

A process to identify and address barriers to providing FCAB programming for survivors of intimate partner violence

CSD 5th Convening on Financial Capability and Asset Building (FCAB)

February 25, 2021

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Outline

- Background
 - FCAB programming needs for survivors
 - Improving implementation
- Our study
 - 4 phases
- Questions and discussion

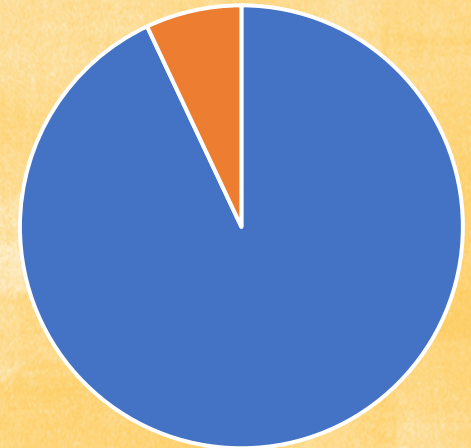
Where do we go from here?

- Questions for participants:
 - If a useful process, where else might we apply it? (implications for practice)
 - What other questions should we be asking? (implications for research)

Background

FCAB needs for IPV survivors

- Economic abuse: exert control over financial resources, aim for making financially dependent
- Common: 93% of IPV shelter residents in one study
- Evidence for both ability-strengthening and opportunity-increasing programs
- Yet gaps in service: ~19/ >120 MCADSV members
- Little to no research examining reasons behind limited implementation



FCAB for DSV

- Not one EST, rather: menu of interventions
- Voluntary, survivor-centered model of service provision:
 - central to practice in many DSV agencies
 - partnership between survivors and advocates
 - Diverse survivors develop own goals for service and voluntarily engage
 - Feminist empowerment frame: undo “abusive partner’s use of power and control” (Wood, Clark, Heffron, & Voth Schrag, 2020, p. 4).
- We propose: implementation efforts should change the way DSV agencies offer a *range* or *menu* of FCAB interventions to create opportunities for engagement. This can allow survivor choices to dictate service engagement.

How to change?

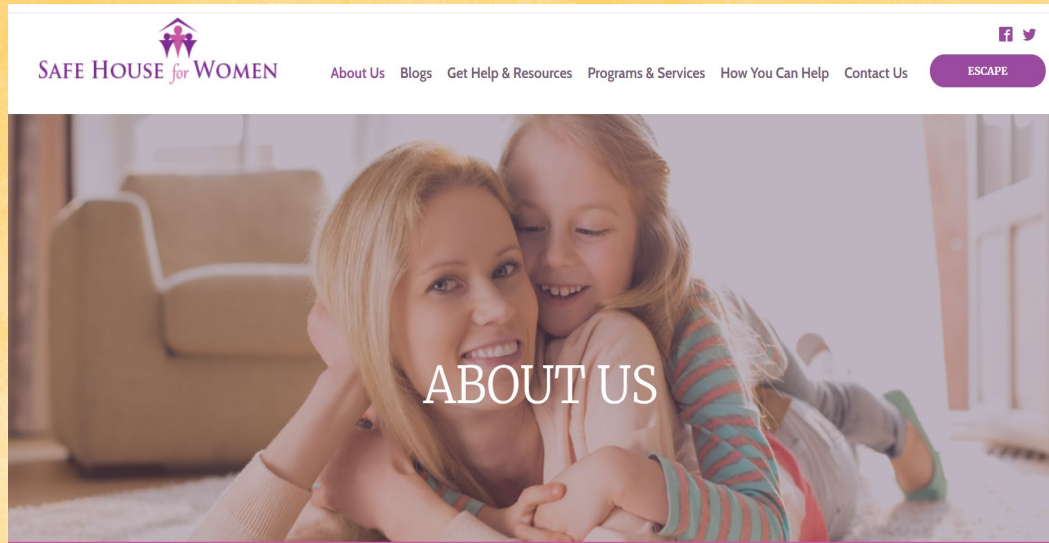
- Implementation science
- “Attempts to change the behaviour of health professionals may be impeded by a variety of different barriers, obstacles, or factors (which we collectively refer to as determinants of practice). Change may be more likely if implementation strategies are specifically chosen to address these determinants” – Cochrane review: [Baker et al. 2015](#)
- One established process: VA’s Quality Enhancement Research Initiative (QUERI) —Curran et al., 2008



Our study:

- Apply a tiered implementation approach (QUERI) to the novel setting of a domestic and sexual violence agency
- Single-site, non-experimental design case study
- Piloting this approach in a domestic and sexual violence agency.

Setting – Agency partnership



- Safe shelter 84 ♀; 37
- Outreach (455)
- 24-hour crisis hot line services
- Case management
- Counseling
- Court advocacy
- Referrals
- Community education



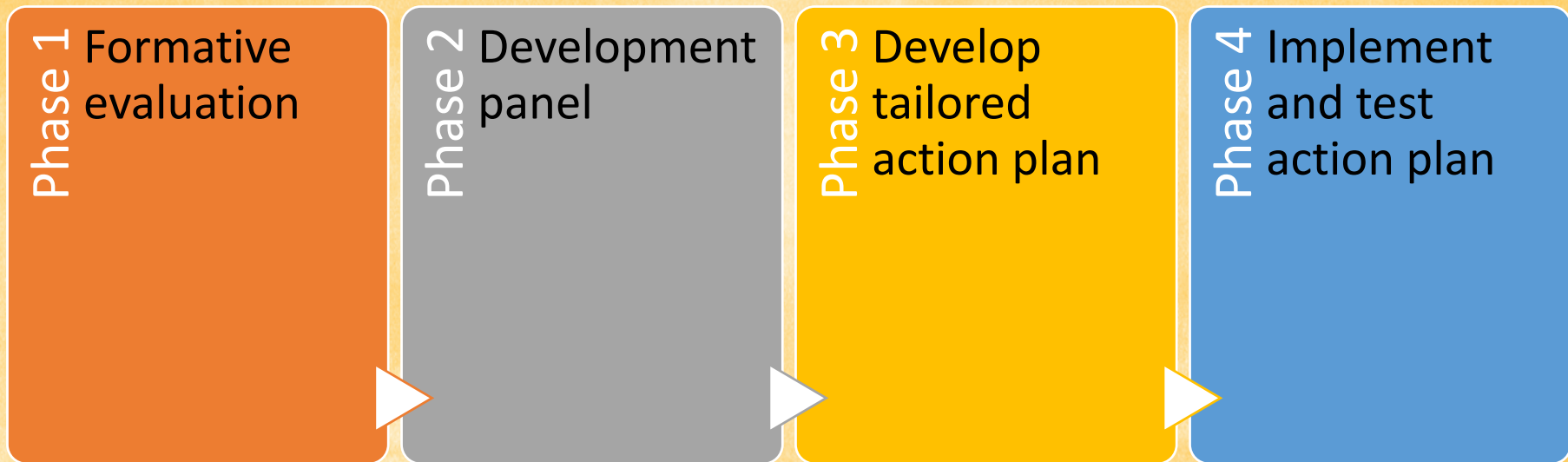
- Identified limited FCAB programming
- Researcher-practitioner partnership
 - March 2018 - Present



Process and findings



Four phase process



Phase 1: Formative evaluation

Aim

Identify determinants of practice (barriers/facilitators) for FCAB programming

Participants

10 agency staff, 3 stakeholders, 10 clients

Measures

IDI guide (per Krause et al., 2014); adapted checklist of determinants (Flottorp et al., 2013)



Phase 1: Process/methods

Staff/ Stakeholders

- Brainstorming
- Use of checklists of determinants of practice

Clients

- Financial needs & worries
- Feedback on financial literacy topics



Phase 1: Findings

Intervention factors

The successful implementation of an FCAB intervention depends heavily on timing, sequencing, and delivery.

Client factors

Must address both clients' real and perceived needs. Must be responsive to varying levels of client knowledge and readiness.

Staff factors

Limited financial literacy and self-efficacy

Agency factors

Culture and climate are conducive to learning, yet organizational factors may limit FCAB programming.

External factors

External support for FCAB programming is available in limited quantities and underutilized.



Phase 2: Development panel

Aims

Prioritize determinants of practice and recommend implementation strategies for action plan

Participants

2 Agency staff; 1 implementation expert; 2 content experts; research team (N=7)

Instruments

Formative evaluation data table.
Implementation strategies matrix (Powell et al., 2015)



Phase 2 findings

- Identified five determinants of practice:
 1. staff financial skills
 2. staff financial self-efficacy
 3. (dis)incentives for FCAB programming
 4. connections to other agencies doing similar programming
 5. connections with influential external stakeholders
- Prioritized broad areas of strategy for change
 - changes in the staff financial knowledge and self-efficacy
 - processes that limit economic advocacy



Phase 3: Tailored action plan

Aim

Match implementation strategies to barriers in a targeted action plan

Participants

Research team/expert panel

Instruments

Process influenced by Intervention Mapping guidelines (Bartholomew et al., 2016)



Phase 3 Results: Action plan

Three strategies:

1. Conduct ongoing training
2. Identify agency staff “champions” to promote implementation from within
3. Change the record system (intake forms and case notes)

-Selected strategies from Powell et al. (2015). A refined compilation of implementation strategies: Results from the Expert Recommendations for Implementing Change (ERIC) project. *Implementation Science*, 10(21), 1-14.

Phase 4: Implement action plan

Questions

Is target action plan feasible? Does it appear to be potentially effective for: a) Improving organizational capacity? b) Improving service to clients?

Participants

15 agency staff (incl. 2 agency “champions”)

Instruments

Pretest/Posttest survey; IDI guide for champions; client database; monthly outcome data



Phase 4: Process and methods

1. Conduct ongoing training

1. April 2019 Pretest
2. May 2019 Webinar
3. June 2019 Training #1
4. January 2020 Training #2
5. February 2020 Posttest

Identify staff “champions”

May 2019 identified
MCADSV Economic
Advocacy training Nov
2019

Change the record system

Intake form
Monthly outcome data
March 2019 – March
2020



Phase 4: Process

Indicators added to monthly outcome survey:

Job training
resources

Getting a job

Govt. benefits

Recognize
signs financial
abuse

Access/
understand
credit report

Access credit-
debt
counseling

Budgeting,
saving,
financial goals

Financial
safety
planning



Phase 4: Measurement

Staff training

- REAP Feelings About Money (ROW)
- FWB (CFPB)
- Self-efficacy (YMYG-CFPB)

Champions

- In-depth interviews

Change record system

- Monthly outcome data
- Client service hours data



Phase 4: Findings

Staff training

- Pretest –
Posttest: Minimal changes in scores
- High turnover

Champions

- “...financial makes it so incredibly hard, because those effects last far longer than the physical ...they get really excited when you can get stuff off their credit score...”

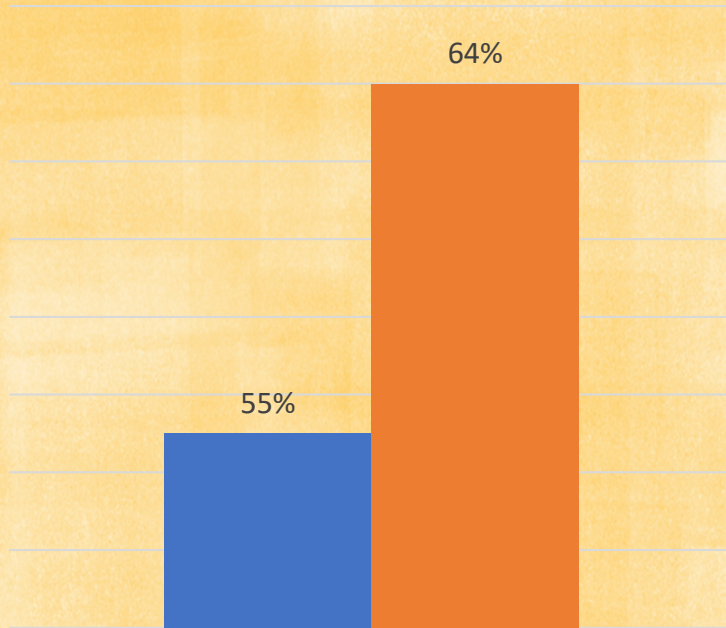
Change record system

- Did you get help you needed?
- NEW: Financial Literacy, 12 mos.
 - 10 Clients, avg. 2.2 hrs/ea



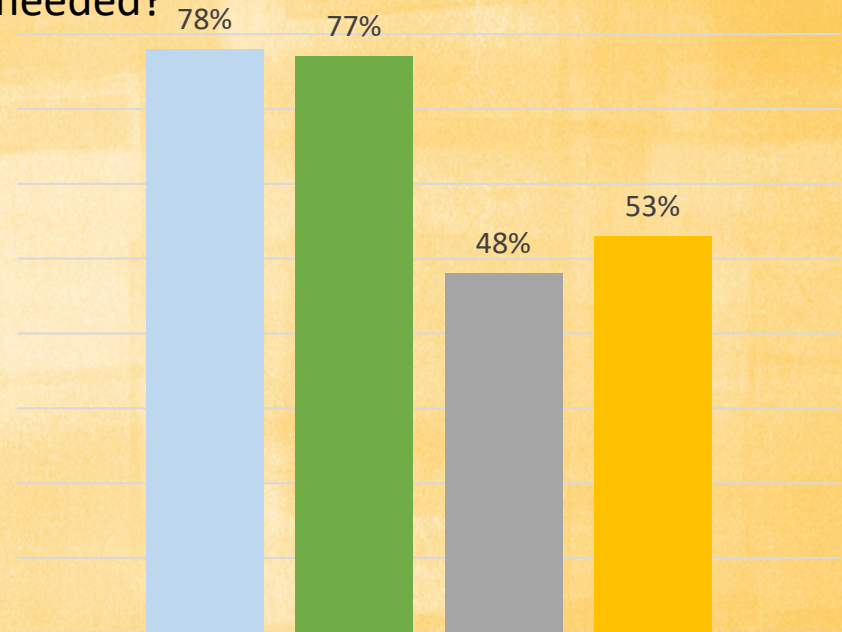
Phase 4: Findings

“Did you get the help you needed?”



■ Needed FCAB help

■ Got all the FCAB help needed



■ Access benefits

■ Signs of FA

■ Credit report

■ Financial safety planning



Study limitations

- Single site case study
- Observational, descriptive
- Staff turnover

Implications and next steps



Implications

- Determinants of practice are likely relevant for IPV survivors in other settings (VonDe Linde & Correia, 2005)
- May also be relevant for other service agencies: particularly small, community-based agencies, flat organizational structures
- Relevant for other populations in different settings, e.g. social work educators (Hageman, Sherraden, Birkenmaier, & Loke, 2019)

Where do we go?

- We invite additional research on scaling up FCAB programming under the voluntary, survivor led model unique to DSV agencies.
- Questions for participants:
 - If a useful process, where else might we apply it? (implications for practice)
 - What other questions should we be asking? (implications for research)



Thank you!

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