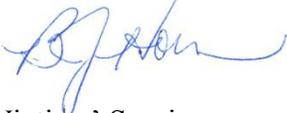


DATE: September 24, 2010
SUBJECT: Outcomes for Victim Services

TO: Victim Service Programs

FROM: B.J. Horn 
Director
Office of Victims' Services

Delilah Rumburg 
Executive Director
Pennsylvania Coalition Against Rape

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For the past several months, PCAR, PCADV and OVS embarked on a collaborative endeavor to provide victim service programs with a standardized, data collection and reporting system that will also have the potential functionality of an integrated case management system. Three workgroups were identified to concentrate on particular issues. The Monitoring Workgroup focused on simplifying the current monitoring process. The Counting Services and Definitions Workgroup is focused on identifying core data requirements that are collected and standardizing definitions for reporting purposes.

The Outcomes Workgroup is focused on identifying outcomes for the victim service field to measure and report. This workgroup identified the Victim Service Program Evaluation (VSPE) tool for the field to utilize to evaluate effectiveness of victim service delivery. Specifically, the Empowerment and Satisfaction Question (ESQ) of the VSPE will be utilized. This tool was selected for two reasons. First, it is a tool that has been proven both reliable and valid which is vital in producing research-based results.

Secondly, this tool is focused on measuring specific direct services provided to victims. From this we will be able to gather data to illustrate services are making a difference in the lives of victims. This data will demonstrate to local, state and federal officials the value of victim service funding through performance measures and outcomes. Through the utilization of the VSPE by PCADV, PCAR and VOCA funded programs, we will have a reliable and consistent depiction of the effectiveness of victim services in Pennsylvania.

This fall, PCADV and PCCD will be conducting training for domestic violence and VOCA-funded programs to implement and utilize the VSPE. Information will be provided in the very near future on the dates and locations of these trainings. The trainings this fall will cover the topics of implementation, types of services to evaluate, and the collection and reporting of the VSPE data. PCAR funded programs received training this past year and have begun implementation of the VSPE. The VSPE tool has only been tested and validated on adult crime

victims. Agencies that only receive funding to provide services to child victims of crime will not be implementing the VSPE at this time.

PCADV Domestic Violence Programs and PCCD VOCA-funded programs will be expected to implement the VSPE tool February 1, 2011. After 5 months of implementation, programs will begin reporting VSPE data to PCADV and PCCD July 1, 2011.

A separate tool focusing on services to victims with RASA and VOJO funds will be developed. This particular tool is needed to measure Information and Notification services that are significant to victims as their case progresses through the juvenile and criminal justice systems. As before, advocates will be asked to participate in the development of this evaluation tool.

If you have any questions, please contact Carole Alexy (PCADV) at 800-932-4632, Lynn Carson (PCAR) at 800-692-7445 or Jennie Seigler or Kathy Buckley (PCCD) at (800) 692-7292.