TODAY’S PRESENTERS

Susan Howley
Director of Public Policy
The National Center for Victims of Crime

David Voth
Executive Director
Crime Victim Services
Poll: “Are you trying to measure outcomes in your program?”
Poll: “Is your outcomes measurement/reporting required by your funder?”
Poll: “What is your primary funder for these programs?”
Our interest in this issue.

- Develop the capacity of victim services
- Advocate for funding
- Raise awareness of our work
Origin of Victim Services

- Motivated survivors or other mission-driven individuals
- Desire to make a difference and help crime victims recover
- Largely grassroots – targeted the needs we were aware of in the best way we knew how
- Never enough money – always scrambling to meet the need in front of us
Our Field is Changing

• The more we learn about the needs of victims;

• The more we identify the numbers of victims;

• The harder it is to keep up using the old ways.
Today’s Victim Services

High-capacity = Results-oriented
Previously
• Compelling stories
• A few statistics
• Personal relationship

Today
• Proving our value
Results Oriented

Design services to meet identified victim needs

Use proof of success to grow and sustain program

Measure our outcomes: are we meeting those needs?

Refine our services

Measure outcomes again
Today

A New Way
Measuring Outcomes in Victim Services

David Voth; vothdavid@aol.com
Director of Crime Victim Services since 1985
Author, Quality Victim Advocacy: A Field Guide
Planning and Leadership, not miracles, leads to improving victim’s lives

What gets measured gets done

If you don’t measure results, you can’t tell success from failure

If you can’t see success, you can’t reward it

If you can’t reward success, you’re probably rewarding failure

If you can’t see success, you can’t learn from it

If you can’t recognize failure, you can’t correct it

If you can demonstrate results, you can win public support.

Re-Inventing Government

Osborne and Gaebler, 1992
Outcomes “R” us: The unified theory of victim services

An outcome-focused organization using quality measures to assure evidence-based, comprehensive, and efficient services that are victim-centered and victim-driven

No outcomes, no direction
Know outcomes, know how to help
Today’s Topics

Core Needs of Victims = Victim Outcomes

Sequence of Services = Outcome Logic Model
"It's my feeling that if this case is handled in the same fast-food slick-ass Persian bazaar manner with which you seem to handle everything else, then something's gonna get missed. And I wouldn't be doing my job if I allowed my *victim* to spend any more time *lost in the system* than is absolutely necessary because their *Victim Advocate* predetermined the path of least resistance!" (adapted for victims)
Core Victim Needs

Regardless if an arrest is made, each victim has one or more basic needs.

Safety
  • Actual & Perceived

Healing
  • Spiritual & Emotional & Medical

Justice
  • Fairness & System Treatment

Restitution
  • Resources & Financial Stability
What matters? - Safety Healing
Justice Restitution

Administrator
- Budget / grants
- Planning
- Marketing
- Media
- Reports
- Needs / gaps
- Staff expertise
- Risk management

Victim Advocate
- Believed
- Informed
- Present
- Heard
- Choices
- Protected
- Repaid
- Sheltered
Services by Outcomes

Safety
- Protection Orders
- Emergency repairs
- Safe shelter
- Emergency cell phones

Healing
- Counseling
- Scene / hospital response
- 24 hour crisis line
- Spiritual outreach

Justice
- Victim impact statements
- Court hearing notices
- Legal rights & participation
- Investigation advocacy

Restitution
- Emergency money
- State Victim Compensation
- Court ordered restitution
- Job & insurance advocacy
Culture Change to Meeting Needs

Providing Services in order to achieve outcomes:
• not just services in response to needs—services must meet needs
• not just “how many,” “how often” served—must measure participant-level improvement (outputs vs. outcomes)

Remember:
If you don’t measure results, you can’t tell success from failure
If you can’t see success, you can’t learn from it
If you can’t recognize failure, you can’t correct it
Outputs vs. Outcomes

Outputs – Your effort and your work

Vs.

Outcomes – Your results in victim lives

Not just file a protection order – being safe!

Not just file a compensation claim – bill paid!

Victim Centered

Victim Driven

Victim Outcomes
Activity Vs. Results

Outputs Vs. Outcomes

- emergency housing
- crisis line calls
- emergency meals
- cell phones given
- support groups
- case assistance
- client brochures
- survivors counseled

- immediate security
- story heard/believed
- financial needs met
- immediate security
- not feeling alone
- choices in system
- better understanding
- life choices made
An outcome is a change in a person --- a victim need being met measuring change in safety, healing, justice, & restitution by

Changed **Attitude**
Modified **Behavior**
Improved **Condition**
(or Alleviated Crisis)

New **Knowledge**
Enhanced **Insight**
Increased **Skill**
Altered **Status**

Remember: **ABC KISS**
Poll: “How familiar are you with the sequence of the logic model for ABC KISS?”
An outcome is a **change** in a person

- ABC KISS is how to **remember** the changes
- The actual **sequence** of change is different

1) Improved Condition (or Alleviated Crisis)
2) New Knowledge
3) Increased Skill
4) Enhanced Insight
5) Changed Attitude
6) Modified Behavior
7) Status – health / economic

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**Outcomes and Logic Model**

<table>
<thead>
<tr>
<th>Immediate</th>
<th>Intermediate</th>
<th>Long-term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition Knowledge</td>
<td>Skill Insight Attitude</td>
<td>Behavior Status</td>
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**Social Solutions**
transforming human services
Today’s Topics

Core Needs of Victims/Victim Outcomes

Safety, Healing, Justice, Restitution

Sequence of Services/Outcome Logic Model
Logic Model = sequence of
Problem → Work → Outcomes

Problem: Headache
Input: Have Pills
Output: Take 2 Pills
Outcome: Able to Work

Assumptions: Can find pills; Take pills as prescribed; No bad side effects
Outcomes for **SAFETY**

**Long-term Outcome**

Victims prevail over the trauma of victimization

**Intermediate Outcome - 2**

Feel physically safer

**Intermediate Outcome - 1**

Know how to register for VINE

Focus on on-going safety needs

**Initial Outcome**

Assisted in meeting immediate needs

Know more ways to plan for safety
Outcomes for HEALING

Long-term Outcome

Victims prevail over the trauma of victimization

Intermediate Outcome - 2

- Decrease in crime-related symptoms
- Stabilize interpersonal relationships
- Believe I can move on past the trauma

Intermediate Outcome - 1

- Receive health treatment / spiritual help
- Receive personal support from people who know
- Better understand my crisis and trauma
- Using information to help my situation

Initial Outcome

- Know if I was a crime victim
- Feel less alone
- Feel believed
- Aware of other sources of help
Outcomes for JUSTICE

Long-term Outcome

Victims prevail over the trauma of victimization

Intermediate Outcome - 2

- Satisfied with level of participation
- Believe I received justice
- Have a positive experience in justice system

Intermediate Outcome – 1

- Better understand justice process (police, courts)
- Have choice in the justice process

Initial Outcome

- Know about court hearings and outcomes
- Know more about my victim rights
Outcomes for RESTITUTION

Long-term Outcome

Victims prevail over the trauma of victimization

Intermediate Outcome - 2

Victims recovery financially

Intermediate Outcome - 1

On-going financial needs are met

Initial Outcome

Emergency financial needs are met

Know about Victim Compensation
Victim Outcome Logic Model (Theory of Change)

Victims prevail over the trauma of victimization.

- Property and Violent crime victims
- By achieving personal healing - Sexual Assault
- By living a life free from violence - Domestic Violence

4 core victim needs

**SAFETY**
- Feel physically safer

**HEALING**
- Decrease in crime-related symptoms
- Stabilize interpersonal relationships
- Believe I can move on past the trauma

**JUSTICE**
- Satisfied with participation level
- Believe I received justice
- Positive experience in justice system

$ RESTITUTION
- Recover financially

# 2 Intermediate Outcome

**# 2 Intermediate Outcome**

- Know how to register for VINE
- Focus on on-going safety needs
- Receive health treatment / spiritual help
- Receive personal support from people who know
- Better understand my crisis and trauma
- Using information to help my situation
- Better understand justice process (police, courts)
- Have choice in the justice system
- On-going financial needs are met

# 1 Intermediate Outcome

**# 1 Intermediate Outcome**

- Assisted in meeting immediate needs
- Know more ways to plan for safety
- Know if I was a crime victim
- Feel less alone
- Feel believed
- Aware of other sources of help
- Know court hearings and outcomes
- Know more about victim rights
- Emergency financial needs are met
- Know about Victim Compensation
Victim Outcome Logic Model  Green = OHIO VOCA Victim Survey Items

Long-term Outcome

Victims prevail over the trauma of victimization

. . Property and Violent crime victims
. . By achieving personal healing - Sexual Assault
. . By living a life free from violence - Domestic Violence

4 core victim needs

SAFETY

Healing

JUSTICE

$ RESTITUTION

# 2 Intermediate Outcome

Feel physically safer
Decrease in crime-related symptoms
Stabilize interpersonal relationships
Believe I can move on past the trauma
Satisfied with participation level
Believe I received justice
Positive experience in justice system
Recover financially

# 1 Intermediate Outcome

Know how to register for VINE
Focus on on-going safety needs
Receive health treatment / spiritual help
Receive personal support from people who know
Better understand my crisis and trauma
Using information to help my situation
Better understand justice process (police, courts)
Have choice in the justice system
On-going financial needs are met

Initial Outcome

Assisted in meeting immediate needs
Know more ways to plan for safety
Know if I was a crime victim
Feel less alone
Feel believed
Aware of other sources of help
Know court hearings and outcomes
Know more about victim rights
Emergency financial needs are met
Know about Victim Compensation
Theory of Change big questions

How do you know the people you work with will improve the way you are planning?

• Who do you want to benefit? (target population)
• What benefits do you want? (result)
• When will you achieve them? (time frame)
• How will you achieve them? (activity & strategy)
• Where will you work? (context – law, resources)
• Why will you succeed? (assumptions, logic)
Victim Services Theory of Change

Our underlying philosophy of how victims change and recover is based on addressing the four core victim needs for safety (from fear), healing (from violation), justice (from disempowerment), and restitution (from financial loss). Services to address the core needs are victim-driven using the “Stages of Change Model” (by James Prochaska & Carlo DiClemente) used by counselors for trauma and addictions. Stages of change are illustrated in a logic model progressing from immediate, to intermediate, and then long-term victim outcomes.
Stages of Change Model
using example of girls recovering from sexual exploitation
(read from bottom line up)

Relapse – crisis returns her to old lifestyle and without support falls back into old patterns

Maintenance – moves forward & feels successes

Action – takes steps to address the problem, sometimes on her own, e.g., school, therapy

Preparation – recognizes a change is needed and begins planning alternative lifestyle

Contemplation – realizes her need for escape but cannot see a realistic solution

Precontemplation – knows that there are problems in her life but resists the idea of change (e.g. the perp is her “boyfriend”)

Social Solutions
5 Quality Measures

1. **Access** – Can victims find us?
2. **Structure** – Do services meet victims’ needs?
3. **Process** – Are victims treated right?
4. **Efficiency** – Resources per results
5. **Outcomes** – Are victims’ lives improved?

**TODAY’S TOPIC**

*With Safety, Healing, Justice & Restitution*
Today’s Topics

- Core Needs of Victims/Victim Outcomes
  Safety, Healing, Justice, Restitution

- Sequence of Services/Outcome Logic Model
  Initial, Intermediate, Long-term Outcomes
THANK YOU

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Merci

Crime Victim Services

Justice
Restitution
Healing
Safety

Social Solutions
transforming human services
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“Do the best you can until you know better. Then when you know better, do better.”

Maya Angelou