Office of Refugee Resettlement Services for Survivors of Torture

Review of SOT Outcome Indicators

April 27, 2023

Overview

- SOT Outcome Indicators

- SOT-PWI Short Refresher Training

- Question and Answer

SOT Outcome Indicators

SOT Outcome Indicators

- Based on the Survivors of Torture: Psychosocial Well-Being Index (SOT-PWI) developed by Joan Hodges-Wu and Michaela Farber

- SOT PWI-S Tool:
  - Legal (Immigration)
  - Housing
  - Physical Health
  - Mental Health
  - Access to Community Services
  - U.S. Based Support Systems
  - Employment

- Purpose of data collection:
  - Measure outcomes
  - To document the progress and achievements of the SOT programs in improving the well-being of survivors in the annual report to Congress
  - To support appropriations for the SOT program

Collecting and Reporting Outcomes

- **Outcomes for New Clients**
  - Clients that have been with the program for at least 3 months should have their outcomes reported in RADS. One assessment at intake and another at 3 months.
- **Outcomes for Continuing Clients**
  - The last assessment of need for each domain in the previous budget period may be used as the "Start" assessment in the current budget year or programs can assess a client's level of need during the current budget year if more than 3 months have passed since their last assessment in the previous budget year.
- **Data Collection Tools**: Programs can use any tool they prefer to collect data. Programs must report which tool was used in the SOT PDP report.
- **Goal**: a minimum of 75% of the total clients served during the fiscal year should have outcomes reported in the annual Program Data Points report

Changes to Outcome Indicators

- Language for some of the criteria under the areas of need for the outcome indicators have been removed or changed to be more specific and succinct

Example:

Area of Need	Levels of Need			
	(1) **In Crisis**	**(2)** **Vulnerable**	**(3)** **Stable**	**(4)** **Safe**
Housing	Client: • Is homeless; • Describes home environment as unsafe, unsanitary or unhealthy.	Client: • Reports housing is available but undesirable and/ or short-term; • Feels uncomfortable with current housing situation; • Provides a service of significantly greater value than provided room and board.	Client: • Reports housing is decent but short-term; • Provides a service of equal or lesser value than provided room and board.	Client: • Reports housing is decent and long-term; • Has personal resources or means to maintain housing.

- Title for Support Systems in the US changed to U.S. Based Support Systems

ADMINISTRATION FOR
CHILDREN & FAMILIES

New Outcome Indicator- Employment

Areas of Need	Levels of Need			
	(1) In Crisis	(2) Vulnerable	(3) Stable	(4) Safe
Employment	Client: • Is unable to work because of physical or mental health disability; • Does not have work authorization; • Is being threatened and/ or exploited by employer.	Client: • Is working without work authorization; • Is engaged in irregular and/ or cash only employment; • Has work authorized but unemployed.	Client: • Is work authorized and maintains regular employment. • Is work authorized and performs essential household labor in place of traditional workforce participation.	Client: • Is work authorized and maintains regular employment that offers some benefits and employee protections.

Disability

- Stable: Individual is unable to work because of permanent or long-term physical or mental health disability.
- Vulnerable: Individual's disability has been assessed and has applied for disability benefits.
- In Crisis: Individual is unable to work because of temporary or short-term physical or mental health disability.

Labor outside the workforce

- New criteria added to account for labor from stay-at-home caregivers and other household members

SOT-PWI: Short Refresher Training

Joan Hodges-Wu, MA, LGSW,

Founder & Executive Director

ORR Town Hall - April 2023

Tool Background

- Supportive post-trauma environment is an essential component of torture rehabilitiation

- Full-length tool designed to track client **bio-psycho-social-spiritual-legal functioning** across 24 empirically supported areas of need

- Normed for SOTs living in U.S. of various legal status

- Developed for use by both clinical and non-clinical staff

Instrument Design

Area of Need	Levels of Need				
	(1) **In Crisis**	**(2)** **Vulnerable**	**(3)** **Stable**	**(4)** **Safe**	**(0)** **Unknown**
Legal (Immigration)	Client: • Is in detention; • Is undocumented; • Is in deportation proceedings; • Requires immigration assistance but is without legal representation.	Client: • Has retained legal representation but has not yet filed paperwork to apply for legal relief; • Has retained legal representation but unmet needs continue to interfere with their ability to fully participation in the legal process.	Client: • Has retained legal representation and has filed paperwork to apply for legal relief.	Client: • Identifies as a refugee, asylee, SIV, legal permanent resident, or naturalized U.S. citizen; • Has obtained some other form of permanent legal relief.	Information is currently unknown or unobtainable

→ **Client does not self-score.**

Areas of Need (1-3)

- **Legal (Immigration)**: Assess unresolved immigration legal needs. If so, assess client's knowledge, skills, and resources to work with an attorney to pursue their immigration legal case.
- **Housing**: Assess the safety of client's physical environment <u>inside</u> the home or living space.
- **Physical Health Needs**: Assess the general physical well-being of client

Areas of Need (4-6)

- **Mental Health Needs**: Assess the general emotional well-being of client.
- **Access to Community Resources:** Assess the client's knowledge and ability to access the type of services they need to meet their basic needs.
- **Support System in the U.S.:** Assess the nature of the client's interpersonal relationships in the U.S., especially the extent to which these relationships sustain client during times of crisis.

Areas of Need (7)

- **Employment**: Assess the client's ability to work, the nature of their labor, and the permanency and stability of the employment.

Area of Need	Levels of Need				
	(1) **In Crisis**	**(2)** **Vulnerable**	**(3)** **Stable**	**(4)** **Safe**	**(0)** **Unknown**
Employment	Client: • Is unable to work because of physical or mental disability; • Does not have work authorization; • Is being threatened and/or exploited by employer.	Client: • Is working without work authorization; • Is engaged in irregular or cash only employment; • Has work authorization but is unemployed.	Client: • Is work authorized and employed in temporary, seasonal, or part-time work; • Is work authorized and performs essential household labor in place of traditional workforce participation.	Client: • Is work authorized and maintains regular employment that offers some benefits and employee protections.	Information is currently unknown or unobtainable

Employment in the SOT context

- **<u>Assess for safety, NOT income</u>**
  - Does client have work authorization?
  - Is labor voluntary?
  - Is employment formally recognized?
  - Is employment ongoing?
  - Does employment offer benefits and protections?

Client Example #1

➢ SOT working in the cash economy

Area of Need	Levels of Need				
	(1) In Crisis	(2) Vulnerable	(3) Stable	(4) Safe	(0) Unknown
Employment	Client: • Is unable to work because of physical or mental disability; • Does not have work authorization; • Is being threatened and/or exploited by employer.	Client: • Is working without work authorization; • Is engaged in irregular or cash only employment; • Has work authorization but is unemployed.	Client: • Is work authorized and employed in temporary, seasonal, or part-time work; • Is work authorized and performs essential household labor in place of traditional workforce participation.	Client: • Is work authorized and maintains regular employment that offers some benefits and employee protections.	Information is currently unknown or unobtainable

Client Example #2

➢ SOT who labors as stay-at-home mom

Area of Need	Levels of Need				
	(1) In Crisis	(2) Vulnerable	(3) Stable	(4) Safe	(0) Unknown
Employment	Client: • Is unable to work because of physical or mental disability; • Does not have work authorization; • Is being threatened and/or exploited by employer.	Client: • Is working without work authorization; • Is engaged in irregular or cash only employment; • Has work authorization but is unemployed.	Client: • Is work authorized and employed in temporary, seasonal, or part-time work; • Is work authorized and performs essential household labor in place of traditional workforce participation.	Client: • Is work authorized and maintains regular employment that offers some benefits and employee protections.	Information is currently unknown or unobtainable

Client Example #3

➢ SOT with EAD who receives disability benefits

Area of Need	Levels of Need				
	(1) In Crisis	(2) Vulnerable	(3) Stable	(4) Safe	(0) Unknown
Employment	Client: • Is unable to work because of physical or mental disability; • Does not have work authorization; • Is being threatened and/or exploited by employer.	Client: • Is working without work authorization; • Is engaged in irregular or cash only employment; • Has work authorization but is unemployed.	Client: • Is work authorized and employed in temporary, seasonal, or part-time work; • Is work authorized and performs essential household labor in place of traditional workforce participation.	Client: • Is work authorized and maintains regular employment that offers some benefits and employee protections.	Information is currently unknown or unobtainable