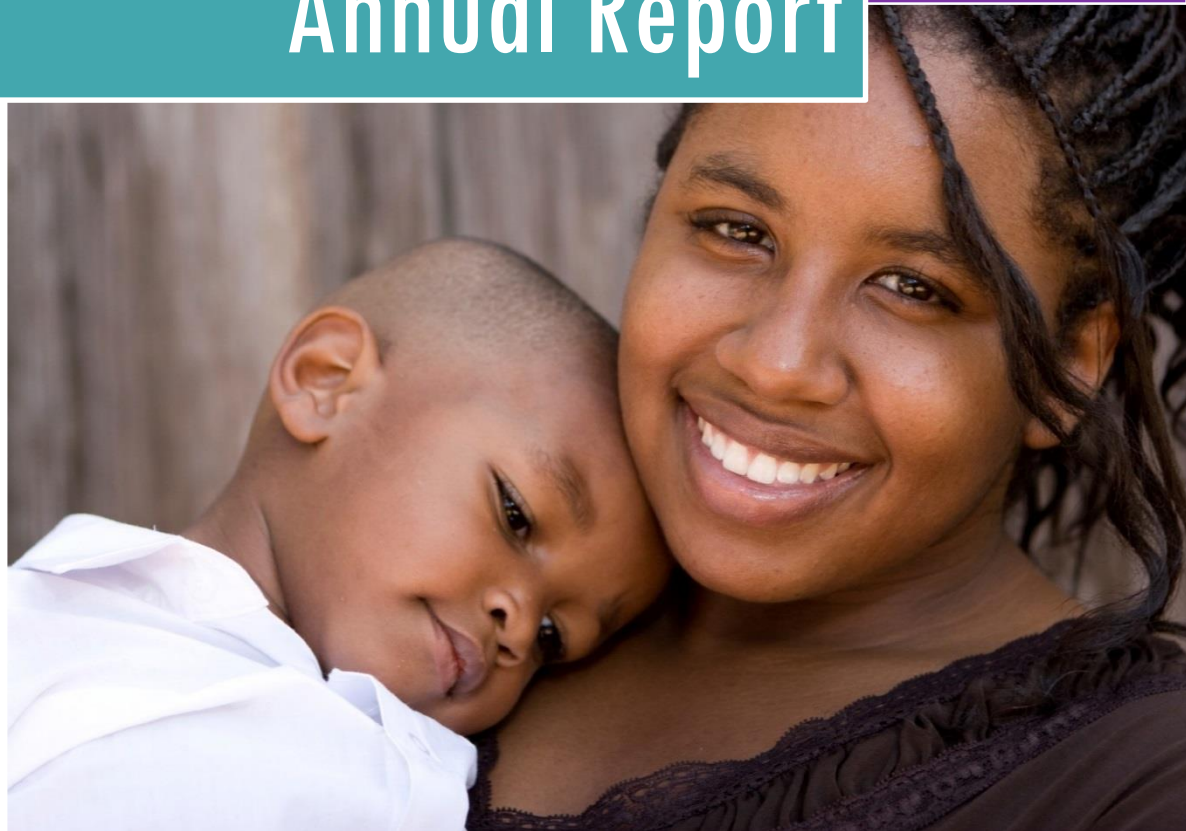


# Community Advocacy Program

2013 - 2014

Annual Report



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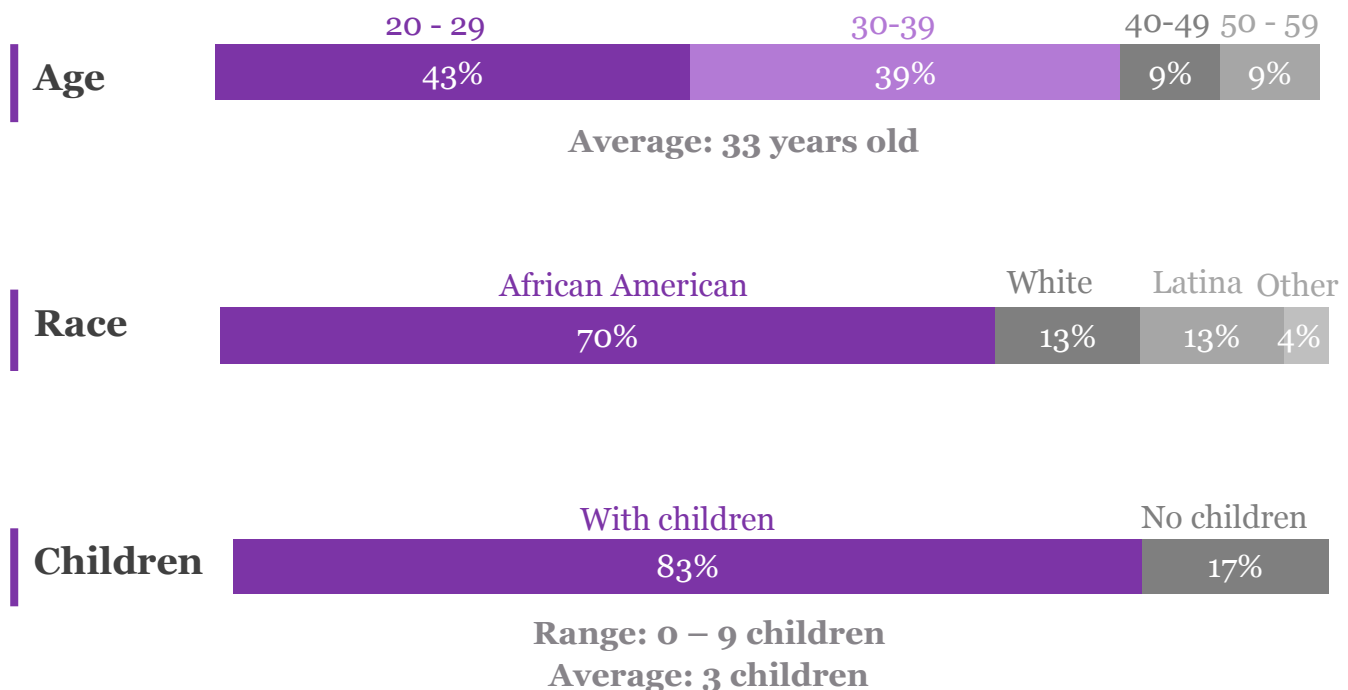
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This report covers services provided to CAP clients during the 2013 - 2014 fiscal year. During this period, a total of 27 clients were served by nine advocates and the CAP Director, including 23 new clients and four returning clients. All of the new clients had previously stayed in Turning Point's shelter. In three successive cohorts, the new clients were partnered with an advocate and together they worked for up to 12 weeks on achieving the clients' self-defined goals. Specifically, from September, 2013 – December, 2013, four advocates were trained and worked with eight women; the same four advocates worked with six new women from January, 2014 – April, 2014; and a new group of five advocates were trained and worked with nine women from May, 2014 – August, 2014. Client information was collected at the time of program intake, during the course of service delivery, and at program exit. Details about the new and returning clients and the services they received are provided herein.

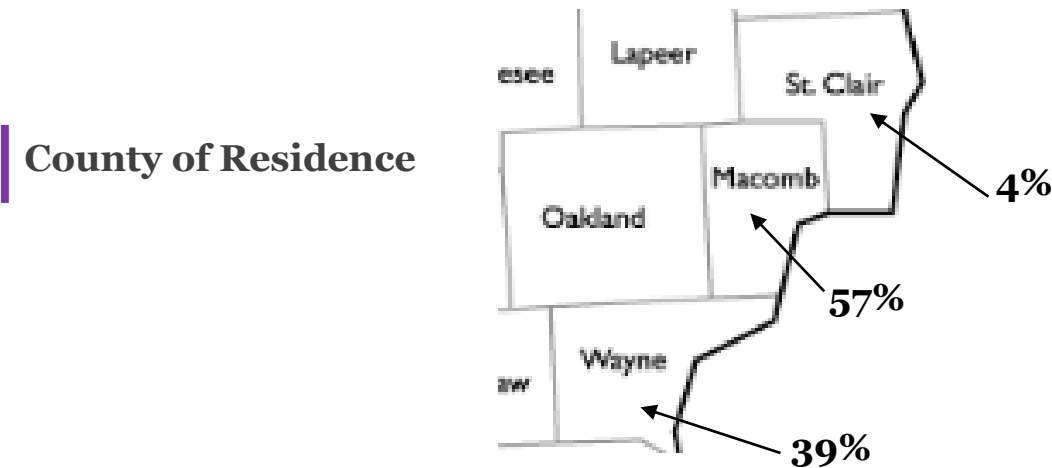
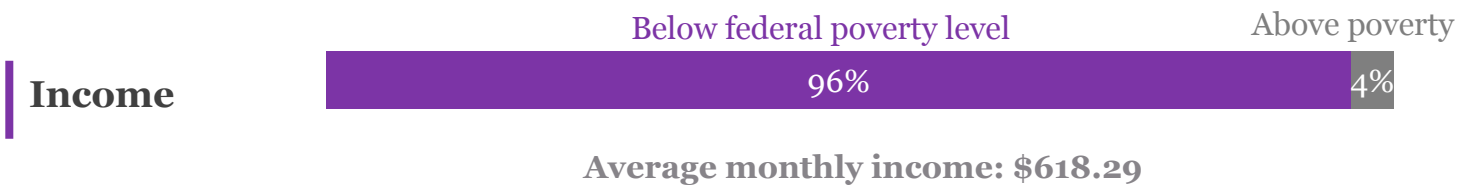
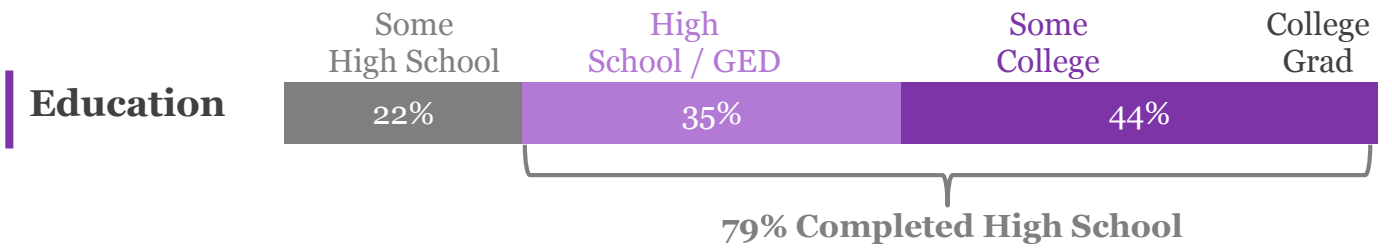
## NEW CAP CLIENTS

### DEMOGRAPHICS

As shown below, on average, CAP clients were 33 years old. Sixteen (70%) women identified as African American, three (13%) were White, and three (13%) were Latina. Nineteen (83%) women had dependent children. On average, clients had three children.

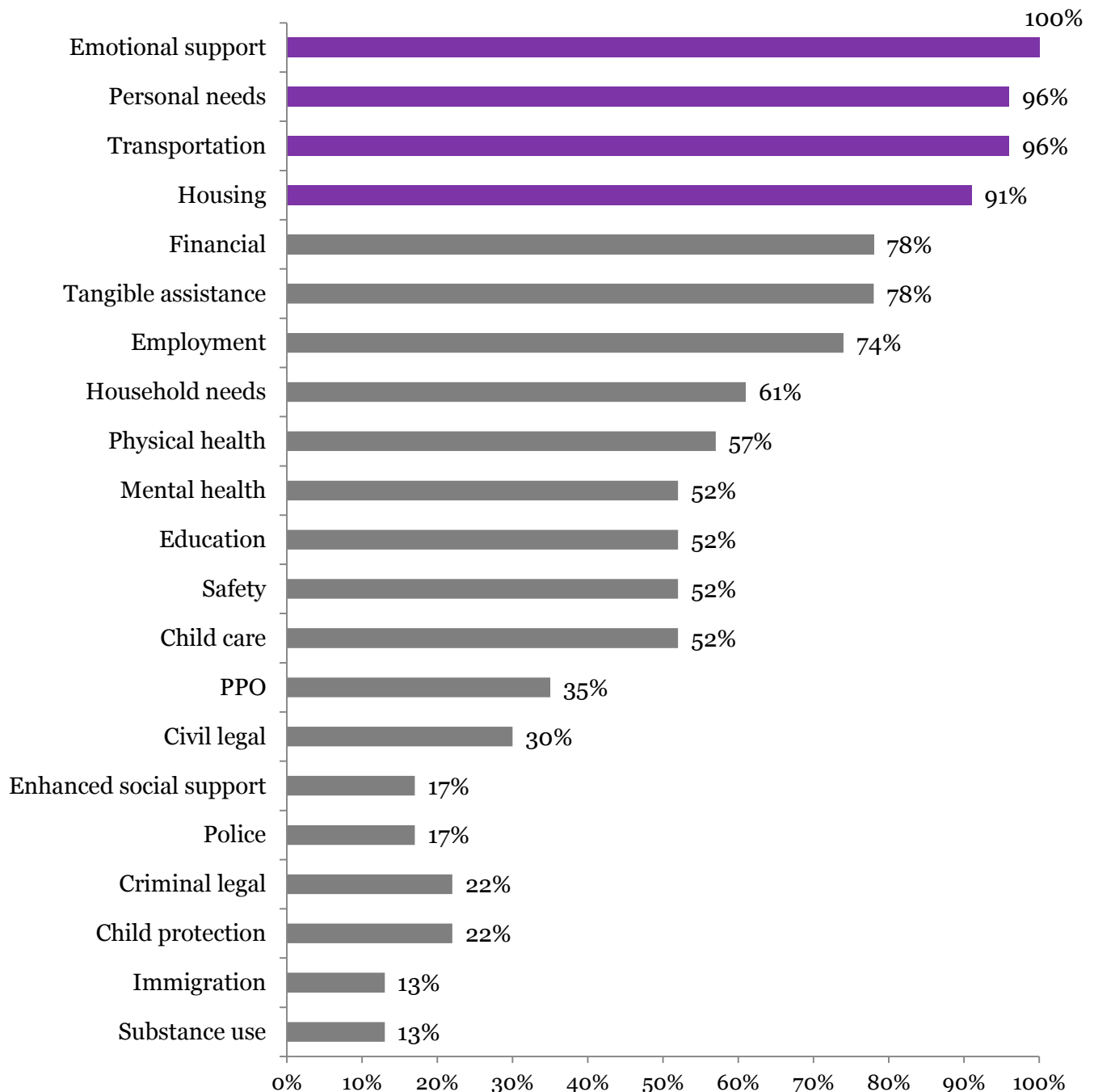


At the time of CAP intake, most (79%) of the women had at least a high school education. Three (14%) women were working full-time and three (14%) had a part-time job. The remaining 16 (73%) women were unemployed. All but one woman (96%) reported an annual household income below the federal poverty level, and the majority (57%) resided in Macomb County.



## SERVICES RECEIVED

Clients and advocates worked on a wide range of needs during their time together. Emotional support was most common (100%), followed by personal needs (96%), transportation (96%), and housing (91%). Over three quarters (78%) of the women worked on financial issues and over three quarters (78%) received some form of tangible support during their time with CAP. This included gift cards, cash, personal items, Second Hand Rose vouchers, child care, and transportation.



## CLIENT RETENTION

This fiscal year, 22 of the 23 (96%) clients who started CAP worked with an advocate for a sustained period of time. One woman started the program, but ended after limited interaction with her advocate or the CAP Director. The case is described below:

This client was a 21 year old, African American women from Detroit with one child (age one), and a part-time job. Her first contact with Turning Point was a hotline call on 1/5/14, and she entered shelter the same day. She completed her CAP intake with the program director on 1/8/14, and then left the shelter without notice to stay with family on 1/13/14, 8 days after entering shelter. At CAP intake, she stated that she wanted to work with her advocate on housing, employment, financial issues, and child care. Her first contact with her advocate was on 1/15/14, one week after her CAP intake and 2 days after leaving shelter. After that initial contact, her advocate provided crisis intervention and emotional support by phone for six weeks, and then the advocate was no longer able to reach the client. The program director also made several unsuccessful attempts to contact her.

Client retention improved from the last fiscal year, when four clients (24%) withdrew from CAP. At the time, three potential contributing factors were identified: 1) duration of time between recruitment and advocate contact; 2) reliance on phone contact rather than in-person contact early in the advocate-client relationship; and 3) less extensive management of the program during the CAP Director’s maternity leave.

The table below shows the average number of days between intake and the advocates’ initial and first in-person contact with their clients in the 2012 – 2013 fiscal year compared to the 2013 – 2014 fiscal year. The number of days between intake and the first contact, whether that was by phone or in person, decreased by 2.4 days. The average number of days between intake and the advocates’ first *in-person* meeting with their clients decreased from 24.4 to 15 days.

### Days between Intake and First Contact

	<b>2012 – 2013</b>	<b>2013 – 2014</b>
Average Days from Intake to First Contact	14.59	12.13
Average Days from Intake to First In-Person Meeting	24.4	15.05

Statistically Significant  
 T = 2.33, p < .05

The decrease in the number of days between intake and their first in-person meeting was statistically significant. It is possible that **meeting their advocate in-person sooner contributed to more women staying engaged in the program** this year compared to last.

## FIDELITY TO EVIDENCE-BASED MODEL

To assess fidelity to the evidence-based model, four components are assessed: dosage, client satisfaction, empowering practice, and client outcomes. Dosage is assessed with data collected with advocates' weekly activity logs, while the other three components are collected through an exit interview administered by the CAP Director. Of the 22 clients who completed the intervention, 21 participated in an exit interview. Within each area, responses are averaged to assess whether they fall within the "acceptable" or "unacceptable" range. Responses that fall in the acceptable range indicate that the intervention was delivered as intended. Response scores that fall within the unacceptable range indicate the need to modify advocate recruitment, training, and/or supervision.

### *DOSAGE*

The *intensity* and *length* of the intervention are critical components of the CAP intervention. The evidence-based model dictates that advocates work with or on behalf of their clients for 4 – 6 hours per week for 10 weeks, with a minimum of 8 weeks. In response to their unique contextual challenges, Turning Point increased the length of the intervention to 12 weeks, with a minimum of 10 weeks.

### *INTERVENTION DOSAGE*

<b>Cohort</b>	<b>Average Hours/Wk</b>	<b>Avg Hrs/Wk, Range</b>	<b>Average Weeks</b>	<b>Weeks, Range</b>
September – December, 2013	4.4	1.5 – 5.5	12	10 - 14
January, 2012 – April, 2014	4.9	2.1 – 8.3	11	10 - 12
May, 2012 – August, 2014	4.0	2.1 – 5.5	12	11 - 14

As shown in the table above, the first, second, and third cohorts worked an average of 4.4, 4.9, and 3.9 hours per week with their clients, respectively. The average *intensity* of the intervention was in the **acceptable** range for all three cohorts. However, across the three cohorts there were 8 women (36%) whose advocates worked with them or on their behalf less than the expected 4 – 6 hours per week, thus falling in the **unacceptable** range.

The *length* of the intervention fell in the **acceptable** range of 10 – 12 weeks for every client in all three cohorts.

Regardless of the number of hours and weeks advocates worked with their clients, all (100%) of the clients that completed the exit survey reported that they were "satisfied" with the amount of time their advocate had put toward working with them. CAP is a survivor-centered intervention, thus the time and energy devoted should correspond with the clients' individualized needs. Given that women felt the time spend was adequate, it may be reasonable to conclude that the intervention dosage was sufficient. However, best practice evidence suggests that the intensity and length of the intervention are critical to the effectiveness of program. This is an issue that needs further attention.

## CLIENT SATISFACTION

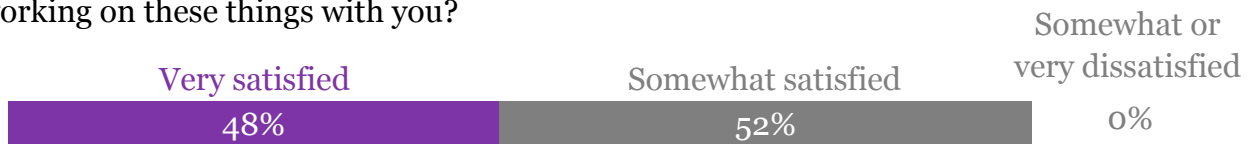
Three questions were asked to assess clients' overall satisfaction with CAP. The response frequencies and average scores for the questions are presented below. As shown, all of the scores fell within the **acceptable** range.

1. Overall, how satisfied have you been with the amount of time your advocate put in toward working on things with you?



**Average score = 1.0. Acceptable.**

2. Overall, how satisfied are you with the amount of effort your advocate put in toward working on these things with you?



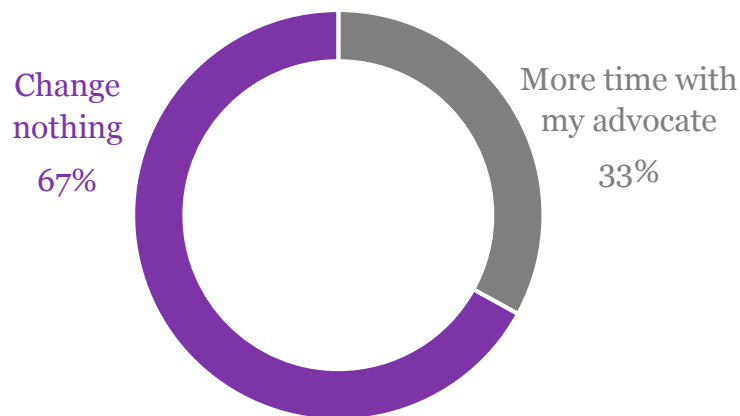
**Average score = 2.48. Acceptable.**

3. How satisfied have you been with the program overall?



**Average score = 2.48. Acceptable.**

4. What one thing would you recommend we do to improve the program?





## EMPOWERING PRACTICE

Six elements of empowering practice were assessed: 1) advocate availability; 2) client-advocate bond; 3) advocate encouragement of client autonomy; 4) advocate supportiveness and respectfulness; 5) advocate competence; and 6) extent to which the intervention was holistic. Clients were asked to report the extent to which their advocate engaged in empowering practices using a 4-point scale: 0 = Not at all; 1 = A little; 2 = Somewhat; 3 = Very much. The frequencies and average scores are presented below. The average scores across all six elements of empowering practice fell within the **acceptable** range.

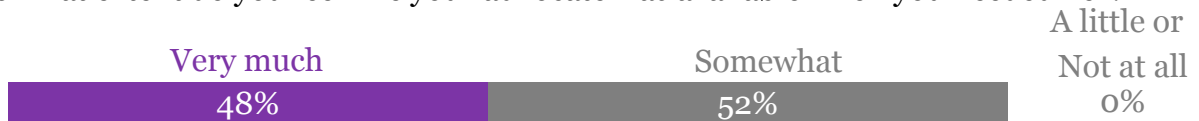
### Advocate Availability

1. To what extent do you feel like your advocate spent enough time with you?



**Average score = 2.52. Acceptable.**

2. To what extent do you feel like your advocate was available when you needed her?



**Average score = 2.52. Acceptable.**

3. The advocate I worked with provided me with regular, weekly support.



**Average score = 2.38. Acceptable.**

## Advocate Encouragement of Client Autonomy

1. I decided what issues I wanted to work on with my advocate.



**Average score = 2.57. Acceptable.**

2. I was in charge of setting goals regarding what I wanted to work on with my advocate.



**Average score = 2.57. Acceptable.**

3. The advocate cared about my unique needs.



**Average score = 2.62. Acceptable.**

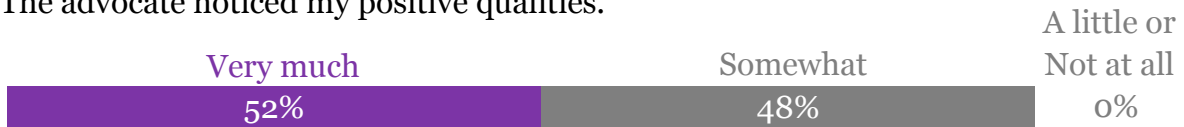
4. The advocate I worked with helped me meet the goals I thought were important.



**Average score = 2.52. Acceptable.**

## Advocate Supportiveness and Respectfulness

1. The advocate noticed my positive qualities.



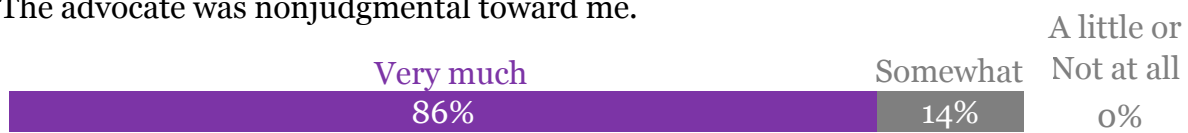
**Average score = 2.52. Acceptable.**

2. The advocate encouraged me.



**Average score = 2.62. Acceptable.**

3. The advocate was nonjudgmental toward me.



**Average score = 2.86. Acceptable.**

4. To what extent do you feel like your advocate listened to you?



**Average score = 2.71. Acceptable.**

5. The advocate valued my opinion.



**Average score = 2.57. Acceptable.**

6. The advocate respected the decisions I made.



**Average score = 2.57. Acceptable.**

## Advocate Competence

1. The advocate I worked with was knowledgeable about community resources.



Average score = 2.57. Acceptable.

2. The advocate knew how to connect me to community resources.



Average score = 2.52. Acceptable.

3. The advocate I worked with helped me learn new things.



Average score = 2.57. Acceptable.

4. The advocate gave me the help I needed.



Average score = 2.52. Acceptable.

5. What were the most important skills or characteristics your advocate possessed?



## Client – Advocate Bond

1. How connected did you feel to your advocate during the program? By connected I mean feeling like there was a bond between the two of you?



**Average score = 2.48. Acceptable.**

2. To what extent do you feel like your advocate cared about you?



**Average score = 2.62. Acceptable.**

## Extent to which Intervention was Holistic

1. The advocate was concerned about the needs of all of my family members.



**Average score = 2.57. Acceptable.**

2. The advocate was flexible in the types of services they can provide.



**Average score = 2.62. Acceptable.**

3. The advocate was interested in meeting all of my needs.

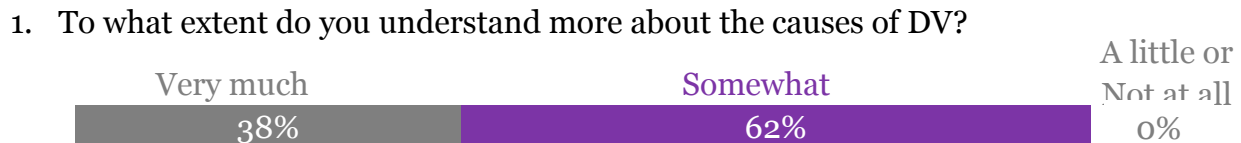


**Average score = 2.57. Acceptable.**

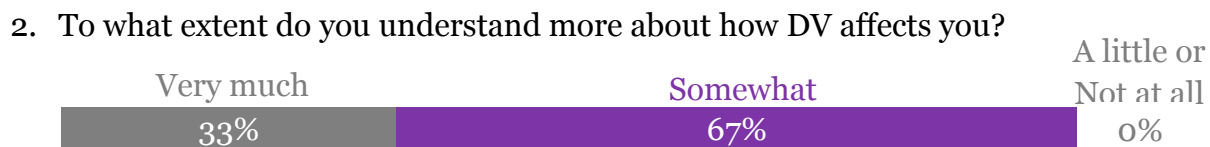
## CLIENT OUTCOMES

Eight outcomes were assessed: 1) knowledge of domestic violence; 2) knowledge about community resources; 3) self-efficacy; 4) safety, 5) goal attainment, 6) quality of life, 7) social support; and 8) psychological well-being. Clients rated their gains on each outcome on a 4-point scale: 0 = Not at all; 1 = A little; 2 = Somewhat; 3 = Very much. The frequencies and average scores are presented in the graphs below. The average scores across all eight outcomes fell within the **acceptable** range.

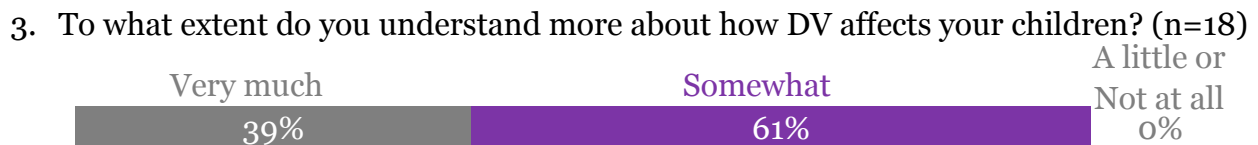
### Increased Knowledge about Domestic Violence (DV)



**Average score = 2.38. Acceptable.**

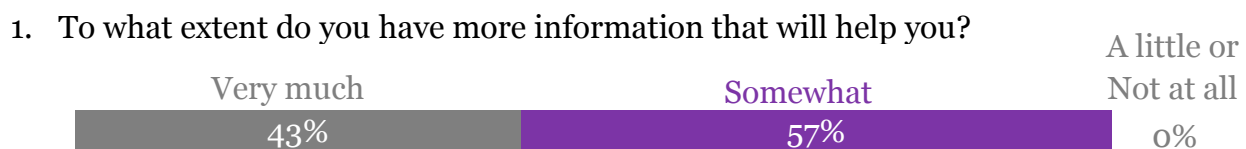


**Average score = 2.86. Acceptable.**

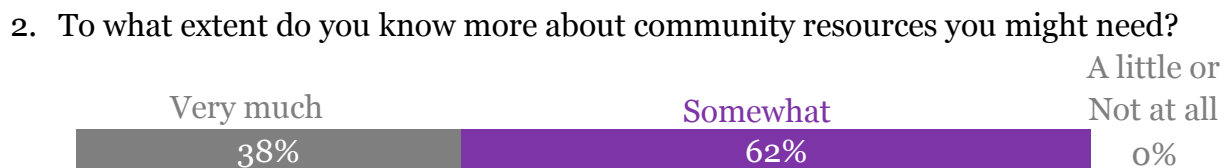


**Average score = 2.86. Acceptable.**

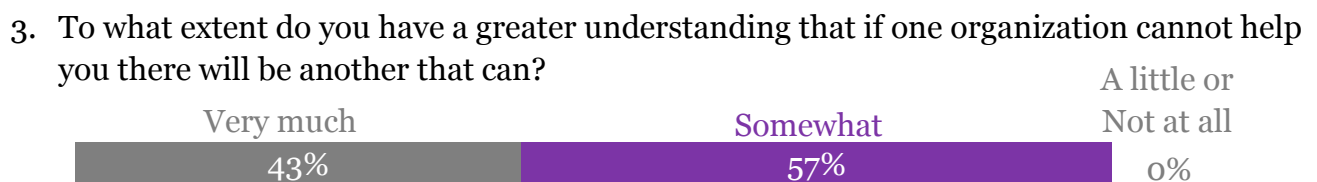
### Increased Knowledge about Community Resources



**Average score = 2.43. Acceptable.**



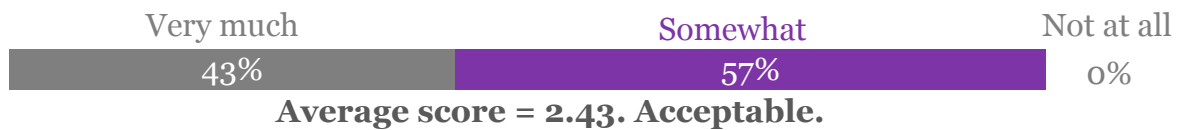
**Average score = 2.38. Acceptable.**



**Average score = 2.43. Acceptable.**

## Self-Efficacy

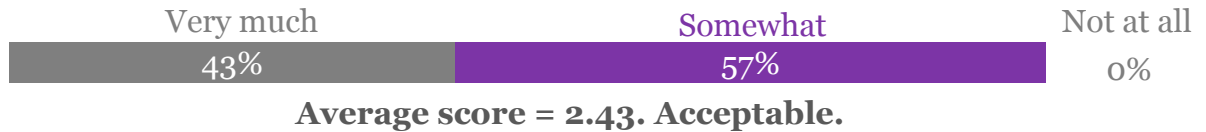
1. To what extent are better able to get what you need for yourself?



2. To what extent are you better able to get what you need for your children? (n=18)

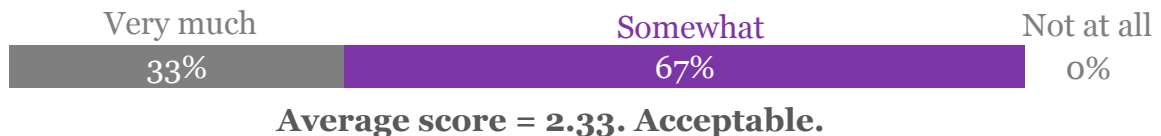


3. To what extent are you more able to achieve the goals you set for yourself?

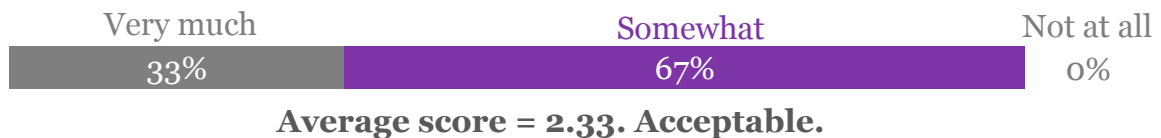


## Safety

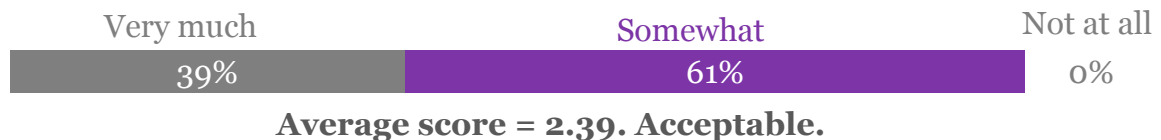
1. To what extent are you safer?



2. To what extent do you have more ways to keep yourself safer?

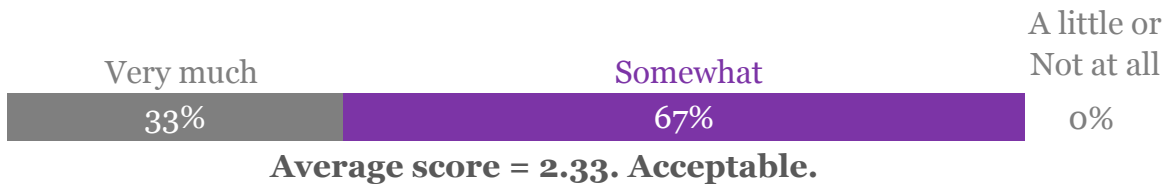


3. To what extent do you have more ways to keep your children safer? (n=18)

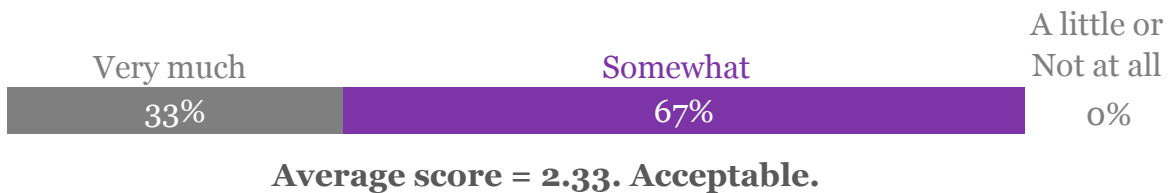


## Goal Attainment

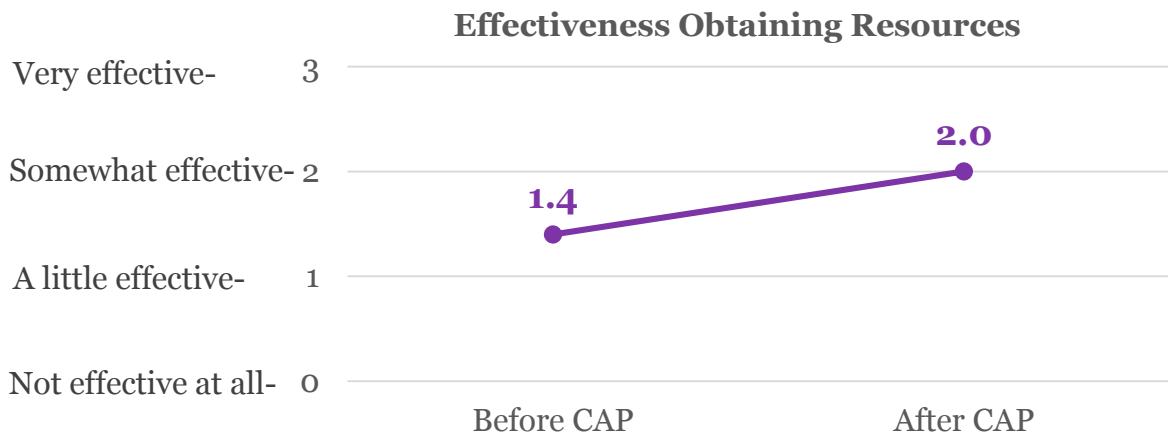
1. To what extent do you have a plan to help you meet your financial needs?



2. To what extent do you have a plan to help you meet your housing needs?



3. How effective have your efforts been in accomplishing your goals?



In the 12 weeks before CAP compared to the 12 weeks working with a CAP advocate, on average, individual women showed **significant improvement in their effectiveness obtaining needed resources** such as housing, employment, transportation, and medical services.



## Quality of Life

1. To what extent are you more satisfied with your life overall?



**Average score = 2.38. Acceptable.**

## Social Support

1. To what extent are you more satisfied with the support you receive from the people in your life?



**Average score = 2.43. Acceptable.**

## Psychological well-being

1. To what extent are you more satisfied with your emotional or psychological well-being?



**Average score = 2.33. Acceptable.**

2. To what extent are you more hopeful about the future?



**Average score = 2.33. Acceptable.**

## Benefits of CAP in Clients own Words

*“To have an agency care about you, another person to hear your story and believe what you are telling them. To have additional support, making a horrible situation better knowing my advocate was here for me.”*

*“I felt very connected to her. She was compassionate and easy to talk to.”*

*“Being able to find a place to live and having the resources for a company to move me in.”*

*“My daughter developed a great relationship with my advocate, she felt safe.”*

*“We were able to move, furnished our home, kids signed up for school, she did a lot for us!”*

*“I learned a lot from Turning Point over all. My children are doing better. They are happier, healthier, and safer.”*


## RETURNING CAP CLIENTS

In addition to the new clients served, four previous CAP clients returned for services during this fiscal year. Two returned for assistance within three months of ending work with their advocates, one returned eight months after her departure from CAP, and one contacted the CAP Director almost one year after her departure from CAP.

Of the returning clients, two were African American, one was white, and one was Hispanic. They ranged in age from 31 – 38. Three of the women were from Macomb County and one was from Wayne County.

The CAP Director provided a total of six hours of service to returning clients. The table below provides a breakdown of the areas of needs worked on:

Area of Need	Number Served	Hours Spent
Personal items	3	2.7
Second Hand Rose Voucher	1	0.4
Gift card	1	0.3
Emotional support	1	0.7
Crisis Intervention	1	.5
Housing	1	1.5
<b>TOTAL</b>		<b>6.1</b>

 **Tangible Assistance**

As the above table illustrates, clients most commonly sought help for tangible assistance, including personal items, Second Hand Rose vouchers, and gift cards. The other issues for which past clients contacted the CAP Director included crisis intervention, emotional support, and housing.

## ALL CLIENTS SERVED

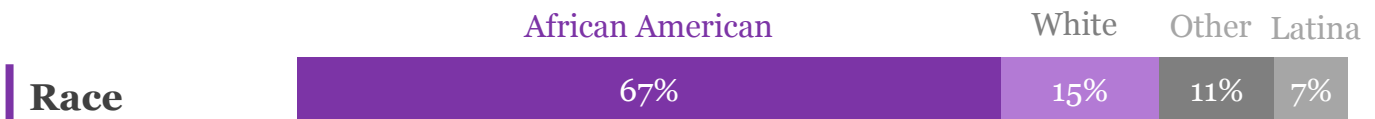
This final section provides a summary of demographic statistics for all of the clients served by the Community Advocacy Program during the fiscal year. In total, the CAP Director and advocates provided services to 27 clients: 23 new and 4 returning clients. Below is a breakdown of their demographic statistics:



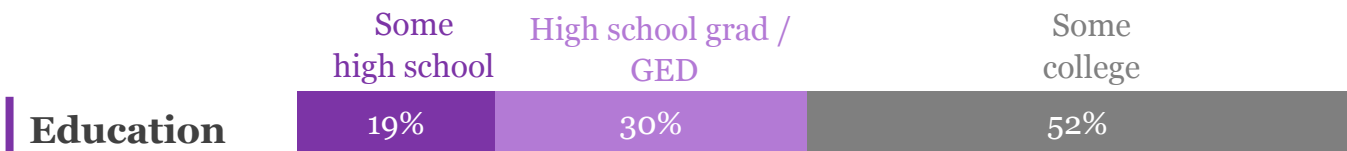
**Total number of children: 68**

**Range: 0 – 9 children**

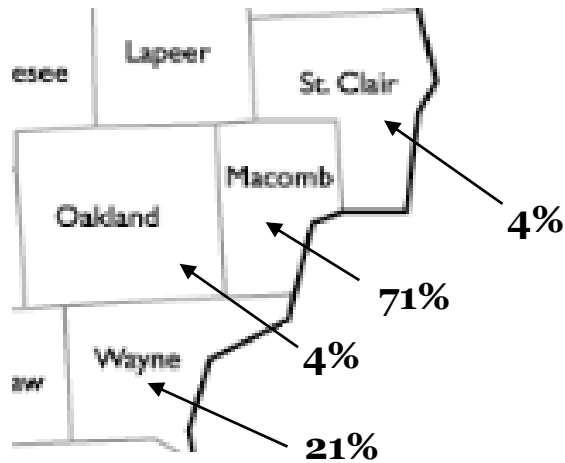
**Average: 3 children**



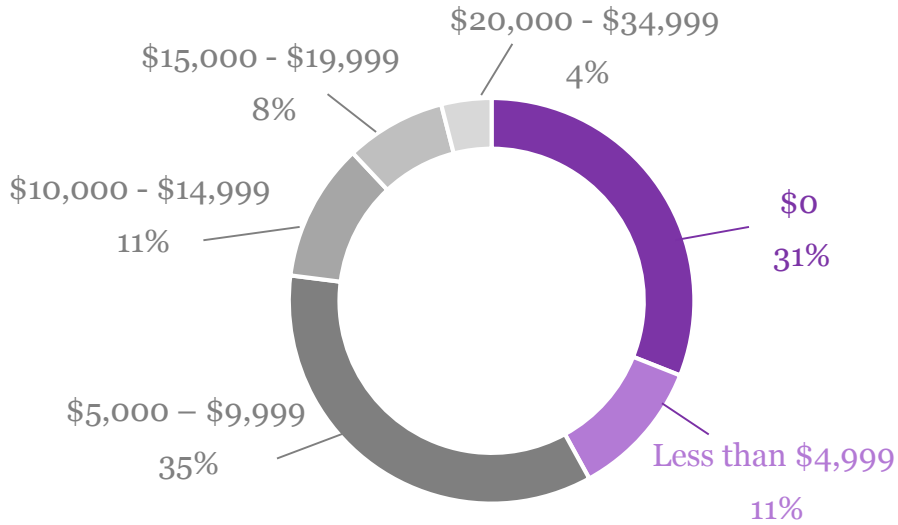
**Average: 33 years old**



## County of Residence



## Household Income (n=26)



## Poverty

