

Case management and advocacy. For the purposes of the OVS PMI, case management and advocacy services are those that engage the victim in a (usually) intermediate to long term relationship for the purpose of empowering that victim post-trauma, assisting that victim in engaging the systems of care and justice that the victim chooses, and using the victim's experience to advance a larger mission of system change. Case management and advocacy services are intended to be intermediate or longer term services that meet needs of the victim that occur after the point of crisis.

| Goal | Outcome | How Measured | How Verified |
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| To empower the victim post-trauma | The victim demonstrates increased empowerment, resiliency, and coping skills after a period of case management or advocacy | <p>Measured based on pre- and post-test validated assessments, e.g. resiliency scale, coping scale, or empowerment scale of the provider's choice</p> <p>Number of unique victims for whom you provided case management and advocacy</p> <p>Number of new victims for whom you provided case management and advocacy</p> <p>Number of continuing victims for whom you provided case management and advocacy</p> <p>Number of unique victims not assessed at T1 (e.g. client refused assessment, did not engage past intake or crisis point)</p> <p>Number of unique victims that demonstrated an increase in empowerment, resiliency, or coping between T1 and T2 in this quarter? (NOTE: Victims who had a T1 assessment in another reporting period and a T2 assessment in this reporting period, SHOULD be included in this number.)</p> <p>Number of unique victims assessed at T1 but not at T2</p> | <p>Demonstration that the grantee is using a validated assessment of the provider's choice, demonstration that the provider is measuring the victim at Time 1 (intake) and Time 2 (as determined by the grantee's policies), and demonstration that the data provided to OVS is supported by the data held by the provider.</p> <p>Information needed from provider:</p> <p>Validated assessment instrument used</p> <p>Time lapsed between T1 and T2</p> |

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| <p>To engage the victims in systems of care or justice that the victim chooses</p> | <p>The victim demonstrates an ability to participate in the systems of care or justice that he or she chooses</p> | <p>Measured based on the number of systems in which the victim participates</p> <p>Number of new unique victims for whom you provided case management and advocacy</p> <p>Number of new victims for whom you provided case management or advocacy who engaged the:</p> <ul style="list-style-type: none"> • Criminal justice system • Civil protective system • Mental health system • Immigration system • Education system • Family court/family civil law systems • Substance abuse treatment systems • Medical forensic system • Other <p>Number of <u>continuing</u> unique victims for whom you provided case management and advocacy</p> <p>Number of <u>continuing</u> victims for whom you provided case management or advocacy who <u>newly</u> engaged the:</p> <ul style="list-style-type: none"> • Criminal justice system • Civil protective system • Mental health system • Immigration system • Education system • Family court/family civil law systems • Substance abuse treatment systems • Medical forensic system • Other | <p>Demonstration that the grantee is measuring the number of systems of care in which the victim has participated, and demonstration that the data provided to OVS is supported by the information kept by the provider</p> |
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| <p>To use the victim/survivor experience to advance a larger mission of system change</p> | <p>The agency utilizes the experiences of the victims/survivors with whom they work to develop improved and seamless services</p> <p><i>NOTE: A multidisciplinary system of care is an agreement among at LEAST two partners (but optimally more than two) to collaborate so that certain identified victims are served in a seamless manner. These systems of care should be formalized by a Memoranda of Understanding or Agreement, a shared or joint protocol or policy, or an otherwise written agreement among the parties to the system of care that established a standard concept of operations, protocol, roles and duties of the members, and/or policy that governs how the agencies will cross-refer, cross-train, share data, and/or work collaboratively together to serve the holistic needs of the victims.</i></p> | <p>Measured by the agency's participation in: (1) recognized and formalized multidisciplinary continuums of care; (2) engagement of the media to achieve a larger system goal; and/or (3) use of testimony to advocate for a policy or legislative change All measures are required</p> <p>Number of formalized multidisciplinary systems of care in which the provider is engaged in the reporting quarter</p> <ul style="list-style-type: none"> • Baseline • New <p>Number of instances in the reporting quarter in which the provider engaged the traditional media to achieve a larger system goal</p> <p>Number of instances in the reporting quarter in which the provider gave testimony to a 3rd party to advance the interest of a victim or a collective group of victims</p> <p>Number of staff members employed or contracted as case managers or advocates during the reporting period</p> <p>Number of employed or contracted case managers or advocates that engaged in continuing education during the reporting period</p> <p>Number of volunteers or interns used by your organization as case managers or advocates during the reporting period</p> <p>Number of volunteers or interns who were used as case managers or advocates that were engaged in continuing education during the reporting period</p> <p>Number of continuing education units or hours (grantee to choose measurement) provided by your organization or supported by your organization (e.g. paid for by your organization) for case managers and advocates during the reporting period</p> | <p>Demonstration that the grantee maintains a system to track their (the grantee's) participation in the measured areas and demonstration that the grantee's information supports the data provided to OVS</p> <p>Information needed from grantee:</p> <p>Names of formalized multidisciplinary systems of care in which the provider is engaged (baseline and new)</p> <p>Names of specific instances in which the grantee gave testimony to a 3rd party to advance the interest of a victim or a collective group of victims</p> <p>Definition of continuing education unit, e.g. is the organization using hours or modules or whole trainings as a unit</p> <p>Names of continuing education units provided and the name of the host or teacher of the unit</p> |
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