

12-2021

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### Recommended Citation

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The Importance of Onboarding Training in Prevention Work

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December 10, 2021

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### **Abstract**

Monarch Services is a nonprofit organization in Santa Cruz County that helps survivors of domestic violence, sexual assault, and human trafficking. Violence can affect all people regardless of age, sex, socioeconomical status, and legal status. That is why Monarch Services strives to put an end to all violence in our community by empowering individuals, families, and communities to act against violence and abuse. Their mission is to have people's lives be free from violence and abuse. Some contributing factors to increased violence in our community are culture and substance abuse. This can cause a great toll on a survivor's mental health and in some cases can ultimately lead to death or injury. This capstone focuses on strengthening the current prevention team at Monarch Services by creating a training manual for all future interns, volunteers, and staff. This assures all onboarding team members receive proper training on all agency services and related topics. It is recommended that the training manual be revised once a year and updated as necessary to keep all information accurate and up to date.

*Keywords:* Training manual, domestic violence, prevention team, sexual assault, human trafficking

### **Agency & Communities Served**

Monarch Services, formally known as Mariposa House, is located in Santa Cruz county. They have two offices, one in Watsonville and the other in Santa Cruz. Monarch Services serves all people but is especially committed to serving women, youth, children, LatinX, and underserved populations in our community. Monarch's vision is to empower individuals, families and communities to take action against violence and abuse. Their mission is to have people's lives be free from violence and abuse (*Monarch Services, 2021*). Monarch Services offers a variety of resources to survivors of domestic violence, sexual assault, and human trafficking in our community. Some of these resources include crisis intervention ,through their 24 hour bilingual crisis line, legal services and emergency shelter. In 2019 alone Monarch Services helped 1005 domestic violence survivors and 435 sexual assault survivors, they also provided crisis line intervention to 1361 crisis line callers and provided 171 children counseling (*Monarch Services, 2021*). Monarch Services is also very dedicated to education our community members about domestic violence, sexual assault and human trafficking. They offer monthly webinars, school outreach and also participate in community partnerships that educate community members on these topics.

### **Problem Description**

An article posted to the Georgetown Journal of Gender and the Law states that in the United States ever 98 seconds someone is sexually assaulted, the majority of which know the person who caused them harm (Berkseth, Leslie, et al. 2017). Around sixty-six percent of survivors will report the crimes committed against them, with less than one percent of rapists

serving jail time (Berkseth, Leslie, et al. 2017). This means that more than ninety-nine percent of people who cause harm will never pay for the crimes they committed. The National Coalition Against Domestic Violence found that in a single day in 2019, domestic violence shelters helped 5,644 adults and children while 1,236 additional requests went unmet due to lack of resources (National Coalition Against Domestic Violence, 2020). This is a problem as these survivors are in life threatening situations and having some survivors in the community go unserved can create a barrier between that survivor and agencies like Monarch. As they may feel like no one cares or believes them.

### **Contributing Factors**

#### *Culture*

Domestic Violence affects all types of people regardless of race, gender, sexual identity, etc.. But some factors may make a person more vulnerable to this abuse. One contributing factor of domestic violence is culture. According to an article posted to the Journal of Immigrant and Minority Health “immigrant and refugee families are at a higher risk for domestic violence because of their migration history and differences in cultural values and norms” (Pan et al, 2006). For example, if you were raised in a culture where women and children are seen as weaker than men, you most likely will be less inclined to report abuse or ask for help as you have been raised to think you are inferior and may not be believed or taken seriously. The article *Immigration, Culture Conflict and Domestic Violence/Battering Women* posted to the journal of Crime Prevention and Community Safety states that despite the United States diversity it is still has a patriarchal social order that supports violence against women. This social order “tolerates and often denies the violence, protects perpetrators and silences [survivors]” (Erez, 2000). This

means that immigrant survivors are being victim-blamed or not believed at all, which causes the cycle of abuse to continue.

### *Substance abuse*

Another contributing factor to domestic violence in our community is substance abuse. A study reported to the Journal of Addictive Behaviors suggests that heavy drinking caused those under the influence to be more sexually aggressive and hostile (Lisco et al., 2012). This means that partners who may have a substance abuse problem are more likely to exhibit aggressive behaviors as the substances take over their neurotransmitters. According to a study done at Columbia University drug using women are at a higher risk of experiencing intimate partner violence. The risk is higher for these women because of their low social status, perceived sexual availability and their own verbal aggression while under the influence of these substances (Gilbert et al, 2001). This means that women who use substances as a way to cope with abuse are at an even higher risk for more abuse as they can be seen as weak by the person causing harm.

## **Consequences**

### *Mental health impact*

Domestic Violence leaves the survivors with many consequences, one of them being mental health issues. The article, *The impact of domestic violence on women's mental health* posted to the Journal of Public Health explains how women who report abuse receive significantly more diagnoses for anxiety, depression, phobias, PTSD, psychiatric diagnosis, and are more prone to substance abuse disorders (Roberts et al, 2008). This shows the correlation between abuse and mental health issues in the long run.

*Death/ Injury*

Another consequence to domestic violence is injury or death. The National Coalition Against Domestic Violence found that domestic violence homicides made up 10.5% of all California homicides with 65% of all murder-suicides being correlated to domestic violence (National Coalition Against Domestic Violence, 2020). This shows just how serious domestic violence really is as some people may see murder or suicide as the only way out.

**Problem Model**

<b>Contributing Factors</b>	<b>Problem</b>	<b>Consequences</b>
Culture	An article posted to the Georgetown Journal of Gender and the Law states that in the United States ever 98 seconds someone is sexually assaulted, the majority of which know the person who caused them harm (Berkseth, Leslie, et al., 2017).	Mental Health Impact
Substance Abuse		Death/ Injury

## **Capstone Project Description and Justification**

### **Capstone Project**

My capstone project will consist of creating a training manual for onboarding prevention interns, volunteers and staff with a fellow intern in the prevention team. I decided to focus my project more on the prevention aspect since, in my opinion, it is one of the most crucial components in combating future abuse in our community.

### **Project Purpose**

The purpose of my capstone project is to educate onboarding interns, volunteers and staff about what domestic violence, sexual assault and human trafficking looks like and how to effectively present this information to community members from all different backgrounds. It is especially important to remind those who are presenting about cultural competency as we are addressing such sensitive topics that can make some people uncomfortable.

### **Project Justification**

Having a training manual will help all those entering the prevention team at Monarch Services because it will have up to date information, frequently asked questions, important word definitions as well as our most popular presentation videos. According to a research paper written by Marisa Murphy, “training and development aimed at improving employees’ knowledge, skills, and abilities are core considered to be critical human resource practices for organizational efficiency” (Murphy, 2019). This means that the more effectively your staff is trained the more effectively they are able to carry out their tasks and the overall efficiency of the agency will improve as a result.



### **Project Implementation**

The implementation of my capstone project will start this summer. I will continue to do research on effective and useful training manuals in the CHHS field. I will also use the 65 hour advocate training to get feedback from future volunteers and interns about the types of training they found most effective throughout the training. As most of the material covered in the 65 hour advocate training is what will be included in the training manual. I hope to have a completed training manual by the end of September.

### **Assessment Plan**

In order to test the effectiveness of the training manual, a copy of it will be given to other programs in the agency that are not really familiar with what the prevention team does and ask them if they learned anything from the training manual and if there is anything that needs to be clarified or changed for better understanding on each of the topics included or what the prevention team program does for the community.

### **Expected Outcomes**

I think my capstone project will give new volunteers, staff and interns the tools they need in order to be a successful prevention team specialist. It will be updated regularly by the prevention team in order to keep all those working the prevention side of the agency on the same page about information being shared to the community.

### **Project Results**

Creating the training manual took longer than expected therefore it is unsure if it will achieve its expected outcome. However, the prevention team is hopeful it will be extremely

beneficial as there was no prior standard training for onboarding interns and volunteers in the prevention team program specifically like there is for other programs in the agency.

### **Laborate too Conclusion & Recommendations**

The most important lesson learned while completing this project was the importance of collaboration. Starting off this project alone made it difficult to come up with ideas and formats that were not all similar. Working on this with a fellow intern made it possible to get a different point of view which is essential as not all people learn and think the same way. It is recommended that this training manual be updated frequently to ensure its accuracy and effectiveness in the prevention team program.

### **Personal Reflection**

1. Personal/professional growth: When I first joined Monarch Services I thought that I would be most interested in the direct services aspect of services offered since that is what I had heard the most about in the community. Once I joined and learned more about the prevention services I quickly realized just how essential and impactful prevention work is in our community. Creating a training manual for the prevention team to use not only as an onboarding process but also a resource to look back on as a refresher on the topics will help the prevention team continue to create impactful change in the community.
2. Strengths/successes: Discuss the strengths or successes of your project design, activities or methods that contributed to the outcome(s). A major success was creating the training manual overall as previously there was no standard onboarding training for the prevention team specially which made it difficult to know who was trained on what topics. It is also beneficial to note that the training manual can be used as a tool for refreshments on certain topics before presentations. If updated frequently the training manual has the potential to serve Monarch Services for a long period of time.
3. Limitations/challenges: The biggest challenge while creating the training manual was time. Since I was collaborating with a fellow intern it was hard to coordinate days and times we both were available as I have a full time job as well as taking care of my baby brother.
4. Broader social significance:
  - a) The training manual will help reduce and stop violence in our community. It does this by offering prevention team advocates with the tools and

resources needed to educate our community on hard to talk about topics such as domestic violence, sexual assault, and human trafficking.

- b) Having in person presentations on these topics would be more beneficial as it can give survivors a sense of security and empowerment to be away from the person who is causing them harm and therefore be more inclined to seek help and speak up.
- c) Getting more community involvement on topics they want to learn more about would be beneficial to anyone working on this project in the future.

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## Appendix A

**Scope of Work**

Activities	Deliverables	Timeline/Deadlines	Supporting Staff
Prevention education and outreach	Presentations, webinars, social media, partnerships, 65 hour training	TBD as needed	Maria Barranco and Dalia Ochoa