



## **SAN FRANCISCO SAFESTART Domestic Violence Training Evaluation Summary Service Delivery Team Members (N = 8)**

### **I. INTRODUCTION**

As part of the training schedule organized for SafeStart Service Delivery Team (SDT) members, WOMAN, Inc. conducted two separate 40-hour sessions (each session lasting over a period of five weeks) on Domestic Violence. Of the SDT members who returned both pre- and post-test surveys, six of them attended the training in June 2002, while the other two members attended a later training in October 2002. The content for both training sessions were the same.

Before SDT members took the training, they were asked to complete a “pre-test” survey to identify their attitudes, skills and knowledge regarding domestic violence issues and services. In developing the pretest survey, ETR Associates enlisted the assistance of the WOMAN Inc. Volunteer Coordinator to identify topic areas in which participants should increase their level of knowledge and skills. WOMAN, Inc. also provided ETR with an agenda, outlining presenters for each session, as well as discussed some of the expected content of the presentations.

In January 2003, (six months after the first training session, and two months after the second training had ended), post-test surveys were sent to the same Service Delivery Team members who had previously filled out the pre-test survey. To better reflect the actual content of the Domestic Violence Training, the post-test survey was modified from the pre-test survey, although several of the questions had been kept the same in order to measure how much of the knowledge members gained from the training had been retained over time.

A total of nine post-tests were completed. However, please note that results below present the answers from only eight respondents as one respondent had not given prior consent to participate in research surveys.

### **II. KEY FINDINGS**

1. Overall, results showed positive change in respondents’ post-test responses compared to their pre-test responses. This change was especially apparent when more respondents were able to identify correct multiple responses to open-ended questions.
2. Respondents’ level of preparedness in handling domestic violence cases also showed an increase over time. Most significantly, respondents registered an increase of 0.63 when they reported on their ability to ‘ask routine questions about partner violence’ (from 3.62 to 4.25).
3. On a scale of 10 to 50, respondents’ aggregate “preparedness score” increased from 39.17 to 41.67 (a positive difference of 2.50) in the post-test survey.

4. Finally, four respondents (half of all respondents) reported feeling that their work with families affected by violence had become more satisfying for them.

### **III. LIMITATIONS**

- Only eight matched respondents completed both the pre- and post-test surveys. The small sample size thus confines the analysis to mainly descriptive results. Wherever possible, more rigorous inferential statistical tests were used to test for statistical significance.
- As two Domestic Violence Training sessions were offered, the first in June 2002 and the second in October 2002, the length of time between the pre- and post-test surveys differed among respondents. For respondents who attended the second training session, only two months had elapsed between their pre-test and post-test surveys.

### **IV. RECOMMENDATIONS**

- Offer Domestic Violence Trainings on a periodic basis to new Service Delivery Team members, as well as other agency staff (SafeStart Partners).
- Involve existing Service Delivery Team members when designing future training curriculum. Suggestions for future training include instructions on filling out legal forms, dealing with batterers, and allowing for more discussion time.

## V. RESULTS

The first section of the summary compares respondents' answers in both the pre- and post-test surveys. The second section of the summary presents respondents' answers to the rest of the post-test survey.

### Agencies Represented

- Asian/Pacific Islander Family Resource Network
- Bayview Hunter's Point Family Resource Center
- Chicano/Latino Family Resource System
- La Raza Information Center
- Mission Learning Center
- San Francisco Police Department
- Sojourner Truth Family Resource Center

### Positions Represented

- Case Manager (1)
- SafeStart Family Advocate (3)
- SafeStart Family Advocate Supervisor (2)
- Police/SafeStart Liaison
- Program Assistant
- Program Manager

### Length of time respondents worked at current agency

Less than one year - 2 respondents

Between one and two years - 6 respondents

*Average length of service at agency: 18 months (one and a half years)*

## SECTION 1: COMPARISON BETWEEN PRE- AND POST-TEST SURVEY RESULTS

### 1.1 Knowledge of Domestic Violence Issues and Skills

#### ***Multiple-Choice Questions***

In both of these questions, respondents scored lower on the post-test compared to the pre-test results.

Question	Correct Response	Pre-Test (N=8)	Post-Test (N=8)	Change in Percent
1. Domestic violence is:	4 abusive behavior used by one person in an intimate relationship to maintain power and control over the other 4 abusive behavior used by one person in a family to another family member to maintain power	6/8 (75%)	5/8 (63%)	<b>-12%</b>

Question	Correct Response	Pre-Test (N=8)	Post-Test (N=8)	Change in Percent
	4 and control abusive behavior used by one person in a family to a child to maintain power and control			
2. Signs and symptoms of abuse and witnessing abuse may be different for different cultural groups.	4 True	5/8 (63%)	3/8 (38%)	-25%

### Open-Ended Questions

Five items on the survey were open-ended items that required respondents to identify multiple responses. Using qualitative methods, their answers were coded and the percentage of respondents who provided correct responses presented below.

In four of five questions, more respondents were able to identify correct responses in the post-test compared to the pre-test.

Question	Pre (N=8)	Post (N=8)	Change in Percent
1. Three warning signs of domestic violence.	3/8 (38%)	5/8 (63%)	+25%
2. Domestic violence can include many types of abuse. Please identify five types of abuse.	4/8 (50%)	6/8 (75%)	+25%
3. Name three reasons why women stay in violence relationships.	8/8 (100%)	8/8 (100%)	--
4. Six things a safety plan should include.	1/8 (13%)	3/8 (38%)	+25%
5. Name two things you can do to help a child who has witnessed domestic violence.	3/8 (38%)	6/8 (75%)	+37%

### 1.2 Respondents' Level of Preparedness

Respondents were also asked to report on how prepared they felt in various situations. The table below presents respondents' mean score by item.

Across ten items, respondents reported feeling better prepared when carrying out eight of the ten tasks, less prepared to assess danger to a child, and showed no change when asked

whether they stayed aware of personal assumptions and biases when handling domestic violence cases.

**Respondents' level of preparedness (N = 8)**

*(1 = not at all prepared, 5 = well prepared)*

	<b>Pre-Test Mean (N=8)</b>	<b>Post-Test Mean (N=8)</b>	<b>Change</b>
1. Ask routine questions about partner violence	3.62	4.25	+0.63
2. Identify warning signs of partner violence	3.88	4.25	+0.37
3. Assess danger to an abused woman	3.43	4.00	+0.57
4. Assess danger to a child	3.86	3.63	-0.23
5. Make appropriate referrals for partner violence	3.75	4.00	+0.25
6. Remain calm in a crisis situation	4.25	4.38	+0.13
7. Practice active listening skills	4.13	4.63	+0.50
8. Stay aware of personal assumptions and biases	4.25	4.25	0
9. Know your own limitations	4.14	4.25	+0.11
10. Maintain personal distance from the victim's needs	3.87	4.13	+0.26

**1.3 Preparedness Scale**

An aggregate “preparedness score” was computed by summing respondents’ individual scores across the ten questions. If respondents selected multiple responses or did not respond to a question, their responses were not analyzed. The maximum score a respondent may obtain is 50 and the minimum score is 10. A higher score indicates that the respondent reports higher level of preparedness in carrying out the following tasks.

	<b>N</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Group Mean</b>	<b>Standard Deviation</b>
Pre-Test	6	33	47	39.17	5.85
Post-Test	6	32	50	41.67	6.04

Respondents reported an overall increase of 2.50 in their level of preparedness. A paired-samples T-test was performed on the mean scores to compare and identify any statistical

significant changes between respondents' level of preparedness before and after attending the Domestic Violence Training (N = 6). The change was not found to be statistically significant<sup>1</sup> ( $p > .05$ ,  $t = 2.52$ ).

We also asked respondents whether they felt their work with families affected by violence was frustrating (given a value of "1") or satisfying (given a value of "5"). Their pre- and post-test responses are provided below.

Overall, four respondents reported feeling more satisfied, two respondents reported feeling less satisfied, while the last two respondents did not alter their responses from the pre-test survey.

	N	Minimum	Maximum	Mean	Standard Deviation
Pre-Test	8	1	5	3.38	1.41
Post-Test	8	3	5	4.13	0.64

Overall, respondents reported an increase of 0.75 (from 3.38 to 4.13) in their level of satisfaction with their work. This difference was not found to be statistically significant ( $p > .05$ ,  $t = 1.27$ ).

## SECTION 2: POST-TEST SURVEY RESULTS

The following presents participants' responses for questions which were not included in the pre-test survey.

### 2.1 Knowledge of Violence-Related Issues

#### *Open-Ended Questions*

Using qualitative methods, respondents' answers were coded and the percentage of respondents who provided correct responses presented below.

Question	% of respondents who provided correct responses (N=8)
1a. Specific barriers that <i>lesbians</i> face while accessing domestic violence services	5/8 (63%)*
1b. Specific barriers that <i>immigrants</i> face while accessing domestic violence services	6/8 (75%)*
2. Five things that would be considered as part of an assessment of suicide risk.	8/8 (100%)

\* Some of the answers were not necessarily specific to these groups, but valid answers to general domestic violence survivors.

<sup>1</sup> It should be noted, however, that it is difficult to compare differences between matched pairs over time with such small samples; in this case, there were only six matched pairs whose scores could be used.

## 2.2 Level of Preparedness

Participants were also asked to report their level of preparedness when carrying out the following tasks.

Overall, three-quarters or more of the participants reported feeling prepared to handle the three tasks described below.

### Respondents' level of preparedness (N = 8)

(1 = not at all prepared, 5 = well prepared)

Item	% of respondents who selected '4' or '5'	Mean score
Be sensitive to cultural differences when handling domestic violence cases	88%	4.38
Deal with transference and counter-transference issues	75%	3.88
Assist families in applying for restraining or emergency protective orders	75%	4.13

## 2.3 Satisfaction with Topics and Resources/Agencies

Respondents were also asked to indicate how much they had learned from the training by rating each of the topics on a scale of five. The table below presents the results by topic.

Overall, respondents rated an average satisfaction score of 3.92 for topics covered during the Domestic Violence Training. Respondents were most satisfied with "Power and Control Wheel" (a mean rating score of 4.25) and "Understanding Social Power Dynamics" (a mean rating of 4.13).

(1 = learned very little, 5 = learned a lot)

Topics covered during training	# of respondents who selected '4' or '5'	Mean score
Power and Control Wheel	7/8	4.25
Equality Wheel, Respect Wheel	6/8	4.00
Advocacy Skills	6/8	4.00
Battering in the Queer Community	7/8	4.00
Self Care	7/8	3.75
Understanding Social Power Dynamics	7/8	4.13
Awareness of Identity Politics and DV	4/8	3.71

Topics covered during training	# of respondents who selected '4' or '5'	Mean score
Counseling Skills	5/8	3.88
Referral process	5/8	3.88
Victim Witness Assistance/ Child Abduction	6/8	4.00
Restraining Orders	7/8	3.75
Cultivating Safety and Trust	5/8	3.63

Other Domestic Violence Resources or Agencies covered during training	% of respondents who selected '4' or '5'	Mean score
Power and Control Wheel	7/8	4.25
Equality Wheel, Respect Wheel	6/8	4.00
Advocacy Skills	6/8	4.00
Battering in the Queer Community	7/8	4.00
Self Care	7/8	3.75

## 2.4 Respondents' Assessment of Comfort When Working with Families

Respondents were asked to rate their level of comfort dealing with specific activities, issues and groups.

Results show that the majority of respondents were comfortable in assessing danger to a child and working with people of different color. However, fewer respondents expressed comfort dealing with transference and counter-transference issues.

(1 = not at all, 5 = extremely)

	% of respondents who selected '4' or '5'	Mean score
Do you find it challenging to work with families affected by violence? (N=7)	3/7 (43%)	3.00
How comfortable do you feel when assessing danger to a child?	6/8 (75%)	4.00
How comfortable are you when working with people of different color?	6/8 (75%)	3.87
How comfortable are you in dealing with transference and counter-transference issues? (N=7)	4/7 (57%)	3.57



## **2.5 Comments from Respondents**

Finally, we asked respondents to tell us what they liked overall about the Domestic Violence Training, what they did not like, and to suggest any additional topics that they wished had been included.

### **What respondents liked about the training**

#### *Comprehensive coverage of topics*

- The training was excellent. What I liked most was the fact that they covered every angle of abuse. Not just men abusing women, same sex, different cultures.
- All the information. Also, how women are treated in a bad domestic violence situation and all the resources they need in order to be supported.
- Gender specific
- Comprehensive

#### *Presenters and overall organization*

- The facilitator's energy
- 1) Organization, 2) Presentation, and 3) Instructors
- Very good

### **What respondents did not like about the training**

#### *Need more time allocated to some topics*

- There're some topics that needs to be discussed but were not, instead, there was more time given to other issues. I expected to have more interactions and role playing.
- There was not enough time for the guest participations, I was not able to get a lot of information.
- Not in-depth enough; too short a period to cover all of the topics; too many people in the class, often became distracted and went off topic.

#### *Training time and location*

- Training on Saturdays.
- Size of the room used, poor ventilation

#### *Need training materials*

- We did not get the referral manual.
- Legal issues, i.e. mandatory orders, child custody, etc.

### **Additional topics to be included**

#### *Dealing with batterers*

- Dealing with the batterers. As a service provider, I need to learn more on assessment of danger [when] dealing with batterers.

#### *Safety plan*

- Safety plan was not covered (to my knowledge).

### *Cultural sensitivity*

- Culturally, we need to understand people's behavior. It is not enough to be bilingual, we need to understand people's way of life to understand how much they struggle to overcome depression as people of color.

### **Additional comments from respondents**

#### *Provide concrete tools to support service providers' safety*

- As service providers, we also need to get some support, in terms of our safety. Providing us tools to defend our own life whenever we're out.

#### *Suggestions for future training*

- 'The color of people' is a very good video to show in future trainings. Educating against racism is educating against ignorance. As long as we perpetuate the different forms of racism in our society, people will continue to suffer.
- More training with different information about Domestic Violence
- Training on filling out legal forms.

#### *More service providers*

- Having worked with families who tried to obtain a restraining order give up because of the paper work that's involved. Most times, the victim needs assistance and there is no one to assist them.

#### *Other*

- I would love to attend another one of these trainings.