

12-2023

## **Survivors of Domestic Violence: Reclaiming their Freedom**

Flor Icel Ortega

Follow this and additional works at: [https://digitalcommons.csumb.edu/caps\\_thes\\_all](https://digitalcommons.csumb.edu/caps_thes_all)

---

This Capstone Project (Open Access) is brought to you for free and open access by Digital Commons @ CSUMB. It has been accepted for inclusion in Capstone Projects and Master's Theses by an authorized administrator of Digital Commons @ CSUMB. For more information, please contact [digitalcommons@csumb.edu](mailto:digitalcommons@csumb.edu).

# Survivors of Domestic Violence: Reclaiming their Freedom

Flor I. Ortega

Monarch Services and Alma Mendoza, Maria Barranco

Collaborative Health & Human Services

Department of Health Human Services and Public Policy

California State University Monterey Bay

11/17/23

## Author Note

Flor I. Ortega, Department of Health Human Services and Public Policy, California State University Monterey Bay. This research was supported by Monarch Services. Correspondence concerning this article should be addressed to Flor I. Ortega, California State University Monterey Bay, 100 Campus Center, Seaside, CA, 93955. Contact: [Fortega@csumb.edu](mailto:Fortega@csumb.edu).

## Abstract

Monarch Services is an agency that is dedicated to helping victims or survivors of Domestic Violence, Sexual Assault, and Human Trafficking. Their mission is, “Lives Free from Violence and Abuse.” Case managers want to empower their clients to take back control and gain their freedom and independence safely. As the agency grew there was a need to create programs that would cater to the needs of the client, with the Housing First Program as one of the newer programs. The Housing First Program is a homeless assistance model that focuses on prioritizing long-term permanent housing for individuals and families, thus ending homelessness and allowing individuals and families to pursue additional goals. As the program is fairly new some areas have not been established such as a procedure manual. The purpose of this project is to assist any new or upcoming case manager or intern. It's a resource that establishes guidelines and protocols for making decisions, actions, and policies at Monarch Service. The procedure manual will be a physical copy and digital so it can be updated when documents or processes are revised. The expected outcome is to help improve the effectiveness, efficiency, and communication with the case manager and client. The agency can provide more workshops or training when introducing new case managers and interns to their responsibilities.

*Keywords:* Domestic violence, housing, homelessness, empowerment, life improvement

## **Agency & Communities Served**

Monarch Services or Servicios Monarca is an organization that was founded in 1977 to assist survivors or victims of human trafficking, sexual assault, and domestic violence. As the organization grew, it expanded in programs as well. Programs that the agency offers are, crisis intervention (CY), children and youth, education and community outreach, emergency shelter, teen violence, and housing first programs. It is known for its confidentiality crisis line, where the agency has highly trained advocates who are bilingual and are available 24/7 to talk with anyone who experiences domestic violence. The advocates are also able to provide resources or information or can educate anyone on unhealthy aspects of relationships (Monarch Services, 2023).

Monarch's vision is to "Empower individuals, families, and communities to take actions against violence and abuse (Monarch Services, 2023). Many survivors or victims don't know how to take the initiative or stand up for themselves, they fear retaliation or they become ashamed, causing them to stay silent and live with the trauma. Monarch staff provides clients with a safe place to be emotionally transparent and puts the client's needs first. If one path closes up for them, Monarch provides resources for clients to create a new path. Monarch's mission is to "Live Free from Violence and Abuse" (Monarch Services, 2023). With the programs that Monarch offers, it can accomplish their vision. They not only help victims but they educate the people who cause harm. The offenders may go to prison and once they serve their time they will be released back to society and may reoffend again. Having a program that teaches these offenders why it is wrong to do what they have done and making sure their comprehension may change them and stop them from reoffending.

Monarch Services is committed to serving everyone in the community who is a victim or survivor of domestic violence, human trafficking, and sexual assault, with a special commitment to women, youth, children, Latinas, and other underserved groups (Monarch Services, 2023). If

the individual is not eligible or Monarch doesn't provide the assistance that they need Monarch advocates will refer them to the right place and provide them with resources. At Monarch Services, every individual will be treated with respect and dignity. Furthermore, there are two locations where they have an office, one in Watsonville and the other in Santa Cruz. The location where they are located has to do with the population they serve. For instance, the office that is located in Watsonville has more clients who are Latino, and their native language is Spanish while in Santa Cruz it has a more diverse population such as white, black, and Asian. They assist any gender who has been a victim or survivor of domestic violence, sexual assault, and human trafficking (A. Mendoza, personal communication, September 12, 2023).

### **Problem Model Background and Literature Review**

Domestic violence rates in Santa Cruz County are too high. According to Monarch Service (2023), "Monarch has served 445 domestic violence clients, 216 sexual assaults clients, 832 crisis line, and 60 children provided counseling". These numbers are only counting the people who came forward and were ready to take the next step. Many more cases of domestic violence go unreported. According to Connections for Abuse Women and their Children (2023), "Despite the shocking prevalence of domestic violence (around 1 in 4 women will experience violence at the hands of a partner), according to the Crime Report, nearly half (44%) of domestic violence cases go unreported". Victims do not typically seek support until experience violence an average of seven times. In the past 3 years, a lot of the agencies that work with Domestic Violence, Sexual Assault, and Human Trafficking saw an increase in reports. It was a very difficult time. COVID-19 was the major cause of the increase since the government put Shelter-in-Place to keep everyone safe but what was not considered was how it would affect individuals whose homes are not safe places for them, not only did agencies see an increase in violence but also an increased barrier for survivors to seek help or escape their violent

household. The abusers took advantage of the time spent isolated with their partners and it increased their opportunity for further control and abuse. The Monarch Service doubled the number of people they served from 2019 to 2022. The services that the agency provided were counseling, shelter, emergency financial aid, transportation, support groups, and more. They specifically provided emergency shelter and motel vouchers to over twice as many clients (Burns & Burns, 2021). Not only did agencies deal with an increase but law enforcement as well. The Watsonville police department answered to 175 domestic violence cases and it slightly increased by 195 cases in 2020. Sergeant Rudy Lopez mentioned, “It’s one of the most dangerous calls they respond to” (Sarabia, 2021). In only 10 months in the past year, Santa Cruz County had to mourn four femicides that are known to be a result of domestic abuse (Burns & Burns, 2021). The Justice system can be broken at times when the victim does not get justice, they become the abuser when they try to defend themselves against the person who causes harm and the eyes of the outsider only see one point of view instead of considering the whole history. This creates more issues because the first responders to the abuse don’t have the proper training on how to handle the situation when it comes to domestic violence. Such as law enforcement, and the court system. The way the police officers handle this type of situation is by offering an emergency protective order to the victim but this procedure only happens when the judge is called to evaluate the situation and depending on the circumstances either the victim or the abuser will get arrested (Sarabia, 2021). Unfortunately, victims of Domestic Violence run a risk of damaging their records if they involve law enforcement. Depending on how the judge rules the situation. The victim can become the abuser in their eyes. Having a bad record decreases the chances of having an independent good life. It’s not impossible with the right resources but it is more of a struggle; it consumes time, money, patience, and many more things. Keep in mind that abusers are very good at manipulating people.

## **Contributing Factors**

History of violence plays a big part in intimate partner violence. A cycle has been created by children witnessing one of their parents be violent to the other. This becomes a chain that is difficult to break. This goes far back to culture. It is used to justify gender violence and inequality by summoning traditional beliefs and the way that is taught to treat women and girls. According to the article Machismo: “The Social Paradox of Sustaining a Murderous System” (2023), “Such a mindset can become especially problematic when men have total control over the household’s expenses. Even if a woman in an abusive relationship wanted to separate from her husband, she might feel forced to stay with him to sustain her children financially”. For instance, the Latino culture has taught the boys to develop machismo behavior. They believe that men should dominate their wives and children by controlling and demanding. If the boy doesn’t want to behave this certain way then they will get emotionally abused by his parent because they will view the boy as a girl and they will start bullying him verbally by calling him names. It can get to the point where physical abuse starts to happen. For the parent to shape the child into becoming an Alpha Male.

Not only does it harm one individual but a whole generation. As Quintana (2021) explained, It is no surprise that falling short of these expectations resulted in years of ridicule, shame, and embarrassment from my male family members and other “macho” men in Hispanic communities. Whenever I compared myself to other Hispanic men who appeared to be more masculine than me, I always felt alienated and constantly feared further rejection from my family. Not only does this way of upbringing affect the mental health of Hispanic adolescents, but it has also been associated with increased domestic and sexual violence. When social dynamics like machismo incite distress and violence, rather than protection and stability, they must be dismantled. (para. 3)

Quintana further noted that Women are usually seen by men as an object or second-class citizen. Women should stay silent, be stay-at-home wives, always agree with their husbands, and never

be able to think for themselves. Some men feel superior to women and by proving it they resort to violence and showing them that they are stronger and capable of killing them. Unfortunately in Latin culture, femicide is endemic.

Substance use can lead to Intimate partner violence. According to Pyramid Healthcare Inc. (n.d), stated, “Nearly 80 percent of domestic violence crimes are related to the use of drugs. Those who abuse substances are significantly more likely to commit acts of violence against an intimate partner or family member”. If the person who causes harm has abusive behavior that alone is a dangerous situation and if the abuser is intoxicated it can become an even worse situation than it already is. When the abuser is under the influence, they can escalate their behavior. It is more likely for them to commit all types of abuse such as physical, digital, emotional, financial, and sexual abuse (*Substance Abuse and Domestic Violence - the Hotline*, 2023b). One of the reasons why a person may begin using substances is because it is a coping mechanism. Being intoxicated is a way out for them. They rather avoid it than seek help. This can numb a person's emotions, it can make them forget about their issues and not deal with them but on the other hand, they can become more aggressive, frustrated, and irritated. which leads the victim to walk on eggshells around the abuser to avoid irritating them because anything the victim does will trigger the abuser and it will lead to a greater risk of being severely hurt.

Machismo behavior correlates to the victim of Domestic Violence being financially dependent on the abuser which makes it difficult to leave the person who causes harm. In a household where there is machismo behavior or the Alpha personality. This means that men are in control and in charge of handling the finances. This leaves the victim with nothing, not one cent under their name. The victim in this situation is vulnerable because they rely on the provider which in this case would be the abuser.

As of this year, the statistics for financial and domestic violence in California have been shocking, As Cage and Miles (2023) explained,

Nationwide, nearly 10 million adults experience some form of domestic violence every year. In California alone, 34.9% of women and 31.1% of men experience physical and/or sexual violence and stalking in their lifetimes. This is higher than the national average. Forty-six percent of the national reported incidents of domestic violence involved weapons and 75% of the reported victims had minor children at home. Alarmingly, nearly 99% of all domestic abuse cases include financial abuse, and more than half of domestic violence survivors incur more than \$10,000 per year of coerced or fraudulent debt. (para. 10)

Cage and Miles further noted that even though a person can be in this situation there are resources and there are legal actions one can take to take back control, freedom, and autonomy to earn and spend their own money at their discretion instead of someone else's but it is a lengthy process with risk. One needs to be patient.

To navigate this world and become independent and secure one must be financially stable. It is not cheap living out here. This society and how it is built to function, demands too much from a person. This is just one of the many barriers that a victim faces and needs to consider before taking the initiative to leave their abuser. It is not easy to leave, it is not just to pack a bag and go. According to the National Domestic Violence Hotline, “Why people stay and not leave is not as easy as walking away” (2023) explained, “leaving is often the most dangerous period for survivors of abuse”. The victim needs to have a plan, they need to be discreet and have a secure place to go. If not it is highly possible for them to end up homeless or roaming the streets, even prison or death. Keep in mind that the person that causes harm will do anything to keep control in place and they will act on their threats.

## **Consequences**

Femicide endemic is a heinous crime happening all over the world. Most likely caused by men in intimate settings. Women are being killed daily causing this to be a pandemic and becoming a



social health concern. As claimed by *the* National Coalition Against Domestic Violence, (n.d.), “72% of all murder-suicides involve an intimate partner; 94% of the victims of these murder-suicides are female”. It is alarming that women in this society are not safe or have the stability to thrive. The person who causes harm takes extreme measures to ensure that the victim doesn't escape their control. Women who are victims of domestic violence can become suicidal so they could end their suffering and they see it as their way out of their relationship. According to Campbell, a Health Policy Editor (2023), women who suffer domestic abuse are three times more likely than their peers to try to take their own life, new research revealed”.

Hopelessness, helplessness, and loneliness are some feelings that add to their decision to end their life.

Individuals who have experienced Domestic Violence have a higher risk of developing a Mental Health Condition, such as depression, anxiety, or post-traumatic stress disorder (PTSD). This will affect a person's way of life. Mental health affects the way people think, act, and feel. It can be physically and emotionally draining. As claimed by Intimate Partner Violence Early in Pandemic Linked With Worse Mental and Overall Health in Women (2023), “Between March and September 2020, 13,597 women under the age of 60 reported on their experiences of IPV; and between May 2020 and October 2021, they reported on symptoms of depression, anxiety, and posttraumatic stress as well as sleep duration, sleep quality, physical activity, and use of alcohol and other substances”. If victims who suffer from mental health don't get the proper treatment that they need to stay sane then their mental illness can get worse. This is a barrier to a person trying to regain their control, independence, and stability.

Domestic violence has existed for a very long time. It has become an intergenerational cycle of abuse which has been difficult to break. Children are being exposed to domestic violence in their household at an early age, by seeing their parents harm the other parent. Children’s brains are still developing and it has been said that a child's brain is like a sponge they absorb anything. As

they are experiencing this abuse daily, their brain will normalize this type of behavior and it is likely for them to become an abuser when they reach adulthood. According to Zimmer (2023), “Intergenerational trauma can stem from biology, learned behaviors, and even the collective experiences of a group. Some research suggests that trauma can affect a person’s DNA and potentially influence the health of future generations far removed from the traumatic event”. The child is affected because it will prevent them from reaching their full potential and thrive in this society. The parent who causes harm is taking away something valuable from the child instead of ensuring to provide them with a good education so they can thrive. They are setting them up for failure. This is also a concern to society as society will be affected.

<b>Contributing Factors</b>	<b>Problem Consequences</b>
Culture / Machismo behavior/ Alpha male trait	Domestic violence rates in Santa Cruz County are too high
Substance use	Femicide endemic
Financial dependence on others	Mental health concerns Continued intergenerational cycles of abuse

### **Project Description**

**Working Title: Survivors of Domestic Violence: Reclaiming their Freedom** The procedure manual will be a book that will contain important documents. It will start with the cover page, table of contents, and summary/ introduction of the housing program, and it will introduce the case managers of the program. It will contain the required forms such as referral, consent forms, housing intake, initial home visit, breakdown of the sessions what each session contains, and the documents. Every session will have a new plan goal. Appointments and follow-ups, how to input information in Osnum. It will include examples of how to write a letter to the landlord or a letter

of support, as well as resources of where to look if you're looking for housing, doctors, work, or colleges. It will also include more documents such as budget, finances, etc.

### **Project Justification**

All current and existing Monarch clients are eligible to receive help from the Housing First program. When a client is ready to transition and improve their life quality and growth, this program will assist them by establishing safe and stable housing, clients are then able to better navigate and improve other areas of their lives without fear of security. This includes educating the client on how to budget and start saving up while they get financial assistance through this program. Depending on the client's case and needs, the case manager can determine how long the client will need the assistance. The period ranges from 6 months to a year of assistance.

The program is fairly new, it does not have many case managers. It currently has two case managers out of the two, one is the supervisor. By Housing Program being understaffed. The supervisor is unable to grow as a supervisor or take on more things because she takes on a caseload of clients as well. It results in not having enough time to create resources or useful tools to help support the upcoming housing case managers or interns in the future. The supervisor has a busy schedule which means that she may not answer her emails or messages right away, causing a delay that can affect the case manager and their client. A procedure manual will be a useful tool for those who will be working for the program. According to Hall, a CPA Manager (2022), “A policy and procedure manual is a key business tool for any organization that is very useful if correctly devised and implemented... In addition to saving time figuring out processes, a documented procedure manual reduces mistakes and improves employee efficiency”.

Furthermore, This project will contain important information such as forms that they will need through the 6 months to a year of assistance, a checklist for every session, how to input codes on Osniium, how to create a client's file, how to reimburse or put in an order to purchase some items

that the client will need, and many more useful information. Having a well-put-together case manager will be able to provide the right support to their client which then the client will be able to meet the objectives and make progress in the program.

### **Benefits**

For the housing program to run smoothly, save time, create standards and guidelines for everyone, and provide a solid foundation of knowledge. It is beneficial to develop a procedure manual since they don't have one. This will help get the client's needs met and the case manager will better direct them to resources. Together They will create realistic goals for the client to go through with their objective. It will be helpful to new employees and interns to learn at a rapid pace and they will be confident in making decisions but also taking up a caseload. Also, they will comprehend the responsibilities of their jobs and their relationship with other programs.

### **Implementation Process**

The project will be a physical procedure manual binder. The intern will research examples of what a procedure manual consists of. The intern should have a clear understanding of the purpose and what the procedure manual consists of after this research. Once the intern has a clear vision she should start brainstorming what she would like to see in the manual. To have structure or even begin assembling the manual, the intern needs to create a breakdown of what she will need to accomplish, step by step. It is important to spread or assign the duties on different dates or it can become exhausting and overwhelming. As soon as it is sorted, the intern will get the materials needed to have a physical copy of the procedure manual at the office. The intern will work on a general list, which will be located at the beginning of the manual. It is the introduction of the Housing First program, contact information, human resources, and where you can find tools at the office. The intern will look for the forms that are located in the drive for the Housing First program and put them in order by sessions. The intern will set a meeting with the

mentor to go over every session and what each of them consists of will also help them create a checklist for each session. Once they are informed and have gathered all the information then they can begin creating the file where the information will be. Once the information is organized by section all is in their place. Once approved she will print the paperwork and begin assembling the physical copy.

### **Assessment Plan & Expected Outcomes**

Once the digital copy of the procedural manual has been completed, The intern will send out an email that will contain the project as a PDF to the Housing case managers. They will review it and send back feedback. It will also include a brief questionnaire that the intern has created. The

purpose of the questionnaire is to see if the instructions that the project contained were comprehensible and transparent. How useful do they think it will be for new case managers and interns, is it missing any information, if so, what is it? Depending on the results of the testing, the intern will improve it or leave it as it is. The intern will proceed to schedule a meeting with the mentor and get feedback from her, lastly, the intern will revise it and get it approved by the

mentor. The expected outcome is to have the physical procedure manual completed and assembled by Oct 19, 2023 and starting Dec 1, 2023 After employees return from the holidays and the Hiring Manager has hired new employees for the Housing program, it is expected to be

used. The interviews for applicants began on Nov 16, 2023 . The goal is to help improve team productivity and provide consistency and efficiency throughout the program. The intern would also like to see the clients thrive and find their place to call home.

### **Project Results**

The Procedure Binder was completed Nov 10, 2023 . The Dates that I expected it to be functioning got rearranged to a later date. As the agency is still conducting interviews to hire

new employees and holidays coming up the office closes on Dec 21, 2023 and will reopen back next year and as for interns, it is more likely to recruit them also for next year. The intern who created this project won't find out directly from the new employees or interns if the manual was useful to them. As for the feedback from the Housing Case Managers, it was useful for the intern. The intern was able to revise and add new information to the procedure manual. Such as a welcome letter, rules and important phone numbers, holidays and the benefits that the agency offers like self-care day, deadlines for some forms that need to be submitted, adding a section that contains resources that are related to this program such as property owner for housing, other agency that help with domestic violence community, etc. The project was a success because the feedback that the case managers gave was to improve the procedure manual so it could contain all the right information to be helpful for other people who are barely starting this type of job. Unfortunately, the questionnaire was not functional. It had some technology difficulties but the feedback was given verbally. The intern will be fixing the issue and updating and including this information.

### **Conclusion & Recommendations**

In conclusion, Domestic violence is an epidemic that affects not only the victims but society too. There will always be people that cause harm to others but as long as there are Agency-like Monarch services that stand together and are strong then there's hope for "Lives Free From Violence". It takes empathy and genuine emotions to impact a victim or survivor of domestic violence for the better. It is rewarding to see the progress and how far an individual has come. They regain their smile. Time and support heal physical and emotional wounds that were made from their abusers. The support that case managers provide is crucial to clients and being fully prepared reassures them that they are capable of thriving in this society.

A recommendation for Monarch Services is to hire a Housing Case Manager because

they are understaffed and it is an impactful program that is changing lives for the better. It can get tough when schedules don't align with the person you need to shadow to experience and be exposed to one-on-one with clients. Especially if there aren't any new clients because the case manager won't be able to show the new employee or intern the process from the beginning. It would be helpful to plan out the schedule ahead of time so that there can be more shadowing when it comes to one-on-one with the clients.

### References

Admin, C. (2023, February 27). *Stigma and Domestic Violence - CAWC*. CAWC.

<https://www.cawc.org/news/stigma-and-domestic-violence/#:~:text=In%20spite%20of%20the%20shocking,domestic%20violence%20cases%20go%20unreported.>

Auwarter, K. (2023, May 1). *Machismo: the social paradox of sustaining a murderous system*.

Harvard International Review.

<https://hir.harvard.edu/machismo-the-social-paradox-of-protecting-and-sustaining-a-murderous-system/#:~:text=Machismo%20in%20the%20Culture&text=Such%20a%20mindset%20can%20become,to%20sustain%20her%20children%20financially.>

Burns, D., & Burns, D. (2021, July 23). *Increased Domestic Violence and Femicide in Santa*

*Cruz County: A Pandemic within a Pandemic | Monarch Services - 24-Hour Bilingual*

*Crisis line - 1-888-900-4232*. Monarch Services - 24-Hour Bilingual Crisis Line -

1-888-900-4232.

<https://www.monarchsc.org/increaseddv/#:~:text=Our%20number%20of%20crisis%20line,domestic%20violence%20is%20highly%20underreported.>

Calibre. (2023, April 25). *The importance of policy and procedure manuals | Calibre CPA*

*Group*. Calibre CPA Group.

<https://calibrecpa.com/accounting-audit/importance-policy-procedure-manuals/>

Campbell, D. (2023, February 22). Women who suffer domestic abuse are three times as likely to

attempt suicide. *The Guardian*.

<https://www.theguardian.com/society/2023/feb/22/women-who-suffer-domestic-abuse-thr-ee-times-as-likely-to-attempt-suicide>

*The connection between domestic violence and substance use* | Pyramid Healthcare. (n.d.).

Pyramid Healthcare.

<https://www.pyramid-healthcare.com/the-correlation-between-domestic-violence-and-substance-abuse/#:~:text=Nearly%2080%20percent%20of%20domestic,intimate%20partner%20or%20family%20member>.

*Intimate partner violence early in the pandemic is linked with worse mental and overall health in women.* (2023, March 17). News.

<https://www.hsph.harvard.edu/news/hsph-in-the-news/intimate-partner-violence-early-in-pandemic-linked-with-worse-mental-and-overall-health-in-women/>

Miles, C. &. (2023, October 16). Financial Abuse, Domestic Violence, & Divorce in California. *cage & miles*.

<https://www.cageandmiles.com/blog/financial-abuse-domestic-violence-divorce-in-california>

Monarch Services. (2023, October 24). *Monarch Services - 24-Hour Bilingual Crisis line - 1-888-900-4232 | Lives free from violence and abuse.* Monarch Services - 24-Hour Bilingual Crisis Line - 1-888-900-4232. <https://www.monarchscc.org/>

Quintana, H., & Quintana, H. (2022, March 21). *Machismo culture must go.* The Michigan Daily. <https://www.michigandaily.com/michigan-in-color/machismo-culture-must-go> Sarabia, J. (2021, September 10). “*Femicides*” and domestic violence reports increase as pandemic continues – KION546. KION546.

<https://kion546.com/news/2021/09/09/santa-cruz-county-reports-five-femicides-in-the-midst-of-the-covid-19-pandemic/>



Stml-Admin. (2022, July 25). *Substance Abuse & Intimate Partner Violence*. STM Learning.

<https://stmlearning.com/news/all-blog-posts/substance-abuse-and-intimate-partner-violence/#:~:text=Individuals%20who%20abuse%20substances%20are,according%20to%20the%20Addiction%20Center.>

*Substance Abuse and Domestic Violence - The Hotline*. (2023, July 4). The Hotline.

<https://www.thehotline.org/resources/substance-abuse-and-domestic-violence/> *Why*

*People Stay in an Abusive Relationship | The Hotline*. (2023, July 4). The Hotline.

<https://www.thehotline.org/support-others/why-people-stay-in-an-abusive-relationship/>

Zimmerman, R. (2023, June 16). How does trauma spill from one generation to the next?

*Washington Post*.

<https://www.washingtonpost.com/wellness/2023/06/12/generational-trauma-passed-healing/#>

**Appendix A**

**Project Implementation Plan**

Activities	Deliverables	Timeline/Deadlines	Supporting Staff
Research procedure manual /get an idea of what it will contain	Brainstorm	Jun 12, 2023	Flor
Break it down into simple steps and approach them one at a time	Brainstorm	Jul 17, 2023	Flor
Gather a few basic office supplies	preparation	Sep 28, 2023	Flor
Create a general list	brainstorm	Sep 29, 2023	Flor
Gather the forms that are required for each session	Via the monarch drive/ meeting	Oct 1, 2023	Flor / Alma

Write down the process of the housing first program <u>session</u> Create a checklist for each section	Via the monarch drive/ meeting	Oct 3, 2023	Flor / Alma
	meeting	Oct 4, 2023	Flor / Alma
Start creating a procedure manual draft on Google Docs	Via Google doc/ email	Jul 24, 2023 /October 5, 2023	Flor
Have another person try to do the task based on my instructions, and see where <u>I can improve</u> Start assembling, the procedure manual	meeting	Oct 10, 2023	Flor / Alma/ Angelica
	Manual draft	Oct 12, 2023	Flor
Show the draft to mentor, get feedback, suggestions, and critics	Meeting	Oct 17, 2023	Flor / Alma
Revised drafts with mentor's input	Finalized procedure manual draft	Oct 19, 2023	Flor
Assemble the physical copy	Printing and putting it together	Oct 19, 2023	Flor



# FEEDBACK FORM

Name:

Date:

E-mail:

## QUESTIONS

## COMMENTS

How comprehensible was the manual?

How useful do you think it will be ?

Is it missing any information? if so, what is it?

How do you rate the work of the Projects overall?	Excellent	Good	Neutral	Bad
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



THANK YOU FOR YOUR TIME AND FEEDBACK



Fortega@csumb.edu

