * Number of performances of a medical or nonmedical forensic exam, interview, or evidence collection * Number of individuals served through the performance of medical or nonmedical forensic exam, interview, or evidence collection * Number of instances of medication prescribed * Number of individuals who received medication or contraceptives |
|  | * To support client/victim’s engagement in medical systems through advocacy and accompaniment | | * Number of instances of victim advocacy/accompaniment to emergency medical care * Number of individuals served through victim advocacy/accompaniment to emergency medical care * Number of instances of victim advocacy/accompaniment to medical forensic exam * Number of individuals served through victim advocacy/accompaniment to emergency medical care |
|  | * To provide clients/victims and their family/caregiver with information and referrals to services to support meeting their basic needs and healing from their victimization | | * Number of individuals who received referrals to other services, supports or resources * Number of referrals to other services, supports, or resources * Number of instances information provided * Number of individuals who received information |
|  | * To provide emotional support to clients/victims or their family/caregivers | | * Number of instances of emotional support provision for clients/victims or their family/caregiver * Number of individuals who receive emotional support |
|  | * To enhance the safety of the client/victim | | * Number of instances of safety planning * Number of individuals who received safety planning |
| **Mental Health Services** | * To reduce trauma symptoms and/or facilitate recovery for clients/victims | | * Number of individual counseling instances * Number of individuals served through individual counseling instances * Number of support groups (facilitated or peer) instances * Number of individuals served through support groups (facilitated or peer) * Number of family therapy instances * Number of families served through family therapy * Number of caregiver therapy instances * Number of caregivers served through caregiver therapy * Number of other therapy (traditional, cultural, or alternative healing; art, writing, or play therapy) * Number of individuals served through other therapy (traditional, cultural, or alternative healing; art, writing, or play therapy) |
|  | * To increase the access of individuals into systems of mental health care | | * Number of intakes or initial assessments * Number of victims that engaged in a screening or intake process * Number of victims that were screened and referred to another mental health provider |
| **Other Strategic Area** | * No specific goals related to this option and used to capture other items not included above | | * Specification is needed to further refine the measures and provide customized responses |