

## Program Outcomes

Program	Outcomes	Tracking
After School Care	<ul style="list-style-type: none"> <li>• Children will feel safe and happy while participating in afterschool activities in Emergency Shelter.</li> <li>• Children’s school performance will improve as a result of after school activities in Emergency Shelter.</li> <li>• Children’s social skills will improve as a result of after school activities while in Emergency Shelter.</li> <li>• Children’s self-esteem will increase as a result of after school activities while in Emergency Shelter.</li> </ul>	Participant survey; quarterly and annual reporting. Staff distributes survey to participants receiving service.
Child Care	<ul style="list-style-type: none"> <li>• Children will feel safe and happy in The Shelter’s onsite child care.</li> <li>• Children’s social skills will improve as a result of being in onsite child care.</li> <li>• Children’s ability to feel safe will increase as a result of being in onsite child care.</li> <li>• Adult survivors with children will be better able to accomplish their personal goals and have improved independence with onsite child care for their children (employment, counseling, court, immigration, housing etc.)</li> </ul>	Participant survey; quarterly and annual reporting. Staff distributes survey to participants receiving service.
<b>Children’s</b> Counseling Program Naples and Immokalee	<ul style="list-style-type: none"> <li>• Child survivors will be able to identify safe individuals.</li> <li>• Child/teen survivors will increase knowledge on DV.</li> <li>• Child/teen survivors will learn that domestic violence is not their fault. Child/teen survivors will learn coping skills for dealing with feelings associated to DV.</li> <li>• Teen survivors will be able to identify characteristics of healthy relationships.</li> </ul>	Alice; quarterly and annual reporting.
Elder Abuse	<ul style="list-style-type: none"> <li>• Seniors will know how and where to access domestic violence services.</li> <li>• Seniors will have access to their own money in a safe place away from the abuser.</li> <li>• Seniors will obtain affordable safe housing.</li> <li>• Seniors will have access to medical care.</li> </ul>	Alice; quarterly and annual reporting.
Economic Empowerment	<ul style="list-style-type: none"> <li>• Survivors create financial plans</li> <li>• Survivors open bank accounts</li> <li>• Survivors work on their credit</li> <li>• Survivors improve their credit scores (from ___ to ___)</li> <li>• Survivors meet personal financial goals</li> <li>• Survivors complete education courses, job training programs, or certificate programs</li> <li>• Survivors become gainfully employed through job readiness activities</li> <li>• Survivors improve their existing employment through job readiness activities</li> <li>• Survivors purchase or repair a car</li> <li>• Survivors will improve their own businesses with micro loans from The Shelter</li> </ul>	Excel document; quarterly and annual reporting.

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Elementary Education Prevention (new program)	<ul style="list-style-type: none"> <li>• Children increase knowledge in bullying, healthy friendships, safety, and positive communication skills as evidenced by results of pre and post testing.</li> <li>• An increased number of children are educated at a young age about the issue of violence and prevention strategies in schools.</li> </ul>	PROGRAM PENDING; FCADV form; quarterly and annual reporting
Emergency Shelter	<ul style="list-style-type: none"> <li>• Survivors will have strategies for enhancing their safety.</li> <li>• Survivors will gain knowledge of available community resources.</li> <li>• Survivors will become employed.</li> <li>• Survivors will obtain permanent housing.</li> <li>• Survivors will become more hopeful about the future.</li> <li>• Survivors will know more about their rights and options.</li> <li>• Survivors will be more confident in their decision making skills.</li> </ul>	Survey and Alice; quarterly and annual reporting. Staff distributes survey to participants receiving service.
Employee Training	<ul style="list-style-type: none"> <li>• Privileged Advocate statuses will be maintained for direct service employees and volunteers.</li> <li>• The Shelter will maintain compliance with mandatory trainings for all employees.</li> <li>• Employees will have improved knowledge on innovative and cutting edge subjects that apply directly to their work with survivors.</li> <li>• Employees receiving training internally rather than externally will save approximately \$15,000 per year in costs.</li> <li>• Employees will have easy access to online training.</li> </ul>	Yearly FCADV monitoring; training hours in Alice.
Haitian Initiative	<ul style="list-style-type: none"> <li>• Increased Haitian survivors receive domestic violence services</li> <li>• Haitian survivors obtain restraining orders</li> <li>• Haitian survivors obtain divorce</li> <li>• Haitian survivors resolve custody issues</li> <li>• Haitian survivors resolve DCF issues</li> <li>• Haitian survivors resolve immigration issues</li> </ul>	Alice; quarterly and annual reporting.
Hands are for Helping	<ul style="list-style-type: none"> <li>• Teachers will refer to the Hands poster or program during the year as a reminder that hands are for helping not for hitting.</li> <li>• Children in Collier County will learn positive alternatives to hitting when dealing with feelings like anger, sadness, fear, and frustration.</li> <li>• Hitting incidents will be reduced in early elementary classrooms in Collier County.</li> </ul>	Annual follow-up survey to teachers (Survey Monkey) by prevention staff; annual reporting.
Healing Arts	<ul style="list-style-type: none"> <li>• Survivors' stress levels are reduced</li> <li>• Survivors' senses of well-being are improved</li> <li>• Survivors' fears and anxieties are reduced</li> <li>• Survivors are able to sleep better</li> </ul>	Survey; quarterly and annual reporting. Staff distributes survey to participants receiving service.

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Healing Arts continued	<ul style="list-style-type: none"> <li>• Survivors' health improves</li> <li>• Survivors are able to feel relaxed</li> <li>• Survivors' decision making capacities are increased</li> <li>• Survivors feel better about themselves</li> <li>• Survivors' levels of happiness are increased</li> <li>• Survivors have increased knowledge about trauma and domestic violence</li> <li>• Survivors feel that their moods are more manageable</li> <li>• Survivors feel that they understand what it is to have inner power</li> <li>• Survivors feel that their emotional safety has increased</li> </ul>	
Healthy Relationships/Expect Respect	<ul style="list-style-type: none"> <li>• Increased knowledge as proven by pre and post testing</li> </ul>	FCADV form; quarterly and annual reporting.
Healthy Friendships	<ul style="list-style-type: none"> <li>• Increased knowledge as proven by pre and post testing</li> </ul>	FCADV form; quarterly and annual reporting.
Human Trafficking	<ul style="list-style-type: none"> <li>• Victims will have strategies for enhancing their safety.</li> <li>• Victims will gain knowledge of available community resources.</li> <li>• Victims will become employed.</li> <li>• Victims will obtain permanent housing.</li> <li>• Victims of human trafficking will increase independent living skills and self sufficiency.</li> </ul>	Survey and Alice; quarterly and annual reporting. Staff distributes survey to participants receiving service. Surveys say HT at bottom to distinguish from DV surveys.
Immokalee Rural Outreach	<ul style="list-style-type: none"> <li>• Survivors will resolve DCF issues.</li> <li>• Survivors will resolve custody issues.</li> <li>• Survivors will obtain divorces.</li> <li>• Survivors will increase their English language skills.</li> <li>• Survivors will become aware of US laws and their legal rights.</li> </ul>	Alice; quarterly and annual reporting.
Immokalee Emergency Shelter	<ul style="list-style-type: none"> <li>• Survivors will have strategies for enhancing their safety.</li> <li>• Survivors will gain knowledge of available community resources.</li> <li>• Survivors will become employed.</li> <li>• Survivors will obtain permanent housing.</li> <li>• Survivors will become more hopeful about the future.</li> <li>• Survivors will know more about their rights and options.</li> <li>• Survivors will be more confident in their decision making skills.</li> </ul>	PENDING PROGRAM; Survey and Alice; quarterly and annual reporting. Staff distributes survey to participants receiving service.
Legal Services	<ul style="list-style-type: none"> <li>• Survivors will obtain legal status (immigration).</li> <li>• Survivors' fears and apprehensions about holding batterers accountable in the criminal justice system will be eased (State Attorney's Office).</li> </ul>	Alice; quarterly and annual reporting

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Legal Services continued	<ul style="list-style-type: none"> <li>• High risk survivors, not typically accessing services, will have increased access to safety planning (InVEST).</li> <li>• Survivors will make informed decisions when choosing to obtain/dismiss restraining orders (court advocacy).</li> <li>• Survivors will obtain divorce (onsite attorney).</li> <li>• Survivors will resolve custody issues (onsite attorney).</li> <li>• Survivors will resolve tenant issues (onsite attorney).</li> <li>• Survivors will obtain injunctions for protection (onsite attorney).</li> <li>• Survivors will resolve child support issues (onsite attorney).</li> </ul>	
Medical Responder	<ul style="list-style-type: none"> <li>• Hospitals and other medical facilities will report having learned how to better identify and screen survivors of domestic violence through survey results.</li> <li>• There will be an increased number of victims who receive information and are linked with The Shelter from medical facilities.</li> </ul>	Pre and post testing; Alice noting increase in medical responder calls.
Online Training	<ul style="list-style-type: none"> <li>• Professionals representing primary sectors serving survivors of domestic violence will report by survey that their knowledge in domestic violence has increased.</li> <li>• The community of Collier County and partnering agencies will be educated through online training and relationships will be strengthened measured via report of willingness to partner more extensively.</li> <li>• Professionals serving survivors of domestic violence will receive needed professional development credits pursuant to licensure and worksite requirements as evidenced by registration within courses offered by The Shelter.</li> <li>• Shelter advocates will be trained to provide the most effective services possible to survivors of domestic violence.</li> </ul>	Online training survey; course registration by professionals; and Program Group sign-in sheets/certificates.
<b>Raising Gentle'men</b>	<ul style="list-style-type: none"> <li>• Increased knowledge as proven by pre and post testing</li> </ul>	FCADV form; quarterly and annual reporting.
Transitional Housing	<ul style="list-style-type: none"> <li>• TH residents will increase income from entry to exit.</li> <li>• TH residents will move to permanent housing.</li> <li>• TH residents will financially meet their basic needs (housing, food, and living expenses) at exit.</li> <li>• TH residents will increase their economic security (basic needs + saving for emergencies) and exit.</li> <li>• TH residents will have access to reliable transportation at exit.</li> </ul>	Ongoing reporting as residents exit the program – Outcome Summary form and HMIS form in Alice.

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Women of Means	<ul style="list-style-type: none"> <li>• Affluent abused women will come out of isolation and realize the truth about their abuse.</li> <li>• Affluent abused women will increase their network of support.</li> <li>• Affluent abused women will increase knowledge about tracking devices (safety with technology).</li> <li>• Affluent women who have no access to funds for legal counsel will have increased access to counsel.</li> </ul>	Pending; quarterly and annual reporting.
Youth Advisory Council (YAC)	<ul style="list-style-type: none"> <li>• Youth become engaged in ending domestic violence (YAC continues active membership of teens).</li> <li>• The shelter makes changes to policies and procedures based on YAC recommendations as appropriate (responsive to needs and concerns of youth population); in turn teens feel more supported and heard.</li> <li>• YAC membership is increased so that youth continue to be ambassadors of The Shelter.</li> <li>• YAC has increased visibility.</li> </ul>	Narrative; quarterly and annual reporting.

# Program Outcomes

## Outcomes for Domestic Violence Center Key Points

Outcomes measure impact of service. They tell us if the service we provided created changes for participants. Outcomes at DV centers should be survivor driven. This means that survivors identify their own needs and measures of success. It is as successful for Woman A to find safety and comfort at our center for 15 days and return home to her abuser with a developed safety plan and connection to resources in her community as it is for Woman B to permanently leave her abuser. How can this be possible? It is possible because Woman A and Woman B never identified having the same goal. Each woman develops her own personal goals and those goals can differ vastly.

How then do we measure success if each woman is so different? Research indicates that the two factors that survivors have in common for increasing well being are having strategies for enhancing their safety and gaining knowledge of available community resources. Here's the breakdown:

- The Shelter's ultimate goal = enhance safety and justice for adult and child survivors.
- The Shelter's ultimate goal of *interventions for survivors* = promote safety and well being over time. This is measured by mandated outcomes by FCADV. For example you may explain to a donor or community member, "The Shelter's goal is to promote safety and well being over time. This is measured by achieving outcomes as required by the Florida Coalition Against Domestic Violence. Outcome 1: Survivors will have strategies for enhancing their safety. Outcome 2: Survivors will gain knowledge of available community resources. Research shows that when survivors develop safety plans and increase their knowledge and access to community resources their protective factors are increased. In turn, that improves their well-being, safety, and quality of life. When a survivor's quality of life improves, that directly improves the community's well-being.

When measuring outcomes, DV centers should not use outcomes that can potentially be harmful or dangerous for survivors. This is why we should not use whether survivors left or returned to their abusers as valid outcomes. Identifying leaving the abuser as a measure of success for all women says that it is safe for all survivors to leave their abusers, and we know this is not true. This will not prove that our services were effective.

The above outcomes are mandated for us and other DV centers in Florida, but The Shelter also identified outcomes for each specific program and its corresponding logic model. These outcomes were developed as a result of the work being done and by identifying trends in services for survivors when they accessed services.

What about follow up with survivors? This can be a difficult and daunting task. Survivors are often transient and do not usually keep in touch with The Shelter. Additionally, we must adhere to an empowerment based philosophy that empowers survivors to contact us when they need service rather than Advocates following-up with survivors after service has terminated. Despite that, it is in the interest of The Shelter and our community to know how survivors

# Program Outcomes

were affected long-term by our services. The Shelter has identified a way to follow up with residents from emergency shelter and transitional housing six months after departure. At registration participants will be asked if they'd like to provide The Shelter with a safe email address. A voluntary and anonymous survey was developed and will be sent to the safe email six months after departure. The survey contains the following questions:

## ES Survey

- Have you been able to find or maintain permanent safe housing?
- Since leaving shelter, do you have access to reliable child care?
- If you obtained employment during your stay in shelter, have you been able to maintain it?
- Has your employment improved (promotion, salary increase etc.) after exiting shelter?
- Have you increased your income since leaving the shelter?
- If so, by how much per month?
- Do you feel that you continue to have strategies to enhance or maintain your safety?
- Do you have reliable transportation?
- Do you feel that your well-being has improved?
- Have you accessed The Shelter's Outreach services (groups, legal services, counseling, healing arts etc.) since you left shelter?

## TH Survey

- Have you been able to maintain permanent safe housing?
- Since leaving TH, do you have access to reliable child care?
- Have you maintained your employment since leaving TH?
- Has your employment improved (promotion, salary increase etc.) after exiting TH?
- Have you increased your income since leaving TH?
- If so, by how much per month?
- Do you feel that you continue to have strategies to enhance or maintain your safety?
- Do you have reliable transportation?
- Do you feel that your well-being has improved?

## Outcome Reports

It is important for everyone at The Shelter to know the results of our work. Advocates are responsible for recording outcomes in Alice or through separate reports for community education and prevention programming. Outcomes results will be provided through quarterly and annual reports beginning July 2015.

## Using Results for Improvements

The Shelter uses results to ultimately improve programming. Participant need can change over time. For this reason The Shelter's management uses outcomes or results, coupled with voluntary program evaluations, to guide strategic planning so that The Shelter's services align with changing participant need.

## **Program Outcomes**

Attained outcomes illustrate which programs or activities are beneficial for participants. The Shelter then continues to invest time and resources into these activities. When a pattern of unattained outcomes is identified, The Shelter uses the data to analyze participant need in order to avoid expending resources on activities that are irrelevant or not effective for survivors. Additionally, The Shelter uses results to gain community support and resources.