

Chicago Department of Family and Support Services

**Domestic
Violence
Service
Evaluation
Report
2010-2011**

*An Evaluation of the Family Violence
Prevention Initiative (FVPI) Programs*



Acknowledgements

The 2010-2011 Domestic Violence Service Evaluation Report was prepared by Ebony M. Dill, PhD, Coordinator of Research and Evaluation, Division on Domestic Violence, Chicago Department of Family and Support Services. The following individuals provided substantial administrative support and/or feedback on drafts of this report: Jennifer Welch, JD, Felicia McKay, and Meera Raja - Department of Family and Support Services; and Mark Relyea - University of Illinois at Chicago. Special thanks to the Family Violence Prevention Initiative (FVPI) delegates and clients for their invaluable support and feedback.

Service Evaluation Summary

The City of Chicago Department of Family and Support Services through its Division on Domestic Violence coordinates a social service response to domestic violence. By funding and evaluating the Family Violence Prevention Initiative (FVPI), the Division seeks to develop, administer, and enhance the quality of social service programs that improve the lives of victims of domestic violence.

Toward that end, a non-experimental evaluation design was used to examine whether FVPI programs met planned performance and client outcome goals that were: to reach and survey clients about their experiences; determine if they were satisfied with the services; and determine what they learned about domestic violence related issues.

Between 2010 and 2011, the FVPI programs enrolled 18,327 clients. Twenty-three percent completed a service evaluation or domestic violence awareness survey. The surveyed clients were on average 34 years of age, primarily African American and Hispanic, mostly single, and had 3 children. The evaluation revealed that 88% of clients were satisfied with FVPI programs. Key satisfaction and outcome findings included: feeling listened to and taken seriously; believing that staff explained things well; being aware of their rights; knowing how to receive services; understanding the effects of abuse on their lives; and knowing how to protect their safety.

Research studies suggest that these short term findings have been linked with improved quality of life, less abuse over time, higher emotional well-being, and improved locus of control over time for victims of domestic violence. While cautions related to the use of non-experimental designs do exist, these findings potentially demonstrate the long-term effectiveness of FVPI programs that impact similar outcomes.

The FVPI administration should ensure that staff are trained, knowledgeable, and supportive; that services are evidenced-based and lead to desired client outcomes; and that performance measurement and evaluation practices are routine and provide programs with useful information. These findings and recommendations should be used to enhance service delivery and in turn improve the lives of victim of domestic violence and their families.

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Section 1. Family Violence Prevention Initiative Background

The City of Chicago employs a multi-layered response to address the crisis of domestic violence. These include incident, social service, housing, and crisis response systems, to name a few. The Chicago Department of Family and Support Services, Division on Domestic Violence coordinates the social service response to this issue. The mission of the Division on Domestic Violence is to improve the City of Chicago's service response to domestic violence victims and their children. Toward this end, the Division on Domestic Violence funds and administers services for domestic violence victims and their children. Under the Family Violence Prevention Initiative (FVPI), 30 community-based agencies via more than 40 projects throughout Chicago are funded.

The Family Violence Prevention Initiative (FVPI) seeks to improve the lives of victims of domestic violence by providing an array of quality programs that, minimally, work to ensure that clients have 1) appropriate referrals and information about services available in the community, 2) information about their rights, and 3) strategies to enhance their safety. The Family Violence Prevention Initiative (FVPI) funds service delivery via four program model type outlined below.

1. Counseling and case management programs provide safety planning, individual and group counseling, and explanation of individual rights under the Illinois Domestic Violence Act to help victims recover from domestic violence and build violence free lives for themselves and their children.
2. Court advocacy and counseling programs provide safety planning and explanation of individual rights under the Illinois Domestic Violence Act, assist clients to obtain an Order of Protection, intervene on client's behalf with representatives of legal and law enforcement systems to help a domestic violence victim obtain safety and independence from their abuser.
3. Legal services provide explanations of individual rights under the Illinois Domestic Violence Act, assist clients to obtain Orders of Protection, intervene with law enforcement personnel on behalf of the client and provide legal counseling and representation in civil court family law matters to help a domestic violence victim obtain safety and independence from their abuser.
4. Supervised visitation and safe exchange programs provide a safe setting where trained staff supervise court-mandated visits between a non-custodial parent and children and facilitate court mandated safe exchanges of children from custodial parent to non-custodial parent, protecting domestic violence victims and their children after volatile custody and divorce cases.

Family Violence Prevention Initiative (FVPI) funds agencies that have experience working with victims of domestic violence, the capacity to provide the type and level of service required, and qualified staff to administer programs. Direct service staff of the Family Violence Prevention Initiative (FVPI) funded agencies and program must complete a state required 40-hour domestic violence training program. Many staff are additionally credentialed or certified to provide specialized services, such as legal representation or therapeutic counseling. Bi-lingual and multicultural staff and resources are additionally available to provide supportive and culturally relevant services to victims of domestic violence.

Section 2. Description of the Service Evaluation

Purpose

The Division on Domestic Violence conducts ongoing evaluations of its Family Violence Prevention Initiative (FVPI) funded programs. These include ongoing monitoring and reporting of progress toward pre-established goals. The current evaluation is undertaken to examine the process of and outcomes related to delivering FVPI services. The process level of evaluation allows FVPI administration to assess the extent to which programs are operating as intended. Indicators such as type, level, quality, and reaction to services are used to support ongoing program improvements. Findings at this level of an evaluation could aid in making decisions about service need and design, funding direction and levels, staff structure and training, location of services, unmet needs, and un-served and under-served victims.

Outcome evaluation methodologies are also used to assess the extent to which clients' knowledge, skills, and well-being are impacted by the program. For example, outcome evaluation can help explore the extent to which receipt of counseling services can be associated with clients' positive experiences with staff or increases in clients' knowledge about domestic violence. Findings at the outcome level of an evaluation could be used to make decisions about quality and content of services delivered, client engagement, and clients' expectations and outcomes.

This service evaluation report examines client's reactions and outcomes; and determines whether programs are meeting planned performance goals.

Design and Limitations

Non-experimental evaluation designs (e.g., one-shot and pre, post-test) are used to explore and describe clients' experiences and outcomes and to compare these outcomes to planned service outcomes. It is acknowledged that non-experimental evaluation designs have several limitations. These include limited ability to generalize to other populations or lack of a comparison or control group used to assess the differential impact of the program, to name a few. However, non-experimental designs have considerable practical advantages and are preferred methodologies under certain conditions. Non-experimental designs are relatively easy and inexpensive to conduct, useful with "in-crisis" populations such as victims of domestic violence, and practical to use with sensitive subject matter because it supports the confidentiality that victim populations most often desire. The use of control groups or random assignment to groups, which are hallmarks of experimental design, can be

inappropriate and unethical for victim and similar populations because they limit access to services. They can also potentially contribute to a sense of vulnerability and control that victims of abuse often experience.

Evaluation Questions and Performance Measures

This evaluation is guided by both descriptive and normative evaluation questions designed to yield information above and beyond internal program monitoring processes. Descriptive evaluation questions are used to describe and measure what happened in the delivery of the program's activities and normative questions explore results in relation to targets or goals.

The questions that guided this evaluation are as follows:

1. Are programs being implemented as intended?
2. Are programs having the desired impact on clients?

The following performance goals are used to further aid exploration of the service evaluation questions.

1. 50% of clients will complete evaluation surveys.
2. 75% of clients will be satisfied with services.
3. 80% of clients will increaseⁱ their understanding of domestic violence.

A full discussion of findings and recommendations based on the evaluation questions and performance goals follow the survey results.

Evaluation Tools

In order to examine clients' views of FVPI programs, all enrolled clients are asked to voluntarily provide feedback about programs. This information is anonymously collected using survey methodology. Two survey measures are used to explore clients' experiences following receipt of services. The Evaluation of Services Survey is used to measure clients' satisfactionⁱⁱ with and reaction to the services they received. The Domestic Violence Awareness Survey is used to measure clients' knowledge about the issue and impact of domestic violence.

Evaluation of Services Survey

The Evaluation of Services Survey is administered to clients following services. Clients are asked their level of agreement with a list of statements. Clients respond to each statement on a scale that ranges

from 1 to 4 with larger numbers indicate higher levels of agreement (1=strongly disagree; 2=disagree; 3=agree; 4=strongly agree). Responses can be described as a percent of agreement and/or as a mean response rating. Individual statements as well as subscales (a set of statements that measure an overarching construct) can be analyzed. The subscales include clients' reactions to services, staff, counseling services, and child visitation centers. The latter 2 subscales are asked only of clients who used these services.ⁱⁱⁱ

The **Evaluation of Services Survey** obtains the following information:

1. Demographic – age, marital status, number of children, and ethnicity.
2. Reactions to services
 - a. Considering all the services I have received, I am satisfied with the services.
 - b. Do services meet client needs?
 - c. Do clients have input in developing their service goals?
 - d. Do clients have a personalized safety plan?
 - e. Do clients receive appropriate referrals?
 - f. Do children's services meet client needs?
 - g. Would clients use the program again?
3. Reactions to staff
 - a. Does staff listen respectfully and take clients seriously?
 - b. Does staff support client decision making?
 - c. Does staff explain things in ways clients understand?
 - d. Does staff respond promptly to phone calls?
 - e. Is staff willing to provide follow-up support?
4. Reactions to counseling services
 - a. Are counseling sessions helpful to clients?
 - b. Does counseling help clients reach goals?
 - c. Do clients benefit from group counseling?
5. Reactions to child visitation center services
 - a. Are counseling sessions helpful to clients?
 - b. Does counseling help clients reach goals?
 - c. Do clients benefit from group counseling?

Domestic Violence Awareness Survey

The Domestic Violence Awareness Survey is administered at the beginning of services to measure client's pre-service knowledge of domestic violence and its related issues and again after services to examine post-service levels of domestic violence knowledge. Clients are asked their level of agreement

with a list of statements. Clients respond to each statement on a scale that ranges from 1 to 4 with larger numbers indicate higher levels of agreement (1=strongly disagree; 2=disagree; 3=agree; 4=strongly agree). Responses can be described as a percent of agreement and/or as a mean response rating. Individual statements, all statements overall, as well as subscales (a set of statements that measure an overarching construct) can be analyzed. The subscales include understanding of the dynamics of abuse, the personal impact of abuse, and safety/legal issues.^{iv}

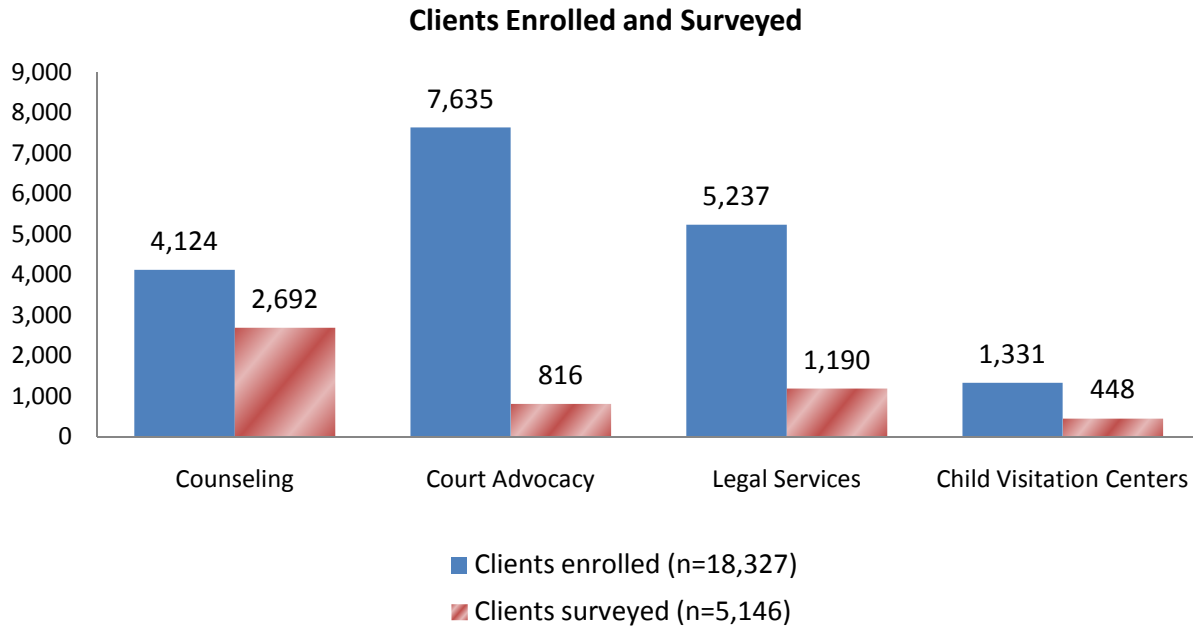
The **Domestic Violence Awareness Survey** obtains the following information:

1. Demographic – age, marital status, number of children, and ethnicity.
2. Understanding of abuse dynamics
 - a. Do clients know that abuse is NOT a private family matter?
 - b. Do clients know that abuse is NOT just physical?
 - c. Do clients know there is a cycle of violence?
 - d. Do clients know that abuse is about power/control?
 - e. Do clients know that abuse negatively impacts children?
 - f. Do clients know that abuse is a crime?
3. Understanding of personal impact of abuse
 - a. Do clients know how abuse affects them?
 - b. Do clients know how abuse affects their children?
 - c. Do clients think they caused the abuse?
4. Understanding of DV safety/legal issues
 - a. Do clients have a safety plan?
 - b. Do clients know their legal rights?
 - c. Do clients know how to access legal services?

For both survey tools administered, client demographics, overall and subscale mean ratings, and individual item responses by subscales are presented.

Section 3. Evaluation of Services Survey Findings

Between 2010 and 2011, the Family Violence Prevention Initiative (FVPI) programs enrolled 18,327 clients across four service model types. Of the enrolled clients, Evaluation of Services surveys were received for 5,146 clients or 28% of clients. The chart below shows the number of clients served under each program model and the number of Evaluation of Services Surveys completed by clients.

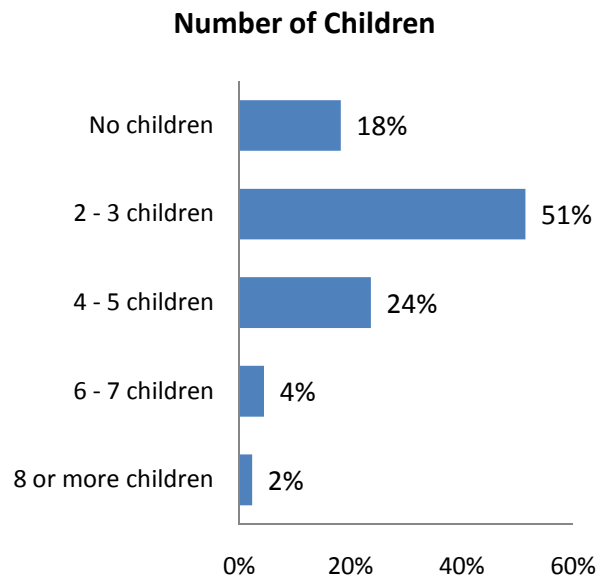
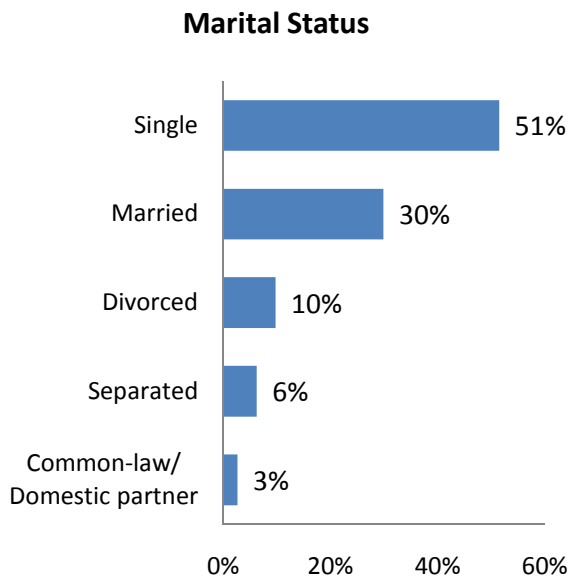
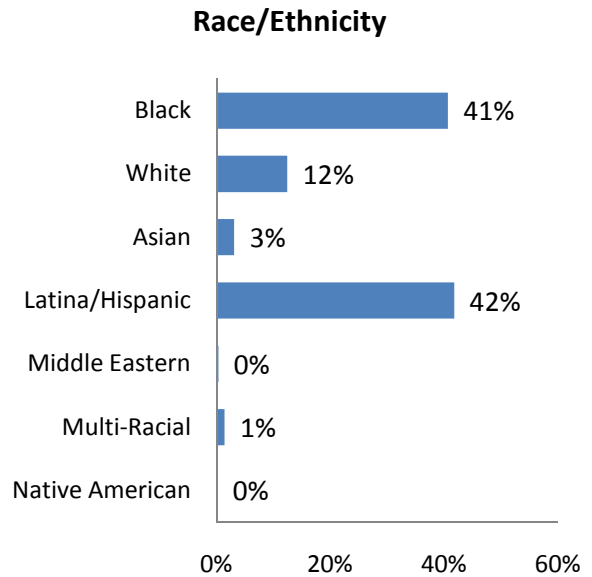
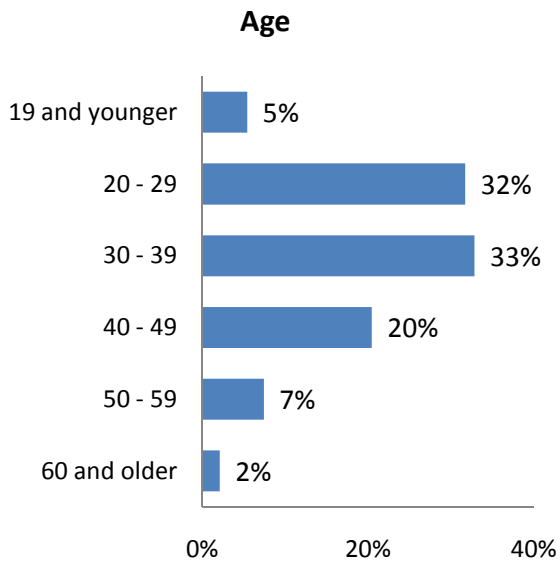


Clients enrolled in all programs were asked to complete the Evaluation of Services Survey. Clients enrolled in counseling, court advocacy, and child visitation center programs offered reactions to unique program components. The table below shows which subscales were measured by the survey.

Program Model	Overall Program	Service Reactions	Staff Reactions	Counseling Reactions	Child Visitation Center Reactions
COUNSELING	X	X	X	X	n/a
COURT ADVOCACY	X	X	X	X	n/a
LEGAL SERVICES	X	X	X	n/a	n/a
CHILD VISITATION CENTERS	X	X	X	n/a	X

Client Demographics

Demographic information collected from the Evaluation of Services Survey showed that, on average, clients were 34 years of age (range 13-89); mostly African American (42%) and Hispanic (40%); more than half (52%) were single; and had an average of 3 children.

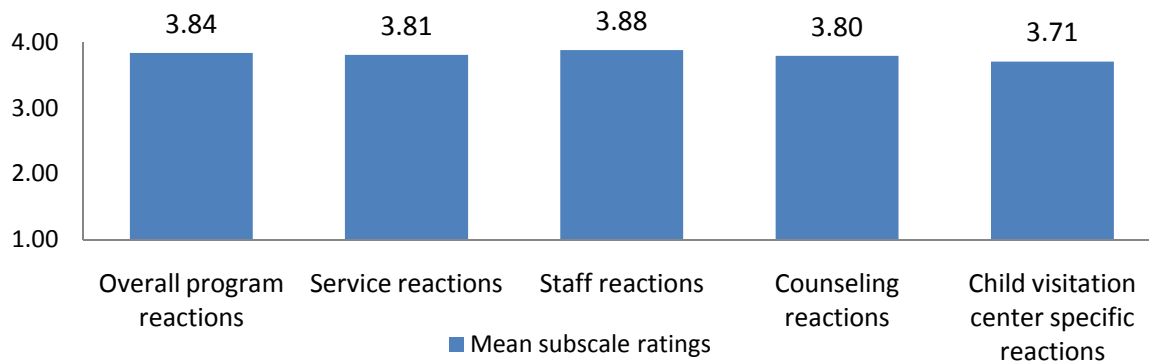


Client Responses

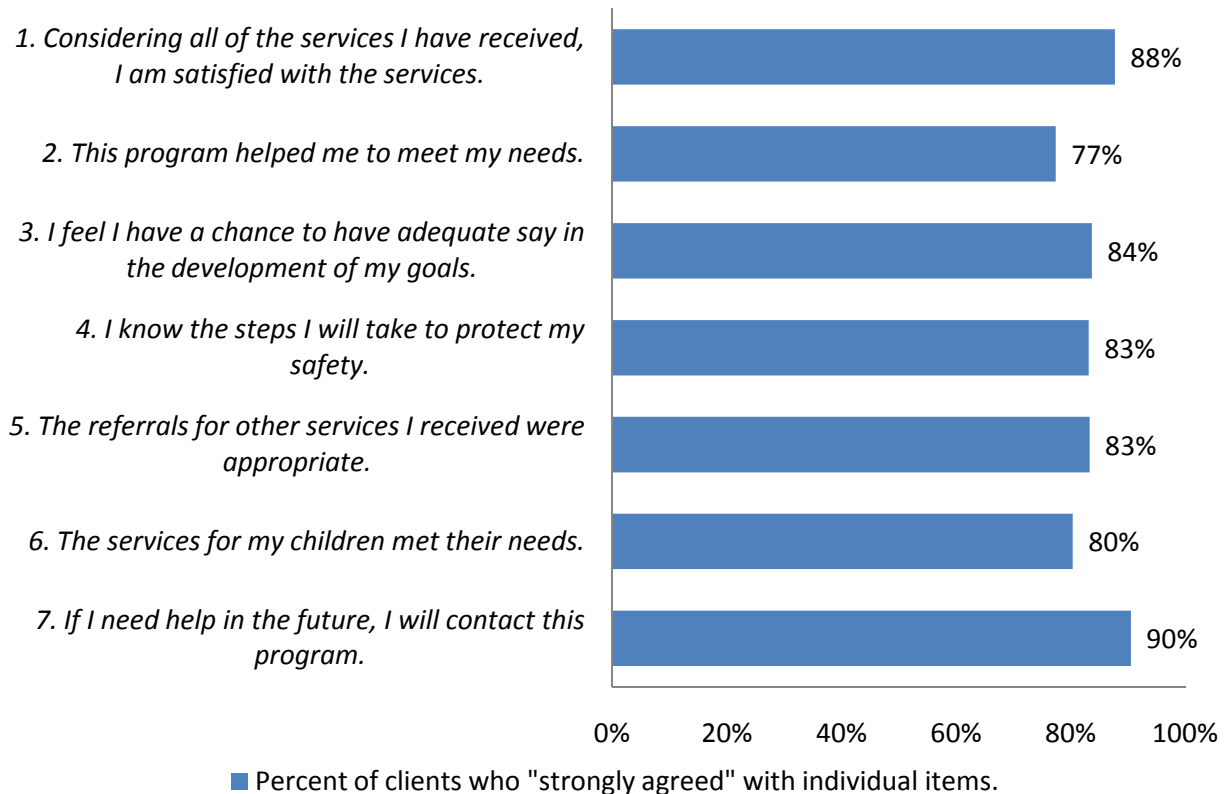
All Program Models

The Evaluation of Services Survey was administered to clients following services to measure clients' reactions to the overall program, the service component, and the program staff. The charts below depict mean ratings and the percent of clients who strongly agreed with individual survey items.

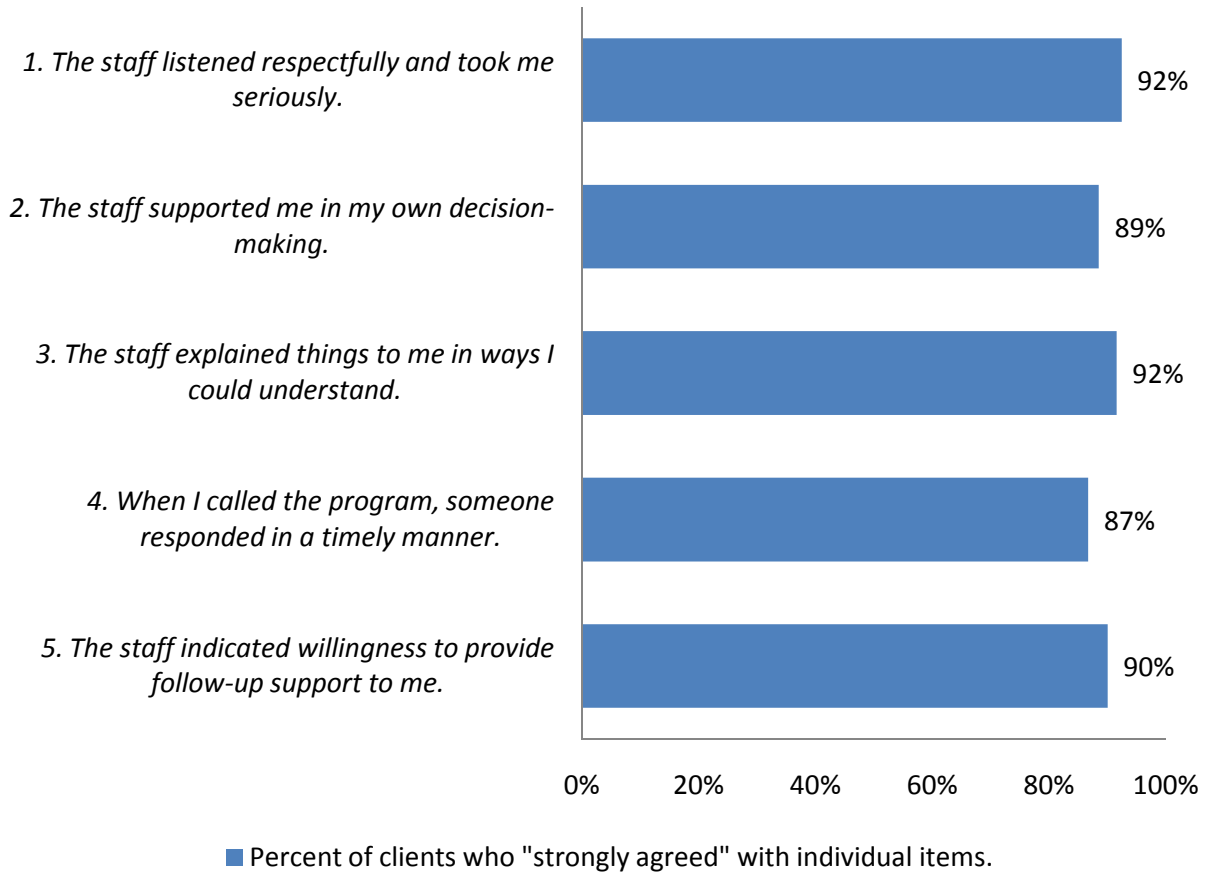
All Programs ESS Subscale Ratings



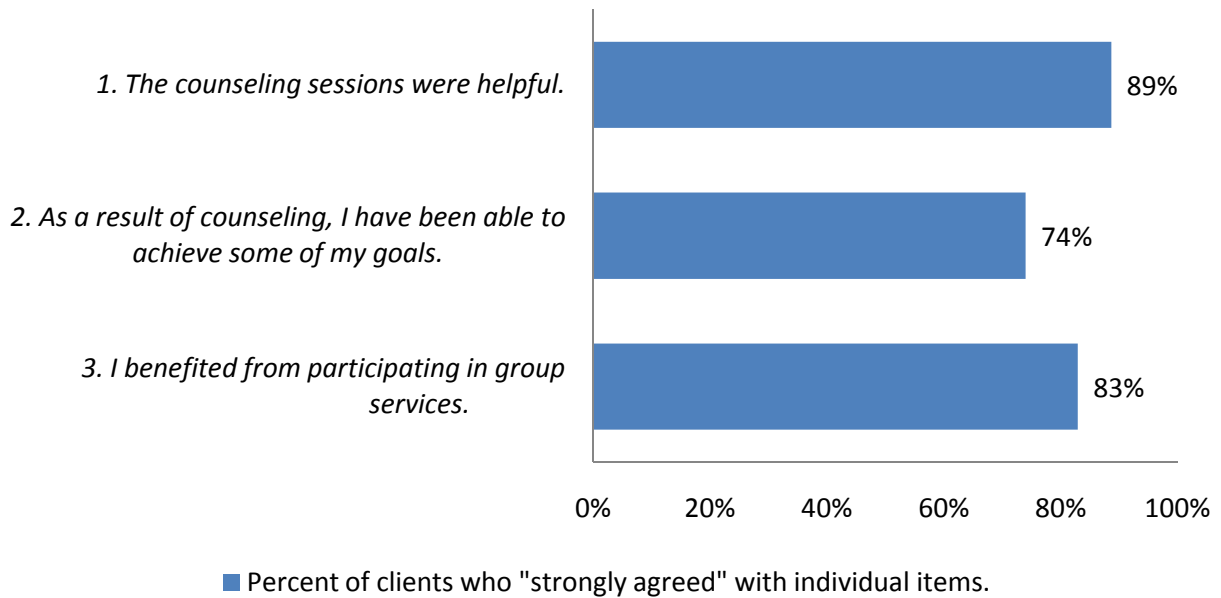
All Program Models – Reactions to Service Items



All Program Models – Reactions to Staff Items



All Program Models – Reactions to Counseling Items



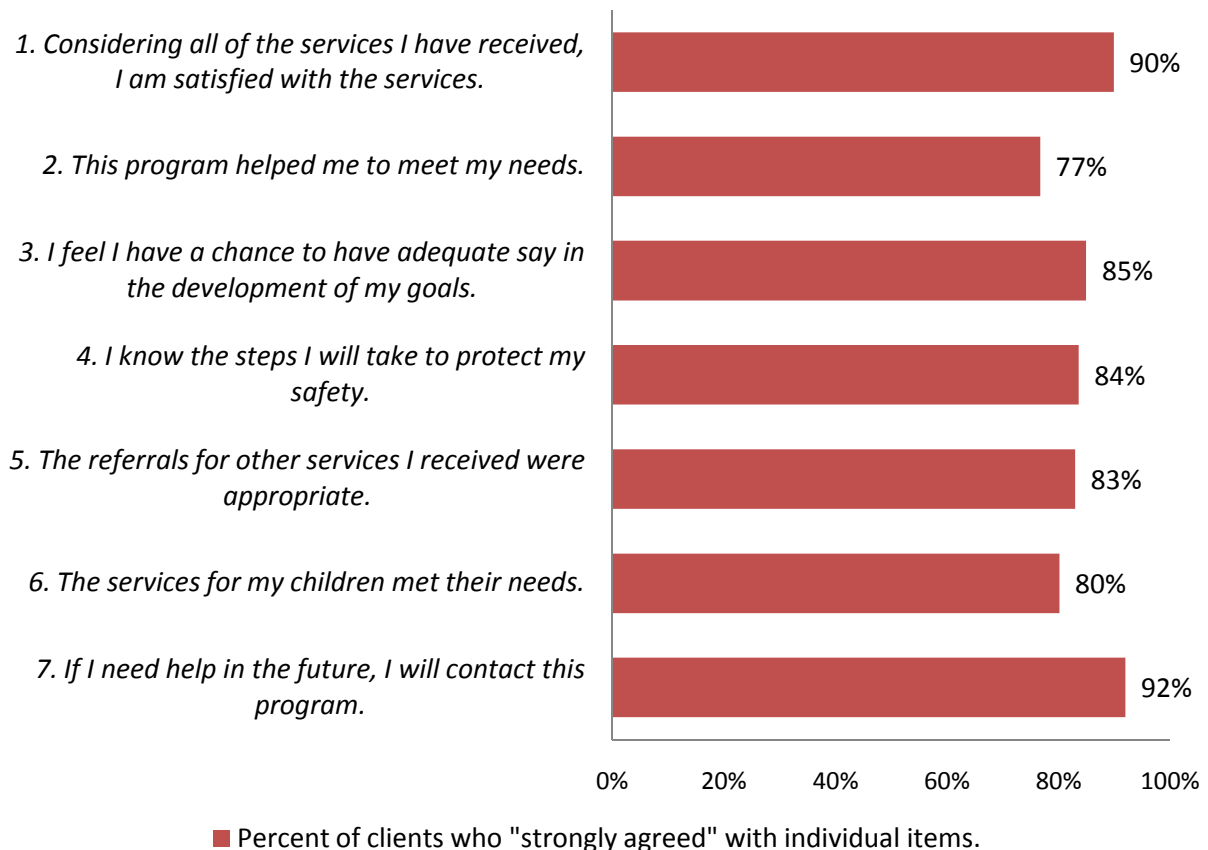
Counseling Program Model

Evaluation of Services Surveys (ESS) were received for 65% of clients (2,692 out of 4,124) enrolled in the Counseling Program Model. Clients' service, staff, and counseling ratings are presented in the charts below followed by the percent of clients' who "strongly agreed" with individual survey items from each of the subscales.

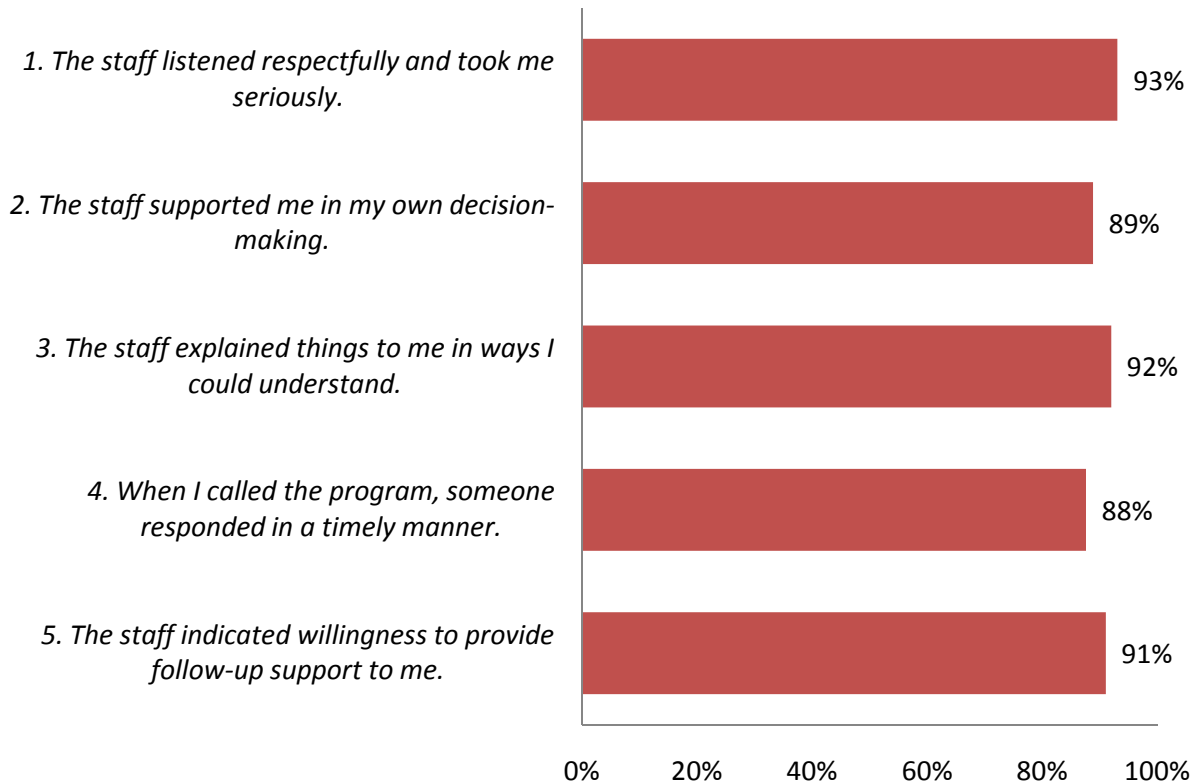
Counseling Program ESS Subscale Ratings



Counseling Program Model – Reactions to Service Items

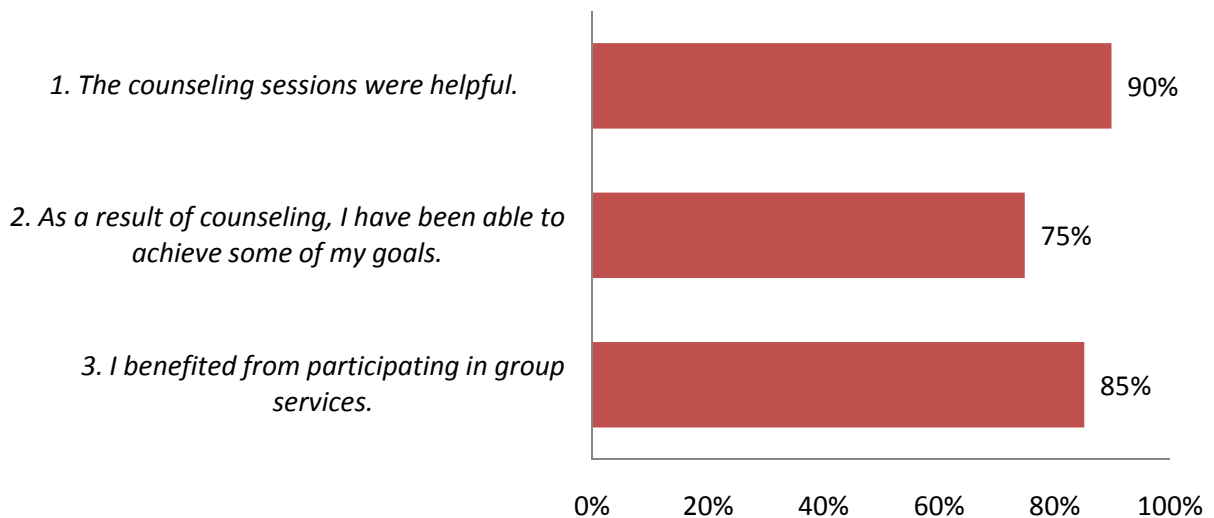


Counseling Program Model – Reactions to Staff Items



■ Percent of clients who "strongly agreed" with individual items.

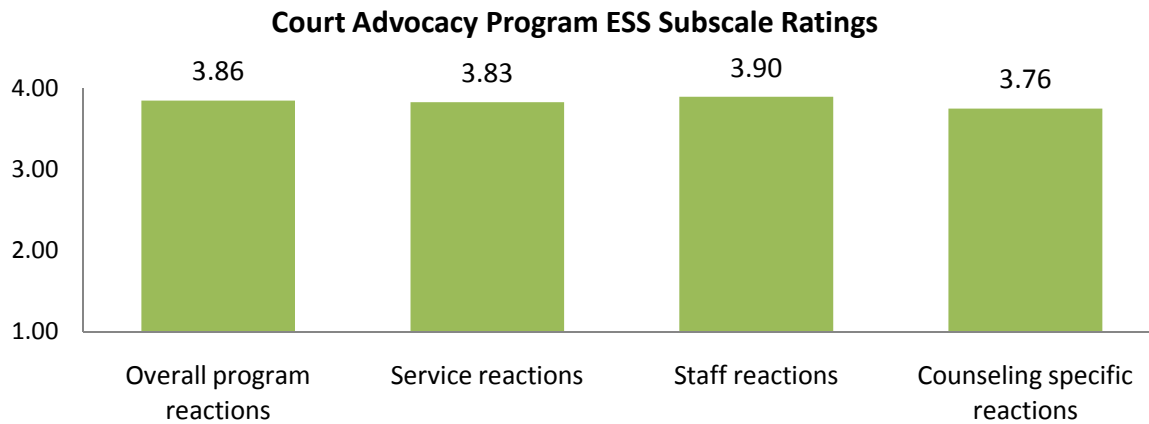
Counseling Program Model – Reactions to Counseling Specific Items



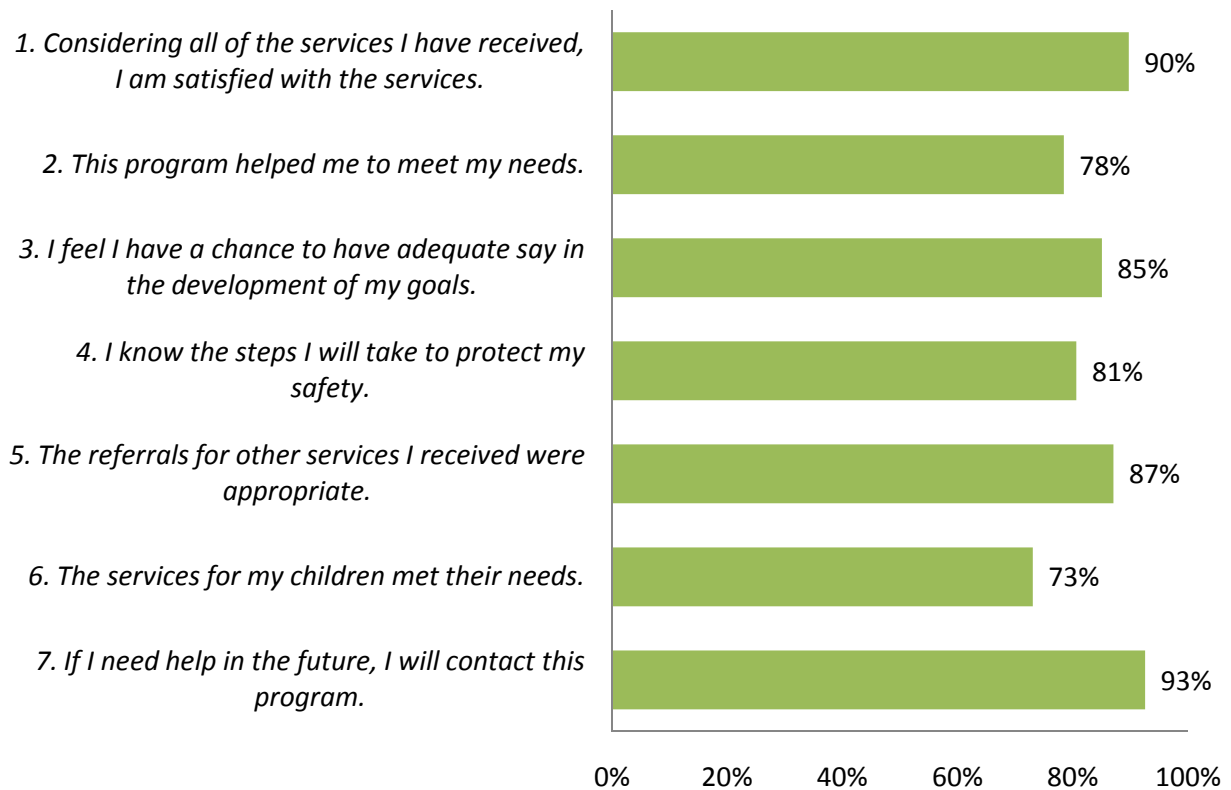
■ Percent of clients who "strongly agreed" with individual items.

Court Advocacy Program Model

Evaluation of Services Surveys (ESS) were received for 11% of clients (816 out of 7,635) enrolled in the Court Advocacy Program Model. Clients' service, staff, and counseling ratings are presented in the charts below followed by the percent of clients' who "strongly agreed" with individual survey items from each of the subscales.

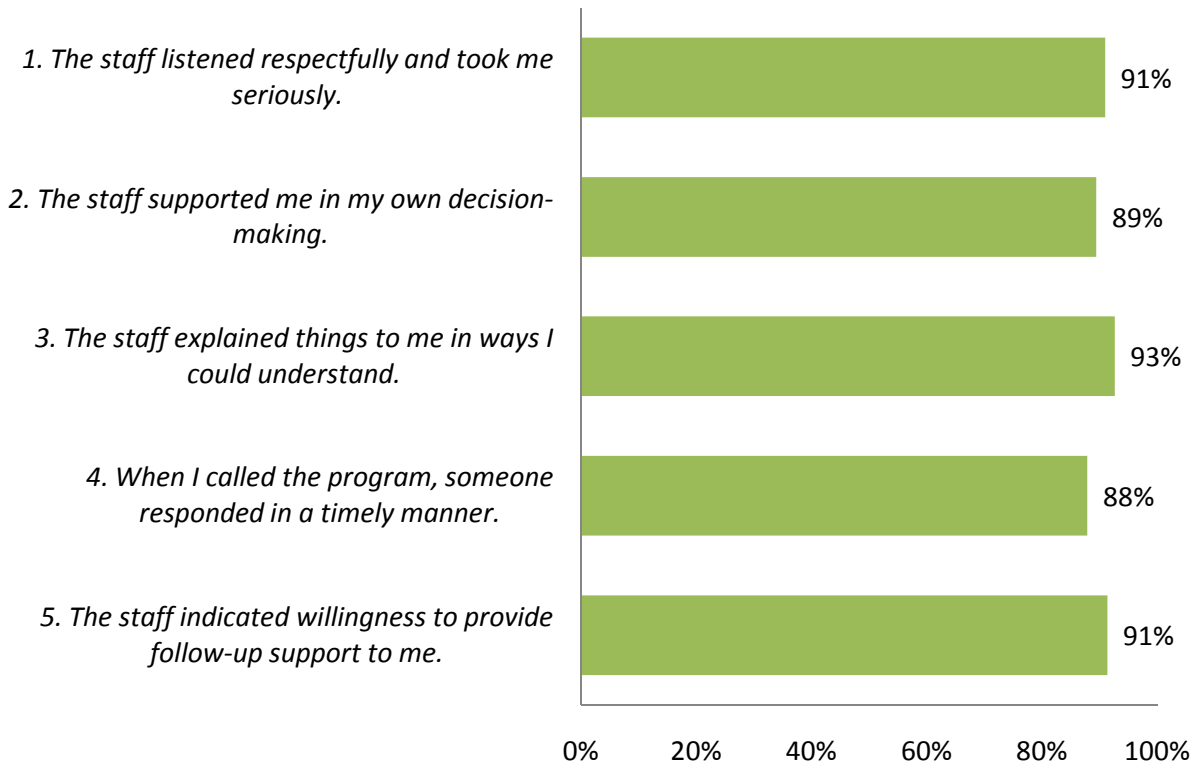


Court Advocacy Program Model – Reactions to Service Items



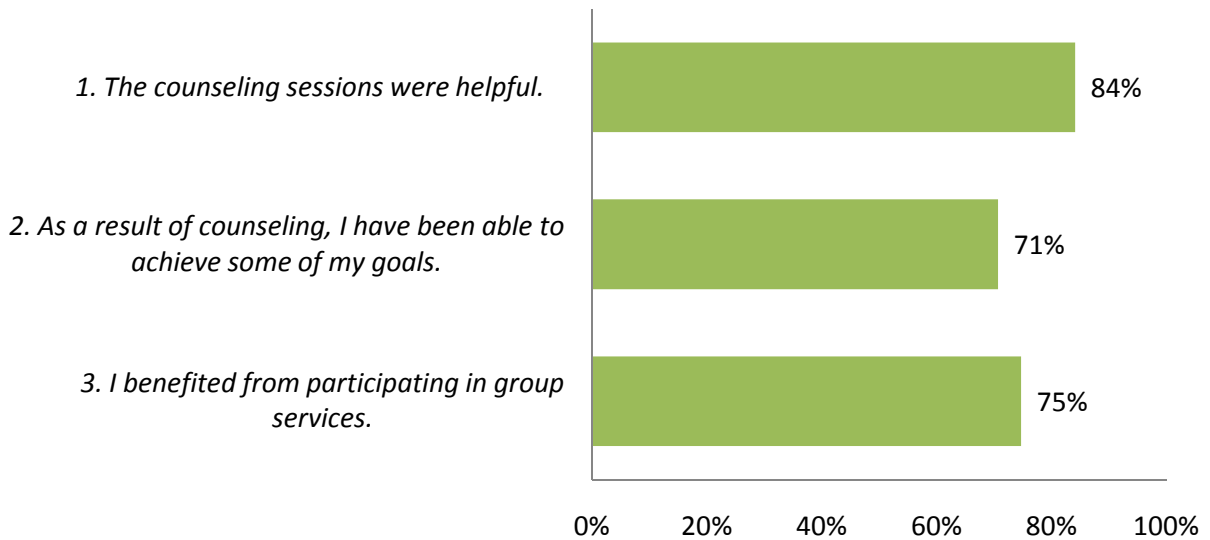
■ Percent of clients who "strongly agreed" with individual items.

Court Advocacy Program Model – Reactions to Staff Items



■ Percent of clients who "strongly agreed" with individual items.

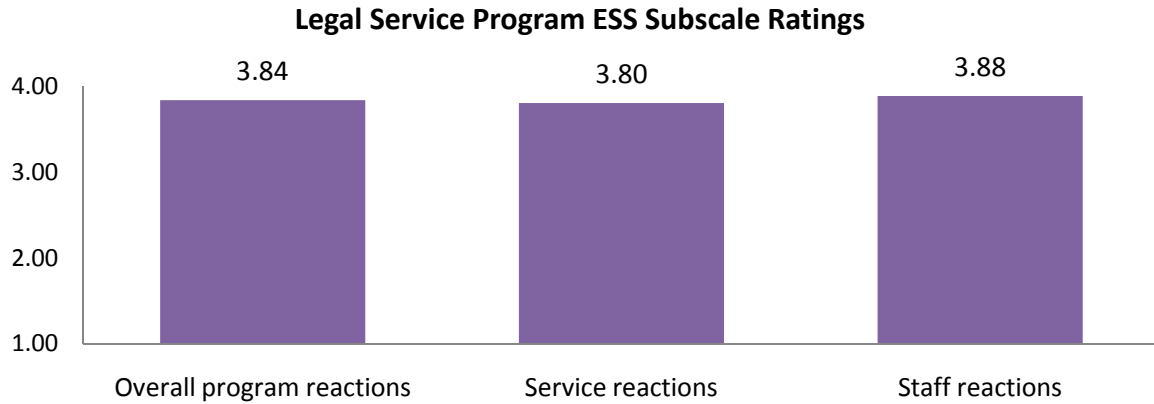
Court Advocacy Program Model – Reactions to Counseling Specific Items



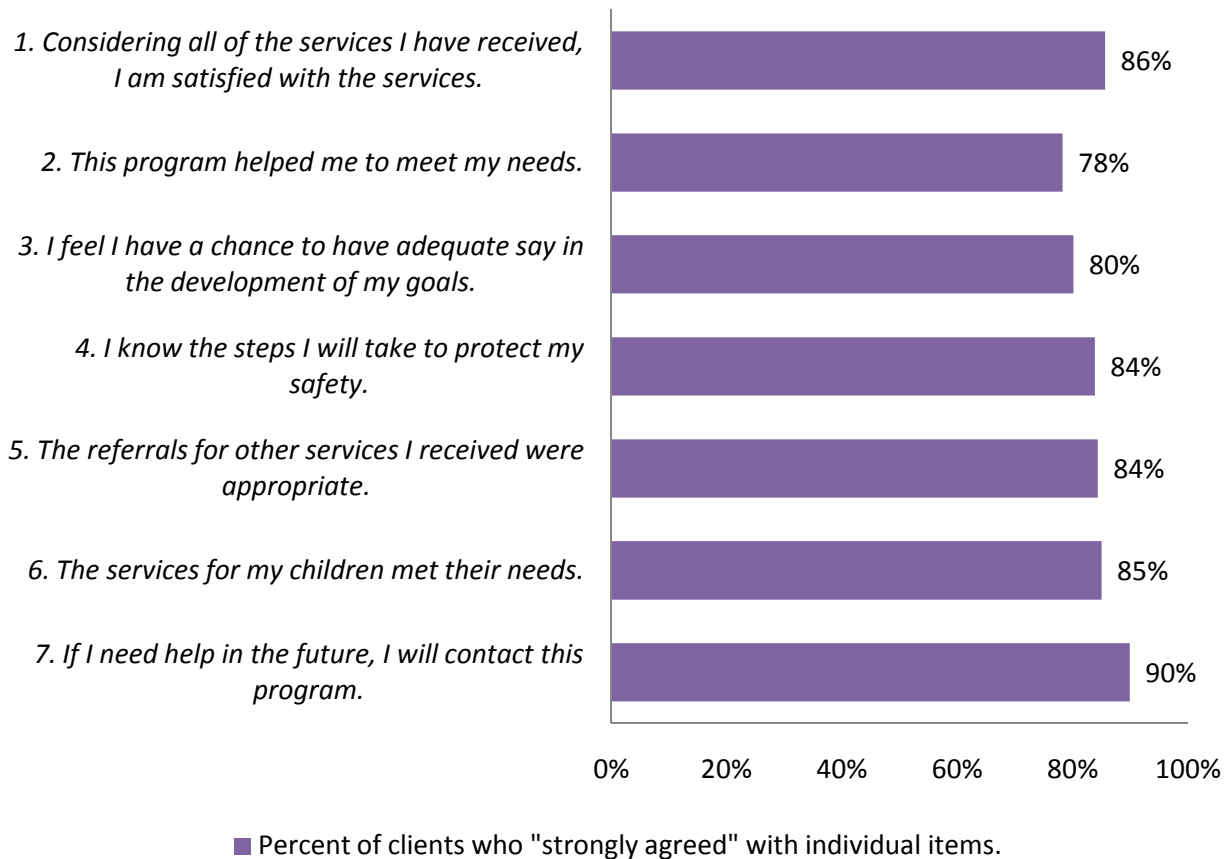
■ Percent of clients who "strongly agreed" with individual items.

Legal Service Program Model

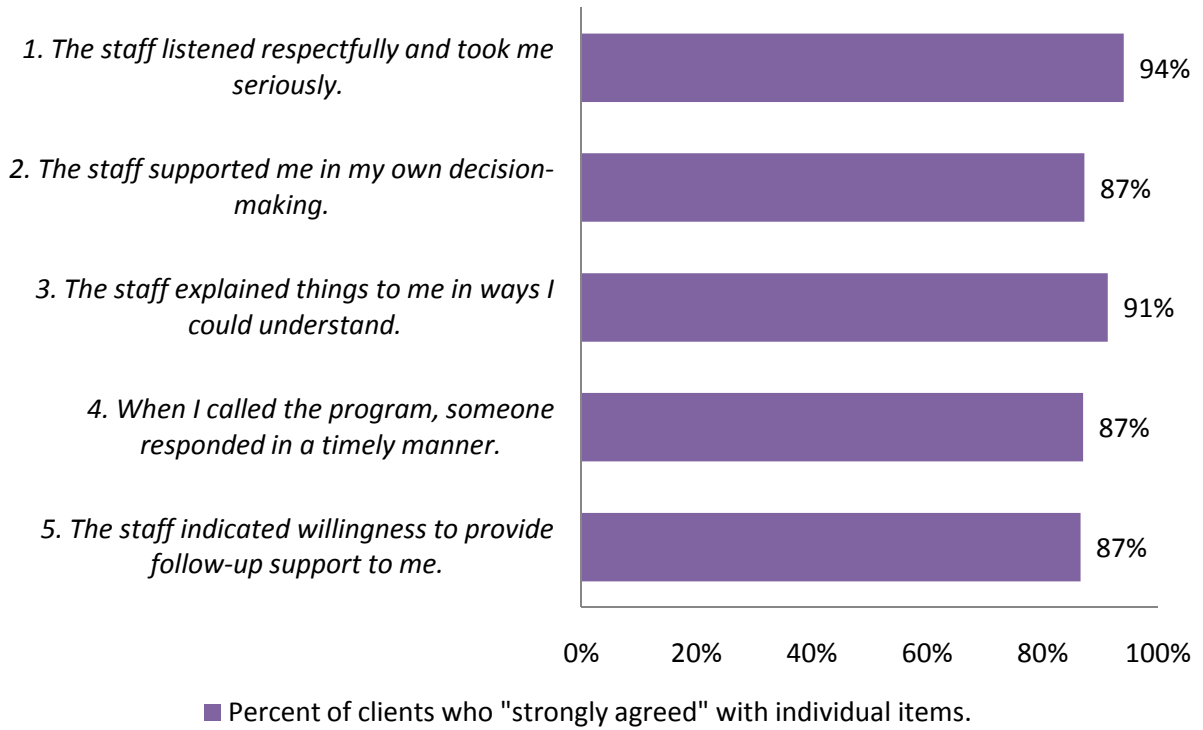
Evaluation of Services Surveys (ESS) were received for 23% of clients (1,190 out of 5,237) enrolled in the Legal Services Program Model. Clients' average ratings of the service, counseling, and staff components of the program are presented in the charts below, followed by the percent of clients' who "strongly agreed" with individual survey items from each of the subscales.



Legal Services Program Model – Reactions to Service Items

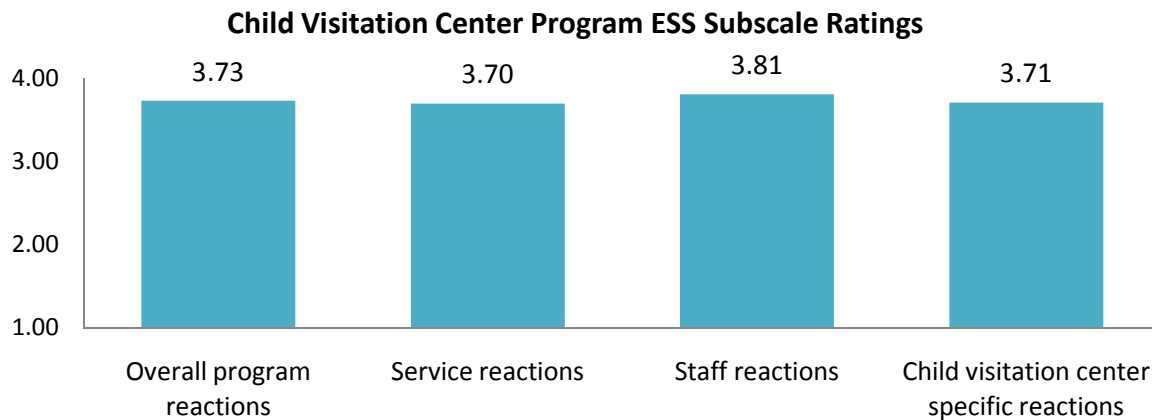


Legal Services Program Model – Reactions to Staff Items

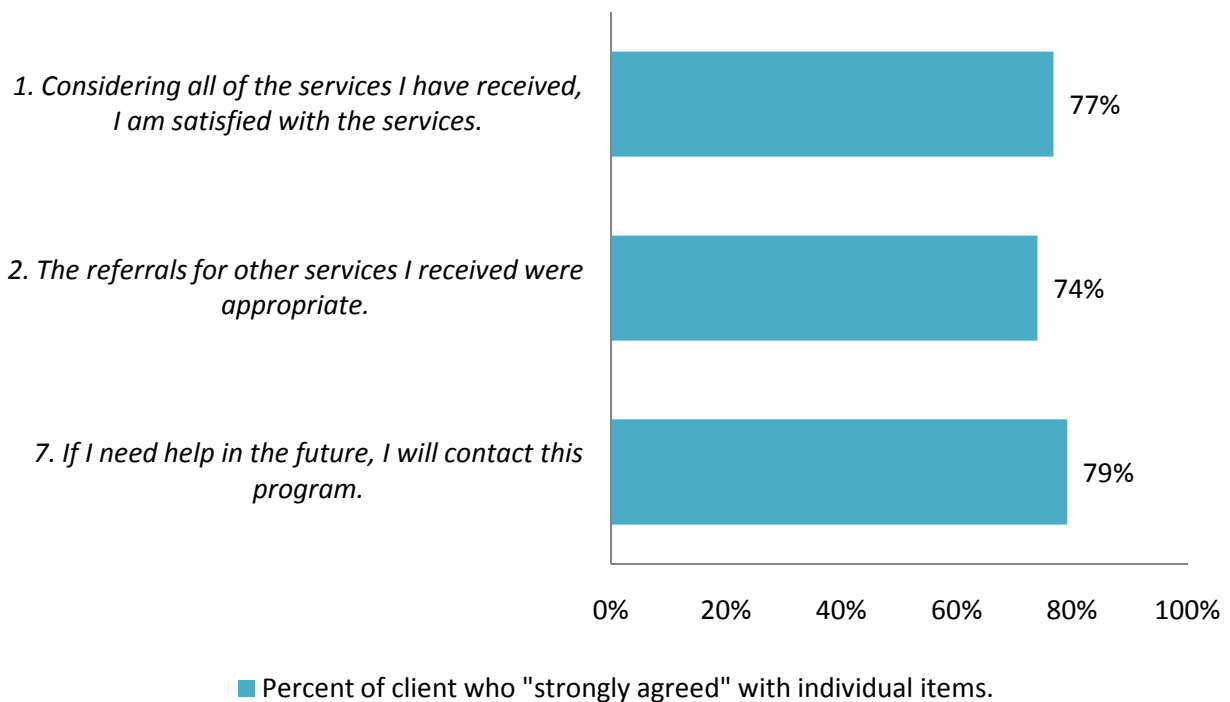


Child Visitation Center Program Model

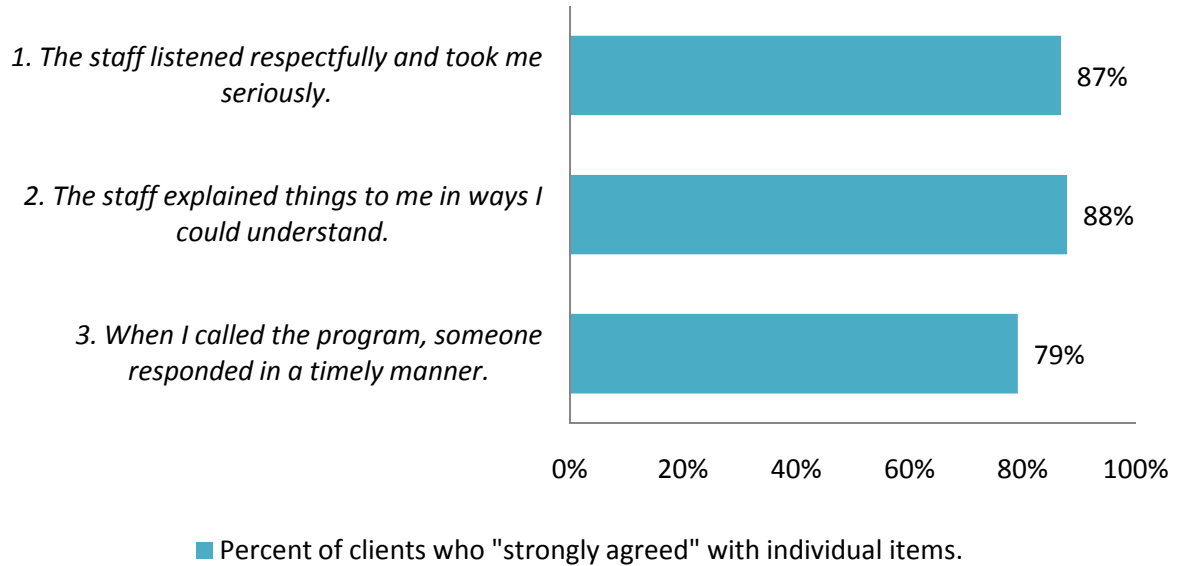
Evaluation of Services Surveys were received for 34% of clients (448 out of 1,331) enrolled in the Child Visitation Center Program. Clients' average ratings of the service, staff, and child visitation center components of the program are presented in the charts below, followed by the percent of clients' who "strongly agreed" with individual survey items from each of the subscales.



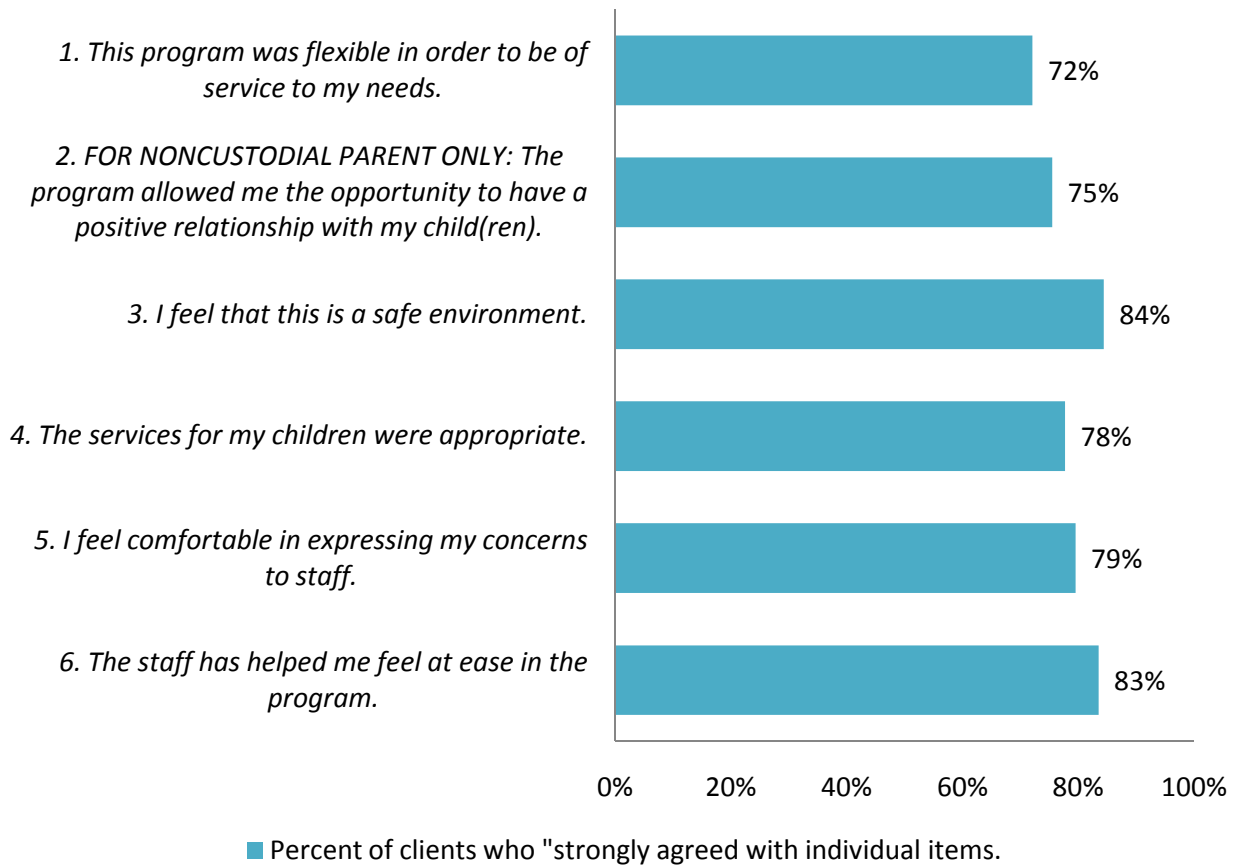
Child Visitation Center Program Model – Reactions to Service Items



Child Visitation Center Program Model – Reactions to Staff Items

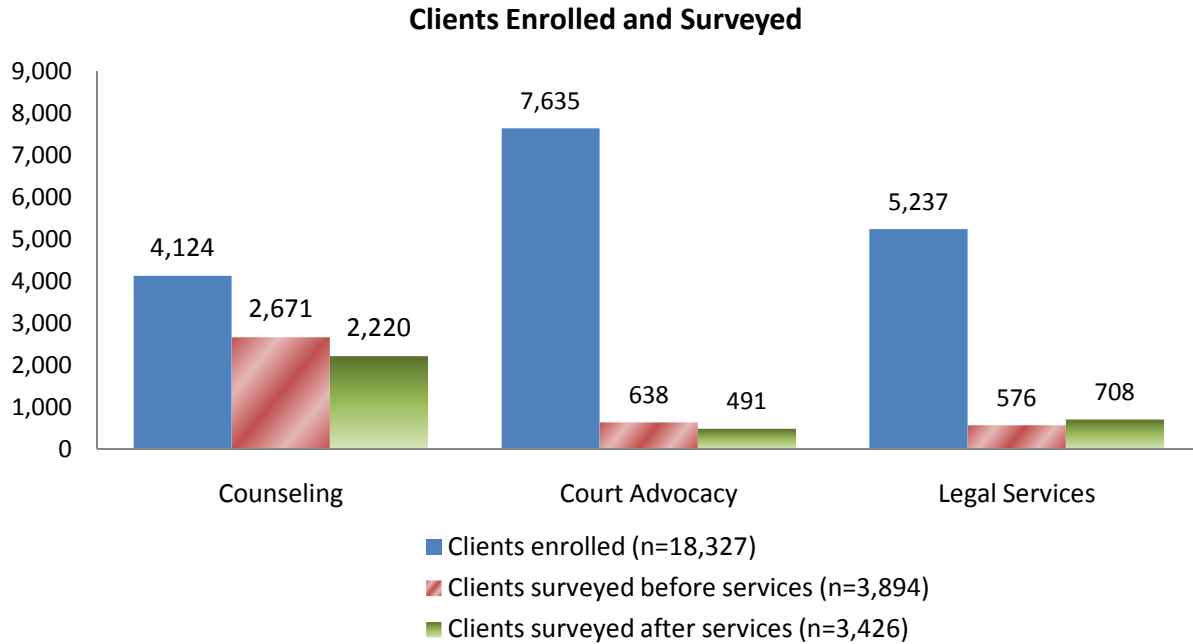


Child Visitation Center Program Model – Reactions to Child Visitation Center Specific Items



Section 4. Domestic Violence Awareness Survey Findings

In 2010-2011, the Family Violence Prevention Initiative programs enrolled 18,327 clients across all four service model types. Twenty percent (21%) of the enrolled clients completed a Domestic Violence Awareness Survey before services (n=3,894) and 19% of the enrolled clients completed a survey after services (n=3,426). The chart below depicts the number of clients enrolled and the number of Domestic Violence Awareness Surveys completed.

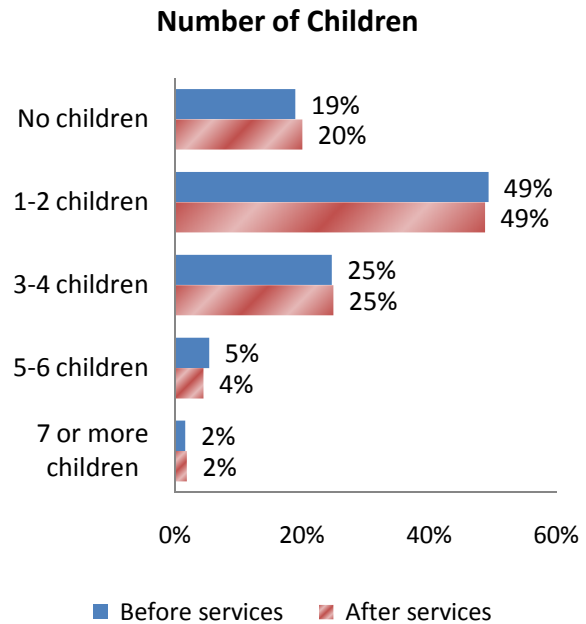
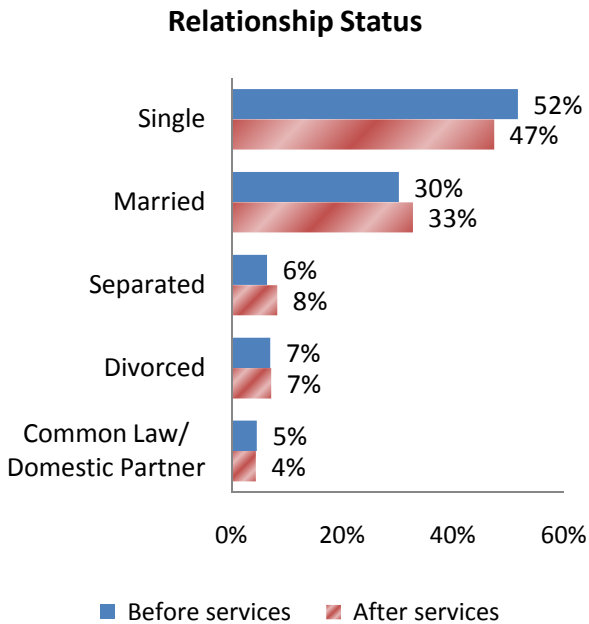
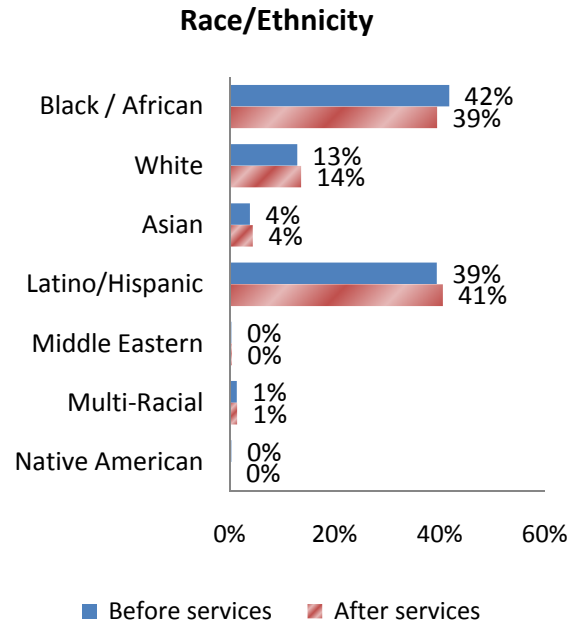
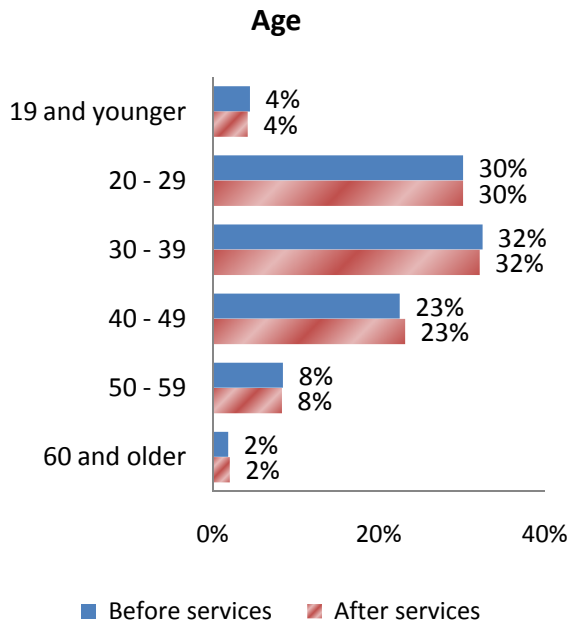


Only clients enrolled in the counseling, court advocacy, or legal services program were asked to complete the Domestic Violence Awareness Survey. Clients enrolled in the child visitation center model did not complete the DV Awareness Survey because the program was primarily designed to provide victim support versus victim domestic violence education. The table below shows subscales measured by the survey.

Program Model	Overall Awareness	Dynamics of Abuse	Impact of Abuse	Safety/Legal Issues
COUNSELING	X	X	X	X
COURT ADVOCACY	X	X	X	X
LEGAL SERVICES	X	X	X	X
CHILD VISITATION CENTERS	n/a	n/a	n/a	n/a

Client Demographics

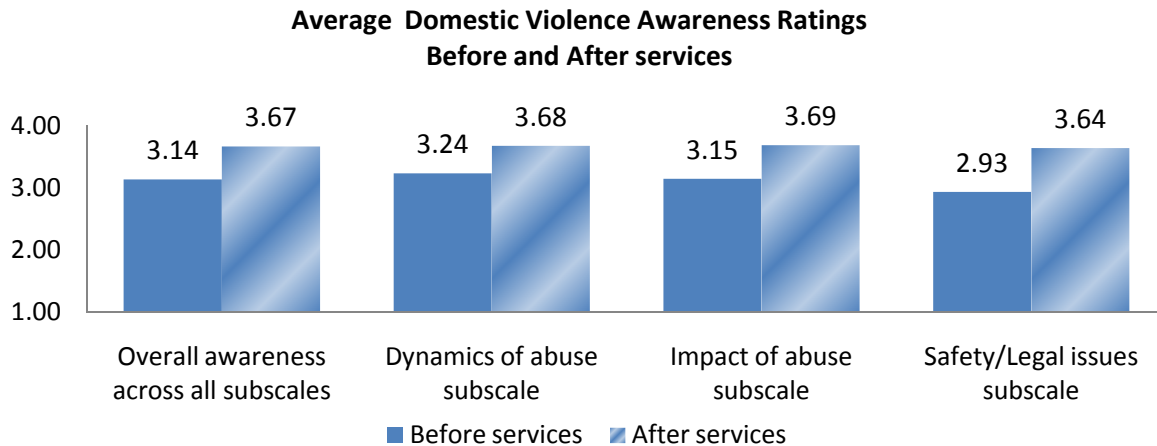
Demographic information collected from the Domestic Violence Awareness Survey revealed that, on average, clients were 35 years of age (range 12-89); mostly African American (41%) and Hispanic (40%); half (50%) were single and nearly a third were married (32%); and had an average of 3 children (range 1-15). Characteristics of clients completing the before or after service survey were very similar.^v



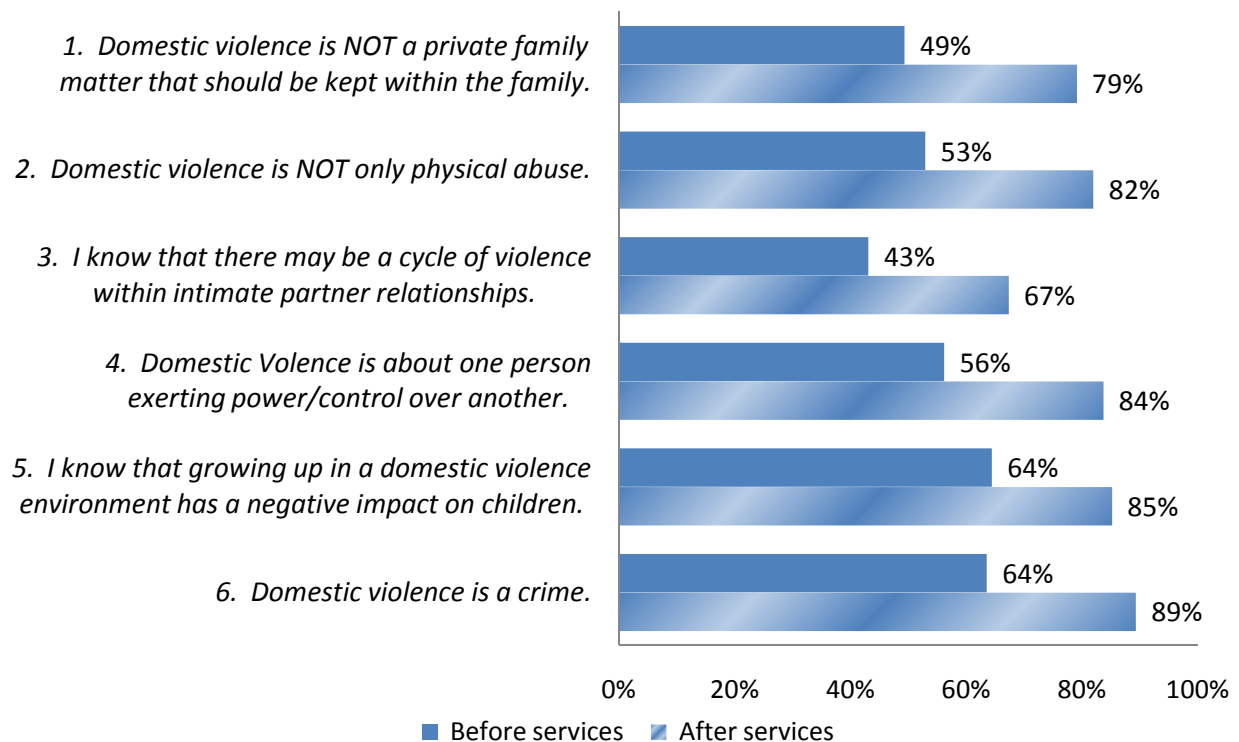
Client Responses

All Program Models

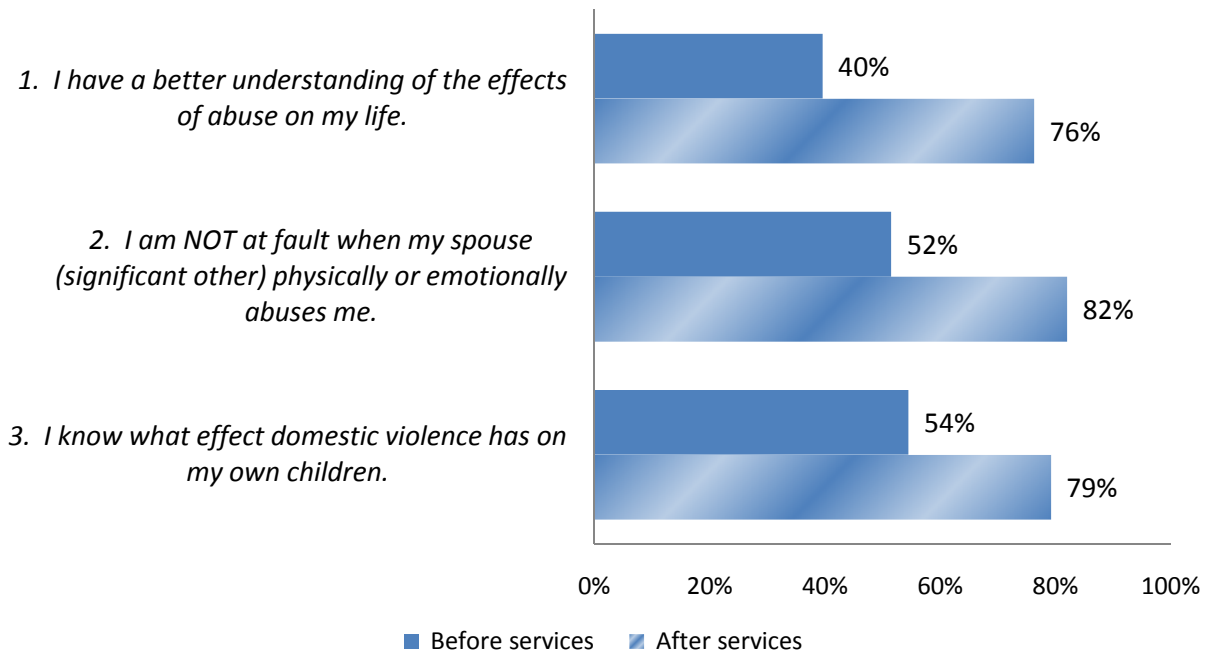
The Domestic Violence Awareness Survey was administered to clients before and after services to measure their knowledge of the dynamic, impact, and safety/legal issues of abuse. The charts below depict average subscale ratings and the percent of clients who strongly agreed with individual items on the survey.



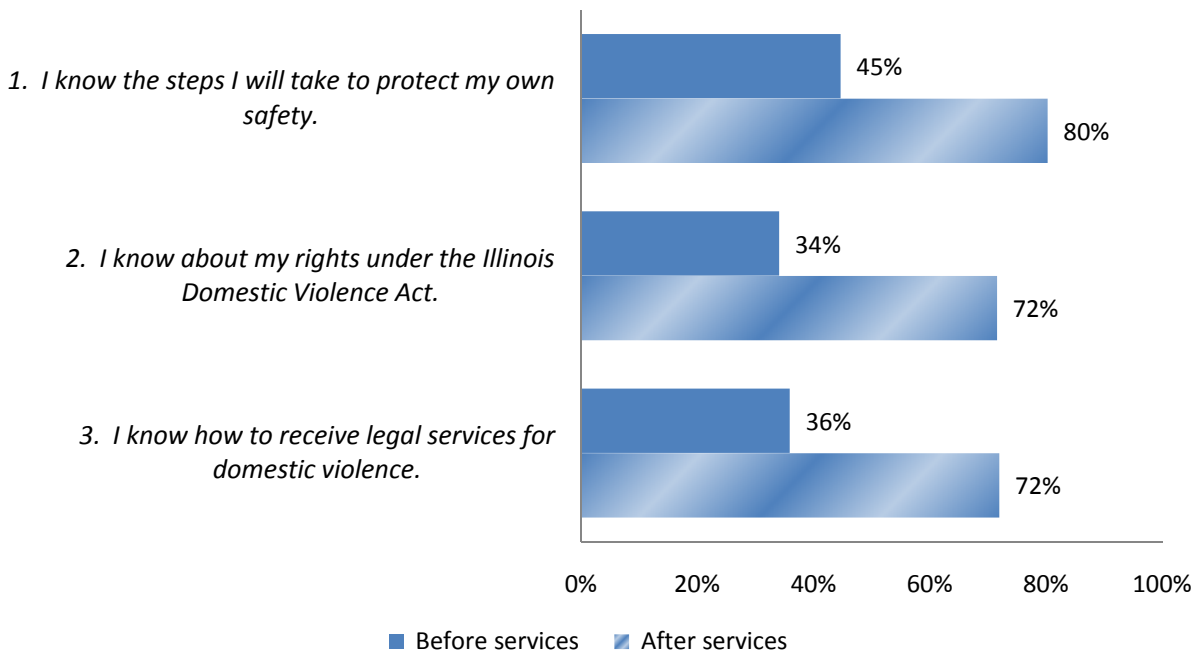
All Program Models - Dynamics of Abuse



All Program Models – Personal Impact of Abuse

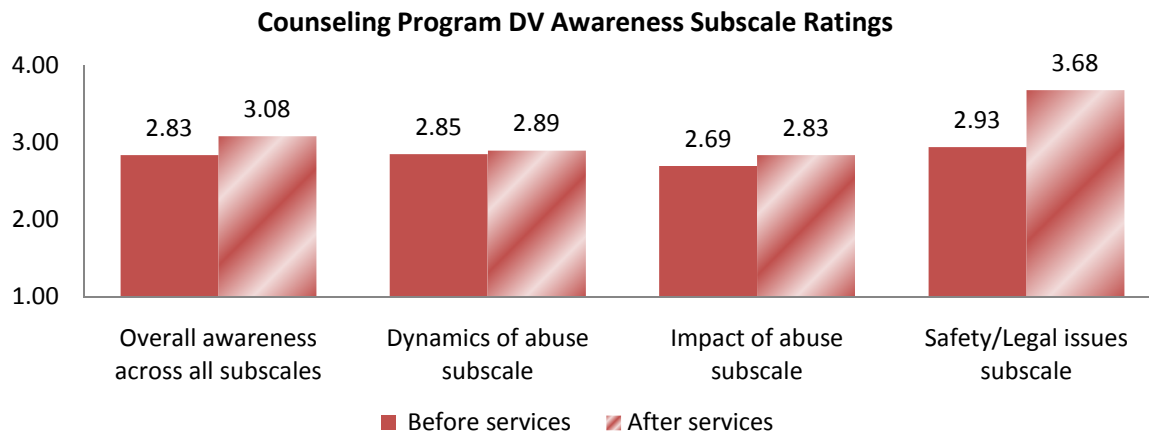


All Program Models – Safety/Legal Issues

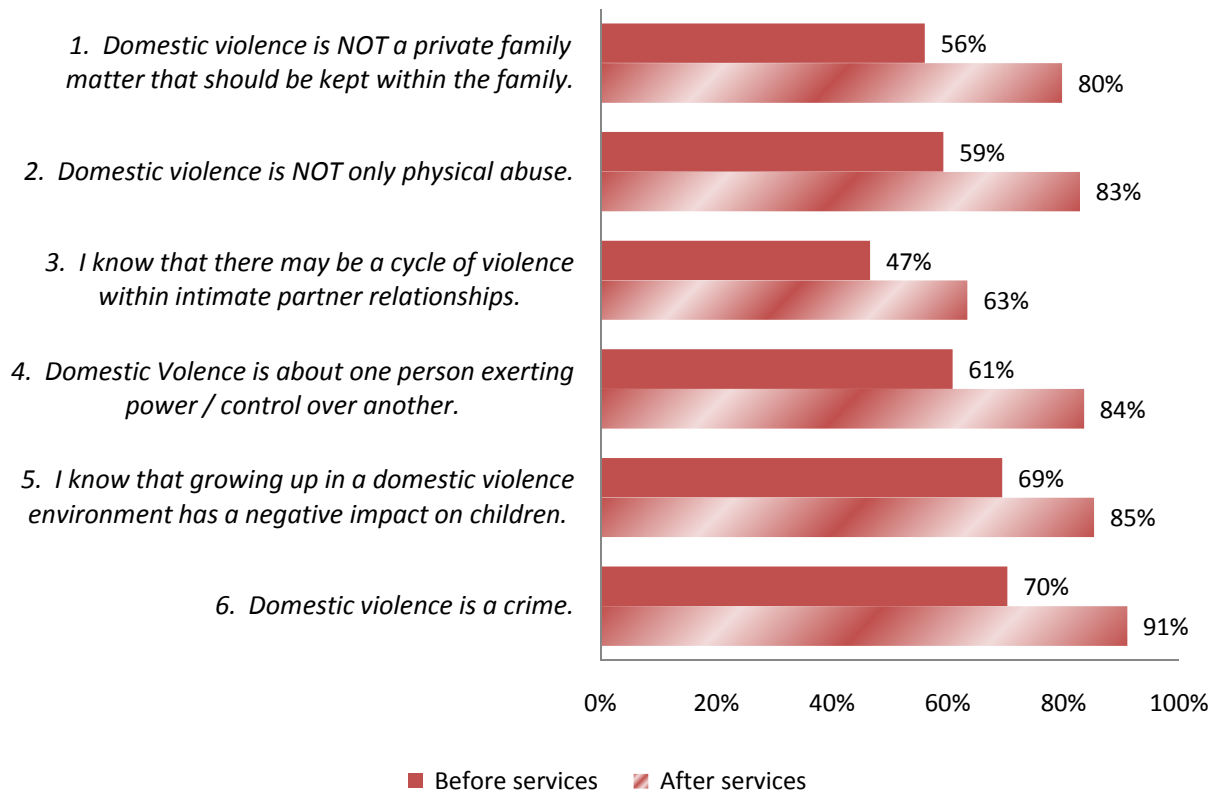


Counseling Program Model

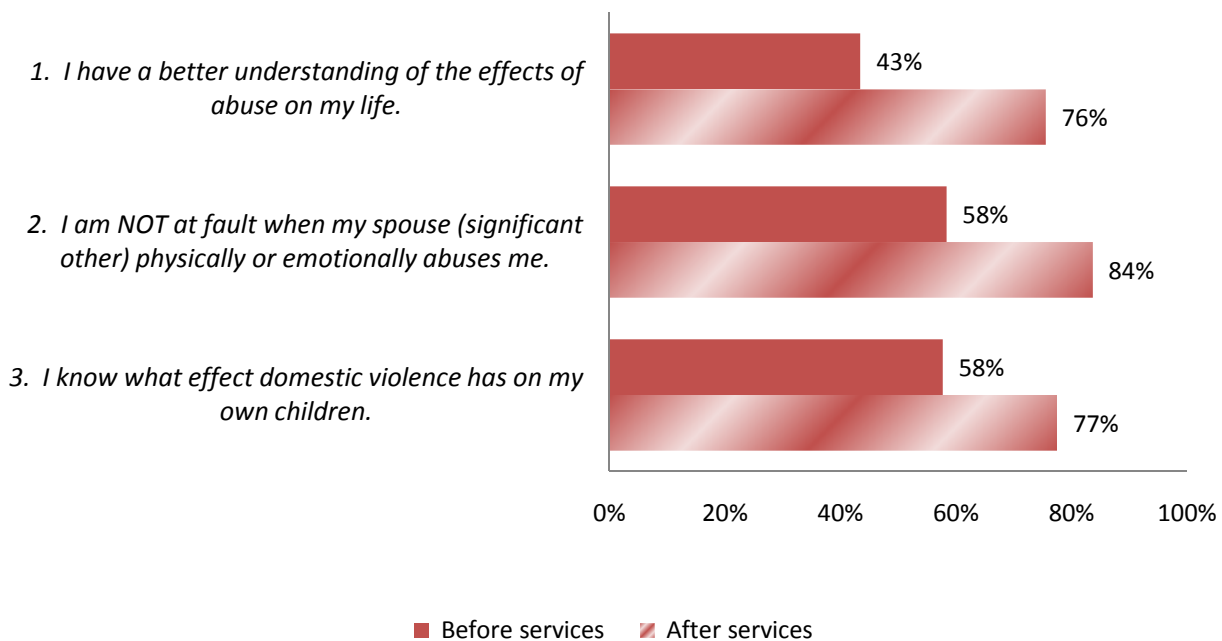
A Domestic Violence Awareness Survey was received from 65% of before service clients (2,671 out of 4,124) before service and 54% of after service clients (2,220 out of 4,124) enrolled in Counseling Program Models. The charts below depict mean levels of domestic violence awareness before and after services and the percent of clients who strongly agreed with individual items on the survey.



Counseling – Dynamics of Abuse



Counseling – Personal Impact of Abuse

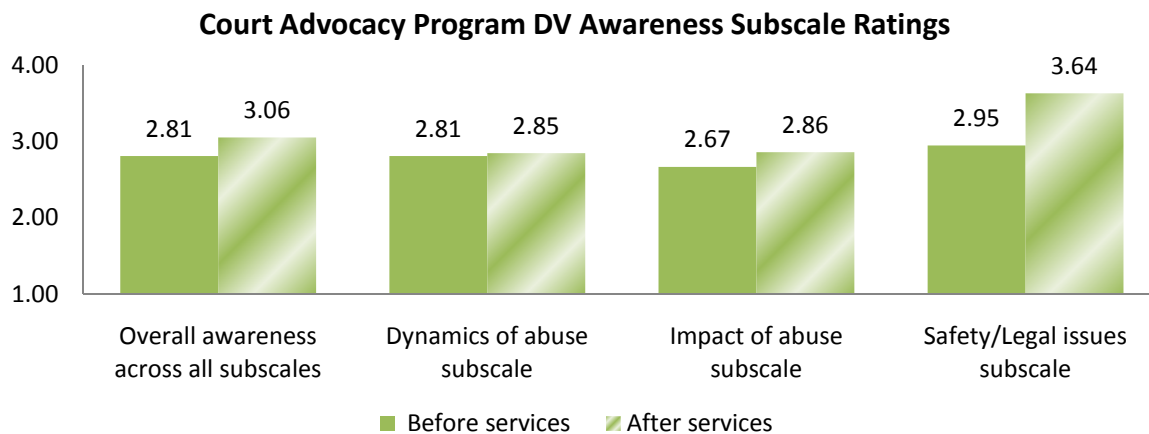


Counseling – Safety/Legal Issues

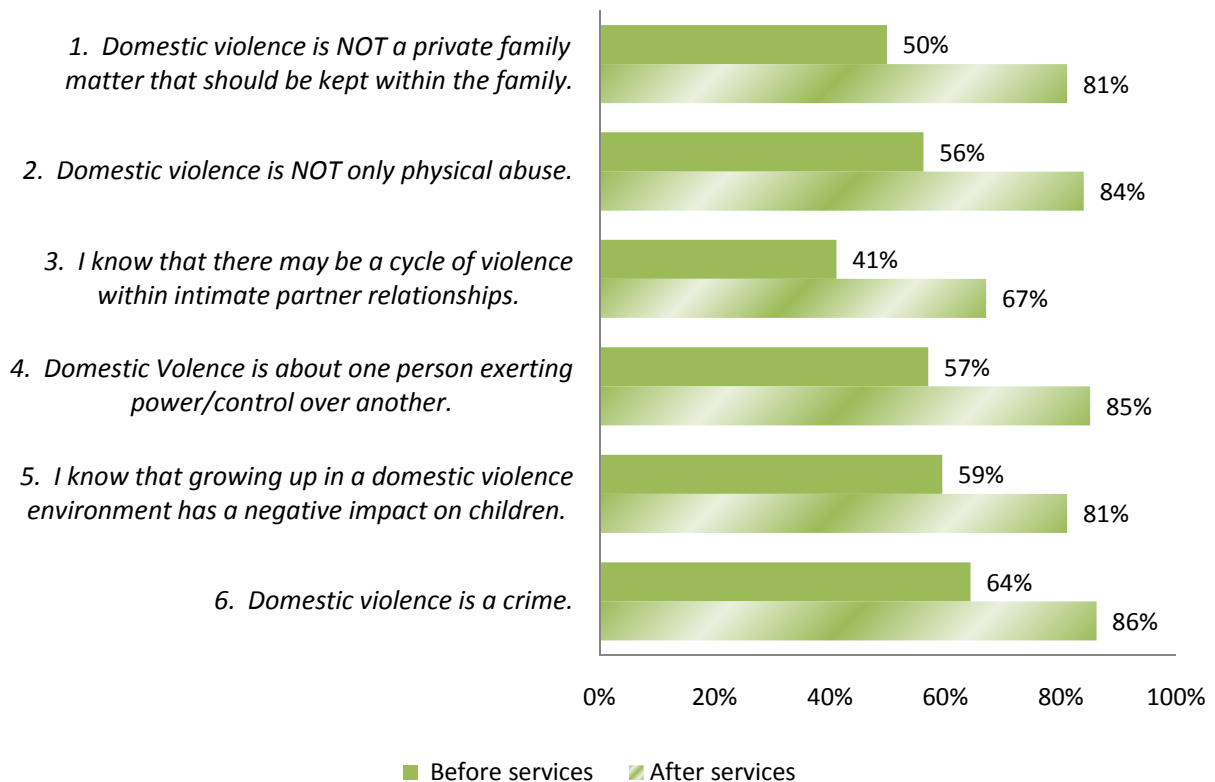


Court Advocacy Program Model

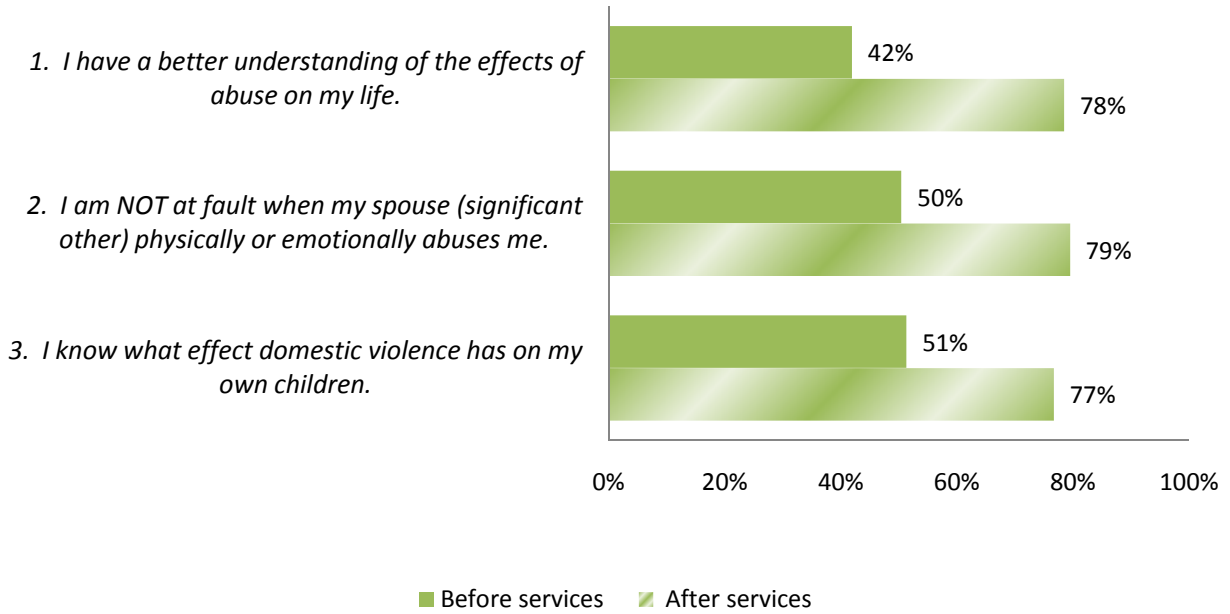
A Domestic Violence Awareness Survey was received from 8% of before service clients (638 out of 7,635) before service and 6% of after service clients (491 out of 7,635) enrolled in Court Advocacy Program Models. The charts below depict mean levels of domestic violence awareness before and after services and the percent of clients who strongly agreed with individual items on the survey.



Court Advocacy – Dynamics of Abuse



Court Advocacy – Personal Impact of Abuse



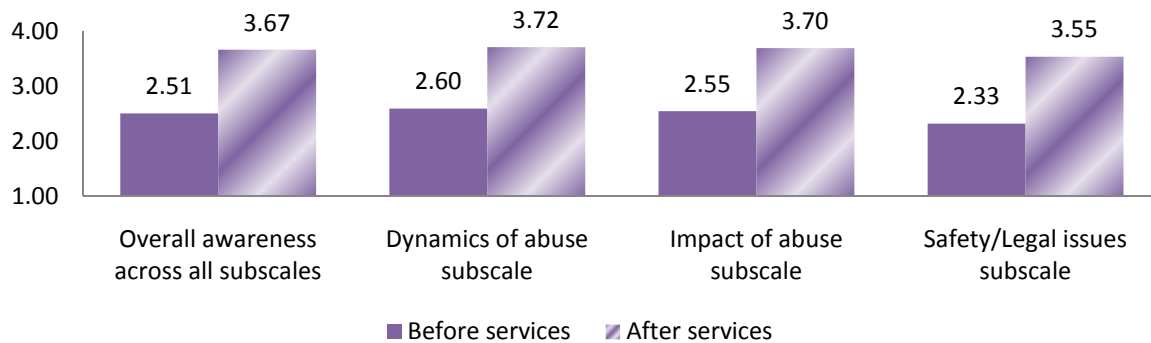
Court Advocacy – Safety/Legal Issues



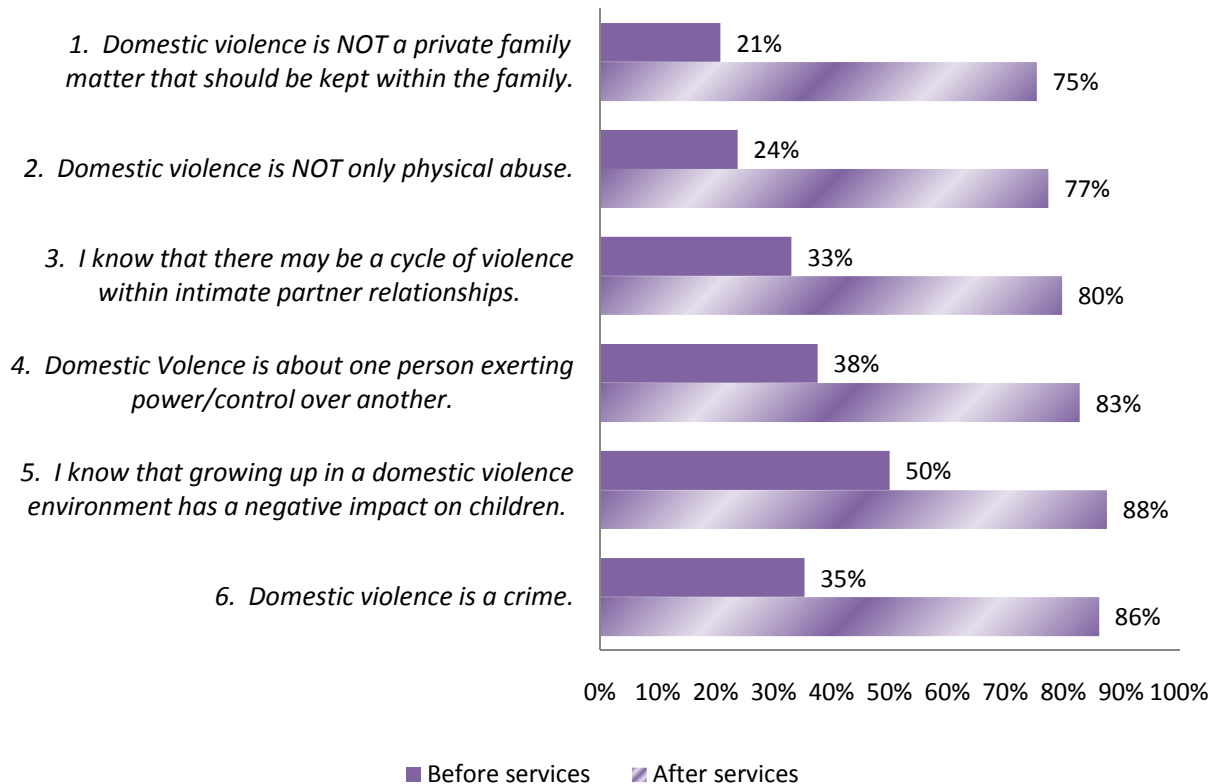
Legal Service Program Model

A Domestic Violence Awareness Survey was received from 11% of before service clients (576 out of 5,237) before service and 14% of after service clients (708 out of 5,237) enrolled in Legal Service Program Models. The charts below depict mean levels of domestic violence awareness before and after services and the percent of clients who strongly agreed with individual items on the survey.

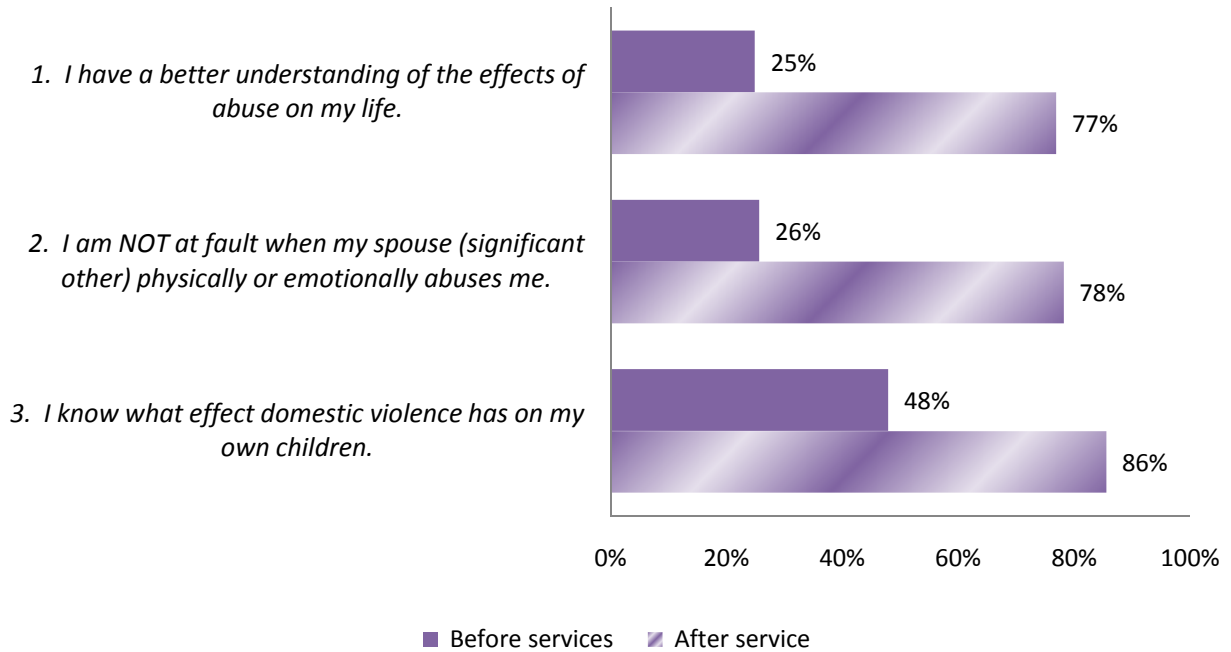
Legal Service Program DV Awareness Subscale Ratings



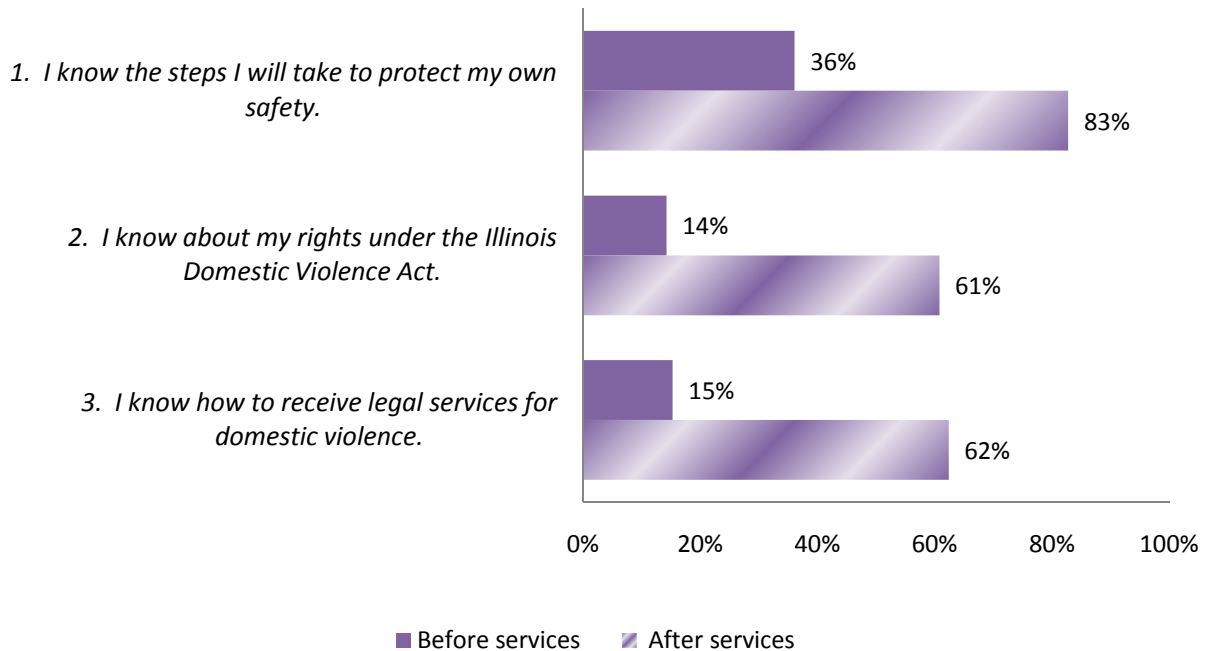
Legal Services – Dynamics of Abuse



Legal Services – Personal Impact of Abuse



Legal Services – Safety/Legal Issues



Section 5. Summary of Findings and Implications

What impact did the funded Family Violence Prevention Initiative services have on clients? This section is a summary of the positive short term reactions to and impacts of services revealed by clients' responses on the Evaluation of Services and Domestic Violence Awareness surveys.

Clients completing the Evaluation of Services survey reported having nearly excellent experiences with services overall. Ratings of clients' reactions to service, staff, counseling, and child visitation center components of the program showed similar positive reactions. The majority of clients strongly agreed with the following aspects of the program.

Regarding services overall:

- 92% felt they were listened to and taken seriously by staff
- 92% felt that staff explained things well
- 91% felt they would use the program again
- 90% felt staff were willing to follow up

Of clients who received counseling specific services:

- 89% felt counseling was helpful
- 83% felt group sessions were beneficial

And of clients who used the child visitation center:

- 84% felt they were in a safe environment
- 84% felt at ease with staff
- 80% felt comfortable expressing concerns to staff

Clients who were surveyed after services had a very good level of understanding of domestic violence issues compared to those surveyed before services who showed a nearly good level of domestic violence knowledge. The biggest difference in before and after service scores was observed for clients' knowledge of:

- Their rights
- How to receive services
- The effects of abuse on their life
- The steps to protect their safety

- DV is not a private family matter
- The cycle of violence
- They are not at fault when abused

The FVPI services appear to make a difference for victims of domestic violence in these and a number of other key areas. These short term outcomes of feeling supported, having knowledgeable staff, knowing how/where to get resources, having a safety plan, and understanding the dynamics of abuse corroborate evidence-based findings which purport that they lead to [desired] long term outcomes for clients/victims of domestic violence. These evidenced long-term successes include improved quality of life, less abuse over time, higher emotional well-being, and improved locus of control; to name a few.^{vi} This demonstrates the potential long-term effectiveness of FVPI programs.

Section 6. Assessment of Evaluation Questions and Performance Goals

Evaluation Question 1: Are programs being implemented as intended?

Performance Goal 1: Complete/submit surveys

Target: 50% of clients will complete evaluation surveys

Considering responses across all programs, 23% of enrolled clients completed either an Evaluation of Services Survey, a before services Domestic Violence Awareness Survey, or an after services Domestic Violence Awareness Survey.

The goal of setting a number/proportion of clients surveyed helps ensure that certain clients or clients with certain characteristics are not over or under-represented in the sample of surveys received. It also serves to ensure that programs reached a sufficient number of clients to make inferences about their opinions of the FVPI programs.

FVPI programs did not meet the criteria that 50% of enrolled clients will complete evaluation surveys.

Evaluation Question 2: Are programs having the desired impact on clients?

Performance Goal 2: Satisfaction with program

Target: 75% of clients will be satisfied with services

Of clients completing the Evaluation of Services Survey, 86% strongly agreed with the statement “considering all of the services I have received, I am satisfied with the services.” The percentage of clients who strongly agreed with the satisfaction statement was similar across the four program model types.

The goal of setting a satisfaction target helps reveal whether or not clients had an overall positive experience with programs. While a one item performance measure was selected to evaluate this target, clients’ reactions to other items of the service subscale revealed similar favorable ratings.

It is important to balance using satisfaction criteria with measures of program impact, such as considering whether clients have learned new information, skills, or how clients will use the new information. This report relies on both satisfaction and outcome measures make connections between the program delivery and its impact on client outcomes.

FVPI programs met and exceed the criteria of 75% of enrolled clients will be satisfied with services.

Performance Goal 3: Knowledge of domestic violence

Target: 80% of clients will increase their understanding of domestic violence

This evaluation could not determine if clients increased their understanding of domestic violence following services because data was collected in such a manner that client's individual survey responses before services could not be matched to their responses after services. However, for evaluation purposes, domestic violence awareness was evaluated as the average rating of all statements on the before service and after service Domestic Violence Awareness Surveys.

The goal of measuring new knowledge or an increase in knowledge helps assess whether or not clients have learned or retained information shown to be important for victims of domestic violence. Additionally, it helps programs infer that clients who have learned new information/skills may recall and be able to apply what they learned in the future.

Analysis of a random sample^{vii} of clients' surveys revealed that clients who completed a Domestic Violence Awareness Survey before services showed a good level of knowledge (mean rating of 3.14) and clients who completed surveys after services revealed a very good level of domestic violence knowledge (mean rating of 3.67). The difference in mean scores was +.79 or 21% difference. Percent differences ranging between 12% and 20% were found for subscales measuring dynamics, personal impact, and safety/legal issues of abuse.

FVPI programs demonstrated that clients surveyed after receiving services had a very good understanding of domestic violence and its related issues.

Section 7. Recommendations

The following set of recommendations evolved from findings of the 2010-2011 service evaluation.^{viii}

Quality/content of client services

- Enhance service delivery in areas that relate with positive evidence-based outcomes, such as having trained and knowledgeable staff who support and listen to victims
- Provide periodic feedback to programs for ongoing program enhancement, such as including client feedback in addition to reporting compliance indicators
- Ensure that clients have information and can access resources when needed
- Help clients in longer terms services like counseling and legal services identify appropriate short and intermediate goals
- Offer flexible services

Administration – funder, program staff, program design, delivery and activities, and client population

- Support advanced and comprehensive evaluation of services
- Include program staff in evaluation discussions
- Identify and fund program models and activities [content and delivery] that lead to desired short and long term outcomes
- Revisit survey administration protocol to ensure that more and representative samples of surveys are collected; and that more survey fields are more completed
- Provide ongoing performance measurement and evaluation technical assistance to programs

Evaluation design, data collection, and analysis

- Revisit the evaluation protocol and tools to ensure that evidence-based evaluation practices are used
- Capture client and programmatic characteristics to enhance generalizability with similar evaluation efforts
- Create survey identifiers to match clients' before and after services surveys to support advanced analysis of outcomes
- Conduct psychometric analysis on surveys and subscales to support scale reliability and interpretation of results
- Capture education content information and session count to support analysis of outcomes and treatment recommendation; consider what other factors should be measured

Section 8. Appendix

Survey Tools

Evaluation of Services Survey

Program Name: _____

Date: _____

Client Data: Age: _____ Marital Status: (circle one) M S D Sep Common-law/Domestic partner

No. of child(ren): _____ Ethnicity: _____

Range of Counseling sessions attended: Individual: (1-3) ____ (4-6) ____ (7-9) ____ (10 & above) ____

Group: (1-3) ____ (4-6) ____ (7-9) ____ (10 & above) ____

PLEASE READ: The purpose of this survey is to help us evaluate the quality of the services we provide.

Your comments on your experiences here and your plans for the future can show us what we have accomplished and what we need to change to better help you and others. Your participation is

voluntary. All information is kept confidential. Instructions: Carefully read the following statements and

choose your best answer. Circle only one letter.

A. SERVICES IN GENERAL	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
1. Considering all of the services I have received, I am satisfied with the services.	A	B	C	D	E
2. This program helped me to meet my needs.	A	B	C	D	E
3. I feel I have a chance to have adequate say in the development of my goals.	A	B	C	D	E
4. I have created a "safety plan" that addresses my personal safety needs.	A	B	C	D	E
5. The referrals for other services I received were appropriate.	A	B	C	D	E
6. The services for my children met their needs.	A	B	C	D	E
7. If I need help in the future, I will contact this program.	A	B	C	D	E
B. COUNSELING (If you did not received counseling skip to Section C.)	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
1. The counseling sessions were helpful.	A	B	C	D	E
2. As a result of counseling, I have been able to achieve some of my goals.	A	B	C	D	E
3. I benefited from participating in group services.	A	B	C	D	E
C. STAFF	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
1. The staff listened respectfully and took me seriously.	A	B	C	D	E
2. The staff supported me in my own decision-making.	A	B	C	D	E
3. The staff explained things to me in ways I could understand.	A	B	C	D	E
4. When I called the program, someone responded in a timely manner.	A	B	C	D	E
5. The staff indicated willingness to provide follow-up support to me.	A	B	C	D	E

Survey on Domestic Violence

Program Name: _____ Date: _____
 Client Data: Age: _____ Marital Status: (circle one) M S D Sep Common-law/Domestic partner
 No. of child(ren): _____ Ethnicity: _____
 Range of Counseling sessions attended: Individual: (1-3) ___ (4-6) ___ (7-9) ___ (10 & above) ___
 Group: (1-3) ___ (4-6) ___ (7-9) ___ (10 & above) ___

INSTRUCTIONS: Read each statement carefully and circle only one letter that best describes your answer. ALL INFORMATION IS KEPT CONFIDENTIAL. Your participation is voluntary. Circle your answer.

		STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY
1.	Domestic violence is a private family matter that should be kept within the family.	A	B	C	D	E
2.	Domestic violence means physical abuse only.	A	B	C	D	E
3.	I have a better understanding of the effects of abuse on my life.	A	B	C	D	E
4.	I know that there may be a cycle of violence within intimate partner relationship.	A	B	C	D	E
5.	Domestic Violence is about one person exerting power /control over another.	A	B	C	D	E
6.	I am at fault when my spouse (significant other) physically or emotionally abuses me.	A	B	C	D	E
7.	I know that growing up in a domestic violence environment has a negative impact on children.	A	B	C	D	E
8.	I know what effect domestic violence has on <i>my own</i> children.	A	B	C	D	E
9.	I have developed a "safety plan".	A	B	C	D	E
10.	Domestic violence is a crime.	A	B	C	D	E
11.	I know about my rights under the Illinois Domestic Violence Act.	A	B	C	D	E
12.	I know how to receive legal services for domestic violence.	A	B	C	D	E

Recommended Resources

Riger, S., Bennett, L. Wasco, S.M, Schewe, P.A., Frohmann, L., Camacho, J.M., & Campbell, R. (2002). Evaluating services for survivors of domestic violence and sexual assault. Thousand Oaks, CA,: Sage Publications.

Bennett, L., Riger, S., Schewe, P., Howard, A., Wasco, S. (2004). Effectiveness of hotline, advocacy, counseling, and shelter services for victims of domestic violence: A statewide evaluation. *Journal of Interpersonal Violence*, 19 (7), 815-829.

Burt, M.R., Harrell, A.V., Newmart, L.C., Aron, L.Y., & Jacobs, L.K. (1997). Evaluation guidebook for projects funded by S.T.O.P. formula grants under the violence against women act. Washington, DC: Urban Institute. Link: <http://www.urban.org/publications/407365.html>

Sullivan, C. (2009). The impact of domestic abuse victim services on survivors' safety and wellbeing: Research findings to date. *The Michigan Advocate*, 10 (1), 1-4. Link: <http://www.michiganadvocate.org/ArchivedEditions/Summer2009Spotlight.pdf>

Sullivan, C. (2011). Program Evaluation for VOCA Grantees: Advanced Training. Michigan Department of Community Health, Crime Victim Services Commission.

Staggs, S. (2007). Domestic Violence Services Evaluation: 2003-2007. Chicago, IL: Division on Domestic Violence, Department of Family and Support Services.

Lyon, E., & Sullivan, C. (2007). Outcome Evaluation Strategies for Domestic Violence Programs: A Practical Guide. Harrisburg, PA: National Resource Center on Domestic Violence. Link: <http://www.wscadv.org/docs/PE-FVPSAOutcomesManual.pdf>

End Notes

ⁱ Individual clients' before and after services data could not be matched and are not used to examine increases in knowledge after services. However differences in domestic violence knowledge of clients surveyed before services and those surveyed after services will be discussed.

ⁱⁱ It is typical for organizations to evaluate client's experiences at the level of satisfaction with services. While this level of measurement does not guarantee that participants have learned new skills or knowledge or captures how a client will use new information, it can provide useful information. It can reveal that clients have had positive experiences with our programs and answer process level questions like, did program staff explain things in ways the client could understand? Both yield useful program evaluation information.

The caution is to not rely on satisfaction measures as a singular measurement practice or misrepresent them as outcome measures which measure whether clients have knowledge or skills they did not have before participating in services. When satisfaction and outcome measures are used in conjunction, connections can be made between what and how services are delivered and the impact of programs on clients.

ⁱⁱⁱ The Evaluation of Services Survey (ESS) is administered to clients following services. It has subscales that measure clients' reactions to services, staff, counseling [for those who received counseling services], and child visitation centers [for those who received counseling services].

Item reliability analysis showed that overall the Evaluation of Services Survey had excellent reliability ($\alpha = .93$). The ESS subscales also show good internal consistency (service $\alpha = .89$, staff $\alpha = .89$, counseling $\alpha = .78$), and CVC $\alpha = .89$).

^{iv} The Domestic Violence Awareness Survey is administered to clients before and after services. It has subscales that measure clients' understanding of the dynamics of abuse, the personal impact of abuse, and safety/legal issues.

Before services survey. Item reliability analysis showed that overall the before services survey had excellent internal consistency ($\alpha = .90$). The subscales were found to range from fair to good internal consistency (dynamics $\alpha = .79$, impact $\alpha = .67$, and safety/legal $\alpha = .87$).

After services survey. Item reliability analysis showed that the after services survey had acceptable internal consistency ($\alpha = .79$). The subscales were found to range from poor to good internal consistency (dynamics $\alpha = .59$, impact $\alpha = .47$, and safety/legal $\alpha = .83$). Alpha also may be low because some items exhibit ceiling affects. Thus, there is little room for variation or correlations.

^v Demographic information for clients who completed surveys before and after services is displayed not only to describe the population, but also to demonstrate that the populations were similar; comparisons between client responses can be discussed.

^{vi} More funders are asking program evaluation to move beyond outputs and to demonstrate the effectiveness of programs. While most programs do not have the capacity to evaluate long term impacts, programs can measure short term outcomes evidenced to lead to long term success.

The short and long term outcomes referenced in this discussion are summarized from the literature review, "The Impact of Domestic Abuse Victim Services on Survivors' Safety and wellbeing: Research Findings to Date" by Chris M. Sullivan.

^{vii} Individual clients' before and after services domestic violence awareness surveys were not matched and resulted in unequal sample sizes. A random sample of surveys was selected for analysis so that the samples sizes were equal; mimicking what would have been found with matched samples.

^{viii} Select recommendations from the previous Domestic Violence Service Evaluation (2003-2007) have been abridged and integrated with current recommendations. Please see Service Evaluation publication for full set of original recommendations.

