

FY 2023 PERFORMANCE PLAN

Partner/SHIFT		Project PEACE	Candice Lopez, x5003 LeDell Miller, x1513
Program Purpose	<ul style="list-style-type: none"> Reduce future violent incidents by educating clients about the cycle of domestic violence. 		
Program Information	<ul style="list-style-type: none"> Partner/SHIFT is the program’s new name as of January 2023. The former name was Arlington Abuser Intervention Program or AIP. SHIFT is an acronym standing for Shaping Healthy Interactions For Tomorrow. The program is open to Arlington County Adult residents and those adjudicated through the Arlington County court system. The program educates clients on the cycle of intimate partner abuse and non-violent problem resolution through either Batterers Intervention Program Groups (SHIFT Groups) I or individual therapy (Fathers for Change). Most clients are referred to the program by Arlington County Juvenile and Domestic Relations Court, with some referrals from the circuit court and the Child and Family Services Division. Occasionally, clients self-refer to the program. Clients are contacted for intake within five days of their referral. After completion of intake, clients are enrolled into their desired program. For SHIFT Groups the program uses the nationally recognized Emerge (emergedv.com) curriculum, specifically designed to address domestic violence with men who have used relationship violence. For women’s groups, Partner/SHIFT uses the Turning Points curriculum, specifically designed to address domestic violence with women who have used relationship violence. SHIFT groups are facilitated in both English and Spanish for men, English only for women, and interpretation is offered for all other language needs. For individual therapy the program uses the Fathers for Change modality, piloted in FY 2023. This service is currently only available to men who speak English. In March 2020, the Anger Management program was discontinued, and clients needing these services were referred to nonprofit partners. The program is funded locally through the Arlington County operating budget. Partners include Arlington Court Services, Child and Family Services Division, and Doorways (services for domestic violence survivors). The program is annually re-certified by the Virginia Batterer Intervention Program Certification Board. 		
Service Delivery Model	<ul style="list-style-type: none"> In FY 2023, groups continued to be conducted in a virtual format. Intakes were conducted virtually or in person. For FY 2024, services will continue to be primarily offered virtually with in-person services available based on client need. In FY 2024, Partner/SHIFT will continue to pilot the Fathers for Change program. 		
PM1: How much did we do?			

FY 2023 PERFORMANCE PLAN

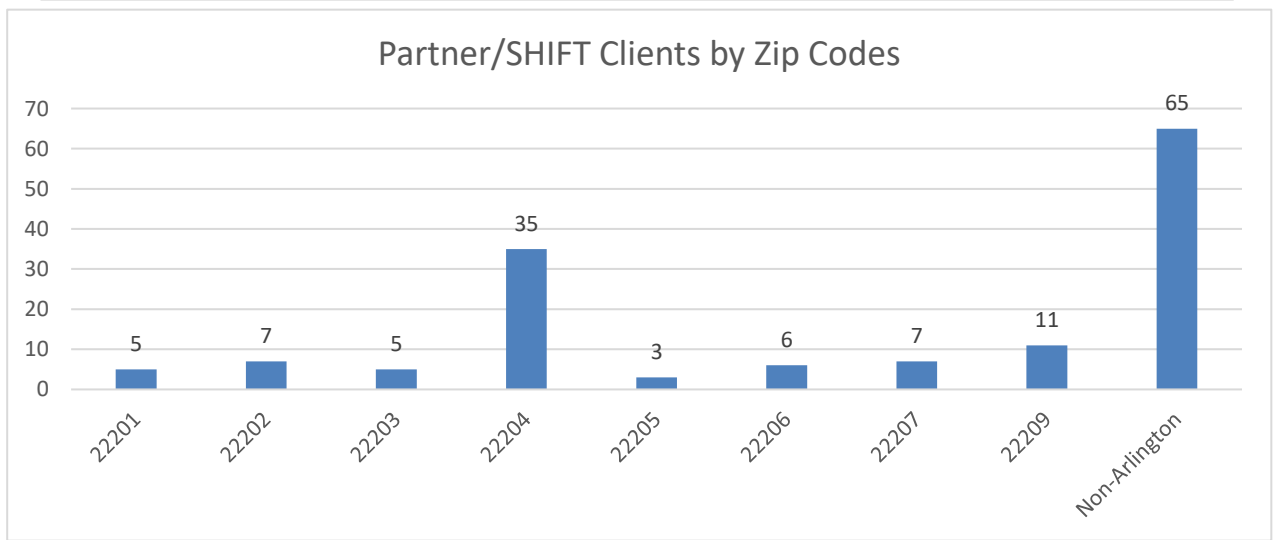
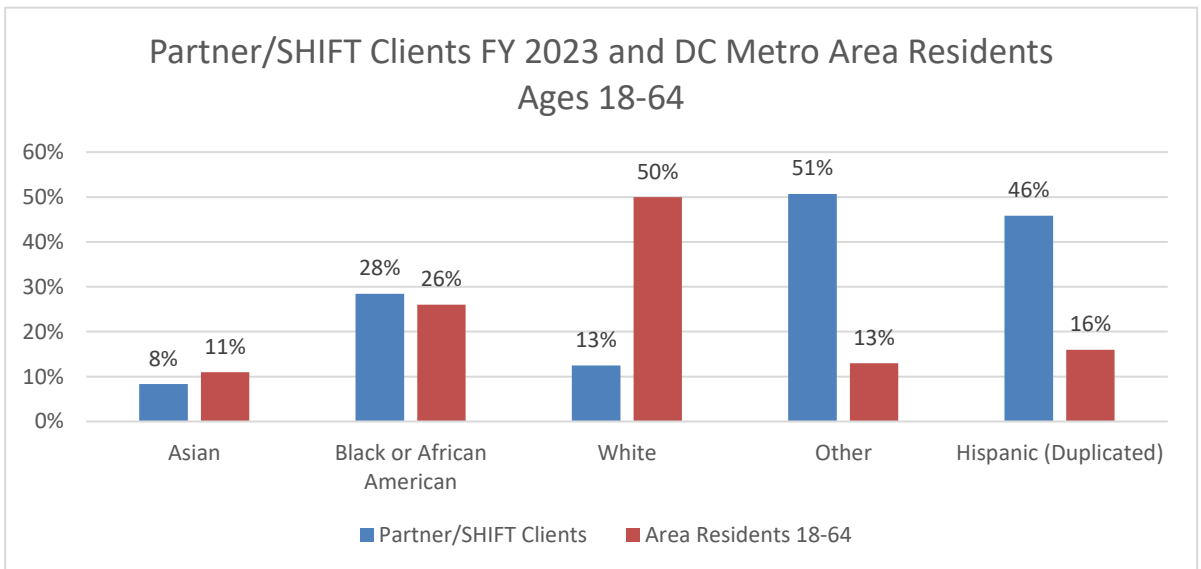
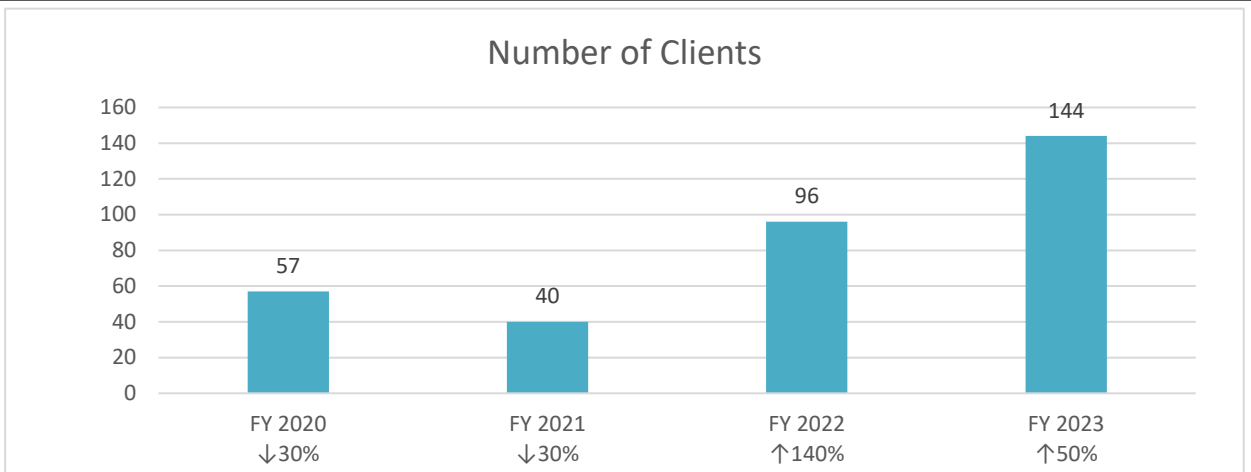
Staff	<p>1.88 FTEs:</p> <ul style="list-style-type: none"> • 0.25 FTE program supervisor • 1.0 FTE program coordinator • 0.63 FTE intake and program assistant <p>2 bilingual group facilitators, contracted PRN positions</p>				
Customers and Service Data		FY 2020	FY 2021	FY 2022	FY 2023
	Number of Clients Referred* (unduplicated w/in FY)	n/a	n/a	148	174
	Number of Clients Enrolled (unduplicated w/in FY)	57	40	96	144
	Number of group cohorts completed	6	6	10	32
	Total number of group sessions**	132	152	280	257
<p>*Number of referrals was not reported prior to FY 2022 **Number of group sessions decreased despite increase in cohorts and clients due to an increase in open/rolling groups.</p>					
PM2: How well did we do it?					
2.1	Clients contacted within five calendar days of orientation				
2.2	Referring agency staff satisfaction				
PM3: Is anyone better off?					
3.1	Program completion rates and risk scores				
3.2	Recidivism				
3.3	Clients not rearrested/convicted of an intimate-partner violence offense post-completion				

FY 2023 PERFORMANCE PLAN

Partner/SHIFT

Measure 1 Number of clients (unduplicated)

Data



FY 2023 PERFORMANCE PLAN

Data Summary

- Partner/SHIFT continued to see a trend of dramatic increase with the number of clients served increasing 50% in FY 2023, from 96 to 144.
- Data is reported from an Excel spreadsheet maintained by the program supervisor.

What is the story behind the data?

- Post-Covid the Arlington community saw an increase in cases of domestic violence both in police arrests and hotline outreach. This increase in arrests and court involvement led to continued increase in referrals and mandates for the Partner/SHIFT program.
- In FY 2022 the program saw a 140% increase in enrolled clients. In FY 2023 that trend continued with a 50% increase in enrolled clients.
- In FY 2023 Partner/SHIFT saw fewer inappropriate referrals for clients needing the discontinued anger management program or services for non-intimate-partner domestic violence. Of the 174 clients referred, 144 (83%) were enrolled in services. We attribute this decrease in inappropriate referrals to the increase outreach that Partner/SHIFT has done through targeted brochures and a client handbook (both available in English and Spanish).
- In FY 2023, 83% of clients were referred from Arlington County programs as compared to 64% the year prior. 86% of clients were male, consistent with 87% the prior FY. In comparison to the population adults ages 18-64 in the Washington, D.C. metro area, a higher proportion of clients identified as Hispanic and Black, and a lower proportion of clients identified as White.
- Non-Arlington residents increased to 45% of clients this year, vs 40% of clients last year. Since the overwhelming majority of clients were referred by Arlington County Courts, this can mean that the clients committed the crime in Arlington but are no longer, or never were, Arlington residents. Additionally, during most of FY 2023, Partner/SHIFT took out of county referrals. Partner/SHIFT stopped taking out of county referrals beginning in April of 2023.
- To accommodate increased service demand, Partner/SHIFT recruited and hired their first clinical intern in June 2023. They will start in August 2023 and provide clinical support for a full academic year.
- The proportion of Hispanic clients increased from approximately 1/3 in FY 2022 to 1/2 in FY 2023. To expand outreach to the Hispanic community, as a member of Project PEACE's Goal 2 group, Partner/SHIFT supported outreach efforts to promote the No Wrong Door Guide in English and Spanish.

Recommendations

- Expand reach to vulnerable populations by partnering with Offender Aid and Restoration to deliver services in the detention facility.
- To accommodate increased service demand, develop recruitment and training practices to volunteers in supporting services.
- Explore obtaining data from ACPD on Domestic Violence arrest data to determine proportionality of program participation.

Target Dates

- January-February 2024
- Begin recruiting volunteers in Fall 2023
- FY 2024 Q2

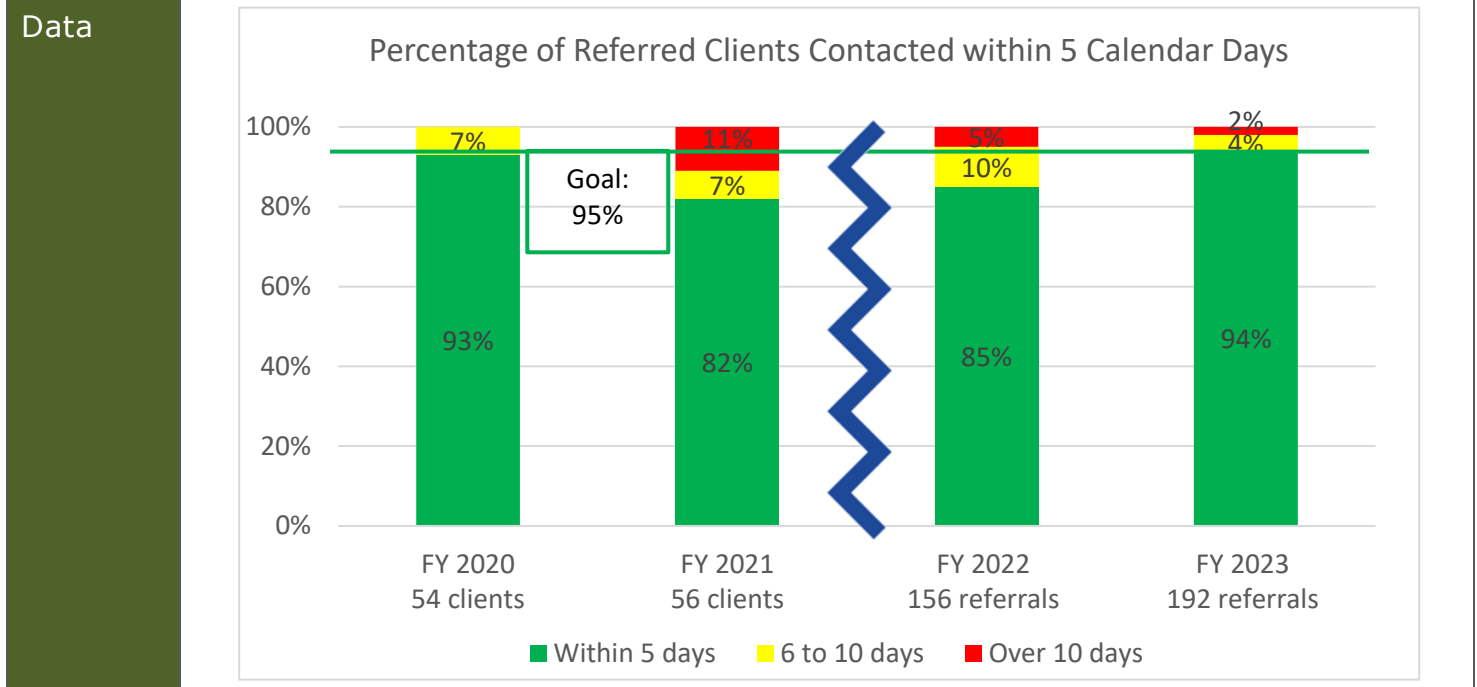
Forecast

- For FY 2024, Partner/SHIFT expects the number of clients to decrease to 100, as the program has stopped accepting out of jurisdiction referrals.

FY 2023 PERFORMANCE PLAN

Partner/SHIFT

Measure 2.1 Clients contacted within five calendar days of referral



Data Summary

- In FY 2022, the measure was revised to report the percentage of clients contacted within 5 days of referral.
- In FY 2023, 94% (181 of 192) referrals were contacted within 5 calendar days.
- Data reflects referrals rather than unduplicated clients – individuals who were referred multiple times are duplicated in this measure.
- This chart displays information on all clients referred in FY 2023, including those who did not engage in ongoing services.
- Data is kept on a spreadsheet maintained by program coordinator.

What is the story behind the data?

- The Partner/SHIFT program is certified by the Virginia Batterer Intervention Program Certification Board. VBIPCB standards state that the referred clients must be in contact with the program within 5 days of the referral and that the time between initial contact with client and the beginning of intake and assessment is 10 days or less.
- Increased administrative staff and an updated intake process ensured more clients were contacted within 5 days of the referral.

Recommendations	Target Dates
------------------------	---------------------

- | | |
|---|--|
| <ul style="list-style-type: none"> • Continue to review data for this measure on a quarterly basis to assess impact of changes on engagement timeliness. | <ul style="list-style-type: none"> • FY 2024 Q2 |
|---|--|

Forecast

FY 2023 PERFORMANCE PLAN

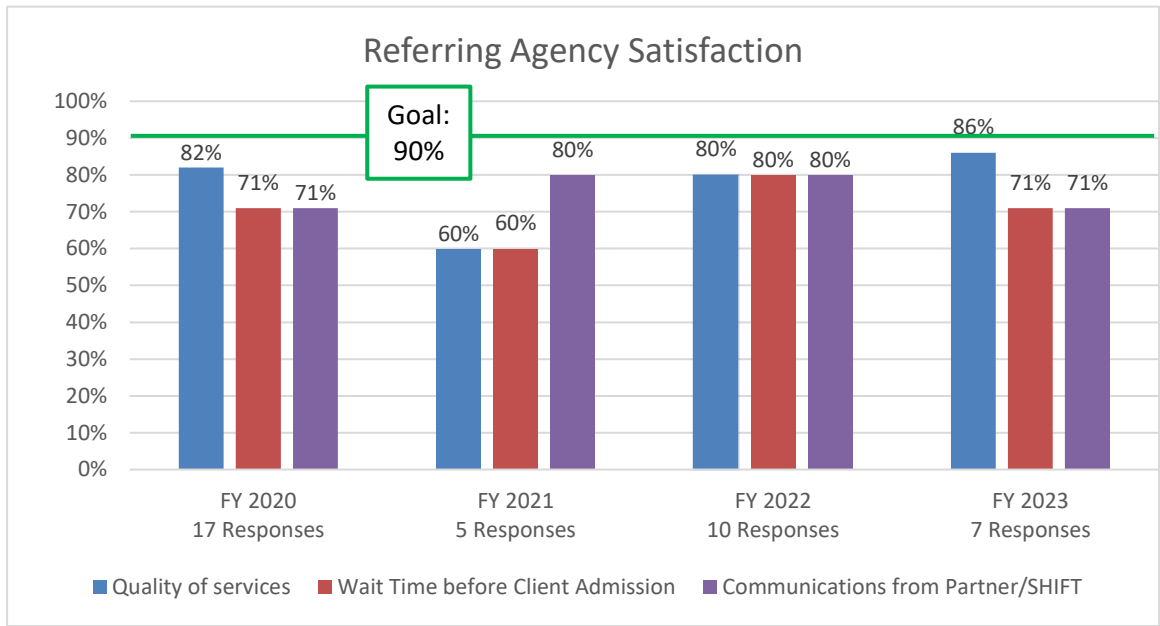
- It is expected that 95% of clients will receive first contact within five calendar days in FY 2024.

FY 2023 PERFORMANCE PLAN

Partner/SHIFT

Measure 2.2 Referring agency staff satisfaction

Data



Data Summary

- An online survey is sent annually to referring individuals. Primary referral sources are Juvenile/Domestic Relations Court and Child Protective Services (CPS).
- Respondents select their level of satisfaction on a 5-point scale. Percentages above reflect "slightly satisfied" and "satisfied" ratings.
- In FY 2023, 86% of referring staff surveyed were satisfied/somewhat satisfied with service quality, 71% with wait time, and 71% with the program's communications.
- The response rate for the FY 2023 survey was 47% (7 of 15 respondents).

What is the story behind the data?

- In FY 2023, 100% of respondents stated that they observed positive changes in their clients after Partner/SHIFT services were completed, up from 80%.
- Respondents were encouraged to leave qualitative feedback. Some respondents gave praise to the contract facilitators and the program coordinator for enhancing the program and making it more accessible for clients. Recommendations for changes included timelier communication. One respondent wrote, "Very easy to access services and make referrals."
- In spring FY 2023, Partner/SHIFT began providing intake reports to referring agencies for each enrolled client.
- In FY 2022 and 2023 client feedback survey were offered, however completion rates were low with only 7 participants completing in FY 2023. Despite opportunities to complete the survey increasing with the survey being offered during groups and sent via email when participants completed the program. Client survey became available in Spanish in June 2023.

Recommendations

- Review curriculum options and provide handouts for participants as added educational materials.

Target Dates

- FY 2024 Q4

FY 2023 PERFORMANCE PLAN

<ul style="list-style-type: none">• Move survey to April to ensure buffer of time to acquire, review and troubleshoot.• Review survey administration process to ensure it is sent consistently to clients prior to program completion.	<ul style="list-style-type: none">• FY 2024 Q3• FY 2024 Q2
Forecast	
<ul style="list-style-type: none">• Anticipate that 95% of respondents will report satisfaction with quality of services, 80% will report satisfaction with wait time, and 80% will report satisfaction with communications.	

FY 2023 PERFORMANCE PLAN

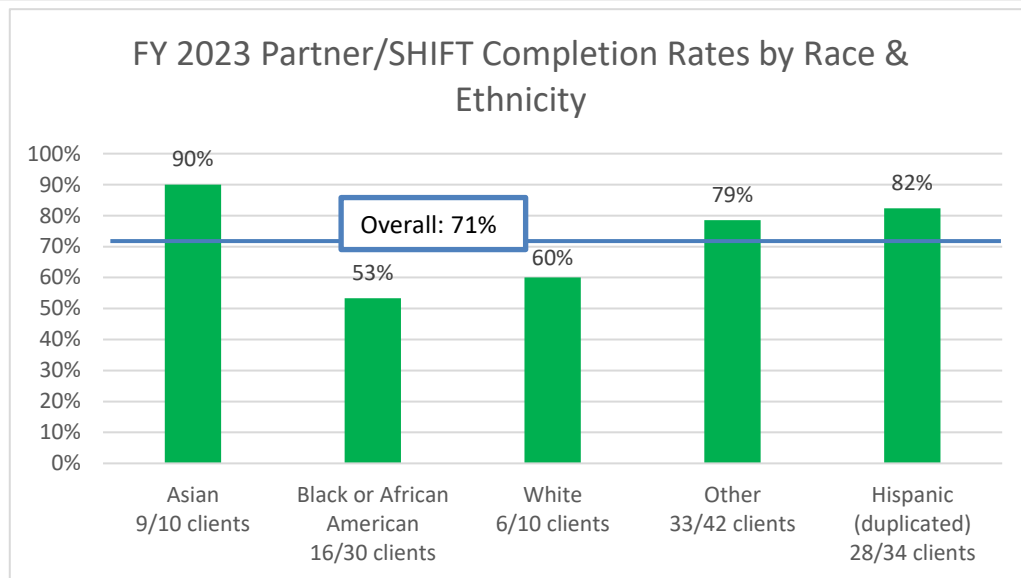
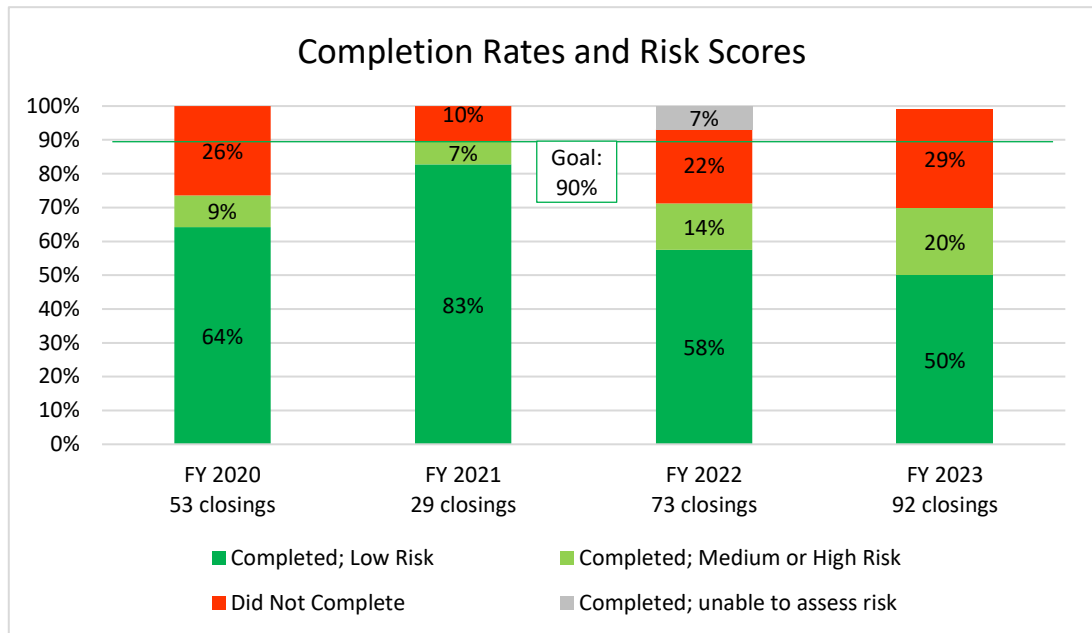
Partner/SHIFT Program

Measure

3.1

Program completion rates and risk scores

Data



Data Summary

- In FY 2023, 92 individuals closed to the program. Of these individuals, 65 completed the program successfully. 46 or 50% of these clients were deemed to be low-risk.
- Program completion data and risk scores as assessed by the program clinician are tracked by the program supervisor on a spreadsheet. Clients who entered the program more than once are duplicated.
- Race and ethnicity data excludes clients for whom race or ethnicity was not recorded. Clients who entered the program more than once are deduplicated.

FY 2023 PERFORMANCE PLAN

What is the story behind the data?

- In FY 2023, 71% of clients who were accepted to the program and eligible for completion in the program completed successfully, down slightly from 78% in FY 2022.
- The majority of non-completions were due to clients’ attendance noncompliance, missing more than 2 classes. The Partner/SHIFT program continues to see a high number of clients who have other challenges to engagement, such as mental health and/or substance use issues.
- Completion rates were lowest for clients who identified as Black or African American. Many of these clients had behavioral health needs. Of the 14 Black clients who did not complete the program, 7 disengaged from their behavioral healthcare services, and several others did not enroll in behavioral health services.
- High-risk behaviors include significant criminal involvement, minimization, low insight, impulsivity, ongoing anger, and continuing incidents with the victim. These are chronic, long-standing challenges that are often not resolved by an 18-week program. Clients are no longer able to be successfully discharged from services being at “high risk” or “unable to assess risk”, and these clients were either recommended to be extended in the program or terminated.
- Clients who exhibited or expressed substance use or mental health concerns while in services are recommended to complete respective evaluations and follow through with treatment recommendation, in order to re-enroll in the program.
- Returning clients that have 2 or more episodes of BIP services are also required to complete substance abuse and mental health evaluation, and show 60 days of compliance of service, if services are recommended.
- In Fall 2022, the program began using the HITS screening tool with the victims at end of program to support risk assessment scores.
- Completion Rates by gender were 69% for males (55) and 83% for females (10), as compared to 88% for males and 73% for females in FY 2022.
- Completed Recommendations.
- In Fall 2022 launched a new referral form that includes the Domestic and Family Violence Risk Assessment and Management Framework. [See new referral form and risk assessment here.](#) The comprehensive information captured on the new form enables the program to more effectively support clients.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Begin using the Traumatic Brain Injury (TBI) screening tool with the victims at beginning of program to support risk assessment scores. • Assess absence policy to see how we can add some flexibility to increase number of clients who are able to successful complete the program. • Identify and begin tracking metrics related to mental health, substance use and other barriers related to program completion. 	<ul style="list-style-type: none"> • FY 2024 Q1 • FY 2024 Q1 • FY 2024 Q2

Forecast

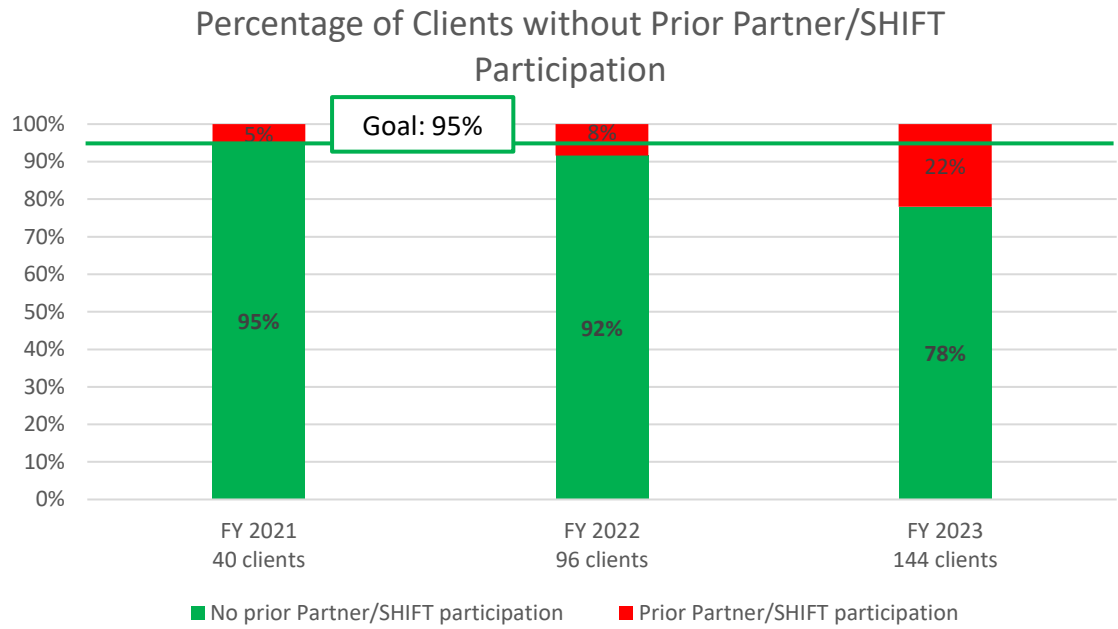
- Anticipate rates of completion will increase closer to 80% in FY 2024.

FY 2023 PERFORMANCE PLAN

Partner/SHIFT

Measure 3.2 Recidivism

Data



Data Summary

- In FY 2021, the program implemented a new measure to assess the percentage of clients with prior Partner/SHIFT involvement.
- Data is obtained from client self-report, referral report, and the electronic health record and tracked by the program supervisor in a spreadsheet.

What is the story behind the data?

- In FY 2023, 78% or 32 of the program participants disclosed no prior Partner/SHIFT involvement as compared to 92% the prior year.
- Partner/SHIFT teaches and models skills that individuals can apply to change behavior patterns; however, application of these skills depends on individual motivation, some individuals require more than one 18-week session to achieve lasting changes.
- Of the 32 clients with prior known Partner/SHIFT involvement, 15 returned in the same year after initially terminating voluntarily or due to lack of attendance. Of those 15, 6 unsuccessfully terminated for a second time. The vast majority of those who terminated twice had higher rates of non-engagement with needed mental health or substance abuse services.
- It is expected that the recidivism rate will remain steady as we continue to see high rates of clients in need of dual mental health or substance use and Partner/SHIFT services.

Recommendations

- Continue to assess patterns for clients who repeat the program, to determine whether separate programming for repeat clients is required.
- Engage BHD in partnership to better serve clients with mental health and/or substance use needs.

Target Dates

- Ongoing
- FY 2024 Q2

FY 2023 PERFORMANCE PLAN

Forecast

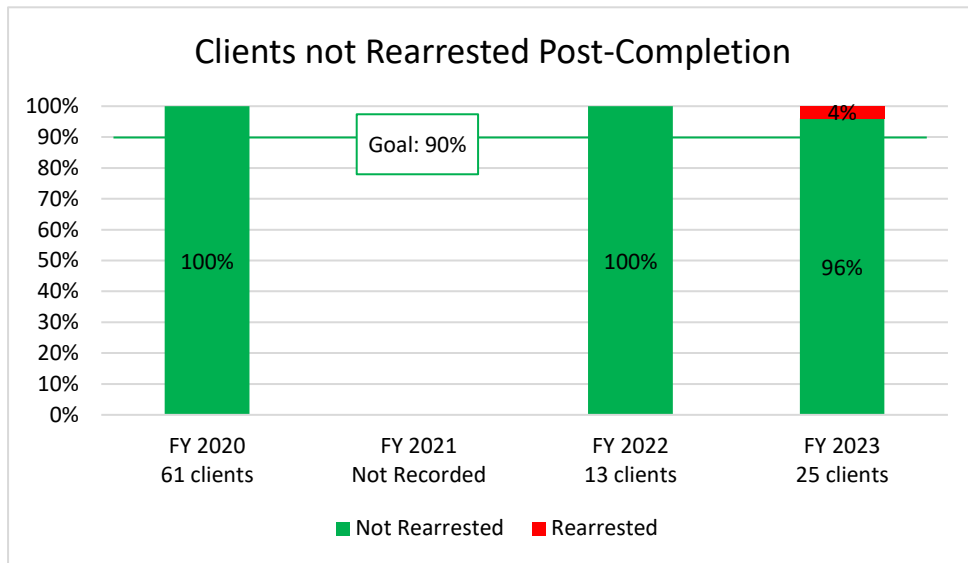
- In FY 2024, it is estimated that 85% of program participants will have no prior Partner/SHIFT involvement.

FY 2023 PERFORMANCE PLAN

Partner/SHIFT

Measure	3.3	Clients not rearrested/convicted of an intimate-partner violence offense in Arlington post-completion
----------------	-----	---

Data



Data Summary

- Partner/SHIFT manager submits to Arlington court staff the names of those Arlington clients who have completed the program in the previous year and for whom Partner/SHIFT still has an active release of information; court staff runs a report of those who had another intimate-partner violence charge and supplies the number of matches.
- In FY 2023, data was obtained for 25 clients who completed the program in the previous year, all of whom but one avoided rearrest post-completion.
- Data is not collected for clients who reside outside Arlington County.

What is the story behind the data?

- This measure only reflects rearrests that occur in Arlington County after completion of the program. Some clients are re-arrested while in the program. In FY 2023 there was one arrest while client was in service, but client continued with service due to charge being for an incident that happened before client engaged in services. Information on client re-arrested are collected either during the referral process, due to client being re-referred to services, or by report of client being detained while receiving services.
- Of the 31 clients Partner/SHIFT requested re-arrest data on, only 25 could be reported and of those only 1 resulted in a re-arrest post program completion. There are many reason Partner/SHIFT is unable to request data on all completed clients. For example, some rollover clients from the previous fiscal year have expired releases of information before the end of the next fiscal year. Some clients may request shorter expiration dates for their releases. Additionally, after the program, some clients may leave the jurisdiction and therefore cannot be reported on.
- To prevent recidivism long-term, the program has added clinical focus with one-on-one sessions upon request. These sessions may focus on communication skills, coping, boundaries, improving empathy, provide ongoing support and processing feelings.

FY 2023 PERFORMANCE PLAN

Recommendations	Target Dates
<ul style="list-style-type: none">• Continue to work with regional partners to explore potential to obtain statewide re-arrest data as well as data for arrests that occur in Arlington.• Explore developing processes to collect follow-up data from victims.• Explore option of a 3rd phase peer support group for clients who have completed the program.	<ul style="list-style-type: none">• Ongoing• FY 2024 Q2• FY 2024 Q2
Forecast	
<ul style="list-style-type: none">• In FY 2024, it is estimated that 95% of program participants will not be rearrested for intimate-partner violence in the year after completion.	