

Measuring Our Success:

Outcome Evaluation for Ohio’s Domestic Violence Programs

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Always, ODVN would like to acknowledge survivors of domestic violence and their children. Without their voices and experiences, there would not be the vital and vibrant movement that is domestic violence advocacy today. Especially to Ohio's survivors: thank you for your voices and expertise. Your courage inspires us daily.

Introduction

As the state's domestic violence coalition, the Ohio Domestic Violence Network's (ODVN) mission is to support local domestic violence programs that are providing effective, valuable services to survivors of domestic violence. ODVN is clear that Ohio programs are working hard to meet the needs of survivors and their children and offers training and technical assistance to optimize the work of local programs. During 2004, ODVN received VAWA funds through the Ohio Office of Criminal Justice Services to provide training and technical assistance to Ohio's domestic violence programs with the goal of assisting them to develop and implement outcome measures. The title of the project, *Measuring Our Success: Outcome Evaluation for Ohio's Domestic Violence Programs*, was chosen to reflect ODVN's belief that local programs are effective and successful in doing the vital, challenging work of providing domestic violence services.

Why Focus on Outcome Measures?

Developing and administering outcome measures has been especially challenging for domestic violence programs. One source of the difficulty is due to the fact that most domestic violence service providers receive funding from multiple sources. It is common for each domestic violence program to have more than a dozen different funding sources with each funder requiring grantees to report different outcome measures. Additionally, some of the measures required by funding agencies are unrelated to the services domestic violence programs provide. Programs often describe "putting a square peg in a round hole" when reporting outcomes that are not consistent with the goals of domestic violence advocacy services. When developing outcome measures, domestic violence programs must always first take into consideration the confidentiality and safety of survivors and their children. Moreover, decreasing funding and the resulting staff reductions makes it difficult for local programs to devote the time and energy needed to develop measurements that both meet funding requirements and report meaningful data. This need for effective and consistent outcome measures led ODVN to develop the outcome project in an effort to facilitate consistency in outcomes used for grant reporting purposes and to educate programs and funders about realistic outcome measures.

Overview of Report

This report will highlight the status of outcome measurement in Ohio. It will begin by giving a brief overview of general information related to outcome measures, including benefits of outcome measurement and some "do's and don'ts" when it comes to domestic violence measurement. Then the report will discuss the ODVN Outcome Measurement Project and give a project overview. This section will specifically address the process of developing outcome measures for pilot programs to use and pilot program feedback. The third section of this report will discuss the findings of the outcome measures that were piloted and give a picture of the effectiveness of domestic violence services in Ohio. In the final section of this report, the future directions of the project and dissemination of sample outcome measures will be discussed.

Outcome Measures Overview

The following section is designed to give a very basic overview of some concerns related to outcome measurement. For a more complete discussion of outcome measures, please see the publication, *Outcome Evaluation Strategies for Domestic Violence Programs: A Practical Guide*, published by the Pennsylvania Coalition Against Domestic Violence and authored by Cris M. Sullivan, Ph. D., 1998. This resource may be ordered from the Pennsylvania Coalition Against Domestic Violence and is also available for loan from the ODVN clearinghouse.

Benefits of Outcome Measurement

The major impetus in the last decade to develop outcome measures has been primarily driven by funders. This requirement, that domestic violence programs document the effectiveness of our services, has been appreciated in principle but has often been very difficult to implement in practice. Few other agencies offer the breadth of services that domestic violence programs do including emergency housing services, 24 hour hotlines, and other advocacy services as needed for battered women and their children. In addition, the complex nature of domestic violence dynamics – with the intersection of individual factors and societal oppressions – makes outcome measurement challenging. Finally, the strict need for confidentiality and safety for survivors of domestic violence also complicates the development of outcome measures.

With these concerns, it has been challenging for domestic violence programs to determine appropriate outcome measures for survivors and their children, but there are several reasons that it is important for us to be active in developing and implementing effective outcome measures.

1. **To determine what impact our work is having on the lives of survivors and their children.** The Battered Women's Movement has been very active in making social change for the past thirty years, and we have been guided by survivors in making decisions about services. Outcome measurement can be an important way to hear the voices of survivors as they give us feedback about our advocacy efforts.
2. We believe **the work we do is very important and effective**, but at times we need to prove it to our community, stakeholders, allies, and funders. Outcome measures can be the "proof" we need to back our claims for support, collaboration, and funding.
3. **To determine direction of future advocacy efforts.** Well-evaluated programs can be reproduced and/or used to inform our future efforts to meet the needs of survivors and their children. Making a case for additional funding may be helped if current services are shown to be effective.

Process and Outcome Evaluation

When discussing outcome measures, it can be difficult to decipher the different terms used. The following short section will give some basic information about the concepts of process and outcome evaluation as used in outcome measurement. The material in this section was adapted from the publication, *Outcome Evaluation Strategies for Domestic Violence Programs: A Practical Guide*, published by the Pennsylvania Coalition Against Domestic Violence and authored by Cris M. Sullivan, Ph. D., 1998.

Process and Outcome Evaluation

Process evaluation assesses the degree to which your program is operating as intended.

- Process evaluation helps us assess what we are doing, how we are doing it, why we are doing it, who is receiving services, how much recipients are receiving, and the degree of satisfaction.
- “Process oriented” questions help us determine the connection between program services received and outcomes achieved.
- Process evaluation is also important because we want to assess not just whether a woman received what she needed (outcome) but whether she felt comfortable with the staff and volunteers, as well as with the services she received.

Outcome evaluation assesses program impact: What occurred as a result of the program.

- Outcomes must be measurable, realistic, and philosophically tied to program activities.
- Outcomes are statements reflecting measurable change due to your program's efforts.
- May include survivor's immediate safety or that of her children, increase survivor knowledge of domestic violence, increase survivor awareness of options, decrease isolation, or increase the public's knowledge about domestic violence.

Important note for domestic violence service providers:

“Satisfaction with Services” is typically considered to be part of process evaluation as opposed to outcome evaluation. However, most if not all domestic violence programs strive to provide services unique to each woman's situation and view each woman's “satisfaction with the degree to which the program met her needs” as a desired short-term outcome.

Outcome Measurement Do's and Don'ts

After reviewing a number of grant applications and working with local domestic violence programs, ODVN has developed a short list of Do's and Don'ts when it comes to outcome measures. The following "Don'ts" are common mistakes that domestic violence programs make around outcomes measures, and the "Do's" are suggested remedies. There is an explanation provided for each example. It must be understood that many of the "Don'ts" are outcome measures used by experienced and effective domestic violence service providers in the interest of making the case that their services are valuable.

DON'T

X number of women in the program will not return to abusive relationships.

Explanation: As a domestic violence program, we do not have control over all the factors that might cause a woman to return to an abusive relationship. Housing, economic concerns, children's needs, safety issues, and other legitimate concerns may very well convince a woman that returning to an abusive relationship is the best decision for her and her children. In addition, it can be the safest option for a battered woman to return to the home with her abuser. This outcome measure does not indicate the successful work we do with women and children even if they must choose to return home.

DO

X number of women will receive shelter services.

Explanation: This measurement gives a much more realistic picture of safety (while using our services) than a blanket statement that women will not return to abusive relationships. Domestic violence programs are able to quantify safety during shelter stay and accurately say this safety results from using our services. It is a much more relevant, realistic outcome.

DON'T

X number of women will get a protection order and/or use the legal system.

Explanation: Again, this outcome may not be a result of our service provision. We are all familiar with the numerous reasons protection orders may not be granted in particular jurisdictions. Additionally, using the legal system may not be the option a particular battered woman wants to access. This outcome measure puts the advocate in the position of advocating for use of a particular system or remedy which may not be in the best interest of individual women and children.

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DO

X number of women will develop a safety plan with DV Agency advocate.

OR

X number of women who request a protection order will receive assistance from DV Agency's legal advocate.

Explanation: These are measurable, survivor-focused outcomes that are more responsive to the diverse needs of battered women and their children. Safety plans may be written or can consist of a verbal plan made with an advocate. Offering assistance to women who request a protection order is a beneficial service that respects their choices and does not superimpose our wishes as advocates.

DON'T

DV Agency will see 10-30% more clients in the shelter this year.

Explanation: While it can be tempting to promise that we will serve even more battered women and children in our core services, it is typically not realistic. Many funding sources are capped or have decreased recently, so promising to do *more* with *less* money is not possible for most programs. Additionally, it can set up programs to fail when they have to submit grant performance reports which indicate that they did not meet these unattainable goals.

DO

80% of women who use DV Agency shelter services will receive information about domestic violence.

Explanation: If grant monies are not increasing, be realistic about what services you can provide. Giving factual information about domestic violence is an effective, supportive service to provide to battered women. It is often overlooked in favor of more "flashy" outcomes, but it is an important core service we can provide effectively. It is also an important service that differentiates us from more general social service agencies.

ODVN Outcome Measures Project

Project Overview

The Ohio Domestic Violence Network (ODVN) developed the outcome evaluation project in response to the need for consistent and appropriate outcome measures for domestic violence programs. Key components of this project included: (1) coordinating regional training on the development of outcome measures that assess program impact for domestic violence services, and (2) providing technical assistance to local domestic violence programs for implementation of outcome measures.

ODVN worked with Dr. Cris Sullivan, Professor of Ecological Psychology at Michigan State University, on this project to help deliver training and provide consultation to the project. Dr. Sullivan is a nationally recognized expert on outcome evaluation for domestic violence programs. ODVN also utilized the Promising Practices Committee to serve as an advisory committee to the project. The Promising Practices Committee consists of program directors, executive directors, and other supervisory staff working within domestic violence programs throughout Ohio.

There were a number of goals for the outcome measures project. First, ODVN sought to assist programs in developing a practical way to collect outcome information that required a minimal time commitment and was user-friendly. Second, ODVN sought to collect information in a respectful way. The confidentiality and safety of survivors was the top priority in the planning process. Third, ODVN sought to assist programs in getting staff buy-in to implementing outcome measures. Finally, ODVN hoped to provide a means for programs to collect meaningful information. Therefore, emphasis was placed on gathering data that reminds service providers why they do the work they do and connects with the overall goals of their program.

The Promising Practices Committee convened in early 2004 to discuss the year-long outcome project. Six program areas were selected to pilot outcome measures, including:

1. Legal advocacy
2. Child advocacy
3. Residential services
4. Crisis hotline
5. Support groups
6. Individual counseling.

Through a series of meetings, the committee identified the key goals of each program area. Based upon the identified goals of each program area, the VAWA Project Coordinator modified Dr. Sullivan's existing evaluations to fit the goals and needs identified by the Promising Practices Committee. The evaluations were carefully reviewed by the committee who provided feedback for improvement.

While the Promising Practices Committee developed evaluation tools, the outcome trainings were coordinated and held. These trainings were based on an evaluation curriculum developed by Dr. Sullivan for the Pennsylvania Coalition Against Domestic

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Violence. Three regional outcome trainings were conducted by Dr. Sullivan throughout the state with a total of 50 domestic violence service providers participating.

In addition to the trainings for service providers, ODVN coordinated an outcome measures training for funders. This training covered many of the same topics as the training for service providers and focused on information particularly relevant to funders. Funding agencies represented at the training included the Ohio Office of Criminal Justice Services, the Crime Victim Services section of the Attorney General's Office, the United Way, and the Ohio Department of Health.

At each of the trainings for domestic violence service providers, the VAWA Project Coordinator solicited participation in the project, explaining that ten pilot programs would be asked to volunteer to pilot outcome measures for a period of two months.

By the end of August, 10 pilot programs had agreed to pilot outcome measures (see Appendix A for a list of pilot programs). The VAWA Project Coordinator arranged on site technical assistance visits with all of the pilot programs. Throughout the pilot period ongoing technical assistance was provided as requested. An outcome measures listserv was also created to enable pilot programs to exchange feedback with each other. Pilot project coordinators attended a wrap-up meeting on December 1, 2004 in Columbus to provide feedback about the outcome evaluation project. An overview of feedback from this meeting will be discussed in the next section of this report. For a detailed description of feedback related to specific program areas, please see Appendix J.

Feedback from Pilot Programs

In December 2004, all pilot programs were asked to send their project coordinator to Columbus to participate in a wrap-up meeting. The meeting provided an opportunity for pilot programs to reflect on the project and inform ODVN what they liked and did not like about the current project, as well as make suggestions for revising the surveys. All six program areas (legal advocacy, child advocacy, residential services, crisis hotline, support groups, and individual counseling) were represented at the wrap-up meeting. For a more detailed discussion of feedback related to specific program areas, please see Appendix J.

General Feedback

Overall, the pilot group indicated that they had gained new insight into their services and evaluation processes as a result of their participation in the project. In addition, they reported that the on-site technical assistance visits were very helpful.

Pilot project coordinators also suggested that some forms may need minor revision such as changing the title of the surveys or rewording certain questions to meet the specific needs of each program. ODVN decided that appropriate titles and question rewording would be determined best by individual programs that choose to use the evaluation tools developed. Therefore, domestic violence programs that use these surveys are strongly encouraged to tailor the surveys to their particular agency's services and staffing titles.

Format/ease of use. ODVN kept all forms to two pages or less. None of the pilot project coordinators thought the surveys were too lengthy; in fact, they suggested that lengthier forms providing more detailed information would be preferable. In addition, questions were raised about whether the "check box" format was the best method for the surveys as perhaps it discouraged respondents from thinking through the questions. The pilot group unanimously agreed that space for comments after survey questions would be helpful and may encourage respondents to think more critically about the services they received. Also, a project coordinator suggested adding a statement such as "feel free to make comments on any of the questions" at the beginning and end of the survey. One final formatting issue that was discussed in the wrap-up meeting was that it might have been helpful to have a "please turn over" directional statement on instruments that were multiple pages.

ODVN revised each of the surveys based upon the feedback discussed above. However, to keep all of the surveys to four pages or less, a statement encouraging comments was included at the end of the surveys as was space for comments after the majority of survey questions.

Demographic feedback. Some respondents had difficulty answering the race question. Originally, the race question asked participants to check all answers that applied; therefore, it was projected that persons with multiple racial backgrounds would check multiple boxes. However, multiracial individuals did not do this; instead some of them

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placed their responses in the “other” category and a few indicated they were offended by the question. To increase the clarity of the question, a “multiracial” answer option was added and the “check all that apply” instruction was deleted. Inclusion of the “other” category is common practice in virtually all surveys that utilize a multiple or forced choice race question; therefore, this category was retained as an option for individuals who felt they did not fit into any of the pre-determined categories.

An additional suggestion was to add a question about disability status. However, the revised surveys do not reflect this suggestion. The VAWA Project Coordinator did not feel comfortable creating a disability status question without ample feedback from the disabilities community. Adding a disability question will be considered in the future.

Measuring Ohio's Success: Outcome Results from Pilot Programs

This section of the report will highlight findings from each of the six program areas in which outcome measures were piloted. These results reflect the aggregate numbers received from all programs piloting outcome measures. While the results are not able to be generalized to all Ohio domestic violence programs, the findings in this section give a “snapshot” of how domestic violence services are being delivered in Ohio. Participants were asked questions about what services they received, whether these services were beneficial, and their level of satisfaction with services. Each program area will be discussed in terms of notable results from surveys, and a copy of the aggregate results for each survey question will be included.

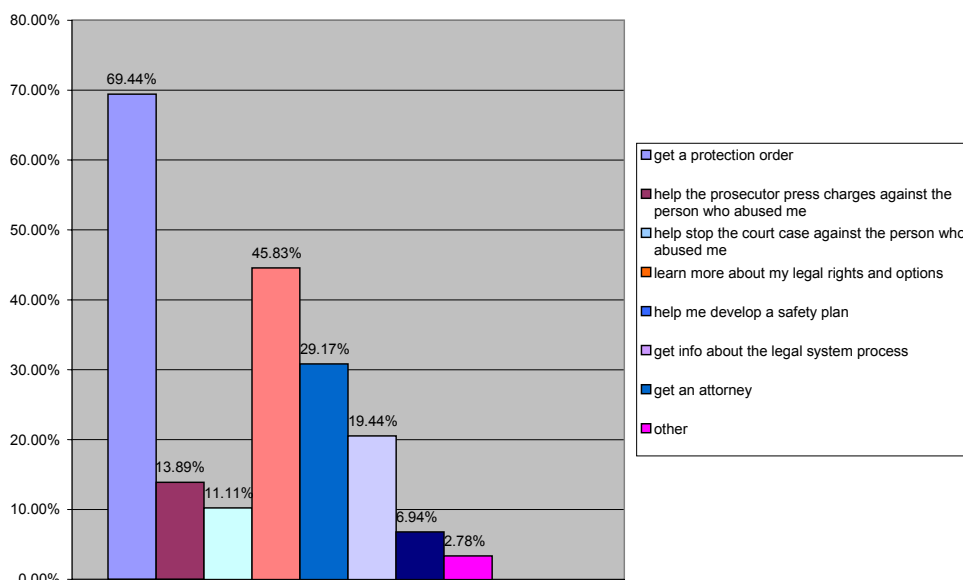
Legal Advocacy

The pilot programs received a total of 72 surveys related to legal advocacy services. There were several notable findings of these surveys which are highlighted below.

Why do women use legal advocacy services?

According to the measures reported, the most prevalent reason that women use the services of a legal advocate is to help them to obtain a protection order. Almost 70% of respondents indicated that this was a reason that they used these services. Also, almost half (46%) indicated that they wanted to learn more about their legal rights and options, and almost 30% indicated that they wanted help developing a safety plan. Interestingly, almost as many women (14%) wanted to help the prosecution press charges as those wanting to stop the prosecution (11%).

Figure 1.1 Use of Legal Advocacy Services



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How helpful are legal advocacy services?

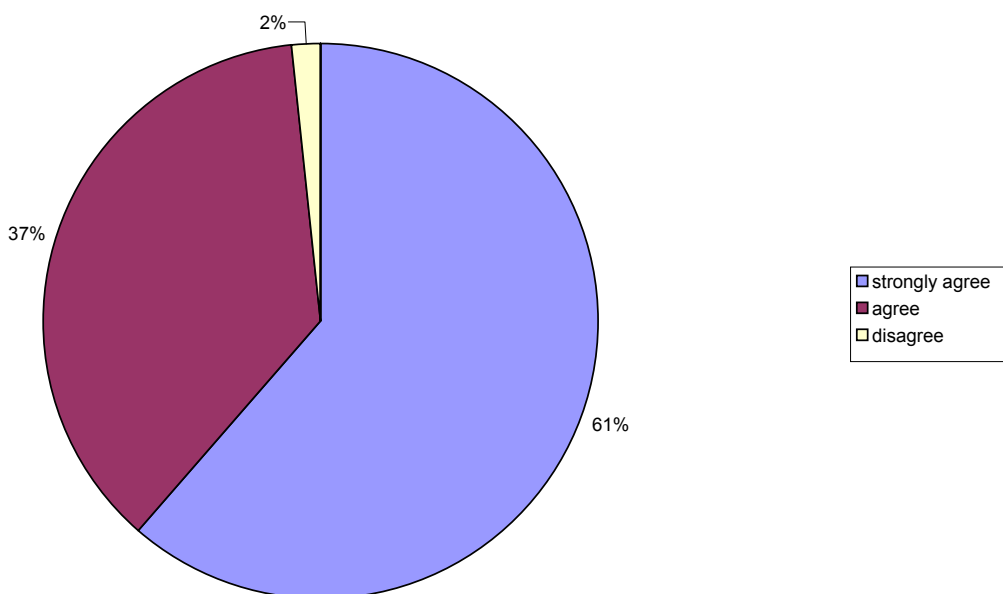
Interestingly, every respondent (100%) indicated that they found the agency to be of assistance in explaining the legal system. Eighty-three percent of respondents found the agency to be “very helpful” in explaining legal system process, and 17% of survivors found the system to be “helpful.” The legal system is complex and confusing to many survivors. Clearly, programs are doing a good job of assisting survivors to understand this process.

In addition, all respondents who desired court accompaniment found the service to be valuable as well. Almost 90% of survivors rated this service as “very helpful” and the remaining respondents stated the service was “helpful.” Not one respondent responded that the services were not helpful or only a little helpful.

Safety Planning

Safety planning is an activity that is key to our work with survivors of domestic violence. In addition to giving factual information about domestic violence, safety planning is the most important activity an advocate can undertake and, arguably, is the most beneficial service we provide. It was heartening, then, to discover that nearly 100% of respondents indicated that they had developed a safety plan with the advocate that they could use in times of future violence.

Figure 1.2 Survivor Responses: "The Agency Helped Me to Develop a Safety Plan"



For the remainder of findings from the Legal Advocacy Surveys, please see pages 14-16.

Legal Advocacy Summary of Results

Total # Respondents

72

Question 1:

I used [agency's name]'s services to:

	# responses	% of total	
	50	69.44%	get a protection order
	10	13.89%	help the prosecutor press charges against the person who abused me
	8	11.11%	help stop the court case against the person who abused me
	33	45.83%	learn more about my legal rights & options
	21	29.17%	help me develop a safety plan
	14	19.44%	get info about the legal system process
	5	6.94%	get an attorney
	2	2.78%	other (please describe)
Total # responses	143		
Total # respondents	72	100.00%	

Question 2:

[Agency name] clearly explained my legal rights and options as they related to domestic violence.

	# responses	% of total	
	49	77.78%	strongly agree
	14	22.22%	agree
	0	0.00%	disagree
	0	0.00%	strongly disagree
Total # responses	63	100.00%	

Question 3:

How helpful was [agency name] overall in explaining the legal system process to you?

	# responses	% of total	
	54	83.08%	very helpful
	11	16.92%	helpful
	0	0.00%	a little helpful
	0	0.00%	not at all helpful
Total # responses	65	100.00%	

Question 4:

[Agency name] helped me develop a safety plan that I could use if the violence happens again in the future.

	# responses	% of total	
	38	61.29%	strongly agree
	23	37.10%	agree
	1	1.61%	disagree
	0	0.00%	strongly disagree
Total # responses	62	100.00%	

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Question 5a: Did someone go to court with you or meet you at court?

	# responses	% of total	
	32	84.21%	Yes
	0	0.00%	No
	6	15.79%	Didn't need or want
Total # responses	38	100.00%	

Question 5b: If yes: How helpful was it to have someone from [agency name] at court with you?

	# responses	% of total	
	32	88.89%	very helpful
	4	11.11%	helpful
	0	0.00%	a little helpful
	0	0.00%	not at all helpful
Total # responses	36	100.00%	

Question 6: How helpful was [agency name] overall in assisting you to get what you needed today?

	# responses	% of total	
	54	88.52%	very helpful
	7	11.48%	helpful
	0	0.00%	a little helpful
	0	0.00%	not at all helpful
Total # responses	61	100.00%	

Question 7: I consider myself to be:

	# responses	% of total	
	14	21.88%	African American/Black
	49	76.56%	White
	0	0.00%	Asian/Pacific Islander
	1	1.56%	Native American
	0	0.00%	Latina/Hispanic
	0	0.00%	Multiracial
	0	0.00%	Other
Total # responses	64	100.00%	

Question 8: My age is:

	# responses	% of total	
	2	3.39%	17 or younger
	9	15.25%	18-24
	22	37.29%	25-34
	17	28.81%	35-44
	7	11.86%	45-54
	1	1.69%	55-64

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	1	1.69%	65 or older
Total # responses	59	100.00%	

Question 9: I consider myself to be:

	# responses	% of total	
	61	100.00%	heterosexual/straight
	0	0.00%	bisexual
	0	0.00%	lesbian/gay
	0	0.00%	other
Total # responses	61	100.00%	

Child Advocacy

There were two surveys used to evaluate the delivery of services to youth experiencing domestic violence. Children twelve years of age and older were given a survey to complete that asked about their experience with the advocate or therapist. Mothers of younger children were also given a survey to evaluate services. Five youth answered survey questions, and 19 mothers answered questions about their children’s experiences while receiving domestic violence services.

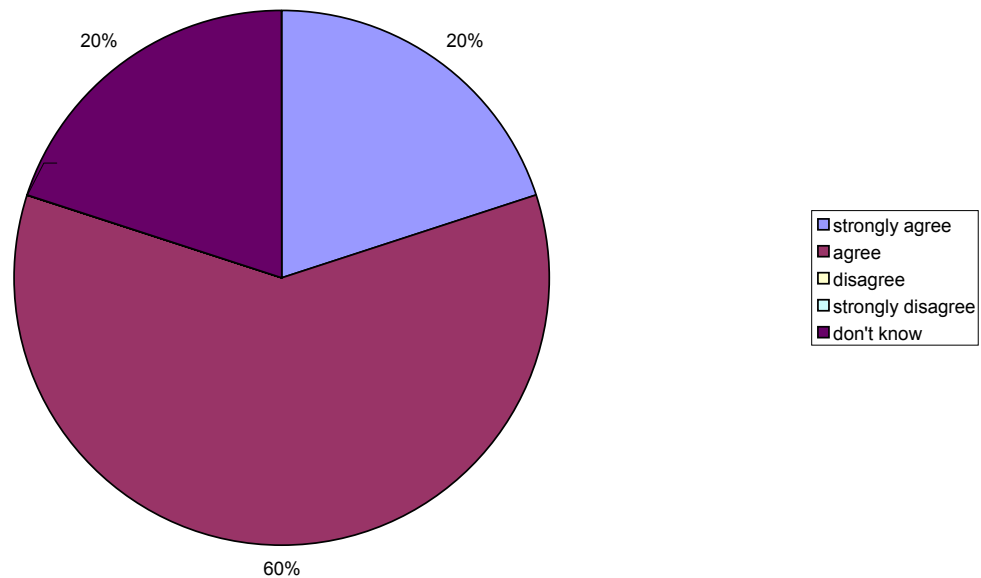
Clear Messages About Abuse

Sixty percent of youth indicated that they “strongly agree” or “agree” to the statement that the youth advocate told them that the abuse was not their fault. The remaining 40% indicated that they “don’t know” whether they were given that message. On the other hand, 100% of mothers indicated “strongly agree” or “agree” to the question of whether their children were told that abuse was not their fault. These findings seem to indicate that the message of “Abuse is Not Your Fault” continues to be a key message to give youth and may need to be stated multiple times to be fully retained.

Improved Coping as a Result of Advocacy Services

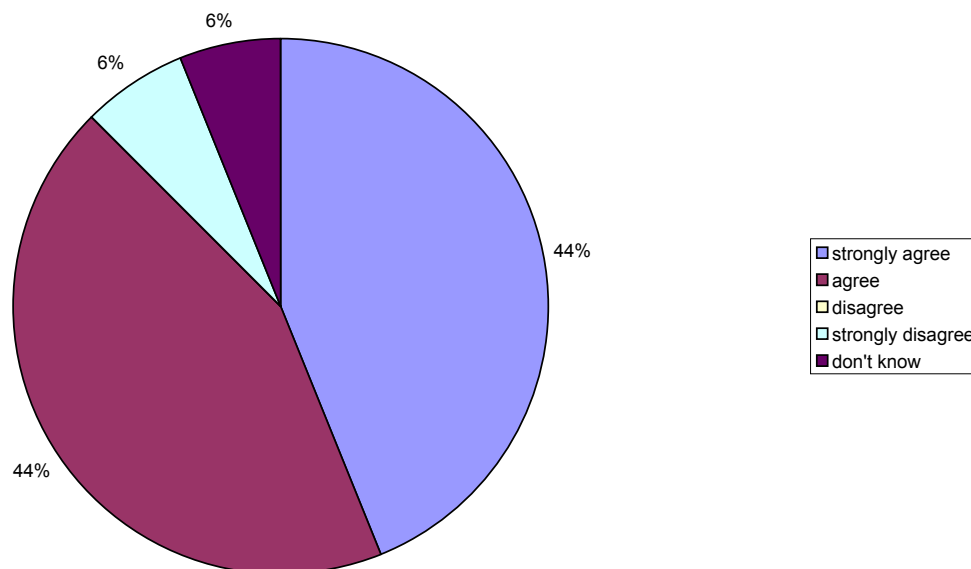
In relation to improved coping, both youth and mothers of younger children seemed to find child advocacy services to be beneficial. See Figures 1.3 and 1.4 below.

Figure 1.3 Youth Responses: I am Feeling and Doing Better Since Working with the Youth Advocates



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Figure 1.4 Mothers' Responses: My Children are Coping Better Since Being a Part of the Child Advocacy Services



Safety Planning

While 60% of youth surveyed indicated “agree” to the statement that they have a plan for staying safe if violence occurs again, 40% indicated “don’t know” to the same question, and no youth strongly agreed. And while 87% of mothers indicated “strongly agree” or “agree” to the question of whether their children had developed a safety plan, an additional 13% answered this question with “don’t know”. These findings may indicate that youth advocates may need clearer communication around safety planning; or the answer of “don’t know” may reflect the fact that children have less power to implement safety plans and so are less clear about the process of staying safe.

Satisfaction with Services

As testimony to the excellent advocacy provided by Ohio’s child advocates, a full 100% of youth indicated that they “strongly agree” or “agree” that they felt accepted and welcomed by the staff at domestic violence programs. Additionally, 47% of mothers indicated that the child advocacy program met or exceeded their expectations. Another 47% of mothers, agreed that the program had met most of their expectations. This makes a very strong case for continuing children’s programming as a beneficial service that is viewed very positively by both children and their parents.

To see the complete youth and mothers’ surveys, please see pages 19-23.

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Question 4: Overall, I felt accepted and welcomed by the staff here.

	# responses	% of total	
	3	50.00%	strongly agree
	3	50.00%	agree
	0	0.00%	disagree
	0	0.00%	strongly disagree
	0	0.00%	don't know
Total # responses	6	100.00%	

Question 5: I am:

	# responses	% of total	
	4	50.00%	African American/Black
	2	25.00%	White
	0	0.00%	Asian/Pacific Islander
	1	12.50%	Native American
	0	0.00%	Latina/Hispanic
	0	0.00%	Multiracial
	1	12.50%	Other
Total # responses	8	100.00%	

Question 6: I am:

	# responses	% of total	
	0	0.00%	under 12
	3	50.00%	12 to 13
	2	33.33%	14 to 15
	1	16.67%	16 to 17
	0	0.00%	18 or older
Total # responses	6	100.00%	

Question 7: I am a:

	# responses	% of total	
	4	66.67%	female
	2	33.33%	male
Total # responses	6	100.00%	

Mother's Feedback about Children's Advocacy Results

Total # Respondents 19

Question 1: My children who were with me while I was here are:

	# responses	% of total	
	1	5.26%	0 to 2
	0	0.00%	3 to 4
	15	78.95%	5 to 12
	2	10.53%	13 to 18
	0	0.00%	over 18
Total # responses	18	100.00%	
Total # respondents	19		

Question 2: I consider my children to be:

	# responses	% of total	
	6	42.86%	African American/Black
	6	42.86%	White
	0	0.00%	Asian/Pacific Islander
	0	0.00%	Native American
	0	0.00%	Latina/Hispanic
	2	14.29%	Other
Total # responses	14	100.00%	

Question 3: My children are:

	# responses	% of total	
	11	57.89%	male
	8	42.11%	female
Total # responses	19	100.00%	

Question 4: About how many times did your children formally interact with the child advocate?

	# responses	% of total	
	0	0.00%	0 times
	1	5.56%	1 to 3 times
	2	11.11%	4 to 6 times
	15	83.33%	7 or more times
Total # responses	18	100.00%	

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Question 5: **What were you and your children hoping to get out of participating in our Children's Advocacy Services?**

	# responses	% of total	
	7	11.11%	Learning how to stay safe if the violence happens again
	11	17.46%	Learning the violence isn't their fault
	14	22.22%	Increased coping skills
	10	15.87%	Being able to engage in age-appropriate activities
	11	17.46%	Having someone listen to them
	10	15.87%	Other
Total # responses	63	100.00%	

Question 6: **The children's advocates tell my children that the abuse is not their fault.**

	# responses	% of total	
	9	60.00%	strongly agree
	6	40.00%	agree
	0	0.00%	disagree
	0	0.00%	strongly disagree
	0	0.00%	don't know
Total # responses	15	100.00%	

Question 7: **My children are coping better since being a part of the Children's Advocacy Services.**

	# responses	% of total	
	7	43.75%	strongly agree
	7	43.75%	agree
	0	0.00%	disagree
	1	6.25%	strongly disagree
	1	6.25%	don't know
Total # responses	16	100.00%	

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Question 8: **My children have plans for staying safe if the violence occurs again.**

	# responses	% of total	
	6	37.50%	strongly agree
	8	50.00%	agree
	0	0.00%	disagree
	0	0.00%	strongly disagree
	2	12.50%	don't know
Total # responses	16	100.00%	

Question 9: **When I think about what I wanted my children to get out of the Children's Advocacy Services, I would say:**

	# responses	% of total	
	8	47.06%	the program met or exceeded expectations
	8	47.06%	the program met most of my expectations
	1	5.88%	the program met some of my expectations
	0	0.00%	the program has met few or none
Total # responses	17	100.00%	

Question 10: **Overall, I think my children felt accepted and welcomed by the staff here:**

	# responses	% of total	
	11	64.71%	strongly agree
	6	35.29%	agree
	0	0.00%	disagree
	0	0.00%	strongly disagree
	0	0.00%	don't know
Total # responses	17	100.00%	

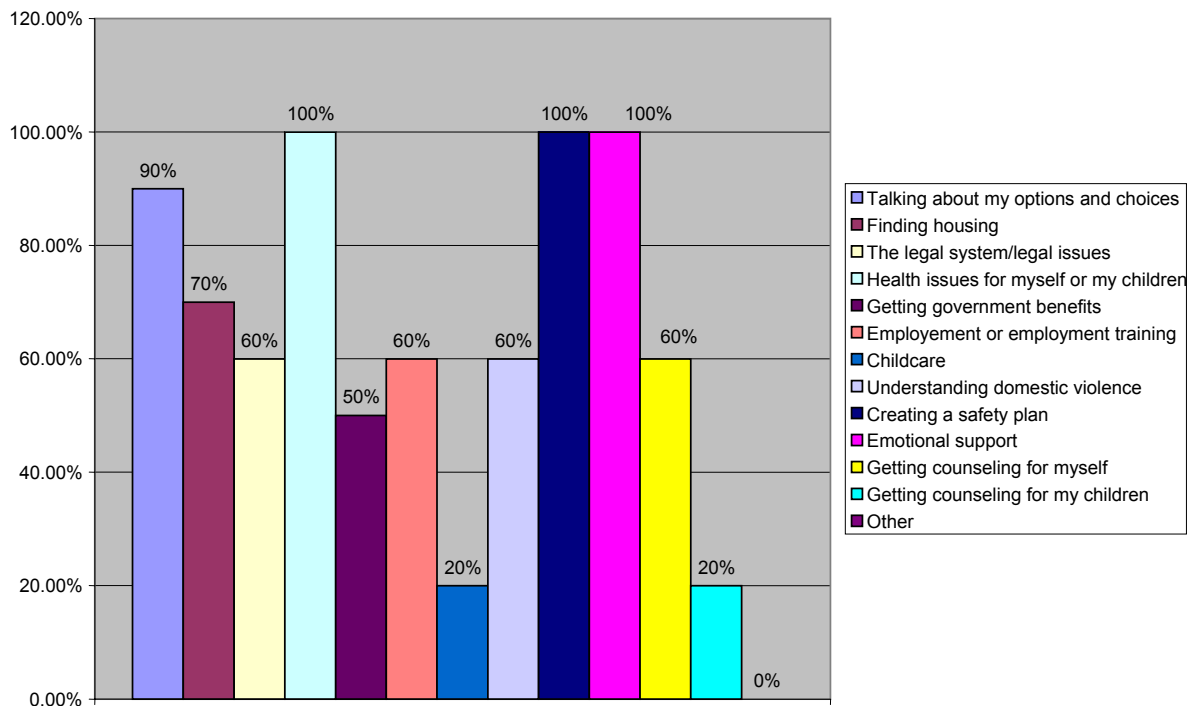
Residential Services

Shelter is one of the core services provided by most domestic violence advocacy organizations. Providing emergency shelter services is both gratifying and challenging for programs, and the results of the outcome measures surveys indicate that shelters are doing a good job providing this service. Of the ten women who completed surveys, 100% indicated that they were safe from the person who abused them while they were in shelter. The remainder of their responses gives both affirmation and challenge to shelter services that are currently being provided.

Assistance Provided by Shelters

Women seek shelter services primarily for safety, but as Figure 1.5 indicates, they also desire other assistance and support from shelter staff. Encouragingly, “creating a safety plan,” “emotional support,” and “health issues for myself or my children” were services received by 100% of survivors who used shelter services.

Figure 1.5 Assistance Received at Shelter



Domestic Violence Information and Safety Planning

The surveys indicated that the vast majority of women (80%) felt that they learned more information about domestic violence during their shelter stay. Sixty-seven percent of women surveyed agreed or strongly agreed that they were assisted in developing a safety plan; however, the remainder (33%) indicated that they either disagreed or strongly disagreed that they had been assisted in developing a safety plan. It is worth serious

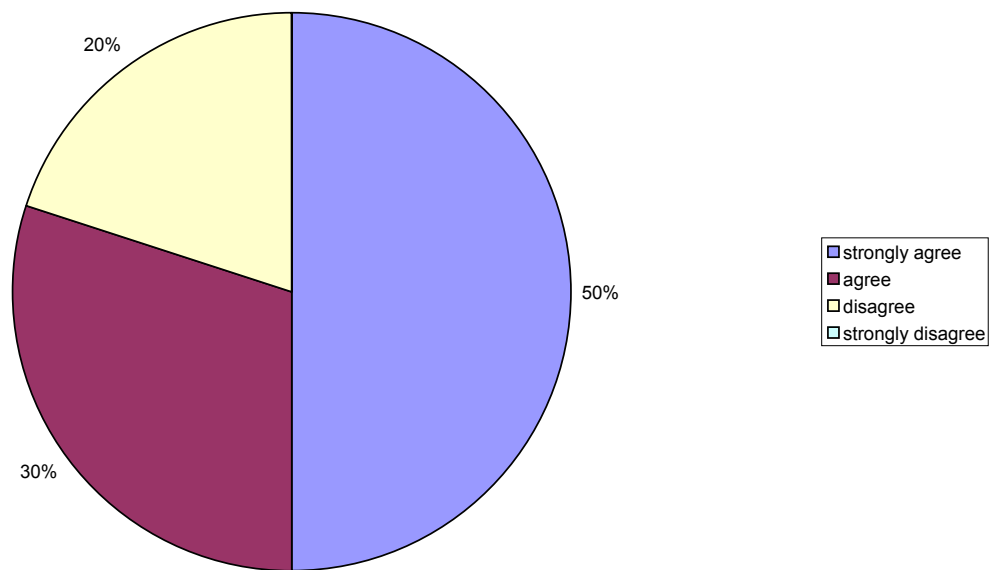
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consideration by domestic violence programs, that 1/3 of survivors do not feel that we are assisting them to develop safety plans during their shelter stay.

Accessing Community Resources

Shelters are often the gateway to receiving other services needed by battered women and their children. One of our major roles is to provide community referrals and assist survivors in following through with provided referrals. Figure 1.6 gives an indication of how domestic violence programs are doing in supporting survivors to access services.

Figure 1.6 Survivor Response: Shelter Staff Assisted Me in Accessing Community Resources



Satisfaction with Services

Although survivors seemed to have the more “mixed” feedback related to shelter than to any other service provided, it is important to note that the vast majority of shelter residents (80%) would “strongly recommend” that a friend come to shelter if she was considering it. Another 20% indicated that they would “recommend” that a friend come to shelter. This is a strong indication that shelters are providing a needed service that is appreciated by survivors.

To see the complete residential services surveys, please see pages 26-29.

Residential Services Summary of Results

Total # Respondents 10

Question 1: I was safe from the person who abused me while I was in the shelter.

	# responses	% of total	
	10	100.00%	yes
	0	0.00%	no
Total # responses	10	100.00%	

Question 2: While at the shelter, I wanted assistance with:

	# responses	% of total	
	7	70.00%	talking about my options and choices
	5	50.00%	finding housing
	3	30.00%	the legal system/legal issues
	5	50.00%	health issues for myself or my children
	7	70.00%	getting government benefits
	3	30.00%	employment or employment training
	4	40.00%	childcare
	6	60.00%	understanding domestic violence
	6	60.00%	creating a safety plan
	7	70.00%	emotional support
	7	70.00%	getting counseling for myself
	4	40.00%	getting counseling for my children
	0	0.00%	other (please describe)
Total # responses	64		
Total # respondents	10	100.00%	

Question 3: While at the shelter, I got assistance with:

	# responses	% of total	
	9	90.00%	talking about my options and choices
	7	70.00%	finding housing
	6	60.00%	the legal system/legal issues
	10	100.00%	health issues for myself or my children
	5	50.00%	getting government benefits
	6	60.00%	employment or employment training
	2	20.00%	childcare
	6	60.00%	understanding domestic violence
	10	100.00%	creating a safety plan
	10	100.00%	emotional support

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	6	60.00%	getting counseling for myself
	2	20.00%	getting counseling for my children
	0	0.00%	other (please describe)
Total # responses	79		
Total # respondents	10	100.00%	

Question 4: **Because of my stay here, I feel I have learned more about domestic violence.**

	# responses	% of total	
	4	40.00%	strongly agree
	4	40.00%	agree
	2	20.00%	disagree
	0	0.00%	strongly disagree
Total # responses	10	100.00%	

Question 5: **[Agency name] helped me develop a safety plan that I could use if the violence happens again.**

	# responses	% of total	
	3	33.33%	strongly agree
	3	33.33%	agree
	1	11.11%	disagree
	2	22.22%	strongly disagree
Total # responses	9	100.00%	

Question 6: **Shelter staff assisted me in accessing community resources.**

	# responses	% of total	
	5	50.00%	strongly agree
	3	30.00%	agree
	2	20.00%	disagree
	0	0.00%	strongly disagree
Total # responses	10	100.00%	

Question 7: **While staying here, I felt emotionally supported by the staff.**

	# responses	% of total	
	5	50.00%	strongly agree
	2	20.00%	agree
	2	20.00%	disagree
	1	10.00%	strongly disagree
Total # responses	10	100.00%	

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Question 8: If a friend of mine told me she was thinking of coming here, I would:

	# responses	% of total	
	8	80.00%	strongly recommend she come
	2	20.00%	recommend she come
	0	0.00%	recommend she NOT come
	0	0.00%	strongly recommend she NOT come
Total # responses	10	100.00%	

Question 9: About how long did you stay at the shelter?

	# responses	% of total	
	2	20.00%	0 to 3 days
	3	30.00%	4 to 10 days
	4	40.00%	11 to 29 days
	1	10.00%	30 to 60 days
	0	0.00%	more than 60 days
Total # responses	10	100.00%	

Question 10: I consider myself to be:

	# responses	% of total	
	6	60.00%	African American/Black
	4	40.00%	White
	0	0.00%	Asian/Pacific Islander
	0	0.00%	Native American
	0	0.00%	Latina/Hispanic
	0	0.00%	Multiracial
	0	0.00%	Other
Total # responses	10	100.00%	

Question 11: I have ____ minor children.

	# responses	% of total	
	0	0.00%	none
	3	50.00%	1 or 2
	3	50.00%	3 or 4
	0	0.00%	more than 4
Total # responses	6	100.00%	

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Question 12:

My age is:

	# responses	% of total	
	0	0.00%	17 or younger
	3	42.86%	18-24
	4	57.14%	25-34
	0	0.00%	35-44
	0	0.00%	45-54
	0	0.00%	55-64
	0	0.00%	65 or older
Total # responses	7	100.00%	

Hotline

Most survivors access domestic violence services through the crisis hotline. Since this is the first point of contact for the vast majority of survivors, it is crucial to evaluate this service. Since many survivors contact the hotline in crisis, it is also important not to overwhelm them with questions related to outcome measures, so the 208 women who responded to this outcome survey were asked only three questions for outcome evaluation.

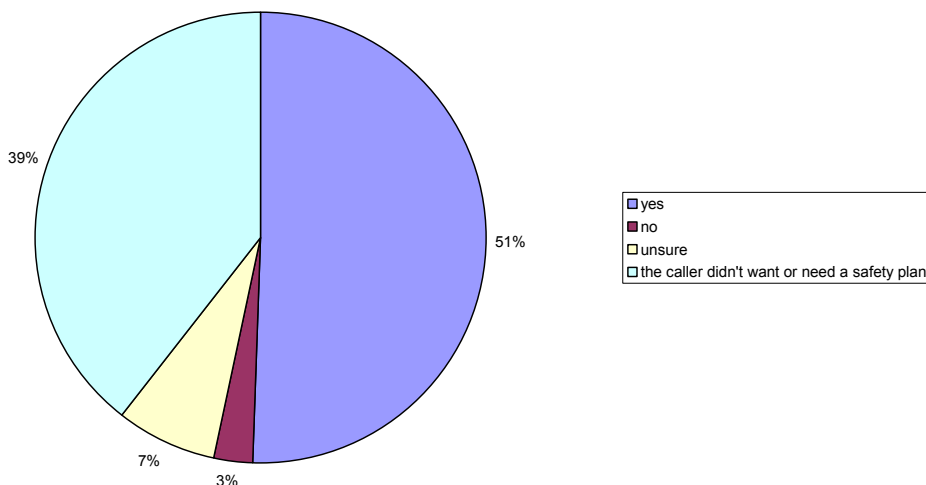
Satisfaction with Services

Eighty-eight percent of survivors answered affirmatively when asked “have you gotten what you were looking for today?” This is an important indicator that maintaining 24-hour staffing of crisis hotlines is vitally important to assisting survivors to meet their needs for safety and support.

Safety Planning

Domestic violence advocates are clear that many battered women need and desire assistance with safety planning. This idea has been supported in a number of the other outcome measures piloted. In the hotline surveys, however, a full 39% of survivors indicated that they did not want or need a safety plan. This indicates that callers to a domestic violence hotline may have some different needs than survivors who use other services. For more information about hotlines and safety planning, please see Figure 1.7 below.

Figure 1.7 Caller Responses: Do You Feel You Can Use the Safety Plan Discussed if You Feel Unsafe?



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Accessing Other Services

Only about 13% of callers desired services that did not exist in the community or were unable to be accessed. The remainder (87%) did not have this issue.

To see the complete hotline services surveys, please see page 31.

Hotline Summary of Results

Total # Respondents 208

Question 1: Have you gotten what you were looking for today?

# responses	% of total	
184	88.46%	yes
24	11.54%	no
Total # responses	208	100.00%

Question 2: Do you feel you can use the safety plan we discussed if you feel unsafe?

# responses	% of total	
105	50.48%	yes
6	2.88%	no
15	7.21%	unsure
82	39.42%	the caller didn't want or need a safety plan
Total # responses	208	100.00%

Question 3: Did the caller ask for services that do not exist, or could not be accessed?

# responses	% of total	
27	13.11%	yes
179	86.89%	no
Total # responses	206	100.00%

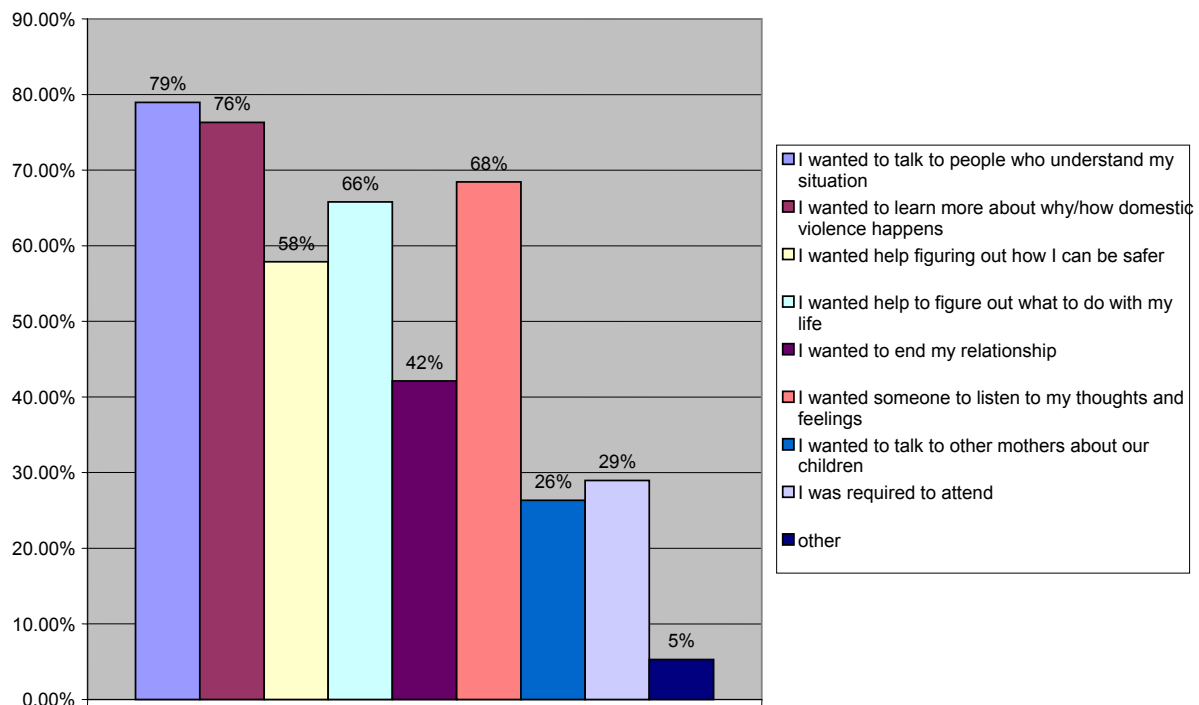
Support Groups

Along with shelters and hotlines, support groups were some of the earliest services provided to battered women. This long-standing advocacy service, continues to be one of the most appreciated, beneficial service for survivors. Thirty-eight women completed surveys related to their experience at domestic violence support groups.

Reasons for Participating in Support Groups

The vast majority of women (79%) attended support groups because they wanted to talk to other people who understood their situation. Additionally, 76% of the women reported that they wanted to get more information about how and why domestic violence happens. See the complete responses about support group participation in Figure 1.8.

Figure 1.8 Reasons for Participating in Support Group



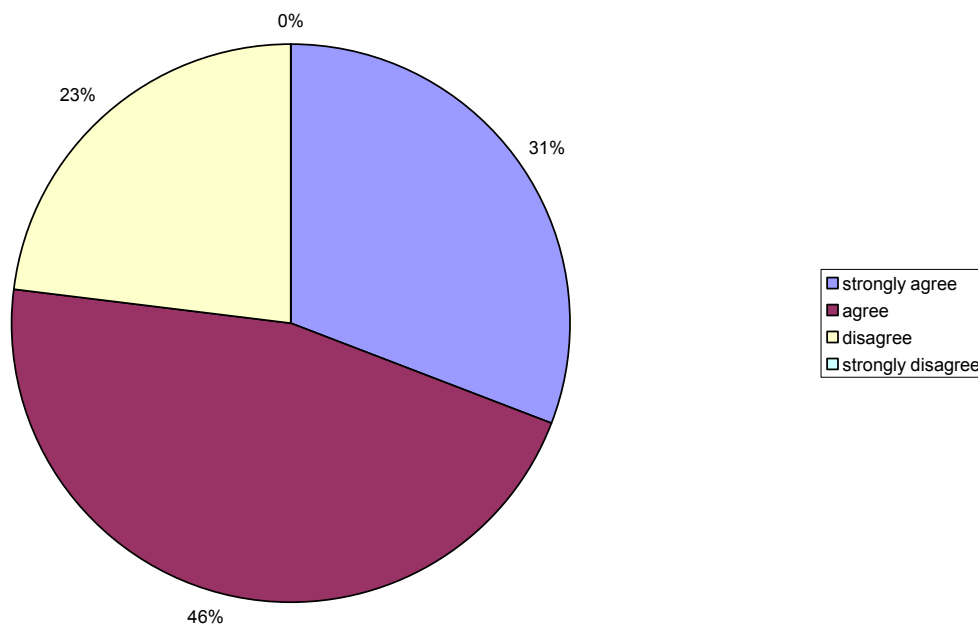
Decreasing Feelings of Isolation

A major function of support groups is to facilitate women coming together to receive and give support to each other in respect to their common experience of abuse. The experience of domestic violence is very isolating to individual victims and their children, and support groups provide a forum for decreasing this isolation. While $\frac{3}{4}$ of the women (76%) did indicate feeling less isolated after attending groups, almost $\frac{1}{4}$ of the group did not experience a significant decrease in feelings of isolation. This may be due to feeling forced to participate in the group as 29% of group participants reported that

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they were “required to attend”. Figure 1.9 illustrates the perception of group members around feelings of isolation.

Figure 1.9 Survivor Responses: I Feel Less Isolated Than I Did Prior to Coming to Group



Improved Coping as a Result of Groups

Eighty-nine percent of group participants reported that they felt that they were coping better since being a part of the group. This makes a strong case for continuing support groups to assist women in enhancing coping skills and feelings of self-efficacy. A small minority (11%) disagreed that their coping had improved, but no respondent indicated that they strongly disagreed to the question.

Satisfaction with Services

An overwhelming majority of group participants (almost 95%) indicated that they would strongly recommend or recommend that a friend experiencing domestic violence participate in a support group. This supports the conclusion that support group services are viewed as a beneficial, positive experience for women experiencing domestic violence.

To see the complete support group services surveys, please see pages 34-36.

Support Group Summary of Results

Total # Respondents 38

Question 1: **About how many of these DV support groups have you attended in the last year?**

# responses	% of total	
5	12.82%	0
10	25.64%	1 to 3
7	17.95%	4 to 6
17	43.59%	7 or more
Total # responses	39	100.00%

Question 2: **What were your reasons for participating in this support group?**

# responses	% of total	
30	78.95%	I wanted to talk to people who understand my situation
29	76.32%	I wanted to learn more about why/how domestic violence happens
22	57.89%	I wanted help figuring out how I can be safer
25	65.79%	I wanted help to figure out what to do with my life
16	42.11%	I wanted to end my relationship
26	68.42%	I wanted someone to listen to my thoughts and feelings
10	26.32%	I wanted to talk to other mothers about our children
11	28.95%	I was required to attend
2	5.26%	other (please describe)
Total # responses	171	
Total # respondents	38	100.00%

Question 3: **Because of my experience in this group, I feel I have learned more about domestic violence.**

# responses	% of total	
21	56.76%	strongly agree
13	35.14%	agree
3	8.11%	disagree
0	0.00%	strongly disagree
Total # responses	37	100.00%

Question 4: **I feel able to discuss my thoughts and feelings about domestic violence in this group.**

# responses	% of total	
19	55.88%	strongly agree

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	11	32.35%	agree
	4	11.76%	disagree
	0	0.00%	strongly disagree
Total # responses	34	100.00%	

Question 5: I feel less isolated than I did before first coming to this group.

	# responses	% of total	
	8	30.77%	strongly agree
	12	46.15%	agree
	6	23.08%	disagree
	0	0.00%	strongly disagree
Total # responses	26	100.00%	

Question 6: I am coping better since being a part of this group.

	# responses	% of total	
	17	48.57%	strongly agree
	14	40.00%	agree
	4	11.43%	disagree
	0	0.00%	strongly disagree
Total # responses	35	100.00%	

Question 7: In thinking back to how I was treated by [agency's name] support group staff, I would say that overall, I felt:

	# responses	% of total	
	28	80.00%	completely respected
	6	17.14%	somewhat respected
	1	2.86%	not very respected
	0	0.00%	not respected at all
Total # responses	35	100.00%	

Question 8: If a friend of mine told me she was thinking of going to a support group here, I would:

	# responses	% of total	
	28	73.68%	strongly recommend she go
	8	21.05%	recommend she go
	2	5.26%	recommend she NOT go
	0	0.00%	strongly recommend she NOT go
Total # responses	38	100.00%	

Question 9: I consider myself to be:

# responses	% of total
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	14	36.84%	African American/Black
	20	52.63%	White
	0	0.00%	Asian/Pacific Islander
	0	0.00%	Native American
	3	7.89%	Latina/Hispanic
	1	2.63%	Other
Total # responses	38	100.00%	

Question 10: I have ____ minor children.

	# responses	% of total	
	2	5.26%	none
	24	63.16%	1 or 2
	8	21.05%	3 or 4
	4	10.53%	more than 4
Total # responses	38	100.00%	

Question 11: My age is:

	# responses	% of total	
	0	0.00%	17 or younger
	5	12.50%	18-24
	9	22.50%	25-34
	13	32.50%	35-44
	13	32.50%	45-54
	0	0.00%	55-64
	0	0.00%	65 or older
Total # responses	40		

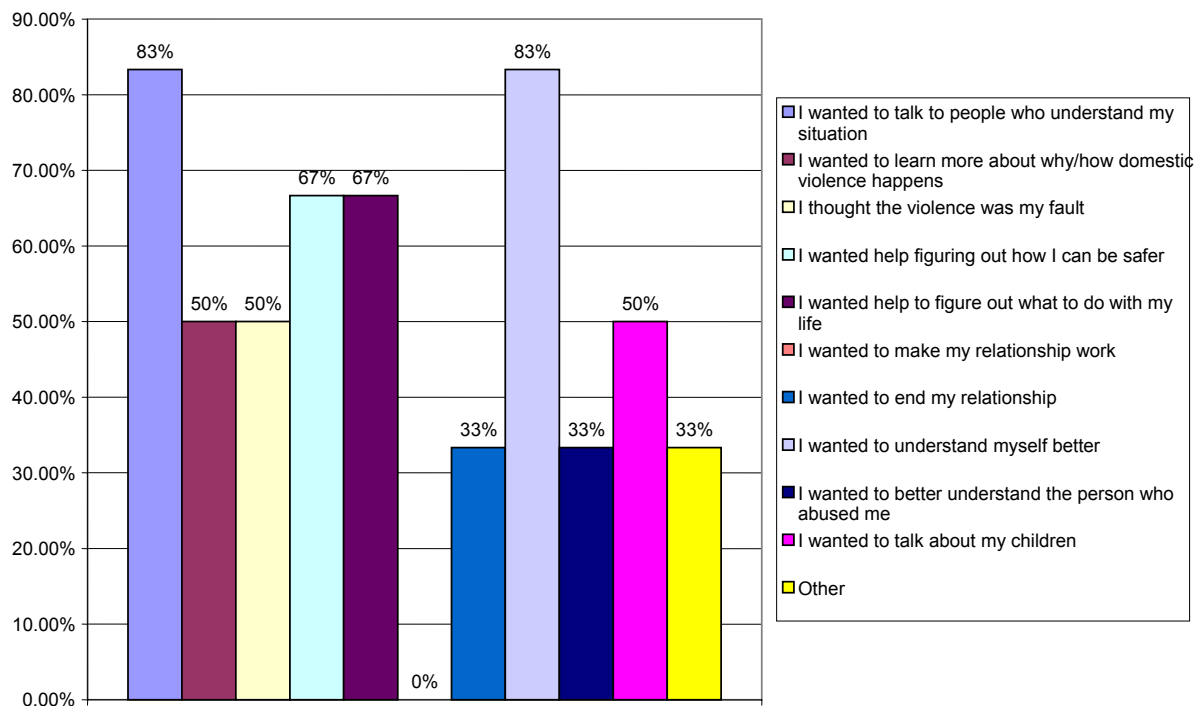
Individual Counseling

Very few domestic violence programs in Ohio have counseling services provided by a domestic violence advocate. Due to this minimal number of service providers, the number of women responding to this particular outcome survey was low (5); however, the respondents who were able to complete outcome surveys were overwhelmingly positive in their feedback about counseling services that they had received.

Reasons for Participating in Counseling Services

One of the prevalent themes in accessing counseling services was the desire for insight: 83% of women wanted to understand themselves better and 83% also wanted to talk to someone who understood domestic violence. This makes sense in light of the complexity of domestic violence dynamics. Other reasons for accessing counseling services are illustrated in Figure 2.1 below.

Figure 2.1 Reasons for Accessing Counseling Services



Safety Planning

One hundred percent of those surveyed indicated that they “strongly agreed” or “agreed” that their counselor had developed a safety plan with them during counseling services. Because domestic violence counselors are aware of the safety needs of battered women, safety planning becomes an integral part of therapeutic services. Unlike traditional counseling services, counseling provided by domestic violence programs are able to be flexible and responsive to the complex, diverse needs of survivors of domestic violence.

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Improved Coping

All participants (100%) indicated that they “strongly agreed” or “agree” that they felt better able to handle their lives after attending counseling sessions. Because domestic violence program counseling focuses on strengths and survival strategies, not individual psychopathology, this service often leaves battered women feeling empowered and with improved self-worth instead of experiencing the isolation and self-blame that experiencing domestic violence engenders.

Satisfaction with Services

Every woman surveyed indicated that they would “strongly” recommend that a friend attend counseling. This is an overwhelming endorsement of counseling services provided by domestic violence programs in Ohio.

To see the complete individual counseling services surveys, please see pages 39-41.

Individual Counseling Summary of Results

Question 1: **About how many DV counseling sessions have you attended in the last year?**

	# responses	% of total	
	0	0.00%	1 to 3
	1	20.00%	4 to 6
	0	0.00%	7 to 10
	4	80.00%	more than 10
Total # responses	5	100.00%	

Question 2: **What were your reasons for coming to [agency name] for counseling?**

	# responses	% of total	
	5	83.33%	I wanted to talk to people who understand my situation
	3	50.00%	I wanted to learn more about why/how domestic violence happens
	3	50.00%	I thought the violence was my fault
	4	66.67%	I wanted help figuring out how I can be safer
	4	66.67%	I wanted help to figure out what to do with my life
	0	0.00%	I wanted to make my relationship work
	2	33.33%	I wanted to end my relationship
	5	83.33%	I wanted to understand myself better
	2	33.33%	I wanted to better understand the person who abused me
	3	50.00%	I wanted to talk about my children
	2	33.33%	other (please describe)
Total # responses	33		
Total # respondents	6		

Question 3: **Because of attending counseling at [agency's name], I feel I have learned more about domestic violence.**

	# responses	% of total	
	6	100.00%	strongly agree
	0	0.00%	agree
	0	0.00%	disagree
	0	0.00%	strongly disagree
Total # responses	6	100.00%	

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Question 4: My counselor explained that the abuse was not my fault

	# responses	% of total	
	6	100.00%	strongly agree
	0	0.00%	agree
	0	0.00%	disagree
	0	0.00%	strongly disagree
Total # responses	6	100.00%	

Question 5: My counselor helped me develop a safety plan.

	# responses	% of total	
	3	50.00%	strongly agree
	3	50.00%	agree
	0	0.00%	disagree
	0	0.00%	strongly disagree
	0	0.00%	I didn't need a safety plan.
Total # responses	6	100.00%	

Question 6: I feel better able to handle my life than I did before starting counseling.

	# responses	% of total	
	3	50.00%	strongly agree
	3	50.00%	agree
	0	0.00%	disagree
	0	0.00%	strongly disagree
	0	0.00%	I felt fine before starting counseling.
Total # responses	6	100.00%	

Question 7: If a friend of mine told me she was thinking of using your counseling services, I would:

	# responses	% of total	
	6	100.00%	strongly recommend she go
	0	0.00%	recommend she go
	0	0.00%	recommend she NOT go
	0	0.00%	strongly recommend she NOT go
Total # responses	6	100.00%	

**Question 8: What did you like best about counseling?
(Open-ended response)**

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Question 9:

I consider myself to be:

	# responses	% of total	
	0	0.00%	African American/Black
	6	100.00%	White
	0	0.00%	Asian/Pacific Islander
	0	0.00%	Native American
	0	0.00%	Latina/Hispanic
	0	0.00%	Other
Total # responses	6	100.00%	

Question 10:

I have ____ minor children.

	# responses	% of total	
	2	40.00%	none
	2	40.00%	1 or 2
	1	20.00%	3 or 4
	0	0.00%	more than 4
Total # responses	5	100.00%	

Question 11:

My age is:

	# responses	% of total	
	1	20.00%	17 or younger
	0	0.00%	18-24
	2	40.00%	25-34
	2	40.00%	35-44
	0	0.00%	45-54
	0	0.00%	55-64
	0	0.00%	65 or older
Total # responses	5	100.00%	

Future Directions

All pilot programs will receive a copy of this report of the outcome measures project, and copies will be available to all domestic violence programs in Ohio via the ODVN website and clearinghouse. All of the pilot projects will also receive the revised outcome measures surveys in both paper and electronic versions. In addition, ODVN will develop spreadsheets for pilot projects to record and quantify survey information. These products will also be made available to other interested domestic violence programs throughout the state.

In general, the outcome evaluation process seemed to go smoothly for the majority of the project participants. It appears that funders are beginning to look favorably upon those domestic violence programs that used outcome measures based on ODVN's pilot project surveys. Therefore, ODVN projects that funders will continue to look favorably upon the use of the outcome measures that ODVN created. ODVN will continue to offer technical assistance to those programs wishing to develop and implement outcome measures. Please contact ODVN at 800-934-9840 for further assistance.