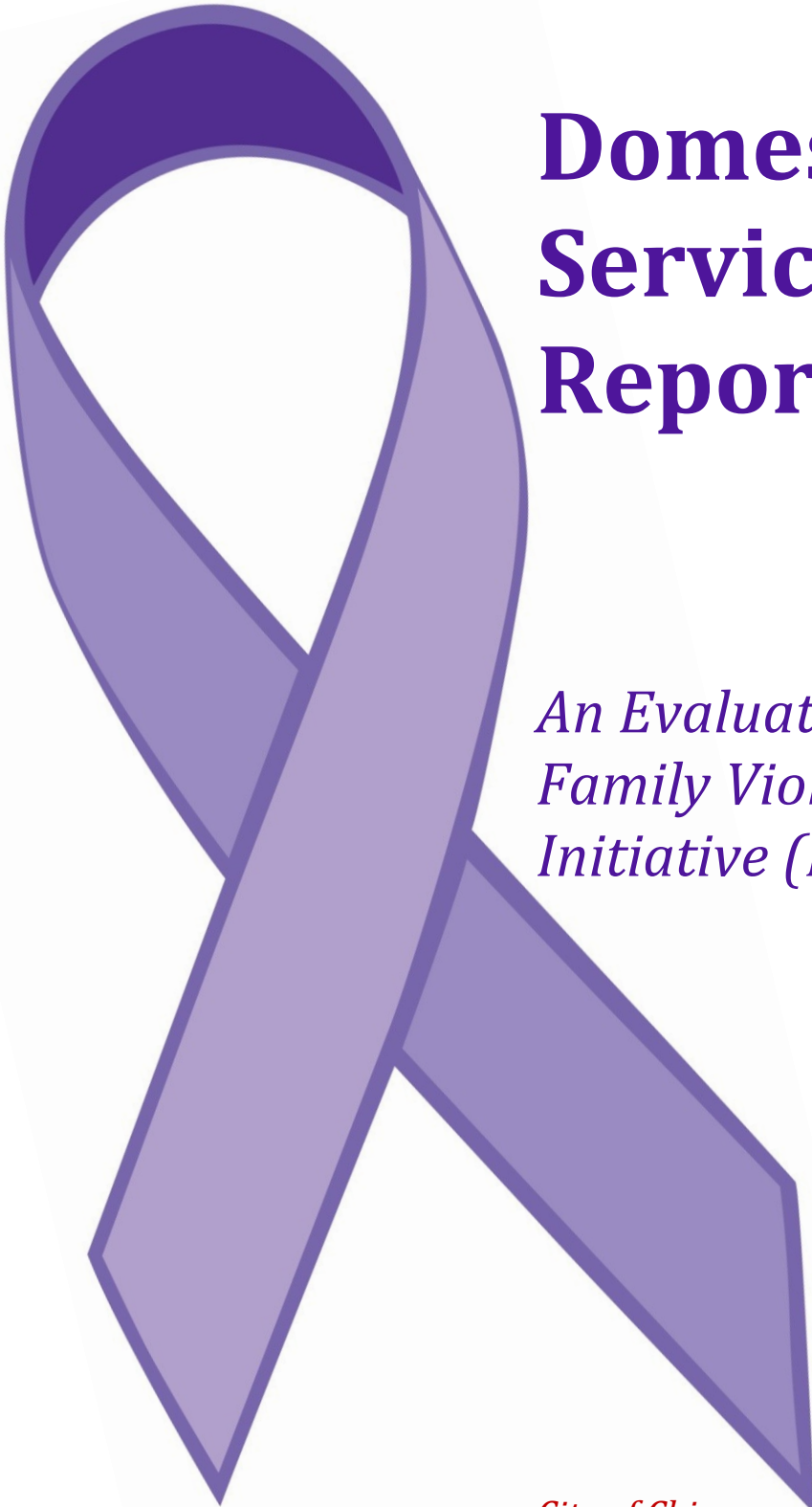


2009

Domestic Violence Service Evaluation Report

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

*City of Chicago
Department of Family and Support Services
Division on Domestic Violence*



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Acknowledgements

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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 which 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.

Over one-third of all 2009 FVPI program clients were surveyed. The surveyed clients were primarily African American and Hispanic, on average 34 years of age, mostly single, and had 3 children. The evaluation revealed that 88% of these clients were satisfied with FVPI programs. Key satisfaction and outcome findings included feeling supported; having knowledgeable staff; knowing how/where to get resources; understanding that abuse is a crime; and understanding the effects of abuse on their lives.

These findings were in line with evidence-based research which links similar outcomes to long term successes for victims of domestic violence. Long-term successes, found in the literature, included improved quality of life, less abuse over time, higher emotional well-being, and improved locus of control; to name a few. While cautions related to the use of non-experimental designs exist, these findings potentially demonstrate the long-term effectiveness of FVPI programs.

The FVPI administration should ensure that staff are trained, knowledgeable, and supportive; services include content and are delivered in a manner that leads to positive short term client outcomes; and evidence based evaluation practices are used. These findings and recommendations can help enhance service delivery and impacts of the Family Violence Prevention Initiative.

Contents

Section 1. Family Violence Prevention Initiative Background.....	1
Section 2. Description of the Service Evaluation.....	3
Purpose	3
Design and Limitations.....	3
Evaluation Questions and Performance Measures	4
Evaluation Tools.....	4
Evaluation of Services Survey	4
Domestic Violence Awareness Survey	5
Section 3. Evaluation of Services Survey Findings.....	7
Clients Surveyed.....	7
Client Demographics	8
Respondent Demographics by Model Type	9
Evaluation of Services Survey Responses.....	11
Overall Client Reactions.....	11
Individual Item Responses by Model.....	12
Section 4. Domestic Violence Awareness Survey Findings.....	20
Clients Surveyed.....	20
Client Demographics by Survey Type.....	21
Domestic Violence Awareness Survey Responses	22
Overall Client Awareness	22
Individual Item Responses by Survey Type.....	23
Section 5. Summary of Findings and Implications.....	28
Section 6. Assessment of Evaluation Questions and Performance Goals	30
Evaluation Question 1: Are programs being implemented as intended?.....	30
Performance Goal 1: Complete/submit surveys.....	30
Evaluation Question 2: Are programs having the desired impact on clients?.....	30
Performance Goal 2: Satisfaction with program.....	30
Performance Goal 3: Knowledge of domestic violence.....	31
Section 7. Recommendations	32
Section 8. Appendix	33
Survey Tools.....	33
Evaluation of Services Survey	33
Survey on Domestic Violence.....	34
Recommended Resources	35
End Notes	36

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 to serve domestic violence victims and their children.

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 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:

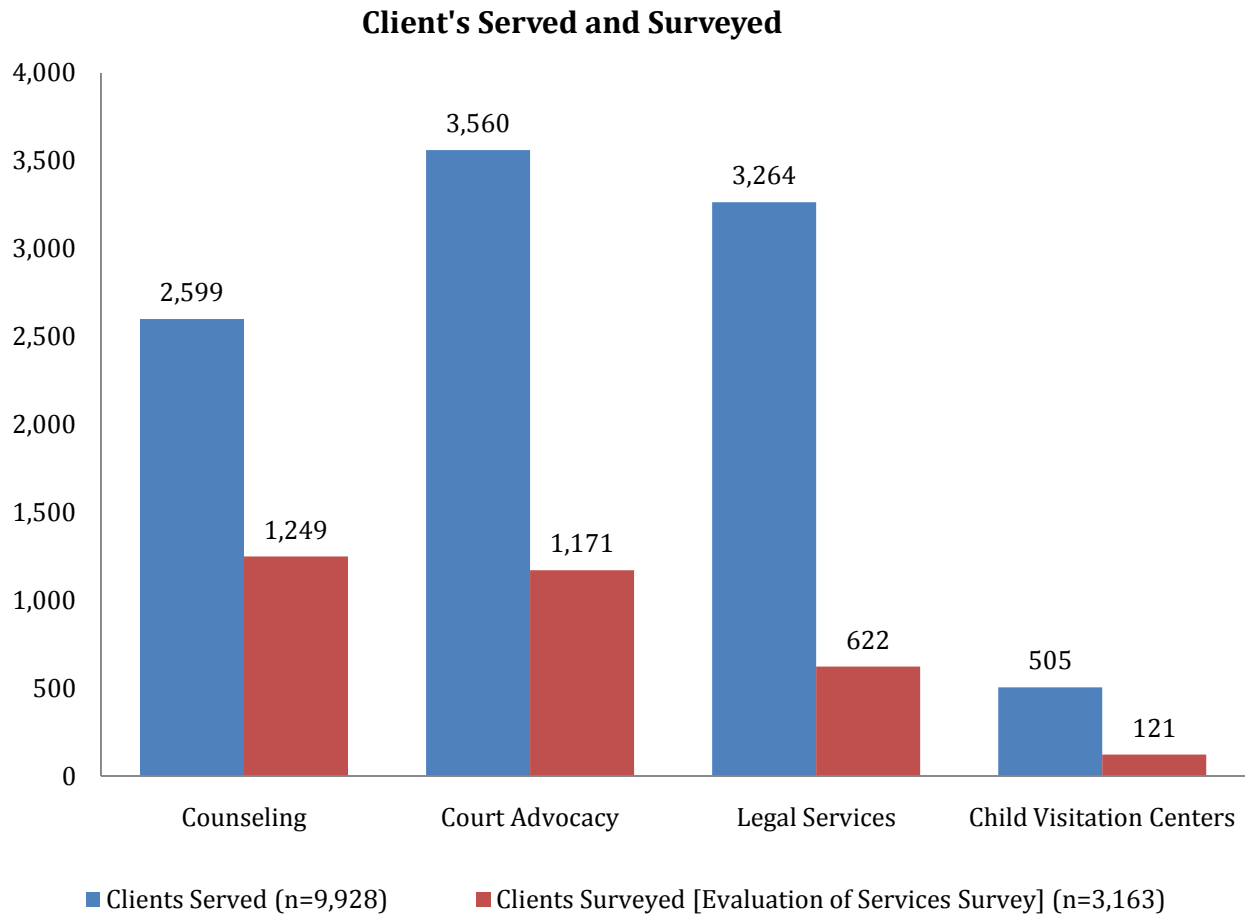
1. Demographic – age, marital status, number of children, and ethnicity.
2. Understanding of abuse dynamics
 - a. Do clients know that abuse is NOT a private family matter?
 - b. Do clients know that abuse is NOT just physical?
 - c. Do clients know there is a cycle of violence?
 - d. Do clients know 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

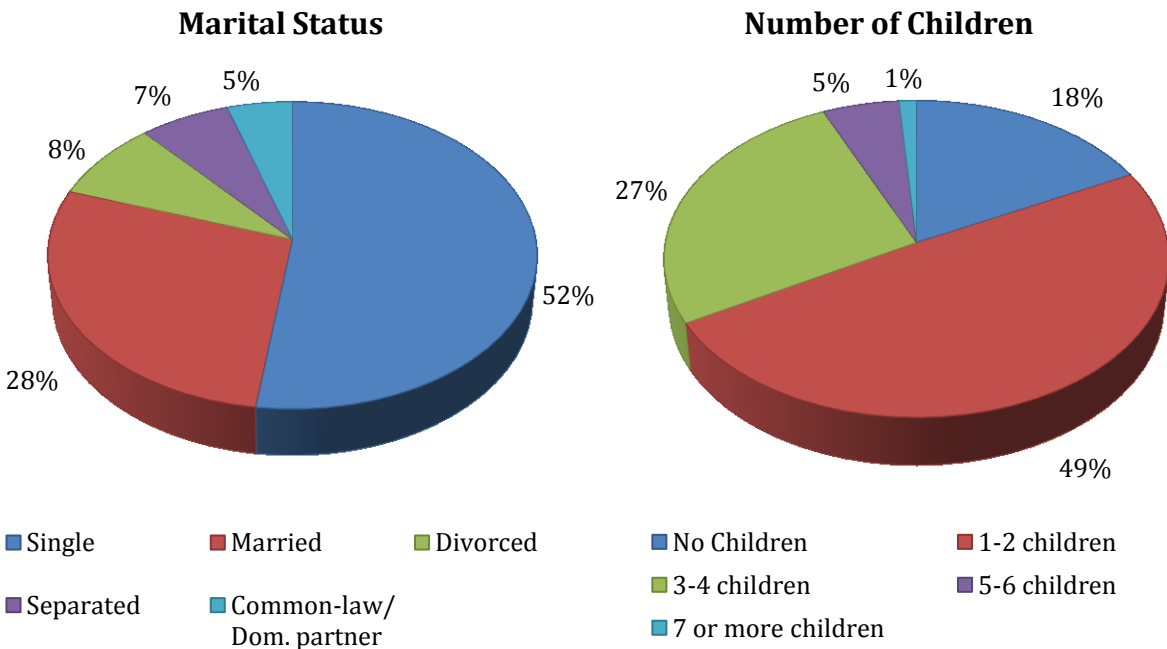
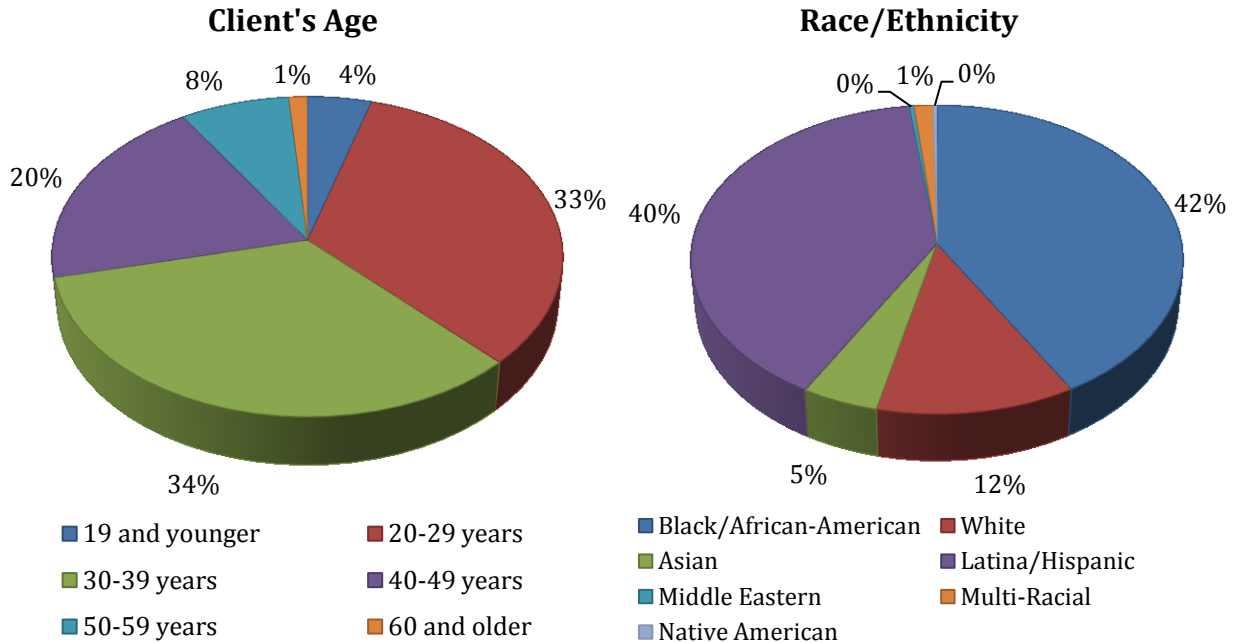
Clients Surveyed

In 2009, The Family Violence Prevention Initiative (FVPI) programs enrolled a total of 9,928 clients. The chart below depicts the number of clients served by each program model type and the number of Evaluation of Services Surveys received from clients enrolled in each program model type (n=3,163). On average, 32% of enrolled clients completed an Evaluation of Services Survey.

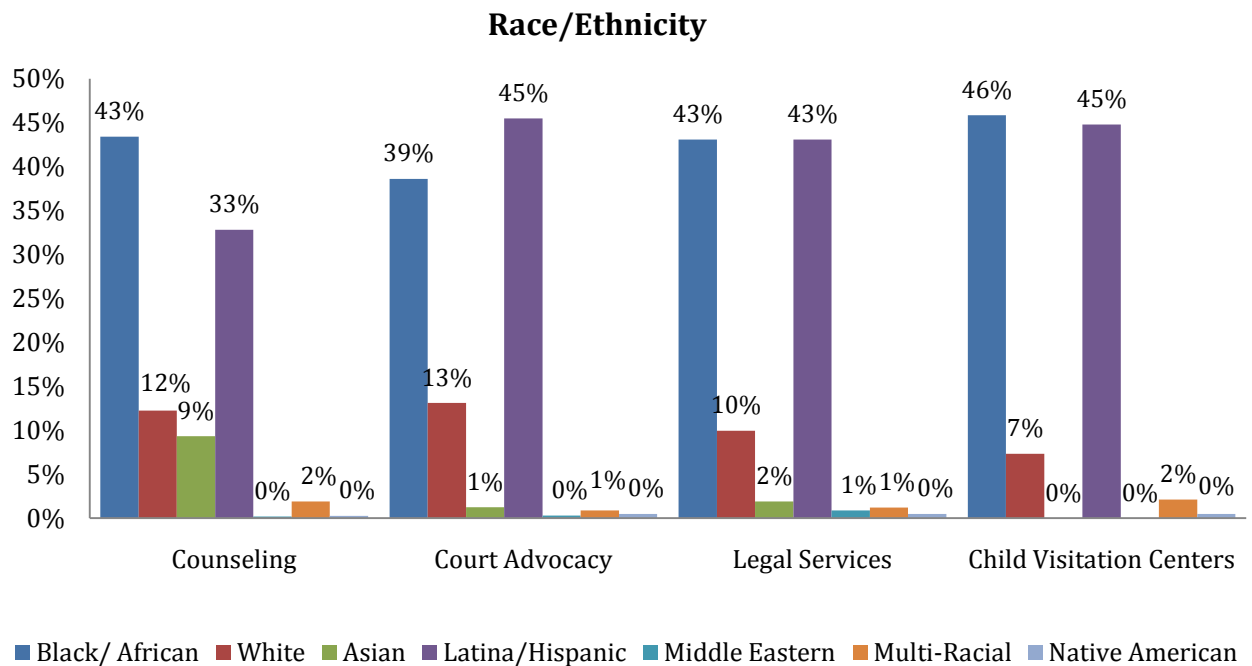
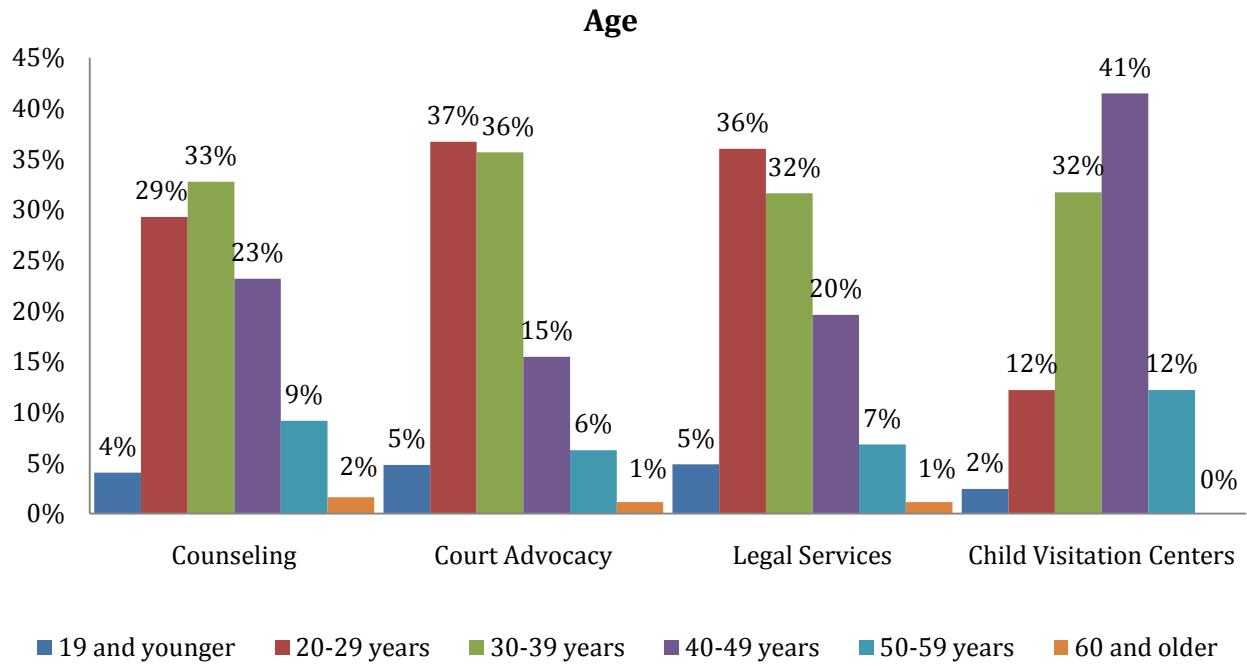


Client Demographics

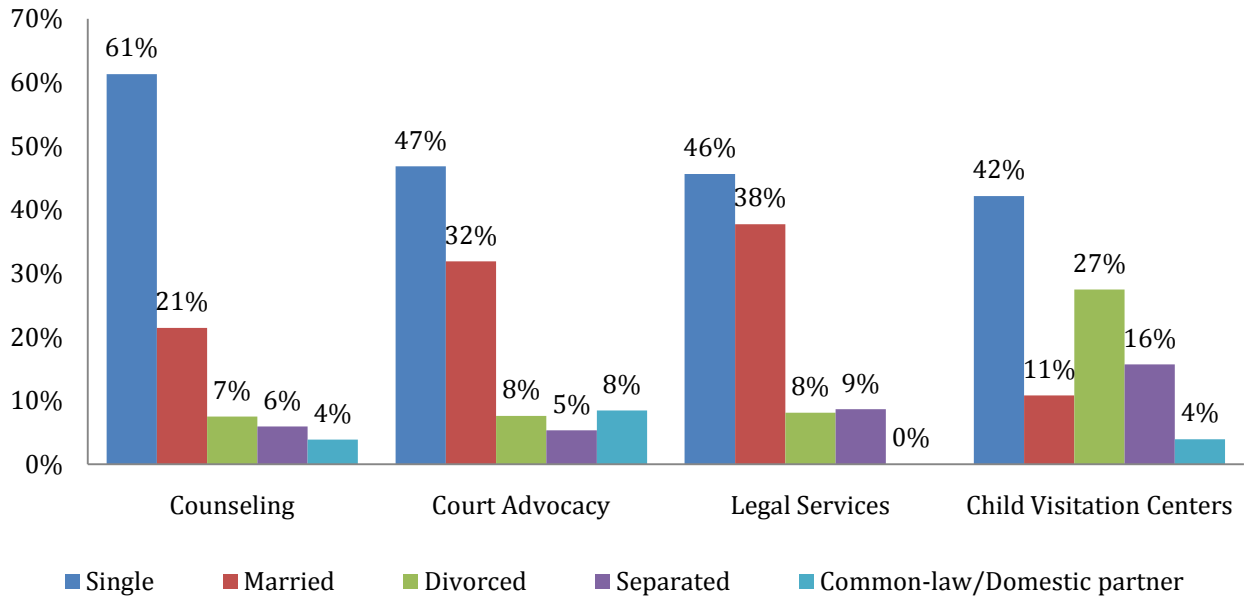
Demographic information collected from the Evaluation of Services Survey showed that, on average, clients were 34 years of age (range 13-89); mostly African American (42%) and Hispanic (40%); more than half (52%) were single; and had an average of 3 children.



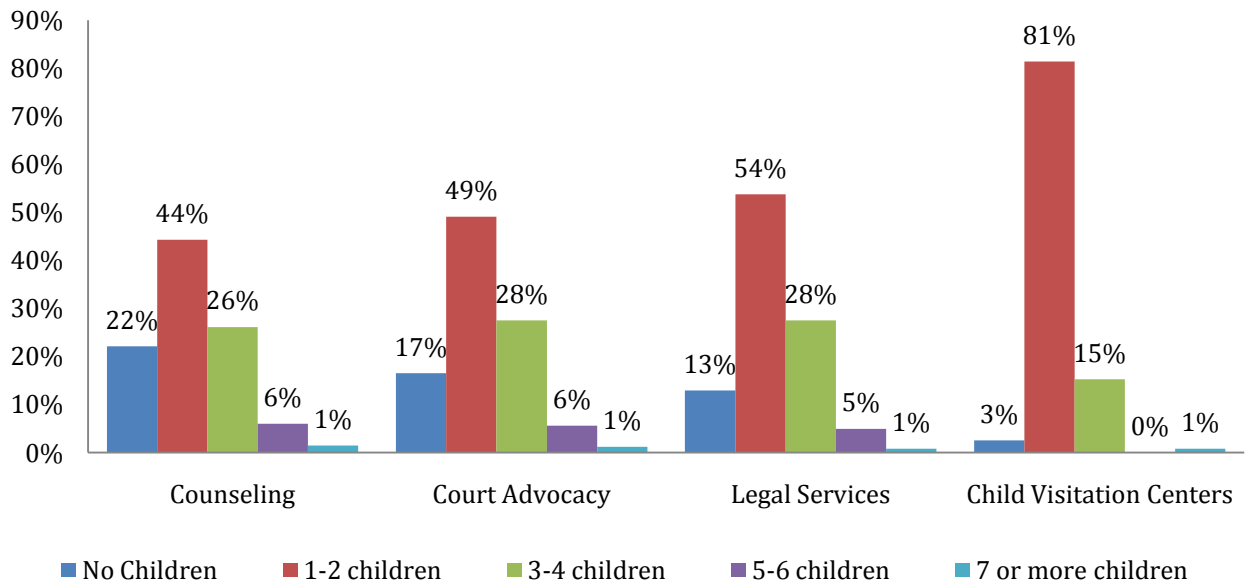
Respondent Demographics by Model Type



Marital Status



Number of Children



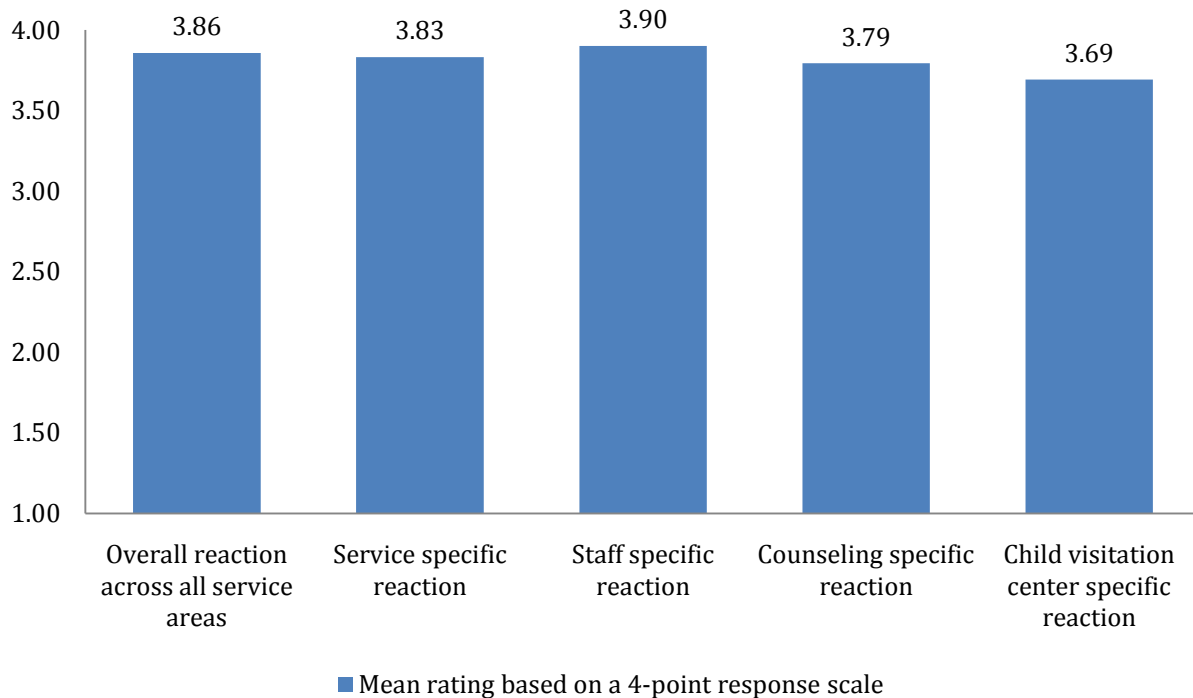
Evaluation of Services Survey Responses

Overall Client Reactions

The Evaluation of Services Survey was administered to clients following services. It was used to measure clients' reactions to the services, experiences with staff, counseling services, and the child visitation centers.

The chart below shows clients' average ratings of various components of the FVPI program. The overall mean rating (average for all statements on the survey) was 3.86 based on a 1-4 point scale. This indicated a very good reaction to FVPI services. Ratings of clients' reactions to service, staff, counseling, and child visitation centers showed similarly favorable reactions. Mean ratings ranged between 3.69 and 3.90.

Mean Ratings of Clients' Reaction to Services



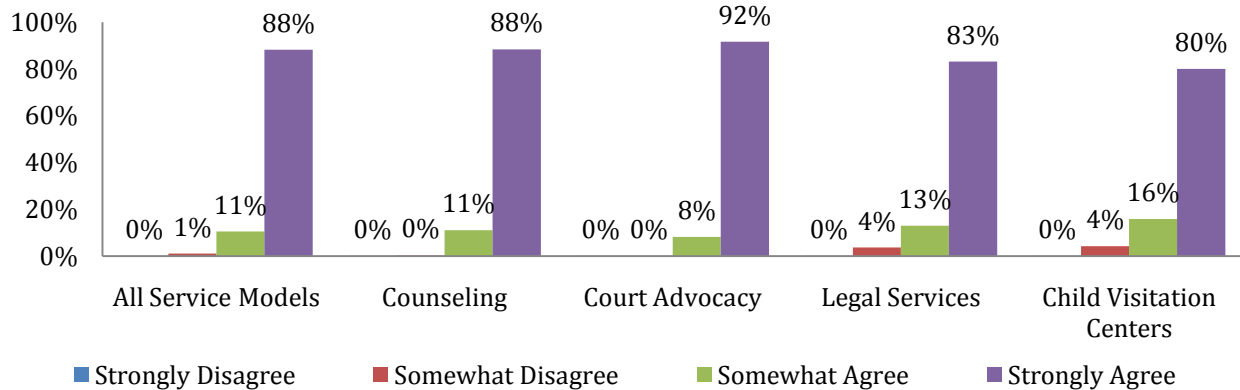
Individual Item Responses by Model

Clients' reactions to various components of the FVPI programs were examined. In the charts below, clients' levels of agreement with each survey item are presented 1) overall for all model types and 2) for each service model type.

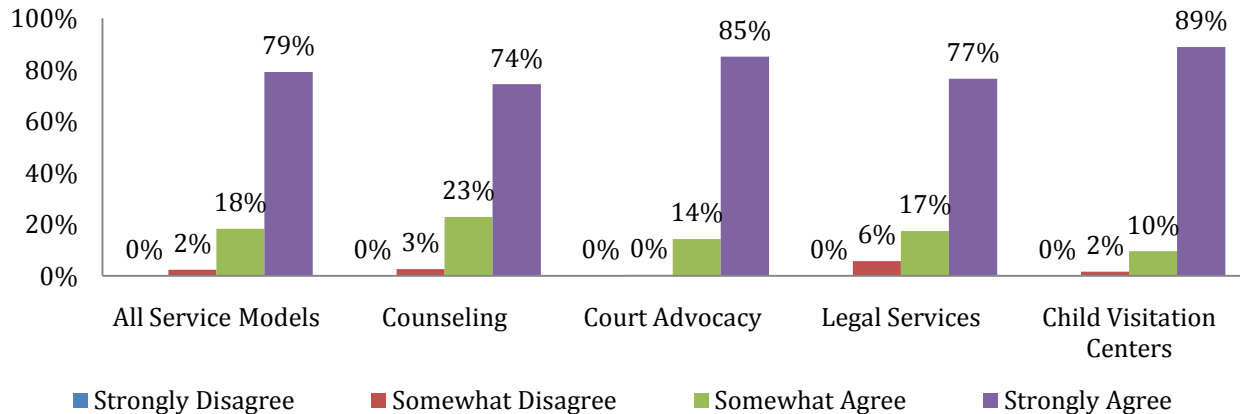
Service Reactions

Seven statements, each titled in the charts below, were grouped to examine clients' reactions to the service component of the program. The overall mean rating for this subset of statements was 3.83 which indicated that clients held very good views of the service component of the FVPI programs.

Considering all of the services I have received, I am satisfied with the services.

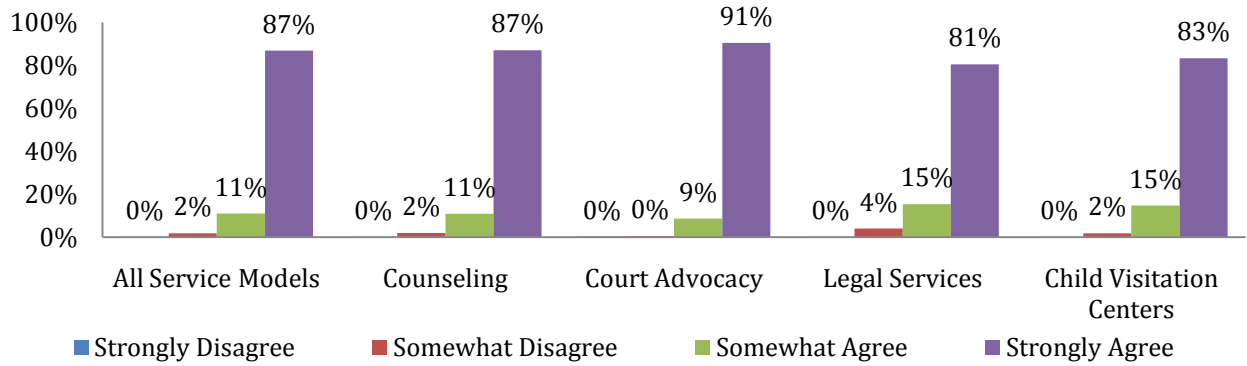


This program helped me to meet my needs.

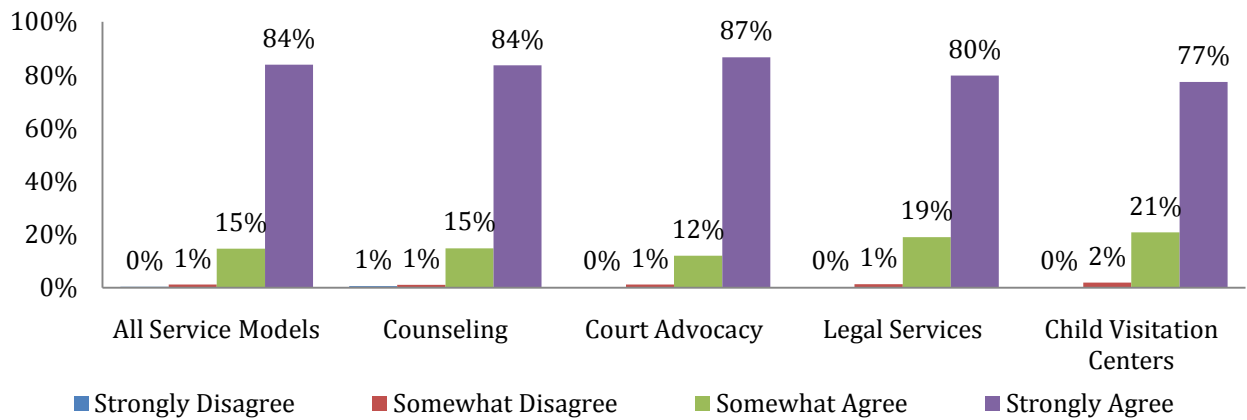


Service Reactions (continued)

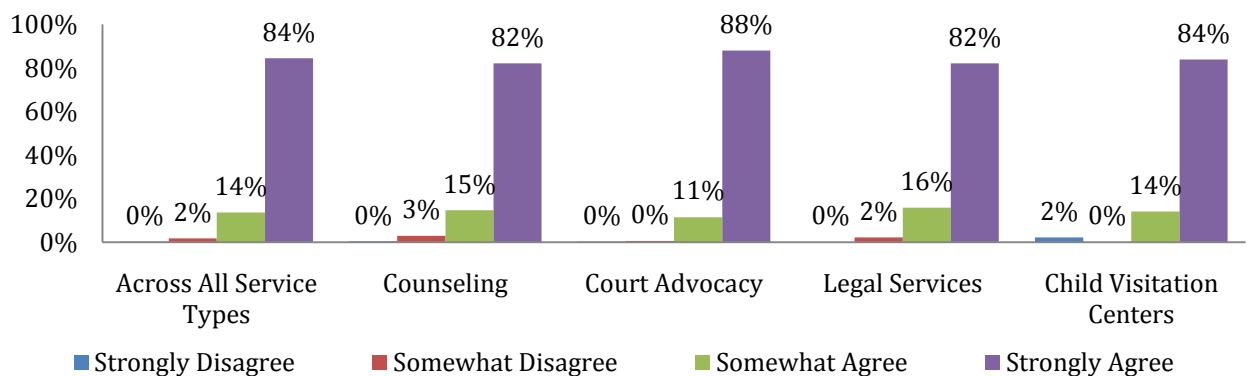
I feel I have a chance to have adequate say in the development of my goals.



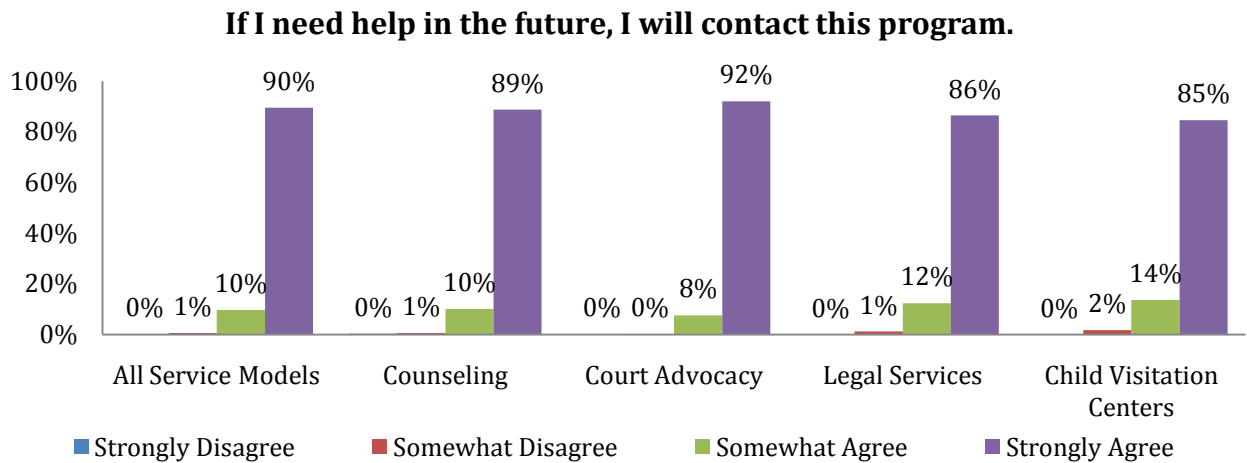
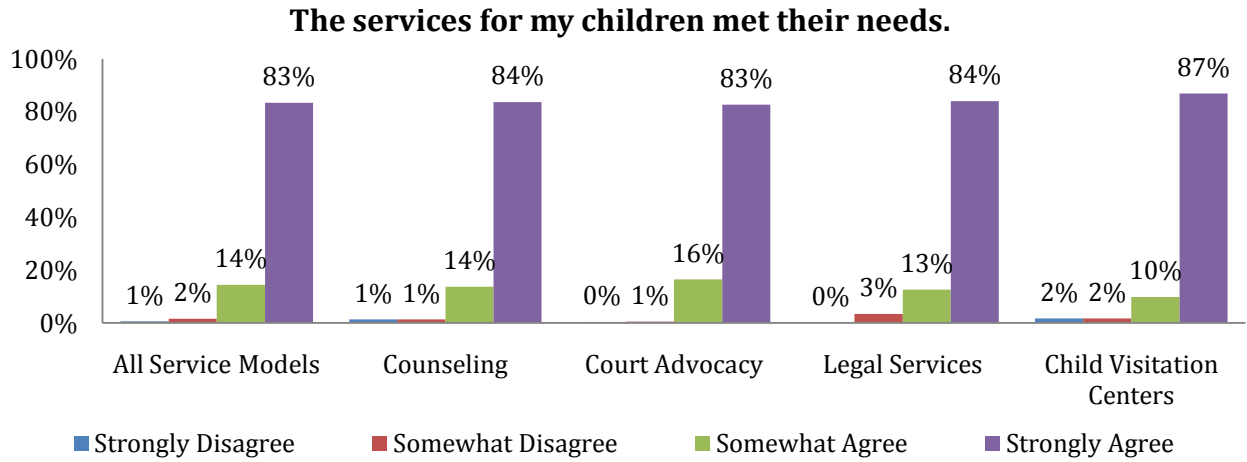
I know the steps I will take to protect my safety.



The referrals for other services I received were appropriate.



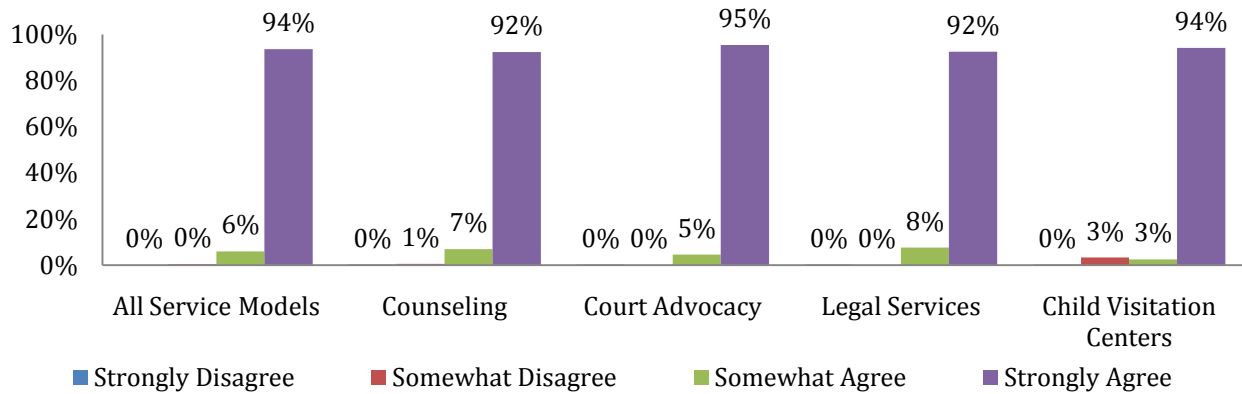
Service Reactions (continued)



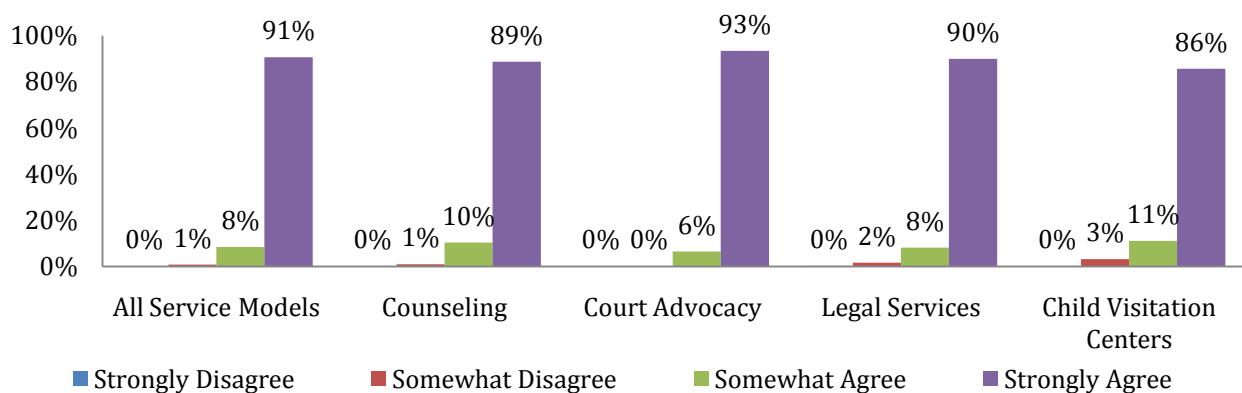
Staff Reactions

Five statements were grouped to examine clients' experience with program staff. The overall mean rating for the service subset of statements was 3.90 which indicated that clients held nearly excellent views of FVPI staff. In the charts below, clients' levels of agreement with each survey item are presented 1) overall for all model types and 2) for each service model type.

The staff listened respectfully and took me seriously.

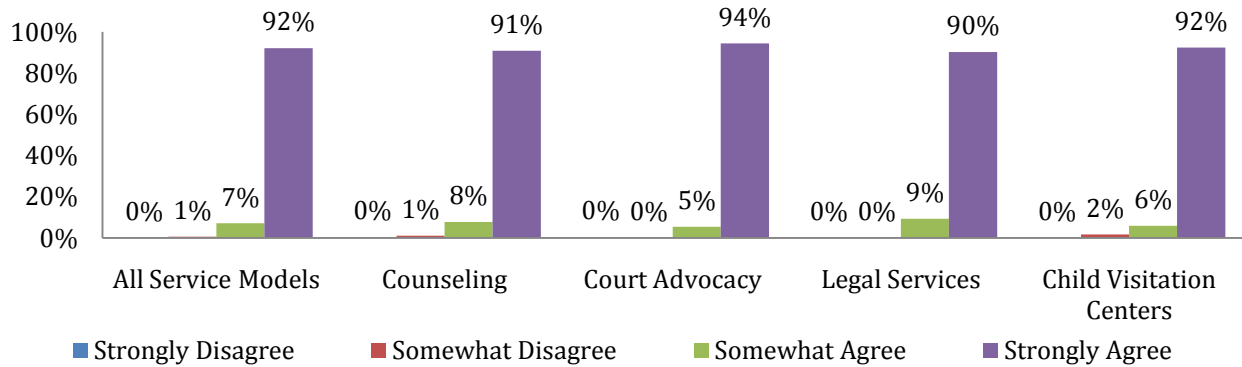


The staff supported me in my own decision-making.

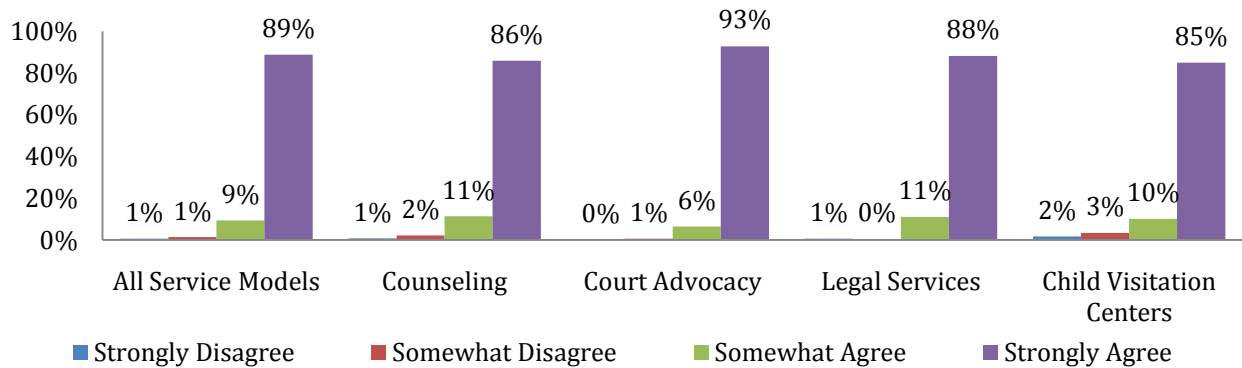


Staff Reactions (continued)

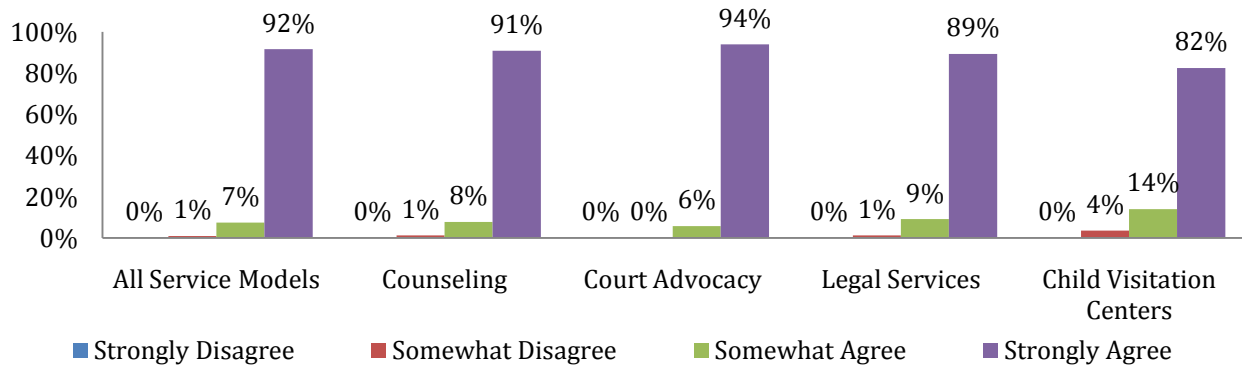
The staff explained things to me in ways I could understand.



When I called the program, someone responded in a timely manner.

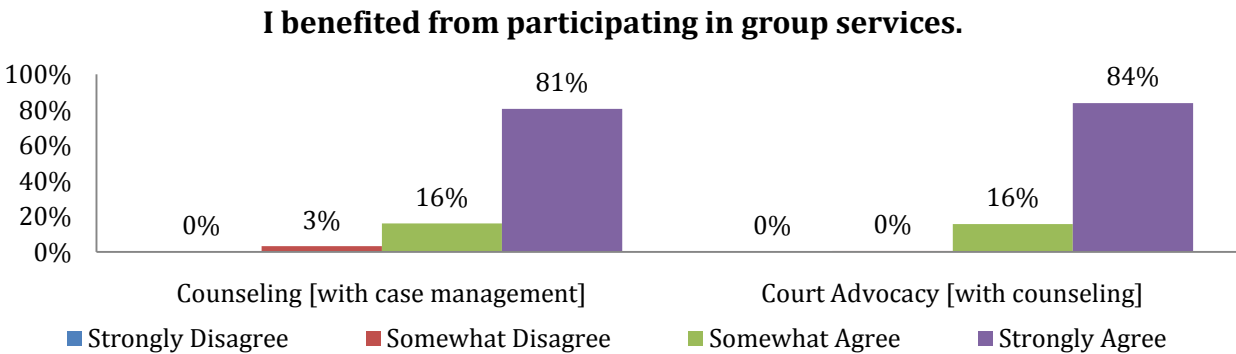
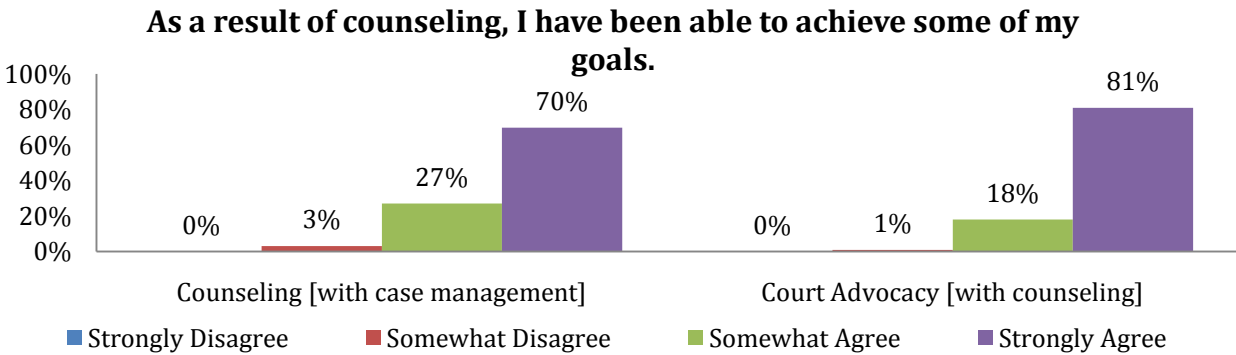
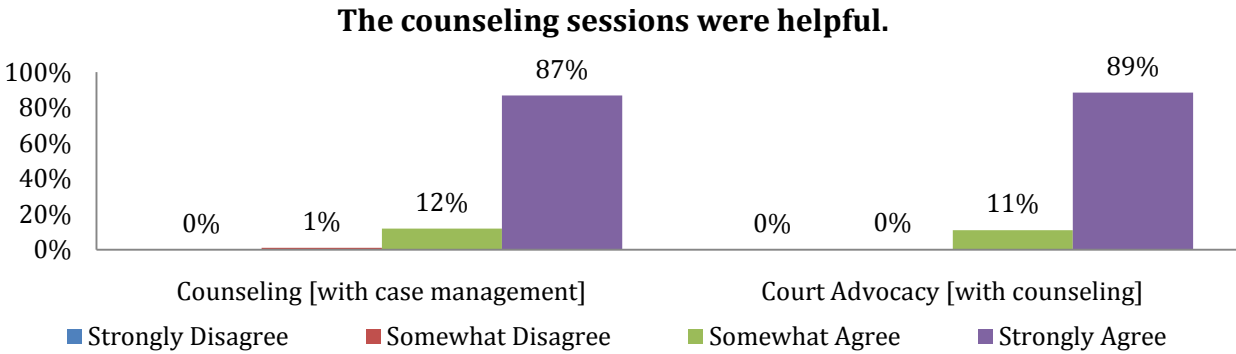


The staff indicated willingness to provide follow-up support to me.



Counseling Service Specific Reactions

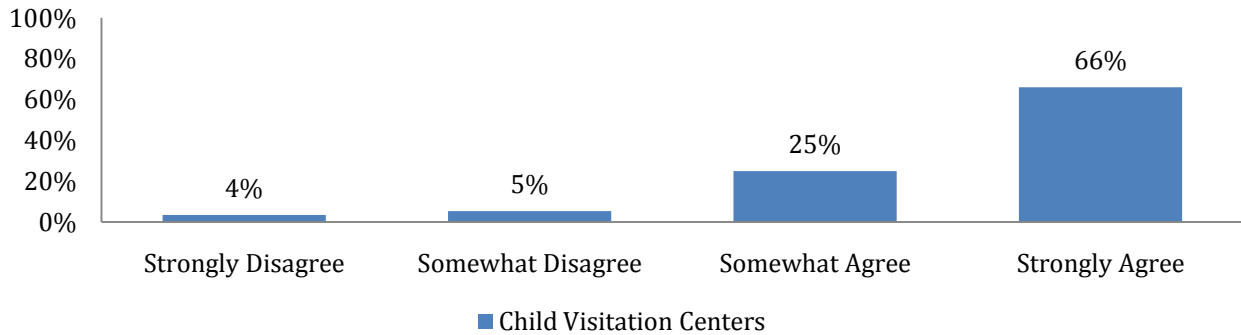
Counseling services were contractually provided by two of the four program model types: counseling with case management and court advocacy with counseling. Three statements were used to examine benefits of counseling. The overall mean rating for the counseling subset of statements was 3.79 indicating that clients held very good views of counseling services. In the charts below, clients' levels of agreement with the survey statements are presented.



Child Visitation Center Specific Reactions

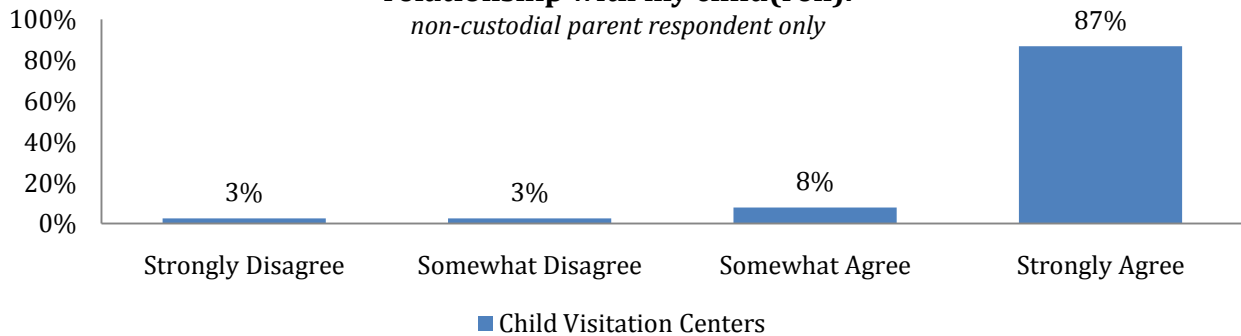
Six statements measured the unique experiences of client's who used the child visitation centers. The overall mean rating for the child visitation center specific statements was 3.69 which indicated that clients held good views of FVPI services. In the charts below, clients' levels of agreement with each of the six survey item are presented.

This program was flexible in order to be of service to my needs.

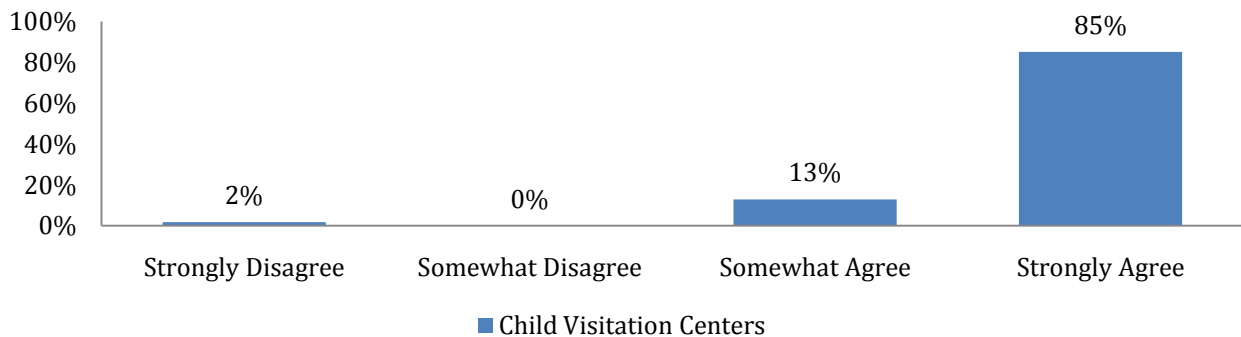


The program allowed me the opportunity to have a positive relationship with my child(ren).

non-custodial parent respondent only

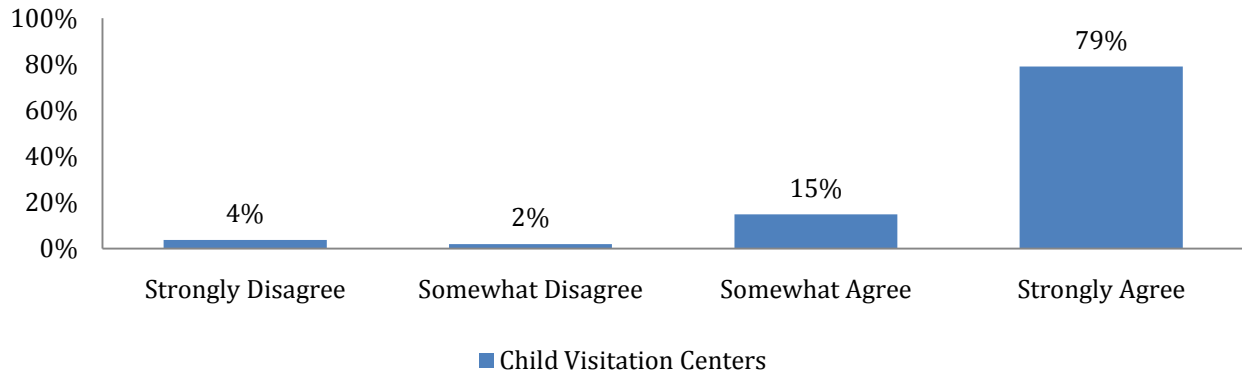


I feel that this is a safe environment.

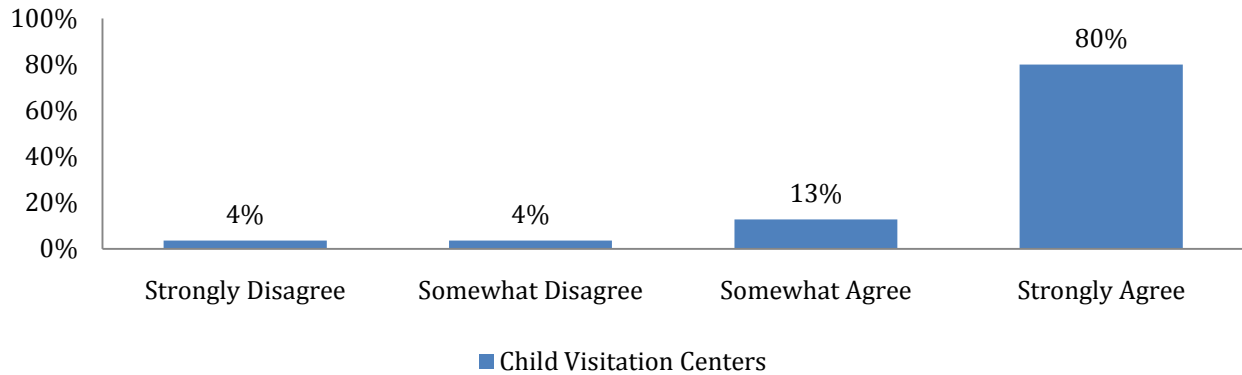


Child Visitation Center Specific Reactions (continued)

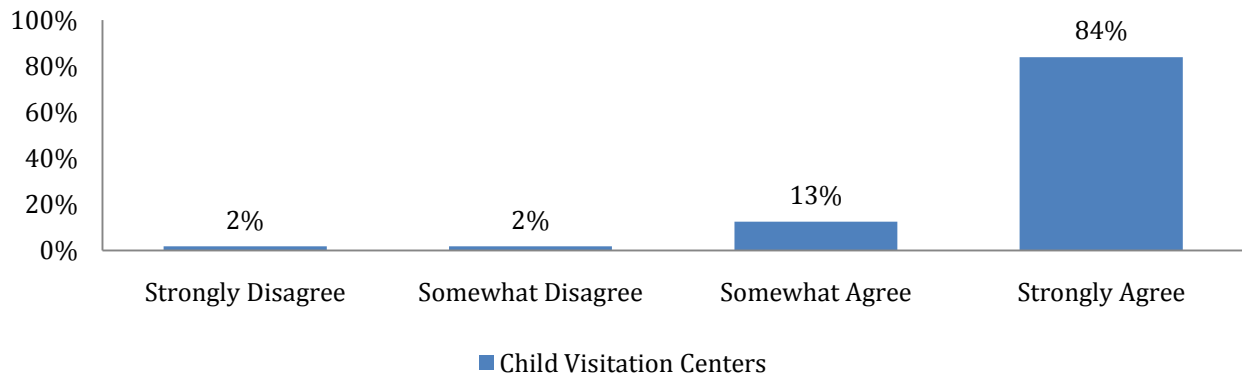
The services for my children were appropriate.



I feel comfortable in expressing my concerns to staff.



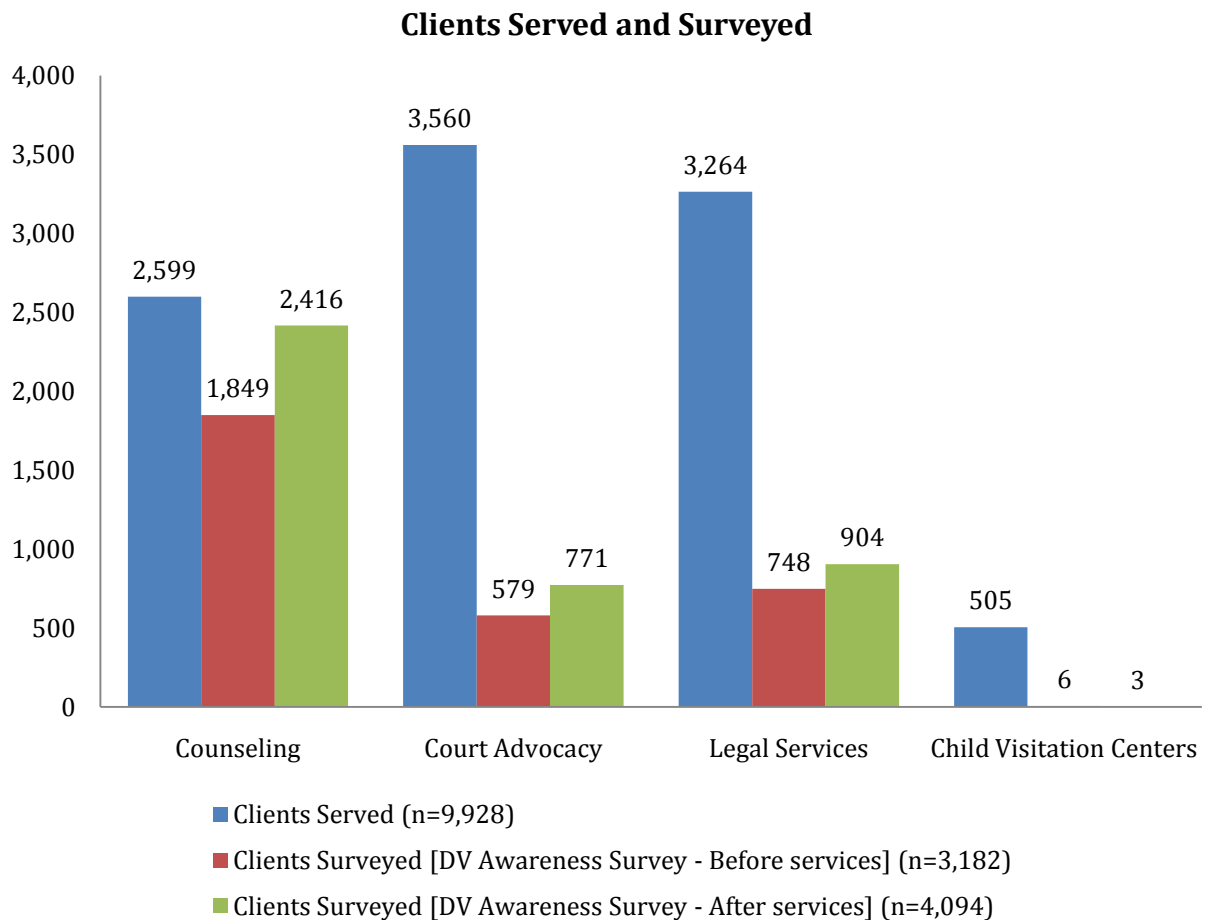
The staff has helped me feel at ease in the program.



Section 4. Domestic Violence Awareness Survey Findings

Clients Served

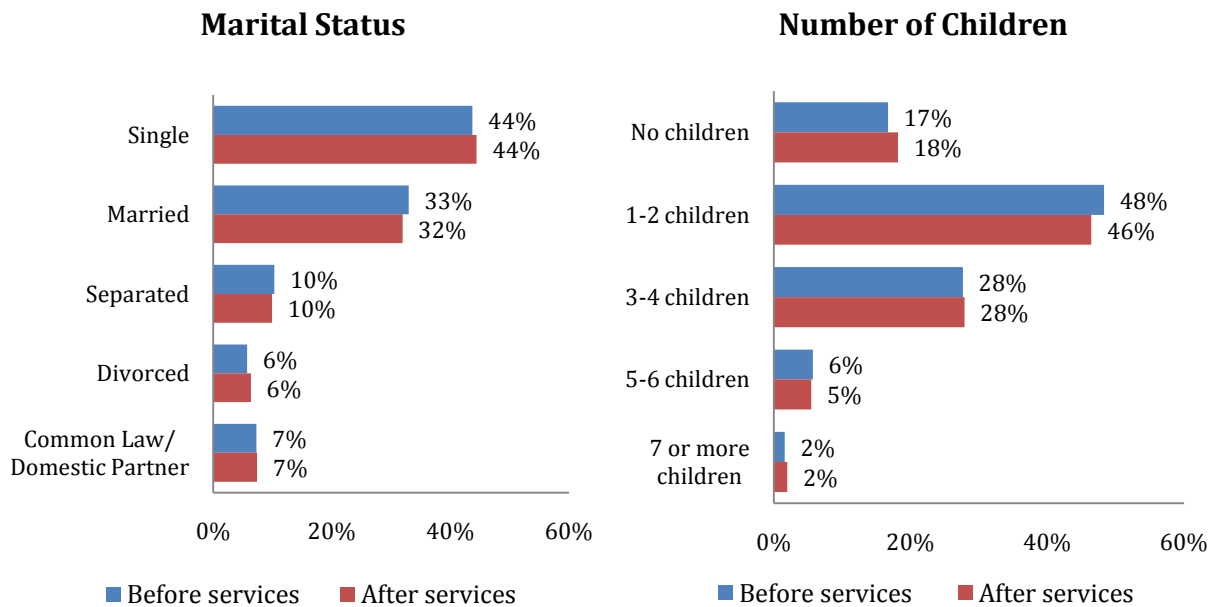
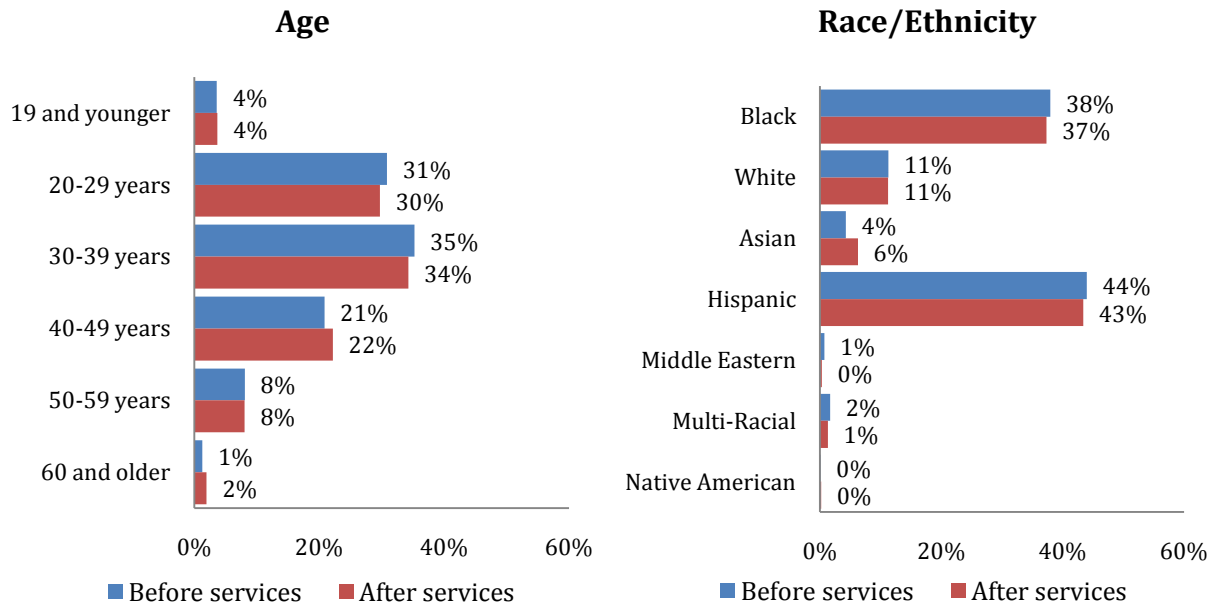
In 2009, the Family Violence Prevention Initiative programs enrolled 9,928 clients across all four service model types. The chart below depicts the number of clients served and the number of Domestic Violence surveys completed by clients. Thirty-two percent (32%) of enrolled clients completed the Domestic Violence Awareness Survey before they began services (n=3,182). Additionally, 41% of enrolled clients completed the Domestic Violence Awareness Survey after services (n=4,094).



Client Demographics by Survey Type

In the charts below, client characteristics are displayed for those completing the Domestic Violence Awareness Survey before and after service; characteristics of clients completing the before and after services surveys were nearly identical.^v

On average, clients were 35 years of age (range 12-98); mostly African American (38%) and Hispanic (44%); less than half (44%) were single or married (33%); and had an average of 3 children.

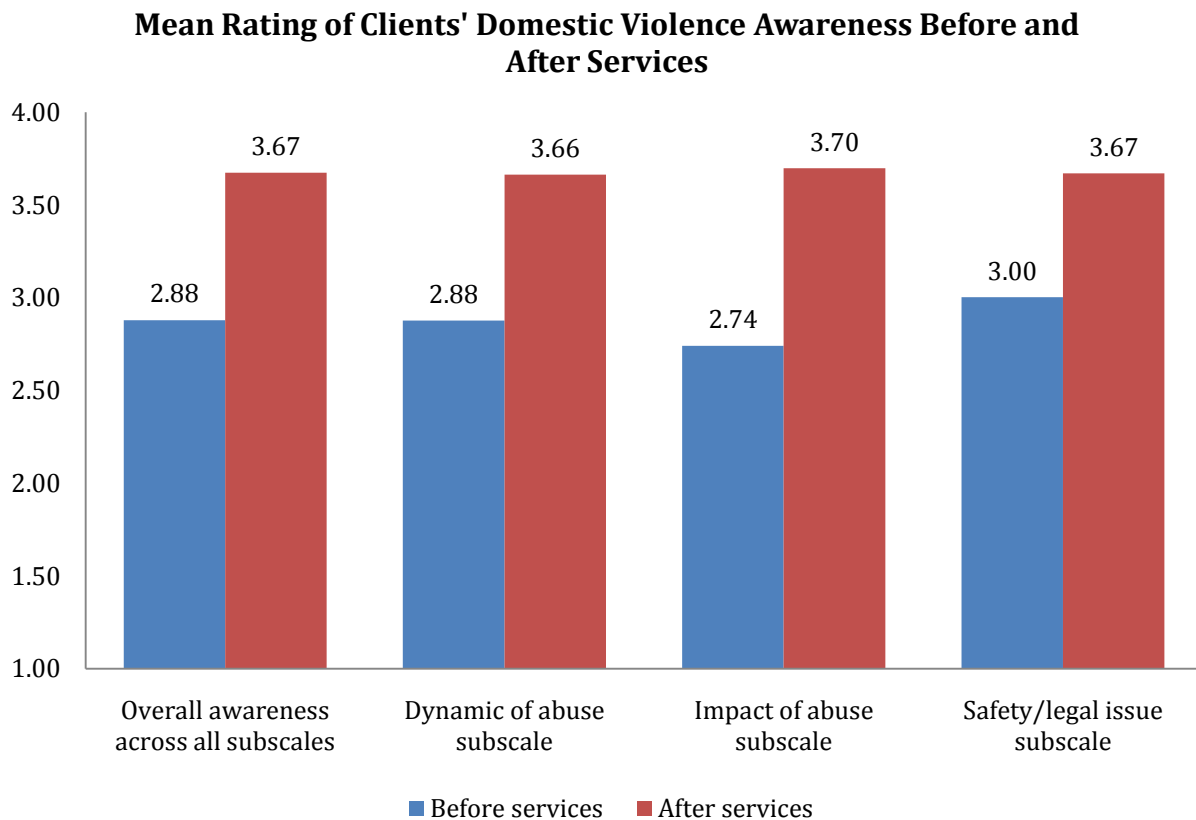


Domestic Violence Awareness Survey Responses

Overall Client Awareness

The Domestic Violence Awareness Survey was used to measure clients' understanding of issues related to domestic violence, which included awareness of dynamics of abuse, impacts of abuse, and safety/legal issues of domestic violence.

The chart below depicts clients' average overall and subscales ratings. Ratings were based on a 4-point response scale. The overall response rating (average for all statements on the survey) was 2.88 for clients who completed surveys before services and 3.67 for clients who completed surveys after services.^{vi} Clients who completed the Domestic Violence Awareness Survey before services showed good levels of knowledge compared to very good levels of knowledge for clients who completed the survey after services. Subscale ratings on the before and after surveys showed similar ratings.



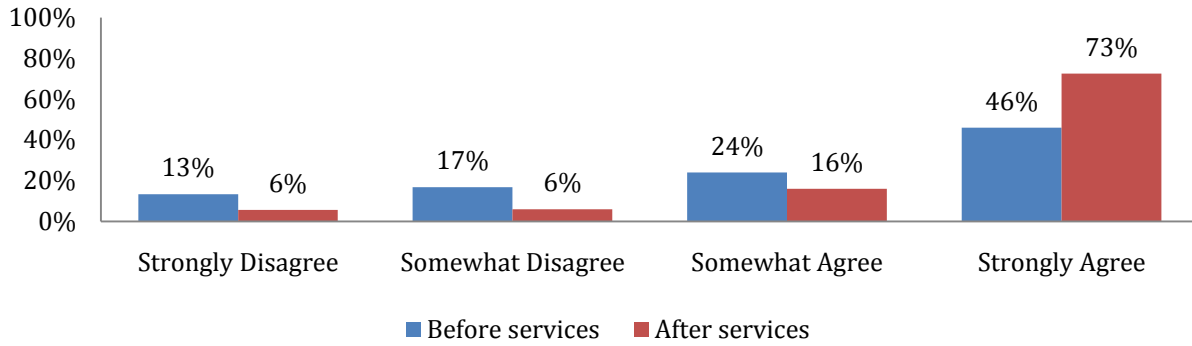
Individual Item Responses by Survey Type

Clients' knowledge of domestic violence and related issues were examined. In the charts below, clients' levels of agreement with survey statements are presented for 1) clients who completed surveys before services and 2) clients who completed surveys after services.

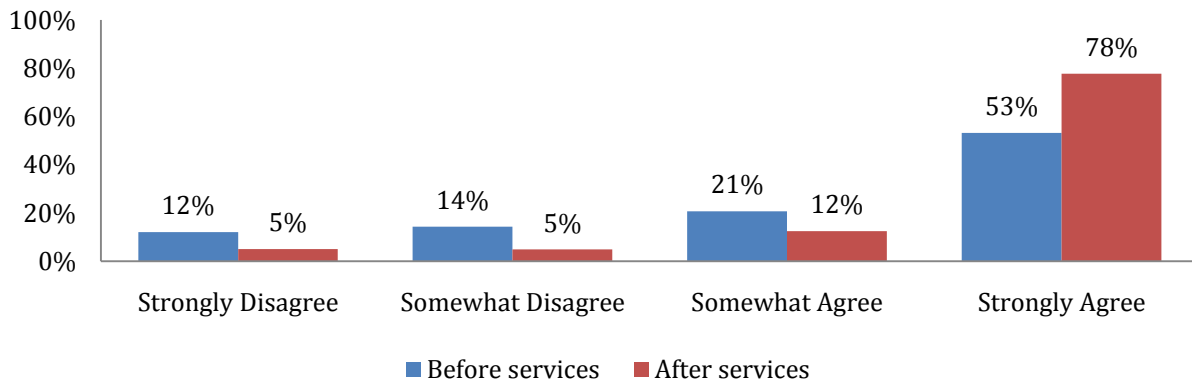
Dynamics of Abuse

Six statements were grouped to examine clients' awareness of the dynamics of abuse. The mean rating for this subset of statements was 2.88 for clients who completed surveys before services and 3.66 for clients who completed surveys after services.

Domestic violence is NOT a private family matter that should be kept within the family.

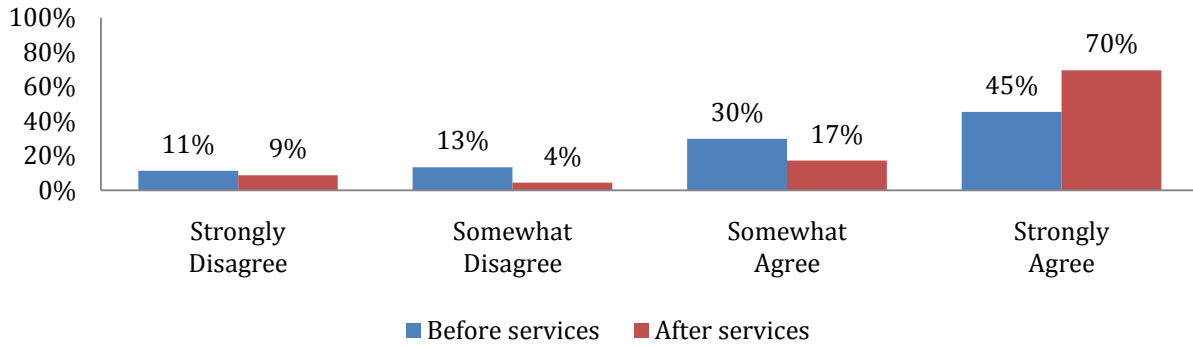


Domestic violence DOES NOT mean physical abuse only.

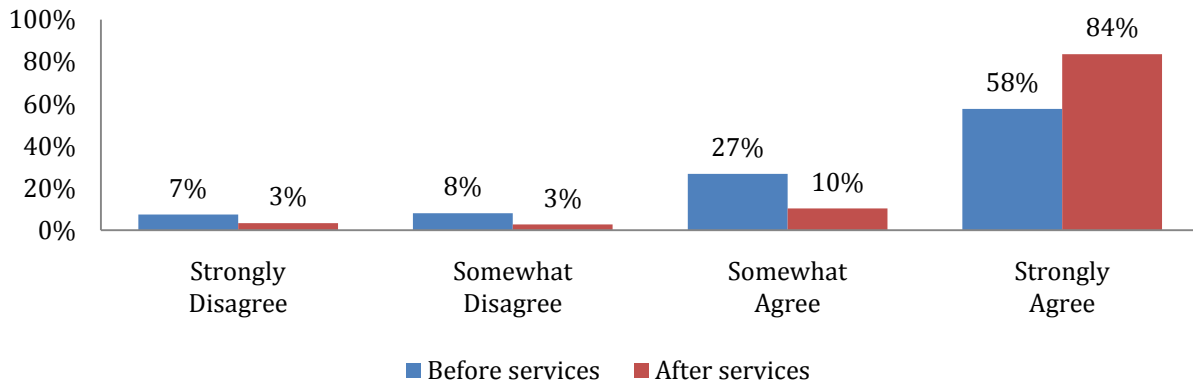


Dynamics of Abuse (continued)

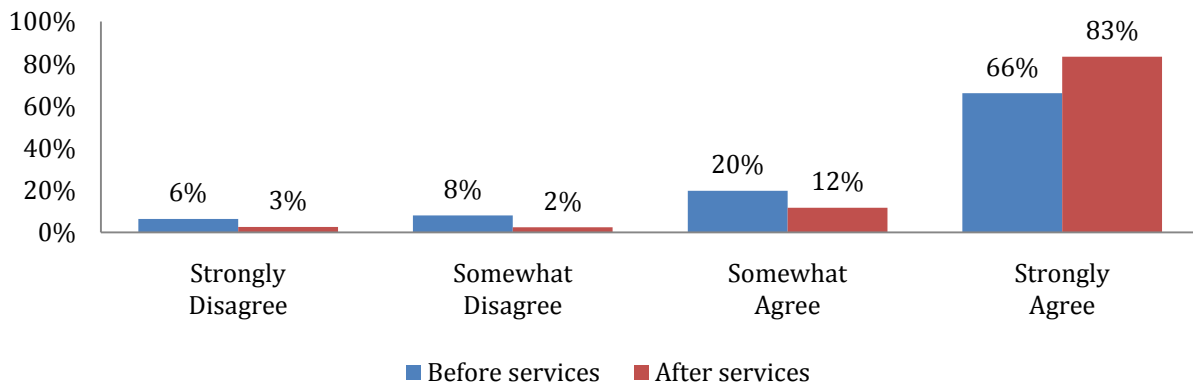
I know that there may be a cycle of violence within intimate partner relationships.



Domestic Violence is about one person exerting power and/or control over another.

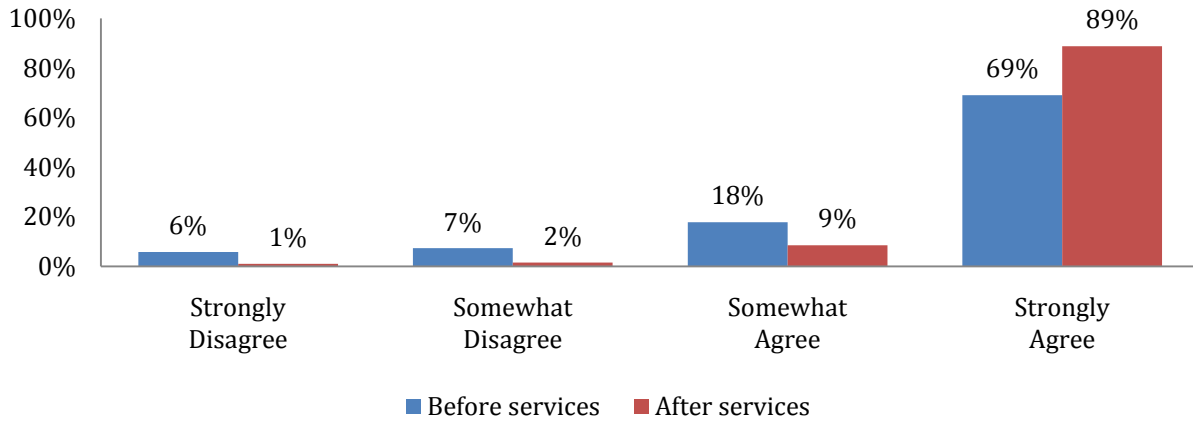


I know that growing up in a domestic violence environment has a negative impact on children.



Dynamics of Abuse (continued)

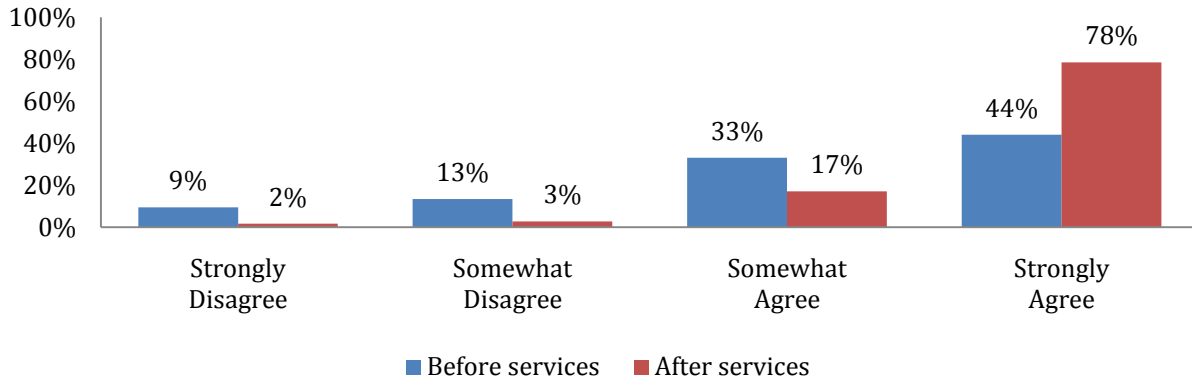
Domestic violence is a crime.



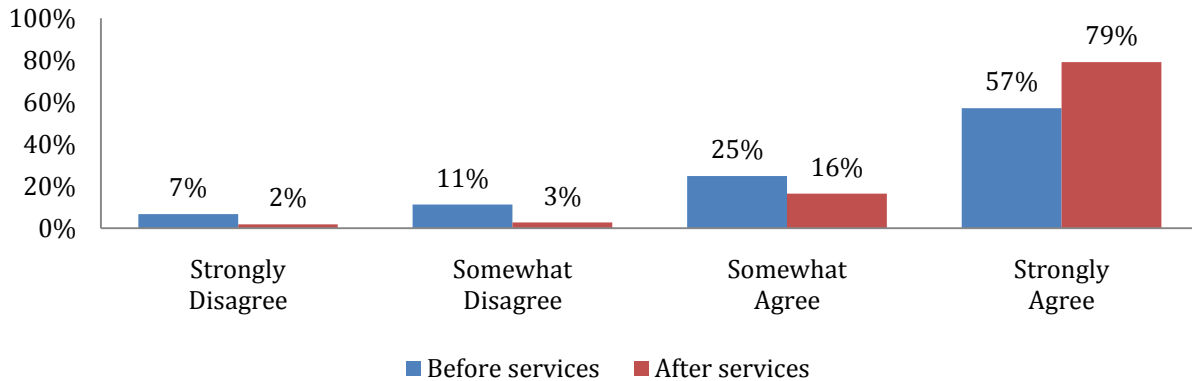
Personal Impact of Abuse

Three statements were grouped to examine clients' awareness of the personal impact of abuse. The mean rating for this subset of statements was 2.74 for clients who completed surveys before services and 3.70 for clients who completed surveys after services.

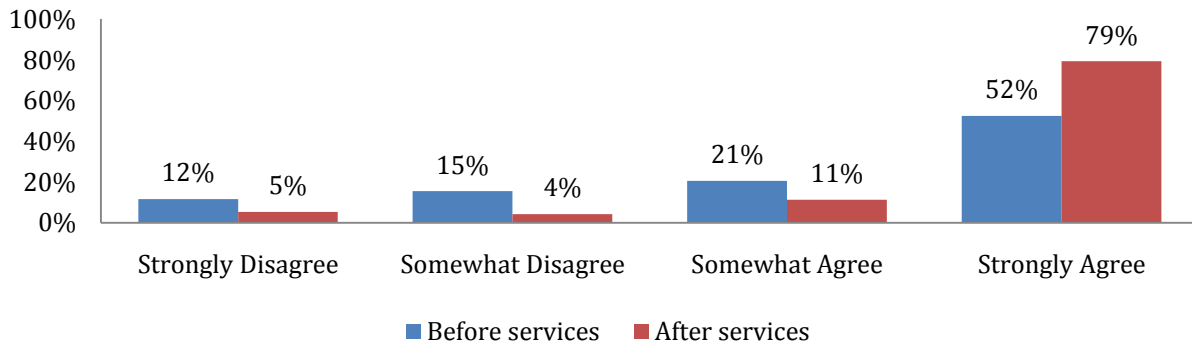
I have a better understanding of the effects of abuse on my life.



I know what effect domestic violence has on my own children.



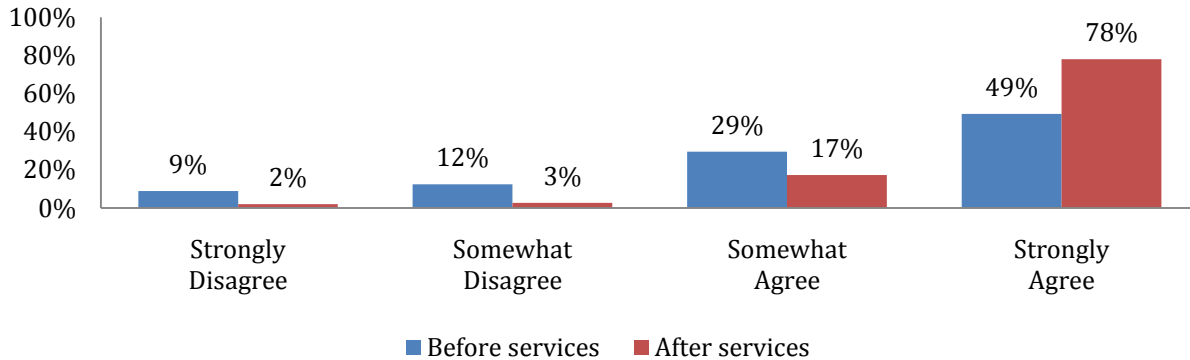
I am NOT at fault when my spouse (significant other) physically or emotionally abuses me.



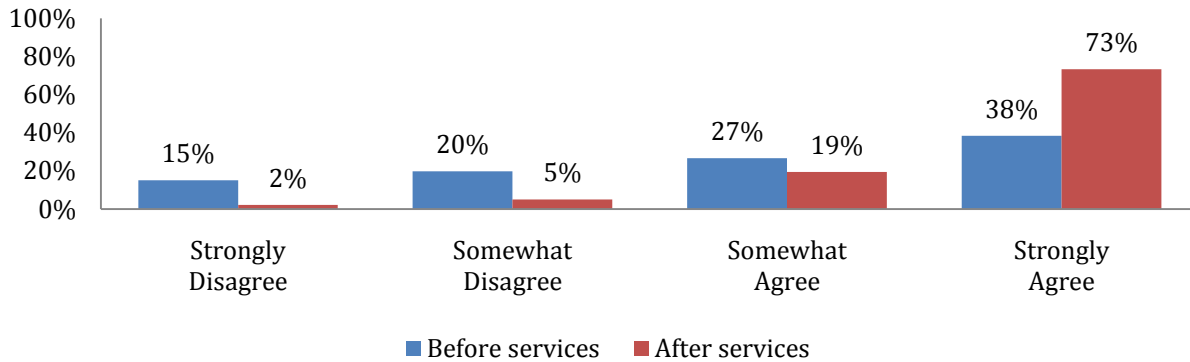
Safety/Legal Issues

Three statements were grouped to examine clients' awareness of the safety/legal issues of domestic violence. The mean rating for this subset of statements was 3.00 for clients who completed surveys before services and 3.67 for clients who completed surveys after services.

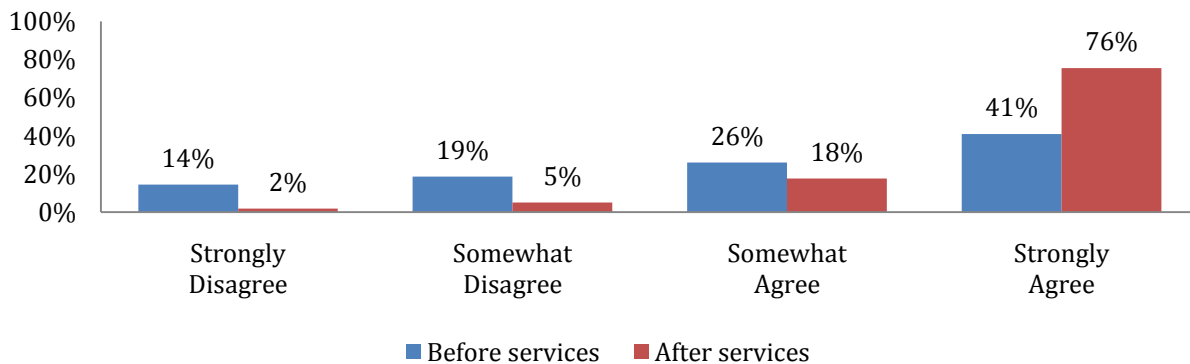
I know the steps I will take to protect my own safety.



I know about my rights under the Illinois Domestic Violence Act.



I know how to receive legal services for domestic violence.



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 similarly high reactions. The majority of clients agreed with the following aspects of the program.

At least 90% of clients strongly agreed that:

- They were listened to and taken seriously by staff
- Staff explained things well
- Staff were willing to follow up
- Staff supported their decisions
- They would use the program again

At least 80% of clients who received counseling specific services reported:

- Counseling was helpful
- Group sessions were beneficial

And of clients who used the child visitation center, at least 80%, reported that they:

- Had an opportunity for positive relationship with their child(ren)
- Were in a safe environment
- Felt at ease with staff
- 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 found 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. ^{vii} 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, 35% 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, 88% 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 a 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.

A caution of using satisfaction criteria is to not rely on it as a singular measure of program impact without considering whether clients have learned new knowledge or skills or capturing how clients will use the new information. This report relies on both satisfaction and outcome measures make connections between the process of 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 and after services Domestic Violence Awareness Surveys for a random sample^{viii} of client 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 of clients' surveys revealed that clients who completed Domestic Violence Awareness Surveys before services showed a moderately good level of knowledge (mean rating of 2.88) 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 +.73 or 22% difference. Percent differences ranging between 18% and 26% 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 service evaluation.^{ix}

Quality/content of client services

- Enhance service delivery that leads to evidence-based outcomes related to long term positive successes for victims of domestic violence
- Use process and compliance feedback for ongoing program enhancement
- Support and listen to victims
- Employ trained and knowledgeable staff
- Provide information and access to resources that clients can use 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 design 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 perform 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; that client confidentiality/anonymity are maintained; that evaluation responds to changes in program design; and that surveys are worded to best reflect concept, measure one construct at a time; and are comprehensible [reading level and language]
- Capture standard client and programmatic characteristics to aid comparison of results with other evaluation similar efforts
- Create survey identifiers to match clients' before and after services survey tool to support advanced analysis of outcomes; conduct psychometric analysis on surveys and subscale to support 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 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 the overall Evaluation of Services Survey had an excellent reliability ($\alpha = .91$). The subscales were found to range from good to acceptable internal consistency (service $\alpha = .88$, staff $\alpha = .84$, counseling $\alpha = .77$), and CVC $\alpha = .77$).

^{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 the before services survey had excellent internal consistency ($\alpha = .91$). The subscales were found to range from fair to good internal consistency (dynamics $\alpha = .82$, impact $\alpha = .68$, and safety/legal $\alpha = .85$).

After services survey. Item reliability analysis showed that the before services survey had acceptable internal consistency ($\alpha = .78$). The subscales were found to range from poor to good internal consistency (dynamics $\alpha = .59$, impact $\alpha = .45$, and safety/legal $\alpha = .79$). The after services survey internal consistency may be low because some program models were not required to address the constructs measured on this survey.

^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} Individual clients' before and after services surveys could not be matched and are not used to examine increases in knowledge after services. However, to the extent that the populations are not very different, comparisons between client responses can be discussed. However caution should be made to not infer gains or increases in outcomes due to services received.

^{vii} 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.

^{viii} 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.

^{ix} 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.