Logic Models for Victim Service Programs

The Link Between Program Outcomes and Program Sustainability

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If you are experiencing any technical issues with the audio or video for this session, please let us know in the chat box.

We have additional staff supporting behind the scenes for technological issues!

If you have questions along the way, please post in the Q&A box.

We will be recording today's session, and it will be posted on OVC TTAC website.
Today’s Presenter

Samantha S. Lowry
Senior Director of Research and Evaluation
OVC Training and Technical Assistance Center

Laney Gibbes, LCSW
Victim Services Consultant
OVC Training and Technical Assistance Center
Overview

- Introductions and opening remarks
- Description of the webinar objectives
- Components of logic models and sample application
- Application to sustainability
- Discussion and resources
OVC Training and Technical Assistance Center

Training
Customized Technical Assistance
Speaker Support
National Victim Assistance Academy

SPECIAL FOCUS AREAS
Human Trafficking
Legal Assistance
Tribal Victim Assistance
Mass Violence and Terrorism
Sexual Assault Nurse Examiners-Sexual Assault Response Teams
Webinar Objectives

After today’s webinar, attendees should be able to:

• Describe the purpose of a logic model and how to apply the framework to measure program success.

• Distinguish the main components of a logic model.

• Utilize evaluation data to increase program sustainability.
Getting to Know Logic Models

What has been your exposure to logic models?

On a scale of 1-10, what is your comfort level with logic models?

What challenges have you experienced with logic models?
Logic Models

Answer …

1. Where do you want to go?

2. What do you need to do to get there?

3. What will show that you’ve arrived?
Simplest Form of Logic Model

SITUATION

- Inputs
- Activities and Outputs
- Outcomes
Simple Example of Logic Model

HUNGRY

Food → Eat Food → Decrease Hunger
Demystifying Logic Models

If you accomplish your planned activities, then you will hopefully deliver the volume of services to the number of people you intended.

If you accomplish your planned activities to the extent you intended, then your clients will benefit in certain ways.

If these benefits to clients are achieved, then certain changes in organizations, communities, or systems might be expected to occur.

Certain resources are needed to operate your program. If you have access to them, then you can use them to accomplish your planned activities/services.

Resources/Inputs

Activities

Outputs

Outcomes

Impact

Your Planned Work

Your Intended Results
## Example: Emergency Shelter for Victims of Domestic Violence

<table>
<thead>
<tr>
<th>Resources/Inputs</th>
<th>Activities</th>
<th>Outputs</th>
<th>Outcome (Short)</th>
<th>Outcome (Long)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter: Facility, Food, Donations</td>
<td>Provide emergency shelter to victims of domestic violence</td>
<td>2,000 days (instances) of emergency shelter per year</td>
<td>75% increase in sense of safety by victims of domestic violence and their families</td>
<td>75% of victims of domestic violence report decrease in violence in their lives</td>
</tr>
<tr>
<td>Personnel: Shelter Director, Advocates and Volunteers</td>
<td></td>
<td>6,000 meals provided to shelter residents</td>
<td>75% increase in sense of well-being by victims of domestic violence and their families</td>
<td>75% of victims of domestic violence report increase in self-sufficiency</td>
</tr>
<tr>
<td>Funding: VOCA, VAWA</td>
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<td>150 victims provided safe shelter per year</td>
<td></td>
<td></td>
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<tr>
<td>Partnerships: Food Pantry, Law Enforcement, Local Schools</td>
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</table>
# 24 Hour Crisis Line for Victims of Domestic Violence

<table>
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<th>Resources/Inputs</th>
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<th>Outcome (Short)</th>
<th>Outcome (Long)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment: Crisis Call #, Text Line, Cell Phones</td>
<td>Provide 24-hour emergency crisis line (phone, text) for victims of domestic violence by trained advocates&lt;br&gt;Provide information and referrals to victims of domestic violence</td>
<td>Respond to 3,000 crisis line calls/texts per year for victims of domestic violence&lt;br&gt;Provide information on domestic violence to 3,000 victims of domestic violence&lt;br&gt;Provider 6,000 referrals to victims of domestic violence</td>
<td>75% of victims will have an increase in their sense of safety&lt;br&gt;75% of victims will increase their knowledge about domestic violence&lt;br&gt;85% of victims will increase their knowledge of and access to community resources</td>
<td>55% of victims will report a decrease in violence&lt;br&gt;60% of victims will report an increase in their well being</td>
</tr>
<tr>
<td>Personnel: Volunteers, Crisis Line Supervisor</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Funding, VOCA, VAWA</td>
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</tbody>
</table>
Challenges: Measuring Process vs. Outcomes

**EXECUTION OF THE AWARD**

1. Compliance and Budget
   - Were the funds appropriately allocated? Was reporting completed on time?

2. Activities and Outputs
   - How many individuals were served? What types of services were provided?

**PERFORMANCE MONITORING**

3. Short-Term Outcomes
   - Has the training increased knowledge or helped to improve policies, procedures, or organizational culture?

4. Long-Term Outcomes
   - How has the program improved the well-being of victims and survivors?

**IMPROVING LIVES OF VICTIMS**
Challenges: Measuring Process vs. Outcomes

**EXECUTION OF THE AWARD**
- Compliance and Budget
  - MEASURES
  - How many individuals were served? What types of services were provided?
  - Activities and Outputs
  - MEASURES
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- Short-Term Outcomes
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- Long-Term Outcomes
  - MEASURES
  - How has the program improved the well-being of victims and survivors?

**IMPROVING LIVES OF VICTIMS**
- MEASURES
- How many individuals were served? What types of services were provided?
- Compliance and Budget
  - MEASURES
  - Were the funds appropriately allocated? Was reporting completed on time?
"Sustainability is the active process of establishing your initiative ...developing relationships, practices, and procedures that become a lasting part of the community."

The University of Kansas Community Tool Box
Sustainability Framework: The Eight Domains

- Organizational Capacity
- Program Adaptation
- Program Evaluation
- Resource Development
- Strategic Communications
- Strategic Partnerships
- Strategic Planning
- Supportive Environment
Program Adaptation

The ability of programs to respond positively to changes in their community

- Adjust program and services to meet shifting needs
- Assess for community changes
- Respond to evaluation data
- Be aware of current research and best practices
- Modify programming and services to better meet victims' needs
Program Adaptation (continued)

- Needs Assessment
- Process Evaluation
- Outcome Evaluation
Strategic Planning

The process of identifying strategies that will best enable a program to advance its mission

• Set priorities
• Focus resources
• Identify long-term and tactical forecasting
• Prepare for crisis and changes in community.
Strategic Plan

Adapted from: W.K. Kellogg Foundation, Logic Model Development Guide, p. 3.

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Resources/Inputs → Activities → Outputs → Outcomes → Impact

Your Planned Work

Your Intended Results
Resource Development

Cultivating sufficient stable and diverse resources

- Multiple sources of diverse funding
- Funding strategies that are implemented early in the program development
- Utilize volunteers, in-kind contributions, and other shared resources for containing costs
- Develop a resource development plan
Resource Development (continued)

- Grants
- Individual
- Business/Corporate
- Civic and Community Organizations
- Faith Communities
Outcome Measurement Tool

- Tool designed to measure success and provide options for outcomes
- Easy to use platform and customization
- Reflection of the prior PMT and core measures
- Summary reporting and milestone tracking functionality
Resources

- Community Tool Box
  https://ctb.ku.edu/en and Chapter 2. Developing a Logic Model or Theory of Change

- CDC Evaluation Resources
  https://www.cdc.gov/eval/resources/index.htm

- Guide to Performance Measurement and Program Evaluation
  https://www.ovcttac.gov/views/resources/dspPerformanceMeasurement.cfm

- OVC TTAC Human Trafficking Action Research Toolkit

- Measure of Victim Empowerment Related to Safety (MOVERS) Scale

- Evaluating domestic violence support service programs: Waste of time, necessary evil, or opportunity for growth?

- Center for Victim Research: Quick Reference Logic Models

Note: OVC TTAC neither endorses, has any responsibility for, nor exercises any control over the organizations' views or the accuracy of the information contained in those pages outside of the OVC TTAC website.
Questions?
Contact Information

Samantha S. Lowry
Senior Director of Research and Evaluation
OVC Training and Technical Assistance Center
Samantha.Lowry@icf.com

Laney Gibbes
Victim Services Consultant
OVC Training and Technical Assistance Center
Laney.Gibbes@icf.com

Technical Assistance
Contact OVC TTAC at https://www.ovcttac.gov/HowWeCanHelp/

OVC TTAC Website: https://www.ovcttac.gov/
Tell us what you thought!

Logic Models for Victim Service Programs: The Link Between Program Outcomes and Program Sustainability

Scan the QR code with your phone to open the survey.
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

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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)

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State VOCA Administrator Outcome Measurement Efforts

- Georgia outcome measurement reporting requirement (client feedback surveys)
- Massachusetts outcome measurement tool to measure outcomes and service effectiveness for subrecipients
- Washington, D.C. Performance Measurement Indicator reporting tool for grantees
- Tennessee outcome measurement reporting requirement (client feedback surveys)
- Oregon outcome measurement reporting requirement (client feedback surveys)
- Vermont Center for Victim Services report from VOCA-SAC Partnerships to Enhance Victim Services funding related to the usage of logic models and a Results-Based Accountability quadrant to track and measure outcomes

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