

Problem & PURPOSE

- No individualized plans for domestic violence survivors led to inconsistent and sometimes conflicting advice.
- Survivors did not consistently work with the same staff member.
- Lack of structure hindered survivor progress and empowerment.
- Survivors reported frustration from having to retell their stories to multiple advocates.
- Increase survivor empowerment by shifting to case management.
- Provide consistent, individualized, evidence-based support.
- Increase employee job satisfaction.

Available Knowledge & Rationale

- Domestic violence (DV) affects ~ 10 million annually.
- DV shelters provide safety and a chance to rebuild.
- Conservation of Resources theory (COR) created by Hobfall.
- Needs vary by individual; personalized care is essential.

Methods

- DV shelter in a Midwestern U.S. city.
- 28-day emergency shelter for men, women, and children.
- Improve support by shifting advocates to dedicated case manager roles.
- Measure staff job satisfaction (pre-, post-, follow-up).
- Assess survivor resource gains and impact on consistent support.
- Launched January 1, 2025.
- Each survivor assigned one case manager.
- Pre-, post, and follow-up online survey .
- Measure changes in job satisfaction .
- 60-day intervention.
- Two-five question surveys developed by the project lead.
- Likert scale (1-4) strongly agree to strongly disagree.

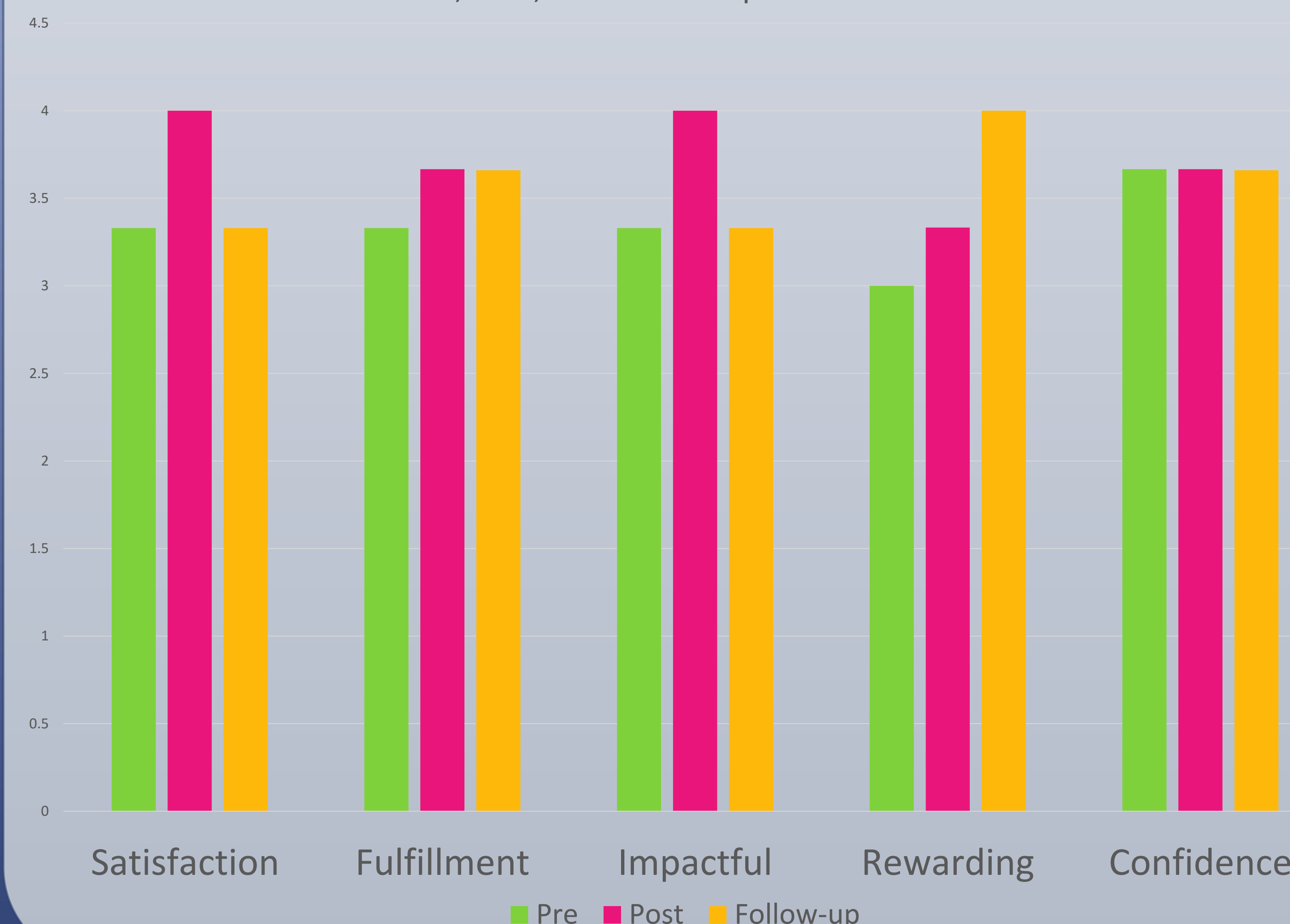
Data Analysis

- Each question of staff survey analyzed individually.
- Mean scores used to assess survivor satisfaction and resource restoration.

Results

- Five advocates participated; 3 completed all surveys.
- Staff survey analyzed with paired t-tests.
- Survivor data analyzed using mean scores.
- No statistically significant changes.
- Mean showed:
 - Improvement from pre to post in most areas.
 - Question 4 relationship satisfaction increased notably at follow-up.
 - Mean = 3.6 and SD = 0, around communication, support, respect, and resilience.
 - Consistently high satisfaction with case manager support.

Pre, Post, and Follow-Up Mean Scores



Discussion

- Visible improvement in job satisfaction.
- Strongest growth in satisfaction with relationships built with survivors.
- Survivor exit showed 100% agreement across all areas supporting the value of the case manager model.
- Supports Hobfoll's COR framework.
- Relationship building was the most lasting and positive gain.
- Immediate positive results on job fulfillment and perceived impact.

Conclusions

- Consistent upward trend in satisfaction with survivor relationships, showing the relational impact on the case manager model.
- Increased job satisfaction.
- Greater sense of fulfillment
- Highlights the importance of role clarity, individualized planning and professional development for staff.
- Provides early evidence supporting the case manager model in DVS.
- Encourage shelters to embed long-term case manager support systems.

References

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