

Open Arms Monitoring and Evaluation Framework

At Open Arms, our goal is to ensure that every service we provide meets the mental health and wellbeing needs of veterans and their families who reach out for support. To ensure we are doing this, we have developed a Monitoring and Evaluation Framework. This allows us to measure what we do, ensuring we are doing it well or, if we can do it better.

Why it matters



What is the benefit

- Decisions about how Open Arms provides the services to veterans & families is based on the evidence and experiences of people seeking support, not assumptions
- You can trust the support you receive is safe and continuously improving because we measure what we do
- Open Arms will train our workforce to ensure they are confident and skilled in the work they do