



iMPRoVE

Measures for Providers Responding to Victimization Experiences

USER GUIDE

September 2022



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About iMPRoVE and this Guide

This guide is designed to support the use of the Measures for Providers Responding to Victimization Experiences (iMPRoVE) platform and tool. iMPRoVE is used by providers, agencies, and organizations that offer help or support to persons impacted by crime to measure the outcomes and quality of these services.

This guide is divided into three main sections:

- » **Background on iMPRoVE** This section covers the importance of measuring outcomes of services, as well as why and how iMPRoVE was developed.
- » **iMPRoVE Fundamentals** This section describes what iMPRoVE measures; how it works; and how providers, agencies, and organizations should prepare for implementing an outcome measurement system.
- » **How to Use iMPRoVE** This section provides technical guidance on using iMPRoVE to create an outcome measurement tool and to collect, view, and export data.

The iMPRoVE platform was developed by RTI International, in partnership with the Justice Research and Statistics Association, the Georgia Criminal Justice Coordinating Council, and Performance Vistas. It was supported by the National Institute of Justice, the Office for Victims of Crime (OVC), and the Office on Violence Against Women (OVW) (Award No. 2019-MU-MU-K026). Subject matter experts in the field of victim services were engaged at every step of the project for input on the content of iMPRoVE.

If you have questions about iMPRoVE that are not addressed in this guide, please contact the iMPRoVE helpdesk:



improve@improvehelp.zendesk.com





Terms and Concepts

Victims/ Survivors

We use the terms *victim and survivor* together to describe the population of people receiving services. We recognize that some providers use the term survivor, while others use the term victim. We have opted for both in recognition of the heterogeneity in the field.

Respondent

We use the term *respondent* to refer to the victim/survivor completing the tool and providing feedback on the outcomes and quality of services.

Outcomes

We use the term *outcomes* to refer to the objectives or goals that an agency serving victims/survivors are trying to achieve through their services. These include changes in victims'/survivors' emotional, physical, social, legal, or mental well-being.

Outputs

We use the term *outputs* to refer to the activities that an agency engages in to achieve outcomes. This is a measure of the effort taken to achieve changes in victims'/survivors' emotional, physical, social, legal, or mental well-being.

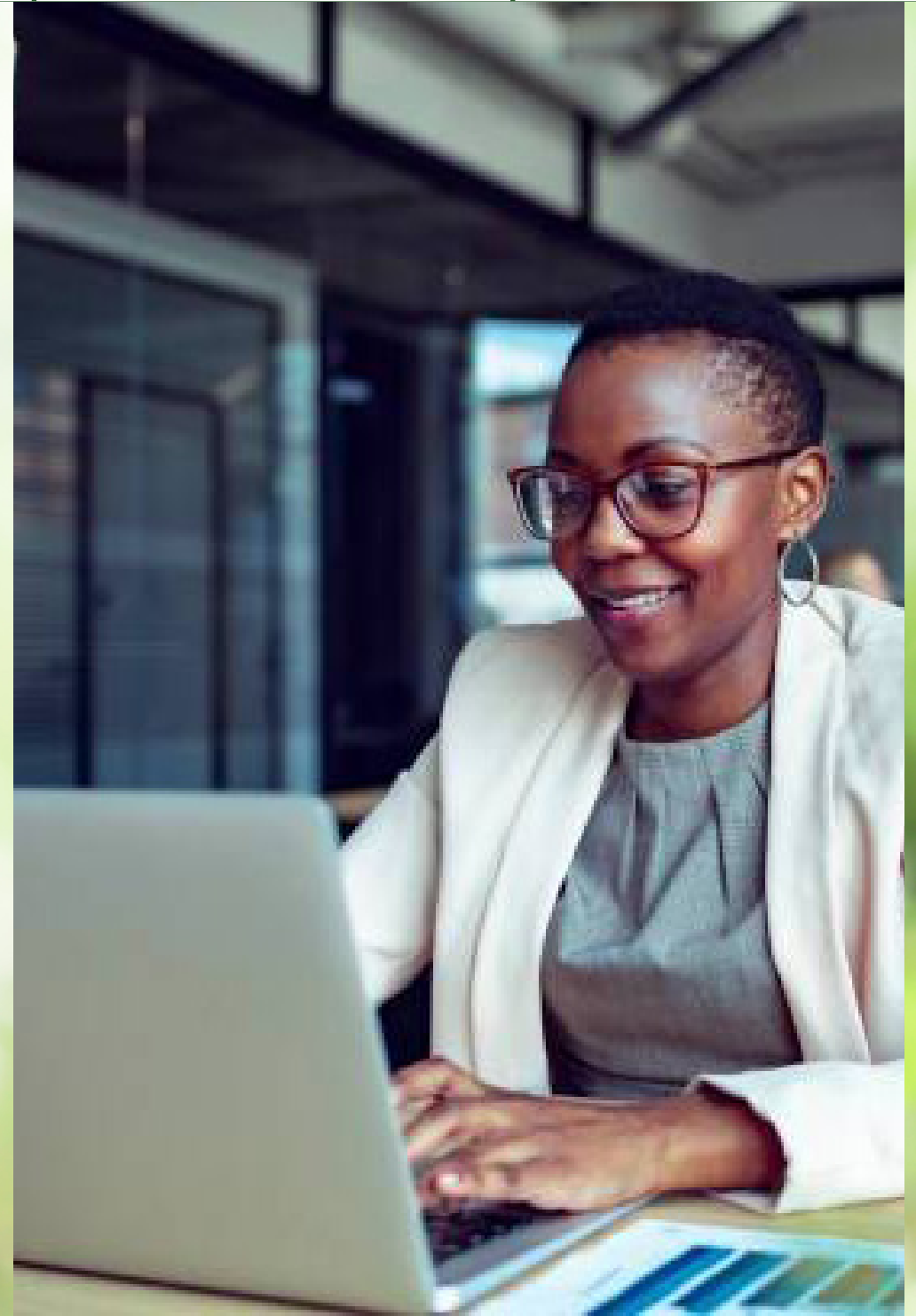
Modules

We use the term modules to refer to the six generic logic model and their associated core outcome measures that form the basis of the iMPRoVE tool. These are not specific types of programs or providers (e.g., domestic violence or child advocacy centers), but rather reflect the outcomes that a set of services or activities are intended to achieve with most victims/survivors.



Background on iMPRoVE

- ▶ **What Is iMPRoVE?**
- ▶ **Importance of Measuring Service Outcomes and Quality**



What Is iMPRoVE?

The iMPRoVE platform is a free customizable outcome measurement platform with built-in data collection and visualization tools for providers, agencies, and organizations that offer help or support to persons impacted by crime. It is intended to be used by any program that provides services to people impacted by crime, including those that are community-based; school-based; hospital-based; or based in police departments, courts, prosecutors' offices, or other criminal legal entities.

Through the platform, service providers create a web-based survey instrument to collect information from the people they serve about their perceptions of the services and the impact of those services on their lives.

The availability of an extensively tested and validated iMPRoVE tool and a user-friendly software platform will enable providers, agencies, and organizations to

- » Readily collect and analyze outcome and quality measures
- » Have a systematic way of listening to the voices of victims and survivors to ensure their needs are being met to the greatest extent possible
- » Quantify the extent to which their services meaningfully affect the lives of persons impacted by crime.





Importance of Measuring Service Outcomes and Quality

How Outcome Measures Differ from Other Performance Measures

Most existing data collection for grant reporting focuses on performance measures, which are specific values or characteristics that show the outputs of a program's activities and services.

Performance measurement cannot determine whether the services actually made a difference in the lives of persons impacted by crime. Outcome measurement addresses this critically important question.

Performance Measures

- » Measure activities and effort
- » Who is being served?
- » What types of services are provided?
- » When are they served?
- » Why are they seeking services?
- » How are agencies using funds?

Outcome Measures

- » Measure effect of services on person served
- » Self-report from victim/client
- » Did service received make a difference?
- » Did the agency make a difference in the person's life?
- » Are victims better because we served them?



Value of Outcome Data

All service provider organizations hope to deliver high-quality services, but without collecting information from the victims and survivors receiving services it is not possible to know whether a program is doing what it is intended to do. Outcome and quality surveys give voice to persons impacted by crime and offers provider insights into program effectiveness and quality of services. Programs can use this insight for continual improvement and for reporting to the community and to funders.

What Collecting Outcome Data Helps Service Providers Do



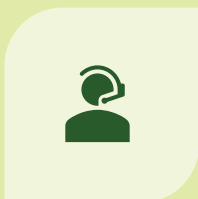
Improve service delivery by identifying strengths and challenges



Boost staff/team morale by demonstrating areas of excellence



Redirect unsuccessful work practices by identifying areas for improvement and training



Give victims/survivors a voice in services and how they are delivered



Demonstrate responsible stewardship of public and private financial support



Prove that funds are making a difference for victims/survivors with empirical data



iMPRoVE Development

In recent decades, OVC and OVW have spearheaded efforts to build, grow, and professionalize the victim service field. As a result, our nation's service infrastructure for victims/survivors has advanced immensely. Despite these advancements, efforts to demonstrate the impact and effectiveness of services on victims/survivors have lagged. OVC and OVW grantee and subgrantee data demonstrate how hard programs are working, both in terms of the number of persons served and the range of services offered. However, output measures are not enough. To continue to advance the

field, providers, agencies, and organizations offering services to victims/survivors must move from measuring outputs to outcomes, from anecdote to evidence in demonstrating the impact of these programs on the lives of victims/survivors. iMPRoVE was designed to support service providers by giving them a tool to gather feedback on outcomes and quality of services to help ensure agencies can meet the needs of victims/survivors to the greatest extent possible.

iMPRoVE builds on existing work from across the field and was developed with critical support and input from practitioners around the country.

The Rigorous Process to Develop iMPRoVE

Review and Analyze Existing Measures and Literature

- » Compile over 1,000 outcome and service quality measures
- » Collect and analyze myriad logic models from diverse agencies
- » Group outcome measures based on logic models
- » Use literature to identify short-term outcomes that are correlated to long-term outcomes

Interviews with Victims/Survivors

- » Interview persons who receive victim services to understand their experiences before drafting
- » Interview 43 persons who received victim services to assess their understanding of survey questions asked and whether they were upsetting

Victim Service Provider Input

- » Provider focus groups about how they currently use outcome measures
- » VOCA administrator discussions about how they use outcome measures
- » Testing iMPRoVE platform with service providers for functionality and navigability

Expert Panels

- » Panels of experts in the victim services field represent different service segments
- » Provide feedback on questionnaire design, outcome selection, and administration method
- » Ensure iMPRoVE is trauma-informed and culturally sensitive



iMPRoVE Fundamentals

- ▶ Key Features of the iMPRoVE Platform and Tool
- ▶ What iMPRoVE Measures
- ▶ How iMPRoVE Works
- ▶ Drafting an Outcome Measurement Plan
- ▶ Training Staff on iMPRoVE Administration and Messaging
- ▶ Using the Data Collected through iMPRoVE





Key Features of the iMPRoVE Platform and Tool

Free and easy to use

Downloadable on any internet-ready device

Can be completed in person or through a web link that can be accessed any time

Low burden, short questionnaires

Accessible to persons with visual impairments

Available in English, Spanish, Vietnamese, and Mandarin

Data dashboard provides real-time presentation of findings in exportable charts

Although some service providers, agencies, and organizations currently administer outcome and/or quality surveys to the victims/survivors they work with, many do not. Among the programs that collect this information, there is considerable variability in the type, quality, and timing of questions. iMPRoVE was developed to support providers nationwide with a standardized collection of outcome and service quality measures for persons impacted by crime. Service providers will be able to use iMPRoVE to assess their own programs and compare their program to national benchmarks.

What iMPRoVE Measures



Service Outcomes

- » Did services meet the physical, emotional, social, economic, and legal needs of victims/survivors?
- » Short-term effects/program results, not long-term impact
- » 5-point Likert scale: Strongly Agree > Strongly Disagree
- » Not applicable option for services not received



Service Quality

- » What is the victim's/survivor's perception of the services received?
- » How did agency staff treat the respondent?
- » Were services accessible?
- » Were services useful?
- » Were services culturally appropriate?
- » 5-point Likert scale: Strongly Agree > Strongly Disagree
- » Not applicable option for services not received



Respondent Characteristics

- » What type of crime brought the person to services?
- » How does the respondent identify with respect to race, gender, and ethnicity?
- » How old is the respondent?
- » How and for how long did the respondent engage in services?



How iMPRoVE Works

iMPRoVE uses best practices in survey research and accounts for the fact that different types of service providers, agencies, and organizations have different intended outcomes of services. It allows providers, agencies, and organizations to select the measures that best fit the intended outcomes of their programs.

The iMPRoVE tool is intended to be self-administered by the victim or survivor (or, in some cases, a non-offending caregiver for the victim or survivor). Unlike other assessment tools that may be administered before and after services are provided, iMPRoVE collects information from the victim or survivor at a single point in time. Both the self-administration and administration at a single point in time ensure that the survey responses are confidential and that the respondent can be completely truthful in how they answer the questions.

Benchmarking can help to provide context for findings and a better understanding of how they compare to averages or findings from a larger group.

iMPRoVE Outcome and Quality Constructs

iMPRoVE is designed to measure the following outcome and quality constructs (only some of which will be included on each provider's customized survey):

Up to 14 Outcome Constructs

Increased knowledge of how to stay safe physically	Increased knowledge of how to get compensation or restitution	Increased identification of social supports
Improved sense of safety	Increased knowledge of ways to handle overwhelming emotions	Improved housing
Increased knowledge of victims'/survivors' rights	Increased ability to handle everyday challenges	Increased housing stability
Increased understanding of criminal justice processes or options	Improved sense of hope	Increased knowledge of resource management
Increased understanding of civil legal options	Physical health needs addressed	Increased acknowledgment of impacts of inequality
Increased knowledge of sources of help in the community	Increased confidence in making healthcare decisions	Increased knowledge of conflict resolution without self-risk

Up to 12 Quality Constructs

Quality of referrals	Information clearly explained	Felt accepted
Extent of needs identified	Given voice	Cultural competency
Felt supported	Accessibility of services	Understanding of impacts of inequality
Treated with respect	Felt understood	Reduced blame

The full list of available iMPRoVE questions can be found in [Appendix 2](#).



Core Measures (Modules)

iMPRoVE has six sets of core outcome measures (known as modules). These core measures are intended to capture short-term outcomes that a program hopes to achieve for most victims or survivors served. We understand that no two service providers deliver services exactly the same way. Therefore, the modules are intended to reflect the broad objectives, activities and outcomes that most programs serving or supporting persons impacted by crime intend to achieve.

Outcomes associated with shelter and housing are available as optional add-ons to any module. A more detailed description of each module can be found in [Appendix 1](#).

iMPRoVE modules represent the following service portfolios:

- » Address the emotional, safety, advocacy, material, and/or resources needs of victims/survivors

Supportive or Community Advocacy Services



- » Stabilize persons in crisis by connecting them to other resources and providing information

Crisis Intervention and Referral Services



- » Focus on the legal or justice system needs of victims/survivors

Legal/Justice System-Focused Assistance



- » Address the short- or long-term physical effects of crime
- » Address the medical forensic needs of victims/survivors

Medical/Forensic Care and Coordination



- » Address trauma or mental health needs of victims/survivors

Mental Health-Focused Services



- » Address the needs of victims/survivors for whom services have often been limited because of identity, background, culture, or crimes experienced

Underserved Population-Focused Services





Modules serve several important functions:

- 1) They make it easier for providers to select the best outcome measures for their program. A service provider need only select the appropriate module for their service portfolio. The core outcome measures are already designated for each portfolio.
- 2) They create standardization. This is important for understanding the impact of programs at aggregate levels (state, nation), as well as at the program level. Standardization also makes it possible for programs to benchmark their iMPRoVE findings against programs with similar intended outcomes.
- 3) They ensure that service providers are using outcome measures that accurately reflect the intended outcomes of services. For example, the Legal/Justice System-Focused Assistance module does not include core outcome measures related to addressing physical health needs because this is not a typical aim of programs focused on legal/justice system-related assistance.

Underserved groups include populations who face barriers accessing and using victim services because of geographic location, religion, sexual orientation, gender identity, underserved racial and ethnic populations, or populations underserved because of special needs (e.g., language, disabilities, age, alienage status).

Outcomes associated with shelter and housing are available as optional add-ons to any module. A more detailed description of each module can be found in [Appendix 1](#).

Optional Measures

Service providers also have the option to customize their iMPRoVE tool by adding additional outcome questions. Providers may elect to add questions to measure additional outcomes targeted by their program beyond the core measures. Caution should be used in adding additional outcome measures, as each measure added will make the survey longer. Since victims or survivors may be less likely to complete a long survey, providers should consider adding no more than 1 to 2 additional outcome measures to their core survey.

Adult vs. Proxy Versions

There are two versions of the iMPRoVE survey: one version is intended to be completed by an adult impacted by crime answering on their own behalf, and the other version is to be completed by a caregiver answering on behalf of a person age 17 or younger or an adult who is unable to answer on their own.¹ The first question on the survey asks the respondent whether they are an adult answering on their own behalf or on behalf of a child or dependent. Depending on whether the respondent is answering on their own behalf or as a caregiver, the content and wording of the outcome measures will vary. There are some questions that are asked only in the individual (adult) version because they ask about the person's internal state or feelings, about which a proxy respondent may not be aware.

¹ The caregiver may have also received assistance to help the child/dependent, but the child's/dependent's victimization is the reason that services are being received.



The table below provides examples of the differences in the two versions:

Individual Adult	Caregiver
The information I got from [NAME OF PROVIDER] has helped me better plan for my safety	The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety
[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs	[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs
I felt like I could be myself with staff at [NAME OF PROVIDER]	No proxy measure

The complete list of all adult and proxy outcome and quality measures is available in [Appendix 3](#).

Full Survey vs. Quality Only Survey vs. Demographics Only Survey

For each iMPRoVE survey created, three links will be generated: a full survey, a quality only survey, and a demographics only survey. The contents of each survey and when they should be administered are described below.

iMPRoVE Surveys:

Full iMPRoVE

- » All core and optional outcome questions selected
- » All core and optional quality questions selected
- » All demographic questions
- » Suitable for most survivors/ victims served

Quality Only

- » Core and optional quality questions
- » Demographics questions
- » Suitable for victims/survivor having *minimal* contact

Demographics Only

- » *Only* demographic questions
- » Suitable for respondents who decline to take iMPRoVE, and do not even want a survey link to respond later
- » Completed by **agency staff**



What is minimal program contact?

Victims or survivors who have minimal program contact could be in two categories:

- » **Persons who receive services that entail limited engagement with providers:** These could be one-time interactions, such as a forensic exam or crisis counseling.
- » **Persons who never fully engage or follow through with program services:** These are victims/survivors who may be in contact with the program a few times or respond to outreach initially but ultimately never receive much in the way of services.

Defining minimum program services

For a victim/survivor to be categorized as having “minimal program contact,” they should receive at least some of your program’s core services. The definition for minimum services starts with identifying how much time a typical victim/survivor spends in the program **or** how much assistance a typical victim or survivor needs to achieve core service outcomes. If a victim or survivor did not engage in enough of the core services to achieve at least some of the intended outcomes, they may be categorized as having minimal contact. This does not mean that victim/survivor had to receive all of the core services offered by the program, but they have to have received enough of them to have some type of impact.

Minimal program contact may include individuals who passively participate in the program but never engage in the core services. For example, case management may be a core service for your program. Program staff may complete a detailed intake with a victim/survivor

and develop a case plan, including referrals to external and internal services. Thereafter, the victim/survivor may continually miss scheduled appointments for services and not respond to calls. Despite the detailed intake service, this victim/survivor would be considered as having “minimal contact” and would thus not be a good candidate to complete the full iMPRoVE. However, they did receive a detailed intake and a plan for recovery and services, so you may want to measure the quality of that interaction survey.

It is important to report demographic information on the victims/survivors who decline to take the survey to help you assess any bias in your results. For example, if you find there are demographic differences (e.g., age, race, sex) between the groups who agree to complete iMPRoVE and those who decline, then your program may not have a complete or accurate picture of outcomes or quality.

iMPRoVE Accessibility

Once an iMPRoVE tool is created, the victim/survivor has the option to complete the survey in one of four languages:

- » English
- » Spanish
- » Mandarin
- » Vietnamese

The iMPRoVE tool is compatible with screen reader software, so victims/survivors with visual impairments can complete it.



Drafting an Outcome Measurement Plan

This section provides guidance on developing and implementing an outcome measurement plan. It is important to document key details around how iMPRoVE will be used to ensure the quality and consistency of the outcome data that are collected from victims or survivors. There is a template for documenting this plan in [Appendix 4: Outcome Measurement Plan Template](#).

When to Administer the iMPRoVE Tool

Victims/survivors should complete iMPRoVE after they have received a “substantial” amount of core program services (i.e., enough services to impact outcomes). Given the broad range of programs that use iMPRoVE, determining when to collect iMPRoVE will depend on the goals and core services of your program.

Defining substantial services is a program specific determination. It can be based on timing (e.g., at 2-months, 6-months) or based on a service milestone (e.g., completes a certain number of sessions; reaches certain

milestones in their case). In either case, it should be defined based on when your program can reasonably expect victims/survivors to experience the intended impact/outcomes from the core services. Typically, this is after they have received most or all core services.

It is important to collect iMPRoVE measures after victims/survivors have been exposed to most or all core services but before they stop participating in the program.

There may be individual variation in when victims/survivors receive enough core services, or a “substantial” amount of services, to impact outcomes.

If your program interacts with victims only at the time of an immediate crisis/traumatic event, without any follow-up contact, we do not recommend using the full iMPRoVE tool. If appropriate, consider using the [quality only survey](#).

The table below provides some examples of different timing for core service and general guidance.

Substantial Completion of Services for Different Core Service Models

Core Services Timing	Examples of Programs	Guidance for Collecting iMPRoVE
Program provides core services in one or two interactions with victim/survivor/victim	<ul style="list-style-type: none"> » Crisis Response Team in law enforcement agency » Forensic Medical Exam program in a hospital or sexual assault center 	Administer the iMPRoVE measures at the anticipated last meeting with victim/survivor
Most of the program’s core services are provided to victims/survivors early, with follow-up/intermittent services	<ul style="list-style-type: none"> » Programs based in district attorneys’ offices » Victim/Witness Assistance Programs 	<p>If the services received during the early part of the program are expected to have the most impact, administer the iMPRoVE measures after services are delivered</p> <p>Programs with this service structure may consider administering iMPRoVE at what they expect to be the penultimate interaction with the victim/survivor</p>
Program’s core services have a defined starting and end point	<ul style="list-style-type: none"> » Intensive Case Management » Shelter-based programming and services » Visa petitions (while these may take a lot of time, obtaining the Visa may represent the end point) 	<p>Administer the iMPRoVE outcome just prior to the end point (last session/last interaction) of the program</p> <p>Programs with this service structure may consider administering iMPRoVE at what they expect to be the penultimate interaction with the victim/survivor</p>



Who Should Be Asked to Complete the iMPRoVE Survey?

Ideally, all persons age 18 or older who reach the substantial completion of services, should be offered the opportunity to complete the iMPRoVE tool. If the person receiving services is under 18 or is not able to complete the tool because of a cognitive impairment, their parent, caregiver, or guardian is asked to complete a version of the survey on their behalf (see [Adult vs. Proxy Versions](#)).

If a victim/survivor has had minimal contact with your program, this individual should complete the [quality only questions](#). The quality only questions can be asked of all victim or survivors or their proxy representative, regardless of the amount of assistance they received. These questions focus on how well your agency and staff treated victims/survivors, whether they were responsive to the victim's/survivor's immediate needs, and whether they were respectful of the way the person identifies (see [iMPRoVE Outcome and Quality Constructs](#)).

Which Staff Will Administer the iMPRoVE Survey?

Each program should have a designated iMPRoVE administrator or point of contact who is responsible for maintaining login information for the iMPRoVE platform, who is responsible for creating the iMPRoVE tool, and to whom the staff responsible for offering the iMPRoVE tool to victims/survivors can go to for questions.

The staff responsible for offering iMPRoVE can either be service delivery or administrative personnel. Their role is to explain the purpose of the iMPRoVE measures and provide the victim/survivor with access to the correct version of the survey, either by pulling up the survey for them on a laptop or tablet or emailing them a link to complete the survey on their own.

How Will It Be Administered?

To ensure that the victim or survivor feels comfortable giving truthful response, the iMPRoVE tool is designed to be self-administered. This means that the victim or survivor reads through the questions and answers them on their own. iMPRoVE was also designed to be confidential, meaning that no personally identifying information, such as name or birthdate, are collected.

For providers, agencies, and organizations offering in-person services, it is important to identify what device will be offered to the victim/survivor for completing the iMPRoVE tool. Victims/survivors can complete the survey on a computer or tablet provided by the program or on their own phone or tablet. It is also important for staff to provide a private space for respondents to complete iMPRoVE so that they feel comfortable providing open, honest answers. If a private space is not available, it is important to have a location where their screen cannot be viewed by staff or other victim or survivors.

The outcome measurement plan should direct staff on where they can suggest the victim/survivor go to be able to complete the survey.

Regardless of the type of device used, we recommend that iMPRoVE be completed at the program site. The likelihood that a victim/survivor will complete the survey goes down significantly if they are emailed or texted the survey link and asked to complete it on their own time.



Training Staff on iMPRoVE Administration and Messaging

It is important that providers, agencies, and organizations using the iMPRoVE tool educate staff on the measures and data collection processes. This helps with buy-in and ensures that staff can communicate the goals of the iMPRoVE platform to the victims/survivors being asked to complete the survey. Training staff on the data collection procedures is important; it standardizes the process so that all eligible victims/survivors are asked to complete the iMPRoVE survey in a consistent way. This will help ensure that any outcomes or quality results cannot be attributed to inconsistencies in how the data were collected.

Prior to training staff, program leadership should identify the individual responsible for leading the iMPRoVE data collection efforts. This will ensure that staff know who to contact if they have questions or need support.

Once the program has developed an [outcome measurement plan](#), the program leader should meet with staff to review the iMPRoVE measures

and collection protocols. The training should cover the following topics related to using the iMPRoVE tool:

- 1) The importance of collecting outcome and quality measures and how the information will be used (see [Value of Outcome Data](#) and [Using the Data Collected through iMPRoVE](#))
- 2) The iMPRoVE measures and how they align with the program's intended objectives, outcomes; and other data collection activities (if applicable)
- 3) A review of the Outcome Measurement Plan, to get staff buy-in and feedback
- 4) The staff's role in encouraging victims or survivors to complete the survey (see [Who Should Be Asked to Complete the Survey](#))
 - » To avoid refusals, staff should be trained to convey the benefits of participation, diagnose barriers to participation, and address participants' concerns. Some examples of potential barriers and ways to overcome them are provided in the table below.

Potential Barriers and Ways to Overcome Them

Participant Concern	Barrier Described	Ways to Address Barrier
"I don't have time to do the survey"	<ul style="list-style-type: none"> » Perceived burden » Bad timing 	Reinforce that the tool will only take 5–10 minutes Identify a better time to complete the tool
"No one cares what I have to say"	<ul style="list-style-type: none"> » Survey response is not needed 	Describe why their input is important; emphasize the benefits to others
"What if I don't know the answers"	<ul style="list-style-type: none"> » Hesitant about content of questions 	Remind them that there are no right or wrong answers; you just want their opinion
"I don't want anyone to know about me/ be in my business"	<ul style="list-style-type: none"> » Confidentiality concerns 	Remind them that the tool is anonymous Provide them with a private space to complete the tool



- 5) When victims/survivors should be asked to complete iMPRoVE [see [When to Administer the iMPRoVE Tool](#)]
- 6) What information to communicate to victims/survivors about the tool
- 7) The importance of encouraging in-person completion of the tool and of giving a victim/survivor a private space to complete the tool (see [How Will It Be Administered?](#))
- 8) What to do if a victim/survivor is reluctant to complete the survey
 - » Sometimes individuals are reluctant to participate in a survey because they do not feel it is relevant to them or they are afraid that their responses will not be confidential. Staff are responsible for conveying the following:
 - Completing iMPRoVE is worthwhile and will be used to improve services.
 - Completing iMPRoVE will help benefit other victims/survivors who seek services at your organization.
 - The iMPRoVE survey tool is brief; it will only take about 5–10 minutes.
 - The iMPRoVE tool is anonymous and self-administered.
 - Take steps to provide them with privacy to complete the survey.
 - » The iMPRoVE tool is voluntary, but staff can also be attentive to soft vs. hard refusals. If the victim or survivor gives a firm “no” or seems concerned by the request, staff should complete the demographic

survey items on their behalf and record them as a non-responder. A soft refusal is when a participant passively declines, such as by saying they are busy or not available or by not returning a message or showing up for an appointment. With soft refusals, the same or a different staff person may want to offer the victim/survivor a second opportunity to provide feedback at a later point.

- 9) How to recognize victim/survivor distress. If a victim/survivor appears to become distressed while taking the survey, staff should remind the participant that they can take a break and then continue. If the person continues to appear distressed after a break, staff should remind them that they do not need to continue. Regardless of whether the victim/survivor continues to complete the survey, the staff should provide follow-up information on available supports (e.g., counselor, clinician).

Allow time for discussion, questions, and feedback. If possible, have staff practice with each other how they will offer victims/survivors with the opportunity to complete the tool and address any questions they may have. The following table includes victim/survivor questions that staff should be prepared to answer.

Once iMPRoVE is being used regularly, continue to check in with staff (as a group and individually) to see how it is working and whether there are areas that can be improved. Any new staff who come onboard should be trained on how to administer the iMPRoVE tool as part of their onboarding process.



**Victim/survivor
Questions that Staff
Should be Prepared to
Answer**

What is the purpose of this survey?

- » This tool asks for your feedback on the services you received, how helpful they were and how you felt about them. The information you provide will be used to improve the program and the way services are delivered.

How long will this take?

- » The tool takes 5–10 minutes on average.

What if I don't want to participate?

- » The iMPRoVE tool is voluntary. You do not have to complete it. However, your feedback can help us improve our services and, in turn, help other people who need services.

How will the survey affect my services?

- » It will not affect any services you may receive now or in the future. Staff will not see your specific answers to questions.

Who will know my answers?

- » The tool is anonymous. That means your name will not be connected to your answers, and you will not be identified in any way.

Do I have to answer all the questions?

- » No, all questions are voluntary. However, we hope that you will answer all questions to help other people who may come to this agency.

What if I have trouble reading English?

- » The survey is available in English, Spanish, Mandarin, and Vietnamese. You can switch the language at any point.

What if I can't answer a question?

- » The tool asks for your opinion about the impact of services and your perceptions of engagement with staff. There are no right or wrong answers. A “not applicable” option is available for many questions if you feel the question does not apply to you.



Using the Data Collected through iMPRoVE

Soliciting Funding (e.g., Grant Applications, State Award Applications)

Programs that have used outcome measurement to document their results have reported that their preparation for measuring outcomes has made their lives easier when responding to funding sources. Those sources might be governmental (e.g., OVC) or private, such as corporate grant makers or local resources bodies (e.g., United Way). Victim service providers have reported these benefits:

- » “OVC requested a logic model, and I had one for them within minutes.”
- » “I used our program logic model to obtain an American Express grant.”
- » “Reviewing our outcome data keeps us focused on what we are trying to accomplish here.”
- » “Using surveys to ask our clients how their lives have changed has changed our staff’s outlook on service delivery.”

Recruiting, Grant-Writing, Public Relations, and Marketing

Sharing outcome data with stakeholders and partners can make the difference in a highly competitive and often fragmented service community. Imagine being able to write into your employee recruitment or local marketing initiatives something like the following, taken from a Tennessee victim service provider that used outcome measurement in the past: “Survivors who have substantially completed our programs have reported favorable observations about changes in their lives resulting from our services:”

- » Victims of Crime Act (VOCA) outcome performance report: “89% favorability rating on a survivor’s sense of improved safety as a result of services received”
- » STOP outcome performance report: “91% favorability rating on the knowledge of community resources available to crime victims”
- » Sexual Assault outcome performance report: “91% favorability on knowing ways to plan for my (the survivor’s) safety”
- » Marketing materials: “Overall client satisfaction scores averaging well above 97% for the past six years”

Trend Analysis and Benchmarking Performance Against Similar Programs

Two ways of continuously trying to get better at what we do are to perform regular in-house trend analyses and periodically looking at the outcome performance of similar programs that we are familiar with. First, for in-house trends, we would schedule an annual or semiannual time to analyze our data on outcomes:

- » Baseline outcome performance, Year 1, all outcome measures: Which measures seem to show us performing favorably and which ones indicate we could be doing better?
- » Comparison outcome performance, Years 2 through 5, all outcome measures: Now look at these same data over the course of a few years and look for patterns and trends. Are we getting better over time? Are we steady or sort of up and down, and, if so, to what would we attribute that pattern?



Benchmarking: Once we are comfortable with our outcome measurement process and have confidence in our data, we should schedule an annual or semiannual time to analyze our data on outcomes against the data of similar program offerings of other agencies or jurisdictions:

- » *Baseline outcome performance, Year 1, selected key outcome measures:* Compare the in-house data trends with those of other programs we know are similar in clientele and intended outcomes (i.e., those with similar logic models). How are we doing compared with those other programs? Do the data suggest there is one area where we are particularly strong or weak compared to other programs? To what would we attribute that difference?
- » *Comparison outcome performance, Years 2 through 5, selected key outcome measures:* Now do a similar analysis across the years of available outcome data. What can we learn from how we are doing compared with those other programs?

Making Design Changes to Programs Given Key Outcome Data and Satisfaction Data

Program performance tends to change over time, and people become comfortable thinking, “That’s the way we’ve always done it.” Building in a time to take stock and build team ownership of victims’/survivors’ outcomes is *good leadership*.

“The data is like glasses when you have an eyesight problem. The data is going to put everything in perspective and make things clear for your agency. Using a completely unbiased tool really helps you see what’s truthfully going on within your programs, and it will help you make decisions. It’s going to help clarify how to make program revisions.” — Georgia victim service provider using outcome performance measurement

Conduct a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis using outcome data with teams within a staff group:

- » What are the strengths and weaknesses of our approach?
- » What opportunities and threats are presented by the current situation?

Conduct team-based action planning to improve program services and processes:

- » Conduct action planning to address weaknesses by using strengths.
- » Make program policy updates and procedural improvements designed to act on quality improvement plans.
- » Implement the changes and monitor performance data to ensure that the changes are making a difference in the lives of victims/survivors who work with the program.

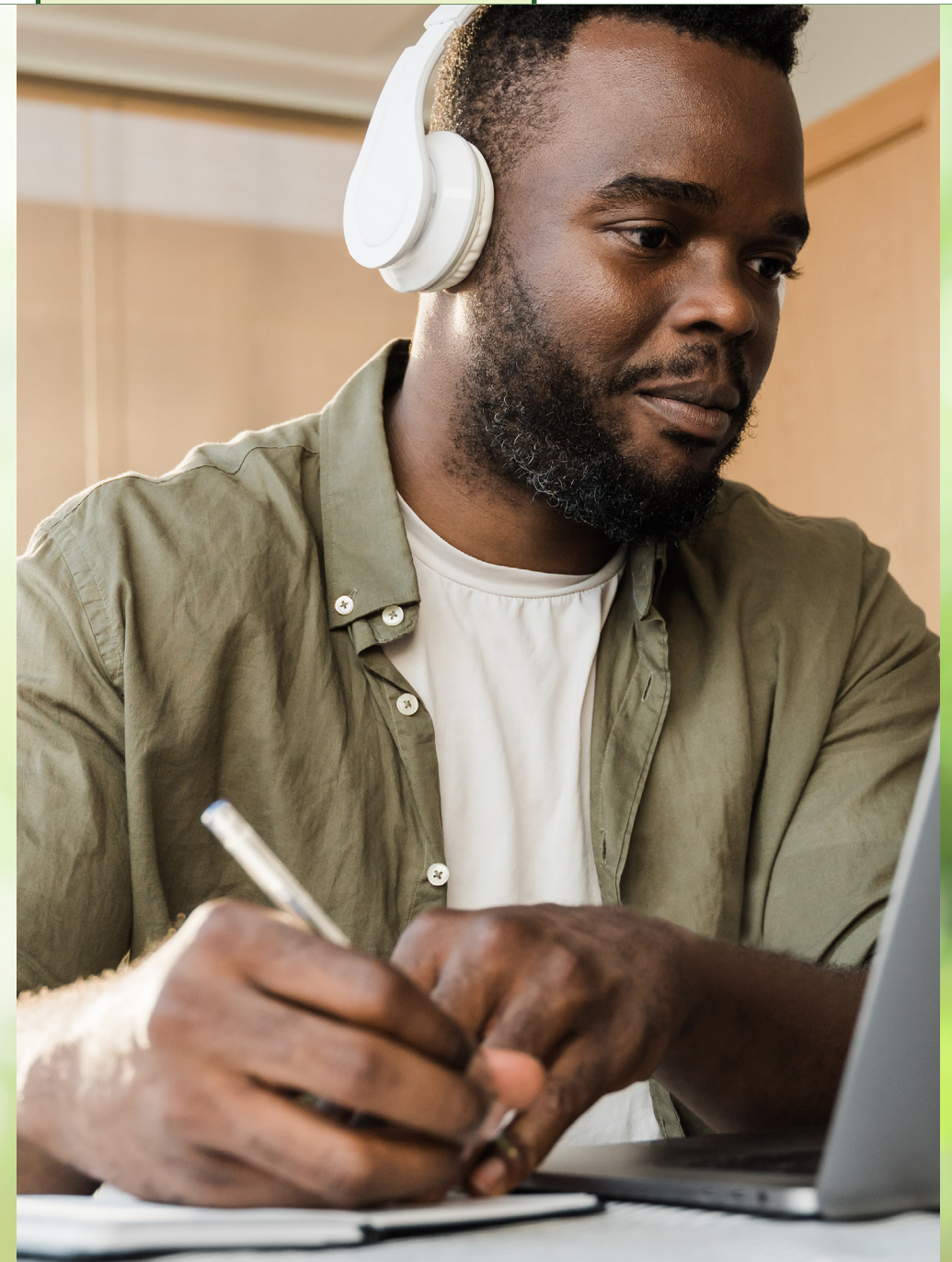
Training and Staff Development

Team-based policy and procedural improvements should be converted into ongoing staff development sessions to keep all the staff aligned with the agency’s goals for enhancing outcomes for survivors. We want to make these improvements the new normal way of operating. Progress would be measured at least in part by changes in the patterns of client outcomes and in reported client satisfaction with the quality of services. Those improvements that result in improved victim/survivor outcomes (and increased satisfaction scores) would be integrated into recruitment practices, orientation, and initial job training for new employees. The more outcome measurement becomes integral with the operations of the program, and the greater the focus on victim/survivor outcomes becomes shared by everyone involved, the greater the chances that the agency’s vision and values will become the default position of the staff who work with victims/survivors.



How to Use iMPRoVE

- ▶ [Create an Account/Login](#)
- ▶ [Create Customized iMPRoVE Tool](#)
- ▶ [iMPRoVE Tool Preview](#)
- ▶ [Generating Survey Links](#)
- ▶ [Creating Multiple Survey Versions and Deleting Unused Versions](#)
- ▶ [Providing iMPRoVE Link to Staff Administering the Survey](#)
- ▶ [When and How to Provide Access to iMPRoVE](#)
- ▶ [How the iMPRoVE Tool Works for the Person Being Asked to Complete It](#)
- ▶ [Tracking Refusals](#)
- ▶ [Accessing iMPRoVE Data](#)
- ▶ [iMPRoVE Helpdesk](#)



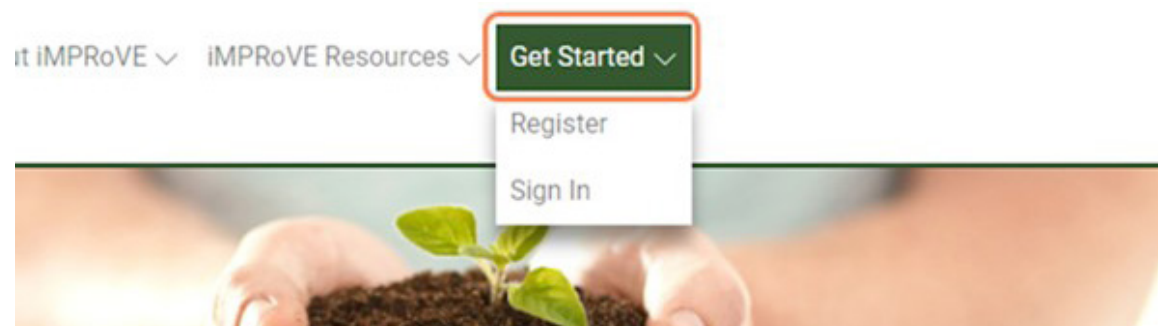
Create an Account/Login

The first step to using the iMPRoVE platform is to create a free account. The process of requesting an account typically takes less than a day. It will require providing an email address and the name of the program, agency, or organization requesting the account.

Each entity that provides services to persons impacted by crime should have an account. Ideally, the name and password on the account should be maintained by administrators and/or program leadership and should not be shared with direct service providers.

Anyone logged into the account will have access to the data collected through the iMPRoVE tool. Although the data are not tied to individual victims/survivors, unique combinations of demographic characteristics may make it possible to identify the respondent. To ensure the confidentiality of information collected from victims/survivors, account access should be limited as much as possible.

Navigate to the green Get Started button on the navigation bar at the top of the iMPRoVE platform to create an account or log in to an existing account.



Create Customized iMPRoVE Tool

Determining the Appropriate Module

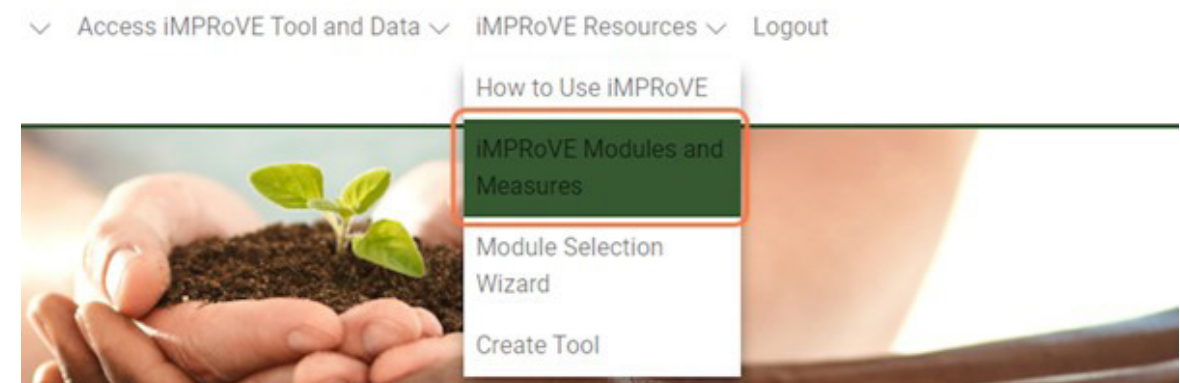
Programs that already have a logic model in place to specify program objectives, activities, and short-term outcomes may wish to go directly to the Create Tool tab on the iMPRoVE platform to select the module that best aligns with the program's short-term outcomes. See [Core Measures \(Modules\)](#) for information about modules and [Selecting the Module and Adding Additional Questions](#) for instructions on how to navigate to the page and select the module.

For providers that wish to develop a logic model for their program, guidance is provided in [Appendix 5](#).

Resources for Module Selection

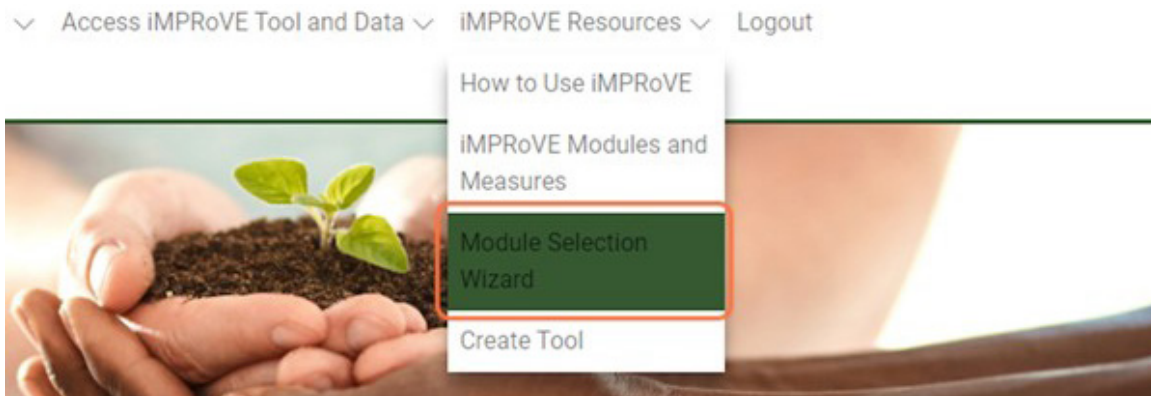
For programs that would like assistance with module selection, there are two resources available:

- 1) **Full descriptions of all iMPRoVE modules:** The **iMPRoVE Modules and Measures** page displays the full list of objectives and core outcomes for each module. Providers can compare across the six descriptions to determine which is the best fit for their program.



- 2) **The iMPRoVE module selection wizard:** The wizard helps with selecting the module that is best aligned with the program’s intended outcomes. It presents several outcome statements and asks the user to select the one that is the greater priority for the program. Based on the responses, the wizard provides a recommendation for which module is likely to be the best fit and an alternative module to consider. If a user wishes to stop using the wizard at any point and see the full descriptions of all iMPRoVE modules, this is also an option.

Step 1: Click Module Selection Wizard under iMPRoVE Resources.



Step 2: Click Yes, help me select core measures.

Module Selection Wizard

iMPRoVE has six sets of core outcome measures (known as modules) that a victim service provider can select from. These core outcomes that your program hopes to achieve for most people you serve. Although no providers are exactly the same and all are intended to reflect the broad objectives and outcomes of most types of victim service programs. You will have the option to add your program.

Would you like help finding the right set of core measures?

Yes, help me select core measures

No, I'm ready

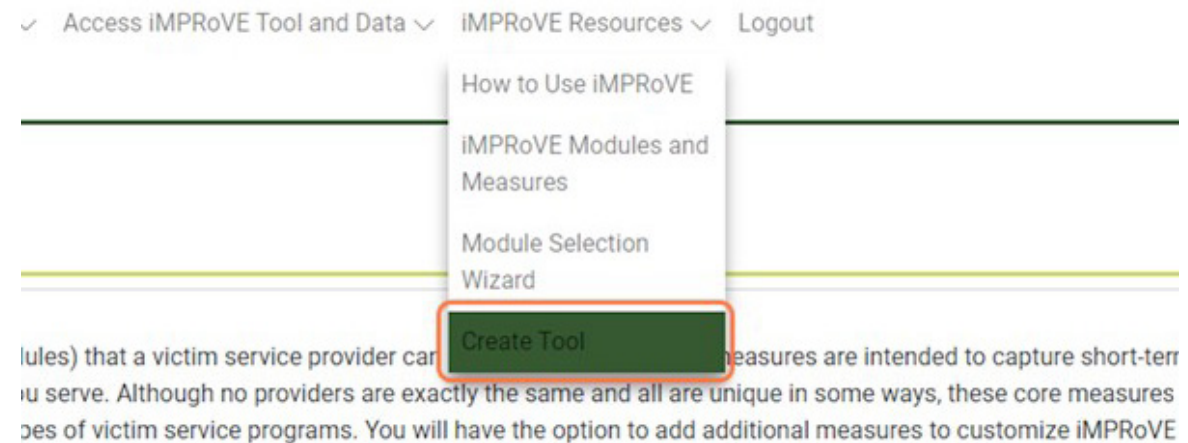
Continue to follow the prompts to identify core measures and receive a module recommendation.

Selecting the Module and Adding Additional Questions

On the Create Tool page, review the descriptions of the modules. Clicking the toggle button next to each module name and description will show the core outcome and quality measures for that module. Core measures cannot be removed from the tool, so the boxes next to the core measures cannot be unchecked.

If the core measures for the module that is the best fit for the program do not fully capture all intended outcomes, scroll down on the page to see the list of optional outcome and quality questions. Checking the boxes next to the optional questions will add them to the tool.

Step 1: Click on Create Tool under iMPRoVE Resources.



ules) that a victim service provider can select from. These core measures are intended to capture short-term outcomes that your program hopes to achieve for most people you serve. Although no providers are exactly the same and all are unique in some ways, these core measures reflect the broad objectives and outcomes of most types of victim service programs. You will have the option to add additional measures to customize iMPRoVE

iMPRoVE Tool Preview

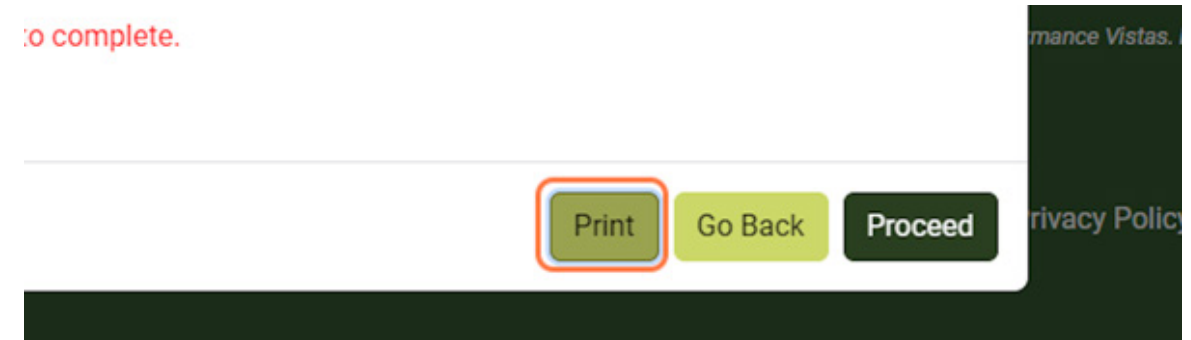
Once you have selected your module and customized your iMPRoVE tool, preview the questions to ensure they accurately reflect your intended outcomes of services. There is a print feature to enable printing and sharing the draft tool for discussion among staff before generating the final version.

When you are comfortable with the outcome and quality questions that will appear on the tool, click the Proceed button to create your iMPRoVE tool.

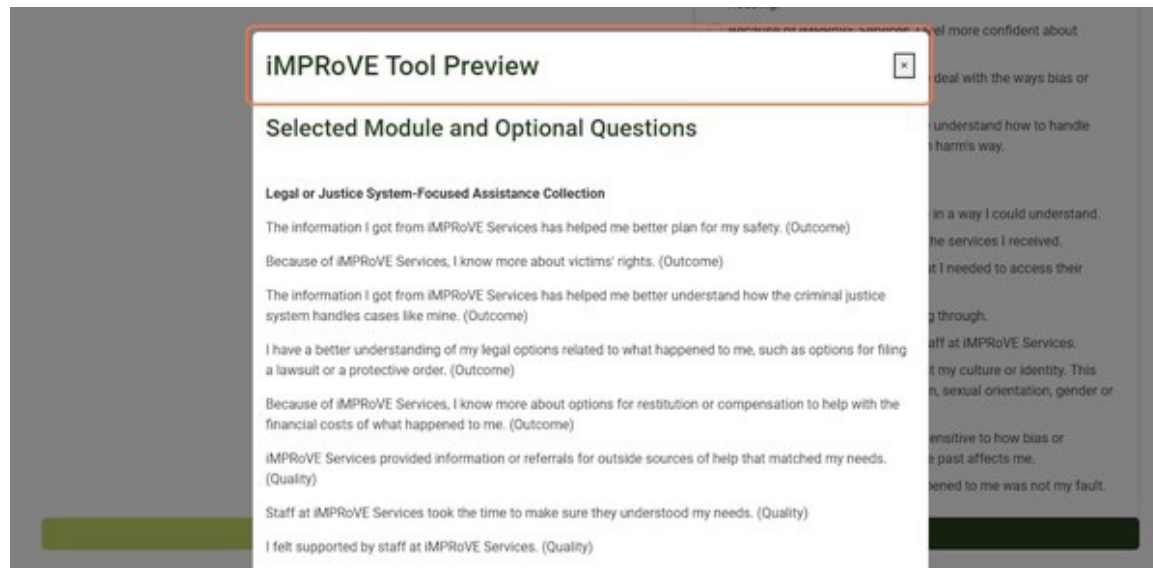
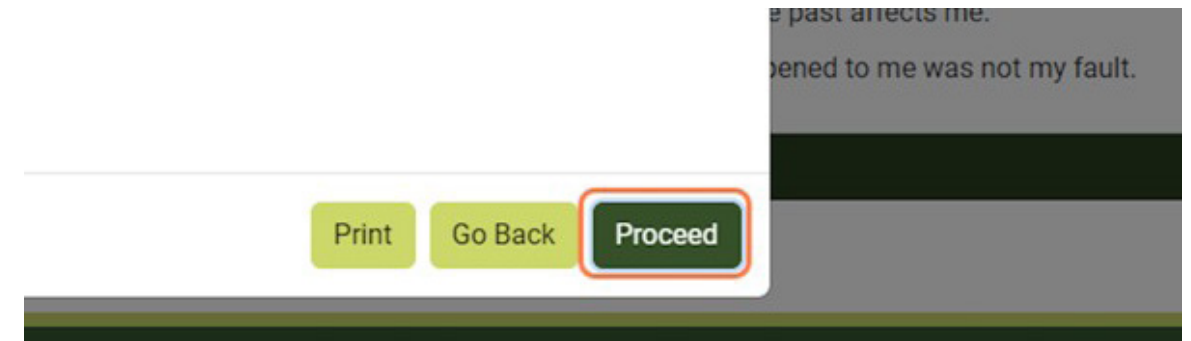
Step 1: After clicking Create Tool, you can view the iMPRoVE Tool Preview.

Step 2: Scroll to the bottom of the preview page and click Print if you wish to print and share with colleagues before finalization.

to complete.



Step 3: Click Proceed to finalize.





Generating Survey Links

After creating the customized iMPRoVE outcome and quality tool, anyone logged into the platform will have access to links that can be shared with victims/survivors who have substantially completed services. For each iMPRoVE survey created, three links will be generated (see below).

For more information about these three versions and when to use them, see [Full Survey vs. Quality Only Survey vs. Demographics Only Survey](#).

Click on one of the three buttons to open the version of the survey being used in a separate tab or window.

Click on Access iMPRoVE Tool below Access iMPRoVE Tool and Data to find links to survey versions.

iMPRoVE Surveys:

Full iMPRoVE

- » All core and optional outcome questions selected
- » All core and optional quality questions selected
- » All demographic questions
- » Suitable for most survivors/ victims served

Quality Only

- » Core and optional quality questions
- » Demographics questions
- » Suitable for victims/survivor having *minimal* contact

Demo-graphics Only

- » *Only* demographic questions
- » Suitable for respondents who decline to take iMPRoVE, and do not even want a survey link to respond later
- » Completed by **agency staff**

Creating Multiple Survey Versions and Deleting Unused Versions

In rare circumstances, you may need to create multiple iMPRoVE surveys. This may occur if a provider, agency, or organization operates more than one program with an entirely different set of intended outcomes for different victims and survivors.

This option should be used on a limited basis because having multiple versions could create confusion for staff around which version to distribute and when. The outcome and quality findings may also be more difficult to use if the program uses multiple versions of iMPRoVE because the data dashboard will display findings from each iMPRoVE tool separately.

A person receiving services should only be asked to complete a single iMPRoVE tool.

If you create an iMPRoVE tool that you do not wish to use—perhaps because it is missing an important outcome or quality measure or because the program’s intended outcomes have changed—you can disable the form by clicking the Disable Form button. Keep in mind that if you disable a form, you will no longer be able to download or view data collected through that form.

Access iMPRoVE Tool

- Select the desired version of the tool.
- The tool will open in a new tab or window.
- Bookmark the tool and send to users.

Legal or Justice System-Focused Assistance

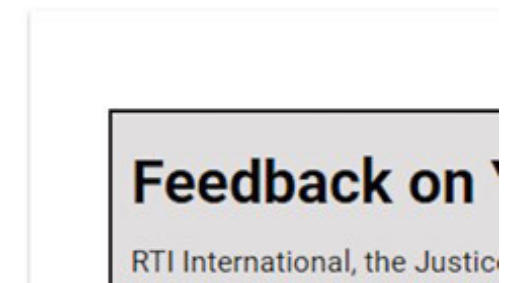
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Providing iMPRoVE Link to Staff Administering the Survey

Provide the iMPRoVE tool links to all staff who will be responsible for encouraging victims/survivors to complete it. Staff should bookmark the links to facilitate administration.

Once you click the desired tool type, a pop-up window to the tool will open. Double-click the link at the top of the page and right-click or press Ctrl + C to copy. This link can now be pasted in an email or chat to send to colleagues and clients.



Shortening the Link Before Sharing

To shorten the iMPRoVE tool link, we recommend that you create a shortened link using one of the resources below:

» [tinyURL](#)

» [Bitly](#)



For both of these tools, you enter the URL copied from the iMPRoVE platform where the platform asks for the long URL. After entering the full URL, you can customize the end of the link. Consider including your organization's or program's name or acronym so that victims/survivors recognize where the link is from. You may also include words like feedback or survey within your customized link, being mindful of the length. Once you are happy with your customization, you can create the shortened link and use that to share with victims/survivors. Bitly requires an account to create links but also allows you to title these links to keep track of the different iMPRoVE tools you have (i.e., full survey, quality only, and demographic only).

When and How to Provide Access to iMPRoVE

Based on the plan that is developed for when a victim/survivor is at the substantial completion of services and should be offered the opportunity to complete the iMPRoVE tool (see [When to Administer the iMPRoVE Tool](#)), staff will follow one of two approaches.

1. In-Person Tool Completion

Staff should pull up the appropriate survey link on a tablet or computer and ask the victim/survivor if they would like the opportunity to complete a brief survey to provide feedback on their experience that will be used to improve services. Sample language is included below.

Sample Language for Introducing the Opportunity to Complete iMPRoVE

Sample Language for Introducing the Survey to an Adult Respondent

It's really important to us to know whether our services are helping people and if there are ways that we can make them better. We would really appreciate your feedback, if you're willing to provide it. Would you be willing to complete a brief survey about your experiences with us? It will only take about 5 to 10 minutes and will ask basic questions about your experiences with services and staff and the ways in which the program may have or may have not helped you. It's completely anonymous but will be used to improve services for other survivors who come to us in the future.

Sample Language for Introducing the Survey to a Parent or Caregiver Respondent

It's really important to us to know whether our services are helping people and if there are ways that we can make them better. We would really appreciate your feedback on the services that your child/dependent received if you're willing to provide it. Would you be willing to complete a brief survey about their experiences with us? It will only take about 5 to 10 minutes and will ask basic questions about experiences with services and staff and the ways in which the program may or may not have helped them. It's completely anonymous but will be used to improve services for other survivors who come to us in the future.

2. Completion from Texted or Emailed Tool Link

If the victim/survivor is getting services remotely or says they do not have time to complete a survey at the time it is offered, staff should ask the



victim or survivor if they would be comfortable receiving a text message or email with a link to a feedback survey. If the victim/survivor agrees to receive the link via email, sample language is included below.

3. Completion of Paper Version of Survey

If the program serves victims/survivors who will not be able to complete the online survey in person or via a texted or emailed survey link, it is possible to request a paper version of the survey. You can request a paper version of your survey through the iMPRoVE helpdesk and we will send you your customized survey that you can print and give to victims/survivors. We recommend using the paper version only when necessary because any responses collected through the paper version will need to be manually entered by program staff into iMPRoVE (i.e. staff will complete the online version of the survey using the responses provided on the paper survey). There are also greater concerns about the confidentiality of responses when using a paper version.

Sample Text for Sending the iMPRoVE Link to Victim/Survivor

Dear [Victim/Survivor Name],

We are asking people who have received services from [X Program] to complete a brief survey about their experiences with the program. We are collecting this information to understand if our services are helping people and if there ways that we can make it better.

The survey will ask questions about your experiences with services and staff, and the ways in which the program may or may not have helped you. Your feedback is very important to us and will benefit other individuals who seek services from [X Program] in the future.

Things you should know about the survey:

- **It is brief.** It will only take 5–10 minutes.
- **It is anonymous.** You will not be asked to provide your name.
- **It's your opinion.** There are no right or wrong answers. We just want to hear your thoughts.
- **It's voluntary.** You do not have to complete the survey, but we hope you will because it will help other people who may receive services in the future.

To participate in the survey, please click this link <insert hyper link> and follow the instructions on the screen.

If you have any questions or problems accessing the survey, please reach out to the [staff member name, email, and phone number].

Thank you so much for time.

Sincerely,

[Staff member name] (Ideally the email/text should come from a staff member that is known to recipient).

Sample Text for Sending the iMPRoVE Link to Proxy Respondent

Dear X,

As the caregiver for someone who received services from [X Program], we are asking for your help to complete a brief survey about your child's/dependent's experiences with us. We are collecting this information to understand if our services are helping people and if there ways that we can make them better.

The survey will ask questions about your child's/dependent's experiences with services and staff, and the ways in which the program may or may not have helped them. This feedback is very important to us and will benefit other individuals who seek services at [X Program] in the future.

Things you should know about the survey:

- **It is brief.** It will only take 5–10 minutes.
- **It is anonymous.** You will not be asked to provide any names.
- **It's your opinion.** There are no right or wrong answers. We just want to hear your thoughts.
- **It's voluntary.** You do not have to complete the survey, but we hope you will because it will help other people who may receive services in the future.

To participate in the survey, you just need to click this link <insert hyper link> and follow the instructions on the screen.

If you have any questions or problems accessing the survey, please reach out to the [staff member name, email, phone].

Thank you so much for time.

Sincerely,

[Staff member name] (Ideally the email/text should come from a staff member that is known to recipient).

How the iMPRoVE Tool Works for the Person Being Asked to Complete It

The iMPRoVE survey tool was designed to be easy to navigate and accessible for those with visual impairments. The tool has a plain appearance so that someone looking over the shoulder of a person completing the tool would not have any indication of the topic (without actually reading the questions).

- » When a victim or survivor opens the tool link, the first thing they see is an introduction that provides a brief information about the iMPRoVE tool. The individual is asked to check a box saying that they consent to complete the tool. If they do not check the "yes" box, the tool ends.
- » If the victim/survivor wishes to complete the tool in Spanish, Vietnamese, or Mandarin, they click the globe icon in the top right corner to toggle between the languages. They can move back and forth between languages at any point while completing the tool.

Language
English

Feedback on Your Service Experience

RTI International, the Justice Research and Statistics Association, and the Georgia Criminal Justice Coordinating Council are working with the US Department of Justice to understand people's experiences with services they received after a crime. This survey is part of that work. We would like to know if you think the services from iMPRoVE Services were helpful and how you felt about them.

The survey is voluntary and will take no more than 5-10 minutes to complete. You can skip any questions that you do not want to answer or that make you uncomfortable.

We will keep your answers private and confidential—no information in this survey can be used to identify you. Your answers will help us to make the survey better in the future. All survey responses will be stored at the National Archive of Criminal Justice Data.

If you have questions about this study, email improve_helpdesk@rti.org.

If you have any questions about your rights as a study participant, contact the RTI Office of Research Protection at 1-866-214-2043.

If you understand the study, please check the box to complete the survey.

Yes - I agree to take the survey

No - I do not agree to take the survey (survey ends)



Next, the victim/survivor is asked whether they were the one who received the services or if the services were for a child or dependent. The questions' wording differs slightly depending on whether they are answering for themselves or as a proxy (see [Adult vs. Proxy Versions](#)).

» The tool progresses in the following order (see [What iMPRoVE Measures](#) for more information on the different sections):

- Outcome questions (core and optional)
- Quality questions (core and optional)
- Demographic questions (gender, age, race, etc.)
- Questions about the type, frequency, and duration of services received.

» When the victim/survivor has completed all the standard questions, they are given an open textbox to provide any additional written feedback about their experience that they wish to offer.

» The victim/survivor hits the submit button, and the data are securely transmitted to the iMPRoVE platform.

How long it takes a victim/survivor to complete the tool depends on how many questions are added to the iMPRoVE tool. We recommend keeping optional questions to a minimum to keep the overall length at 5–10 minutes (less than 30 questions total).

Tracking Refusals

It is important to track refusals to help ensure that iMPRoVE data are not biased in some way. For example, if there are specific groups of victims/survivors who refuse to complete iMPRoVE, then the data may not accurately represent the outcomes and quality of your program because you are missing the input of those victims/survivors. To guard against this problem, staff should track the following:

1. **The number of victims or survivors given the opportunity to complete the iMPRoVE survey:** The Performance Measurement Tool (PMT), which OVC and OVW grantees complete, asks for information on how many outcome surveys were distributed and how many were completed. Programs should continue to track the number of surveys distributed as they always do for the PMT. A tracking sheet is also provided in [Appendix 6](#).
2. **Outright refusals:** Staff may not necessarily know whether the victim or survivor has completed the survey (particularly in situations where the survey link is texted or emailed to the potential respondent). However, in the case of an outright refusal, staff should use the [demographics only survey](#) to enter basic demographic information on behalf of a victim or survivor who does not want to take the survey and record the refusal in a tracking sheet.

Collecting information on refusals can also help to identify and address any data collection issues. If a large proportion of victims/survivors refuse to complete iMPRoVE, it may be necessary to work with staff on how the iMPRoVE is being described and presented to victims/survivors.

Accessing iMPRoVE Data

Once the victim/survivor completes the iMPRoVE survey and hits the Submit button, the data are securely transferred to the iMPRoVE platform. There are two options for accessing the data collected through the iMPRoVE tool.

Downloading the Raw Data as a CSV file

When logged into the iMPRoVE platform, there is a Download Data tab under Access iMPRoVE Tool and Data that can be used to download a csv data file with all the survey response collected to that point. The raw data contain information about the date and time the survey was completed and could be used to identify an individual's responses. Therefore, access to the raw data should be limited to program administrators on a need-to-know basis. [Appendix 7](#) includes a data dictionary that describes each of the fields in the downloaded dataset.

Using the Data Dashboard

The data can be viewed in easy-to-read charts through the Access Data Dashboard tab. The charts show response distributions for each of the outcome and quality measures in the iMPRoVE tool.

For programs that have created multiple iMPRoVE tools, the data for each will be displayed separately. The first step in using the data dashboard is to select the version of the tool for which data should be displayed.

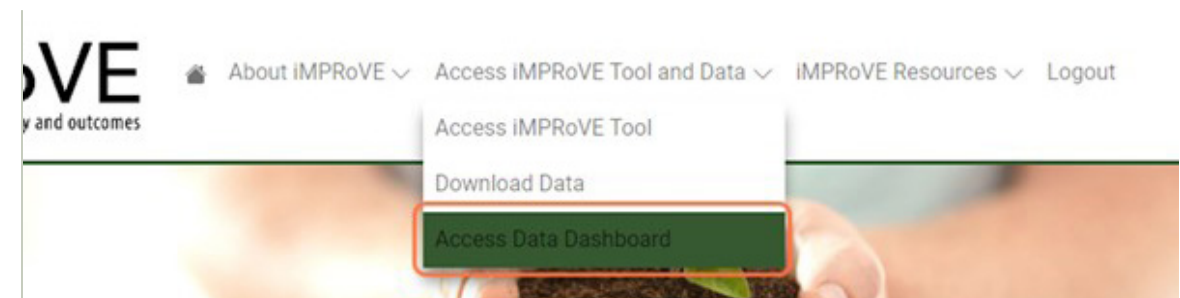
Once into the dashboard, there are several report or selection options that can be used to change what data to include and how the data are displayed.

Filters make it so that the dashboard shows only data for

- » a certain period of time (e.g., January 2022 though June 2022)
- » a certain respondent type (e.g., whether the respondent was the adult victim or survivor or a proxy representative completing the survey on behalf of a minor or dependent victim or survivor).

The Group By selection options enable distributions to be displayed across different demographic characteristics, including age, gender, race, Hispanic origin, and sexual orientation. Using the Group By options enables, for example, comparisons of whether males were more likely than females to strongly agree with a particular outcome or quality measure.

Step 1: Navigate to the Dashboard by clicking Access Data Dashboard below Access iMPRoVE Tool and Data.



Step 2: Use the drop-down to select the tool for which you wish to view data.



Step 3: Use the drop-downs below Report Options to filter the data and click the CLICK TO REFRESH button.



Confidentiality. Survey responses should be confidential so that any future interactions with a victim/survivor are not consciously or unconsciously impacted by knowing their iMPRoVE survey responses. When certain counts of responses are very low—such as information related to race, age, or sexual orientation—victim/survivor confidentiality can be at risk. For that reason, counts of less than three are suppressed, or not displayed, in the dashboard. For most programs, such data suppression will be more noticeable on a monthly or quarterly basis. Increasing the length of the reporting period for which the dashboard is displaying results will reduce the likelihood of suppression.

iMPRoVE Helpdesk

The Contact Us tab on the iMPRoVE platform takes you to a page where you can request assistance with technical issues related to using the platform, such as requesting a new password, or with substantive issues related to selecting outcome measures, training staff, or administering the survey. You can also request a paper version of your customized iMPRoVE survey through the helpdesk.



Appendices

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Appendix 1: iMPRoVE Modules

Supportive or Community Advocacy Services



- » **Program Goal or Objective** - Address the emotional, safety, advocacy, material, and/or resources needs of persons impacted by crime or abuse.
- » **Provider Activities**
 - Provide case management
 - Provide emotional support, to include alternative therapies and other means of support
 - Provide information on and help to exercise options and rights related to criminal justice processes, obtaining financial assistance, and/or safety
 - Facilitate connections to other sources of assistance through information and referrals
- » **Participant Outcomes**
 - Increased knowledge of how to stay safe physically
 - Increased knowledge of the rights of people impacted by crime
 - Increased understanding of civil legal options
 - Increased knowledge of sources of help in the community
 - Increased knowledge of ways to handle overwhelming emotions
 - Increased ability to handle everyday challenges
 - Increased identification of social supports
 - Improved sense of hope

Crisis Intervention and Referral Services



- » **Program Goal or Objective** - Contribute to crisis stabilization through informational services or connections to other resources.
- » **Provider Activities**
 - Provide emergency counseling for persons impacted by crime
 - Provide information on options and rights related to justice processes and/or safety
 - Provide referrals to other supportive, legal, mental, or physical health providers, as needed
- » **Participant Outcomes**
 - Increased knowledge of how to stay safe physically
 - Increased knowledge of the rights of persons impacted by crime
 - Increased understanding of criminal justice processes or options
 - Increased knowledge of sources of help in the community



Legal/Justice-Focused Assistance



- » **Program Goal or Objective** - Address the legal and/or justice system needs of persons impacted by crime or abuse and concerns related to their victimization and safety.
- » **Provider Activities**
 - Provide legal representation, advocacy, and/or support
 - Assist with financial recovery
 - Keep informed of case progress and related options
 - Assist with seeking legal protections
 - Engage in administrative legal work
 - Facilitate other assistance and services through information and referrals
- » **Participant Outcomes**
 - Increased knowledge of how to stay safe physically
 - Increased knowledge of the rights of people impacted by crime
 - Increased understanding of criminal justice processes and options
 - Increased understanding of civil legal options
 - Increased knowledge of opportunities for compensation or restitution

Medical or Forensic Care and Coordination



- » **Program Goal or Objective** - Address the short- or long-term physical effects of crime and the medical forensic needs of persons impacted by crime
- » **Provider Activities**
 - Coordinate trauma-informed emergency services and/or longer-term medical care.
 - Engage in diagnosis or assessment activities for persons impacted by crime, including identifying mental health and medication needs
 - Provide information on and conduct medical forensic exams
 - Provide medical advocacy services
 - Explain options for reporting to law enforcement, including potential positive and negative implications pertaining to each option
 - Facilitate mental health, therapeutic services, and other assistance through information and referrals
- » **Participant Outcomes**
 - Increased knowledge of the rights of persons impacted by crime
 - Increased understanding of criminal justice processes or options
 - Increased knowledge of sources of help in the community
 - Increased knowledge of ways to handle overwhelming emotions
 - Progress towards addressing physical health needs
 - Increased confidence in making healthcare decisions



Mental Health-Focused Services



- » **Program Goal or Objective** - Address trauma and/or mental health needs for persons impacted by crime
- » **Provider Activities**
 - Engage in diagnosis or assessment activities for persons impacted by crime
 - Provide therapeutic services
 - Provide in-house or referrals for psychiatric care
 - Treat substance use disorders
- » **Participant Outcomes**
 - Increased knowledge of ways to handle overwhelming emotions
 - Increased ability to handle everyday challenges
 - Increased identification of social supports
 - Improved sense of hope

Underserved Population-Focused Services



- » **Program Goal or Objective** - Address the emotional, safety, advocacy, material, and/or resources needs of persons impacted by crime or abuse for whom services have often been limited because of identity, background, culture, or crimes experienced
- » **Provider Activities**
 - Provide services through service providers who share cultural backgrounds, identities, or life experiences with the persons seeking assistance.
 - Assist in navigating systems and meeting immediate material needs with a lens of complex trauma.
 - Identify and address barriers to healing and recovery, including stigmatization, discrimination, and systemic oppression.
- » **Participant Outcomes**
 - Increased knowledge of how to stay safe physically
 - Increased knowledge of sources of help in the community
 - Increased knowledge of ways to handle overwhelming emotions
 - Improved ability to handle everyday challenges
 - Increased identification of social supports
 - Improved sense of hope
 - Increased acknowledgement of impacts of inequality
 - Increased knowledge of conflict resolution without self-risk



Appendix 2: iMPRoVE Measures by Module

Supportive or Community Advocacy Services



Adult Version

Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].

Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].

Increased identification of social supports - I have people in my life who I can turn to for help or support.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

Felt supported - I felt supported by staff at [NAME OF PROVIDER].

Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.

Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.



Supportive or Community Advocacy Services



Adult Version

Optional Outcome

Improved sense of safety - Working with [NAME OF PROVIDER] has helped me feel safer.

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to me.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.

Improved housing - Because of [NAME OF PROVIDER], my housing situation has improved.

Increased housing stability - Because of [NAME OF PROVIDER], I have a plan to find stable housing.

Increased knowledge of resource management - Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.

Increased acknowledgment of impacts of inequality - [NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.

Increased knowledge of conflict resolution without self-risk - [NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services I received.

Accessibility of services - I felt comfortable telling staff what I needed to access their services.

Felt understood - Staff understood what I was going through.

Felt accepted - I felt like I could be myself with staff at [NAME OF PROVIDER]

Cultural competency - It was easy to talk with staff about my culture or identity. This includes my race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination I experienced in the past affects me.

Reduced blame - Staff made it clear that what happened to me was not my fault.



Crisis Intervention and Referral



Adult Version

Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

Felt supported - I felt supported by staff at [NAME OF PROVIDER].

Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.

Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.



Crisis Intervention and Referral



Adult Version

Optional Outcome

- Improved sense of safety** - Working with [NAME OF PROVIDER] has helped me feel safer.
- Increased understanding of options for reporting to police** - The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.
- Increased knowledge of how to get compensation or restitution** - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.
- Increased knowledge of financial resources** - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to me.
- Increased knowledge of ways to handle overwhelming emotions** - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.
- Increased ability to handle everyday challenges** - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].
- Improved sense of hope** - I feel more hopeful about my future because of [NAME OF PROVIDER].
- Progress toward addressing physical health needs** - [NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.
- Increased confidence in making healthcare decisions** - Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.
- Increased identification of social supports** - I have people in my life who I can turn to for help or support.
- Improved housing** - Because of [NAME OF PROVIDER], my housing situation has improved.
- Increased housing stability** - Because of [NAME OF PROVIDER], I have a plan to find stable housing.
- Increased knowledge of resource management - Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.
- Increased acknowledgment of impacts of inequality - [NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.
- Increased knowledge of conflict resolution without self-risk - [NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.

Optional Quality

- Information clearly explained** - Staff explained information to me in a way I could understand.
- Given voice** - I felt included in decisions about the services I received.
- Accessibility of services** - I felt comfortable telling staff what I needed to access their services.
- Felt understood** - Staff understood what I was going through.
- Felt accepted** - I felt like I could be myself with staff at [NAME OF PROVIDER]
- Cultural competency** - It was easy to talk with staff about my culture or identity. This includes my race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.
- Understanding impacts of inequality** - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination I experienced in the past affects me.
- Reduced blame** - Staff made it clear that what happened to me was not my fault.



Legal/Justice System-Focused Assistance



Adult Version

Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

Felt supported - I felt supported by staff at [NAME OF PROVIDER].

Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.

Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.



Legal/Justice System-Focused Assistance



Adult Version

Optional Outcome

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Improved sense of safety - Working with [NAME OF PROVIDER] has helped me feel safer.

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to me.

Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].

Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.

Increased identification of social supports - I have people in my life who I can turn to for help or support.

Improved housing - Because of [NAME OF PROVIDER], my housing situation has improved.

Increased housing stability - Because of [NAME OF PROVIDER], I have a plan to find stable housing.

Increased knowledge of resource management - Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.

Increased acknowledgment of impacts of inequality - [NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.

Increased knowledge of conflict resolution without self-risk - [NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services I received.

Accessibility of services - I felt comfortable telling staff what I needed to access their services.

Felt understood - Staff understood what I was going through.

Felt accepted - I felt like I could be myself with staff at [NAME OF PROVIDER]

Cultural competency - It was easy to talk with staff about my culture or identity. This includes my race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination I experienced in the past affects me.

Reduced blame - Staff made it clear that what happened to me was not my fault.



Medical/Forensic Care and Coordination



Adult Version

Core Outcome

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

Felt supported - I felt supported by staff at [NAME OF PROVIDER].

Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.

Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.



Medical/Forensic Care and Coordination



Adult Version

Optional Outcome

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Improved sense of safety - Working with [NAME OF PROVIDER] has helped me feel safer.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to me.

Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].

Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].

Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.

Increased identification of social supports - I have people in my life who I can turn to for help or support.

Improved housing - Because of [NAME OF PROVIDER], my housing situation has improved.

Increased housing stability - Because of [NAME OF PROVIDER], I have a plan to find stable housing.

Increased knowledge of resource management - Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.

Increased acknowledgment of impacts of inequality - [NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.

Increased knowledge of conflict resolution without self-risk - [NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services I received.

Accessibility of services - I felt comfortable telling staff what I needed to access their services.

Felt understood - Staff understood what I was going through.

Felt accepted - I felt like I could be myself with staff at [NAME OF PROVIDER]

Cultural competency - It was easy to talk with staff about my culture or identity. This includes my race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination I experienced in the past affects me.

Reduced blame - Staff made it clear that what happened to me was not my fault.



Mental Health-Focused Services



Adult Version

Core Outcome

Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].

Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].

Increased identification of social supports - I have people in my life who I can turn to for help or support.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

Felt supported - I felt supported by staff at [NAME OF PROVIDER].

Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.

Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.



Mental Health-Focused Services



Adult Version

Optional Outcome

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Improved sense of safety - Working with [NAME OF PROVIDER] has helped me feel safer.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to me.

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.

Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.

Improved housing - Because of [NAME OF PROVIDER], my housing situation has improved.

Increased housing stability - Because of [NAME OF PROVIDER], I have a plan to find stable housing.

Increased knowledge of resource management - Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.

Increased acknowledgment of impacts of inequality - [NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.

Increased knowledge of conflict resolution without self-risk - [NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services I received.

Accessibility of services - I felt comfortable telling staff what I needed to access their services.

Felt understood - Staff understood what I was going through.

Felt accepted - I felt like I could be myself with staff at [NAME OF PROVIDER]

Cultural competency - It was easy to talk with staff about my culture or identity. This includes my race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination I experienced in the past affects me.

Reduced blame - Staff made it clear that what happened to me was not my fault.



Underserved Population-Focused Services



Adult Version

Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].

Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.

Increased identification of social supports - I have people in my life who I can turn to for help or support.

Increased acknowledgment of impacts of inequality - [NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.

Increased knowledge of conflict resolution without self-risk - [NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

Felt supported - I felt supported by staff at [NAME OF PROVIDER].

Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.

Felt accepted - I felt like I could be myself with staff at [NAME OF PROVIDER].

Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.

Understanding impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination I experienced in the past affects me.



Underserved Population-Focused Services



Adult Version

Optional Outcome

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

Improved sense of safety - Working with [NAME OF PROVIDER] has helped me feel safer.

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to me.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.

Improved housing - Because of [NAME OF PROVIDER], my housing situation has improved.

Increased housing stability - Because of [NAME OF PROVIDER], I have a plan to find stable housing.

Increased knowledge of resource management - Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services I received.

Accessibility of services - I felt comfortable telling staff what I needed to access their services.

Felt understood - Staff understood what I was going through.

Cultural competency - It was easy to talk with staff about my culture or identity. This includes my race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Reduced blame - Staff made it clear that what happened to me was not my fault.



Supportive or Community Advocacy Services



Proxy Version

Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.

Cultural competency - Staff were sensitive to aspects of my child's/dependent's culture or identity that are important to them.



Supportive or Community Advocacy Services



Proxy Version

Optional Outcome

Improved sense of safety - Working with [NAME OF PROVIDER] has helped me feel safer.

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to me.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.

Improved housing - Because of [NAME OF PROVIDER], my housing situation has improved.

Increased housing stability - Because of [NAME OF PROVIDER], I have a plan to find stable housing.

Increased knowledge of resource management - Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.

Increased acknowledgment of impacts of inequality - [NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.

Increased knowledge of conflict resolution without self-risk - [NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services my child/dependent received.

Accessibility of services - I felt comfortable telling staff what my child/dependent needed to access their services.

Cultural Competency - It was easy to talk with staff about my child's/dependent's culture or identity. This includes their race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding of impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination experienced in the past affected my child/dependent.



Crisis Intervention and Referral



Proxy Version

Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child/dependent's safety.

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.

Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.

Cultural competency - Staff were sensitive to aspects of my child's/dependent's culture or identity that are important to them.



Crisis Intervention and Referral



Proxy Version

Optional Outcome

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my child's/dependent's options for reporting to police.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to my child/dependent.

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to them.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare.

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services my child/dependent received.

Accessibility of services - I felt comfortable telling staff what my child/dependent needed to access their services.

Cultural Competency - It was easy to talk with staff about my child's/dependent's culture or identity. This includes their race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding of impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination experienced in the past affected my child/dependent.



Legal/Justice System-Focused Assistance



Proxy Version

Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child/dependent's safety.

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.

Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.

Cultural competency - Staff were sensitive to aspects of my child's/dependent's culture or identity that are important to them.



Legal/Justice System-Focused Assistance



Proxy Version

Optional Outcome

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my child's/dependent's options for reporting to police.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to them.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare.

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to my child/dependent.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services my child/dependent received.

Accessibility of services - I felt comfortable telling staff what my child/dependent needed to access their services.

Cultural Competency - It was easy to talk with staff about my child's/dependent's culture or identity. This includes their race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding of impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination experienced in the past affected my child/dependent.



Medical/Forensic Care and Coordination



Proxy Version

Core Outcome

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my child's/dependent's options for reporting to police.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to them.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.

Cultural competency - Staff were sensitive to aspects of my child's/dependent's culture or identity that are important to them.



Medical/Forensic Care and Coordination



Proxy Version

Optional Outcome

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child/dependent's safety.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to my child/dependent.

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent.

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services my child/dependent received.

Accessibility of services - I felt comfortable telling staff what my child/dependent needed to access their services.

Cultural Competency - It was easy to talk with staff about my child's/dependent's culture or identity. This includes their race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding of impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination experienced in the past affected my child/dependent.



Mental Health-Focused Services



Proxy Version

Core Outcome

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.

Cultural competency - Staff were sensitive to aspects of my child's/dependent's culture or identity that are important to them.



Mental Health-Focused Services



Optional Outcome

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child/dependent's safety.

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent.

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my child's/dependent's options for reporting to police.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to them.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to my child/dependent.

Proxy Version

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services my child/dependent received.

Accessibility of services - I felt comfortable telling staff what my child/dependent needed to access their services.

Cultural Competency - It was easy to talk with staff about my child's/dependent's culture or identity. This includes their race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding of impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination experienced in the past affected my child/dependent.



Underserved Population-Focused Services



Proxy Version

Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child/dependent's safety.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to them.

Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.

Cultural competency - Staff were sensitive to aspects of my child's/dependent's culture or identity that are important to them.



Underserved Population-Focused Services



Proxy Version

Optional Outcome

Increased understanding of criminal justice processes - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.

Increased knowledge of the rights of people impacted by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

Increased knowledge of how to get compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent.

Increased understanding of options for reporting to police - The information I got from [NAME OF PROVIDER] has helped me better understand my child's/dependent's options for reporting to police.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare.

Increased knowledge of financial resources - Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to my child/dependent.

Optional Quality

Information clearly explained - Staff explained information to me in a way I could understand.

Given voice - I felt included in decisions about the services my child/dependent received.

Accessibility of services - I felt comfortable telling staff what my child/dependent needed to access their services.

Cultural Competency - It was easy to talk with staff about my child's/dependent's culture or identity. This includes their race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

Understanding of impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination experienced in the past affected my child/dependent.



Appendix 3: Adult and Proxy Measures by Module

The iMPRoVE tool can be completed by the primary person who received services or by an adult on behalf of a child or dependent.

Supportive or Community Advocacy Services



Adult: Core Outcome	Proxy: Core Outcome
Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.	Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.
Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.	Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.
Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.	Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.
Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.	Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.
Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.	No proxy measure
Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].	No proxy measure
Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].	Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER]
Increased identification of social supports - I have people in my life who I can turn to for help or support.	Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.



Supportive or Community Advocacy Services



Adult: Core Quality

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].

Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].

Increased identification of social supports - I have people in my life who I can turn to for help or support.

Proxy: Core Quality

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.

Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

No proxy measure

No proxy measure

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER]

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.



Crisis Intervention and Referral



Adult: Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of criminal justice processes or options - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Proxy: Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.

Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased understanding of criminal justice processes or options - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.

Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

Adult: Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

Felt supported - I felt supported by staff at [NAME OF PROVIDER].

Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.

Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.

Proxy: Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

No proxy measure

Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.

Cultural competency - Staff were sensitive to aspects of my child/dependent's culture or identity that are important to them.



Legal/Justice System-Focused Assistance



Adult: Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of criminal justice processes or options - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

Increased understanding of civil legal options - I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

Increased knowledge of opportunities from compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.

Proxy: Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.

Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased understanding of criminal justice processes or options - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.

Increased understanding of civil legal options - I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

Increased knowledge of opportunities from compensation or restitution - Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent.

Adult: Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

Felt supported - I felt supported by staff at [NAME OF PROVIDER].

Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.

Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.

Proxy: Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

No proxy measure

Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.

Cultural competency - Staff were sensitive to aspects of my child/dependent's culture or identity that are important to them.



Medical/Forensic Care and Coordination



Adult: Core Outcome

Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights.

Increased understanding of criminal justice processes or options - The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

Increased understanding of criminal justice processes or options - The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.

Proxy: Core Outcome

Increased knowledge of the rights of persons impact by crime or abuse - Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

Increased understanding of criminal justice processes or options - The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.

Increased understanding of criminal justice processes or options - The information I got from [NAME OF PROVIDER] has helped me better understand my child's/dependent's options for reporting to police.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

No proxy measure

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs —such as medical exams, treatment of injuries, or physical therapy —resulting from what happened to them.

Increased confidence in making healthcare decisions - Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare.



Medical/Forensic Care and Coordination



Adult: Core Quality	Proxy: Core Quality
Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.	Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.
Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.	Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.
Felt supported - I felt supported by staff at [NAME OF PROVIDER].	No proxy measure
Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.	Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.
Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.	Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.
Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.	Cultural competency - Staff were sensitive to aspects of my child/dependent's culture or identity that are important to them.



Mental Health-Focused Services



Adult: Core Outcome

Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].

Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].

Increased identification of social supports - I have people in my life who I can turn to for help or support.

Proxy: Core Outcome

No proxy measure

No proxy measure

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.

Adult: Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

Felt supported - I felt supported by staff at [NAME OF PROVIDER].

Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.

Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.

Proxy: Core Quality

Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

No proxy measure

Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.

Cultural competency - Staff were sensitive to aspects of my child/dependent's culture or identity that are important to them.



Underserved Population-Focused Services



Adult: Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

Increased knowledge of ways to handle overwhelming emotions - [NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

Increased ability to handle everyday challenges - I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].

Improved sense of hope - I feel more hopeful about my future because of [NAME OF PROVIDER].

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.

Increased identification of social supports - I have people in my life who I can turn to for help or support.

Increased acknowledgment of impacts of inequality - [NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.

Increased knowledge of conflict resolution without self-risk - [NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.

Proxy: Core Outcome

Increased knowledge of how to stay safe physically - The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.

Increased knowledge of sources of help in the community - I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

No proxy measure

No proxy measure

Improved sense of hope - I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

Progress toward addressing physical health needs - [NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs —such as medical exams, treatment of injuries, or physical therapy —resulting from what happened to them.

Increased identification of social supports - I have people in my life who I can turn to for help or support with my child's/dependent's needs.

No proxy measure

No proxy measure



Underserved Population-Focused Services



Adult: Core Quality	Proxy: Core Quality
Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.	Quality of referrals - [NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.
Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.	Extent of needs identified - Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.
Felt supported - I felt supported by staff at [NAME OF PROVIDER].	No proxy measure
Treated with respect - Staff at [NAME OF PROVIDER] treated me with respect.	Treated with respect - Staff at [NAME OF PROVIDER] treated my child/dependent with respect.
Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible for me to use.	Accessibility of services - [NAME OF PROVIDER] made their services as easy as possible to use.
Cultural competency - Staff were sensitive to aspects of my culture or identity that are important to me.	Cultural competency - Staff were sensitive to aspects of my child/dependent's culture or identity that are important to them.
Felt accepted - I felt like I could be myself with staff at [NAME OF PROVIDER].	No proxy measure
Understanding impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination I experienced in the past affects me.	Understanding impacts of inequality - Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination experienced in the past affected my child/dependent.



Appendix 4: Outcome Measurement Plan Template

This template is intended to help you create an outcome measurement plan for administering the iMPRoVE tool.

When to administer the iMPRoVE survey?

Specify what the 'substantial completion of services' means for your program

What staff will be responsible for iMPRoVE?

Specify the staff responsible for offering iMPRoVE to victims or survivors

Who will complete iMPRoVE?

Specify when a victim or survivor should be given a link for the full survey vs. the quality only survey

How iMPRoVE will be Administered?

Specify the plan for offering victims or survivors a device and a private location for completing iMPRoVE

Appendix 5: Developing a Logic Model

What is a logic model? A logic model is a graphic illustration of the relationship between your program's resources, activities, and intended outcomes. Basically, it shows how your program is supposed to operate. Logic models are tools that can be used to support program planning, management, and evaluation. For the iMPRoVE platform, developing a logic model will help you specify your program's intended outcomes.

How do I develop a logic model? There are a variety of approaches to developing a logic model. The most basic logic model outlines the objective of your program, the services delivered by your program, and the outcomes you expect your program to accomplish.

Your goal is to provide information that fleshes out the graphic below.

Basic Logic Model Framework





Guidance for Developing a Basic Logic Model

- 1) The first step is to identify the objective of your program. This is generally a broad statement that describes your target population and the program's overall goal. Ask yourself, "What is the overarching goal of my program? What is its mission?"

Example: Ms. Smith is the director of a program that provides services to victims of intimate partner violence. She is making a logic model to help her select the iMPRoVE module. She identifies her program objective as "Provide services to victims of intimate partner violence that will enhance their safety and improve their well-being."

Tip: Notice the objective is aspirational and unlikely to be measurable by the program in the short term.

- 2) The next step is to identify the program activities, or the core services delivered to meet your program's objective. For agencies serving crime victims, services may include case management services, medical exams, counseling, obtaining orders of protection, advocacy, and information resources. Ask yourself, "What do we do?"

Example: When Ms. Smith considers her program's core services, she thinks about the counseling and education provided to survivors and the case management to coordinate linkage and referrals to services. These are the core services that she identifies for her logic model:

- Counseling
- Case management
- Referrals to services needed by victim/survivors but not provided by the program (e.g., legal, medical)
- Support with material needs (e.g., food, clothing)
- Support obtaining benefits and supports (e.g., EBT cards, health coverage)

Tip: You don't need to list every service provided by your program. Just focus on the core ones that you might use to describe what your program does to someone whom you've just met.

Although your program may deliver a wide range of services, you should focus on the ones that are "core" or most frequently provided to your average victim/survivor.



- 3) The final step is to identify the outcomes for your program, meaning the specific changes or results you expect the program to help participants achieve. The outcomes can include changes in attitudes, behaviors, knowledge, or skills. Be sure that the outcomes are specific, measurable, realistic, and within your program's sphere of influence. Ask yourself, "What results do I expect from my program's services?"

Example: Ms. Smith identifies outcomes for her logic model. Because her agency typically works with victims/survivors for about a month, she focuses on outcomes she can reasonably expect in that time period. The outcomes she identifies include the following:

- Survivors will be able to better able to plan for safety.
- Survivors will be able to better cope emotionally with their experiences.
- Survivors are better able to cope with their daily lives.
- Survivors will have increased knowledge about legal and victim rights.
- Survivors will have increased knowledge of community resources and support.

Tip: Outcomes should be written as change statements (e.g., increased knowledge, increased access).

Using this information, she creates a logic model that looks like this:

Program Objectives

Provide services to victims of intimate partner violence that will enhance their safety and improve their well-being

Program Activities

- » Counseling
- » Case management
- » Service referrals (e.g., legal, medical)
- » Support with material needs (e.g., food, clothing)
- » Support obtaining benefits and supports (e.g., EBT cards, health coverage)

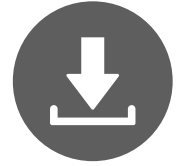
Program Outcomes

- » Survivors will be better able to plan for safety.
- » Survivors will be able to cope emotionally with their experiences.
- » Survivors are better able to cope with their daily lives.
- » Survivors will have increased knowledge about legal and victim rights.
- » Survivors will have increased knowledge of community resources and support.



Appendix 6: Response Rate Tracking Sheets

INSTRUCTIONS: Enter and save data in the table below or download the Excel file to track counts of the number of eligible victims/survivors, the number offered the iMPRoVE tool, and the number of known refusals. We will ask you to provide this information at the conclusion of the pilot test.



[Click to Download Excel File](#)

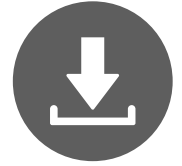
WEEKLY iMPRoVE TRACKING

Program Name:

Count	OCT 2-8	OCT 9-15	OCT 16-22	OCT 23-29	TOTAL
NUMBER OF VICTIMS/SURVIVORS "Substantially Completing Services":	0	0	0	0	0
NUMBER OF VICTIMS/SURVIVORS OFFERED iMPRoVE	0	0	0	0	0
IN PERSON	0	0	0	0	0
SENT OR TEXTED LINK	0	0	0	0	0
OTHER	0	0	0	0	0
NUMBER OF KNOWN REFUSALS	0	0	0	0	0
Participation Rate	0%	0%	0%	0%	0%
Estimated Response Rate	0%	0%	0%	0%	0%



INSTRUCTIONS: Enter and save data in the table below or download the Excel file to track counts of the number of eligible victims/survivors, the number offered the iMPRoVE tool, and the number of known refusals. We will ask you to provide this information at the conclusion of the pilot test.



[Click to Download Excel File](#)

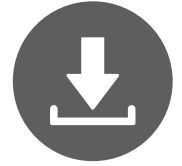
WEEKLY iMPRoVE TRACKING

Program Name:

Count	NOV 6-12	NOV 13-19	NOV 20-26	NOV 27-DEC 3	TOTAL
NUMBER OF VICTIMS/SURVIVORS "Substantially Completing Services":	0	0	0	0	0
NUMBER OF VICTIMS/SURVIVORS OFFERED iMPRoVE	0	0	0	0	0
IN PERSON	0	0	0	0	0
SENT OR TEXTED LINK	0	0	0	0	0
OTHER	0	0	0	0	0
NUMBER OF KNOWN REFUSALS	0	0	0	0	0
Participation Rate	0%	0%	0%	0%	0%
Estimated Response Rate	0%	0%	0%	0%	0%



INSTRUCTIONS: Enter and save data in the table below or download the Excel file to track counts of the number of eligible victims/survivors, the number offered the iMPRoVE tool, and the number of known refusals. We will ask you to provide this information at the conclusion of the pilot test.



[Click to Download Excel File](#)

WEEKLY iMPRoVE TRACKING

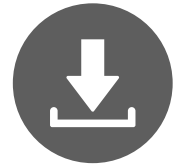
Program Name:

Count	DEC 4-10	DEC 11-17	DEC 18-24	DEC 25-31	TOTAL
NUMBER OF VICTIMS/SURVIVORS "Substantially Completing Services":	0	0	0	0	0
NUMBER OF VICTIMS/SURVIVORS OFFERED iMPRoVE	0	0	0	0	0
IN PERSON	0	0	0	0	0
SENT OR TEXTED LINK	0	0	0	0	0
OTHER	0	0	0	0	0
NUMBER OF KNOWN REFUSALS	0	0	0	0	0
Participation Rate	0%	0%	0%	0%	0%
Estimated Response Rate	0%	0%	0%	0%	0%



Appendix 7: Data Dictionary for CSV Download

INSTRUCTIONS: Click to Download Data Dictionary CSV, which includes descriptions for each of the variables included in the raw data download.



[Click to Download Data Dictionary CSV](#)

iMPROVE Data Dictionary

Section ID	Variable Name	Description	Variable Values
paradata	Group	[VSP or Agency Name]	
paradata	Group ID	automatically generated	
paradata	Form Title	MasterForm	
paradata	Form ID	form-3e50c5b4-74f6-403b-9997-327f6ca6a090	
paradata	_id	this is a uniques identifier for each survey response	
paradata	_id	saa	
paradata	formId	this is an identifier as to which survey form was used to generate the response. Each .csv file should have the same identifier here	
paradata	cycleSequences	ignore this field	
paradata	sequenceOrderMap	ignore this field	
paradata	startUnixtime	the epoch (unix time stamp) for when the survey was started. This is a timestamp in milliseconds since January 1, 1970 UTC.	
paradata	endUnixtime	the unix time stamp for the end time for the survey	
paradata	lastSaveUnixtime	saa	
paradata	buildId	not used	
paradata	buildChannel	not used	
paradata	deviceId	not used	
paradata	groupId	not used	
paradata	complete	Was the final submit button was pressed (all cases)	TRUE
paradata	archived	not used	
paradata	tangerineModifiedByUserId	not used	
item_Consent	consent	If you understand the study, please check the box to complete the survey.	1 Yes – I agree to take the survey , 0 No – I do not agree to take the survey (survey ends)
item_Consent	IndProxy	Which of the following best describes who received services from from [NAME OF PROVIDER]?	1 You , 2 Your child, children, or other dependent(s)
item_survey	safety_sense	The information I got from [NAME OF PROVIDER] has helped me better plan for my safety	1 Strongly Agree , 2 Agree, 3 Neither agree nor disagree, 4 Disagree, 5 Strongly disagree, 9 I did not need this type of assistance
item_survey	safety_sense_p	The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.	1 Strongly Agree , 2 Agree, 3 Neither agree nor disagree, 4 Disagree, 5 Strongly disagree, 9 I did not need this type of assistance
item_survey	feel_safer	Working with [NAME OF PROVIDER] has helped me feel safer.	1 Strongly Agree , 2 Agree, 3 Neither agree nor disagree, 4 Disagree, 5 Strongly disagree, 9 I did not need this type of assistance
item_survey	victims_rights	Because of [NAME OF PROVIDER], I know more about victims' rights.	1 Strongly Agree , 2 Agree, 3 Neither agree nor disagree, 4 Disagree, 5 Strongly disagree, 9 I did not need this type of assistance
item_survey	victims_rights	Because of [NAME OF PROVIDER], I know more about victims' rights.	1 Strongly Agree . 2 Agree, 3 Neither agree nor disagree, 4 Disagree, 5 Strongly disagree, 9 I did not need this type of assistance