

**Office of Refugee Resettlement
Services for Survivors of Torture**

Review of SOT Outcome Indicators


April 27, 2023



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CHILDREN & FAMILIES

Overview

- SOT Outcome Indicators
- SOT-PWI Short Refresher Training
- Question and Answer



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SOT Outcome Indicators



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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

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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

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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: <ul style="list-style-type: none"> • Is homeless; • Describes home environment as unsafe, unsanitary or unhealthy. 	Client: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Reports housing is decent but short-term; • Provides a service of equal or lesser value than provided room and board. 	Client: <ul style="list-style-type: none"> • 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

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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, has been assessed and is employed at the level of their capacity or are receiving benefits.
- 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

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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 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

Instrument Design

Area of Need	Levels of Need				
	(1) In Crisis	(2) Vulnerable	(3) Stable	(4) Safe	(0) Unknown
Legal (Immigration)	Client: <ul style="list-style-type: none"> Is in detention; Is undocumented; Is in deportation proceedings; Requires immigration assistance but is without legal representation. 	Client: <ul style="list-style-type: none"> 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 participate in the legal process. 	Client: <ul style="list-style-type: none"> Has retained legal representation and has filed paperwork to apply for legal relief. 	Client: <ul style="list-style-type: none"> 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 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.

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: <ul style="list-style-type: none"> Is unable to work because of physical or mental disability; Does not have work authorization; Is being threatened and/or exploited by employer. 	Client: <ul style="list-style-type: none"> Is working without work authorization; Is engaged in irregular or cash only employment; Has work authorization but is unemployed. 	Client: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

- 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

Area of Need	Levels of Need				
	(1) In Crisis	(2) Vulnerable	(3) Stable	(4) Safe	(0) Unknown
Employment	Client: <ul style="list-style-type: none"> Is unable to work because of physical or mental disability; Does not have work authorization; Is being threatened and/or exploited by employer. 	Client: <ul style="list-style-type: none"> Is working without work authorization; Is engaged in irregular or cash only employment; Has work authorization but is unemployed. 	Client: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	(1) In Crisis	(2) Vulnerable	Levels of Need (3) Stable	(4) Safe	(5) Unknown
Employment	Client: <ul style="list-style-type: none"> Is unable to work because of physical or mental disability; Does not have work authorization; Is being threatened and/or exploited by employer. 	Client: <ul style="list-style-type: none"> Is working without work authorization; Is engaged in irregular or cash only employment; Has work authorization but is unemployed. 	Client: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	(1) In Crisis	(2) Vulnerable	Levels of Need (3) Stable	(4) Safe	(5) Unknown
Employment	Client: <ul style="list-style-type: none"> Is unable to work because of physical or mental disability; Does not have work authorization; Is being threatened and/or exploited by employer. 	Client: <ul style="list-style-type: none"> Is working without work authorization; Is engaged in irregular or cash only employment; Has work authorization but is unemployed. 	Client: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Is work authorized and maintains regular employment that offers some benefits and employee protections. 	Information is currently unknown or unobtainable.