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.

<table>
<thead>
<tr>
<th>Area of Need</th>
<th>Levels of Need</th>
<th>(1)</th>
<th>(2)</th>
<th>(3)</th>
<th>(4)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In Crisis</td>
<td>Vulnerable</td>
<td>Stable</td>
<td>Stable</td>
<td>Sub</td>
</tr>
<tr>
<td>Housing</td>
<td>Chronic</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Domicile</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Temporary or shelter</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Poor housing or shelter</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

New Outcome Indicator - Employment

<table>
<thead>
<tr>
<th>Level of Need</th>
<th>ID Stable</th>
<th>ID Vulnerable</th>
<th>ID Work</th>
<th>ID Unemployed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability</td>
<td>• Stable: Individual is unable to work because of permanent or long-term physical or mental health disability, has been assessed and is employed at the level of their capacity or are receiving benefits.</td>
<td>• Vulnerable: Individual’s disability has been assessed and has applied for disability benefits.</td>
<td>• In Crisis: Individual is unable to work because of temporary or short-term physical or mental health disability.</td>
<td>• Labor outside the workforce: New criteria added to account for labor from stay-at-home caregivers and other household members</td>
</tr>
<tr>
<td>Employment</td>
<td>• Stable: Individual is unable to work because of permanent or long-term physical or mental health disability, has been assessed and is employed at the level of their capacity or are receiving benefits.</td>
<td>• Vulnerable: Individual’s disability has been assessed and has applied for disability benefits.</td>
<td>• In Crisis: Individual is unable to work because of temporary or short-term physical or mental health disability.</td>
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Tool Background

- Supportive post-trauma environment is an essential component of torture rehabilitation
- 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
**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 inside 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.

**Instrument Design**

<table>
<thead>
<tr>
<th>Area of Need</th>
<th>(1) Infs</th>
<th>(2) Yrs</th>
<th>(3) Nul</th>
<th>(4) Total</th>
<th>(8) Vaccination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal (Immigration)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Client does not self-score.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>
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.

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<th>(2)</th>
<th>(3)</th>
<th>(4)</th>
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</tr>
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<tbody>
<tr>
<td>Employment</td>
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Employment in the SOT context

- **Assess for safety, NOT income**
  - 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
### Client Example #2

**➢** SOT who labors as stay-at-home mom

<table>
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<tr>
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<th>(1) In Code</th>
<th>(2) Vulnerable</th>
<th>Levels of Need</th>
<th>(3) Skills</th>
<th>(4) Info</th>
<th>(5) Vakansia</th>
</tr>
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<tbody>
<tr>
<td>Employment</td>
<td>=0</td>
<td>=0</td>
<td>0</td>
<td>=0</td>
<td>=0</td>
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- Unable to work because of physical or mental condition
- Does not have work authorization
- Is being threatened and/or exploited by employer

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<tr>
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<td>=0</td>
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<td>0</td>
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<td>=0</td>
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- Working without work authorization
- Engaged in regular or part-time work
- Is unemployed

**Client Example #3**

**➢** SOT with EAD who receives disability benefits

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<th>(3) Skills</th>
<th>(4) Info</th>
<th>(5) Vakansia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>=0</td>
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- Working without work authorization
- Engaged in regular or part-time work
- Is unemployed

- Work authorized and maintained regular employment and other benefits until employee's termination.