

Domestic Abuse Training for CalWORKs Staff



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Welfare to Work Division

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Preface

Background

National welfare reform legislation, the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 (Public Law 104-193), was signed into law on August 22, 1996. PRWORA established the Temporary Assistance for Needy Families (TANF) program that changed welfare from entitlement to a time-limited program. TANF is a block grant program with a focus on helping recipients move from welfare to work.

The federal legislation included a Family Violence Option (FVO), which gave states a vehicle for addressing domestic abuse as a barrier to the self-sufficiency of TANF clients. The FVO allows states to identify victims of domestic abuse, waive program requirements and develop service strategies to assist victims and help them move toward self-sufficiency.

California's welfare reform legislation, Assembly Bill 1542 (Chapter 270, Statutes of 1997), included the family violence option. The California Work Opportunity and Responsibility to Kids (CalWORKs) program required the California Department of Social Services (CDSS) to convene a Domestic Violence Task Force that included representatives of the state Department of Health Services, the state Department of Mental Health, the Office of Criminal Justice Planning, the County Welfare Directors Association of California, the California State Association of Counties, statewide domestic violence prevention groups, local domestic violence prevention advocates, district attorney domestic violence units, county departments of social services, and service providers. The CalWORKs program went into effect in January 1998.

CalWORKs required that CDSS, in consultation with the Domestic Violence Task Force, develop protocols to identify and assist CalWORKs applicants and recipients who are past or present victims of domestic abuse to obtain employment and become self-sufficient. Regulations reflecting the work of CDSS and the task force were issued February 17, 2000, in All County Information Notice I-11-00.

CDSS and the task force also identified training standards for staff serving CalWORKs clients. The following curriculum reflects those standards.

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About the curriculum

The curriculum brings together current knowledge regarding domestic abuse and case management with public assistance clients. It builds on participants' existing knowledge in these areas, providing opportunities to process and integrate new information and practice new skills.

Content is based on training conducted by The Center for Human Services of University Extension at UC Davis. The Center's experience in domestic abuse instruction includes training county CalWORKs and child welfare staff.

The curriculum is intended for use by county agency trainers, local domestic abuse service providers or other trainers selected by county social service agencies.

The curriculum is organized in sections. The introduction offers legislative background and an overview of CalWORKs protocols for domestic abuse. The next two sections cover the dynamics of abuse and implications of CalWORKs for victims of abuse, including the ways domestic abuse interferes with employment. Next come two sections that focus on case management, "Effective intervention in a CalWORKs setting" and "Risk Assessment, safety planning and legal issues." Because the effectiveness of interventions depends in part on workers feeling safe in dealing with

domestic abuse, a separate section is devoted to this topic. This is followed by sections addressing the special concerns and needs of specific populations: Children, disabled clients, adolescents and immigrants. The final section focuses on community resources and outlines a process for assembling and conducting a panel discussion with representatives from local service providers.

CalWORKs provides the mandate and funding to deal with problems in the client population long recognized by social service professionals as barriers to self-sufficiency and healthy families. The opportunity to address client domestic abuse, substance abuse and mental health issues has been welcomed by many in the field. This curriculum is intended as one of many tools county social service agencies can use in the effort to meet client needs and foster self-sufficiency. The curriculum will be revised after it has been in use for one year. In fiscal year 2002-2003 the input received from local trainers will be incorporated into the curriculum to ensure that this tool fully meets the needs of the field.

Preparing for training

This training is designed to be conducted in 12 hours, including two hours for a panel representing local community resources.

The curriculum is intended for experienced trainers. Handouts and resources guide trainers through the content. Individuals who customarily train CalWORKs topics may want to bring in a co-trainer or agency resource (a CalWORKs domestic abuse specialist or social worker) while training on the subjects of dynamics, risk assessment and children. While the curriculum is self-explanatory, participant questions may extend into areas beyond the content of the curriculum and expertise of the trainer.

Activities such as introductions, ice breakers and energizers are at the option of the trainer. At county option, a survivor's perspective can also be valuable.

The curriculum includes originals for pre- and post-tests, handouts and overheads. Use of a video clip in Section 7 is an option. Trainers will need easel stands and paper in the training room.

Information and handouts about local policies and procedures should be inserted as indicated in the following sections.

- 1F Coordination with family support
- 4C Individual case assessment and monitoring
- 4E County waiver criteria
- 5C Safety planning
- 6B Safety planning for workers
- 9 Community resources

The language of the curriculum aims to be inclusive. Domestic abuse affects men and women, although victims remain predominately female. The terms "perpetrator," "abuser" and "batterer" are used although the latter generally refers to acts involving physical violence. Reflecting the work of the task force, the term "domestic abuse" is used in most instances. Terms such as "family violence" and "domestic violence" appear mainly in material cited from other sources.

The experience of trainers who have worked with CalWORKs staff on this topic points to one additional factor trainers should prepare for; training about domestic abuse brings up issues for participants. You can expect questions during breaks or after training related to the experience of participants themselves or friends or family members. Some trainers arrange in advance for a domestic abuse specialist to be available for individual questions and counseling following the training. Preparing for and handling participant issues offers trainers an opportunity to model the empathic response and effective referral practices the training aims to teach.

1. Introduction

Training topics

- A. Overview
- B. Legislative Background
- C. Rational for domestic abuse provisions
- D. Definitions
- E. Overview of CalWORKs protocols for domestic abuse
- F. County waiver criteria

Participant handouts

Some facts and figures about domestic abuse

Definitions related to CalWORKs eligibility

CalWORKs protocols for domestic abuse

[Insert county-specific content summarizing criteria for good-cause waivers]

Trainer overheads

The Federal Family Violence Option

Goals of CalWORKs provisions for domestic abuse

A. Overview

Begin with an overview of the training. Topics covered include:

- Legislative background and overview of CalWORKs protocols for domestic abuse
- Dynamics of abuse
- Implications of CalWORKs for victims of abuse, including ways domestic abuse interferes with employment
- Effective intervention in a CalWORKs setting
- Risk assessment, safety planning and legal issues
- Worker responses and safety
- Impact of domestic abuse on children
- Issues for disabled, adolescent and immigrant clients
- Community resources

B. Legislative background

Presentation

Project the overhead “The Federal Family Violence Option.” Federal welfare reform legislation was the genesis of California policies and protocols. States had the “option” to adopt federal family violence provisions, and California did so in CalWORKs legislation. Throughout this training participants will see how to use three key aspects of the Family Violence Option – confidential screenings, referrals to services, and good cause waivers – have been translated into state and county policy. They will also learn how to put these provisions into practice in work with their clients.

Project the overhead “Goals of CalWORKs provisions for domestic abuse.” The language of state welfare reform legislation (AB 1542, 1997) makes it clear that the goals of CalWORKs provisions for handling domestic abuse are to not place victims at further risk or unfairly penalize by CalWORKs and help them move toward self-sufficiency. Read aloud the following brief section from Welfare and Institutions Code section 11495, emphasizing bold face text.

“It is the intent of the Legislature in enacting this article to adopt a family violence provision by enacting the federal option concerning victims of domestic violence... By adopting this provision, the Legislature recognizes that some individuals who may need public assistance have been or are victims of abuse and intends to **ensure that applicants and recipients who are past or present victims of abuse are not placed at further risk or unfairly penalized by CalWORKs requirements and procedures.** The Legislature intends that, in implementing this article, program requirements not be created or applied in such a way as to encourage a victim to remain with the abuser. **It**

is also the intent of the Legislature that CalWORKs recipients participate in welfare-to-work activities, to the full extent of their abilities, including participating in counseling and treatment programs, as appropriate, to enable the recipients to obtain unsubsidized employment and move towards self-sufficiency.”

C. Rational for domestic abuse provisions

Review and discuss handout

Review handout “Some facts and figures about domestic abuse.” If available, add statistics about domestic abuse in your county. Point out that researchers believe domestic abuse is underreported on surveys because of victims’ reluctance to disclose. This kind of data and a growing public recognition of the problem of domestic abuse convinced federal and state officials to put into place special provisions for TANF and CalWORKs clients who are victims of abuse.

D. Definitions

Review and discuss handout

Review the handout “Definitions related to CalWORKs eligibility

Expand on the “behaviors” covered by Section 42-701.2(d)(3-4) of the regulations. They include much more than physical and sexual abuse. That’s because controlling and coercive behaviors such as economic control, threats and isolation can have profound psychological effects. This will be covered in more depth later on in the training (in the dynamics section).

Note the following points about “relationships”:

- Current or former relationships (spousal, cohabitations, and dating) are covered.
- This includes gay and lesbian relationships.
- All forms of blood or adoptive relationships are covered including, adult children abused by their parents.

Note also that this training focuses on relationships eligible for CalWORKs. Participants may be aware of some criminal codes on domestic abuse which define “relationship” in other ways.

E. Overview of CalWORKs protocols for domestic abuse

Review and discuss handout

Review the handout, “CalWORKs protocols for domestic abuse.” Explain that the six points covered (identification/notice, individual case assessments, referrals to services, confidentiality, communicating with clients and waiver of program requirements) represent the framework for responding to domestic abuse and are the context for this training. The protocols will be covered in more detail in the intervention section of the training. Before returning to the protocols, the training will cover some information to help participants understand more about the dynamics of abuse and its implications for CalWORKs clients.

F. Overview of county waiver criteria

Insert county-specific content

At this point in the training, provide a brief overview of county good-cause waivers. Trainers can go into more detail in Section 4 of the training, which covers county procedures and processes for individual case assessment and monitoring.

End this discussion by linking county policies to state legislation by repeating that the state intended that

- Clients who are victims of abuse not be placed at further risk or unfairly penalized by CalWORKs requirements and procedures”
- Program requirements not be “applied in such a way as to encourage a victim to remain with the abuser”

Also link to federal legislation by restating that this is one of the key provisions of the Family Violence Option

- Confidential screening
- Referrals to services
- Good-cause waivers

These provisions are the foundation of good practice in working with victims of domestic abuse.

Participant Handouts

Some facts and figures about domestic abuse

- Nearly one million incidents of non-lethal domestic abuse occurred each year from 1992-1996. ¹
- 85 percent of the victims were women. ¹
- Each year from 1992 to 1996 an average of about 8 in 1,000 women and 1 in 1,000 men experience violence perpetrated by a current or former spouse, boyfriend or girlfriend. ¹
- In 1996, 30 percent of female murders were perpetrated by husbands, ex-husbands or boyfriends. Three percent of male murders were perpetrated by wives, ex-wives or girlfriends. ²
- Intimate partners were identified as perpetrators in 36 percent of emergency room visits by women for violent victimization. ³
- As a result of domestic abuse, female victims are more likely than male victims to need medical attention, take time off from work, spend more days in bed and suffer more from stress and depression. ⁴
- Each year more than ten million children in the United States witness domestic abuse in their families. ⁵

Handout Sources:

¹ U.S. Department of Justice. (1998). Bureau of Justice statistics factbook (NCJ-167237). Washington, DC: author.

² Federal Bureau of Investigation. (1996). Crime in the United States.

³ Rand, M.R. (1997). Violence-related injuries treated in hospitals emergency departments. In Bureau of Justice Statistics, special report. Washington, DC: U.S. Department of Justice.

⁴ Stets, J.E., & Straus, M.A. (1990). Gender differences in reporting marital violence and its consequences. In M.A. Straus & R.J. Gelles (Eds.) Physical violence in American families: Risk factors and adaptations to violence in 8,145 families (pp. 151-165). New Brunswick, NJ: Transaction.

⁵ Straus, M. (1992). Children as witnesses to marital violence: A risk factor for lifelong problems among a nationally representative sample of American men and women. In R.F. Schwartz (Ed.) Children and violence: Report of the twenty-third Ross roundtable on critical approaches to common pediatric problems (pp. 98-104). Columbus, OH: Ross Laboratories.

Definitions related to CalWORKs eligibility

Domestic abuse

“Domestic abuse” means assaultive or coercive behavior that includes:

- Physical abuse
- Sexual abuse
- Psychological abuse
- Economic control
- Stalking
- Isolation
- Threats
- Other types of coercive behaviors occurring within a domestic relationship

Domestic relationships

Domestic relationships are defined as:

- Adults or minors who are current or former spouses
- Adults or minors who live together or have lived together
- Adults or minors who are dating or have dated
- Adults or minors who are engaged in or who have engaged in a sexual relationship
- Adults or minors who are related by blood or adoption
- Adults or minors who are related or formerly related by marriage
- Adults or minors who are engaged or were formerly engaged to be married
- Persons who have a child in common

Domestic abuse is also abuse perpetrated against minor children of persons in domestic relationships or when an adult or minor act in concert with or on behalf of a perpetrator in a domestic relationship.

CalWORKs protocols for domestic abuse

Identification/notice

Inform all clients of availability of services.

Provide opportunity for self-identification.

Each county to maintain comprehensive and current list of domestic abuse resources.

Individual case assessments

The county will individualize welfare-to-work plans to meet safety, confidentiality and other needs of domestic abuse victims.

Referrals to services

Services covered in welfare-to-work plans or in referrals must be made available.

Counties are encouraged to work with employers on worksite issues for clients.

Confidentiality

Information about domestic abuse victims and their dependents may not be released to any outside party or any employee not directly involved in the case unless the information is required to be disclosed by law or authorized in writing by the client.

Communicating with clients

Staff trained in serving clients who are domestic abuse victims shall discuss personal safety with clients. Clients will be given the opportunity to make decisions about how they would like to receive communications from the county, subject to due process requirements. Individuals shall be notified of program participation requirements in a way that preserves confidentiality and safety. **The safety of the individual shall be considered at all times.**

Waiver of program requirements

Program requirements that cannot be waived: deprivation, assets, income or homeless assistance.

A county may waive, on a case-by-case basis and pursuant to a determination of good cause, any other program requirements, including, but not limited to:

- Time limits on receipt of assistance
- Work and education requirements
- Paternity establishment
- Child support cooperation requirements

Criteria for waivers should ensure that:

- Clients who are past or present victims of abuse are not placed at further risk or unfairly penalized by CalWORKs requirements and procedures
- Program requirements do not encourage a victim to remain with the abuser
- Participation in welfare-to-work activities is encouraged to enable clients to obtain unsubsidized employment and move safely toward self-sufficiency

[Insert county-specific content summarizing
criteria for good-cause waivers]

Trainer Overheads

The Federal Family Violence Option

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 includes a provision allowing states to address domestic violence in crafting state welfare plans under TANF by:

Confidentially screening applicant for domestic violence

Providing referrals to counseling and supportive services

Making good-cause waivers

Goals of CalWORKs provisions for domestic abuse

Victims not placed at further risk or unfairly penalized by CalWORKs requirements

Self-sufficiency

2. Dynamics for abuse

Training topics

- A. Indicators of domestic abuse
- B. Patterns of violence
- C. Dynamics observed in domestic abuse situations
- D. Batterers
- E. Culture and the dynamics of abuse
- F. Substance abuse and domestic abuse
- G. Mental health issues

Participant handouts

Power and control wheel
Intergenerational transmission of violence
Dynamics of domestic abuse
Reasons for staying
Characteristics of batterers
Continuum of family violence
Perpetrator treatment
In my culture...
In a culture I've observed...
Intersection of substance abuse and domestic abuse
Effects of substance abuse on perpetrators and victims of domestic abuse
Post-Traumatic Stress Disorder

Trainer overheads

Power and control
Intergenerational transmission of violence
Continuum of family violence
Dynamics of domestic abuse
Culture affects how we...
Look for...
Indicators of Post-Traumatic Stress Disorder

A. Indicators of domestic abuse

Review and discuss handout

Review overhead and handout titled “Power and control wheel.” Discuss the range of behavioral manifestations, including

- **Physical force:** Hitting, slapping, kicking, pushing, shoving, hair pulling, biting, spitting, violence against the self.
- **Sexual abuse:** rape, coerced sexual activities, inappropriate touching or gestures, forced participation in pornography
- **Use of intimidation:** inducing fear by using negative looks, actions, gestures, breaking objects, destroying personal effects, displaying weapons, stalking, hurting pets.
- **Emotional abuse:** putdowns, name calling, playing mind games, humiliation, guilt tripping, telling someone “you’re crazy.”
- **Use of isolation:** monitoring or supervising what a person does, who a person sees or talks to, where a person goes, limiting out-of-home involvement, using jealousy to justify restrictions, any deprivations.
- **Using “dominant” privilege:** treating victim like a servant, making all major decisions, acting like the “master of the house,” defining the rules and roles.
- **Use of money:** taking victim’s earnings, controlling all money, preventing victim from getting or keeping a job, giving victim an allowance, keeping all information about money hidden, making victim “beg” for money.
- **Use of coercion and threats:** making threats of all types, including suicide.

It is important for staff to be aware that abuse takes many forms beyond physical and sexual abuse.

B. Patterns of violence

Presentation

The psychologist Lenore Walker discovered a pattern in many violent relationships. This pattern could play out in a single day or over a longer period of time. While there is considerable variation in abusive relationships, many fall into this pattern.

- **Tension building phase:** Everyday issues like work, child rearing or money lead to tension and threats, verbal abuse or intimidation. The victim tries to temper the abuse and please the abuser, but tension increases, and physical abuse begins.
- **Acute battering phase:** The abuser, no longer able to control his or her emotions or upset by an external event, begins physical violence. Abuse is

triggered by the abuser's emotional state or reaction to events, not usually by the victim's behavior.

- **Contrition or reparation phase occurs in some relationships:** Also called the “honeymoon” phase, this when the batterer tries to make amends for abuse. Behavior can include shame, remorse, apologies and helpfulness – as well as trying to minimize the abuse or even blaming it on the victim. The batterer promises to never again resort to physical abuse. The reconciliation can strengthen the relationship for a time. Importantly, it can convince the victim to stay rather than leave.

Review and discuss handout

Review overhead and handout “Intergenerational transmission of violence.” One long-lasting effect of domestic abuse is that children learn its acceptability and effectiveness. This handout shows one conceptualization of how that process takes place.

Activity

Ask participants to work in small groups with the two previous handouts to answer the question “How does this fit with your experience or understanding?” Ask them to think about situations they've observed with their clients or acquaintances. Ask for a few comments and any questions. Reinforce the following learning points:

- The pattern of abuse is intermittent and becomes worse over time
- Decreasing domestic violence in society at large means affecting a “transitional generation” in families
- Social services staff have an important role in helping clients and families seek help in breaking cycles of violence

C. Dynamics observed in domestic abuse situations

Review and discuss handout

In addition to specific behaviors that will produce the desired effects of control and power for the perpetrator, additional dynamics within the relationship can be observed. Refer to overhead and handout titled “Dynamics of domestic abuse situations.” Review with the class the five points listed and discuss the following:

1. Domestic abuse is a learned behavior

People are not born perpetrators of abuse. Individuals who engage in domestic abuse have acquired that behavior over time through their observation and reinforcement of such behaviors. These behaviors and the beliefs that support them are learned at times in the family setting. The behaviors are then reinforced by the perpetrator's experiences, such as not being penalized or held responsible for the behaviors.

Additionally, in many cultures, social institutions will overtly reinforce violence as a legitimate means of control in that society, including the family unit. Perpetrators repeat these practices because they work to achieve the victim's compliance. When the victim does comply, even temporarily, the power and control beliefs of the perpetrator are reinforced. The perpetrator is able to justify these actions because of reinforcement from the observable results of actions and from the social institutions in the culture.

2. Domestic abuse typically involves repetitive behaviors and may include different types of abuse or changes in tactics to gain control.

People who need a pattern of control and power may use a variety of methods to achieve this goal. The methods used may be due to differences in their personalities, the conduct of their intimate partner or the particular idiosyncrasies of the relationship. Perpetrator tactics may escalate, stabilize or decrease depending upon what is the most effective at the time for gaining or maintaining control.

3. Domestic abuse is the responsibility of the perpetrator. It is not caused by any other source.

Domestic abuse is not caused by heredity, illness, genetics, alcohol or drugs, anger, stress, the victim's behavior, the relationship or any other reason. The intrapsychic dynamics of the perpetrator are complex and cannot be simply reduced to one specific reason or cause. It is important that each individual takes ownership and responsibility for his or her own unique belief system and behavioral choices.

4. Perpetrators and victims of domestic abuse are found in all groups of people irrespective of age, race, socioeconomics, educational level, occupation and religious or sexual preferences.

Domestic abuse relationships are heterogeneous and do not fit into any one group or profile. Studies examining the prevalence rates of domestic violence rates in specific demographic categories have been inconclusive.

5. The victim's behaviors are often a strategy for survival.

Since victims quickly learn that they cannot stop the perpetrator, they find many different strategies to resist or cope with the abuse or to keep themselves (and children) alive. These actions have been labeled as "codependent" or inappropriate. However, the victim's responses may be reactions or decisions on how to survive very frightening and dangerous situations.

Review and discuss handout

Follow-up the previous point by reviewing the handout "Reasons for staying." Highlight items two and three – economic dependence and no one to talk to – which point to the importance of CalWORKs and staff in dealing with domestic abuse. With the aid of CalWORKs and empathetic workers, victims can begin taking steps to remove themselves from abusive situations.

D. Batterers

Review and discuss handout

As previously discussed, batterers come from every demographic group. Research, though, has found some commonalities across ethnic groups, age, income and education. Review handout “Characteristics of batterers,” noting the following points:

- Some male batterers have been over-socialized in a traditional male sex role and confuse violence with masculinity.
- Many batterers learned to be abusers as children by witnessing abuse of their mothers or experiencing abuse themselves.
- Many batterers have mental health problems in addition to their violent behavior.

Review and discuss handout

Sometimes it is useful to think of domestic abuse as occurring on a continuum. Not all abusive interpersonal relationships become increasingly violent. Some batterers are able to stop their aggression, but some do not stop. Review handout and overhead “Continuum of domestic abuse.” Amplify on the following learning points:

- **Separation doesn’t necessarily end violence:** many people assume separation will end abuse, but it can actually increase the risk of lethal violence. The risk of homicide is higher in the first two months after separation and continues for up to two years.
- **Prediction of homicide is not yet possible:** A batterer’s violent behavior alone is not a predictor of risk. Risk assessment instruments are not yet reliable predictors of lethality. However, when violence occurs during separation, it typically includes the types of violence used during the relationship as well as new forms of violence arising from the separation. The latter can include battles over finances, custody and visitation. Attempted or threatened child kidnapping and stalking the victim can occur after separation.
- Batterers in same-sex relationships use the same power and control tactics as heterosexual batterers: they blame the victim, deny or minimize abuse and resist being accountable for their violence.

Review and discuss handout

Some perpetrators of domestic abuse will voluntarily seek treatment. Most, however, will enter treatment only as the result of a court order. Review the handout “Perpetrator treatment.”

E. Culture and the dynamics of abuse

Presentation and activity

Culture is a broad concept. It encompasses not only our families of origin and ethnicity but also our life choices regarding where we live and work and who we partner with.

Acknowledge that participants likely know from their training and experience on the job that understanding the cultural context of a client is a key to effective interactions and interventions. It is important to explore with clients whether and how their culture impacts their experience with abuse.

Project the overhead “Culture affects how we...” and point out that culture affects our values, thoughts, emotions and behaviors – and the values, thoughts emotions and behaviors of clients.

We’ve learned so far that batterers use various forms of power and control. These can include:

- **Dominance** – in making decisions and treating the victim like a servant
- **Isolation** – controlling who the victim sees and what he or she does
- **Control** – of money and other resources

Culture plays a role in how power and control are expressed.

Turn to the handout “In my culture...” Ask participants to write down two or three words or phrases that describe their own culture. Ask them to take a few minutes to think about their own culture and take notes on role expectations and power relations.

Now ask participants to turn to the handout “In a culture I’ve observed...” Ask them to think of someone they know from another culture – a friend, neighbor, coworker or client. Describe the culture in a few words or phrases and work alone to make some notes on what they know about role expectations and power relations in that culture.

Project the overhead “Look for...” Ask participants to work in small groups to discuss the similarities and differences they noticed among cultures and between cultures. Ask for volunteers to share some examples from their groups. Point out that the variations they discover are a reminder of why we need to guard against stereotyping in work with clients.

F. Substance use and domestic abuse

Review and discuss handout

Review handout “intersection of substance abuse and domestic abuse.”

Research indicates that alcohol and drug use does not directly cause the domestic abuse. Some people are abusive whether or not they consume substances. And other people use substances and never abuse an intimate partner. However, alcohol and

drugs lower inhibitions and impair cognitive functioning, which includes logic and judgement. This could lead to behaving in inappropriate ways or to lowering the threshold for abuse in individuals who may be predisposed to aggressiveness. The National Crime Victimization Survey found that among victims able to describe alcohol or drug use by the perpetrator, 75 percent reported use at the time of an incident. Some drugs – such as cocaine, crack, amphetamines, PCP, or steroids – can induce high levels of irritability, hostility, paranoia, rage episodes, or at worst, induce psychosis, any of which may contribute to domestic abuse. *In substance abuse situations, interventions for the addiction is not sufficient* to stop the domestic abuse. Use or addiction to substances has also been correlated with increased lethality of the perpetrator.

Activity

Ask participants to read the handout “Effects of substance abuse on perpetrators and victims of substance abuse,” and circle two pieces of information that are either surprising or new. Turn to another participant and share that information.

G. Mental health issues

Project the overhead “Diagnostic criteria for Post-Traumatic Stress Disorder” and refer participants to handout “Post-Traumatic Stress Disorder.”

Consequences of domestic abuse for the victim are immediate and often long-term. The cycle of domestic abuse creates an extraordinary stressor for the victim and is considered to be significantly distressing or traumatic. Symptoms of Post-Traumatic Stress Disorder may develop. Often victims may try to hide symptoms as their energies are expended in attempts to survive the abuse in the moment. The victim may also experience shame, guilt or feeling abnormal when symptoms do manifest. Some victims may become immobilized as a result of the post-traumatic stress symptoms and become unable to take the necessary action to improve or change their lives. The manifestations of the symptoms may compromise the victim’s ability to follow through on the tasks of a CalWORKs program.

State the Following implications of mental health issues for CalWORKs:

- Longer-term consequences include moderate to severe depression, anxiety disorders, developing a sense of helplessness or hopelessness, chronic passivity, and interactional styles of manipulation, dependency or deception. These mental health issues may produce symptoms that become obstacles to participating in CalWORKs unless dealt with.
- Domestic abuse in general creates a devaluation of the self. Over time, the victim feels more negative about the self and more incapable of fending off the abuse. As a result, the victim’s self-esteem, self-image and self-confidence are affected. These beliefs about the self can generalize to all aspects for the

victim's life, including their efforts at CalWORKs task completion. The CalWORKs client who has suffered from domestic abuse may lack self-confidence or self-motivation to successfully follow through on a CalWORKs plan.

- Furthermore, intermittent or routine domestic crisis may disrupt the client's ability to maintain focus and commitment to CalWORKs activities.
- When the client does leave the abuser, further disruption of routine occurs as a result of relocation, involvement in reestablishing one's life, and the added burdens of severing the relationship.
- For some clients, leaving the abuser may heighten the risk of the perpetrator stalking or becoming lethal toward the victim. In such instances, referrals to mental health, legal services and shelters are essential.

Participant Handouts

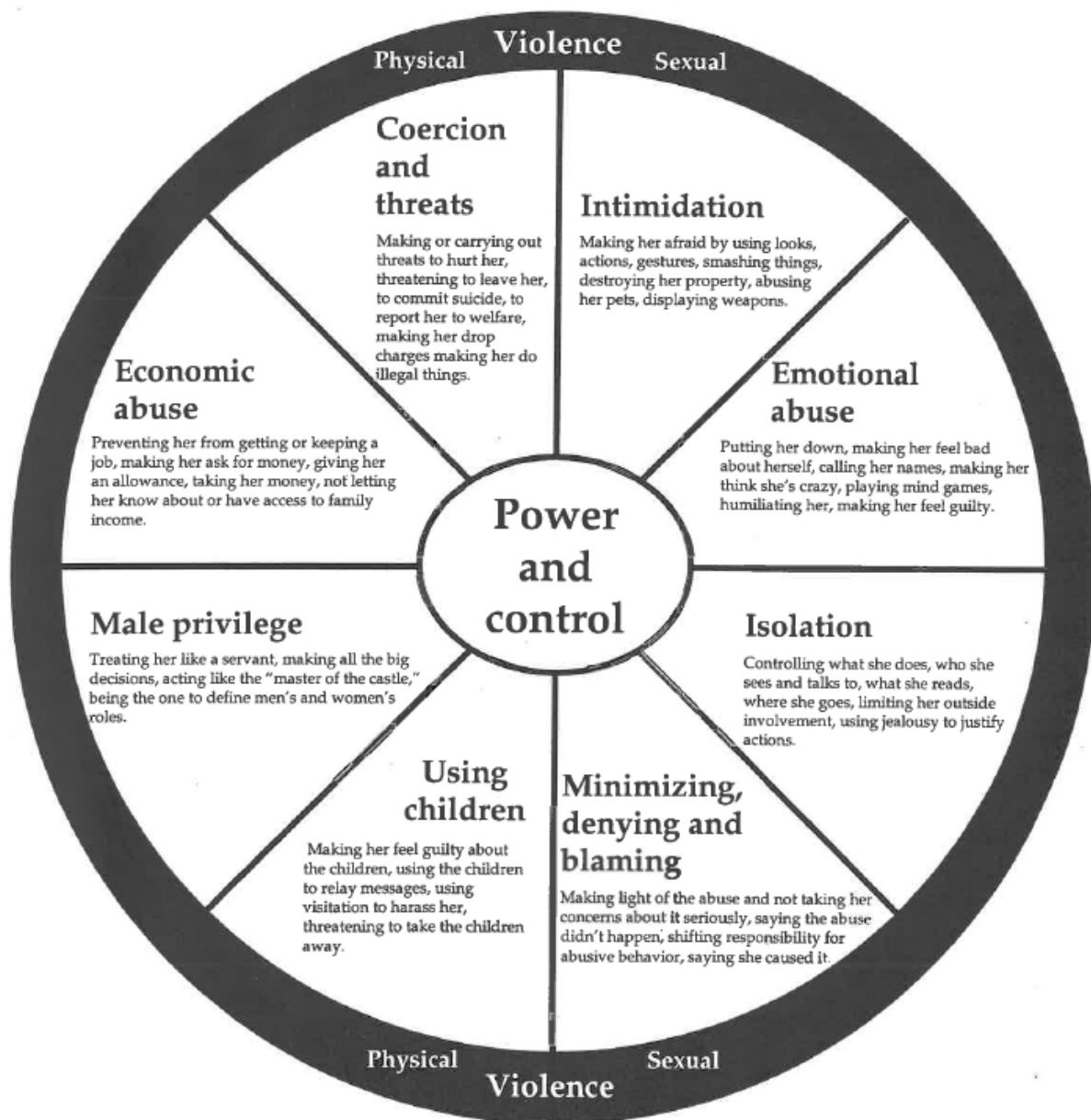


Figure 1: Power and Control Wheel Handout

Domestic Abuse Intervention Project, Duluth, MN

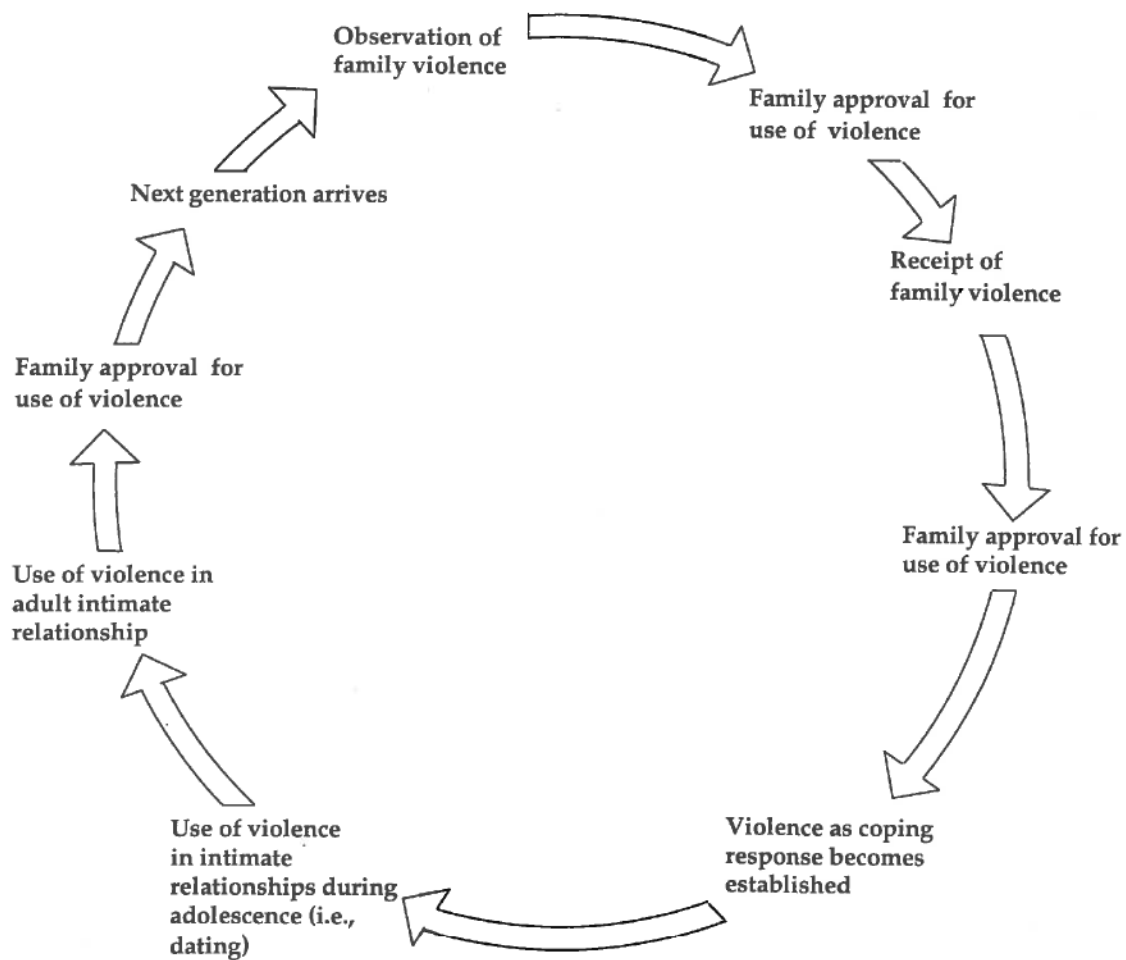


Figure 2: Intergenerational Transmission of Violence Handout

Cappell, C., & Heiner, R. (1990). The intergenerational transmission of family aggression. *Journal of Family Violence*, 5 (2), 135-152

Dynamics of domestic abuse

- Domestic abuse is a learned behavior.
- Domestic abuse typically involves repetitive behavior.
- Domestic abuse is the responsibility of the perpetrator.
- Perpetrators and victims of abuse are found in all groups of people.
- The victim's behaviors are a strategy for self-survival.

Reasons for staying

1. The victim fears more severe treatment. The batterer has threatened to find and kill or harm the victim, their children or other family members.
2. The victim depends on the batterer for shelter, food and other necessities.
3. The victim has no one to talk to who understands and believes him or her.
4. The victim believes children need two parents and doesn't want to raise them alone.
5. The victim fears being unable to take care of himself or herself and children alone.
6. The victim wants to stand by his or her partner and be loyal to the relationship.
7. The victim believes the relationship will get better.
8. The victim believes no one else will love him or her.
9. The victim's partner has threatened to commit suicide.
10. The victim wants to keep the family together and live up to a religious commitment to remain partnered.
11. The victim faces cultural influences, such as pressure to keep the family together.

Characteristics of batterers

Researchers have found that many batterers have the following characteristics:

- Generally hostile or passive
- Rigid perceptions of sex roles
- Patriarchal attitudes
- Probably have a history of abuse by either witnessing abuse of his or her mother or being abused as a child
- Feel victimized by women
- Isolated from significant relationships outside the family
- May be extremely jealous
- Unable to discriminate emotional states other than anger or frustration
- Depends totally on partner to satisfy emotional needs
- Batterers come from every social and economic background and can appear to be quite charming

Continuum of family violence

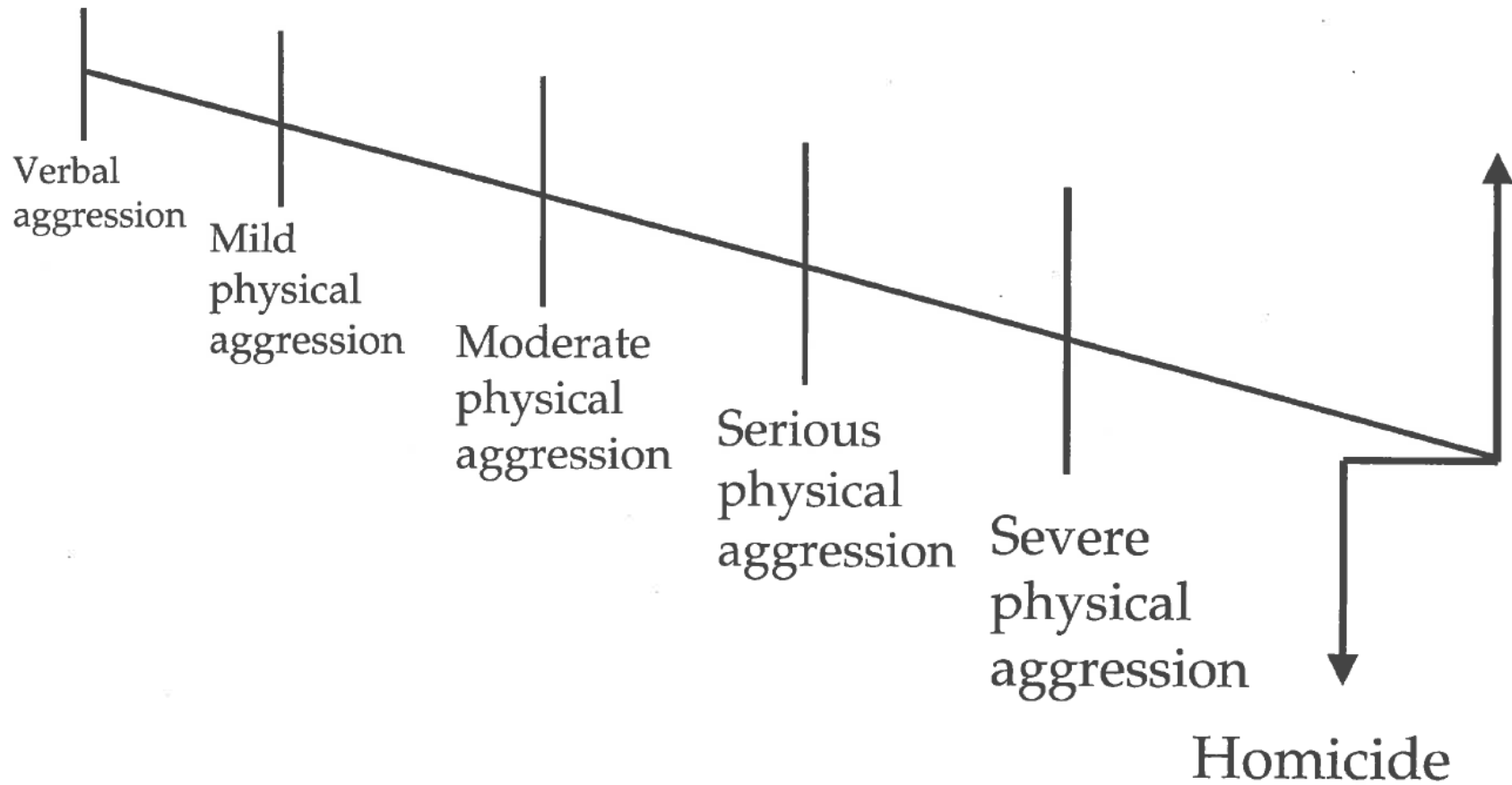


Figure 3: Continuum of Family Violence Handout

Perpetrator treatment

Why treatment?

California law requires convicted perpetrators to attend 52 weeks of counseling. A small number of batterers attend counseling voluntarily.

Challenges in intervention

High level of denial about admitting behavior or finding it wrong (as with substance abuse)

Rarely voluntary – usually follows being kicked out, family leaving or court order

Sense of entitlement in behavior toward partner

Blaming the victim (“she drove me to it” or “she deserved it”)

Extreme reluctance to take responsibility for own behavior

Attitude toward other perpetrators in treatment (“I’m not as bad as them”) makes it difficult to sustain treatment.

What treatment programs aim to accomplish

Decrease dependence on and control of victims

End intimidating behavior, verbal abuse and criticism

Increase listening skills

Increase respect for differences

Increase praise and support of others

Take responsibility for actions

Develop alternatives to abuse

What the research shows

Treatment is successful in decreasing physical abuse. However, there is evidence that other forms of abuse (such as verbal and psychological) may increase to compensate for the loss of physical control.

In my culture...

Role expectations

Who works?

Who cares for children?

What is the influence of extended family?

Power relations

How are decisions about money made?

How are decisions about family activities made?

How controlled are the daily comings and goings of each partner?

How are conflicts resolved?

In a culture I've observed...

Role expectations

Who works?

Who cares for children?

What is the influence of extended family?

Power relations

How are decisions about money made?

How are decision about family activities made?

How controlled are the daily comings and goings of each partner?

How are conflicts resolved?

Intersection of substance abuse and domestic abuse

- Although alcohol in particular is linked to the incidence of abuse, it appears to create *potential* for abuse rather than *cause* abuse.
- Although it is not known exactly how alcohol affects abuse, researchers think it works by lowering inhibitions and impairing judgement.
- Some drugs – such as crack cocaine, amphetamines and methamphetamines – are known to be associated with drug-induced psychosis and rage episodes that may result in domestic abuse.
- While alcohol does not make nonviolent people violent, it appears to lower the threshold for violence in those predisposed to violence, is often used for self-medicating and rationalization, and becomes an issue of conflict between perpetrator and victim.
- Interventions for substance abuse alone will not end domestic abuse.

Handout Sources:

- Aramburn, B., & Leigh, B. (1991). For better or worse: Attribution about drunken aggression toward male and female victims. Violence and Victims, 6 (1), 31-44.
- Barnett, D., & Fagan, R. (1993) Alcohol use in male souse abusers and their female partners. Journal of Family Violence, 8 (1), 1-15.
- Bennett, L., Tolman, R., Rogalski, C., Sninivasaragheven, J. (1994). Domestic abuse by male alcohol and drug addicts. Violence and Victims, 9 (4), 359-368.
- Senchak, M., & Leonard, K. (1994). Attributions for episodes of marital aggression: The effects of aggression severity and alcohol use. Journal of Family Violence, 9 (4), 371-381.

Figure 4: Effects of Substance Abuse on Perpetrators and Victims of Domestic Abuse

Effects of Alcohol Abuse on Perpetrator	Effects of Alcohol abuse on Victim	Effects of Other Drug Abuse on Perpetrator	Effects of Other Drug Abuse on Victim
<p>0-70% of batterers assault their partner while drunk</p> <p>Impairs cognitive functioning</p> <p>Abusive men tend to drink quantitatively more but not more frequently than non-abusive men</p> <p>Alcohol use is self-medicating for depression, stress and consequences of abusive behavior</p> <p>Less compliant with treatment</p> <p>Early onset of alcohol-related problems related to family violence</p> <p>5% of child maltreaters were under the influence during the incident</p> <p>24% of substantiated child abuse reports involved a caretaker whose primary substance was alcohol</p>	<p>Experience a higher level of abuse and violent acts than nonalcoholic women</p> <p>Alcoholic women experience a higher frequency of negative verbal abuse</p> <p>Stigmatization of alcoholic women may impair their help-seeking behavior</p> <p>Helpers may be less inclined to assist alcoholic women who are also being battered</p> <p>Alcoholic women may tend to under-report family violence as they feel they deserve abuse</p> <p>Perpetrator may use victim's alcoholism as a rationale for battering</p> <p>May use alcohol as a result of abusive incidents</p> <p>Congenital effects: fetal alcohol syndrome and fetal alcohol effect</p>	<p>13-20% of batterers assault their partner while high on other drugs</p> <p>Impairs cognitive functioning</p> <p>Disinhibits aggressive behavior</p> <p>May result in drug-induced psychosis</p> <p>May result in rage and subsequent violence</p> <p>Cocaine use is positively associated with violent behavior</p> <p>History of arrest, especially associated with substance abuse, is related to violence</p> <p>Cocaine and crack are found to be associated with greater harm to children</p> <p>Impaired capacity to recognize children's cues</p> <p>Inability to respond to child's cues</p> <p>More compulsive</p> <p>Less emotionally available</p> <p>Spend less time with child</p> <p>Socially isolated</p>	<p>Children under age 5 who experienced maltreatment were more likely than older children to have a parent with a drug problem</p> <p>Congenital effects of prenatal drug exposure</p> <p>Adolescent substance use and abuse is a frequent source of parent-adolescent conflict that may lead to violence</p>

Table Sources:

Aramburn, B., & Leigh, B. (1991). For better or worse: Attribution about drunken aggression toward male and female victims. *Violence and Victims*, 6 (1), 31-44.

Barnett, D., & Fagan, R. (1993) Alcohol use in male souse abusers and their female partners. *Journal of Family Violence*, 8 (1), 1-15.

Bennett, L., Tolman, R., Rogalski, C., Sninivasaragheven, J. (1994). Domestic abuse by male alcohol and drug addicts. *Violence and Victims*, 9 (4), 359-368.

Downs, W., Miller, B., & Panek, D. (1993). Differential patterns of partner-to-woman violence: A comparison of samples of community, alcohol-abusive and battered women. *Journal of Family Violence*, 8 (2), 113-135.

Magura, S., & Laudent, A. (1996). Parental substance abuse and child maltreatment: Review and implications for interventions. *Child and Youth Services Review*, 18 (3), 193-220.

Senchak, M., & Leonard, K. (1994). Attributions for episodes of marital aggression: The effects of aggression severity and alcohol use. *Journal of Family Violence*, 9 (4), 371-381.

Post-Traumatic Stress Disorder

What causes it?

- Experiencing or witnessing an event that involved real or threatened death or serious injury to self or others and
- A response that includes intense fear, helplessness or horror

DSM-IV diagnostic criteria

- Existence of a recognizable stressor that would evoke significant symptoms of distress in almost anyone
- Re-experiencing the trauma
- Numbing of responsiveness or reduced involvement with the external world, beginning some time after the trauma
- Symptoms that were not present before the trauma

Some symptoms

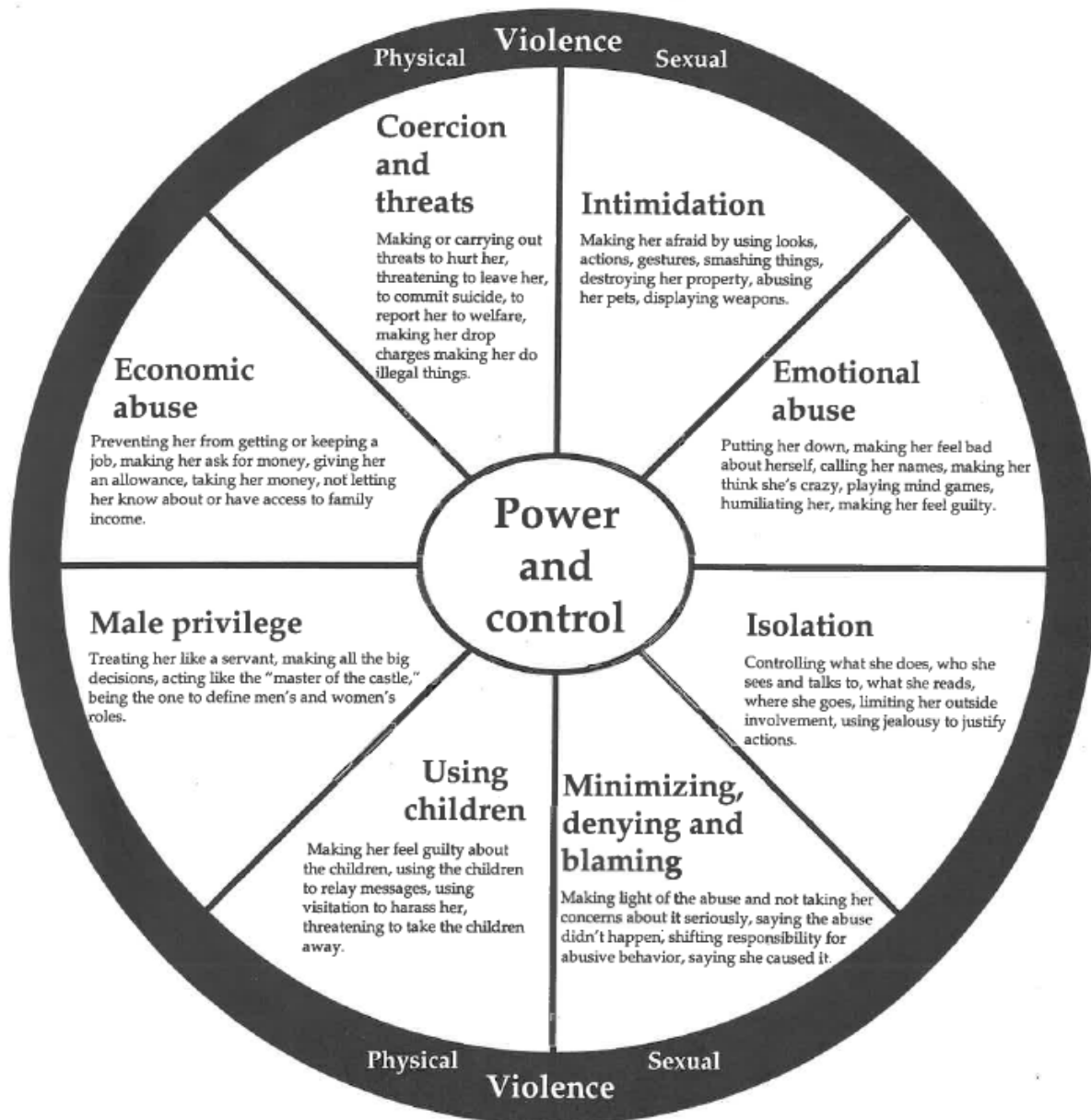
- Re-experiencing the trauma through recurrent and intrusive thoughts, nightmares, flashbacks and other associations, especially when experiencing something perceived as similar to the trauma or on the anniversary of the trauma
- Efforts to avoid thoughts, feelings or stimuli associated with the trauma through actions that can include self-medication
- Emotional numbness, sleep disturbances, depression, anxiety, guilt or angry outbursts
- Feelings of detachment from others
- Inability to experience a full range of emotional response
- Diminished interest in the usual and significant activities of life

Treatment

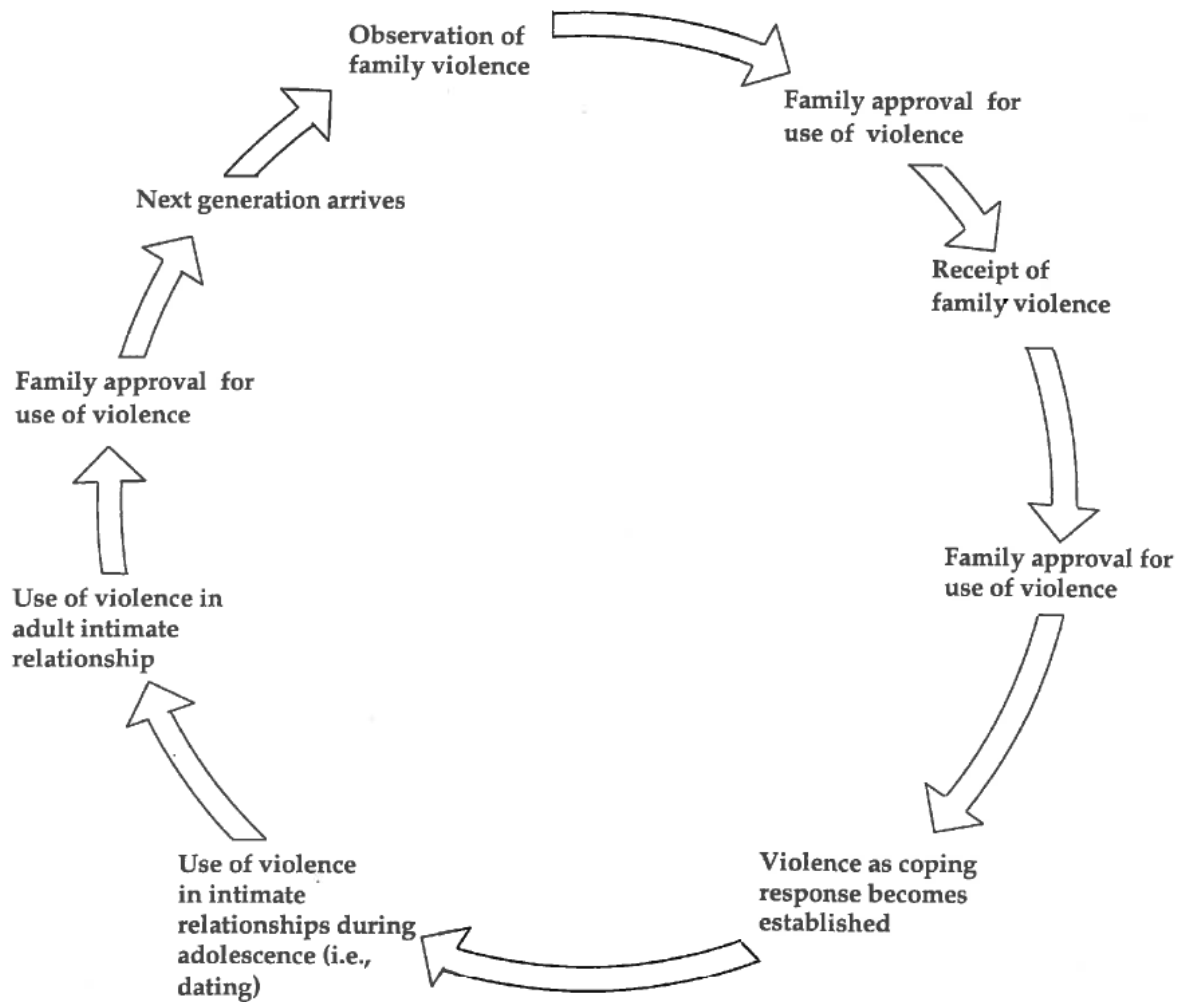
- Therapy or counseling
- Support from family and friends

Trainer Overheads

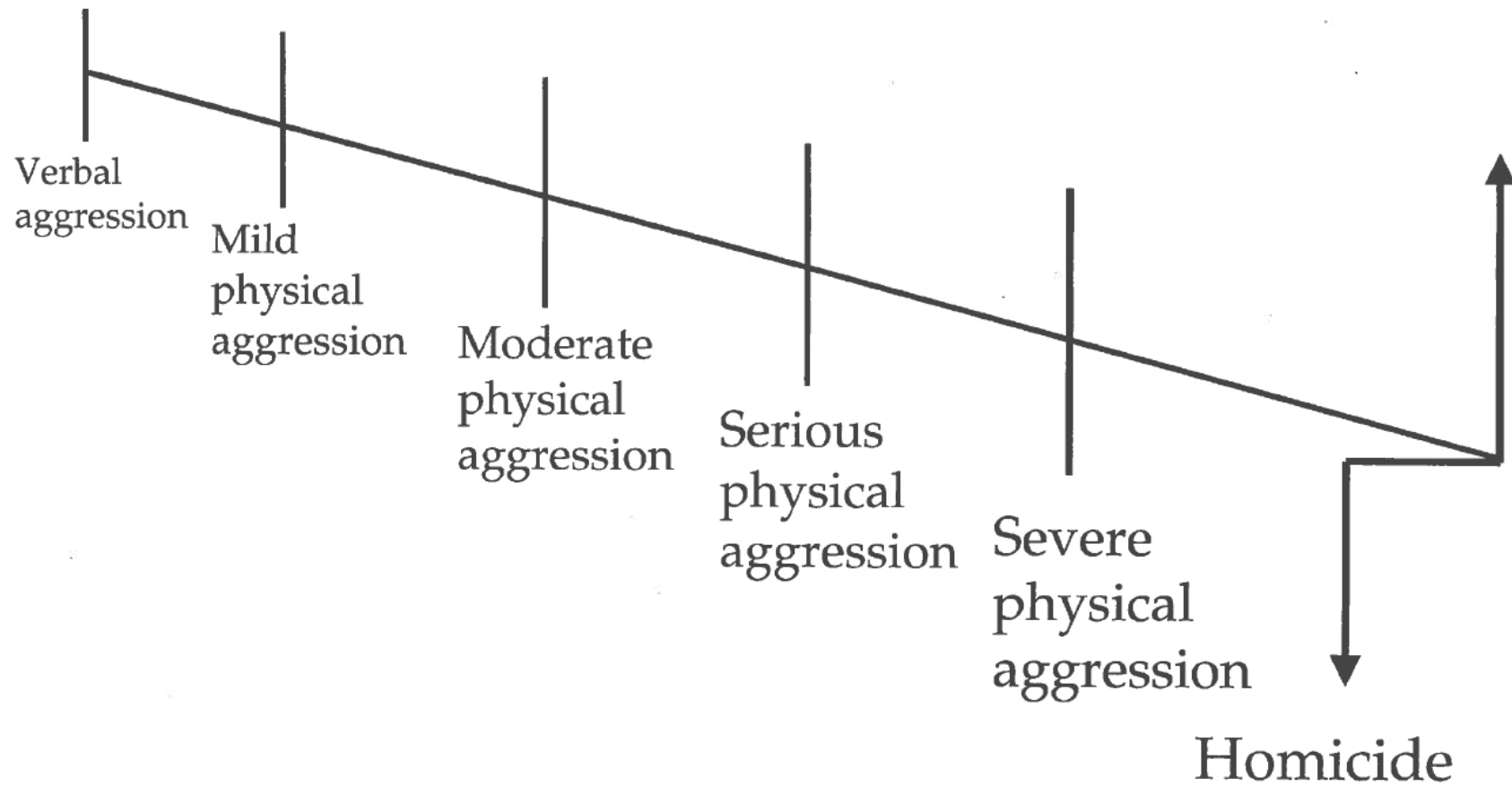
Power and Control Wheel



Intergenerational transmission of violence



Continuum of family violence



Dynamics of domestic abuse

- **Domestic abuse is a learned behavior.**
- **Domestic abuse typically involves repetitive behavior.**
- **Domestic abuse is the responsibility of the perpetrator.**
- **Perpetrators and victims of abuse are found in all groups of people.**
- **The victim's behaviors are a strategy for self-survival.**

Culture affects how we...

Think

Feel

Behave

Partner

Parent

Seek help

Look for...

Similarities and differences

Among cultures and between cultures

Indicators of Post-Traumatic Stress Disorder

- Existence of a recognizable stressor that would evoke significant symptoms of distress in almost anyone
- Re-experiencing the trauma
- Numbing of responsiveness or reduced involvement with the external world, beginning sometime after the trauma
- Symptoms that were not present before the trauma

3. Implications of CalWORKs for victims of domestic abuse

Training Topics

- A. Domestic abuse, poverty and welfare
- B. Barriers to employment
- C. How batterers interfere with education and employment
- D. Resiliency

Participant handouts

Domestic abuse, poverty and welfare
Barriers to employment
Case example – Rhonda
How batterers may interfere with employment
Resiliency model
Protective factors

Trainer overheads

How batterers may interfere with employment
Resiliency model

A. Domestic abuse, poverty and welfare

Review and discuss handout

Review the handout “Domestic abuse, poverty and welfare.” While domestic abuse cuts across social groups defined by race, ethnicity and economic circumstances, the combined experience of poverty and violence raises particularly difficult issues for women. Note the risk factors for abuse, which point toward the CalWORKs population. In discussing studies of welfare recipients and abuse, not the percentages of past and current abuse.

Abuse does not make it impossible for victims to work. However, abuse must be dealt with to protect victims from future harm and to make it possible for them to work. Interfering with education and employment is one of the tactics of control batterers use.

B. Barriers to employment

Review and discuss handout

Review the handout “Barriers to employment,” noting the following points:

- As discussed in the dynamics section, internal barriers can extend to mental health effects such as depression and Post-Traumatic Stress Disorder
- Environmental barriers include the possibility of homelessness if the victim leave the abuser without support from sources such as social services and shelters
- Supportive services are crucial to stabilizing the life of the victim

C. How batterers interfere with education and employment

Activity

Introduce this activity by saying the batterers’ behaviors can also be a significant barrier to participation in CalWORKs activities. Refer participants to the handout “Case example – Rhonda.” Ask them to work in pairs to identify two behaviors that interfere with Rhonda going to school. (Trainer option: Also ask participants to consider strengths.) Discuss as a large group, charting responses on an easel pad.

Review and discuss handouts

Review handout and overhead “How batterers may interfere with employment.” Tie to participant responses to “Rhonda” exercise.

D. Resiliency

Review and discuss handouts

Thus far this section has focused on the difficulties poverty and abuse create for clients. These problems are substantial and, in some cases, life threatening.

However, people do find their way out of abusive relationships, often with the help of concerned others like CalWORKs staff. The focus of much of the work of social services is now on a “strengths-based” approach to clients and their families. Before going on to the specifics of intervention, we’re going to look briefly at one body of research that points to specific actions staff can take in work with victims of domestic abuse.

In recent years researchers have been looking at “resiliency” in children and adults. Studies have identified ways people respond to and “bounce back” from adversity.

Review the handout “Resiliency model.” It shows an interaction between a “stressor,” such as domestic abuse, and individual and environmental protective factors. Depending on the degrees of stress and protective factors, response can follow a path that goes directly to “reintegration” or that goes through disruption. “Reintegration” can involve a range of responses – from resiliency to dysfunction.

Focus discussion on the handout “Protective factors.” Individual protective factors are characteristics staff can look for in clients. Environmental protective factors point to ways they can work with clients that will support moving forward from an abusive situation.

Participant Handouts

Domestic abuse, poverty and welfare

Risk factors

Income: women in families with annual incomes below \$10,000 are more likely to be victims of domestic abuse ¹

Age: women age 19-29 are more likely to be victims of domestic abuse ¹

Studies have shown that a significant portion of welfare recipients experience abuse

In Massachusetts ^{2, 3}

- 65% are survivors of domestic violence
- 20% have been abused in the past year
- 18% of those abused in the past year had a restraining order
- 33% of those abused in the past year had police come to their home
- Abused women were 15 times more likely to have a partner who did not like them going to school or work.

In New Jersey ^{2, 4}

- 57% are survivors of domestic violence
- 15% report current physical abuse
- 40% of current abuse victims say their partner actively prevents their participation in a mandatory pre-employment assessment and training program.

Domestic abuse survivors turn to the welfare system for relief and support

Welfare is a lifeline to safety. Financial support, medical coverage and other benefits are vital to adults and children escaping a violent environment. Assistance offers an option to staying with a batterer or homelessness.

Handout Sources:

¹ Bachman, R., Saltzman, L.E. Violence against women: estimates from the redesigned survey. Bureau of Justice Statistics, Special Report. Washington, DC: U.S. Department of Justice, August 1995.

² Taylor Institute. (1997). Trapped by poverty/trapped by abuse. Chicago: author.

³ University of Massachusetts Boston (1997). In harms way? Domestic violence, AFDC receipt and welfare reform in Massachusetts. Boston: author.

⁴ Taylor Institute. (1997). Trapped by poverty/trapped by abuse. Chicago: author. Passaic County Board of Social Services. The Passaic County study of AFDC recipients in a welfare-to-work program (study conducted 1995-997).

Barriers to employment

Domestic abuse is a barrier to employment

Internal barriers

- Low self-esteem, including past unhappy encounters with schooling, lack of family support for education and lack of positive role models
- Self-doubt about one's ability to learn, which is sometimes exacerbated by actual learning disabilities (i.e., dyslexia, ADD, etc.)
- Sense of powerlessness
- Guilt about taking time away from one's family for self-improvement (if dealing with post-traumatic stress disorder)

External barriers

- Batterer may sabotage work effort (stalking, etc.)
- Children may be manipulated to take sides with the batterer or may react negatively to new childcare, school, transportation or other arrangements.
- Environmental instability
 - Housing problems
 - Community violence
 - Health and financial difficulties
- Need for supportive services
 - Childcare
 - Transportation
 - Personal counseling
 - Measures taken to stop violence (restraining order, criminal case) interfere with work schedule

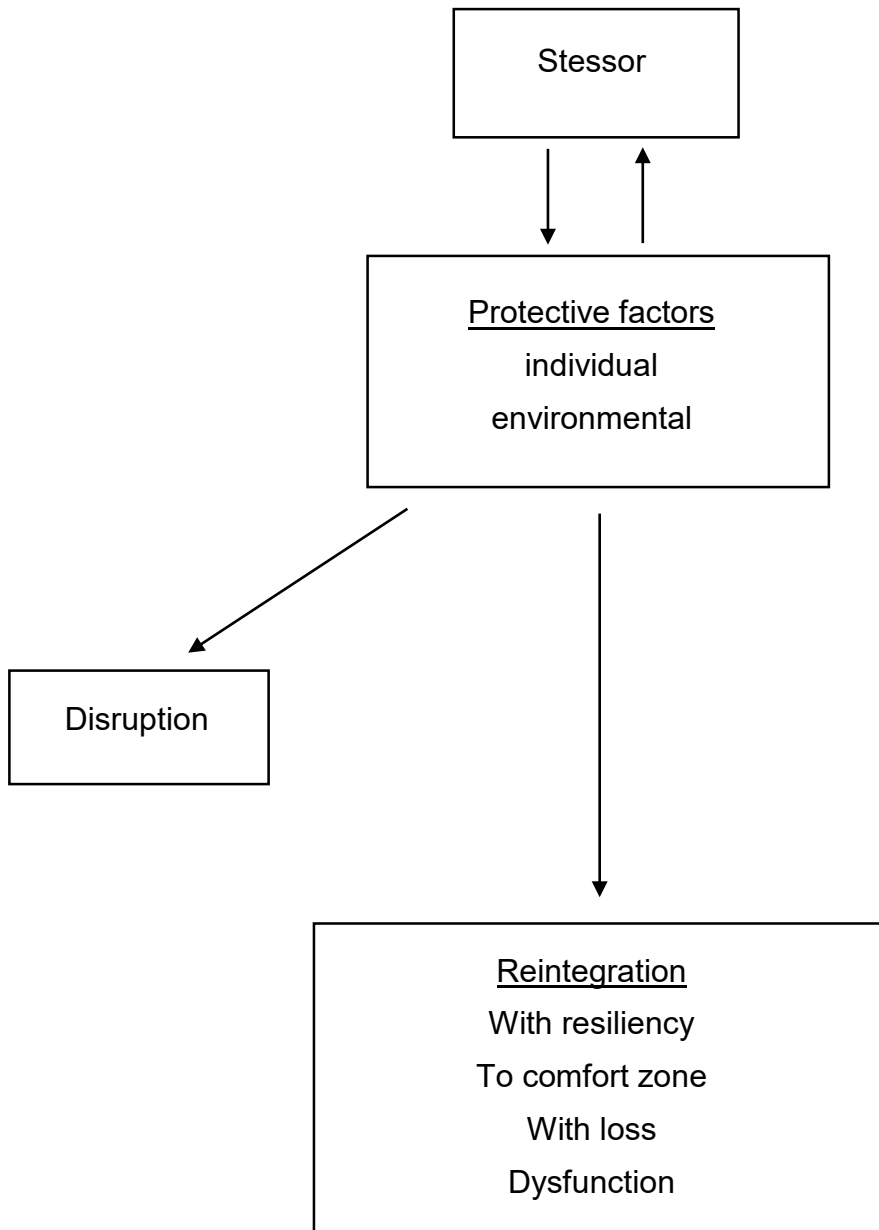
Case Example – Rhonda

Rhonda is 21 and has five children, Marsha, age 6; Toni, age 4; Kyle and Cayman, age 3; and Arturo, age 1. Rhonda has a sixth-grade education. She is living with her current boyfriend, Raymond. He is the father of the twins and Arturo. Rhonda has shared that Raymond is an unskilled laborer who completed the eighth grade but is barely literate. He has a sporadic work history, and a history of alcohol and drug abuse. When he drinks, he gets physically abusive, but Rhonda claims he is going to Alcoholics Anonymous because he was arrested for driving under the influence. He has been clean for at least two months. They have one car between them, and it needs tires and a brake job. They use it only for emergencies. Rhonda says after the birth of the twins she tried going back to school, but that was when Raymond was using drugs. It was just too hard trying to cook, clean, take care of the children, and go to school. Raymond was no help, and she thinks he was jealous. One time she thought she saw him outside the school, but when class let out, he wasn't there. She made some new friends at school, but Raymond always had something bad to say about them. Now, Rhonda thinks it will be different.

What can go wrong?

How batterers may interfere with employment

1. **Becoming violent and inflicting visible signs of abuse:** The pain from physical injuries is often enough to interfere with employment. If the injuries are severe enough, the victim may require hospitalization. Even minor injuries can require emotionally distressing explanations.
2. **Promising childcare that they fail to deliver:** This may be in the form of promising to be available and not showing up or showing up late, with friends or drunk.
3. **Taking anger out on the children:** This may take the form of projecting blame for the abuser's upset on the non-abusive partner, and then being short-tempered, or verbally or physically abusive with the children.
4. **Destroying or hiding items needed for training, education or work.**
5. **Promising to do household chores and then reneging on the promise:** The prospect of work and full-time responsibilities at home can be overwhelming.
6. **Frequently calling work and getting victim "in trouble" with employers.**
7. **Showing up at the job or training site unannounced. Stalking.**
8. **Transportation sabotage:** Taking the only available means of transportation, purposely breaking the vehicle, or failing to keep a promise to fix the car.
9. **Failing to give important messages about employment or training, or from school, doctors or CalWORKs staff members.**
10. **Canceling appointments necessary for employment.**
11. **Belittling efforts.**
12. **Throwing emotional temper tantrums – pleading, begging, can include suicide attempts.**



**With enough protective factors, reintegration can occur without disruption.
Adversity does not automatically lead to loss or dysfunction.**

Adapted from Richardson, G.E., et al. (1990). The resiliency model. Health Education, 21 (6), 33-39.

Figure 5: Resiliency Model Handout

Protective Factors

Individual

- Life skills, including decision making, assertiveness, impulse control and problem solving.
- Ability to form positive relationships
- Sense of humor
- Internal locus of control
- Autonomy and independence
- Positive view of future
- Flexibility
- Capacity to learn
- Self-motivation
- A sense of personal competence
- Feelings of self-worth and self confidence

Environmental

- Interaction that have a high-warmth, low-criticism style
- Clear boundaries (rules, laws, norms)
- Supportive relationships
- Access to resources for meeting basic needs (food, clothing, housing, health care, employment)
- High and realistic expectations for success
- Opportunities for meaningful participation including in decision making
- Appreciation for unique talents of each individual

Handout Sources:

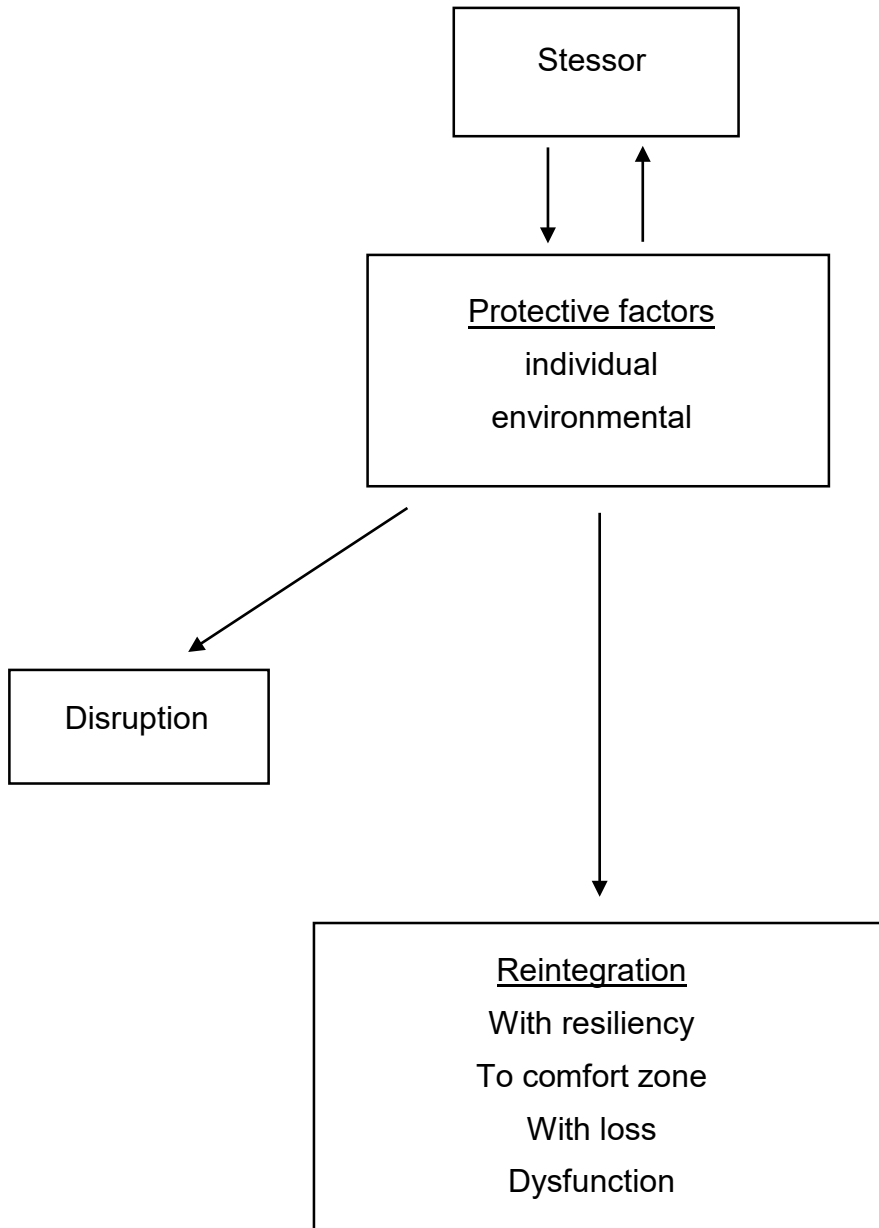
Adapted from Henderson, N., & Milstein, M. (1996). Resiliency in schools. Thousand Oaks, CA: Corwin.

Trainer Overheads

How batterers may interfere with employment

- **Inflicting visible signs of abuse**
- **Broken promises about childcare**
- **Taking anger out on children**
- **Destroying or hiding education or work materials**
- **Promising to do household chores**
- **Calling at work**
- **Showing up at job site**
- **Transportation sabotage**
- **Failing to give messages**
- **Cancelling appointments**
- **Belittling efforts**
- **Throwing emotional temper tantrums**

Resiliency model



4. Effective intervention in a CalWORKs setting

Training topics

- A. Identifying abuse
- B. Confidentiality
- C. Coordination with family support
- D. Interviewing clients about domestic abuse
- E. Individual case assessment and monitoring
- F. Managing biases

Participant handouts

Images of a victim of domestic abuse

What to expect from victims of domestic abuse

CalWORKs protocols for identification of victims of domestic abuse

Other sources of information about domestic abuse

Aspects of confidentiality in the CalWORKs setting

Confidentiality

Coordination with family support

[Insert county-specific content on coordination with family support]

How to talk to clients about domestic abuse

Framing questions about domestic abuse

Validating messages I can use with clients who are victims of domestic abuse

CalWORKs protocols for individual case assessment

[Insert county-specific content on case assessment and monitoring]

Managing biases about domestic abuse

Trainer overheads

Creating the environment for an effective intervention.

A. Identifying abuse

Activity

Ask participants to work in their own for a few minutes to think about and make notes on the handout “Images of a victim of domestic abuse.” Process in pairs or small groups. Lead discussion. The point of this exercise is to reinforce the importance of routinely asking clients about abuse. There is no stereotype of a victim. In the large group discussion, reinforce the heterogeneity of responses to abuse, which can include:

- Depression
- Passivity
- Anger
- Demanding behavior
- Reluctance to disclose
- Wanting to tell everyone

Review handout “What to expect from victims of domestic abuse.”

Review and discuss handout

Review “CalWORKs protocols for identification of victims of domestic abuse.”

Highlight the following points:

- Clients can be at any stage of dealing with domestic abuse: identifying it, escaping it, stopping future abuse or dealing with its effects.
- Clients need to be in an environment where they will feel safe self-disclosing
- A client’s sworn statement about abuse is sufficient
- It may take time for a client to self-disclose, so domestic abuse issues should be addressed throughout the process of work with clients, including at application and redetermination.
- Answering questions about domestic abuse is the client’s option
- Making clients aware of provisions for confidentiality, referrals and good-cause waivers may help them overcome reluctance to self-disclose.

Review and discuss handout

Although clients always have the option of not answering questions about abuse, an observant and empathetic worker can create a safe and caring environment for self-disclosure. Review and the handout “Other sources of information about domestic

abuse.” Refer back to earlier discussion of the power and control wheel to give examples of coercive behaviors and tactics of control. Tell participants more information on using their observations in interacting with clients will be covered shortly.

B. Confidentiality

Review and discuss handout

Domestic abuse protocols emphasize confidentiality. The rationale is this: batterers may retaliate against victims for disclosing abuse.

Review handout “Aspects of confidentiality in a CalWORKs setting.”

Activity

Using the “Confidentiality” handout, ask participants to work individually to think about and write down one or two actions they can take to ensure confidentiality during interactions with clients. Discuss as a large group and record responses on an easel pad. Make sure the following points are addressed:

- Interview family members separately
- Use private interview rooms
- Have access to phones to call resources
- Do not give out information over the phone without verifying that the caller is the client
- Be careful about calling the client at home (do not leave a message unless you know it’s safe?)

C. Coordination with family support

Review and discuss handout

Review the handout “Coordination with family support.” Both social services and family support agencies have responsibility for maintaining confidentiality in cases involving domestic abuse. Review the criteria for good cause exemptions for noncooperation with family support.

[Insert county-specific content such as forms and procedures.]

D. Interviewing clients about domestic abuse

Review and discuss handouts

Project the overhead “Creating and environment for an effective intervention.” Review the six learning points on the handout “How to talk to clients about domestic abuse.” Review the handout “Framing questions about domestic abuse.”

Activity

Project the overhead “Power and control wheel” introduced in the dynamics section. Ask class participants to pair with people seated next to them. One participant is to play the role of a “client” and the other the role of the “worker.” The worker may choose statements from the handout “Framing questions about domestic abuse” to practice asking about abuse. The worker is also required to provide validating statements as the “client” speaks about the abuse. The “client” may respond about any abuse manifestation and refer to “Power and Control wheel” for ideas. After three minutes, switch roles so everyone has a chance to play the “client” and the “worker.”

After the role play, ask the class to process what the experience was like for them as both a worker bringing up the subject of domestic abuse and the client disclosing abuse. Discuss and record validating messages used during the exercise. Messages the trainer can add if participants don’t bring them up:

“It’s not your fault.”

“You don’t deserve abuse.”

“I’m available when you’re ready to talk.”

“Abuse usually gets worse overtime. I’m afraid for you and your children.”

“You are not alone.”

“You have options.”

E. Individual case assessment and monitoring

Review and discuss handout

Review handout “CalWORKs protocols for individual case assessment.”

Insert county-specific content

As in other aspects of CalWORKs, counties have some flexibility in working with victims of domestic abuse. The following information about county processes and procedures can be covered at this point of the training session:

- The agency's approach to working with victims of domestic abuse (e.g., specialized workers or unit) and how this fits into the flow of application and other processes
- Provisions for confidentiality (e.g., private interviewing space, access to telephones and release of information forms to use with service providers)
- Assessment process
- Review of comprehensive and current list of local domestic abuse resources (this content will also be discussed in the community resources section of the training)
- Waivers, including criteria and re-evaluation
- Welfare-to-Work plans
- Modifying Welfare-to-Work plans to meet ongoing needs and levels of participation in employment activities
- Services verification logs or other tracking systems

F. Managing biases

Review and discuss handout

Introduce this topic by reminding participants of the discussion of cultural issues in the dynamics section of the training. Managing biases means taking into consideration culture and our own views of clients claiming to be victims of abuse.

Review the handout "Managing biases about domestic abuse." Ask participants to work alone for a few minutes to think one or two other actions they can take to manage their own biases. Lead a group discussion and record ideas on an easel pad.

Participant Handouts

Images of a victim of domestic abuse

Briefly describe your impressions of a victim of domestic abuse:

Who is he or she?

What is he or she wearing?

How is he or she acting?

What does his or her face look like?

Describe his or her eyes.

What to expect from victims of domestic abuse

The reality of working with clients can be difficult and emotionally draining work. The following guidelines will help you to be prepared.

- Do not expect victims to automatically hate their partners. Many victims continue to love their mates but resent the treatment they receive from them.
- Expect that victims will want to protect their partners. Many victims fear “causing” the family to break up or their husbands going to jail.
- Because abusers are experts at denial, expect that many victims will see themselves as responsible for the violence. Many victims have learned to accept the abuser’s view of events and feel guilty for what has happened.
- Do not expect any “miracle cures.” A victim often experiences a pattern of abuse extending over months or years. As such, he or she may have developed ways of coping that may trouble you (e.g., denial, withdrawal from communication) but which have helped him or her to survive. These patterns may not change immediately even if they seem to you to be maladaptive. Be patient and do not be discouraged if efforts to help do not meet with immediate success.
- Anticipate that victims will have a difficult time trusting you or others. Fear and distrust are common among victims because they must cope with a fundamental contradiction” someone who presumably loves them is harming them. Not surprisingly, many victims come to believe that no one can be trusted, including those who seek to help them.
- Do not expect immediate, open communication with a victim. He or she may be guarding feelings due to a deep-seated sense of shame. Accept the fact that victims will discuss their feelings when they are ready.
- Do not expect or encourage victims to feel gratitude for your assistance. Many victims do not know how to express thanks when help is offered. Some will refuse assistance in order to avoid feeling indebted. If you feel you deserve gratitude, you may become frustrated if it is not forthcoming. Furthermore, feelings of indebtedness can turn to resentment if the help giver demands recognition for the help given.
- Because victims of domestic violence come from diverse backgrounds, do not expect them to be alike or to have identical needs. You need to be sensitive to the individual differences, and you should avoid treating victims categorically. If victims are to learn from you, you must also learn the unique frame of reference from which they operate.

CalWORKs protocols for identifying victims of domestic abuse

All CalWORKs applicants and recipients shall be informed verbally and in writing, and to the extent required by law, in the language understood by the recipient, of the availability of services designed to assist individuals to identify, escape or stop future domestic abuse and to deal with the effects of domestic abuse.

Applicants and recipients shall be provided opportunities to confidentially self-identify or disclose domestic abuse. Sworn statements by a victim of past or present abuse shall be sufficient to establish abuse unless the county documents in writing an independent and reasonable basis to find the applicant or recipient not credible. Evidence of domestic abuse includes but is not limited to:

- Public government agency or court records or files
- Documentation from a domestic abuse program
- Documentation from legal, clerical, medical or other professionals from whom the applicant or recipient has sought assistance in dealing with domestic abuse
- Physical evidence of abuse
- A statement from another individual with knowledge of the circumstances that provide a basis for the claim of abuse
- Any other evidence that supports the statement

Information on domestic abuse, including resource material, shall be provided during the application process, when the individual enters the county's Welfare-to-Work program, and at annual redetermination. Information is to be provided in a safe and private physical space for disclosing abuse.

When, during any county-developed and implemented screening procedure, an individual is asked questions about behaviors indicating domestic abuse, he or she shall also be advised that answering such questions is optional and answers indicating abuse will not have a negative effect on his or her ability to participate in the welfare-to-work program. The county shall explain that this information is being requested to better assist the individual in becoming self-sufficient while promoting his or her safety.

Other sources of information about domestic abuse ¹

Direct observation

Acts of physical abuse

Threats of violence or harm

Coercive behavior and tactics of control

Observation of the effects of domestic abuse

Injuries, stress-related illnesses, damage to physical property

Behavior indicating fear or control by a partner

Children's behavior indicating fear of one parent or protectiveness for the other parent

Depression, anxiety, suicide attempts, substance abuse or repeated help-seeking by adult victim

Handout Sources:

¹ Adapted from the Schechter, S., & Ganley, A. (1996). Domestic violence: A national curriculum for child protective services. San Francisco: Family Violence Prevention Fund.

Aspects of confidentiality in a CalWORKs setting

The basic rule

Provide a private room for interview to ensure confidentiality. Information with respect to domestic abuse victims and their dependents and other family members shall not be released to any outside parties or other governmental agencies or to any employee of the county welfare department who is not directly involved in the applicant's or recipient's case. Exceptions: a) the information is required to be disclosed by law, or b) the release is authorized in writing by the applicant or recipient.

Alternative notice requirements

The safety of the client must be considered at all times. The client must be given the opportunity to decide how to receive communications and correspondence. Case files must include documentation of any alternative notice requirements, including a written statement signed by the client indicating the noticing method chosen. Alternative notice requirements include but are not limited to telephone calls, alternative mailing address or hand delivery.

Family support

County welfare departments must ensure the confidentiality of clients claiming good cause for noncooperation with family support.

Domestic abuse services

All efforts shall be made to preserve the confidentiality and integrity of the service provider and client relationship when reviewing participation in domestic abuse services that are part of a client's welfare-to-work plan.

Child abuse

Clients should be clearly notified that anything they disclose about child abuse **cannot** be kept confidential.

Confidentiality

Directions: Think of one thing you can do to ensure confidentiality in working with victims of domestic abuse. Write it down. Use the rest of the sheet to record ideas from other workshop participants and the instructor.

Coordination with family support

All California family support offices must now notify all custodial and noncustodial parents of their right to nondisclosure of information if family violence is an issue.

Family Violence Indicator (FVI)

The FVI notation on case records is intended to prevent identifying information from being released. An FVI must be added to a family support case record in the following circumstances:

- Immediately upon request for nondisclosure of information
- If office becomes aware that a parent or child has a protective order
- Good cause has been requested by an applicant or recipient of CalWORKs

Good cause for noncooperation with family support

Before referring a case to family support, social services departments shall determine if the client has good cause for noncooperation.

Good cause exemptions related to abuse:

- Efforts to establish paternity or establish, modify or enforce a support order would increase the risk of physical, sexual or emotional harm to a child.
- Efforts to establish paternity or establish, modify or enforce a support obligation would increase the risk of abuse of the parent or caretaker.
- The child is conceived as the result of incest or rape.
- Legal Proceedings for adoption are pending.
- The client is currently being assisted by an adoption agency to resolve whether to keep the child or relinquish the child for adoption.
- The client is cooperating in good faith but is unable to identify or assist in locating the alleged father or obligator.
- Any other reason cooperating would be contrary to the best interest of the child.

A Sworn statement is enough to establish abuse unless the agency documents in writing an independent, reasonable basis to find the client not credible.

Social services must ensure the confidentiality of clients claiming good cause.

[Insert county-specific content on coordination with family support]

How to talk to clients about domestic abuse

1. Separate the client from the abuser if possible
 - There may be times when the abuser will accompany a client to an appointment.
 - Separating the client gives her or him a chance to disclose information about the abuse.
 - Conduct interviews in safe, protected and private areas.
2. Empower and validate the client
 - Tell the client that no one deserves to be abused and that it is not her or his fault. This helps the clients recognize that she or he is worthwhile.
 - Telling the client that it takes a lot of courage to share information about abuse helps to encourage and support the client.
 - Avoid labels and cultural biases.
3. Don't pretend to have all of the answers
 - Clients will be frightened at the moment of disclosure and may ask many questions such as "Will my partner go to jail?" or "Will I lose my children?" Since the answers to these questions are beyond the scope of your work, it is fine to say that you do not know.
 - Remind the client that this is a first step and you are there to listen and direct the client to other service providers in the agency and the community that can help further.
 - When discussing using resources, reiterate that the client is not alone and that there are options and choices that she or he can make.
 - Domestic abuse situations are unpredictable and the danger for lethality increases when the victim leaves the relationship.
 - Explain this possibility to the client and emphasize the safety plans need to be developed before the client takes direct action.
4. Accept a client's reluctance to talk or disclose further
 - Pressuring a client is not useful. Respect and accept the client's choice. Continue on with other matters and then ask again later.
 - Tell the client that you are there for her or him and that you care about their life.

5. Be aware of your own safety

- Communicate with coworkers or a supervisor if you are suspicious about anything.
- If you feel you shouldn't be alone either coming into the workplace or leaving at the end of the day, be sure that you have a "buddy" with you at those times.
- If you are directly threatened in some manner by a client's abuser, follow office protocol regarding "incident reporting."

Framing questions about domestic abuse

When talking to CalWORKs clients and asking questions, make sure the questions are tied to removing barriers to fulfilling their welfare-to-work plan.

- Because abuse is common in some people's lives, I now ask everyone I see whether domestic abuse has occurred. Whatever we speak about will be confidential unless it involves child abuse.
- I don't know if this is a problem for you but many people I see are dealing with an abusive relationship, so I've started asking about domestic abuse routinely. Whatever we speak about would be confidential unless it involves child abuse.
- Have you been under any stress lately that may come from your intimate relationship? If you have been having problems with your partner, we can talk about the situation to see how this affects your welfare-to-work plan. Whatever we speak about would be confidential unless it involves child abuse.
- Sometimes when I see an injury like yours, it's caused by somebody else. Did that ever happen to you? If your intimate partner is harming you, we can talk about ways you can obtain help and how this might impact your welfare-to-work plan. Whatever we speak about would be confidential unless it involves child abuse.
- I've noticed that you are injured. Did someone hurt you? Was it your partner or spouse? If you'd like to discuss the situation, I may be able to direct you to where you can obtain the help you may need for this situation. Whatever we speak about would be confidential unless it involves child abuse.
- You seem to be very anxious when I ask about your intimate partner. Are you afraid of your partner or feel that your partner tries to control you? If this were the situation, I would like to talk about it with you because I may be able to direct you to obtaining help. Also, we can develop a welfare-to-work plan that will take into account your situation with your partner. Whatever we speak about would be confidential unless it involves child abuse.
- If you don't feel able to talk about the situation now or would feel more comfortable speaking to someone else, we have workers on our staff who specialize in helping people who have been hurt in some manner by an intimate partner. Or, you can speak with me at another time about the situation if you wish. Whenever you are ready to speak to someone, I can arrange it.
- I now tell everyone about options that might be available to them if there is any type of abuse in their lives from a partner or spouse. If an intimate partner is harming you in some way we can talk about the situation. I can assist you in obtaining help and developing a welfare-to-work plan, which may include a waiver from participations. Whatever we speak about would be confidential unless it involves child abuse.

Validating messages I can use with clients who are victims of domestic abuse

Directions: Use this page to record messages you hear during the discussion.

CalWORKs protocols for individual case assessment

Each applicant or recipient who has been identified as a victim of domestic abuse shall be referred to staff who are trained in serving recipients who are victims of domestic abuse. Each individual shall be assessed on an individual basis to develop a welfare-to-work plan that will not place the individual at further risk and to which the applicant or recipient can agree. The plan shall be designed with confidentiality and the health and safety of the individual and his or her children as the primary considerations.

The welfare-to-work plan shall include consideration of the following:

- The degree to which domestic abuse is a barrier to employment
- Flexibility to accommodate any prior or current legal obligations or other activities or issues related to domestic abuse
- Special cultural or religious needs
- Other services for the victim and his or her children include but are not limited to community domestic abuse services, individual counseling of the participant and children, group counseling, substance abuse services, medical and public health services, mental health counseling, parenting skills training, independent living skills training, financial planning, relocation activities, and referrals to legal and immigration services.
- Appropriate protections for individuals in immediate danger, which are to be integrated into the welfare-to-work plan
- The need to a waiver from certain program requirements

Services provided in the welfare-to-work plan or to which the individual is otherwise referred must be available to him or her. If necessary services are not available, good cause to waive certain welfare-to-work requirements may be established.

If the participant and county welfare department staff are unable to reach agreement on the welfare-to-work plan, the matter shall be referred by the county welfare department for an independent assessment by an impartial third party.

[Insert county-specific content on case assessment and monitoring]

Managing biases about domestic abuse

- Abuse takes many forms – it's more than physical violence.
- All forms of abuse have debilitating effects on victims.
- Victims come from all races, ethnic groups and classes.
- Take claims of abuse seriously – avoid mimicking perpetrator tactics such as minimizing the abuse or blaming the victim.
- Use empathy.
- Build on strengths.

Trainer Overheads

Creating the environment for an effective intervention

Create a safe, confidential and supportive environment to talk about abuse.

Ask in an empathic and nonjudgmental manner about abuse.

5. Risk assessment, safety planning and legal issues

Training topics

- A. Introduction
- B. Risk assessment
- C. Safety planning
- D. Legal issues

Participant handouts

Adult intimate partner lethality

Practical resources for safety planning

Safety planning

[If available, county-specific safety planning documents]

Actions I can take to increase the safety of clients dealing with domestic abuse

Restraining orders

Other legal resources

California laws related to domestic violence

Trainer Overheads

State v. Oliver 1874

A. Introduction

Presentation

During the process of discussing domestic abuse, a client may reveal information that indicates he or she may be in a crisis. Crisis situations may include use of weapons as part of the domestic abuse, threats or fantasies of suicide or homicide, stalking, threats of hostage taking, actual or threatened physical abuse of children, and isolation of the victim. At that moment, the safety of the client and the client's children is the priority.

The worker may need to respond to the crisis situation before a referral to the domestic abuse specialist can occur. In that case, the worker needs to inquire about the client's perceptions of the situation and its level of risk. This inquiry would also include what the client intends to do for protection. Effective interventions are available to help empower the client in developing a safety plan.

B. Risk assessment

Review and discuss handout

Review handout "Adult intimate partner lethality." Emphasize the following points and connections to previous material:

Past abuse is predictive of future abuse

As discussed in dynamics section, abusive behavior escalates over time

Reinforce the importance of immediately attending to situations involving weapons, threats or fantasies of suicide or homicide, stalking, threats of hostage taking, actual or threatened abuse of children, and isolation of the victim

Presentation

If the abuser is present or nearby when disclosure of abuse occurs, it is necessary to separate the abuser from the client to assess the level of crisis. When the client is alone, inquire about the possibility of danger to the client at that moment. In this situation workers may need to help the client develop a personalized safety plan about managing the immediate situation and any repercussions, especially if the client intends to return to the residence shared with the abuser. In some circumstances disclosure will precipitate the need for the client to flee and the worker will need to facilitate whatever concrete steps might be necessary to ensure the client's safety. These might include making a phone available to call a friend or relative to come for the client, to call law enforcement personnel, to make contact with a shelter, or allowing the client to remain in the office until it is safe for the client to leave. The worker must also be aware that the abuser could act out anger or rage toward the worker because of the assistance given to the client. The worker must take appropriate precautions according to the protocols established at the facility.

C. Safety planning

Review and discuss handouts

Review handouts “Practical resources for safety planning” and “Safety planning.”

Note: Insert or substitute county-specific documents for safety planning if available.

Explain that safety plans are developed by specialized workers or other staff the agency designates to work intensively with victims of domestic abuse. This information is included here so eligibility staff can be aware of safety issues for clients.

Activity

Divide participants into pairs or small groups. Ask them to discuss the question “What two actions can I take in my work with clients to increase their safety?” and record their responses on the handout “Actions I can take to increase the safety of clients dealing with domestic abuse.” Facilitate a large group discussion, recording responses on an easel pad. Encourage participants to record additional ideas on their handout.

D. Legal issues

Presentation and discussion

For the training it is valuable to present a historical perspective because many of us still operate from the notion that domestic abuse should not be treated criminally, but rather as a family affair.

The trainer should stress that staff may provide referrals to legal assistance, for example, explain to a victim who to contact to obtain a restraining order. However, staff should never give a victim legal advice.

On a flip chart, write the words “Domestic abuse is family business.” Ask participants to share how we as a society, support that belief. You should stress that because the abuse occurs within the family, people often shy away from legal involvement. They do not call the police, they protect the abuser, and they blame the victim.

Show the overhead titled “State v. Oliver.” After reading the overhead, share the fact that as of 1994, statutes in 49 states and the District of Columbia authorize or mandate warrantless, probable cause arrest for crimes involving physical violence. This change has occurred within the last 30 years. Until the late 1970s, police in all but 14 states were allowed to arrest only if they had probable cause to believe the suspect had committed a felony or if the officer saw the suspect commit a misdemeanor. In California, police departments, social service agencies, courts and district attorney’s offices have increased their abilities to respond quickly, appropriately and supportively through the legal process.

Review and discuss handouts

Review the handout “Restraining orders.” Note that procedures for obtaining emergency protective orders vary from county to county. Give participants the name or names of local legal assistance organizations. If law enforcement and legal aid representatives will be included in the presentation on community resources, mention it.

Review handout “Other legal resources.”

Refer participants to the handout “California laws related to domestic violence.” This is included for their reference.

Participant Handouts

Adult intimate partner lethality

Past behavior is most predictive of future behavior.

Abusive behavior escalates from one incident to the next and from one partner to the next.

These factors are associated with severe assault and homicide.

- Generalized aggression
- Alcohol abuse
- Severity of childhood abuse of the perpetrator
- Antisocial personality

Other factors that appear in the research are:

- Weapons in the home
- Use of weapons in prior incidents
- Threats or fantasies of homicide
- Life-threatening injury in prior abusive incidents
- Suicide risk – threats or fantasies
- Frequency or cycle of violence
- Isolation
- Proximity of victim and offender
- Attitudes toward violence
- Obsessiveness about partner
- Rage
- Depression
- Three or more incidents of violence in previous year
- Victim needed medical treatment as a result of abuse

- Law enforcement involvement
- Physical abuse of child
- Dominance or attempts at dominance of the victim
- Physically forced sex
- Threatens or actually injures or kills a pet
- Hostage taking, stalking
- Negative consequences of violence have been ineffective or no longer have significance

Handout Sources:

Saunders, D.G. (1995). Prediction of wife assault. In J.C. Campbell (Ed.), Assessing dangerousness. Thousand Oaks, CA: Sage.

Campbell, J.C. (1995). Prediction of homicide of and by battered women. In J.C. Campbell (Ed.), Assessing dangerousness. Thousand Oaks, CA: Sage.

Ganley, A.L., & Schechter, S. (1996). Domestic violence: A national curriculum for child protective services. San Francisco: Family Violence Prevention Fund.

Practical resources for client safety planning

Environmental

- Remove all weapons
- Change locks
- Add deadbolts, peepholes, window locks
- Plan escape routes
- Change phone numbers

Personal

- Change schedules
- Vary routes to routine destinations
- Personal safety training
- Consider moving
- Be vigilant
- Take all threats seriously
- Pagers
- Cellular phones
- Advise schools, workplaces

Support system

- Friends
- Relatives
- Neighbors
- Coworkers

Community support

- Shelters
- Victim counseling
- Law enforcement
- Restraining orders

Safety planning

These are examples of the kinds of issues addressed by staff who work intensively with victims of domestic abuse. This information is included so CalWORKs staff can be aware of safety issues.

If the client has separated from the perpetrator and is residing in the home, suggest:

- Change locks on doors and windows.
- Install security systems such as an alarm, smoke detectors, fire extinguisher, window bars, additional deadbolt locks.
- Teach children to call police or run to a neighbor if perpetrator enters the home.
- Talk to the school or childcare personnel about who has permission to pick up the children.
- Obtain an order of protection (restraining order) and distribute to all law enforcement agencies in any jurisdiction of work, children's school or child care.
- File the appropriate legal documents that seek divorce, custody, supervised visitation.
- Have duplicates of documents in a safe place (safety deposit box, at friend's or family member's home).
- If affordable, obtain cellular phone to have at all times.
- Ask neighbors to tell about seeing perpetrator in the neighborhood or at the house.
- Ask neighbors to summon police if anything suspicious occurs.
- Find alternate routes to drive to work, shopping, children's school, other known places.
- Have an alternate plan set up if living in the home becomes unsafe.

If the client has separated from the perpetrator and is residing in a shelter, suggest:

- Consider obtaining an order of protection (restraining order) and distribute to all law enforcement agencies in any jurisdiction of work, children's school or childcare.
- File the appropriate legal documents that seek divorce, custody of children or supervised visitation.
- Arrange for shelter personnel to take children to and from school, if possible.
- Arrange for independent schooling for children temporarily.
- Work with shelter counselors to remain hidden from perpetrator.
- Consider relocation to another community.
- Find alternate routes to work or other frequented places.
- Consider leave of absence from work and other activities that may be known to perpetrator.

If client is leaving the perpetrator in the near future or currently in the process, suggest:

- How and when can the client safely leave? Does the client have money, transportation, a safe place to go?
- Is the client comfortable calling the police, if necessary, to escort him or her out of the house at the moment he or she plans to leave?
- Who will know about leaving? Does client disclose this information at work?
- What can client and others do so that he or she will not be found by perpetrator?
- Who in client's support network can help protect client and client's children?
- What community shelter and legal resources will help client stay safe? Write down addresses and telephone numbers.
- How the client can file for an order of protection or other legal documents.

If client is staying with perpetrator, suggest:

- Who can the client call in a crisis?
- If affordable, obtain a cell phone to have at all times.
- Work out a signal with the children or neighbors that the abuse is happening, and police need to be called.
- If the client needs to flee temporarily, where can he or she go? Have several places written down that are possibilities.

- Does the client know alternate escape routes out of the house?
- Identify dangerous locations in the house and advise client to avoid being trapped in these places (i.e. bathrooms, attics, basements).
- If there are weapons in the house, explore ways to have these removed or locked up.
- Advise client to have extra sets of car keys and hide some money in case of an emergency.
- Support the clients in trusting his or her own judgement in an emergency and in doing anything that works to keep clients and children safe.
- Advise clients to have duplicates of documents in safe places (safety deposit box, friends, family members, work location).

Check list of items to have if leaving

(documents should be duplicated and placed in a safe location)

- Birth certificates
- Social Security cards
- Marriage, driver's licenses, and car title
- Bank account numbers, credit and ATM cards, other financial documents
- Lease/rental agreements, house deed, mortgage papers
- Insurance information and documents
- School and health records of children
- Doctor's phone numbers
- Welfare and/or immigration documents
- Phone numbers and addresses of family, friends and community agencies
- Phone number of shelter
- Extra clothing and comfort items for client and children
- Extra keys to home, car, other things
- Money
- Medications

[If available, county-specific safety planning documents]

Actions I can take to increase the safety of clients dealing with domestic abuse

Restraining orders

A restraining order restrains a person from a particular act or acts. Domestic abuse can be perpetrated against a spouse or former spouse, dating or ex-dating partner, mother or father of child, cohabitant or former cohabitant, or relative by blood, marriage or adoption (mother, father, child, aunt, uncle, sibling, grandparent, in-law). Abuse simply means the person to be restrained has physically injured, attempted to injure, or threatened the victim. Abuse can be physical verbal or emotional. The victim can request orders to accomplish the following:

- Restrain the abuser from contacting, molesting, attaching, striking, threatening, sexually assaulting, battering, telephoning, or otherwise disturbing the peace of the victim or other family members.
- Direct the abuser to immediately move from and not return to the residence.
- Prevent the abuser from going to the residence, school, or place of employment of the victim.
- Award the victim or the other parent custody of or visitation with minor children.
- Direct the party not granted custody to pay support for minor children.
- Give the victim possession of community property, with proof of necessity.
- Direct that either or both parties participate in counseling.

Domestic Violence Prevention Restraining Order (DVRO). Restraining orders are civil orders. Temporary restraining orders issued under the Domestic Violence Act are granted for protection from violence. Permanent orders can be granted at a hearing scheduled within 25 days from the date temporary orders are granted. Permanent orders are good for up to three years. There is no fee to file this order.

Emergency Protective Orders (EPO). An EPO is obtained when a law enforcement officer believes a victim of domestic violence is in immediate and present danger based upon a recent incident of abuse or a threat of abuse. An EPO is intended as an immediate, temporary measure of protection until a Temporary Restraining Order (TRO) can be obtained. EPOs are available 24 hours a day, seven days a week from on-call judges who determine the suitability of the EPO. They are valid up to five court days. Although it is up to the victim to request an EPO, the officer is supposed to advise the victim of the existence and availability of the order. Officers are required to make a reasonable attempt to serve the restrained party.

Criminal Stay Away Protective Orders. Orders issued by the criminal court in a domestic violence-related case in which there is a likelihood of harassment of the victim by the defendant. A criminal stay-away order may remain in effect as long as the defendant is under a court's jurisdiction, including any sentence or probationary period.

Other legal resources

Harassment Orders: Enjoin harassment – conduct that seriously alarms, annoys or harasses a serves no legitimate purpose.

Workplace Violence Orders: Obtained by an employer when an employee has suffered unlawful violence or a credible threat of violence – including assault, battery and stalking – that can be or has been carried out in the workplace.

Post-conviction Stalking Orders: Issued by courts or parole agents if the offense involved abuse, harassment or violence.

Stalking

Follows a predictable pattern

- Starts as a public behavior
- Goes underground
- Becomes public again just before a violent act

Stalking and harassment can be significant physical threats and barriers to job retention.

California laws related to domestic violence

Definition of domestic violence

- Section 13700 P.C. of the California Penal Code states that “Domestic Violence is abuse against an adult or fully emancipated minor who is the spouse, former spouse, cohabitant or former cohabitant, or a person with whom the suspect has had a child or has a past or present dating or engagement relationship.”
- The term “abuse” as defined under Penal Code section 13700 P.C. has two distinct parts. The first, “intentionally or recklessly causing or attempting to cause bodily injury,” refers to actual batteries. The second part deals with “placing another person in reasonable apprehension of imminent, serious bodily injury to himself or another.” This refers to *threats* made by the suspect and *fear* perceived by the victim.
- Each of these situations requires a report by law enforcement. Other essential steps should also be taken to properly control the domestic violence situation.

Specific relationships and applicable charges

Domestic violence is abuse committed against an adult or fully emancipated minor within one of the specified relationships. The common thread that runs through all these relationships, which creates the “domestic violence” situation, is the present or past intimate nature of the relationship. This should not be confused with sexual involvement as a required element of domestic violence. You can verify that a relationship falls within the domestic violence category even though there is no current sexual involvement.

Charges must be specific in domestic violence cases according to the nature of the relationship. When an injury to the victim has occurred, the relationship between the suspect and the victim may dictate the seriousness of the charge.

273.5 P.C. (spousal abuse) is a felony charge that can be used whenever any visible injury, significant complaint of pain, or documented type of injury is present. The following relationships must be present to use the spousal abuse section:

1. **Spouse**
2. **Cohabitants:** Cohabitant means two unrelated adult persons (either heterosexual or same sex couples) living together for a substantial period of time, resulting in some permanency of relationship. Factors that may determine whether persons are cohabiting:
 - a. Sexual relations between the parties while sharing the same living quarters;
 - b. Sharing of income or expenses;
 - c. Joint use or ownership of property;

- d. Whether the parties hold themselves out as husband and wife;
 - e. The continuity of the relationship;
 - f. The length of the relationship
3. **A person with whom the suspect has had a child:** no marriage or current ongoing relationship is necessary.

The charge of 243 (d) P.C. should be used in felony cases in which the victim has sustained serious injuries at the hands of the suspect, but because of the nature of the relationship does not qualify for the spousal abuse section. Note that the injury standard for this felony section is quite a bit greater than the injury criteria for the spousal abuse. The charge of 243 (d) P.C. can be used in the following cases:

- A. Dating relationship (past or present) as defined in 243(f)(5) P.C. this means frequent, intimate associations primarily characterized by the expectation of affection or sexual involvement independent of financial consideration.
- B. Former spouses with no children between them.

When documenting domestic violence incidents, officers should articulate in the report which relationship the participants are involved in and any relevant facts as to the current status of the relationship.

Laws concerning domestic violence violations

A situation involving domestic violence may result in a violation of one of more of the following sections of the California Penal Code:

- 273.5 PC Spousal abuse or inflicting corporal injury upon member of opposite sex with whom the suspect is cohabiting or is the mother or father of their child.
- 242 PC Simple battery
- 243(b) PC Battery on a police officer
- 243(d) PC Battery – felony
- 243(e) PC Battery – misdemeanor
- 240 PC Assault
- 166.4 PC Contempt of a court order
- 148 PC Resisting arrest
- 12020(a) PC Possession of a dangerous weapon
- 12025(a) PC Possession of a loaded firearm
- 12031 PC Possession of a loaded firearm
- 647 (f) PC Public drunkenness
- 602.5 PC Trespassing
- 594(b) PC Vandalism (even if community property)

591 PC	Malicious destruction of a telephone
418 PC	Forceful entry in the home of another
417(A) PC	Brandishing a knife or gun
273.6 PC	Violation of any domestic violence restraining order
136.1 PC	Preventing or dissuading victim from reporting
245(a)(1) PC	Assault with a deadly weapon or force likely to produce great bodily injury
422 PC	Terrorist Treats
646.9 PC	Stalking a victim
597 PC animal)	Cruelty to animals (implication is that the victim will suffer the same fate as
203 PC	Mayhem
207 PC	Kidnapping
236/237 PC	False imprisonment
27.262 PC	Spousal rape
28.653m PC	Threatening or harassing phone calls

Trainer Overheads

State v. Oliver 1874



“If no permanent injury has been inflicted, nor malice, cruelty nor dangerous violence shown by the husband, it is better to draw the curtain, shut out the public gaze and leave the parties to forget and forgive.”

Figure 6: State v. Oliver 1874 Overhead

6. Worker responses and safety

Training topics

- A. Worker responses to dealing with domestic abuse
- B. Safety planning for workers

Participant handouts

Possible emotional responses by workers

Actions I can take to deal with my own responses

Worker safety issues

[If available, county-specific worker safety information]

A. Worker responses to dealing with domestic abuse

Review and discuss handout

Trainer note: One of the challenges of conducting domestic abuse training is the broad range of issues this topic can bring up for training participants. Emotional responses to the content of the training may give trainers a glimpse into what workers experience on the job.

Review the handout “Possible emotional response by workers.” Acknowledge that reactions such as those listed are a normal and understandable part of working with clients in the difficult situation.

Activity

Ask participants to think for a minute or two about ways they can deal with their own responses. Prompt them with questions like;

- Who can you go to for support?
- What technique do you use to deal with work-related stress?
- Where can you go when you need more information?

Have participants write down an idea or two on the handout “Actions I can take to deal with my own responses.” Discuss in large group and record responses on easel pad. Encourage participants to add ideas from the discussion to their handout.

B. Safety planning for workers

Review and discuss handout

Review the handout “Worker safety issues.” Add or substitute about specific agency policies.

Activity

Point out that balancing personal responses and empathic communication with clients can be a challenge. Ask participants to work in small groups to answer the question “How can I balance my need for safety and open, empathetic communication with clients?” Facilitate large group discussion. Record ideas on an easel pad and encourage participant to take notes on their handout.

Participant Handouts

Possible emotional responses by workers

Emotional Response	Worker issues
Fear	Of getting involved Of what might happen to you That what happened to the victim could happen to you
Denial	Of seriousness or existence of the violence That it could happen to you
Overwhelmed	By lack of options and resources for victims By hearing too many painful, scary stories By anxiety over victim's safety
Helplessness	From feeling nothing can be done for victim From anxiety about your own helplessness
Anger	At victim, system, your own helplessness At your own vulnerability At indifference of institutions
Guilt	For being angry, indifferent or rejecting toward client Over lack of options or victim's inability to use them
Lack of trust	Because other clients have not fulfilled your expectations If you think the victim's behavior was not in his or her best interests
Depression	When victim does something you think is harmful If you feel like you did not help
Ambivalence	About whether or not victim should leave family About getting involved with helping victim

Figure 7: Possible Emotional Responses by Workers Handout

Handout Sources:

Adapted from Alpert, M., & Schechter, S. (1979). Sensitizing workers to the needs of victims. Victimology (4): 4. Cited in Ganley, A., & Schechter, S. (1996). Domestic violence: A national curriculum for child protective services. San Francisco: Family Violence Prevention Fund.

Actions I can take to deal with my own responses

Worker safety issues

Be careful about the possibility of confrontation

Be aware that the perpetrator may find workers threatening and that there is the potential for violence outside the family.

Take threats seriously

Response depends on agency policy and may include:

- Telling your supervisor
- Consulting with the agency
- Considering documentation
- Considering law enforcement
- Rethinking working near windows
- Not walking to your car alone

Some basic precautions

- Use the buddy system when you think you may be dealing with a victim. The perpetrator may come to the office too – with, after, or separately from the victim. Have a coworker listen for unusual noises and be aware of when you should return to your desk.
- Keep control of the door to offices.
- Stop the victim from disclosing in the presence of a perpetrator.

Remember: keeping yourself safe keeps your coworkers safe.

Ideas on how to balance open, empathetic communication and worker safety

[If available, county-specific worker safety information]

7. The impact of domestic abuse on children

Training topics

- A. Intersection of domestic abuse and child physical abuse
- B. How children who witness abuse can be harmed
- C. Immediate and long-term effects upon children of witnessing abuse
- D. How leaving the abuser creates distress for children
- E. Interviewing children about family violence
- F. Optional: mandated reporting of child abuse

Participant handouts

Intersection of domestic abuse and child physical abuse
Defining the intersection between domestic abuse and children
How exposure to domestic abuse hurts children
Scenarios: domestic abuse and children
Long-term effects on children
How children are interviewed about family violence

Trainer overheads

Domestic abuse hurts children
Long-term effect on children

Additional materials

Optional: video clip

A. Intersection of domestic abuse and child physical abuse

Review and discuss handouts

Domestic abuse creates a “war zone” in which children witness stressful, very frightening, and often dangerous encounters between adults they must depend upon for their own nurturance, guidance, and safety. Children who live in the tension-filled environment of domestic abuse will see and/or hear direct assaults between the adults or witness its aftermath. These children then become victims of domestic abuse, because they suffer from the immediate impact of the abuse and longer-term consequences. Children are at risk for harm both directly and indirectly. Studies indicate that children witnesses of domestic abuse can exhibit a variety of behavioral, emotional and interpersonal problems.

Review and discuss handouts “Intersection of domestic abuse and child physical abuse” and “Defining the intersection between domestic abuse and children.”

Discussion questions: As you can see there are a range of effects on children. How do you think this might affect client self-disclosure? What could you say, when appropriate, to create a safe place for self-disclosure?

Trainer note: You may need to give an example or two to start discussion on the latter point. These could include “I understand a child can be frightened by hearing or seeing adult abuse. If the child is not otherwise harmed, you can talk to me about this. I can tell you about some of the resources we have to help you.”

B. How children who witness abuse can be harmed

Presentation

Refer to handout and overhead titled “How exposure to domestic abuse hurts children.” Amplify on the six learning points:

1. Physical injury

- Accidentally hurt when in the proximity of objects thrown, weapons used, or when physical struggles or assaults occur
- When a child tries to intervene in order to protect the victim or stop perpetrator
- As the target of assault in order to hurt/control the victim
- As a physical weapon against a victim

2. Emotional injury

- Taking a child “hostage” to control the victim
- Forcing the child to watch assaults on the victim
- Using the child to find out information about the victim
- Alienating the child from the victim
- Giving child permission or encouraging disrespect or disobedience of victim
- Experiencing the aftermath of the abuse by seeing objects broken, the victim injured, paramedics or police in the home

3. Negative role models

- Children imitate what they see parents do as a way to master skills and identify, which creates a mental “blueprint”
- Observing abuse reinforces belief that abuse is an effective way to solve conflicts
- Repetitively witnessing abuse creates the belief that abuse is a normal or ordinary part of family life
- Observation and reinforcement factors allow the child to justify and rationalize abusive behaviors that they see
- Practicing the abusive behaviors witnessed or behaving in ways that lead to victimization creates and intergenerational transmission of domestic violence

4. Ineffective parenting

- Volatile quality of partner relationship can affect parenting
- Parents may engage in harsher or inconsistent discipline, or may ignore or back away from confrontations with child
- Fewer positive interactions with child
- Parent may confuse child by responding one way when they are alone and another way when the perpetrator is present
- Parents are unable to provide consistent supervision and guidance
- Parents fail to teach child to internally control aggression and may reinforce impulsiveness and aggression

5. Attachment disruption

- Victims and perpetrators may have difficulty maintaining close and positive parent-child attachments
- Parents are too stressed to respond to child’s needs effectively

- Additional stressors such as divorce proceedings, financial problems, unemployment and relocations
- Perpetrator challenges to or sabotage of a victim's authority and parenting ability can damage attachment to the child
- Prolonged separations from either parent may create anxieties related to abandonment and rejection by the child

6. Compromises/impairment of development

- Infants: Attachment phenomenon and basic trust
- Toddlers and preschool children: The regulation of internal control of behaviors and the beginning of the identification process
- School-aged children: Development of cognitive skills, including problem-solving, reasoning, belief systems and interpersonal development
- Adolescence: identity formation and separation issues

Activity

Review handout titled "Scenarios: domestic abuse and children." Ask participants to form three groups and direct each group to discuss the scenarios. They are to discuss how each scenario indicates that witnessing abuse caused "harm," keeping in mind the various learning point they just reviewed. Reconvene class and ask each group to tell the class what elements of harm they have identified. Chart their responses on an easel pad.

C. Immediate and long-term effects upon children of witnessing domestic abuse

Presentation

Discuss how children exposed to domestic abuse may suffer from post-traumatic stress symptoms as an immediate response to their experiences. Some children are able to cope successfully with disturbing events and will not manifest symptoms. However, others may develop significant problems in a number of developmental domains including cognition, emotional regulation, behavior, social interaction, and self-concept. The impact of initial exposure to abuse as well as repeated exposures may produce stress-related symptoms. Factors that influence the degree and severity of symptoms relate to the nature and intensity of abuse witnessed, the involvement of the child in the abusive episode, other cumulative stressors in the child's life, and whether the child was also maltreated.

Symptoms of post-traumatic stress in children are understood to be similar to those of adults. The manifestations include re-experiencing the incident, numbing of responsiveness, and additional symptoms that did not exist prior to the incident.

Evidence suggests that over time, children from homes where there is domestic abuse are at greater risk of adjustment problems than children from nonabusive homes. Adaptive defenses such as denial, secretiveness, externalizing blame, rationalizing, and dissociation may be used by a child as a coping strategy. These defenses affect how the child interacts with others and forms a part of the child's self-concept. Long-term effects throughout a child's development have also been noted.

Review and discuss handout

Review handout and overhead titled "Long-term effects upon children." Discuss the five learning points

Cognitive abilities may be diminished

- Poor academic performance due to lack of parental guidance and reinforcement about education
- Lower motivation resulting from anxieties, fears, depression, and a chaotic home life
- Rigid or limited problem-solving capacity
- Developing belief system that aggression is the way to solve conflict or get what one wants

Emotional regulation may be more difficult

- Arousal intensifies resulting in heightened anxiety, fears, anger, irritability, hostility
- Depletion of emotions resulting in depression, withdrawal, isolation, psychosomatic symptoms
- Mood swings or fluctuation

Social interactions may be problematic

- Inability to "read" interpersonal cues of others
- Lack of empathy for others
- Using aggression to solve problems or control situation
- Being rejected by peers

Behavioral manifestations may occur

- Acting out or various conduct problems
- Aggression against others, oneself, objects, property, pets
- Immaturity and regressive behaviors
- Perpetrator behaviors resulting from identification process

- Teens may engage in substance abuse, delinquency, running away, promiscuity, or antisocial activities

Self-concept may be impaired

- Low self-esteem, lack of self-confidence, poor self-image
- Assuming the role of the parentified child for the safety of younger children or for general responsibilities in the home
- Assuming the role of the protector for the victim
- Recreating either perpetrator or victim roles with others

D. How leaving the abuser creates distress for children

Presentation

When a victim leaves an abusive relationship, whether through flight to a shelter or moving away in a predetermined and anticipated manner, children are distressed. The children may have to leave their home, toys, personal belongings, and pets behind. Their daily routines may change and, if they are in hiding, they are cut off from the friends, relatives, and teachers they have relationships with. Children also may miss the perpetrator. If the victim returns home, which is often the case until there is a final severance, children may have to deal with the shame related to public knowledge of the abusive situation when they return to their school or neighborhood. Children also become highly fearful of police or prosecutors who may interview children about abusive events. This creates loyalty conflicts for children who want to protect parents, even if the parent had caused harm. Children may become very confused or upset when they are in contact with members of the legal system.

Optional activity

View a video clip of an abusive situation. [Once Were Warriors](#) is one possibility. Ask participants to discuss the following points in small groups:

What behaviors or actions of the children indicate they have established “adaptive” patterns of coping with the domestic abuse?

How do the children exhibit symptoms, and would these be interpreted as post-traumatic stress symptoms?

E. Interviewing children about family violence

Review and discuss handout

Briefly review the handout “How children are interviewed about family Violence.” Explain that interviewing children is a very specialized skill handled in most agencies by CPS workers. Make the link to earlier discussion by asking how interviewing addresses some of the issues and behaviors covered in previous handouts “Defining the intersection between domestic abuse and children” and “How exposure to domestic violence hurts children.”

F. Optional: mandated reporting of child abuse

Depending on the audience (new vs. experienced staff) and the recency of other agency training, consider closing this section with a review of child abuse mandated reporting responsibilities.

Participant Handouts

Intersection of domestic abuse and child physical abuse

- 72% of sheltered women reported that children were involved in the violent situation
- 45% of sheltered women reported that child abuse had occurred in the violent situations.
- 22.8% of husbands who are violent with their wives physically abuse their child
- 23.9% of wives who are violent with their husbands physically abuse their child
- Each additional act of husband-to-wife violence increases the odds of physically abusing the child by an average of 12%.
- Each additional act of wife-to-husband violence increases the odds of physically abusing the child by an average of 4%
- Child abuse is 15 times more likely to occur in families where domestic violence is present

Handout Sources:

Ross, S. (1996). Risk of physical abuse to children of spouse abusing parents. Child Abuse and Neglect, 20 (7), 589-598.

Stacey, S., & Shupe, A. (1994). The family secret. Cited in M. McKay. The link between domestic violence and child abuse; Assessment and treatment considerations. Child Welfare XXIII, (1).

Defining the intersection between domestic abuse and children

In homes where adult partner violence takes place, children can be victimized in the following fashion:

Children witness the adult partner violence by

- Viewing it
- Seeing the result
- Hearing it
- Being deprived of parental care and attention

Being a party to the violence

- Intervening
- Summoning assistance
- Being injured as a bystander
- Being injured to punish the other adult
- Triggering abuse to reduce tension
- Triggering abuse to deflect it from the adult target
- Becoming an informant

Becoming a perpetrator

- Assaulting the adult perpetrator
- Killing the adult perpetrator
- Assaulting sibling
- Assaulting parent as an adolescent
- Assaulting dating partner
- Abusing and adult intimate partner
- Abusing their own child as a parent

How exposure to domestic abuse violence hurts children

Physical injury

Emotional injury

Negative role models

Ineffective parenting

Attachment disruption

Compromises/impairment of development

Scenarios: domestic abuse and children

Directions: Read the following three scenarios and identify indicators of the “harm” to the children in each scenario.

1. Diane is a 6-year-old female who has revealed to her guidance counselor that last night her father again “beat on” her mother by punching her in the head, choking her, and threatening her with a gun. Diane’s father is an alcoholic. Diane’s way of coping with the consistent family violence is to hide in the closet whenever the eruptions occur. Her mother has taken the children and left before, but not in a long time as grandma won’t help anymore.

2. Andrew is a 10-year-old boy who just entered the local shelter with his mother and two younger siblings. It was noted that they all had bruises in various stages of healing on their bodies. Upon inquiry, the mother revealed that prior to last night her boyfriend had only been emotionally abusive toward herself and the children.

3 The police were called to Sarah’s (age 4) and Michael’s (age 11) home last night as a domestic dispute was reported by the neighbors. When the police arrived, they found Michael wielding a baseball bat in an effort to protect his mother and sister. This is the fourth time the children’s mother had to be admitted to the hospital due to injuries incurred during a domestic dispute. When confronted by this fact, their father broke down crying, saying that it was all due to his having been laid off from work and that he was sorry.

Long-term effects on children

Cognitive abilities

Emotional regulation

Social interactions

Behavioral manifestations

Self-concept impairment

How children are interviewed about family violence

THESE ARE EXAMPLES OF THE KINDS OF QUESTIONS ABOUT FAMILY VIOLENCE THAT CHILD PROTECTIVE SERVICES STAFF AND OTHER INVESTIGATORS ASK CHILDREN. THE EXAMPLES ARE INCLUDED FOR INFORMATION ONLY AND ARE NOT INTENDED FOR USE BY CALWORKS STAFF.

Actual Violence

- What happens when the people in your house disagree, argue, fight? (“People” may be clarified by replacing it with adults, siblings, parents.)
- Does anyone get hurt when there are fights at your house? Ask follow-up questions for clarification.
- Has anyone gone to the doctor or been taken to the hospital in an ambulance after a fight?
- Have the police or sheriff been to your house because of a fight?

Implied violence

- Has anyone in your house ever gone to jail?
- Do you have any pets? If yes, have they ever been hurt?
- Has anything ever been broken during a fight?
- Has anyone ever put any holes in the walls, doors, or windows during a fight?
- Are you ever afraid at home? Tell me about it.
- Is anyone else at home ever afraid? Tell me about it.

Risk to a child due to family violence

- Have you ever been hurt when other people have been fighting?
- What do you do when other people are fighting at your house? What do your siblings do?
- How do you feel when other people are fighting?
- Do you ever talk to anyone about the fights?
- Who do you go to about the fighting?

- Has anyone ever had or used a knife or gun during a fight?
- Does anyone ever get drunk or high at your house?
- Do you feel safe at your house?
- Do you ever wish someone would leave your house?
- Do you ever want to hurt someone or yourself?

Trainer Overheads

Domestic abuse hurts children

Physical injury

Emotional injury

Negative role models

Ineffective parenting

Attachment disruption

Compromised/impaired development

Long-term effects on children

Cognitive abilities

Emotional regulation

Social interactions

Behavioral manifestations

8. Issues for disabled, adolescent and immigrant clients

Training topics

- A. Clients with disabilities
- B. Adolescent clients
- C. Immigrant clients

Participant handouts

Common characteristics of victims of intimate crimes

Vulnerability to domestic abuse – the disabled

Teen power and control wheel

Teen dating violence

Special issues for immigrants who are victims of domestic abuse

Documentation of battered noncitizen eligibility for CalWORKs

Deeming and sponsored noncitizens who are domestic abuse victims

Serving battered noncitizens

Trainer Overheads

Common characteristics of victims of intimate crimes

Vulnerability to domestic abuse – the disabled

Other forms of abuse experienced by disabled clients

Interviewing issues

Special issues of immigrants who are victims of domestic abuse

A. Clients with disabilities

Presentation

According to the National Council on Disability, people with disabilities, as a group, are older, poorer, less educated and less employed than people without disabilities.

Most of the issues that confront crime victims with disabilities are those that affect all crime victims. They include underreporting of crimes; a lack of responsiveness from law enforcement or prosecutors based on a perceived lack of credibility on the part of the victim; repeated victimization; lack of effective, appropriate services; physical or social isolation of the victim; and a judicial process that is centered on the rights and needs of the offender, not the victim. However, important issues and even distinctions must be emphasized when serving victims with disabilities.

Activity

Review handout and overhead titled “Common characteristics of victims of intimate crimes.” Inform participants that many of the items in their handout have already been covered.

Ask participants to break into small groups and come up with factors, in addition to the items listed in their handouts, that would be specific to victims of abuse who are also physically or mentally limited or disabled. Chart responses on an easel pad. In addition to participant suggestions, cover the learning eight points in the overhead and handout titled “Vulnerability to domestic abuse – the disabled.”

Review and discuss handouts

Review overhead “Other forms of abuse experienced by disabled clients.” Discuss some of the forms of abuse that are not issues for nondisabled people.

Review overhead “Interviewing issues.” When interviewing a client who is limited or disabled, the language you use is important. “Victim” is a loaded term in the disability rights community. The term reinforces an already-existing, socially imposed negative identity. Historically, disabled people have been considered “victims” of their disability. Disability advocates have struggled to transform their identity from “victim” to something more positive; therefore, admitting victimization is often denoted as a setback.

“Special services” is another term loaded with negative connotations. Disabled people want the services to which they are entitled. “Individualized services” is a better conceptualization.

B. Adolescent clients

Presentation

Adolescents, including Cal-Learn clients, are especially susceptible to power and control tactics of batterers. Minors have the same rights to restraining orders as adults. Adolescent clients may turn to social services for help in dealing with dating violence or domestic abuse.

Signs of abuse of an adolescent include:

- Bruises, bite marks, black eyes or unexplained physical injuries
- Unwillingness to discuss a relationship
- Withdrawal
- Spending a lot of time alone

Review and discuss handouts

- “Teen power and control wheel.” Compare and contrast to control wheel in the dynamics section. Note the importance of peer pressure to this age group.
- “Teen dating violence.” Review questions workers and clients can consider in assessing a relationship.

C. Immigrant clients

Review and discuss handout

Violence can be found in all cultures. Effective intervention requires addressing the client’s needs in an appropriate cultural context. Immigrant clients who are victims of domestic abuse have additional issues that should be recognized and addressed for the development of a meaningful welfare-to-work plan.

Review overhead and handout titled “Special issues for immigrants who are victims of domestic abuse.” Ask participants if they can think of specific tactics abuser can use to assert power and control if the intimate partner is a noncitizen. Record the answers on easel pad paper.

Presentation

The 1994 Violence Against Women Act allows an abused noncitizen spouse or child of a U.S. citizen or lawful permanent resident to self-petition in the INS for lawful immigration status. The purpose of this provision is to let noncitizens who may have their immigration status used as a means of control to petition on their own for immigration.

There are differences between federal and state eligibility requirements for TANF. For the state CalWORKs program there are no additional eligibility requirements for battered noncitizens. Individuals who apply for aid, state that they are a victim of domestic abuse, and otherwise are eligible for aid should be enrolled in state CalWORKs.

Note: As explained in detail in ACL 00-07, food stamp eligibility follows federal guidelines. This training focuses on CalWORKs.

Battered noncitizens are eligible for CalWORKs a PRUCOL (Permanently Residing Under the Color of Law) if they have one of the following:

- An INS document indicating an approved petition or a pending petition that sets forth a prima facie case
- A court order from the Executive Office for Immigration Review

There are also special provisions for handling sponsored noncitizen victims of domestic abuse applications. For all cases, counties should make available all resources for victims of domestic abuse and maintain confidentiality.

Review handouts

“Documentation of battered noncitizen eligibility for CalWORKs”

“Deeming and sponsored noncitizens who are domestic abuse victims”

“Serving battered noncitizens”

Participant Handouts

Common characteristics of victims of intimate crimes

Victims of domestic abuse are diverse.

They are predominantly women.

They under-report crimes.

They lack responsiveness from law enforcement or prosecutors based on a perceived lack of credibility on the part of the victim.

They experience repeated victimization.

They lack effective, appropriate services.

They are physically or socially isolated.

The judicial process is centered on the rights and needs of the offender, not the victim.

Vulnerability to domestic abuse – the disabled

Important issues and even distinctions must be emphasized when servicing victims with disabilities, for example:

1. They have higher risk of victimization than individuals without disabilities.
2. They face a greater risk of being revictimized, often at the hands of a caregiver or family member.
3. Victims may not be in a position to report the crime without fear of retaliation from the caregiver.
4. A crime victim with a disability or a person who becomes disabled due to crime may not have the resources or the physical stamina to cope with the delays and hurdles that typically occur in the criminal justice system.
5. Employment continues to be the area with the widest gulf between those who are disabled and those who are not. *
6. Education is a problem. More than one out of five (22 percent) adults with disabilities age 18 and over has not graduated from high school, compared to only one out of 10 adults without disabilities. *
7. Their income is lower. Twenty-nine percent of adults with disabilities live in a household with an annual income of less than \$15,000, compared to only about ten percent of those without disabilities. *
8. They are more socially isolated. As a group, disabled adults do not participate as frequently in politics, religion and social activities.

Handout Sources:

*National Organization on Disability. (2000). [The 2000 N.O.P./Harris survey of Americans with disabilities](#) [on-line].

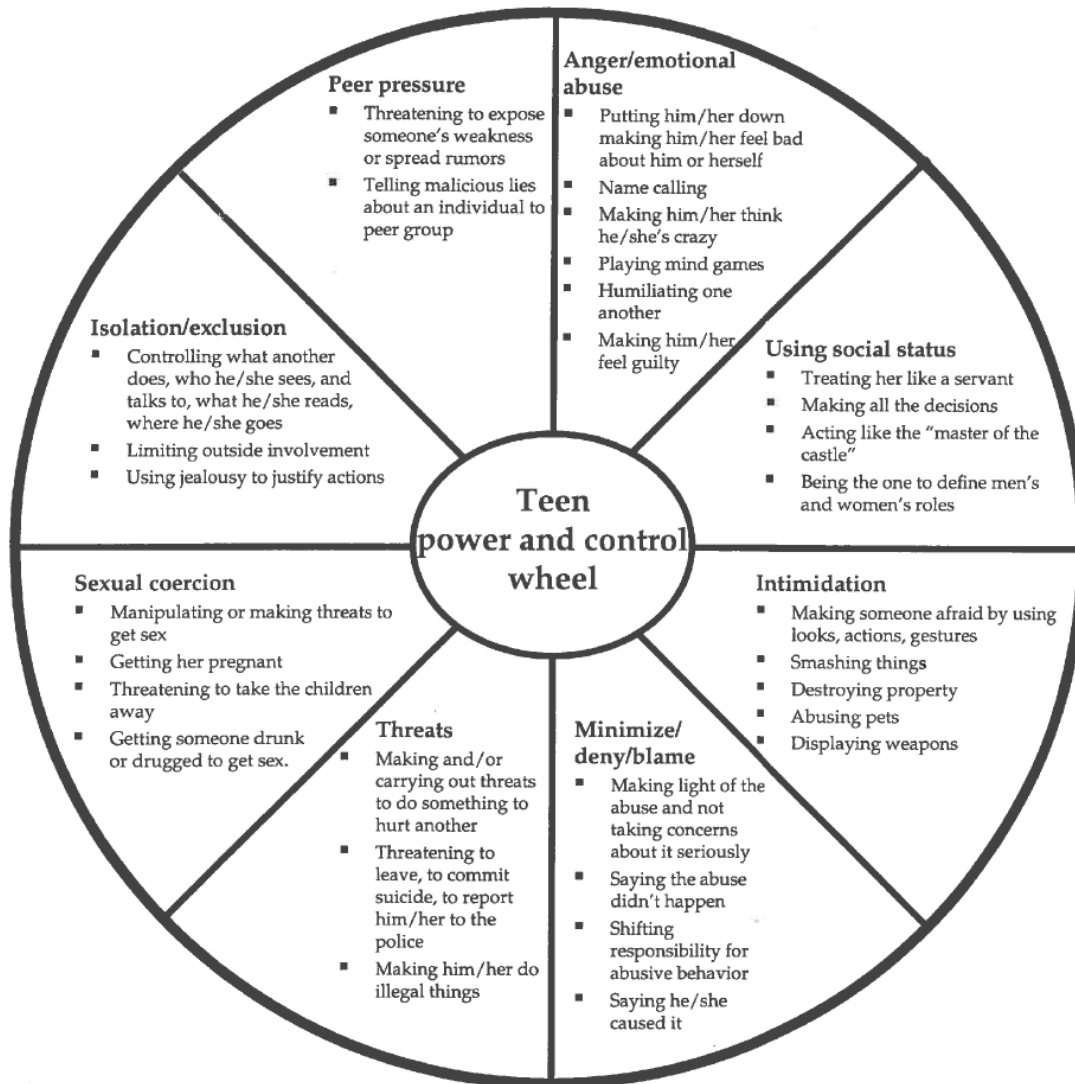


Figure 8: Teen Power and Control Wheel Handout

Handout Sources:

Reprinted by permission of Los Angeles Commission on Assaults Against Women.
Adapted from the Domestic Abuse Intervention Project in Duluth, Minnesota.

Teen dating violence

Teens involved in a dating relationship that is abusive or potentially abusive can consider these questions:

- Is your partner jealous or possessive?
- Does your partner dislike your friends?
- Does your partner not let you have friends?
- Does your partner have a “quick temper”?
- Does your partner have traditional ideas of gender roles?
- Does your partner try to control you and want to make all of the decisions?
- Do you worry about how your partner will react to things you say or do?
- Do you get a lot of verbal teasing from your partner?
- Are you comfortable with your partner’s “playful” slaps and shoves?
- Does your partner’s behavior change if he or she drinks or uses drugs? Does your partner pressure you to use drugs or alcohol?
- Do you feel it is your responsibility to make the relationship work?
- Are you afraid of what your partner might do if he or she becomes angry?
- Are you afraid to end the relationship?
- Do you believe that your partner will not accept breaking up?
- Does your partner blame you when he or she mistreats you?
- Does your partner pressure you to have sex, force you to have sex, or hurt you during sex?

Special issues for immigrants who are victims of domestic abuse

1. **Fear of justice system:** Immigrant women in their native countries may have experienced a court system that favors men and the economically powerful.
2. **Fear of deportation:** Immigrant clients may fear that any legal action they take to stop the abuse will also result in their (or their partner's) deportation.
3. **Fear for family in country of origin:** Batterers will use threats in many domains to stay in control and keep the partner from leaving.
4. **Family issues:** Women from various countries or religious backgrounds have strong beliefs that they are responsible for keeping the family intact.
5. **Language issues:** The children are often used as translators, presenting significant problems for confidentiality and safety. The presence of an interpreter may increase shame and embarrassment. Untrained interpreters may change the meaning or impact of a victim's statement.
6. **Safety issues:** Referral to a shelter may further isolate an immigrant client. The only community available may be the one that supports the perpetrator.

Remember, in developing specialized safety plans, a noncitizen leaving home must have with them all documentation – green cards, passports, etc.

Offender tactics

Domestic abuse is a pattern of purposeful behavior directed at achieving power or control over an intimate partner. The more vulnerable the partner, the more powerful the abuser. Situations in which the abused is an immigrant, or noncitizen, the abuser has additional powers. The following are some tactics used to exert power and control:

1. Emotional abuse in the form of
 - a. Lying about immigration status to authorities, to social workers, or to family
 - b. Using racial slurs to demean and humiliate
2. Sexual abuse
 - a. Calling a woman a mail order bride
 - b. Alleging prostitution on legal documents

3. Intimidation
 - a. Hiding important papers (ID card, passport)
 - b. Failing to file papers to legalize immigration status
4. Threats
 - a. To report the victim or children to the INS
 - b. To take children from United States

Documentation for battered noncitizen eligibility for CalWORKs

Individuals who possess the following documents and who meet all other eligibility requirements are eligible to CalWORKs as Permanently Residing Under the Color of Law (PRUCOL).

INS documents indicating approval of a petition or application as a battered noncitizen
I-797 or I-797C indicating approval of an I-360 or I-130 petition*

OR

Final order or notice from an immigration judge, the Board of Immigration Appeals or federal court granting suspension of deportation or cancellation of removal

INS documents indicating a prima facie determination (the case has merit on the face value of the evidence and has been placed in deferred action)

I-797 or I-797C indicating that the applicant has established a prima facie case

OR

An immigration court or Board of Immigration Appeals order indicating that the applicant has established a prima facie case for cancellation of removal or suspension of deportation

Other documents

Other INS documents can constitute acceptable proof as a battered noncitizen. To verify that the documentation is acceptable proof, follow procedures for faxing requests and documents to the INS Vermont Service Center or an immigration court.

ACL 00-07 provides more detailed information on serving battered noncitizen clients.

Handout Sources:

ACL 00-07.

*I-360 petitions are based on the status of a widow or widower or a U.S. citizen or a self-petitioning spouse or child of an abusive citizen or legal permanent resident. I-130 petitions are based on the following relationships: husbands or wives of U.S. citizens or legal permanent residents; unmarried children under 21 years old of U.S. citizens or legal permanent resident; or unmarried sons or daughters age 21 or older of legal permanent residents.

Deeming and sponsored noncitizens who are domestic abuse victims

- Normal eligibility criteria apply
- For one year, sponsor income and resources are excluded from eligibility determination
- Exemption of sponsor income and resources may extend beyond one year if;

Abuse has been recognized by an order of a judge or administrative law judge

OR

INS has made a prior determination that abuse did occur

AND

CalWORKs eligibility criteria continue to be met

Serving battered noncitizens

- Refer battered noncitizens to local legal resources for possible assistance with petitioning the INS as a battered noncitizen
- Provide full range of county services and resources for domestic abuse victims.
- Maintain confidentiality

Trainer Overheads

Common characteristics of victims of intimate crimes

- 1. Victims of domestic abuse are diverse.**
- 2. They are predominantly women.**
- 3. They under-report crimes.**
- 4. They lack responsiveness from law enforcement or prosecutors based on a perceived lack of credibility on the part of the victim.**
- 5. They experience repeated victimization.**
- 6. They lack effective, appropriate services.**
- 7. They are physically or socially isolated.**
- 8. The judicial process is centered on the rights and the needs of the offender, not the victim.**

Vulnerability to domestic abuse – the disabled

Higher risk of victimization than individuals without disabilities

Greater risk of being revictimized, often by a caregiver

May not be in a position to report the crime without fear of retaliation from the caregiver

May not have resources or physical stamina to cope with the delays and hurdles that typically occur in the criminal justice system.

Underemployed

Less educated

Lower income

More socially isolated.

Other forms of abuse experienced by disabled clients

Denial of medication

Withholding attendant services

Denying access to assistive devices

Interviewing issues

Certain words may be loaded with negative connotations

Victim – The term reinforces an already-existing, socially imposed negative identity. A straightforward term like “man with disabilities” or “client with a disability.”

Special services – Disabled people want the services to which they are entitled. “Individualized services” is better.

Special issues for immigrants who are victims of domestic abuse

Fear of justice system

Fear of deportation

Fear for family in country of origin

Family issues

Language issues

Safety issues

9. Community resources

Recommended approach – panel

Alternative approach – presentation

Recommended approach – panel

Brief panel presentations and a question-and-answer session can give training participants some firsthand knowledge of local resources. Allow two hours if you can take this approach to the topic of community resources. Steps to consider in arranging, running, and following up on a panel are outlined below.

Before training

1. Resources for dealing with domestic abuse vary from county to county. As you prepare to invite panelists, consider representatives that provide the following types of services.

Emergency services: Organization that help victims safely escape an abusive or potentially abusive situation. Services can include crisis intervention, short-term shelter, counseling and coordination of legal, health, substance abuse, mental health, and relocation services.

Transitional services: Organizations that offer longer-term residential services aimed at helping victims establish independent living arrangements. Services can include transitional housing; assistance with finding permanent housing; counseling; coordination of legal, health and substance abuse and mental health services; childcare; and assistance with employment, financial planning, transportation and other services to support self-sufficiency.

Legal services: Organizations that offer professional services and assistance in legal issues. Services can address restraining orders, custody disputes, child and spousal support, divorce, property disputes, criminal matters, victim-witness assistance and immigration issues.

Individual and group counseling: A variety of organizations facilitate one-on-one and group counseling, including victim support groups. Providers may include organizations that provide emergency and transitional services, community-based mental health services and county mental health department.

Substance abuse services: Domestic abuse cases often involve substance abuse. In addition to offering treatment services that may be needed by victims, community-based organizations and county agencies in your area may offer services helpful to non-abusing family members of a substance abuser, including support groups.

Law enforcement: Police, sheriffs, district attorneys or courts in some jurisdictions have specialized domestic abuse units.

Services for batterers: While CalWORKs staff may not be involved in these types of referrals, providers of individual and group treatment offer a perspective that rounds out the full range of community services available to deal with domestic abuse.

2. Let panelists know they will have 10-15 minutes for a presentation, depending on the number of panelists, plus time for answering questions.

3. Be specific in your requests to panelists. Describe the audience and their information needs. For representatives of some groups, such as batterer treatment providers and law enforcement, you may want presenters to describe how they work. For groups participants may make referrals to, consider asking panelists to address the following types of questions.

A. Who is eligible for services? Can they have a history of substance abuse or mental illness?

B. What is your intake process?

C. Do you take children? How many?

D. Is there a waiting list? How long? Are there services available in the interim?

E. Do you provide comprehensive services such as housing and employment assistance?

F. Are there after hours services? Emergency services?

4. Ask each panelist to bring written materials about their organization and business cards.

During the presentation

5. Assign moderator and timekeeper functions to separate people. The moderator can introduce panelists and facilitate the question-and-answer session. The timekeeper should sit in the front row and have “five minutes,” “one minute” and “stop” cards panelist can clearly see.

6. Consider taking questions after all presentations have been made. This will maintain the flow of information and help with keeping time.

7. Consider giving training participants question sheets. This will allow them to keep notes during presentations. It will also help participants who don't feel comfortable asking questions in front of the entire class.

After training

8. Follow up with panelists who offered to provide further information and distribute it to training participants.

9. Send thank you notes or letters to panelists.

Alternative approach – presentation

If time or local resources make a panel presentation impractical, consider the following possibilities for a presentation about community resources.

Involve a CalWORKs domestic abuse specialist or social worker with expertise in domestic abuse in the presentation

Offer an in-depth presentation based on the agency's domestic abuse resource list. Address as many referral and services issues as possible. (See item 3 in the panel presentation guidelines for examples of questions to answer.)

Contact service providers for printed information to distribute to training participants.