



**House of Ruth  
Maryland**

# Measuring Success Framework

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**Director of Training & Education**

# A Bit About Lisa Nitsch, MSW

- Responsible for the Gateway Project and the Training Institute
- Been with agency since 1998 and has advanced through a variety of positions.
- Vice-Chair of City's Domestic Violence Coordinating Council, member of the City's High Risk Task Force, member of the Governor's Family Violence Council and sits on the Board for the Nat'l Resource Center on Domestic Violence.
- Has served as an advisor to the Clinton, Obama, and Biden White Houses, the Nat'l Institutes of Health, the US Dept of Justice's Office on Violence Against Women, and the US Dept of Health & Human Services' Administration for Children & Families.
- Current interests include developing programs for abusive partners within disinvested communities that address the dual experience of both holding privilege and being oppressed, increasing access to learning tools for service providers globally, and exploring community-based accountability models for abusive partners beyond the criminal legal system.
- Baltimore City, Maryland, is my hometown where I proudly continue to live and work.



# History of the Measuring Success Framework

Challenge from The Harry and Jeanette Weinberg Foundation in 2012:  
Demonstrate families are better off as a result of receiving services.

Develop a framework that would measure the impact of programming focused on ending intimate partner violence.

- **Outcomes would provide context to outputs**
  - Output: the direct product of an activity (e.g. number of survivors served, trainings offered, meals prepared)
  - Outcome: the measured impact of outputs (e.g. increased skills, health improvement, behavior change)
- **Make it universally applicable across a variety of programs:**
  - Regardless of size
  - Regardless of global location
  - Regardless of service audience



# Outcomes vs. Outputs

**For your program, name one output and one outcome.**

- **Output:** the direct product of an activity (e.g. number of survivors served, trainings offered, meals prepared)
- **Outcome:** the measured impact of outputs (e.g. increased skills, health improvement, behavior change)
- Outputs & outcomes together demonstrate performance.



# History of the Model

- **Measuring Impact Meeting: January, 2013**
  - Center for Family Policy & Practice, Johns Hopkins University's Schools of Nursing & Public Health, Georgetown University Dept of Psychiatry, Nat'l Resource Center, Greater Baltimore Medical Ctr (GBMC), Full Frame Initiative, Nat'l Latin@ Network, Casa de Esperanza, Vera Institute, and Michigan State University
- **Literature Review**
- **"Scorecard" presented to experts for feedback: Mar, 2014**
- **Internal implementation begins and continue today: 2014**
- **External trainings begin in Maryland and continue today: 2017**
  - Life Crisis Center, Family Crisis Ctr of Baltimore County, Cecil County Bridge Program, the Dove Program/NW Hospital, Hopeworks, Heartly House, Mid-Shore Council on Family Violence, JCADA, Springboard, Southern Maryland Ctr for Family Advocacy, SARC
- **Today, preparing for national launch**



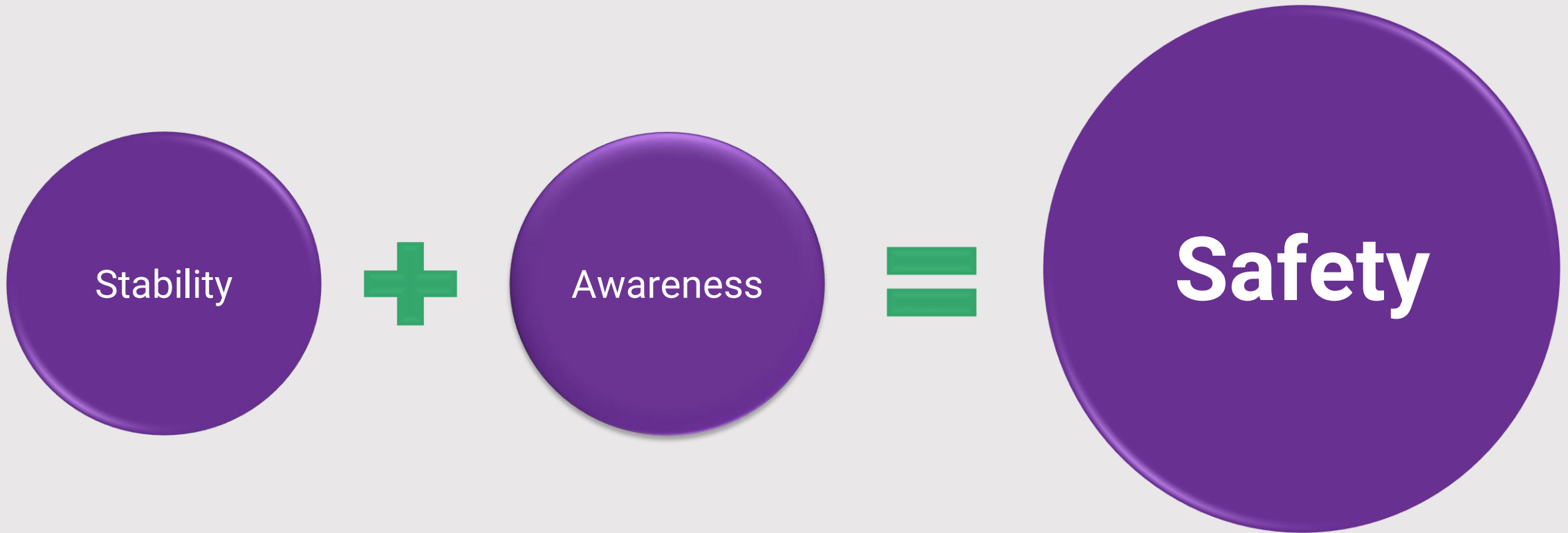
# Measuring Success Model

**Safety is the universal goal of all programs providing services to families impacted by intimate partner violence.**



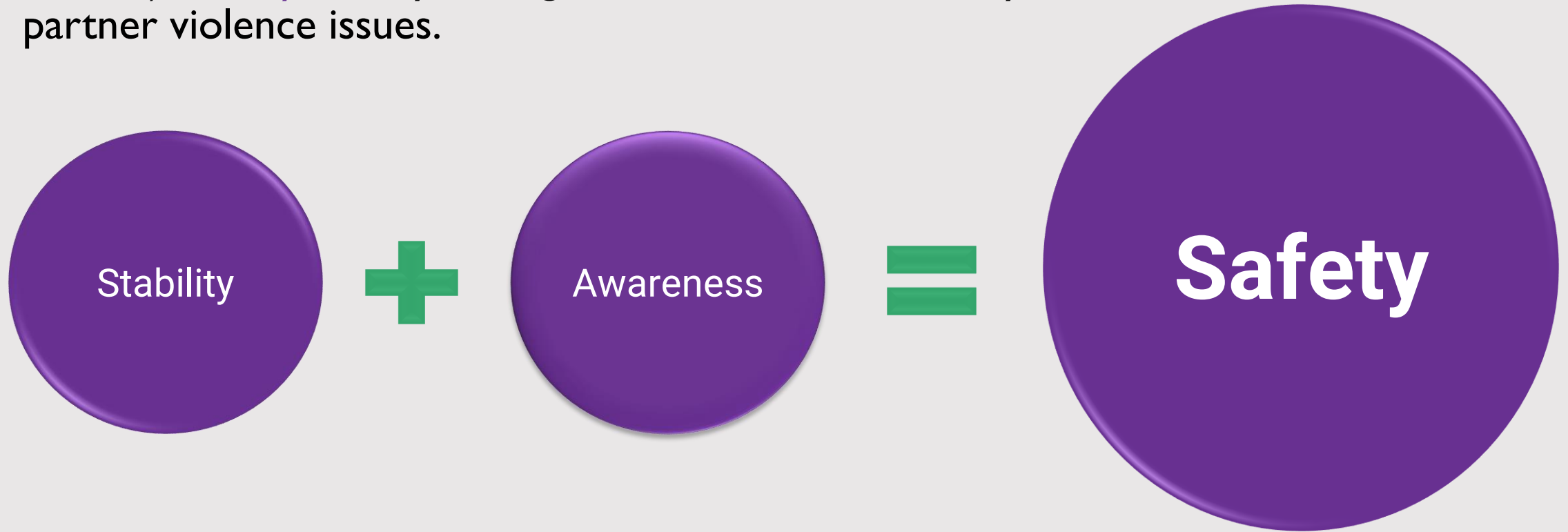
# Measuring Success Model

Awareness & Stability are the models **domains** (a.k.a. broad categories) that combine to create safety.



# Measuring Success Model

The Measuring Success Framework is a model to assess the *safety* of those impacted by intimate partner violence by measuring their (housing, financial, and life) *stability*, and by raising individual and community *awareness* of intimate partner violence issues.





# Awareness Domain

Persons experiencing intimate partner violence (victimized or abusive) and the general public are aware of intimate partner violence dynamics and options available

- Indicators:
  - Increase in *Public Denouncement of IPV*
  - Increase in *IPV Knowledge: Individual and Community*
  - Increase in *Engagement: Individual and Community*
  - Increase in *Awareness of Risk*
  - Increase in *Ability to Assign Responsibility for Abuse*



# Stability Domain

Persons experiencing intimate partner violence (victimized or abusive) are socially and emotionally stable

- Indicators:
  - Increase in *Intentional Safety Planning*
  - Decrease in *Risk from Abusive Behaviors*
  - Decrease in *Trauma Symptoms*
  - Increase in *Ability to Meet Basic Needs*
  - Increase in *Social Connectedness*



# Where does it fit?

Thinking back to the outcome you identified earlier...

## AWARENESS DOMAIN:

- *Increase in Public Denouncement of IPV*
- *Increase in IPV Knowledge: Individual and Community*
- *Increase in Engagement: Individual and Community*
- *Increase in Awareness of Abuse Generated Risk*
- *Increase in Ability to Assign Responsibility for Abuse*

## STABILITY DOMAIN:

- *Increase in Intentional Safety Planning*
- *Decrease in Risk from Abusive Behaviors*
- *Decrease in Trauma Symptoms*
- *Increase in Ability to Meet Basic Needs*
- *Increase in Social Connectedness*



# In Summary:

## How Does Measuring Success Work?

- **Client Interventions impact one of the 2 Domains**
- **Each Domain has 5 Indicators of Progress**
- **You can choose which Measurement Tools are used to demonstrate progress**
- **Ideally, the data collected may inform:**
  - **How we direct resources**
  - **Progress on grants**





What's  
Next?

## For internal implementation:

- You aren't expected to memorize this
- Each department has unique guidelines
- Your supervisor be sure you are guided through your specific data entry procedure
- Documents are available in your materials





What's  
Next?

## For external implementation:

- Proof of concept: statewide data collection
- Creation of Salus, an online shared learning space for advocates
- Identifying a state coalition to partner with the expand the model
- Full international launch



# Questions?







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