

Department of Family Services

LOB #116:

OFFICE FOR WOMEN / DOMESTIC AND SEXUAL VIOLENCE SERVICES

Purpose

The Office for Women & Domestic and Sexual Violence Services (OFWDSVS) advances the County's mission of preventing and ending domestic and sexual violence, stalking and human trafficking by fostering a community-based on equality and mutual respect through prevention and intervention, community engagement and awareness, policy and advocacy.

Description

The Office for Women & Domestic and Sexual Violence Services is the state-accredited domestic and sexual violence program and state certified batter intervention program in Fairfax County. Designed from a trauma-informed, client-driven, and family-systems perspective, OFWDSVS provides services to victims, children and youth, as well as offenders, and works towards ensuring every resident lives free of violence. We strive to open doors in order to build relationships and engage the community in providing the highest quality of care and promote social change. OFWDSVS is committed to providing empathetic, client-driven, and trauma-informed services for the community and support clients and members of the community as they take difficult and courageous steps towards autonomy, accountability, and responsibility. OFWDSVS promotes human equality and uses resources in ways that serve the public equitably by respectfully challenging biases, attitudes, and behaviors that contribute to inequality and fostering an environment that embraces creativity and calculated risk-taking to advance OFWDSVS' mission. OFWDSVS advocates for safety as a basic human right that underscores each and every interaction with clients and the community; assuring confidential, accessible, and affordable services to all. OFWDSVS is the only program in the County which focuses on the prevention, intervention, and treatment of domestic and sexual violence, stalking, and human trafficking at all levels.

Domestic and sexual violence impacts the lives of tens of thousands of Fairfax County residents each year. The Fairfax County Police Department receives over 11,000 domestic calls for service per year and makes approximately 160 domestic violence arrests per month. On average, half of the homicides in Fairfax County each year are related to domestic violence. Most homeless families have histories of domestic violence or are homeless due to domestic violence. Children who witness domestic violence are at risk for poorer life outcomes and are several times more likely to be victims of interpersonal violence or perpetrators in adulthood. Studies show that as many as one in four women and one in six men experience unwanted sexual contact by age 18.

OFWDSVS services include Artemis House, the only 24-hour crisis shelter for victims of domestic and sexual violence, stalking, and human trafficking; the Domestic Violence Action Center (DVAC), a comprehensive, co-located service center staffed by County agency and community non-profit partners created to provide culturally responsive information and support services for victims of domestic violence and stalking and their families as well as to promote the accountability of offenders of these crimes through specialized prosecution and offender supervision; individual and group counseling for adult and child victims of domestic violence and sexual assault; Anger and Domestic Abuse Prevention and Treatment (ADAPT) services for offenders; court advocacy and support services; economic and housing services; compassion training for couples in conflict; community outreach, prevention, and education services; hospital and court accompaniment for victims of domestic and sexual violence; and teen dating violence prevention and healthy relationship programs.

In addition to their regular duties, OFWDSVS staff is on-call 24/7 to answer the Fairfax County Domestic and Sexual Violence Hotline as well as the Fairfax County Lethality Assessment Protocol Hotline (LAP Line) on a regular rotation. The LAP was developed in partnership with the Fairfax County Police Department in order to reduce the homicide/suicide rate related to domestic violence in the community as well as connect

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victims with services right away. In doing so, studies show DV-related homicides can be reduced 30 to 40 percent. Staff also participates in the rotation for on-call after hours in order to meet the needs of victims seeking a Sexual Assault Physical Evidence Recovery Kit (PERK) by a Sexual Assault Nurse Examiner (SANE) or an Intimate Partner Violence (IPV) exam at Inova Fairfax Hospital.

Additionally, OFWDSVS facilitates coordination of a community response to domestic violence and provides staff support to the Board of Supervisor appointed Commission for Women.

OFWDSVS direct client services are comprised of four teams: **Advocacy Services; Community Engagement Services; Counseling Services;** and **Offender Services.** OFWDSVS also closely monitors and supervises the contract for Artemis House and provides adjunct services to complement the contracted day-to-day operations and case management. These services are bundled into one LOB due to the fact that they are all part of a discrete service delivery system focused on a very specific population, are intertwined and work across teams, and are all part of a relatively small program (General Fund Positions = 27.0/23.5 FTE; Grant Funded Positions = 6.0/4.7 FTE; Leveraged resources [grants and fees] = approximately 22 percent of the program, or \$650,000 of total budget).

The **Advocacy Services Team** is deployed full time to the Fairfax County Domestic Violence Action Center (DVAC) located at the Fairfax County Historic Courthouse, which is open Monday through Friday from 8:00am to 4:30pm. DVAC has been funded through the U.S. Department of Justice's Office on Violence Against Women Grants to Encourage Arrest Policies and Enforcement of Protection Orders Program since 2010. Fairfax County is currently receiving the third cycle of funding through this grant, which will expire in September 2017. The DVAC collaborative effort includes the Fairfax County Office of the Commonwealth's Attorney, the Court Services Unit of the Fairfax County Juvenile and Domestic Relations District Court, Fairfax County Office for Women & Domestic and Sexual Violence Services, Fairfax County Police Department, A Way Forward, Ayuda, Jewish Coalition Against Domestic Abuse, Legal Services of Northern Virginia, Northern Virginia Family Service, Shelter House, Inc., Tahirih Justice Center, and The Women's Center. Through the collaboration, Fairfax County is improving the administration and accessibility of justice for victims of domestic violence, sexual assault, and stalking as well as maximizing the efficiency of County and community resources in order to serve as many and diverse individuals and families as possible. OFWDSVS takes the lead role on grant management and administration, coordination of services, planning, and partnership development of DVAC.

The goal of advocacy services is to increase client safety through enhanced knowledge and understanding of available resources and options to provide support to clients in accessing appropriate resources. The OFWDSVS community-based advocates, along with other DVAC partners, provide confidential, holistic services including safety planning, crisis intervention, options counseling, education on the civil and criminal justice systems, emotional support, and a variety of referrals based on the client's individual needs. The advocates also support the client with court accompaniment to civil and criminal court hearings. The advocates work within the empowerment model to preserve the client's right to self-determination.

DVAC's Housing and Economic Specialist (HES) assists clients who are seeking housing and economic support services by providing information to help them understand general housing options, determining how much rent they can afford, sharing a list of available housing units in their price range, and making referrals to shelter and housing location services. Economic supports include helping clients learn how to develop and maintain a budget, understanding how to read a credit report and how it impacts obtaining housing and financial assistance, and applying for rental and household assistance.

The **Community Engagement Team** provides prevention, education, and outreach services, is responsible for scheduling coverage for the Hotline and LAP Line, and recruits and manages the program's volunteers.

Prevention, Education, and Outreach:

OFWDSVS provides education, including outreach, training and workshops, to both professionals and community members within Fairfax County in order to raise awareness of domestic and sexual violence, stalking, human trafficking, and resources available to those experiencing violence. The education programs have an ultimate goal of preventing interpersonal violence. Educational presentations are offered throughout the County to a variety of audiences and in many different venues. Presentations range from

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short, thirty-minute information and resource presentations to on-going educational programming, in which groups are actively involved in preventing violence within their communities.

In addition, we provide specialized prevention workshops for middle and high school students attending the Fairfax County Public School System that include classes on teen dating violence, healthy sexuality, sexual assault prevention, media literacy, and self-reflection exercises. The specialized youth services are crucial to the prevention of domestic and sexual violence since we are able to reach many youth before they are in intimate relationships. At a community level, we are offering on-going programming to neighborhood residents who are interested in learning about and preventing violence as a means to positively affect the well-being of themselves, their families, and their neighbors. OFWDSVS also provides outreach services in the community to raise awareness; staff attends resource fairs, community events, back to school nights, and any event where information can be shared about OFWDSVS programs and services. Programs and presentations are scheduled on days and at times that meet the needs of the community (day, evening, weekends).

24-Hour Hotline Services:

OFWDSVS provides 24-Hour Hotline and 24-Hour LAP Line services for Fairfax County, which includes confidential supportive telephone counseling, crisis intervention, and information and referrals to those seeking information and support as it relates to domestic violence, sexual violence, stalking, and human trafficking. The goal of the Hotline is to help connect callers to other OFWDSVS services as well as to community-based programs based on their identified needs and interest. The 24-hour Hotline has been in operation for 35 years.

The LAP Line connects victims with advocacy services immediately upon police intervention in order to reduce the rate of homicides in Fairfax County. Shelter and victim advocacy services are research-validated protective factors for victims, yet the majority of domestic violence-related homicide victims do not access services prior to their murder (e.g. none of the victims in Fairfax County's 2009 and 2010 domestic violence-related homicides reviewed by the DV Fatality Review Team accessed advocacy services prior to their murder). Therefore, the primary goal of the LAP is to identify victims in "high-danger" (risk of serious re-assault or homicide), educate them about the level of their risk, and connect them to confidential advocacy services immediately after the crime in order to move them along the stages of change toward safety. The 24-Hour LAP Line was implemented on July 1, 2015.

Volunteer Recruitment and Management:

OFWDSVS offers a number of opportunities for volunteer and intern engagement including hotline counselor, group facilitator, outreach specialist, hospital advocate, and administrative support. Volunteer opportunities can be long-term or short-term, or even a one-time commitment, which offers interested individuals options for involvement. In order to provide meaningful opportunities for engagement and to leverage the organization's resources, OFWDSVS volunteers and interns are involved in almost all aspects of service delivery. Some OFWDSVS programs rely heavily on the support of volunteers and interns for their success; in FY 2015 approximately 126 volunteers provided 9,649 hours of services with an estimated value of \$236,311.

The **Counseling Services Team** provides free short-term individual, family, and group counseling in English and Spanish (and in other languages through interpreters) to survivors of domestic and sexual violence, stalking, and human trafficking and their families, including children impacted by domestic violence.

Various support groups for women and men are offered at four community locations and also at Artemis House, the 24-hour crisis domestic violence shelter. Individual and family counseling is offered during normal business hours and evenings, Monday through Friday, with services available at eight community sites plus Artemis House. Services are provided according to a strengths-based, trauma-informed, client-driven approach to increase safety, promote healthy coping, foster healing and confidence, and help survivors navigate important decisions as well as access needed resources.

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Counseling services have been continuously offered since the early 1980s, first by the Victim Assistance Network (VAN) which was then a part of the Community Services Board, and were restructured, renamed, and moved with the rest of Domestic and Sexual Violence Services to the Office for Women in 2008, creating the Office for Women & Domestic and Sexual Violence Services.

The **Offender Services Team** provides intervention services for male and female adult offenders of domestic violence. The team's primary service is the ADAPT: Anger & Domestic Abuse Prevention and Treatment Program, which is offered in both English and Spanish; this program targets remedial change for perpetrators of domestic violence. The Offender Services Team also offers Compassion Training for Couples in Conflict.

ADAPT clients are typically first-time offenders referred by local courts as an alternative to incarceration. While the ADAPT program meets the state certification standards for batterer intervention programs (typically focused on intimate partner/spouse abuse), the program also works with offenders who have committed acts of violence towards siblings, adult parents/adult children, and other household members.

ADAPT promotes emotional self-regulation and individual responsibility instead of blame, coercion, and aggression. Treatment participants are held accountable for learning and demonstrating treatment gains. Intervention is provided through a series of eighteen (18) weekly two-hour group sessions to develop new behavioral/emotional skills as alternatives to violence. Approximately 16 full groups per year are held in four (4) locations during the day and evenings in English and Spanish. ADAPT also provides thorough assessment and referral/linkage to local mental health and substance abuse resources and works closely with referring and monitoring probation officers.

The program has been in continuous operation since 1983, originally as part of outpatient mental health services in the Community Services Board before moving to the Office for Women along with other Domestic and Sexual Violence Services in 2008, creating the Office for Women & Domestic and Sexual Violence Services.

Artemis House, the County's only 24-hour crisis shelter for victims of domestic and sexual violence, stalking, and human trafficking is closely supervised and managed through a contract by OFWDSVS. Artemis House is a secure, 34-bed apartment-style shelter that is ADA accessible at an undisclosed location in Fairfax County.

Women or men at imminent risk and without a safe place to stay due to violence may enter the shelter 24 hours per day and stay with their children for up to 45 days, during which time they receive case management assistance, including help transitioning into long-term housing, help with basic needs, and individual and group counseling services. Services are contracted through Shelter House, Inc. who administers the day to day operations and case management at Artemis House. OFWDSVS staff, including a Counselor and a Housing and Economic Specialist, also provides services within Artemis House.

Artemis House began in 1977 as a grassroots domestic abuse sheltering initiative that became The Women's Shelter, which was part of the Community Services Board and was restructured, renamed, and then moved with the rest of Domestic and Sexual Violence Services and merged with the Office for Women in 2008 creating the Office for Women & Domestic and Sexual Violence Services.

Benefits

Advocacy Services

- Through the collaborative DVAC project, partnership agencies enhance the range of services a victim may access in a centralized location and streamlines the off-site resources utilizing a direct referral process with partners.
- Working intensively with clients, and collaborating with various partners fosters the identification of systems issues and gaps in services that can be enhanced to further support clients and can be addressed through a coordinated community response.

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- The benefit of DVAC, and having OFWDSVS advocates on site, is to coordinate the County's resources to better assess the needs of victims and to strategize about the best use of each agency's resources, both human and financial. There are many points of entry, both traditional and non-traditional, across County systems where domestic and sexual violence, stalking and human trafficking may be identified. The non-traditional points of entry can provide opportunities for intervention for families who may not access traditional services.
- DVAC is within walking distance, which provides easy access, to the Fairfax County Courthouse for clients who need to file for a protective order, custody order, visitation, divorce, spousal and child support, and other court-related activities.
- Services at DVAC are available on a walk-in basis as well as by appointments, which provides immediate advocacy services.
- Civil legal advocacy may help decrease re-victimization and increase well-being for victims and their children. The intensive individualized safety planning assists the client in understanding risk of harm, possible lethality, and helps them identify options and resources to enhance their physical and emotional safety. A client may not realize she/he might be in high danger due to the length of time they have been exposed to the domestic violence.
- The empowerment approach utilized by the Advocacy Services Team, and DVAC partners, is imperative so clients feel they are treated with courtesy and respect when reaching out for supportive services. Clients routinely report they are not accustomed to having a voice or being treated with courtesy or respect within their intimate partner relationships, which can lead to feeling insignificant, unsupported and isolated. Being treated with courtesy and respect can enhance feelings of validation and self-worth. Studies have shown that victims who feel in control or empowered, and feel they have been treated well, are more likely to contact the system in the event of future incidents (Cattaneo, Dunn, & Chapman 2013). One hundred percent of victims served at DVAC by the OFWDSVS Advocacy team report feeling treated with courtesy and respect and satisfied with their overall experience in both FY 2014 and FY 2015.
- Studies also show that helping victims access community resources and support, create safety plans, and locate advocacy services correlates to decreased physical violence and depression, increased quality of life, and reduced social isolation. When victims are provided with seamless advocacy services based on the empowerment approach, they are able to protect themselves from harm and take charge of their lives. (Empowering Victims of Domestic Violence Social Issue Report: Sept 2001)
- Many clients who are not eligible for emergency shelter or transitional housing programs, and who may not otherwise receive housing and economic-related services are identified through the Advocacy Services Team. The immediate referral to the on-site Housing and Economic Specialist (HES) provides additional education and support to enhance their options of self-sufficiency. Victims report an increased knowledge around budgeting and housing options after working with the Housing and Economic Specialist, which can lead to a safer and more stable family.
- The continued development of the OFWDSVS program and the HES position has enabled services to grow and serve more individuals and families seeking housing and economic assistance. Building relationships with housing providers as well as local realtors and the Housing Locator Network have enabled us to assist more clients in need of housing services. The additional transitional housing capacity has added units for clients fleeing domestic violence in Fairfax County. This has enabled more clients to access safe and stable housing versus returning to an abusive relationship.
- Studies have shown that when a client receives advocacy services early in court cases, they are much more likely to remain engaged in their cases and are more likely to follow through with a case when they clearly understand the process and are paired with an advocate early in the system to support them throughout the justice systems. This reduces frustration for all professionals involved, increases safety for the victim, and ultimately saves money in the long run.

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Community Engagement Services (outreach/education/prevention, hotline, volunteer)

- The Hotline and LAP Line serve as safety resources and provide immediate attention to callers' emergency situations through crisis intervention, lethality assessment, and hospital accompaniment. Staff provide supportive counseling and help callers identify options, educate them on the dynamics of power and control, and help them to safety plan based on their expressed choice and needs.
- Those who attend outreach events gain an increased awareness about domestic and sexual violence and its dynamics, prevalence, and how embedded it is in society. They also learn about myths associated with domestic and sexual violence and are able to identify healthy behaviors that lead to positive relationships.
- Participants in the educational sessions and groups report feeling better informed and equipped to access resources in the event they or a loved one is experiencing violence.
- Those who participate in prevention programming report experiencing a shift in their perceptions of domestic and sexual violence, and are better prepared to address situations because they have a broader and more informed perspective.
- Those who participate in ongoing groups indicate feeling a higher sense of self-esteem, self-worth, and an increased sense of connectedness which are all protective factors. They also indicate they have formed new friendships, and see improvement in their family relationships.
- Most importantly, those who attend programs are then able to share the information with their own families and communities, ultimately benefiting the County as a whole. Education empowers individuals, and the community is positively impacted, by learning about available resources, and feeling they have a reliable support system.
- OFWDSVS's 24-Hotline has been in existence for over 35 years using the same phone number since its inception. It is a well-known resource among the community at large, medical professionals, law enforcement, social services agencies, schools, faith communities, and non-profit organizations. Hotline advocates receive extensive training, which has resulted in a professional, empathic, and consistent service.
- OFWDSVS provides meaningful volunteer and internship opportunities for individuals to be part of a community response to domestic and sexual violence, stalking, and human trafficking and provides opportunities to share what they have learned, develop unique skills and talents, and at times prepare them for future career opportunities. Volunteers strengthen the programs and services offered by OFWDSVS through the time and efforts they contribute to the organization. Volunteers and interns increase capacity to provide programs and services and strengthen the community by becoming highly trained, knowledgeable, and connected resources for their families, friends, co-workers, neighbors, communities of faith, and community at large.

Counseling Services

- Witnessing or experiencing domestic or sexual violence, stalking, or human trafficking is a traumatic experience. Victims often lack social support and resources and have an urgent need for safety, information and resources, and help coping and healing after violence. The counseling team provides these essential services.
- People with trauma-related disorders, especially people with low income or limited English proficiency, have few or no other resources for low-cost treatment in Northern Virginia. The counseling team provides these essential client-driven, trauma-informed services in order to help this vulnerable population.
- As interpersonal trauma specialists, Counselors provide training and consultation to other service professionals in the community. By lending their expertise to other professionals, they improve the quality of services provided to all survivors of interpersonal violence.

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Offender Services

- Domestic violence often does not stop without intervention. The ADAPT program plays a pivotal role in the relinquishment of domestic violence for hundreds of families in Fairfax County every year. A treatment follow-up study completed in 2008 demonstrated that 94 percent of clients who completed the 18-week ADAPT Program remained violence free in the two years following treatment as measured by County police reports. This outcome far exceeds national reports recidivism rates of over 50 percent.
- Use of outpatient remedial skills development is far more cost effective than incarceration and is also more likely to result in behavioral change than jail alone. The overwhelming majority of treatment completers report significant positive behavioral change and past studies have repeatedly corroborated these findings.
- ADAPT's practice of contacting the victim of the abuse when their abuser/partner begins treatment is sometimes the first time someone has talked to the victim about obtaining services for her/himself. Often this will bring a victim into counseling who had not thought of coming before. In this way, both parties of the violence receive professional intervention and support for rebuilding their lives.
- The program recoups a significant portion of its costs through user fees (typically in excess of \$70,000 year) and the program continues to earn accolades by the local courts that refer participants for its demonstrated commitment to program integrity and innovation.

Overall, for someone who has experienced or is experiencing domestic violence, knowing help is available opens the door to change. Being able to call a 24-hour hotline, enter a shelter, get help locating housing, learn about justice and legal options, talk to a counselor, join a support group, be accompanied to the hospital for a forensic exam, or talk to an advocate immediately when police assess a lethal risk—these OFWDSVS options remove shame and fear and give survivors knowledge and confidence to take steps to safer, healthier outcomes.

Perpetrators of domestic violence tend to reoffend at high rates, even in future relationships, but those who have successfully completed the OFWDSVS ADAPT Program are far less likely to do so and have a very low rate of recidivism. Education, prevention, and outreach OFWDSVS provides to the community also empowers individuals, prevents violence, and engages and unites community organizations and volunteers toward a safer, healthier community.

OFWDSVS supports the County's vision elements of:

- Maintaining Safe and Caring Communities
- Maintaining Healthy Economies
- Creating a Culture of Engagement

In addition OFWDSVS has achieved positive outcomes in the Results-Based Accountability (RBA) Human Services System Goals related to:

- Healthy People
- Connected Individuals
- Safe and Stable Housing
- Successful Children and Youth

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Mandates

ACCREDITATION & CERTIFICATION: The four service teams of OFWDSVS are bound by standards that certify or accredit the programs. The Advocacy, Counseling, and Community Engagement teams focus on serving victims and comprise the portion of OFWDSVS that is accredited as a Domestic Violence Program and a Sexual Assault Crisis Center. Until recently, this accreditation process had been overseen by the Virginia Domestic and Sexual Violence Action Alliance (VSDVAA). Beginning July 2015, a new law put this oversight under the purview of the VA Dept. of Criminal Justice Services (DCJS). Accreditation standards in place prior to the July 2015 change will remain in effect until new standards are developed, approved, and implemented. OFWDSVS foresees that this will take at least one year to accomplish. Only accredited programs are able to apply for funding through Virginia Department of Social Services (VDSS), the major domestic violence grantor for Virginia programs. DCJS is considering this same requirement for its funding process.

Services provided to domestic violence offenders are provided through the Offender Services team of OFWDSVS, which is certified as a Batter Intervention Program (BIP) through the Virginia BIP Board. Certification of a batterer intervention program, such as OFWDSVS' Anger and Domestic Abuse Prevention and Treatment program (ADAPT) is required in order for a judge to sentence a defendant to attend a BIP. Following are the major areas for which there are accreditation or certification mandates that apply to the services provided through OFWDSVS.

Accreditation requirements for programs serving victims of domestic and/or sexual violence:

- Agency Administration
 - Agency governance
 - Agency administration
 - Staff training, including a list of mandated topics
 - Volunteer program management
 - Record keeping & confidentiality

- Sexual & Domestic Violence Services
 - Hotline
 - Information & referrals for clients
 - Crisis intervention
 - Safety planning
 - Emergency companion services to hospital and other locations
 - Emergency transportation of clients
 - Individual support services
 - Legal advocacy for clients
 - Support groups
 - Children's services
 - Community coordination & systems advocacy
 - Emergency housing services
 - Outreach and access to underserved populations

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Certification requirements for programs serving offenders of domestic violence:

- Client-related services
 - Mandatory payment for services
 - Intakes for service
 - Assessments
 - Documentation
 - Rejection of clients from the program
 - Program contract to include program information, participant obligations, and program obligations
 - Mandatory contact of victim by program
 - Non-compliance by participant
 - Termination for non-compliance
 - Program completion requirements
 - Curriculum
 - Attendance
 - Group size
 - Group duration

- Program administration
 - Staff employment including requirements for education and experience
 - Use of volunteer staff
 - Recordkeeping
 - Fair Labor laws
 - Fees for program
 - Confidentiality

Trends and Challenges

TRENDS:

The advocacy, counseling, and offender services teams have seen consistency in some underserved populations seeking services over the last three fiscal years (FY 2013-FY 2015). For example, the percentage of clients with limited English proficiency (LEP), is approximately 35 percent. Additionally, other underserved populations include victims associated with the military, male victims, teens, older victims and those with disabilities, and victims who identify as Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ). In terms of prevention efforts, OFWDSVS is beginning to more effectively reach LGBTQ communities.

A new partnership with the Fairfax County Police Department and others has made possible a Lethality Assessment Protocol (LAP). All patrol officers have begun to administer an actuarial lethality danger screening when they respond to a call of domestic violence. Victims screened at high risk of death require immediate support, which police can access for victims 24 hours per day through a dedicated line with specially trained OFWDSVS staff. This protocol has decreased intimate partner homicide by half in Maryland, where the protocol was developed. It was officially implemented in Fairfax County on July 1, 2015 and has already resulted in better engagement of victims in urgently needed services. Also, in the first two months of implementation, the police administered the LAP 216 times; of those 54 percent (117) were deemed high risk for lethality and calls were made to the LAP Line.

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Demand for counseling services continues to increase and is estimated to continue to increase approximately 10 percent each year; the number of clients seen has increased 166 percent over the past six years. This increase is leveling as a result of reaching capacity, not a leveling off of demand; instead, wait lists for services are becoming more of an issue routinely implemented. A successful clinical internship program helps lessen this gap in service. However, the lack of affordable trauma treatment providers in the region puts extra strain on OFWDSVS resources. OFWDSVS will continue to respond to increasing demand using a combination of focused and effective treatment, and assistance with finding appropriate longer-term care.

Male victims are also an underserved population seeking advocacy and counseling services. From FY 2013 through FY 2015, the numbers of male victims served has fluctuated. Since FY 13, the number of male clients seen by OFWDSVS staff at DVAC has risen three percent. This is an encouraging trend and reinforces the need for continued outreach and education to this underserved population.

Beginning in February 2013, the Advocacy Team implemented the “Advocate of the Day” in which advocates were available at the intake office of the Juvenile and Domestic Relations District Court (JDRDC) to provide support and advocacy for individuals pursuing court services, such as filing a protective order. Since its inception, OFWDSVS continues to serve a high percentage of clients initiated from the JDRDC Court Services Unit. The second highest referral source is the 24-hour hotline however staff anticipate referrals from the LAP Line may exceed those of the Hotline. These trends continue to reinforce that services being made available in multiple locations, and through various entry points enhance the immediate support and access to service needs clients are experiencing.

OFWDSVS has experienced an increase in the overall number of clients seeking services, especially housing services, due to the flat economy and also due to outreach efforts in the community among OFWDSVS and collaborative partners. Many of the clients OFWDSVS serves for advocacy and housing and economic services do not have adequate income to sustain their family after leaving an abusive partner who is often the only wage earner in the home. OFWDSVS continues to see the lingering effects of the recession as rents continue to rise.

Utilizing information from the Fairfax County Youth Survey (notably that approximately 10 percent of County’s students report directly witnessing physical violence between their parents), staff has begun providing preventive services to a younger age group. The earlier staff can educate, the less likely it is that a person will perpetrate or tolerate violence. Also, for those who are older, staff are targeting adults who are at high risk for experiencing violence due to many life factors, trying to ensure they are able to prevent violence or at least intervene when it occurs. In addition, we are seeing an increase in requests for services from the military and the Adult Detention Center.

The type of volunteers that the program recruits vary, but in the last two to three years there has been a growing interest from Fairfax County employees, who come with a wealth of experience, responsibility and commitment. Volunteers tend to be: survivors of domestic and/or sexual violence, who want to help those who are experiencing similar situations; individuals who want to contribute to a cause; young people wanting to give back to their community or complete a community-service project; and individuals looking to make a career change.

Because group services achieve good outcomes for clients who are appropriate for and interested in groups, and because they help to assist with wait-lists, OFWDSVS is looking to increased delivery of group services as a strategy for increasing beneficial impact to the community, with the caveat that group services are not a practical alternative to individual or family counseling for persons who want and need that intensive service.

Increased attention is being given to sexual assault prevention in schools and OFWDSVS is in communication with Fairfax County Public Schools and the Board of Supervisors regarding this trend. Related to this, there is an increase in referrals from the criminal justice system and others for counseling services for survivors of sex trafficking, as a result of collaboration between OFWDSVS and community partners in response to this issue.

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The issue of sexual assault on campuses has recently received much attention. OFWDSVS is participating in a committee within George Mason University examining that university's efforts to prevent and respond to sexual assault involving its students. There are opportunities for future collaborations between OFWDSVS and George Mason University and Northern Virginia Community College regarding prevention and other services.

The volume of calls on the Fairfax County Domestic and Sexual Violence Hotline decreases slightly each year (however, the duration of calls has increased and staff has seen an increase in calls from allied professionals) while the number of clients served at walk-in sites, in shelter, in counseling, and those who access information electronically and through social networks steadily increases. OFWDSVS is aware of the need to adapt to the changing communication needs of the community however it has been difficult to do so with the County's restrictions to developing specified social media accounts such as Facebook. OFWDSVS piloted the use of the social media platform Tumblr with little success as teens said that mode of communication was no longer a good fit for them.

As a result of a new partnership with the Adult Detention Center (ADC) and the Fairfax-Falls Church Community Services Board (CSB), OFWDSVS is receiving ever increasing requests to provide programming in the jail; mostly for female inmates, but OFWDSVS has started providing services to the male population as well.

The courts have increasingly relied on the ADAPT program as the primary source of high quality batterer intervention programming. In FY 2016 and beyond, this trend will likely continue as many judges specifically direct probationers to the ADAPT program by name instead of referring to 'program types'. While there are two other certified batterer intervention programs in the County (both operated by community-based organizations, one for multicultural services and one only for English language services), the ADAPT program is increasingly relied upon for its continued reliability and program integrity. ADAPT is also the only batterer intervention program that accepts both males and females in co-ed groups.

CHALLENGES:

Language. Best practice is to provide services in the client's primary language. Language line services are regularly utilized by staff to ensure that services are provided in the client's primary language, however the costs are starting to put a strain on the budget. OFWDSVS is fortunate to have bilingual staff and staff work diligently to match the client with culturally and linguistically specific services, however challenges continue with the desire to be able to serve all clients within their specific culture and primary language. In addition, Spanish-speaking clients experience a longer wait for services due to high demand in specific geographic areas. They tend to wait longer for services because they have fewer alternative options with other agencies or at other OFWDSVS sites where there could be openings (due in part to transportation problems). OFWDSVS continues to work with community partners to reach Asian and African-American clients, who are still underserved.

Employment Status. Individuals and families have diminished capacity to become self-sufficient where there is little or no income for the individual (or family) to meet financial needs. Particularly common among domestic violence survivors, the ability to earn an income or even access family assets has often been controlled as part of the abuse pattern. Research cited in an article by Weaver et al. (2009) has shown that women who are economically dependent on their abusers are less able to leave that abusive relationship and are often more likely to be victims of serious forms of abuse. Many victims must attend court hearings and medical appointments and in doing so, miss work and may not have paid leave or may jeopardize employment.

Educational Attainment. A challenge victims continue to face in achieving self-sufficiency, which also affects seeking safety, is educational attainment. Many clients accessing services have limited educational backgrounds making them less able to obtain a living wage. Attending vocational and training programs are vital to the skill development of victims, which in turn will allow them to obtain employment that will enable them to provide for their families.

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Access. It has been a challenge to gain access to the school system as a whole; while OFWDSVS does provide services in several schools and the DV County-Wide Coordinator has worked with FCPS to include information about healthy relationships in the Family Life Education program, partnerships have been inconsistent. To a larger extent, the effectiveness of outreach depends on relationships and the ability to develop partnerships and collaborate with others and strengthen groups/task forces/committees that already exist; having only one educator limits staff ability to develop relationships with various organizations within the County. Also, identifying a location that is seen as a "safe" place for people, is convenient and easy to find, has free parking, is wheelchair accessible, and can accommodate various types of technology, is also a challenge. For example, the space has to be available at a time which would be conducive to the target population and the cost associated with securing a facility cannot be prohibitive.

Human Capital and Resources. Managing two 24-hour crisis lines (Hotline & LAP Line) with limited staff (even while utilizing volunteers and interns for the Hotline) and resources is a challenge due to the fact that most staff have this duty in addition to their primary work. Volunteers, at times, do not cover their assigned shift as expected which impacts the system and requires staff to take those additional shifts. Due to increased after-hours/on-call responsibility, worker capacity for case management, intake/assessment, individual client educational support, partner contact, community education, and overall individual client contact is reduced.

Tracking of Data. OFWDSVS utilizes a state required system which does not capture all the data elements. This limitation requires staff to use an additional data collection method so data can be provided to both grantors and County leadership. Additionally, requirements for RBAs, as well as requirements for various grant reporting requires different data points to be collected, recorded, and tabulated. More federally mandated outcomes have been introduced over the past few years, which when added to the local reporting requirements, means front line service staff and clients are being required to fill out forms and collect more data than in the past. This can significantly impact the provision of needed and timely services.

Recruitment and Retention of Volunteers. The intensive and extensive training requirements, as per accreditation, sometimes discourage potential volunteers. Some volunteers who serve as hotline counselors realize they were looking for more direct client service opportunities and often end up not fulfilling the one-year commitment or are no-shows for their shift which requires staff to take on more after-hours shifts. Others choose to volunteer because they are survivors of sexual assault or domestic violence and discover that answering the hotline triggers traumatic memories which they thought were healed. Some volunteers find the ability to volunteer from home as a hotline volunteer attractive because it offers them convenience; however, they sometimes feel isolated and decide to leave the program. Also, while recruiting volunteers through referrals and local contacts works, the use of online matching sites and social media is a more efficient and effective method.

More On-Call and Overnight Shifts. The addition of the OFWDSVS 24-hour LAP Line service and the continuation of other crisis services will require recruitment, effective engagement, and training of skilled and committed staff that are willing to be on call, answer the Hotline and LAP Line, and provide hospital accompaniment 24 hours a day. In an age where employees are demanding more work/life balance, this is challenging.

Caseloads at Capacity. Every counselor's caseload and the ADAPT program is at capacity and people who cannot easily travel to more distant service sites or who speak only Spanish must in some cases wait weeks for counseling services. Groups are offered with more frequency, but this does not reduce demand for individual counseling. In a County this large it is difficult to provide services at multiple convenient locations with limited staff.

Housing Options. Helping clients manage their expectations about what a realistic housing plan might look like is one of the most difficult aspects of the work of the HES as many victims are facing uncertain budgets and little experience maintaining a household as they live on their own for often the first time. Also, the fact that there are few, if any, affordable housing options reduces opportunities for a victim considering leaving an abusive situation.

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Attempting to Meet Community Needs. Community demand for services has only increased in recent years, but worker capacity for case management, intake-assessment, remedial individual client educational support, partner contact, community education, counseling, accompaniment, etc. was challenged this past year due to agency reorganization of acute domestic violence and sexual assault hotline services. This has resulted in a reduction in capacity to see clients face to face and we must rely more heavily on volunteers and inters. In FY 2016 this trend will likely continue as the agency has dedicated further personnel resources toward the Lethality Assessment Protocol which requires staff to participate in a second 24 hour, 7 day a week hotline commitment with the intention that homicides related to domestic violence will be reduced with the implementation of this protocol.

County-Wide Coordination. With so many partnerships, multi-disciplinary teams, and initiatives, it is difficult for one person to coordinate and manage a County-wide response to DV. In addition, there is no coordinated community response to sexual assault. In order to ensure a holistic approach to domestic and sexual violence, consideration needs to be given as to how the community will achieve this.

Availability of Emergency Crisis Shelter Space. Shelter space for victims of domestic and sexual violence, stalking, and human trafficking continues to be inadequate, despite some recently added shelter units from grant funding. According to a 2013 analysis, Fairfax County, with its population of over one million people, requires a facility with about twice as many units as is currently available; a minimum of 76 beds are needed to meet current demand. As a result, Artemis House turned away over 230 families last year. Furthermore, as anticipated, the recent addition of units outside of the original apartment building have made it more challenging for the Artemis House staff to engage all residents as thoroughly as before, which has been evident in reduced participation in support groups in the latter part of FY 2015.

Resources

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
LOB #116: Office for Women / Domestic and Sexual Violence Services			
FUNDING			
<u>Expenditures:</u>			
Compensation	\$1,618,473	\$1,689,276	\$1,646,363
Operating Expenses	1,309,982	1,027,176	1,173,403
Total Expenditures	\$2,928,455	\$2,716,452	\$2,819,766
General Fund Revenue	\$67,500	\$74,141	\$68,470
Net Cost/(Savings) to General Fund	\$2,860,955	\$2,642,311	\$2,751,296
POSITIONS			
Authorized Positions/Full-Time Equivalents (FTEs)			
<u>Positions:</u>			
Regular	23 / 22.5	23 / 22.5	25 / 24
Total Positions	23 / 22.5	23 / 22.5	25 / 24

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Metrics

Metric Indicator	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Percent of Offender Services Program completers demonstrating responsibility for past abuse	99%	99%	100%	95%	95%
Number of clients provided advocacy services	794	1,221	1,154	1,212	1,272
Percent of counseling clients who report specific ways in which they are better off as a result of services	NA	100%	96%	99%	99%
Percent of clients feeling safer resulting from awareness of personal safety	82%	88%	96%	89%	89%
Dollar value of volunteer and intern hours contributed	\$161,834	\$181,991	\$240,260	\$252,262	\$264,886

Percent of Offender Services Program Completers Demonstrating Responsibility for Past Abuse

This outcome measure has stabilized over the past three fiscal years; recorded for each client completing a program treatment group, this measure mirrors the client self-report of behavioral changes made. Each client writes a victim impact statement at the termination of the program to summarize the changes that they have made and includes a relapse prevention plan for how they plan to prevent future abuse of intimates and family members. When clients are able to convey personal responsibility for past abuse without blame or self-justification, they are deemed to have met this performance goal. Previous studies of treatment completers have shown that verbalized blame and justification for previous abuse is highly correlated with continued risk of domestic violence. An internal program study concluded that treatment completers who were able to verbalize self-responsibility for past abuse without blame and self-justification were six times less likely to be arrested in the two years following program completion with a new charge of a violent offense.

In FY 2013, this performance goal became a requirement for treatment completion as it was seen to be central to the mission of the program to stem future violence. The fact that the metric has stabilized in the past three years to between 99 and 100 percent demonstrates that the program is achieving its primary goal with the majority of treatment completers. At this point the metric is not expected to vary significantly but it will continue to be recorded and collected as it continues to best express the aims and success of the program.

Factors *contributing* to performance include:

- Well-trained and dedicated staff.
- Utilization of innovative and effective curriculum.
- Services are offered in English and Spanish.
- The screening process for acceptance into the program includes a general orientation session and a thorough intake. Clients often self-select out of the program at this stage rather than beginning classes to which they are not ready to commit.
- Well-trained interns and volunteers support program staff and allow for more groups to be offered.

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Factors *restricting* performance include:

- Demand in different regions means clients often wait to begin program; for some the wait is too long and they do not start with ADAPT.
- Classes are very interactive. For clients speaking a language other than English or Spanish, it is difficult to participate well and fully, even with an interpreter.
- Program requires weekly attendance. For some, it is difficult to commit to this over an 18-week timeframe. Some start the program two or three times before completing.
- Program requires weekly homework that includes reading and writing. For those with low literacy levels, this is sometimes a barrier that is difficult to overcome.

Number of Clients Provided Advocacy Services

The number of clients who received advocacy services is based on all clients served by advocates at the Domestic Violence Action Center (DVAC) including approximately 25 percent of clients who also participated in Housing and Economic services. All clients served were adults. Most clients had children, and in FY 2015, over 1000 children were impacted by the violence in their homes. Since DVAC's inception the demand for specialized services for victims of violence has been consistently rising. The overall number of new clients served at DVAC from FY 2012 to FY 2015 increased 213 percent. While there was a slight decrease (5 percent) between FY 2014 and FY 2015, this decrease does not follow the trends seen in previous years, and may be directly attributed to temporary staff vacancies. The consistent rise in clients seeking advocacy services was expected as the community learned of the intensive, collaborative services provided in the co-located site. The expectation for the upcoming fiscal years is that the number of clients seeking advocacy services will continue to rise. With all positions fully staffed and continued coordination with County and community agencies, a 5 percent increase in clients served is projected.

Factors *contributing* to performance include:

- A wide range of services are offered in a centralized location.
- Victims, who are not eligible for emergency shelter or transitional housing programs, and who may not otherwise receive housing and economic-related services, receive immediate referral to the on-site Housing and Economic Specialist (HES) who provides additional education and support to enhance their options of self-sufficiency.
- Services are available on a walk-in basis as well as by appointments, which provides immediate advocacy services.
- Bilingual staff are able to offer services in English and Spanish, and the language line is used to meet other language needs.
- The "Advocate of the Day" program, in which advocates are available at the Juvenile and Domestic Relations District Court (JDRDC), provides on-site support and advocacy for individuals pursuing court services, such as filing a protective order.
- Referral through OFWDSVS 24-hour crisis line for individuals seeking services for face-to-face advocacy and support.
- The identification of systems issues and gaps in services, which can then be addressed by DVAC and its partners.
- The OFWDSVS partnership with FCPD, Shelter House, Bethany House and the Commonwealth Attorney to continue the implementation of the Lethality Assessment Protocol (LAP). DVAC and FCPD Victim Services provide the 24 hour follow up to victims who are identified as high danger of lethality through the LAP.
- Outreach and educational activities about the services available.

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Factors *restricting* performance include:

- The service area is the entire geographic area of Fairfax County which is a diverse community that spans over 400 square miles, with over 1.1 million residents. There is only one DVAC location.
- Most clients receiving housing and economic services do not have adequate income to sustain their family after leaving an abusive partner, who is often the only wage earner in the home.
- Transportation and language are barriers for some individuals seeking services.
- Most clients have limited educational backgrounds making them less able to obtain a living wage.
- Lack of accessible affordable housing limits clients' ability to seek permanent safety.

Percentage of Counseling Clients who Report Specific Ways in which they are Better as a Result of Services

During the past three years using the current metric, nearly 100 percent of clients reported being better off in one or more ways as a result of one or more helpful aspects of counseling services received. There were only two clients who did not report this outcome, both of whom were served in FY 2015. However, this does not constitute a statistical trend. The value of this metric is not to be sensitive to trends but rather to confirm efficacy of services. Exceptions will be rare but performance on this measure is expected at near 100 percent each year. Exceptions are important for case-specific review, as is the open-ended feedback solicited from clients. A system is in place for delivering client feedback to staff on a regular basis for continual program improvement.

The most important trends are in the volume of individual clients seen, which has increased 166 percent over the past six years. This increase is leveling, but probably due to capacity being reached, not a leveling of demand. (Instead, wait lists for services are becoming more of an issue.) The wait for services is longest for clients needing services in Spanish, especially in eastern Fairfax County, despite the fact that most Counseling Services staff speaks Spanish and disproportionately greater amounts of staff time are dedicated to that region. This is probably because these clients have fewer other resources and a greater number of compounded problems related to health, law, immigration, housing, employment, mobility, etc.

Factors *contributing* to performance include:

- Staff are skilled in understanding and treating trauma.
- Access to continued training for staff is encouraged and utilized.
- There is effective collaboration and partnerships with other agencies and community organizations.
- We provide timely delivery of free services.
- The team provides multi-culturally competent, multi-lingual services.
- Ensuring a client-driven approach which is essential to positive treatment outcomes.

Factors *restricting* performance include:

- Regions in which there is a wait for services due to demand exceeding resources.
- Transportation and child care barriers for some clients in accessing services.
- Clients with unmet basic needs superseding therapeutic goals (economic, health, etc.).
- Limits to the number of sessions that can be offered (needed to balance depth of services with promptness and number of clients served).

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Percentage of Clients Feeling Safer Resulting from Awareness of Personal Safety

In many cases, clients experiencing domestic violence do not recognize their environment is dangerous or the actual level of danger. One of the main objectives in working with victims is to assess their safety and work with them to develop a personalized safety plan. Over the last three years, we have seen an increase in clients who report feeling safer based on several questions that we ask around safety, which results in an increased awareness for their personal safety. We attribute this increase mainly to the December 2014 implementation of the lethality assessment for hotline calls. The assessment is meant to screen callers' risk of lethality. The ratios are better and we expect this percentage to increase, especially with the implementation of the LAP Line in FY 2016, which is a 24-hour crisis line dedicated to first responders, and consists of a standardized, evidence-based lethality assessment instrument and accompanying referral protocol that helps them make a differentiated response that is tailored to the unique circumstances of high-danger victims. The protocol was developed in partnership with the Fairfax County Police Department in order to reduce the homicide/suicide rate related to domestic violence in the community and ensure immediate referral to victim advocacy services, which studies show is a protective factor.

Factors *contributing* to performance include:

- Hotline counselors assess whether callers are safe to talk prior to starting a call.
- The Hotline provides safety planning options based on the caller's need.
- Lethality assessment screens are completed.
- A new protocol ensures more consistent practice in assessing safety.
- Counseling staff assess safety and develop a safety plan with their clients; these clients are surveyed at the middle and end of service.

Factors *restricting* performance include:

- For various reasons, some calls are terminated by the caller, prior to completion of a safety assessment and planning.
- Some callers decline to participate in the lethality screen.
- Volunteer turn-over requires trainings to be offered regularly, which taxes resources.
- Ensuring appropriate and consistent tracking of this metric in the databases.

Value of Volunteer Hours Contributed

Over the past three years, there has been a steady increase of hours contributed by volunteers and interns. A significant increase was seen in FY 2015, which we attribute to the introduction of one-time, short-term volunteer opportunities that do not require extensive training. In addition, more volunteers were recruited to support the 24-hour hotline. We expected to see an increase in the number of hours contributed, and thus, the value of those hours to the County. Typically, there is interest from students wishing to intern with the office, especially the clinical teams: Counseling Services and Offender Services. As we continue to develop and offer volunteer opportunities that are flexible and respond to the interests of County residents and are able to provide internship opportunities, we expect to continue to see this type of increase.

Factors *contributing* to performance include:

- Providing for more diverse volunteer opportunities.
- Systematic acknowledgement of volunteers' contribution by staff.
- Well-organized training program developed for volunteers.
- Having a pool of dedicated, long-term volunteers.
- Partnerships with public and private organizations allows more opportunities for volunteers to learn, share and connect.

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- Very successful internship program where students specifically seek out opportunities with OFWDSVS.

Factors *restricting* performance include:

- Extensive training requirement discourages some potential volunteers due to the time commitment.
- Some volunteers are unable to fulfill the one year commitment.
- Limited capacity to supervise interns.
- There are times when volunteers, at the last moment, are unavailable to take the hotline shift they signed up for (evening/weekend), which in turn means staff must pick up these shifts in addition to their regular duties.

Grant Support

FY 2016 DV Services Grant Total Actual Funding: Federal funding of \$135,000 will support 1/1.0 FTE grant position. The 20 percent Local Cash Match is met with in-kind contributions. Funding is provided to assist victims of domestic violence and their families who are in crisis. The grant supports one apartment unit at Artemis House, as well as basic necessities such as groceries and utilities.

FY 2016 Sexual Assault Treatment and Prevention Grant Total Actual Funding: Federal and state funding of \$103,580 will support 2/1.0 FTE grant position. There is no Local Cash Match associated with this award. Funding is provided for trauma recovery treatment for victims of sexual assault and outreach to community groups and service providers to expand their knowledge of sexual violence issues and available services within the community.

FY 2016 Sexual Assault Services Grant Total Projected Funding: Federal and state funding of \$9,317. There is no Local Cash Match or positions associated with this award. Funding provides support and healing for survivors of sexual assault trauma. Community outreach and education are provided on issues related to sexual violence and teen dating violence.

FY 2016 V-Stop Grant Total Projected Funding: Federal funding of \$25,463 will support 1/0.5 FTE grant position. There is no Local Cash Match associated with this award. Funding is provided for one part-time Domestic Violence Counselor at Artemis House.

FY 2016 DVAC Grant Total Projected Funding: Federal funding of \$300,000 will support 2/2.0 FTE grant positions. There is no Local Cash Match associated with this award. Funding is provided to develop and strengthen effective responses to violence against women. This program encourages communities to treat sexual assault, domestic violence, dating violence and stalking as serious crimes by strengthening the criminal justice response to these crimes and promoting a coordinated community response. Victim safety and offender accountability are the focus of projects funded under the program.