

FAMILY VIOLENCE PREVENTION AND SERVICES ACT

FY 2004 – ANNUAL PROGRAM ACTIVITY / PERFORMANCE REPORT

Arkansas Department of Finance and Administration

Grant # G-0401ARFVPS

PART ONE: DATA ELEMENTS

1. Funding:

A. Amount of FVPSA Grant: \$1,120,294.00
Administrative Costs: \$ 56,015.00
Amount Subgranted: \$1,064,279.00

B. Of the state's 2004 FVPS award, 5% supported administrative costs (i.e., personnel, operations and travel). Ninety-five percent (95%) of the state's grant was subgranted to twenty-one (21) organizations that provide services to victims of domestic violence, including emergency shelter. In accordance with federal mandate, at least seventy percent (70%) of the state's FVPS award supported shelter and services to victims/dependents, and at least twenty-five percent (25%) of the award supported activities defined as related assistance.

2. Victims Sheltered:

The total number of adults and children provided emergency partially supported with FVPS funds between October 1, 2004 and September 30, 2005, is listed below, as well as other information regarding shelter activities:

A. Number of women sheltered: 1,083
B. Number of children sheltered: 1,201
C. Number of men sheltered: 0
D. Total number sheltered: 536

E. Average length of stay: 25.5 days

F. Total number of victims turned away: 10

G. Total number of victims referred to another facility: 183

Victims Provided Related Assistance:

A. The number of victims who received related assistance, as defined by the Family Violence Prevention and Services Act (excluding hotline services), between October 1, 2004 and September 30, 2005, using combined resources:

1. Adult female victims (sheltered and non-sheltered): 7,947
2. Dependents of adult victims (sheltered and non-sheltered): 2,687
3. Adult male victims (sheltered and non-sheltered): 450
4. The total number of victims (sheltered and non-sheltered) provided related assistance: 11,084

B. Of the totals listed above, **FVPS funds supported** the related assistance that was provided:

1. Adult female victims (sheltered and non-sheltered): 6,110 or 77% of all victims served
2. Dependents of adult victims (sheltered and non-sheltered): 2,631 or 98% of all victims served
3. Adult male victims (sheltered and non-sheltered): 422 or 94% of all victims served
4. The total number of victims (sheltered and non-sheltered) provided related assistance: 9,163 or 83% of all victims served

3. Individuals Served by Race

The reported individuals receiving FVPS-funded services (shelter and/or related assistance) by race and nationality are listed below:

| <u>Race / Nationality</u> | <u>Attributed to FVPSA Project</u> | <u>Percentage of FVPSA Workload</u> |
|---------------------------|------------------------------------|-------------------------------------|
| Caucasian | 4,403 | 48% |
| African American | 2,823 | 31% |
| Hispanic/Latino | 593 | 6% |
| Indian/Native American | 35 | 0% |
| Asian/Pacific Islander | 24 | 0% |
| Other (Unspecified) | <u>1,934</u> | 14% |
| TOTALS | 9,163 | |

4. Individuals Served by Age

The reported individuals receiving FVPSA-funded services (shelter and/or related assistance) by age, as listed below:

| <u>Age</u> | <u>Attributed to FVPSA Project</u> | <u>Percentage of FVPSA Workload</u> |
|-------------|------------------------------------|-------------------------------------|
| 0-12 | 1,895 | 21% |
| 13-17 | 311 | 3% |
| 18-25 | 1,527 | 17% |
| 26-40 | 2,452 | 27% |
| 41-60 | 941 | 10% |
| 60+ | 103 | 1% |
| Unspecified | <u>1,285</u> | 21% |
| TOTALS | 9,163 | |

5. Other Services

Below indicates the types of related assistance supported with FVPS funds and the number of individuals who received each service:

A. Licensed Professional Mental Health:

1. Individual counseling and hours

- a. Adult female victims: 0
- b. Dependents of adult victims: 0
- c. Adult male victims: 0
- d. Total number of hours: 0

2. Group Counseling/hours:

- a. Adult female victims: 0
- b. Dependents of adult victims: 0
- c. Adult male victims: 0
- d. Total number of hours: 0

3. Batterers' treatment:

- a. Adult male offenders: 0
- b. Adult female offenders: 0
- c. Total number of hours: 0

B. Crisis Counseling by Non-licensed Professionals:

1. Face-to-face crisis intervention counseling and hours

- a. Adult female victims: 1,771 (29% of the FVPS clients)
- b. Dependents of victims: 830 (31% of the FVPS clients)
- c. Adult male victims: 13 (3% of the FVPS clients)
- d. Total number of hours: 6,013 (averaging 2 hours/30 minutes per client)

2. Lay group counseling and hours:

- a. Adult female victims: 3,729 (61% of the FVPS clients)
- b. Dependents of victims: 537 (20% of the FVPS clients)
- c. Adult male victims: 0
- d. Total number of hours: 7,349 (averaging 2 hours per client)

C. Telephone calls/hours:

1. Crisis hotline calls and hours:

- a. Adult female victims: 6,263
- b. Dependents of victims: 431
- c. Adult male victims: 453
- d. Total number of hours: 7,077 (averaging 1 hour per call)

2. Interagency consultation/support calls: 6,075

3. Non-crisis telephone calls: 5,671

D. Legal services:

1. Victims escorted to protective order proceedings: 484
(22% of the known protective orders filed by FVPS clients)

2. Victims escorted to criminal court proceedings: 29

E. Other Services and Activities:

1. Public awareness and community education:

a. Educational presentations: Audiences totaling 2,175

b. Media engagements and/or inquiries: 0

2. Victim transportation

Incidents in which victims were provided transportation in order to receive services related to family violence: 2,954

3. Number of training sessions supported with FVPSA funds:

None of the 2004 FVPS subgrants supported training initiatives; however, FVPS-paid staff was permitted to attend workshops presented by other organizations, such as the domestic violence coalition.

F. Volunteers / Hours

1. Number of volunteers who contributed to FVPSA projects: 513

2. Number of hours donated by volunteers on FVPSA projects: 20,328

RELATED PROBLEMS

1. Reported types of abuse among adult women:

| Type of Abuse | Total Number of Victims Served by Organization | Total Number of Victims Served by FVPSA-funded |
|---------------------|--|--|
| Physical Abuse | 5,289 (87%) | 4,474 (73%) |
| Sexual Abuse | 1,497 (25%) | 1,340 (22%) |
| Psychological Abuse | 5,996 (98%) | 5,120 (84%) |

2. Reported types of abuse of minor dependents:

| Type of Abuse | Total Number of Victims Served by Organization | Total Number of Victims Served by FVPSA-funded |
|---------------------|--|--|
| Physical Abuse | 394 (15%) | 306 (12%) |
| Sexual Abuse | 182 (7%) | 215 (8%) |
| Psychological Abuse | 1,078 (41%) | 1,021 (34%) |

Arkansas law requires that certain professionals, including shelter advocates, immediately report suspected child maltreatment to authorities.

3. Reported types of abuse of adult males:

| Type of Abuse | Total Number of Victims Served by Organization | Total Number of Victims Served by FVPSA-funded |
|---------------------|--|--|
| Physical Abuse | 80 (19%) | 53 (13%) |
| Sexual Abuse | 8 (2%) | 1 (0%) |
| Psychological Abuse | 99 (23%) | 85 (25%) |

PROBLEM ANALYSIS

The following statistics are collected by each subgrant organization to better understand the challenges faced by victims of family violence and the byproducts of various contributing factors. It is important to note that subgrant organizations are advised to respect the privacy of victims while requesting historical data; therefore, the totals listed below reflect only the information voluntarily offered. In addition, please note that historical data is collected from victims served through combined financial resources, including FVPS.

A. Childhood abuse:

1. Of the 1,083 adult victims sheltered:
 - a. 468, or 43% reported being abused as a child
 - b. 404, or 37% reported their abusers were abused as a child

2. Of the 8,397 adult victims who did not require shelter, but received related assistance:
 - a. 410, or 5% reported being abused as a child
 - b. 430, or 5% reported their abusers were abused a child

B. Witnessed family violence as a child:

1. Of the 1,083 adult victims sheltered:
 - a. 541, or 50% reported witnessing family violence as a child
 - b. 425, or 39% reported their abusers witnessed family violence as a child

2. Of the 8,397 adult victims who did not require shelter, but received related assistance:
 - a. 474, or 6% reported witnessing family violence as a child
 - b. 378, or 5% reported their abusers witnessed family violence a child

C. Alcohol abuse:

1. Of the 1,083 adult victims sheltered:
 - a. 260, or 24% reported a history of alcohol abuse
 - b. 596, or 55% reported their abusers have a history of alcohol abuse

2. Of the 8,397 adult victims who did not require shelter, but were provided related assistance:
 - a. 323, or 4% reported a history of alcohol abuse
 - b. 680, or 8% reported their abusers had a history of alcohol abuse

D. Drug Abuse:

1. Of the 1,083 adult victims sheltered:
 - a. 274, or 25% reported a history of drug abuse
 - b. 566, or 52% reported their abusers had a history of drug abuse.

2. Of the 8,397 adult victims who did not require shelter, but received related assistance:
 - a. 295, or 4% reported a history of drug abuse
 - b. 600, or 7% reported their abusers had a history of drug abuse.

E. Sought professional intervention:

1. Of the 1,083 adult victims sheltered:
 - a. 201, or 19% sought medical attention
 - b. 478, or 44% experienced intervention from law enforcement

2. Of the 8,397 adult victims who did not require shelter, but received related assistance:
 - a. 202, or 2% sought medical attention
 - b. 502, or 6% experienced intervention from law enforcement

LONG-TERM RESOLUTIONS

Subgrant organizations reported the following resolutions for victims who received services:

A. Went to court:

1. Of the 1,083 adult victims sheltered:
 - a. 343, or 32% petitioned for an order of protection. Of these, 294, or 86% of the petitions filed resulted in an order being obtained
 - b. 64, or 6% sought pursued civil actions
 - c. 132, or 28% of those who sought law enforcement intervention, followed through with criminal charges, of which 63, or 48% were known to have resulted in conviction
2. Of the 8,397 adult victims who did not require shelter, but received related assistance:
 - a. 2,276, or 27% petitioned chancery court for an order of protection. Of these, 361, or 16% of the petitions filed resulted in an order being obtained.
 - b. 131, or 2% sought pursued civil actions.
 - c. 184, or 37% of those who sought law enforcement intervention, followed through with criminal charges, of which 53, or 29% were known to have resulted in conviction

B. Victims returned to previous situation:

1. Of the 1,083 adult victims sheltered:
 - a. 205, or 19% reportedly returned to the abusive relationship
 - b. 560, or 52% reportedly established an independent, violence-free life
 - c. living arrangements for 318, or 29% unknown
2. Of the 8,397 adult victims who did not require shelter, but received related assistance:
 - a. 200, or 2% reportedly returned to the abusive relationship
 - b. 427, or 5% reportedly established an independent, violence-free life
 - c. living arrangement for the entire 7,770, or 93% unknown

PART TWO: PERFORMANCE REPORT

1. Explanation of activities carried out:

a. Organizations Supported: The state's 2004 FVPS award supported efforts of twenty-one (21) domestic violence organizations located throughout the state:

- ❖ Abused Women and Children, Courage House
- ❖ Serenity
- ❖ Women and Children First
- ❖ New Directions of Cross County
- ❖ Restoration of Hope
- ❖ Southwest Arkansas Domestic Violence Center
- ❖ St. John's Hospital
- ❖ White County Domestic Violence Prevention
- ❖ The Dove House
- ❖ The Raphah Project
- ❖ Benton County Women's Shelter
- ❖ Union County Rape and Family Violence
- ❖ Phoenix Youth and Family Violence Center
- ❖ Crisis Center of Women
- ❖ Women's Crisis Center of South Arkansas
- ❖ Women's Shelter of Central Arkansas
- ❖ Margie's Haven House
- ❖ The Haven of Northeast Arkansas
- ❖ Families in Transition
- ❖ Grant County Unified Community Resource Council
- ❖ Project for Victims of Family Violence

b. Support Provided to Subgrant Organizations: In addition to supporting general operating costs of shelters (rent, utilities, etc.), FVPS funds provided the following activities and services by way of personnel:

- ❖ Eleven (11) executive directors, responsible for developing, implementing and overseeing day-to-day shelter operations, personnel practices and evaluations;
- ❖ Sixteen (16) administrative assistants (i.e., other management positions, shelter managers) responsible for developing, implementing and managing direct services to women, supervising women's advocates;
- ❖ Twenty-seven (27) day-shift women's advocates, responsible for answering crisis hotline calls and general advocacy services to shelter residents during regular office hours;

- ❖ Twenty (20) night/weekend-shift women's advocates, responsible for answering crisis hotline and providing emergency services during night and weekend hours;
 - ❖ Two (2) children's advocates, responsible for assessing children's needs providing care to children and performing activities that heightened parenting skills;
 - ❖ Five (5) legal/outreach advocates, responsible for providing a full-range of services to victims who did not require emergency shelter and/or aftercare for victims upon leaving the emergency shelter.
2. Assessment of the effectiveness of funded direct services: The Department of Finance and Administration has put forth special effort to improve project evaluations, and, as a result, has received what appears to be more reliable project data.

Subrecipients are required to submit quarterly performance reports from which this office can assess the effectiveness of the FVPS award. Below are excerpts from reports submitted by subgrantees to the following questions:

- ❖ **Did you accomplish what your subgrant set out to provide? If you found that the outcome of your subgrant fell short of your expectations, please describe what you believe could have changed the ultimate outcome.**

Subgrant #04021-4F: Being an organization, services were literally were built from scratch. We now have brochures, support group information and training materials for volunteers. We have formed partnerships with several organizations within the county to provide services to victims. We have provided support group meetings on a weekly basis. We assisted in moving victims to new homes using volunteers. We provided referrals and transportation to clients accessing services. We have provided legal advocacy to women by accompanying them to court when filing for a protective order. During the project, we recognized the need for an emergency food and clothing bank that could be accessed 24 hours a day. The County donated the space we now use for receiving donations.

Subgrant #04009-4F: Our goal was to provide crisis intervention and transitional services. We accomplished this through our Transitional Services Coordinator and Child Advocate positions. We were able to provide intervention through crisis calls, shelter, counseling, assisting with orders of protection, victim reparation and safety planning. After providing intervention services, were able to provide transitional services, which helped victims to become empowered to live their lives free from abuse. These transitional services consisted of support groups, life skills and mentoring program. Support groups taught victims about the dynamics of domestic violence, as well as giving needed support to

leave their situations. During our mentoring classes, we were able to offer victims a mentor to assist them as they made the transition from our shelter to life in the community. Through life skill classes, they learn practical skills needed for independent living. The project also allowed our child advocates to provide 152 children with day care while mothers worked on action plans. They also provided 97 children with intervention and 117 children with support groups. These support groups helped the children understand what abuse is and what healthy families look like. This project made it possible to provide 540 victims with over 2,800 services.

Subgrant #04002-4F: We were able to reach our goals through this project. We provided victims with face-to-face advocacy services and group support meetings. Victims received resource coordination for social services, legal advocacy, mental health resources and housing. We participated in collaborative efforts with other service providers across the county to provide access to permanent housing resources and with the counseling agency to provide access to free counseling for victims. Collaborative efforts were established with The Center for Arkansas Legal Services to provide legal resources for protective orders, divorce and custody issues, and the Prosecutor's Office to assist in developing a plan to reduce the number of victims dropping protective orders, which included resource coordination with court personnel. Social service providers were contacted to create a network of referral services. Court advocacy was provided, as well as safety planning.

Subgrant #04011-4F: The funds from this subgrant supported advocacy staff for an emergency shelter program for victims of domestic violence. Due to the short time that families/individuals are in the emergency shelter, follow-up services are very important to support the progress the families have made toward independence from violence. Over 100 individuals participated in our support groups, and we provided individual and group services to maintain the support system. Our agency has developed programs to help clients after the initial emergency shelter program and has received a Department of Justice, Office of Justice Program grant to provide transitional housing, therapeutic assistance, and enhanced job-readiness and support services.

❖ **Please describe how your FVPS subgrant impacted on the lives of victims in your community.**

Subgrant #04012-4F: Provided an example of a family helped:

This woman moved to Arkansas from out-of-state to escape the abuse of her husband. She could not seem to break the cycle of abuse and went right into another abusive relationship. The family had to escape again from another offender. She was referred to us by the Salvation Army

because of the background of abuse. When they came to us, they had no money or clothes. They were hungry and need a bath. We provided shelter, transportation, food and essentials for bathing. During their stay at the shelter, the family showed a desire to go her family's (home) up north. There, she would be able to seek employment and go back to school. Keeping the Faith Women's Shelter provided her and her children bus tickets to go. We provided transportation to gather up her picture albums and sentimental items to take with her out of storage. As she was getting out of the van, the victim said as she was crying, "I prayed God would help me out of this. I want a better life for me and my children. I want to be able to go to church every week and not be scared. Thank you so much. I will never forget this."

Subgrant #04016-4F: Those first few hours are critical in the woman determining if it is worth all of this to leave the relationship. Since Serenity opened its doors, local law enforcement has had a place to bring women immediately after their assaults. The bonds between the law enforcement agencies and shelter have continued to grow in strength. A law enforcement officer escorts women to the shelter (it's a hidden location) whether she chooses to press charges or not. Sheriff and police departments hand out program information packets and brochures on any call they believe may be related to domestic violence. The local drug and alcohol program has been very receptive to our program coming to speak with their clients about domestic violence issues. Many of the women we serve have a drug and alcohol dependency.

Subgrant #04003-4F: The Haven staff makes an effort to empower women to lead an independent, abuse-free life. With the women's permission, The Haven staff continues to keep in touch with the women after they leave the shelter, offering support, as needed. During the past year, at least six women who were previously sheltered at The Haven have remained in contact with the staff and provided with emotional support.

One woman, who was thrown out of a car on a nearby highway, was provided with a bus ticket to return to her hometown in another state. At least four women who resided in the shelter are living abuse-free lives. One woman, who is presently residing in the shelter, has paid housing and utility deposits and plans to move into her own apartment on November 1. She will be given donated furniture and household items.

❖ **How did your FVPS subgrant impact on you community's coordinated response to family violence?**

Subgrant #04000-4F: There has been an increase in outreach in our community to victims. Victims are seeking help from the Violence

Outreach Program. They are gaining confidence in the services they are receiving. The call volume is steady. There have not been any complaints received from victims in reference to services received and/or referred.

There is also greater involvement in the community. Attempting to close the gap between law enforcement and victim advocates has led to better working relationship. At the same time, magnifying the working relationship between the prosecuting attorney, circuit clerk's office, police departments, judges, victims and victim advocates. It has help to strengthen the ties between agencies that work in the favor of the victims. The community-coordinated response helps to educate agencies about resources and services provided by other agencies that may not be identified by all.

Subgrant #04010-4F: At this particular stage of our program's development, we think the best indicator of the program's success is the growing of clients we have served. In the first year: 223 victims. In the second year: 290 victims.

Subgrant #04007-4F: Women's Shelter of Central Arkansas' FVPSA subgrant project has had a big impact on Faulkner County's coordinated response to family violence. Relationships have been re-established with other community service agencies like Conway Adult Education Center, Workforce, CAPCA, The Salvation Army, Bethlehem House, Faulkner County Literacy Council, CASA, Excel, etc. We have worked hard to create a new and more comprehensive Memorandum of Understanding with the 20th Judicial District Prosecutor's Office, the Faulkner County Sheriff's Department and the Conway Police Department. Along with our Prosecutor's Office, we have reinvigorated the STOP Domestic Violence Team. Judge Reynolds is the chair of the team. There are four committees: Resources, Medical, Legal and Steering. A decent range of community leaders are involved in STOP DV activities: the Conway Police Chief, a couple of state representatives, several lawyers, Conway Regional Medical Center personnel and others. The STOP DV Team is working on a comprehensive list of community resources, getting local lawyers to consider meeting their pro bono requirements through assisting with family violence cases and targeting doctors' offices with educational material. WCSA's re-establishment of relationships with other agencies and service providers in the community has had a very positive impact on the community's awareness of family violence and on the lives of victims of family violence.

3. Description of how needs of underserved populations were addressed:

Arkansas is largely rural and has a rising Hispanic population that has been underserved.

Subgrantees took the following steps to attract Hispanic victims to their services:

- providing a toll-free hotline
- taking services out of the shelter facility and providing in-homes advocacy
- distributing brochures and informational packets on domestic violence and the availability of services to pastors, doctors and other might have contact with isolated victims
- providing transportation
- recruiting bilingual volunteer advocates through local colleges, churches and other outlets
- placing translation books throughout the shelter to enhance communication between shelter residents and staff
- hanging cross-cultural posters throughout the shelter to create an environment that promotes tolerance and understanding
- printing forms and documents in Spanish
- advertising services in Hispanic media