

# A survivor-centred tool to begin working outcomes-based

## Intake interview

1. Intake person initiates an interview to understand what matters most to the IPV survivor in the justice process.
2. Intake person listens and asks follow-up questions as needed. Based on this narrative, the intake person attempts to identify which of the 21 outcomes in the table below are most important to the IPV survivor.
3. Intake person shows the tentatively filled out form of outcomes to the IPV survivor so he or she can review it.
4. Intake person corrects the outcomes identified as most important to the survivor as needed, based on their response.
5. Intake person then engages in a conversation with the IPV survivor about which of the outcomes identified as most important can be addressed through a referral in the community. At the end of this conversation, the intake person writes down the referrals they will make in order to help achieve the outcomes the IPV survivor has identified.
6. When the form is complete, the practitioner offers to make a copy for the IPV survivor to keep. Before doing so, it is important that the practitioner asks the survivor to consider whether possession of this document will compromise his or her safety.

### ASK THE PERSON

*What are you hoping to achieve by seeking help? What do you need in order to fully resolve or prevent the problem you are facing?*

### LISTEN AND INTERPRET

*Based on our conversation, it sounds like this is what is most important to you in the resolution process.*

### CONFIRM

*Do I have this right? Have I missed or misunderstood anything that you said? Looking at this list of possible outcomes, is there anything else that is important for you to achieve in order to fully resolve or prevent the problem?*

# Intake form

Date:	Name of intake person:
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*This should be completed by the intake person prior to intake.*

**Please write "X" next to the outcomes that are most important to you to achieve in order to resolve the problem you are facing.**

*This should be completed by the intake person and IPV survivor collaboratively (first by the intake person, then checked by the IPV survivor).*

	Most important to me	What the intake person will refer me to get help with
To be safe or protected from harm		
To be economically independent from my partner or former partner		
To live separately from my partner or former partner		
To improve my physical health		
To improve my mental health		
To feel confident in myself		
To understand the harm I have experienced		
For my partner or former partner to understand the harm that he or she caused		
For my partner or former partner to accept responsibility for the harm that he or she caused		
To prevent my partner or former partner from harming other people		
For my relationship with my partner or former partner to change in a healthy way		
For my partner or former partner to get the help he or she needs		
To improve or safeguard the well-being of my children (if applicable)		
For relationships within my family to change in a healthy way		
To not feel isolated in my community		

	Most important to me	What the intake person will refer me to get help with
For my community to understand and acknowledge the harm I have experienced		
For my community to proactively prevent the kind of harm I experienced		
To be empathetically listened to in the resolution process		
To understand the resolution process		
To be empowered to make choices in resolution process		
To be treated in a respectful and unbiased way in the resolution process		
Other: _____		

**Referral plan:**

*This should be completed by the intake person.*

## Follow-up assessment

This is an opportunity for the intake person to assess whether and how the IPV survivor's circumstances and priorities have changed over time, and to what extent the IPV survivor has achieved the outcomes he or she initially identified as most important. This form is intended to be completed by the IPV survivor independently. Once the form is complete, the intake person reviews the form.

If the IPV survivor's answers indicate that he or she still needs help, the intake person again engages in a conversation with the IPV survivor about which of the outcomes identified as most important can be addressed through a referral in the community. At the end of this conversation, the intake person writes down the referrals they will make in order to help achieve the outcomes the IPV survivor still needs help with. When the form is complete, the intake person makes a copy for the IPV survivor to keep.

# Follow-up form

Date of last meeting:

Name of intake person:

*This should be completed by the intake person prior to intake.*

How are you doing? What, if any, big changes have occurred in your life since you last came here for help?

Has the problem you originally sought my/our help with been resolved?

- Yes, completely.
- Yes, partially.
- No, the problem is ongoing and is still in the process of being resolved.
- No, and I am no longer taking any action to resolve it.

To what extent do you agree or disagree with the following statements?



Have your priorities changed since the last time you came here for help? Please indicate which outcomes are most important to you now, even if they are the same as before.



This column should be completed by the intake person, if applicable.



	Strongly disagree	Disagree	Agree	Strongly agree	Most important to me last time I came here for help	Most important to me now	What the intake person will refer me to get help with
I feel safe or protected from harm							
I am economically independent from my partner or former partner							

	Strongly disagree	Disagree	Agree	Strongly agree	Most important to me last time I came here for help	Most important to me now	What the intake person will refer me to get help with
I live separately from my partner or former partner							
My physical health has improved							
My mental health has improved							
I feel confident in myself							
I understand the harm I experienced							
My partner or former partner understands the harm he or she caused							
My partner or former partner accepts responsibility for the harm he or she caused							
My partner or former partner has been prevented from harming other people							

	Strongly disagree	Disagree	Agree	Strongly agree	Most important to me last time I came here for help	Most important to me now	What the intake person will refer me to get help with
My relationship with my partner or former partner has changed in a healthy way							
My partner or former partner received the help he or she needed							
The well-being of my children has improved or been safeguarded (if applicable)							
Relationships within my family have changed in a healthy way							
I do not feel isolated in my community							
My community understands and acknowledges the harm I experienced							
My community proactively prevents the kind of harm I experienced							
I was empathetically listened to in the resolution process							

	Strongly disagree	Disagree	Agree	Strongly agree	Most important to me last time I came here for help	Most important to me now	What the intake person will refer me to get help with
I understood the resolution process							
I was empowered to make choices in the resolution process							
I was treated in a respectful and unbiased way in the resolution process							
Other: _____							

Updated referral plan:  
*This should be completed by the intake person.*