

**Crisis intervention and hotline.** For the purposes of the OVS PMI, crisis intervention and hotline services are those that seek to engage crime victims in crisis for the purpose of providing accessible care that stabilizes a victim from the point of emotional, financial, or physical crisis. Crisis intervention and hotline services are intended to be short-term services that meet an immediate need for the victim.

Goal	Outcome	How Measured	How Verified
To provide crisis services that are accessible to the victim population that you serve	<p>Whether the target population of victim is able to access the crisis services that you offer</p> <p>NOTE: "Answered" refers to calls or requests for immediate service that are answered immediately</p> <p>"Delayed answer" refers to calls or requests for immediate service that are delayed past the provider's protocols</p> <p>"Unanswered" refers to calls or requests for services that are not met or are abandoned by requestor</p>	<p>Measured by the number of calls, texts, or chats that were unanswered</p> <p><b>Number of crisis calls, texts, chats, or other requests for crisis service received in the reporting quarter.</b></p> <p><b>Number of crisis calls, texts, or chats ANSWERED in the reporting quarter.</b></p> <p><b>Number of crisis calls, texts, or chats that were UNANSWERED in the reporting quarter.</b></p> <p><b>Number of crisis calls, texts, or chats that had a DELAYED ANSWER in the reporting quarter.</b></p>	<p>Demonstration that the grantee is measuring the number of calls, texts, or chats that were answered vs. those that were unanswered and demonstration that the data supports the information provided to OVS</p> <p><b>Information needed from grantee:</b></p> <p><b>Definition used to define "answer", "unanswered", and "delayed"</b></p>
		<p>Measured by the percentage of instances in which the crisis function was provided in the victim's preferred language</p> <p><b>Number of crisis calls/texts/chats in which the victim spoke a language other than English.</b></p> <p><b>Number of crisis calls in which assistance was provided in the victim's native language</b></p>	<p>Demonstration that the grantee is measuring the number of calls, texts, or chats that were answered vs. those that were unanswered and demonstration that the data supports the information provided to OVS</p>

<p>To stabilize a victim from a point of physical, emotional, or financial crisis</p>	<p>Victim achieves stabilization</p>	<p>Measured by whether the crisis advocate was able to meet the stated needs of the victim, as defined by housing, other basic human needs, safety, criminal justice, emotional support, medical or forensic care</p> <p><b>Number of third party requests for service via hotline during the reporting quarter</b></p> <p><b>Number of unique victims (primary and secondary) served in this reporting period</b></p> <p><b>Of the number of unique victims (primary and secondary) provided with crisis intervention services, how many were provided services via:</b></p> <ul style="list-style-type: none"> <li>• <b>Hotline (text, chat, or phone)</b></li> <li>• <b>In-person crisis intervention</b></li> </ul> <p><b>Of the number of unique victims (primary and secondary) for whom crisis intervention or hotline services were provided during this quarter, how many victims stated each of the following needs:</b></p> <ul style="list-style-type: none"> <li>• <b>Housing</b></li> <li>• <b>Safety (physical or emotional)</b></li> <li>• <b>Criminal justice intervention</b></li> <li>• <b>Emotional support</b></li> <li>• <b>Medical or forensic care</b></li> <li>• <b>Legal services</b></li> <li>• <b>Other needs not listed</b></li> </ul> <p><b>Of the number of unique victims (primary and secondary) for whom crisis intervention or hotline services were provided during this quarter, how many victims' needs were met via:</b></p> <ul style="list-style-type: none"> <li>• <b>Service provided by organization or agency</b></li> <li>• <b>Referral to another organization or agency</b></li> <li>• <b>Warm hand-off to another organization or agency</b></li> <li>• <b>Referral made, but declined</b></li> <li>• <b>Unknown resolution</b></li> </ul>	<p>Demonstration that the grantee is measuring the stated needs of the victim for whom services are provided, demonstration that the grantee is measuring whether those needs were met, and demonstration that the data supports the information provided to OVS</p>
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