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DOMESTIC VIOLENCE TRAINING  
FOR THE DEPARTMENT OF WELFARE

JUSTIFICATION:

In the 1999 Legislative Session, a pilot funding bill, sponsored by Assemblyman Wendell Williams, provided funds to design and implement a basic training program on Domestic Violence so that eligibility workers could identify domestic violence victims and refer them to social services. Training was a necessary element for workers to accurately and safely identify, support, and refer victims of domestic violence to appropriate services in keeping with the Family Violence Option requirements, and with TANF goals of addressing barriers to self-sufficiency.

The Office of the Attorney General in consultation with the Nevada Division of Welfare contracted with the Nevada Network Against Domestic Violence to design and teach these classes. Over the last 4 years, this training has been evaluated to be useful, effective, and timely (see evaluations). Further, domestic violence was identified by Division social workers to be the most prevalent barrier to self-sufficiency documented in their case load (larger populations suffer family violence than substance abuse and mental health problems). The statistics speak for themselves (attached), this training is essential to the goals of the division and has been extremely successful.

Unfortunately, due to the need for budget cuts, this training has dwindled dramatically. Although the Division recognizes this as a high priority for the overall goals of the department, they were forced to cut back on training for two reasons: 1) lack of funding and 2) lack of human resources sufficient to simultaneously allow staff to attend training programs while others cover the day-to-day office tasks required.

If this basic training is not provided, the state will quickly return to the prior condition before training began. Significant turnover among both eligibility and social workers will result in a small population of staff trained in domestic violence, a significant decrease in identification of victims and referrals to appropriate resources, and the likelihood that many victims will either: 1) fail to meet TANF requirements due to the abuse, and become more dependent upon their perpetrator; or 2) attempt to meet TANF requirements without addressing the violence in their home, and risk physical and emotional abuse in order to secure some financial safety.

As previous training was developed and implemented, more training needs have been identified: Division Social Workers, who work most directly with victims and their children, need more extensive training (this curriculum was developed by NNADV in 2001-02) and eligibility workers need on-going "refresher training" to provide workers with information about new and changing resources, and an opportunity to use their experience with victims to take critical issues and questions to another level of intervention. Finally, as this training became successful, other

ASSEMBLY WAYS AND MEANS

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SUBMITTED BY: Dept of Welfare

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state offices have requested access to the training. Specifically, Child Support Enforcement offices have contacted NNADV for similar training and guidance in safely responding to the needs of victims, while honoring their need for financial safety as well.

Therefore, together with the Welfare Division, we propose the following cost-effective funding to continue the last 4 years of training investment, to expand training to make the Division even more effective, and to respond to the continuing crisis of domestic violence in the state:

An appropriation to either the Nevada Network Against Domestic Violence or Welfare Division:

Domestic Violence 101: For new WD staff and Child Support Enforcement Staff  
(½ day, Curricula Complete)

30 classes @ \$500 per class = \$15,000.00

Domestic Violence 102—Refresher Training  
(1/4 day, Curricula Complete)

48 classes @ \$250 per class = \$12,000.00

Social Work Training  
(2 day training—designed and implemented following annual needs assessment)

2 @ \$1,500 = \$3,000.00

TOTAL FUNDING: \$30,000.00

Sunset provision: In order for this training to be effective, it needs to be internally mandated for every eligibility worker and every social worker. If the requested new staffing is not funded this session, there will be no way for existing staff to have the time for training. Therefore, should the staffing not be funded and this bill be passed, it should automatically be rendered dead and the monies revert to the general fund.

## *Monthly Reports from the Welfare Division on Domestic Violence Assessments & Referrals*

Yellow shading indicate reported numbers prior to training from NNADV staff. Purple shading indicates reported numbers following NNADV's training of Welfare Division staff.

<i>Month</i>	<i>Number of Disclosures</i>	<i>Good Cause Waivers Granted</i>	<i>Referrals for Advocacy</i>	<i>Referrals for Shelter</i>
November 1999	26	9	16	0
December 1999	38	4	18	9
January 2000	30	3	8	14
February 2000	45	4	37	13
March 2000	73	3	33	38
April 2000	42	6	29	9
May 2000	62	11	38	21
June 2000	49	0	24	20
July 2000	55	16	40	23
August 2000	66	17	43	14
September 2000	76	18	43	19
October 2000	89	30	61	17
November 2000	53	9	27	15
AVE. Before Training	46 per month	5 per month	25 per month	16 per month
AVE. After Training	68 per month	18 per month	43 per month	18 per month
Percentage Increased	48%	260%	72%	13%

# Las Vegas Offices

## -- Training Dates, and Disclosure & Referral Summaries

Training Conducted	Month	# of Disclosures	# of Good Cause Waivers Granted	Referrals: Advocacy	Referrals: Shelter
	November 1999	15	3	11	0
	December 1999	20	2	12	6
	January 2000	17	3	4	7
	February 2000	17	2	12	3
	March 2000	36	3	13	26
	April 2000	20	0	14	7
	May 2000	23	9	20	10
	June 2000	34	0	17	17
	<b>MONTHLY AVE.</b>	<b>22.75</b>	<b>2.75</b>	<b>12.9</b>	<b>9.5</b>
37 trained	July 2000	40	16	32	21
	August 2000	45	14	33	8
	September 2000	48	21	25	12
87 trained	October 2000	54	27	36	7
	November 2000	14	4	9	5
	<b>MONTHLY AVE.</b>	<b>46.75</b>	<b>16.4</b>	<b>27</b>	<b>11</b>

# Carson City, Yerington Offices

## Training Dates, and Disclosure & Referral Summaries

Training Conducted	Month	# of Disclosures	# of Good Cause Waivers Granted	Referrals: Advocacy	Referrals: Shelter
	November 1999	3	2	2	0
	December 1999	3	0	1	0
	January 2000	3	0	1	0
	February 2000	2	0	1	0
	March 2000	8	0	4	0
	April 2000	4	2	0	0
	May 2000	6	1	0	0
	June 2000	3	0	0	0
	July 2000	3	0	3	0
	<b>MONTHLY AVE.</b>	3.9	.56	1.7	0
26 trained	August 2000	6	3	4	1
	September 2000	7	0	3	2
	October 2000	10	0	6	3
	November 2000	9	2	4	3
	<b>MONTHLY AVE.</b>	8	1.25	4.25	2.25

# Reno Offices--Training Dates, and Disclosure & Referral Summaries

Training Conducted	Month	# of Disclosures	# of Good Cause Waivers Granted	Referrals: Advocacy	Referrals: Shelter
	November 1999	0	0	0	0
	December 1999	8	2	3	2
	January 2000	5	0	0	5
	February 2000	12	2	8	4
	March 2000	19	0	8	11
	April 2000	8	1	7	2
	May 2000	25	1	13	9
	June 2000	8	0	4	1
	<b>MONTHLY AVE.</b>	<b>10.6</b>	<b>.75</b>	<b>5.4</b>	<b>4.3</b>
16 trained	July 2000	12	0	5	2
50 trained	August 2000	14	0	4	3
	September 2000	10	1	8	3
	October 2000	6	1	6	2
30 trained	November 2000	12	3	7	0
	<b>MONTHLY AVE.</b>	<b>10.8</b>	<b>1</b>	<b>6</b>	<b>2</b>

# Elko, Ely, Winnemucca--Training Dates, and Disclosure & Referral Summaries

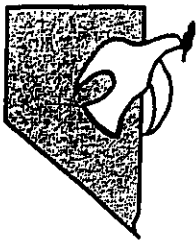
Training Conducted	Month	# of Disclosures	# of Good Cause Waivers Granted	Referrals: Advocacy	Referrals: Shelter
	November 1999	4	1	0	0
	December 1999	1	0	1	1
	January 2000	3	0	3	2
	February 2000	8	0	5	2
	March 2000	5	0	4	0
	April 2000	2	0	1	2
	May 2000	4	0	2	1
	June 2000	3	0	3	2
	July 2000	0	0	0	0
	August 2000	2	0	2	2
	<b>MONTHLY AVE.</b>	4	.13	2.6	1.5
20 trained	September 2000	5	0	7	2
	October 2000	11	2	11	5
	November 2000	7	0	7	7
	<b>MONTHLY AVE.</b>	8	.67	8	4.6



# Fallon, Hawthorne Offices

## Training Dates, and Disclosure & Referral Summaries

Training Conducted	Month	# of Disclosures	# of Good Cause Waivers Granted	Referrals: Advocacy	Referrals: Shelter
	November 1999	1	0	0	0
	December 1999	6	0	1	0
	January 2000	2	0	0	0
	February 2000	6	0	1	2
	March 2000	5	0	4	1
	April 2000	8	0	7	1
	May 2000	4	0	3	1
	June 2000	0	0	0	0
	July 2000	0	0	0	0
	<b>MONTHLY AVE.</b>	<b>3.55</b>	<b>0</b>	<b>1.77</b>	<b>.55</b>
3 trained (with Carson City personnel)	August 2000	0	0	0	0
	September 2000	4	0	0	0
	October 2000	6	0	0	0
	November 2000	11	0	0	0
	<b>MONTHLY AVE.</b>	<b>5.25</b>	<b>0</b>	<b>0</b>	<b>0</b>



# Nevada Network Against Domestic Violence

Eryn Hoagland  
Nevada Network Against Domestic Violence  
July 14, 2000

## Trainer Evaluation (Pilots, July 12 and July 13, 2000):

The first pilot training, held from 8:30 a.m. to noon in Las Vegas, was an introductory class (DV101). The second, conducted from 1:30 p.m. to 4:30 p.m. in Las Vegas, was a review course (DV102). In both of these courses, a disproportionate number of participants worked for the Welfare Division in Investigation and Recovery. The third pilot, held from 1:30 p.m. to 4:30 p.m. in Reno was a DV101 class, though many in attendance had received training in domestic violence before. This third class had only three staff from Investigation and Recovery, and a better balance among clerks, eligibility, child support, employment & training, and social workers.

Though I don't think it is reasonable to expect that every training should have a perfect balance among all departments, I do think that representation from various departments creates opportunities for better inter-departmental understanding of how referrals are made, information is shared, and barriers present. Workers from each department have very specific needs for understanding dynamics of domestic violence and very specific expectations for skills that should result from training. These training curricula were designed to give participants fundamental understanding and skills; I believe it is imperative to follow this training with job-specific training that addresses:

- 1) "screening" in different job settings
- 2) client safety in their interaction with specific departments
- 3) Welfare Division worker safety in their interaction with families
- 4) Procedures for referrals, and for sharing of information among departments
- 5) Opportunities to *practice* "screening," intervention, and referrals

Following formal training, several participants asked for:

- 1) written materials they could give to their clients about the resources and options available to victims of domestic violence, and
- 2) some segment in the training which addressed explicitly, in "outlined steps" how workers in each NSWD position should deal with disclosures.

I believe that we should make every effort to respond to both of these requests in our formal training. A compilation of participant evaluations follows.

Lyn Hoagland

### Trainer Evaluation:

Thank you for participating in this training—NNADV and the Nevada State Welfare Division worked closely to provide a curriculum which was relevant to your trainees, but we would not be able to pursue such ambitious coverage and service to survivors of domestic violence without your time and insight. Your comments about your experience with this training will be taken very seriously—thank you for your time.

Excellent-5 Good-4 Fair-3 Unsatisfying-2 Poor-1

1) Please rate the value of the material you were teaching (5) 4 3 2 1

Participants found the information to be new and helpful

2) Please rate the ease with which you used the training materials 5 (4) 3 2 1

materials are fine, but some effort should be made to be in a non-computer classroom

3) Please rate the value of team-teaching 5 (4) 3 2 1

Very important, I think, to have someone present to answer policy questions, procedural expectations, etc.

4) Please rate the interaction & learning you believe took place (5) 4 3 2 1

5) Please rate the appropriateness of exercises in this training: (5) 4 3 2 1

would like to see some participants have opportunity to practice skills - role play, etc.

Please use the provided space & back of this paper (and attach paper, if you'd like to comment further) to provide NNADV insight into your experience with this training. You may choose to comment on the materials provided, the usefulness of this training to your trainees, what other information you'd like to have, what elements or exercises you found dissatisfying and why, the effects of how time was allotted, etc. Thank you!

Comments:

See attached

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### *Pilot Session Evaluation:*

Thank you for participating in this pilot curriculum—the Nevada Network Against Domestic Violence and the State Welfare Division have been working together closely to design a curriculum which meets your needs as you work with victims of domestic violence. **Your comments about your experience with this training will be taken very seriously—thank you for your time.**

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- |  | Excellent-5 | Good-4 | Fair-3 | Unsatisfying-2 | Poor-1 |
|--|-------------|--------|--------|----------------|--------|
| 1) Please rate the value of the material presented   | 5           | 4      | 3      | 2              | 1      |
| 2) Please rate the professionalism of the presentation                                     | 5           | 4      | 3      | 2              | 1      |
| 3) Please rate the knowledge of the presenters   | 5           | 4      | 3      | 2              | 1      |
| 4) Please rate the usefulness of the materials provided to you in this training:           | 5           | 4      | 3      | 2              | 1      |
| 5) Please rate the appropriateness of exercises in this training:                          | 5           | 4      | 3      | 2              | 1      |
| 6) Was this training helpful to you? How?  |             |        |        |                |        |
| 7) How will you use the material that was presented? What would you add to the curriculum? |             |        |        |                |        |

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Please use the back of this paper (and attach paper, if you'd like to comment further) to provide NNADV insight into your experience with this training. You may choose to comment on the materials provided, the usefulness of this training to you in your position, what other information you'd like to have, what elements or exercises you found dissatisfying and why, the effects of how time was allotted, etc. Thank you!

Comments:

## PILOT SESSION EVALUATION

Number of respondents: 37

- 1) Please rate the value of the material present: 169 divided by 37 ~ 4.6
- 2) Please rate the professionalism of the presentation: 178 divided by 37 ~ 4.8
- 3) Please rate the knowledge of the presenters: 178 divided by 37 ~ 4.8
- 4) Please rate the usefulness of the material provided to you in this training:  
160 divided by 37 ~ 4.3
- 5) Please rate the appropriateness of exercises in this training:  
140 divided by 37 ~ 3.8
- 6) Was this training helpful to you? How?

"Provided knowledge of resources"

"Informative, refresher"

"...many people fall through or let down by the system..."

"Yes - know now various ways of getting information from victims"

"This training reinforced how important it is to address the issues of domestic violence"

"Yes - to help identify possible domestic violence"

"Yes - presented new areas of concerns we need to be aware of to address properly"

"Yes - how to respond to certain situations"

"As a refresher"

"It's good to have a basic knowledge and references of services available"

"Yes - to recognize signs of D/V when clients are silent"

"Should assist me in completing the DV/Abuse portions of my assessment process"

"More detailed..."

"This training was very knowledgeable to me. It gave me several resources to help any DV victim"

"Explaining more the psychology and emotions involved in the domestic violence cycle"

"It gives us informational avenues to tell clients about which could help them"

"Yes, we learned how to recognize and be understanding. We also learned how to acknowledge and not push the victim..."

"Yes – greater understanding of issues and how NSW employees should respond"  
"Yes – I received information that I had no knowledge of"  
"Learning to possibly identify DV"  
"Yes – I feel better prepared to respond to some questions frequently asked by battery victims"  
"I'm aware of what is available to help our clients and how to address the situation"  
"Yes it was. Wondering why women would not leave their situation ASAP?"  
"Made me aware of the affect we could have on a DV victim"  
"Yes – several ways"  
"Sensitivity awareness"  
"May help me to identify problem while out in the field. Doing unannounced home visits...help ensure safety for client and workers"  
"More things to think about"  
"Yes"  
"Gave advice for me to evaluate during home visits"  
"The training helped me to understand responses or lack of responses of clients during interviews. This will help me communicate better with victims and hopefully help them become stronger"  
"Yes. It gave me an idea of how to tell and understand how the person is feeling and why they are fearful of certain things"

7) How will you use the material that was presented? What would you add to the curriculum?

"More active inquiry during interviews"  
"Nothing"  
"Many do not know how to interview appropriately, have their own agenda, do not know how to listen. Often times folks treat this as a non-issue and the client ends up a victim again"  
"Use during interviews"  
"Definitely utilize for my clients"  
"It really is an 8 hr. class"  
"To be aware of signs of DV"  
"When I meet clients at the counter"  
"Excellent trainer – class should be extended to 8 hrs"  
"Thought presentation was well done and informative. Will utilize during daily interviews"  
"Nothing"  
"There is nothing else I would add to this training. Eryn was a great teacher"  
"Share any information for help that is available to anyone I think might need it. Not be judgmental when dealing with any issues or people involved"  
"More information on why police treat DV situations as they do"  
"I will try and be more supportive of victims and try to recognize and support our clients. Class was well represented and I would not add a thing"

"Carry on with director you started 'Past or Present Danger' and how it effects participation and/or good cause"

"Yes, I will use the material that was presented"

"I will use the material on a case by case necessity"

"I'll be more cognoscente of clients needs/signs of DV"

"As an investigator, probably won't use it much, mostly refer"

"More aware during home visits"

"Yes"

"Will use material during the course of duties as an investigation"

"I will refer disclosed domestic violence victims to social worker when appropriate. I will refer to DV agencies in our community"

"I will know when the client wants or does not want help"

Additional Comments:

"Good presentation"

"The presenter did an excellent job"

"This is the first class that I have attended in a long time that I really enjoyed and learned new knowledge"

"Witness Protection Program is a function of the U.S. Marshal's Service - not the FBI"

"Good"

## PILOT SESSION EVALUATION

Number of respondents: 14

- 1) Please rate the value of the material present: 65 divided by 14 ~ 4.6
- 2) Please rate the professionalism of the presentation: 66 divided by 14 ~ 4.7
- 3) Please rate the knowledge of the presenters: 67 divided by 14 ~ 4.8
- 4) Please rate the usefulness of the material provided to you in this training:  
61 divided by 14 ~ 4.6
- 5) Please rate the appropriateness of exercises in this training:  
57 divided by 14 ~ 4.1
- 6) Was this training helpful to you? How?
  - "Yes, communication between staff in different departments"
  - "Yes. Learned a lot about referrals and programs"
  - "Great review"
  - "Yes, more clear on what to look for and references"
  - "Refresher course"
  - "Yes"
  - "Yes"
  - "Identifying traits, services available"
  - "Yes, better idea of how D/V victims feel"
  - "Yes. Broaden my knowledge of domestic violence and what clients could be feeling"
  - "Yes I learned more about DV and signs to be able to try to detect more"
  - "Yes, I guess it will help me a lot. It was very good, but maybe if you put more exercises, will be better"
  - "Good training - very helpful - should be provided to all ECS in the PDC trainee process"
- 7) How will you use the material that was presented? What would you add to the curriculum?
  - "Job specific"
  - "More knowledge on screening clients"
  - "Stressed even more - need for team work to serve clients"
  - "More information on identifying abused persons in an interview situation"
  - "Better ideas for investigators on 'how to deal with D/V victims'"



"More job specific information and more knowledge on what we can and cannot do as a worker"

"To help my clients or my friends"

"Awesome presenter – never a dull moment, kept the presentation rolling and interesting"

Additional Comments:

"Please give outlined steps of each position in what to do with disclosed situation"

"Class should be required"

"Need more time allowed for session"

"The training needs to be job specific because we all have issues that prompt our involvement"

"I believe all EC's need to go through this training, along with all employees of NSW"

"Thank you for allowing me the time to attend this training. You never get enough training"