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## Friends Outside New Program Feasibility

Monica Miramontes-Valadez  
*California State University, Monterey Bay*

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Friends Outside New Program Feasibility  
Monica Miramontes-Valadez

Collaborative Health and Human Services  
Department of Health Human Services and Public Policy  
California State University, Monterey Bay  
October 26, 2017

Author Note

Monica Miramontes-Valadez Collaborative Health and Human Services, CSU Monterey Bay.

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### Abstract

Friends Outside is a nonprofit organization that primarily works with the incarcerated, newly released individuals, and probationers. Currently, female perpetrators of domestic violence who cannot afford the 52-week treatment program are being referred to Friends Outside to comply with probation terms, but they are not receiving any credit toward certification for completion, not is it being recognized by the California Courts. Presently, there is one program available in the entire Santa Cruz County, New View, which is only available in English and has limited time availability and prohibitive costs. The project focus was to examine whether Friends Outside should fill the need for a female perpetrator certification, while additionally, determining if Friends Outside has the support from clientele, Probation Officer's, and the community.

*Keywords:* Research, female perpetrators, Probation Officer, Spanish, domestic violence, Intimate Partner Violence, Friends Outside

### **Introduction to Agency**

Friends Outside created its footprint in the nonprofit world by Rosemary Goodenough in 1955 (Friends Outside, 2013). She was an advocate for incarcerated individuals, their families, and well-being. Friends Outside works in close collaboration with the Correction facilities and Probation Departments. The primary goal of Friends Outside is to help the inmates and the newly released individuals to turn their lives around for the benefit of themselves and the community. This nonprofit organization's mission is to help reduce the trauma of incarceration for inmates by providing counseling. They aim to restore justice within the community to better serve and ease reentry. Before release, the agency helps them with cognitive behavioral workbook trainings, exercises for certain situations, family liaison services and much more to better prepare them for the outside world. Friends Outside also promote social justice by promoting public responsibility with the help of volunteers who provide a helping hand, encourage and show compassion. Friends Outside vision is for all members who have been affected by incarceration to live with dignity and contribute to the community (Friends Outside, 2013). The agency values are to advocate for the people they serve by influencing attitudes about incarcerated individuals, laws, policies and practices (Friends Outside, 2013). They also value collaboration by working with other agencies who have the same mission in mind. Friends Outside are committed to excellence in their field by using evidence-based practices, data collection, evaluation, and ensuring their staff is performing accordingly (Friends Outside, 2013). The organization also believes in having a staff that is culturally competent, gender bias-aware, trauma-informed trained, educated in empowering the clients, and respect (Friends Outside, 2013). These values and beliefs are needed for the clients of Friends Outside to succeed.

### **Problem Causes & Consequences**

The population who is directly affected by this crime are the victims. Victims of violence may be women, men, children, youth, the elderly, and even animals (YWCA, 2017). The directly affected individuals or witness of violence may experience a lifetime of trauma, poor health, depressive symptoms, substance use, development of a chronic disease, long-lasting mental illness or injury, low self-esteem, inability to trust others (especially in an intimate relationship, always replaying assault in the mind) having anti-social behaviors (Carrell & Hoekstra, 2009). Furthermore, the consequences of this behavior and those affected come with a financial burden, that as a society we pay for. “The cost of intimate partner rape, physical assault, and stalking exceeded \$8.3 billion in current currency as of 2003...\$1.2 billion in the value of lost lives. Victims lose nearly 8 million days of paid work. The health care cost can persist as much as 15 years after the cessation of abuse” (CDC, 2017). The cost we taxpayers pay for the police, the courts, the county jail, and probation is also another factor that should concern us for reducing, advocating, and tackling this issue.

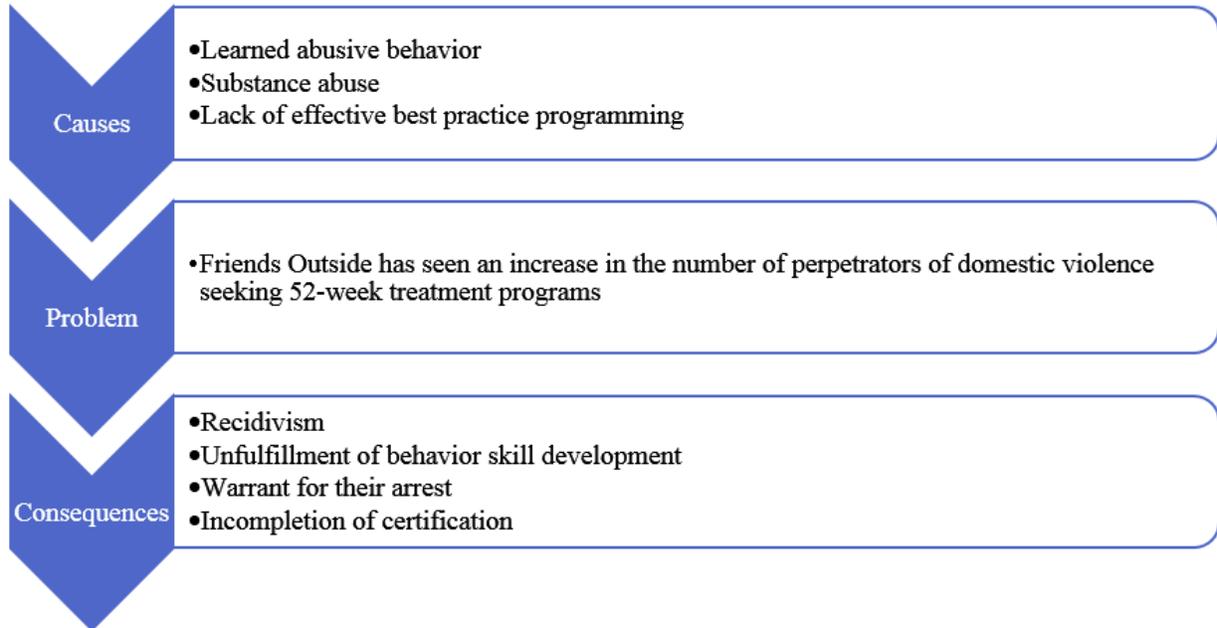
Furthermore, The perpetrators may inflict the consequences, but they are also affected. The offender may lack self-control education, a possible unknown disorder, learned behavior, battling with addiction, suffer from extreme jealousy/attachment, economic instability stressors, cultural background, unaware of their behavior/unwilling to acknowledge, or low self-esteem (YWCA, 2017 & CDC, 2017). Depending on the severity the individual then gets taken to jail, has a restraining order, may end up on probation, or a rehabilitation program. All of these things which are necessary and positive for the sake of getting help, but may also cause turbulence in their life. Worse yet if life was taken by the perpetrators it may cause a lifetime of dismay,

distress, remorse, and lead to a downfall. It is no justification, yet as a whole everyone is affected.

Moreover, Encompass is the only Domestic Violence Program in Santa Cruz county that offers the 52-week curriculum that satisfies the requirements of the California court. It is a disservice to the community as a whole to not have other programs in the county that cater to help educate offenders about such a delicate issue. There is also a lack of research about best practices for effective programming when working with female perpetrators of Domestic Violence. One hypothesis may be that they are not being met based on their needs. An idea would be creating an intake to help assess the best way to help them understand the curriculum, whether that be one-on-one, smaller groups, or a class setting. Also, asking if cost is an issue as to why the individual has not finished the program, if it is a time management difficulty, or if the curriculum is not fully being comprehended because it is not as engaging. Evaluating the perpetrator's needs is our due diligence to serve them best and eradicate Domestic Violence/IPV.

Consequently, with merely one agency offering the Domestic Violence certification may cause a higher potential for recidivism. Lack of skill development would continue instead of getting this behavior and mentality to stop and change. If the perpetrator is not attending the 52-week program classes and not attending Friends Outside for a workbook session, then they automatically get a warrant for their arrest because they are breaking probation regulations. The individual would then end up back in jail for not complying, and the certification will still be pending. This extensive program needs to be more accessible, lucrative and affordable.

### Problem Model



### Project Description

Currently, female perpetrators of domestic violence who cannot afford the 52-week treatment program are attending Friends Outside to comply with probation terms, but they are not receiving any credit toward certification for completion. Presently, there is only one program available in Santa Cruz County, New View, which is only available in English, and has limited time availability and prohibitive costs.

The project, “Spanish Batter’s Program Feasibility Research—Friends Outside,” is a study developed due to the realization that the female perpetrators were not receiving any credit toward the 52-week treatment program. Danielle Cariglio, the Program Director, led some probing questions to begin the research process. For example: why are the female perpetrators not attending the 52-week program? What are the obstacles? What agencies are certified in the county to provide them with certification? What is the total cost of the program? What are the weekly fees? Where is the Probation Officer’s sending the Spanish speaking individuals? Why is

the Probation Department sending referrals to Friends Outside knowing that the Spanish speaking individuals are not going to satisfy the court mandate? The general intention of this project was to assess if there is a significant need to build a new program for Spanish speaking perpetrators at Friends Outside. The benefit of the Spanish Batter's Program would fulfill the California court mandate, create change in the individual's life, and provide new skills for development. Lastly, the project is an attempt to fill a void that is overlooked within the Spanish speaking domestic violence perpetrator population.

The investigation began with gathering the data from the two consistent case managers for incoming female domestic violence perpetrators; they are Janet Garcia and Araceli Padilla. Garcia and Padilla are part of the Warrant Reduction Advocacy Project (W.R.A.P.), which "offers probationers an opportunity to receive support and assistance to comply with the terms of their probation to avoid rearrests" (Friends Outside, 2013). Araceli Padilla predominately works with the Spanish speaking population since there is currently no certification for completion programs in Spanish. Padilla uses *The Courage to Change Interactive Journaling* workbooks with them on an individual or group facilitation basis to help ease the lack of the court-mandated 52-week program of Domestic Violence classes (A. Padilla, personal communication, March 8, 2017). Furthermore, generating a series of questionnaires forms for the Probation Officers and participants. The method of this study was carried out at the end of the domestic violence classes. The Probation Officer's Feedback Survey was emailed to five specific officers who solely have domestic violence perpetrator cases. Lastly, the agency's potential to meet the California State Program Requirements Per Penal Code 1203.098 (see Appendices D for a breakdown of Requirements) was analyzed. Part of the anticipated outcome would be a change in the budget.

### Project Results

The anticipated outcome of the project was to gain concrete feasibility for Friends Outside to create a 52-week curriculum for Spanish female speaking perpetrators. Danielle Cariglio wants to obtain factual knowledge about the client's expectations, probation's input, and the measures to become an accredited program. The measures used to assess the outcome of the project were based on research, surveying, and interviewing. One of the procedures was to gather the agencies that are certified to teach the female domestic violence perpetrators, in Santa Cruz County, and details about costs or payment plans. The purpose of this was to figure out why probation is referring females to Friends Outside rather than these certified agencies.

The second measure of this project is to collect information from Friends Outside personnel by probing questions to gather data (see Appendix A for the Staff Questionnaire). The Program Coordinator Danielle Cariglio, Araceli Padilla, and Janet Garcia filled out the survey and emailed back their responses. There were a total of eleven questions and an additional information non-required response. Questions such as: How many domestic violence cases are currently open? How many female perpetrators have graduated *The Thinking for A Change* Course? Why do you think/believe that Friends Outside would be an excellent candidate to serve the Spanish female perpetrators? The answers were compiled to give an overall outlook of the personnel's input which is discussed in the *Findings* section.

The third outcome that this study aimed to achieve was to obtain the client's perspective of *The Thinking for A Change Class*. The constructive criticism would permit Friends Outside to gain insight of what needs to be addressed to assist the participant better. To evaluate this outcome, a survey was conducted asking them to assess whether Friends Outside met their expectations as a provider of Domestic Violence Classes (see Appendix B for the Survey

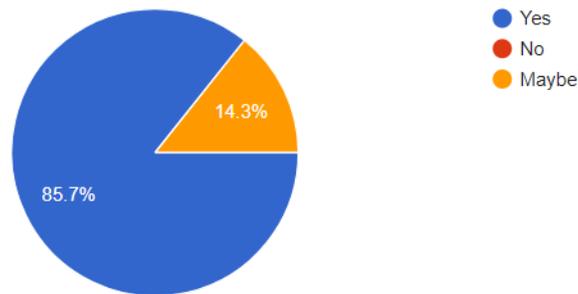
Questions). The data was collected personally at the final graduation session held on October 27, 2017, along with the Follow Up Questions conducted verbally. The participant survey was translated into Spanish and taken on a one-on-one basis (with the producer of the survey) because the clients requested assistance. The participants were asked, for a show of hands, if they have ever filled out a questionnaire before, and four out of five said no, therefore, they felt uneasy in responding questionnaire alone. The surveyer facilitated clarification, eased them to answer the questions in the survey and notated their responses by hand.

The outcome is to gather input from the Probation Officer's and support for the Spanish Batter's Program (see Appendix C for Survey Questions). The survey asked probation officers to rate how satisfied they are with the service Friends Outside provides. Probation officers were also given the opportunity to state how likely they are to refer clients to Friends Outside if they were certified. Data was also collected on how many domestic violence cases are referred to Friends Outside and how many cases each Probation Officer is currently working on. The survey also asks Probation Officer's where they refer Spanish-speaking individuals. The Probation Officer's feedback is vital in determining the feasibility for Friends Outside to become an accredited agency. The responses to the survey were collected using Qualtrics a survey tool that automatically analyzes and compiles the data.

The questionnaire compiled outcome showed that there is currently a total of seven female perpetrator cases. Five of them have completed the program successfully as of October 27, 2017. The staff supports the idea of getting certified, yet there are reservations about financial support. "Staff time would be the biggest cost, as this is not currently in our budget. Also, staff training and course materials" (D. Cariglio, personal communication, October 26,

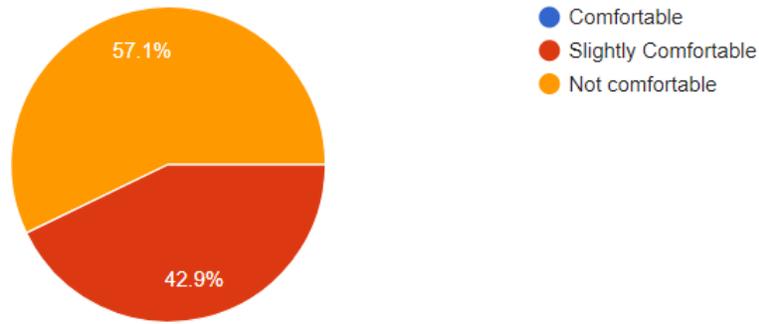
2017). It may be that they cannot pursue the ability to be able to facilitate a certified program based on lack of funding for the program.

The following information was gathered through phone calls to the different agencies within Santa Cruz County. New View is the only Domestic Violence program that focuses on female perpetrators, yet they no longer offer a course in Spanish as of 2015. The cost of the program is a total of \$2,340 if paid in full. The enrollment fee is \$100, and the sliding scale is a \$35-\$40 per class cost for the following 52 weeks. The clients were asked if the cost was a factor for not seeking a certified program; their responses are illustrated in Figure 1 below:

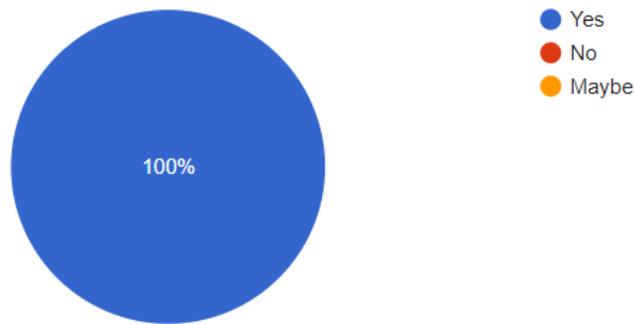


*Figure 1.* Analysis Follow Up Questionnaire demonstrates that 85.7% of the clients have not sought out certified programs due to prohibitive cost.

An online Spanish Domestic Violence and Batterers Interventions Class presented by the AJ Novick Group, Inc. is also costly at a rate of \$995.00 for the 52-week program. "We have had many requests over the years to provide the DV classes in Spanish, as the rate of domestic violence among Spanish speaking individuals has remained consistent while our programs have been in place" (Novick Group, 2017). Although, The Spanish speaking clients were asked how likely they are to take an online course. Client feedback is illustrated below:

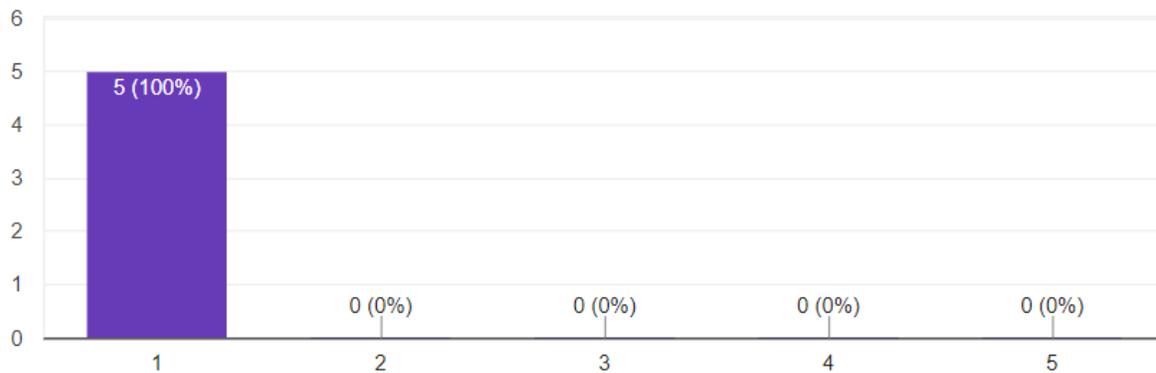


*Figure 2.* Analysis Follow Up Questionnaire. The pie graph illustrates that none of the Spanish speaking clients feel comfortable with taking an online Spanish course online. Further, the clients were asked if language barrier was the cause for not attending a certified program. The findings are illustrated in *Figure 3* below:



*Figure 3.* Analysis Follow Up Questionnaire indicated that 100% of the clients had not assisted a certified program due to language difficulty.

*Figure 4.* Analysis of Friends Outside-Client Feedback showed after the facilitated course ended on October 27, 2017, clients were satisfied with the course based on a scale of Very Satisfied—Very Unsatisfied.



Friends Outside has the support from their clients because the agency is meeting their needs and is helping them in their success to alleviate probation terms.

Due to a minor amount of Probation Officer’s feedback, there are no tangible results to base the support from the Probation Department. If Friends Outside became an accredited agency to serve female domestic violence perpetrators, the officer stated that they are “Extremely Likely” to refer as shown in *Figure 5*.

Q4. If Friends Outside became an accredited agency to serve female domestic violence perpetrators, how likely are you to refer?

- Extremely likely
- Moderately likely
- Slightly likely
- Neither likely nor unlikely
- Slightly unlikely
- Moderately unlikely
- Extremely unlikely

*Figure 5.* Analysis of Probation Officer’s Feedback. This figure illustrates the likelihood of an officer choosing Friends Outside for services. Further, the officer is also “Extremely Satisfied” with the service Friends Outside provides.

Q6. How satisfied are you with the service Friends Outside provides?

- Extremely satisfied
- Moderately satisfied
- Slightly satisfied
- Neither satisfied nor dissatisfied
- Slightly dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

*Figure 6.* Analysis of Probation Officer's Feedback illustrates how satisfied the Probation Officer is with the services Friends Outside provides.

The success with the qualitative data gathered from the clients and Friends Outside staff along with the one response from Probation showed positive outcomes. The staff and coordinator are willing to jump on board to create a program. The clients support the idea and are satisfied with the services Friends Outside provided them. The assessed feasibility through the data gathered demonstrates the need is there and there are no other programs available to aid this population.

The lack of feedback from Probation officers was one of the challenges that were found toward the end of the project; this was extremely frustrating and unexpected. The qualitative data from Probation was proposed to demonstrate their position on providing support and the likelihood of referring their probationers to Friends Outside. The limitation of this data made the project outcomes challenging because there is no concrete evidence in qualitative data to show that the Probation Officer's fully support Friends Outside.

### **Conclusion/Recommendations**

The recommendation is for Friends Outside to pursue a grant to create a program that will serve the Spanish speaking female perpetrators. The demand and need for a Spanish domestic

violence program are needed in Santa Cruz County. It may not be a vast population, but it is a population in need nevertheless. The agency would need to get trained to become an accredited domestic violence class per California Program Requirements. Therefore, Friends Outside would be able to grant client completion certificates to fulfill the court mandate. Further, the Friends Outside coordinator would need to hire staff to dedicate precisely to facilitate the class. The course materials, training, and FTE would need to be included in the fiscal year budget.

Furthermore, in October, Domestic Violence Awareness Month, there was a report finding the influx of domestic violence cases had increased this year, 2017, compared to October 2016. “Despite the prevalence of domestic violence calls, there is never a clear rhyme or reason for why,” said Escalante Lt. of Santa Cruz Police Department (Todd, 2017). With this increase, there are bound to have new caseloads and the perpetrators whether it be female or male need help to correct their behavior. Through the time contributed to this project there was much learned for example the clients have a full potential of altering their behavior, yet the support from staff and the community is vital to their change.

Friends Outside need to advocate to offer this population accredited services. The clients have built trust in the agency and seek support from Friends Outside since there is no one else available in the county for them which could only make them feel discounted. Teaching the female perpetrators to correct their behavior is key to keeping a family together and furthering their success within the community. The important impediment seems to be due to lack of funding. Therefore, the suggestion would be that they seek a grant to fund the program.

### **Broad Social Significance**

At a national level, Intimate Partner Violence (IPV) is recognized as a health issue. A Batterer can have a long criminal history which may lead to reabuse if not treated. If the batterer

has substance or mental issue the likelihood of abuse is significant. The batter's ethnicity, age, and family history can play a role as an indication for abuse. Socio-economics, level of education, and employment status may also heighten the probability of abuse. These factors if not addressed, alleviated, and amended can lead to recidivism. "Domestic Violence offenders generally have a high rate of recidivism. Studies using direct victim interviews over a period of time estimate repeat violence in the range of 40 to 80 percent of cases" (Garner, Fagan, & Maxwell, 2001).

The consequences a perpetrator may face are jail time, losing their partner or family, losing a job/career, and extended probation terms. "The consequences of violence, for both victims and perpetrators, are costly and influence nearly all health and mental health outcomes throughout life. And just as individuals are traumatized by violence, so are communities. When violence is prevalent, entire communities can experience trauma, weakened social ties and lack of economic investment"(California Department of Public Health, 2017). The offender is also suffering having similar adverse effects. The negative effects associated with IPV for both violence perpetration and victimization are poor health, depressive symptoms, substance use, developing a chronic disease, chronic mental illness, having suicidal thoughts or attempts, for men suicide with a firearm is prevalent, and having low self-esteem. Other consequences of IPV, particularly to the victim during or after, are trauma symptoms, severe physical injury or left disabled, inability to trust others—especially in an intimate relationship, continually replaying assault in mind, and having anti-social behaviors. Moreover, children who witness IPV are more susceptible to emotional problems, anxiety, risky behaviors, depression, trust issues, and low self-esteem.

As a society, community, and individuality there are steps we need to take to achieve a violence free world! Beginning with education at an early age that violence is not acceptable nor is it the way to solve any issues or let off steam. Ideally, mandating IPV education for the parents to complete every three years offered in the spring, summer, and fall. The continuation of raising awareness against domestic violence/IPV, and teaching community members how to engage and intervene when a domestic violence/IPV situation arises is crucial for community members to speak out against this violence! Advocating to continually help the perpetrator for change in behavior. Change can happen over time and constant support.

The advice for future capstone student interning at Friends Outside would be to continue advocating for a program to help serve the female Spanish speaking perpetrators. To facilitate a *Thinking for A Change* class because they are incredibly informative and there are different skills to gain. Also, one-on-one client case management helps build a sense of confidence for success and enables to witness the perpetrators point of view. Overall, this internship will challenge you and help you develop pro-active skills.

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*Appendix A*

## Staff- Friends Outside Questionnaire

1. How many domestic violence cases are currently open?
2. How many female perpetrators have graduated *The Thinking for A Change Course*?
3. How many female perpetrators dropped out of the course?
4. How many domestic violence cases are new?
5. The 52-week program being too long. How about a 26-week program? Do they feel it is too long? (What have you heard?)
6. How much is the Domestic Violence Program in New View?
7. Why do you think/believe that Friends Outside would be a good candidate to serve the female perpetrators?
8. If the program were to happen what steps would be necessary?
9. Should the clients be charged for the services Friends Outside provides?
10. Do you think that the Probation Department would support Friends Outside?
11. What are the requirements of California State to become a Certified Agency to provide Domestic Violence classes?
12. Any additional information:

Appendix B

Friends Outside-Client Survey

This survey is intended to better serve you.

Please rate your satisfaction level with the following:

\* Required

1. Overall satisfaction with the service? \*

Mark only one oval.

1    2    3    4    5

---

Very Satisfied                  Very Dissatisfied

2. Ease of access to the service? \*

Mark only one oval.

1    2    3    4    5

---

Very Satisfied                  Very Dissatisfied

3. Assistance by staff members? \*

Mark only one oval.

1    2    3    4    5

---

Very Satisfied                  Very Dissatisfied

4. Availability time? \*

Mark only one oval.

1    2    3    4    5

---

Very Satisfied                  Very Dissatisfied

How would you rate your class experience:

5. Content comprehension? \*

Mark only one oval.

1    2    3    4    5

---

Extremely easy to follow                  Extremely hard to follow

6. Class organization experience \*

Mark only one oval.

1    2    3    4    5

---

Well Above Average                  Well Below Average

7. Facilitator's knowledge/expertise \*

Mark only one oval.

1    2    3    4    5

---

Well Above Average                  Well Below Average

8. Any additional comments?

\_\_\_\_\_

*Appendix C*

**Follow Up Client Questions -Friends Outside**

1. **How comfortable would you be taking a Domestic Violence class online?**

*Mark only one oval.*

- Comfortable
- Slightly Comfortable
- Not comfortable

2. **Is the cost a reason why you have not attended a certified program?**

*Mark only one oval.*

- Yes
- No
- Maybe

3. **Is the language barrier a reason why you have not attended a certified program, like New View?**

*Mark only one oval.*

- Yes
- No
- Maybe

## Appendix D

### Probation Officer Feedback

The purpose of this survey is to gather information about the Probation Officer's point of view. Information obtained in this survey will be used for an assignment in the Collaborative Health and Human Services Department, Research Methods class along with a Senior Capstone at California State University, Monterey Bay. The survey will be strictly confidential and anonymous therefore there is no need to attach a name or personal information.

Thank you for your participation!

\* Required

1. In the last 12 months, how many Domestic Violence cases have you had with a female perpetrator? \*

Check all that apply.

- 1-5
- 6-10
- 11-15
- 16-20
- 21+
- Other: \_\_\_\_\_

2. In the last 12 months, how many female Domestic Violence perpetrators have you referred to Friends Outside? \*

Check all that apply.

- 1-5
- 6-10
- 11-15
- 16-20
- 21+
- Other: \_\_\_\_\_

3. How often do you refer female Domestic Violence perpetrators to New View? \*

Mark only one oval.

- Always
- Often
- Seldom
- Never

4. If Friends Outside became accredited to serve the female Domestic Violence perpetrators, how likely are you to refer? \*

Mark only one oval.

- Very Likely
- Slightly Likely
- Not Likely

5. Where do you refer Spanish speaking female Domestic Violence perpetrators to? \*

\_\_\_\_\_

*Appendix E***Program Requirements Per Penal Code 1203.098**

- (1) The goal of a batterer's program under this section shall be to stop domestic violence. A batterer's program shall consist of the following components:
- (A) Strategies to hold the defendant accountable for the violence in a relationship, including, but not limited to, providing the defendant with a written statement that the defendant shall be held accountable for acts or threats of domestic violence.
  - (B) A requirement that the defendant participate in ongoing same-gender group sessions.
  - (C) An initial intake that provides written definitions to the defendant of physical, emotional, sexual, economic, and verbal abuse, and the techniques for stopping these types of abuse.
  - (D) Procedures to inform the victim regarding the requirements for the defendant's participation in the intervention program as well as regarding available victim resources. The victim also shall be informed that attendance in any program does not guarantee that an abuser will not be violent.
  - (E) A requirement that the defendant attend group sessions free of chemical influence.
  - (F) Educational programming that examines, at a minimum, gender roles, socialization, the nature of violence, the dynamics of power and control, and the effects of abuse on children and others.
  - (G) A requirement that excludes any couple counseling or family counseling, or both.
  - (H) Procedures that give the program the right to assess whether or not the defendant would benefit from the program and to refuse to enroll the defendant if it is determined that the defendant would not benefit from the program, so long as the refusal is not because of the defendant's inability to pay. If possible, the program shall suggest an appropriate alternative program.
  - (I) Program staff who, to the extent possible, have specific knowledge regarding, but not limited to, spousal abuse, child abuse, sexual abuse, substance abuse, the dynamics of violence and abuse, the law, and procedures of the legal system.
  - (J) Program staff who are encouraged to utilize the expertise, training, and assistance of local domestic violence centers.
  - (K) A requirement that the defendant enter into a written agreement with the program, which shall include an outline of the contents of the program, the attendance requirements, the requirement to attend group sessions free of chemical influence, and a statement that the defendant may be removed from the program if it is determined that the defendant is not benefiting from the program or is disruptive to the program.
  - (L) A requirement that the defendant sign a confidentiality statement prohibiting disclosure of any information obtained through participating in the program or during group sessions regarding other participants in the program.
  - (M) Program content that provides cultural and ethnic sensitivity.
  - (N) A requirement of a written referral from the court or probation department prior to permitting the defendant to enroll in the program. The written referral shall state the number of minimum sessions required by the court.
  - (O) Procedures for submitting to the probation department all of the following uniform written responses:
    - (i) Proof of enrollment, to be submitted to the court and the probation department and to include the fee determined to be charged to the defendant, based upon the ability to pay, for each session.
    - (ii) Periodic progress reports that include attendance, fee payment history, and program compliance.