



Data Point	Description	Indicators	No. of Clients Served
04	Reason(s) for torture/persecution  (primary survivors only)	Ethnicity Nationality Political reasons (e.g., imputed/opinion) Religion Social activism Social group (e.g., elderly, gender identity, sexual orientation) Other: Please specify _____	_____ _____ _____ _____ _____ _____ _____
05	Reason(s) client is seeking services at intake	Emotional/psychological Employment Interpersonal/social Legal Physical/medical Substance abuse Other: Please specify _____	_____ _____ _____ _____ _____ _____
06	Gender	Female Male Other: Please specify _____	_____ _____ _____
07	Immigration category at intake	Asylee (include derivatives) Asylum seeker Convention against torture relief Immigration detention Lawful permanent resident Refugee (include derivatives) Special immigrant juvenile status U.S. citizen Withholding of removal Other: Please specify _____	_____ _____ _____ _____ _____ _____ _____ _____ _____ _____
08	Age at intake	Under 5 years 5 - 13 years 14 - 17 years 18 - 24 years 25 - 44 years 45 - 64 years 65+ years	_____ _____ _____ _____ _____ _____ _____
09	Education prior to arrival  (for clients age 18 years and older)	Less than 1 year 1-4 years 5-8 years 9-12 years 13-16 years More than 16 years	_____ _____ _____ _____ _____ _____

Data Point	Description	Indicators	No. of Clients Served
10	Employment in the U.S at intake  (for clients age 18 years and older)	Employed with work authorization (PT/FT) No work authorization Unemployed and not seeking employment (e.g., students, elderly, disabled, and primary caregivers) Unemployed, work authorized, and seeking employment Other: Please specify _____	_____ _____ _____ _____ _____ _____
11	Length of time in the U.S. at intake	Less than one year 1 year to 5 years More than 5 years	_____ _____ _____
12	Country of origin	Country 1 Country 2 Country 3 Country 4...  (report all countries)	_____ _____ _____ _____
13	Country(ies) where torture occurred  (primary survivors only)	Country 1: Country 2: Country 3: Country 4:...  (report all countries)	_____ _____ _____ _____
14	Ethnicity	Ethnicity 1: Ethnicity 2: Ethnicity 3: Ethnicity 4:... Mixed ethnicity: Please specify _____  (report all ethnicities)	_____ _____ _____ _____
15	Religion	Agnostic Buddhists Christians Hindus Jews Muslims None Other: Please specify _____	_____ _____ _____ _____ _____ _____ _____

Data Point	Description	Indicators	No. of Clients Served
16	Primary language	Language 1: _____ Language 2: _____ Language 3: _____ Language 4: _____ Language 5: _____  (report all primary languages)	_____ _____ _____ _____ _____
17	Clients served by service category	Emotional/psychological Employment Interpersonal/social Legal Physical/medical Substance abuse Other: Please specify _____	_____ _____ _____ _____ _____ _____
18	People trained by profession	Community Education Interpreters/translators Law enforcement Legal Medical Mental health Social Other: Please specify _____	_____ _____ _____ _____ _____ _____ _____ _____
19	Hours contributed by pro bono service	Administrative, managerial, and other professional services Financial and grant writing Information technology and research Interpreters/translators Legal Medical Mental health Social Other: Please specify _____	_____ _____ _____ _____ _____ _____ _____ _____

<b>OUTCOME INDICATORS<sup>1</sup></b>							
<ul style="list-style-type: none"> <li>• Complete all of the boxes for each data point below to show aggregate changes in the level of need.</li> <li>• Please indicate the tool(s) used to collect the data reported in this section:</li> </ul>							
Client questionnaire ___ SOT-PWI ___ Other ___ Please specify _____							
Data Point	Description	Level of Need		END			
				1 Crisis	2 Vulnerable	3 Stable	4 Safe
20	Legal-immigration	S T A R T	1 Crisis N=				
			2 Vulnerable N=				
			3 Stable N=				
			4 Safe N=				
21	Housing	Level of Need		END			
				1 Crisis	2 Vulnerable	3 Stable	4 Safe
		S T A R T	1 Crisis N=				
			2 Vulnerable N=				
			3 Stable N=				
4 Safe N=							

<sup>1</sup> Use the Survivors of Torture Psychosocial Well-being Index (Short Version) (SOT-PWI-S) © 2016 Hodges-WU & Zajicek-Farber to aggregate the data for these indicators. (See User Guide, Appendix D)

Data Point	Description	Level of Need		END			
				1 Crisis	2 Vulnerable	3 Stable	4 Safe
22	Physical health needs	S T A R T	1 Crisis N=				
			2 Vulnerable N=				
			3 Stable N=				
			4 Safe N=				
23	Mental health needs	Level of Need		END			
				1 Crisis	2 Vulnerable	3 Stable	4 Safe
		S T A R T	1 Crisis N=				
			2 Vulnerable N=				
			3 Stable N=				
4 Safe N=							

Data Point	Description	Level of Need		END			
				1 Crisis	2 Vulnerable	3 Stable	4 Safe
24	Access to community resources	S T A R T	1 Crisis N=				
			2 Vulnerable N=				
			3 Stable N=				
			4 Safe N=				
25	Support system in the U.S.	Level of Need		END			
				1 Crisis	2 Vulnerable	3 Stable	4 Safe
		S T A R T	1 Crisis N=				
			2 Vulnerable N=				
3 Stable N=							
4 Safe N=							

## User Guide for the Psychosocial Well-being Indicators (Data Points 20 to 25)

**Overview:** Reporting these indicators will help to provide important outcome data for the SOT program. The expectation is that the holistic services provided to survivors will lead to an increase in the psychosocial well-being indicators for the majority of clients. However, ORR recognizes that several factors that influence client well-being are not in the control of survivors nor service providers. Indicators for some clients may actually decrease during the reporting period (See Example 3). This data can be useful for evaluating program effectiveness and will not have a negative impact on program performance reviews.

**Collect the Data:** Using an intake questionnaire and a measure suitable for the population being served to collect individual data. At a minimum, individual data is to be collected 1) during intake, 2) at the end of each project year, and 3) when the client exits the program, unless the time period between exiting and the end of the previous project period is less than 3 months. Ideally, individual data is collected every three months in which case the first and last collection point of the fiscal year would be used when reporting outcomes.

**Aggregate the Data:** Use the Survivors of Torture Psychosocial Well-being Index–Short version (SOT-PWI-S) in Appendix D to aggregate the individual data. The SOT-PWI-S is designed to aggregate data for the six domains listed in data points 20-25<sup>2</sup>. If the measure used to collect individual data does not directly correspond to the Levels of Need in the SOT-PWI-S, the scores will need to be converted so that they correspond. Examples of how to convert scores obtained using different measures are provided in Appendix [TBD].

**Report the Data:** Transfer the scores from the SOT-PWI-S to the corresponding Psycho-social Well-being Indicators (Data Points 20-25). Using the matrix 1) enter the number of clients (N=) in the START column for each level of need at intake and, 2) enter the number of clients in the END column for each level of need at the end of the year (or when the client exits the program). Do not include individual data for clients with only one collection point.

For each reporting period, provide an illustration in the program narrative report of at least two cases with an increase in psychosocial well-being indicators and at least one case with a decrease in psychosocial well-being indicators. Include an explanation for the reported changes.

**Areas and Levels of Need:** from SOT-PWI-S (See User's Guide, Appendix D)

### Legal-immigration

**In Crisis- Client:**

- Is in detention;
- Is undocumented;
- Is in deportation proceedings;
- Requires immigration assistance but is without legal representation.

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<sup>2</sup>© 2016 Hodges-Wu & Zajicek-Farber - Note: If you would like to use SOT-PWI-S or the full-length SOT-PWI for individual client assessment, please contact the authors at farber@cua.edu to discuss an MOU arrangement for your agency. Thank you.



***Vulnerable***- Client:

- Is in the early stages of immigration proceedings
- Has a basic understanding of proceedings but is facing barriers that prevent full participation in the legal process.

***Stable***- Client:

- Is working with legal representatives to obtain some form of legal residency status;
- Is waiting to hear from immigration court;
- Is working with attorney to appeal.

***Safe***- Client:

- Is a refugee, asylee, legal permanent resident, or naturalized U.S. citizen;
- Has resolved immigration legal status.

**Housing*****In Crisis*** – Client:

- Is homeless;
- Reports housing environment is unsafe;
- Describes living situation that presents immediate danger to client;

***Vulnerable*** – Client:

- Reports housing is available but it is undesirable or short-term;
- Feels uncomfortable with current living situation;
- Is being exploited in exchange for room and board.

***Stable*** – Client:

- Reports living situation is tolerable;
- Housing is temporary but safe and predictable;
- Provides a service in exchange for room and board.

***Safe*** – Client:

- Reports housing is safe, stable, and long-term;
- Has resources or means to maintain housing.

**Physical health needs*****In Crisis*** – Client:

- Is unable to manage current health needs;
- Has untreated life-threatening physical health needs;
- Is not receiving needed medical care for a chronic disease.

***Vulnerable*** – Client:

- Is inconsistent in managing health needs;
- Identifies present illness or physical health concern that has gone untreated.

***Stable*** – Client:

- Is mostly managing current physical health needs;
- Is receiving needed medical care to stabilize a chronic disease.

***Safe*** – Client:

- Reports mostly good health;
- Does not have any new physical health concerns at this time.

**Mental health needs*****In Crisis*** – Client:

- Shows severe emotional instability or threatens violence against self or others;
- Is unable to care for self or family due to impaired mental health;
- Communicates plan, intent, and/or access to means that present clear risk of harm to self or others.

***Vulnerable*** – Client:

- Shows occasional bouts of emotional instability and/or threatening behavior toward self or others;
- Reports some inability to care for self or family due to impaired mental health;
- Reports some form of suicidal ideation but denies plan, intent, or means.

***Stable*** – Client:

- Presents mostly stable mental health including emotional regulation;
- Is mostly able to care for self or family;
- Is aware of mental health needs and is receiving regular mental health treatment.

***Safe*** – Client:

- Does not show behaviors or emotions that would suggest symptoms of mental illness;
- Describes regular involvement in activities that bring them purpose and pleasure;
- Does not report any mental health concerns at this time.

**Access to community resources*****In Crisis*** – Client:

- Is unaware of or unable to access community resources.

***Vulnerable*** – Client:

- Is aware of community resources but reports significant barriers in accessing services;
- Is unwilling to make use of available resources.

***Stable*** – Client:

- Has taken steps toward accessing services;
- Reports some service barriers still need to be addressed;
- Community resource choices are limited.

**Safe** – Client:

- Can access a full range of services to meet basic needs as significant barriers to service have been addressed.

**Support System in U.S.**

**In Crisis** – Client:

- Does not report any trusting relationships;
- Communicates support system is predatory and exploitative.

**Vulnerable** – Client:

- Reports some emotional or instrumental support but assistance is unreliable or insufficient;
- Describes support system that communicates misinformation encouraging client fearfulness.

**Stable** – Client:

- Reports reliable emotional or instrumental support from at least one trusting relationship.

**Safe** – Client:

- Identifies several strong support systems;
- Is able to give as well as receive support.

EXAMPLE 1

Data Point	Description	Level of Need	END			
			1 Crisis	2 Vulnerable	3 Stable	4 Safe
20	Legal-immigration	S T A R T	1 Crisis N= 15	3	10	2
			2 Vulnerable N= 30	5	22	3
			3 Stable N= 27		15	12
			4 Safe N= 28			28

In Example 1, the program recorded the legal-immigration levels of need for clients at intake (N= ). Fifteen were at the crisis level and 30 were at the vulnerable level. At the end of the reporting period, the program reassessed the clients’ level of need. Ten clients moved from crisis

to stable, 2 from crisis to safe, 22 from vulnerable to stable, and 3 moved from vulnerable to safe. The total number of clients that moved from crisis and vulnerable to stable and safe was 37.  
**EXAMPLE 2**

Data Point	Description	Level of Need		END			
				1 Crisis	2 Vulnerable	3 Stable	4 Safe
25	Support system in the U.S.	S T A R T	1 Crisis N= 20	2	3	10	5
			2 Vulnerable N= 40	1	4	25	10
			3 Stable N= 30			15	15
			4 Safe N= 10			2	8

In Example 2, the program recorded the Support system in the U.S. level of need for clients at intake (N= ). Twenty were at the crisis level and 40 were at the vulnerable level. At the end of the reporting period the program reassessed the clients' level of need. Ten clients moved from crisis to stable, 5 from crisis to safe, 25 from vulnerable to stable, and 10 moved from vulnerable to safe. The total number of clients that moved from crisis and vulnerable to stable and safe during the reporting period was 50.

**EXAMPLE 3**

Data Point	Description	Level of Need		END			
				1 Crisis	2 Vulnerable	3 Stable	4 Safe
22	Physical health needs	S T A R T	1 Crisis N= 15	2	3	7	3
			2 Vulnerable N= 60	4	10	36	10
			3 Stable N= 17	2	4	8	3
			4 Safe N= 8	1	2	5	

In Example 3, the program recorded the level of Physical health need of clients at intake (N= ). Fifteen were at the crisis level and 60 at the vulnerable level, while 17 were Stable and 8 were Safe. At the end of the reporting period seven clients moved from crisis to stable, 3 from crisis to safe, 36 from vulnerable to stable, and 10 moved from vulnerable to safe. The total number of clients that moved from crisis and vulnerable to stable and safe was 56. However, 9 clients moved from Stable and Safe at intake to Crisis and Vulnerable.

If you have questions about collecting or reporting the Psychosocial Well-being indicators please contact the program officer for the ORR Services for Survivors of Torture grant program.

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