

### Housing

**Housing and shelter services** are any services that provide victims of crime with safe housing or shelter, towards the overall goal of stabilizing the life of the crime victim and their family.

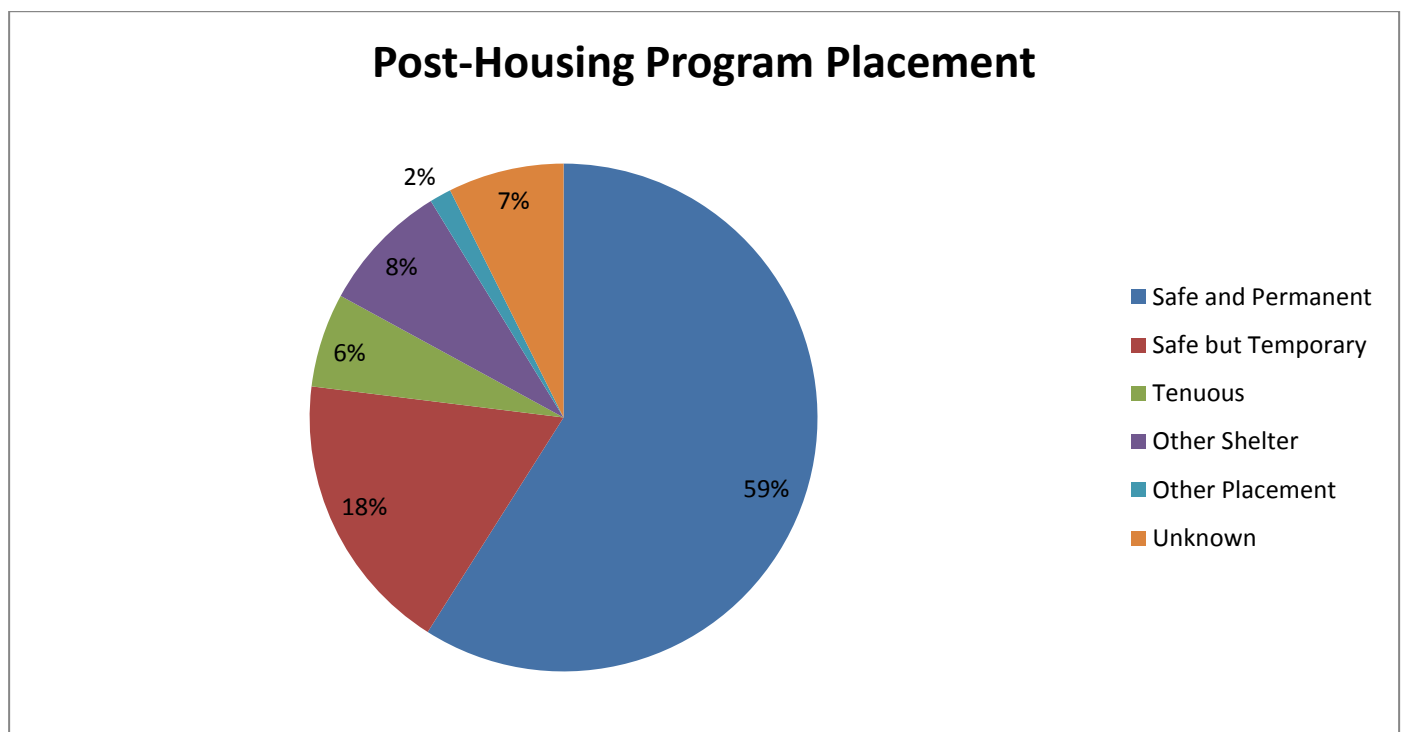
#### **Notable Issues:**

- Before the first quarter of Fiscal Year 2017, OVSJG will work with DCCADV to finalize the definitions of post-housing placement options. That will promote better validity of the data.
- The average length of stay for each victim served in the housing programs was surprising. Given the fact that two of the four housing providers are transitional housing programs, it was surprising to find that the average length of the stay across providers was 69 days.

At the beginning of Fiscal Year 2016, the District's four victim-specific housing providers were housing a total of **179** victims of crime in their housing programs. During the course of Fiscal Year 2016, the same four housing programs provided housing to an additional **454** unique victims of crime, primarily intimate partner violence. In total, **633** unique victims were housed by OVSJG victim services housing programs.

Across the four providers, the **average length of stay for each victim was 69 days**; however, the average length varies significantly among the providers.

Of the 217 victims who left safe housing during the fiscal year, 128 of them left the housing program for housing that was safe and permanent, 39 left for housing that was safe but temporary, and 18 left for another shelter.



**Edited qualitative observations from the field:**

- *The lack of affordable housing in the area leaves survivors few options.*
- *32 year old K. came to shelter in September 2015 with her 11 year old daughter. Despite many financial and emotional setbacks, K was determined to create a life free from her dependency on her abuser. She maintained her part time employment and attended school full time. She was able to successfully transition May 2016 to her own apartment in the community. K also learned and practiced budgeting skills as well as connected to community services for her daughter.*
- *T. entered the program in July 2016 and was successfully discharged before her 90th day to a transitional apartment in September 2016. Upon arrival, T. was very proactive and worked towards her service goals that included housing, employment, linking up with a mental health core service agency, and enrolling in a vocational program within the city. Upon discharge, she was able to successfully secure transitional housing, schedule an intake with mental health services and had applied and was accepted into an employment training program. In a recent aftercare follow up call, T. recently informed us that the partner provider was able to provide assistance with paying off all of her remaining student loan balances that have prevented her from being able to successfully reenroll back into classes as well as having all of her current DC parking tickets paid and now can obtain her license and work towards getting a vehicle.*

**MENTAL HEALTH SERVICES**

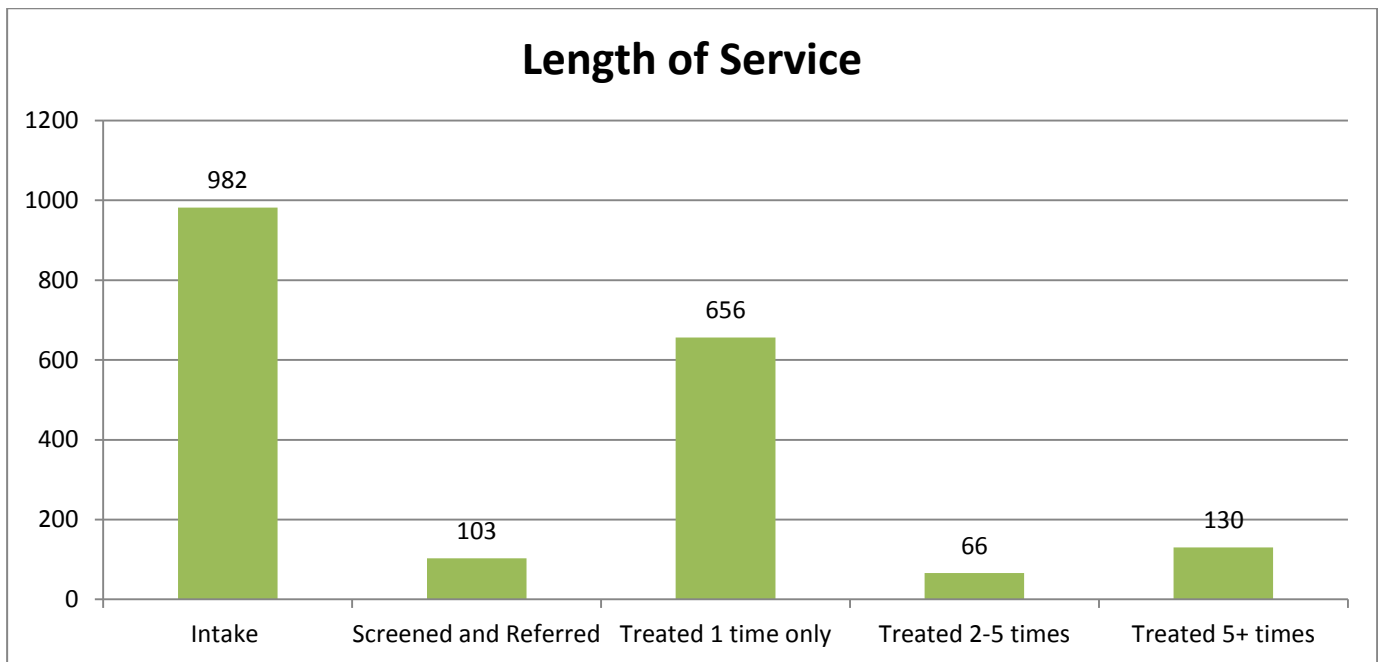
Mental health services means professional care provided by a clinician with appropriate licensure that is intended to treat symptoms of trauma, reduce symptoms of trauma, and improves the crime victim's general functioning after victimization.

**There were no notable issues with the data for this type of service.**

During Fiscal Year 2016, a total of six organizations provided mental health care to a total of **1,459 victims of crime**. Of those, 481 were new intakes during the fiscal year.

Of the data that OVSJG was able to collect, approximately **50%** of crime victims who received mental health care reported a reduction in trauma symptoms during the course of their treatment and approximately **50%** of crime victims who received mental health care reported an increase in functioning. What is most notable about that number is that during the course of mental health treatment for trauma, it is not unusual for trauma symptoms to increase while the client is confronting the victimization, or for the client to become less functional during the treatment.

Of the 1,459 victims who were provided mental health services during the fiscal year, 982 victims did an intake during the fiscal year, 103 victims were screened by the initial agency and referred to another partner, 656 victims were seen one time during the fiscal year, 66 victims were seen between 2-5 times during the fiscal year, and 130 victims were seen more than 5 times during the fiscal year.



On average, victims engaged with the mental health provider **one time** before choosing to engage in therapeutic services.

On average, victims who wanted mental health services had to wait **36 days** to enter the service.

#### Edited qualitative observations from the field:

- *The request for services from clients has increased significantly as a result of the heavy media attention around sexual violence.*
- *We continue to see an increase in LGBTQI clients seeking therapeutic services.*
- *Based on client satisfaction surveys, the majority of people say they are making progress toward their mental health goals with the support of their therapist, and they better understand their reactions to their grief and trauma.*
- *Many clients found the shootings in Orlando this June very triggering and re-traumatizing, and had an emotional set-back due to these events.*
- *Some clients were difficult to engage, and mentioned being wary of the stigma associated with seeking mental health services. This is clearly something that needs to be addressed on a macro level to create a lasting impact.*
- *Therapists report 10 of the 78 clients served find full-engagement with the therapeutic process challenging.*
- *Clinicians have observed increased trauma symptomology among some clients as these clients process experiences.*

- *As our reach spreads throughout the community, the number of people who request our services continues to increase beyond our capacity. People are often frustrated by the length of our waitlist, especially for those seeking evening appointments.*
- *Clients wished the capacity of the program was larger. Several clients have referred friends and peers; however, their peers have had to wait up to a month for mental health services.*
- *New referrals have mentioned some frustration around lengthy waitlist times.*

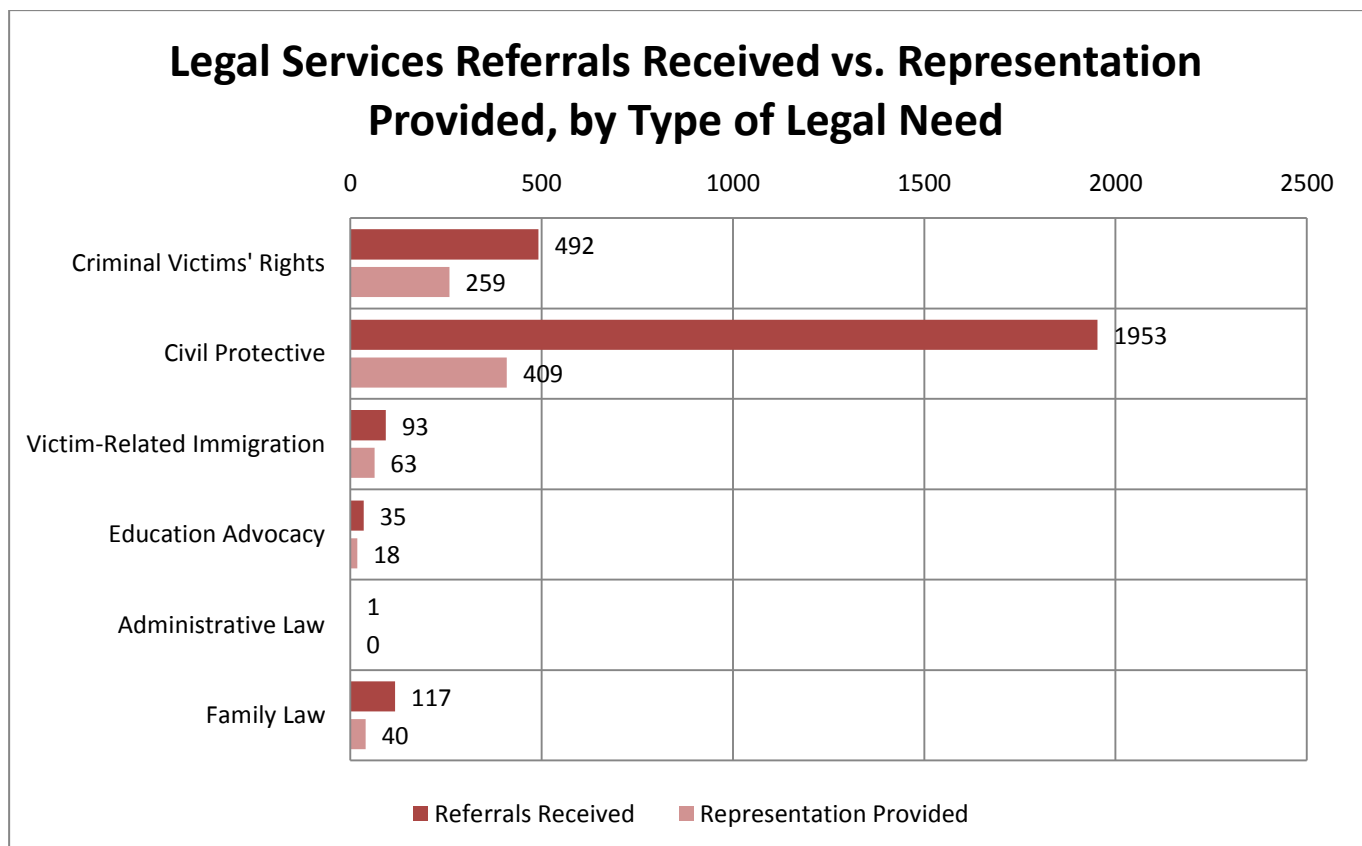
### LEGAL SERVICES

**Legal services** means any service provided by or in consultation with a licensed and barred attorney for the purpose of addressing a legal need that has occurred to the crime and victimization.

**There are no notable issues on data collected in this category.**

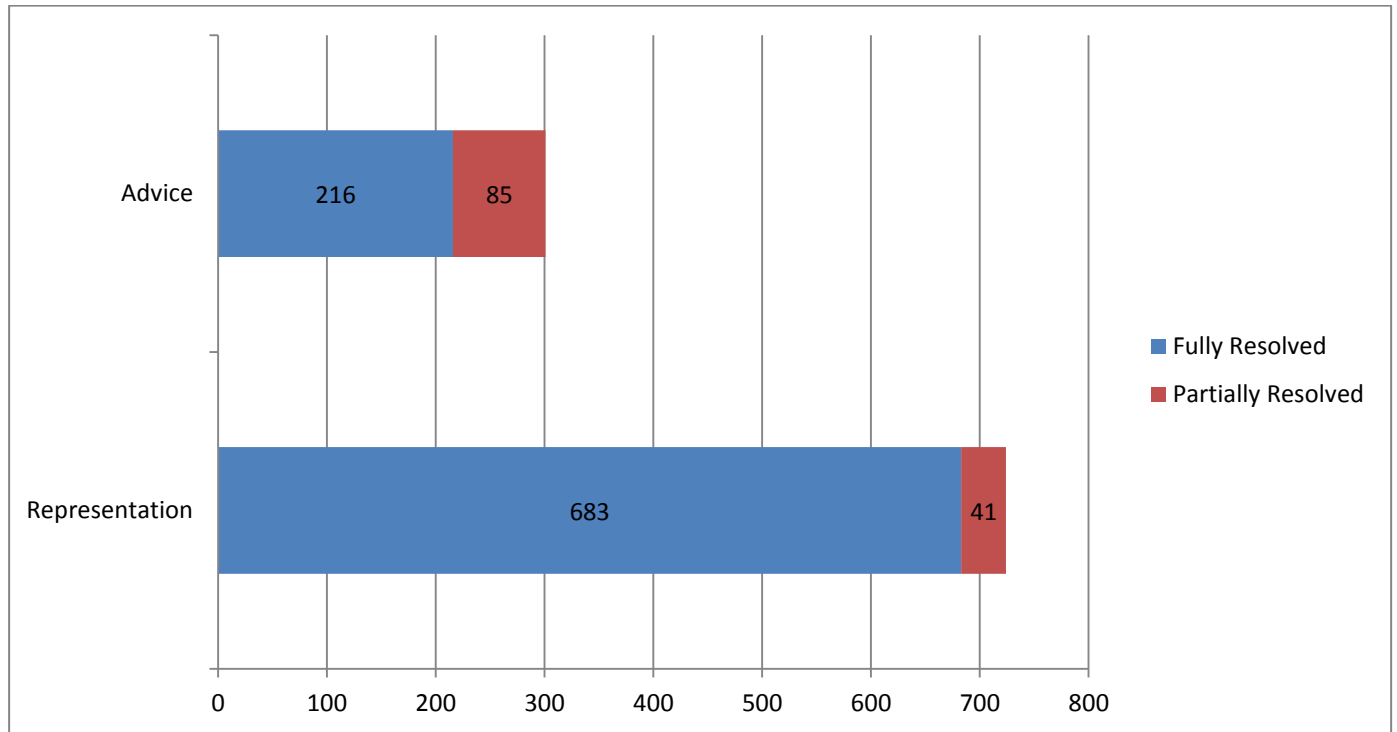
During the course of the fiscal year, the victim-serving legal service providers received a total of **2,473 referrals for legal services and accepted a total of 997 clients for service**, an acceptance rate of **40.3%**. 1,683 of those referrals were received by legal services providers on the Domestic Violence Intake Center Legal Services Listserve. The additional 790 referrals were received from other sources.

Legal service providers providing service to victims in the District provide services in six areas of legal need: civil protective law, criminal victims' rights representation, family law, educational advocacy, administrative law, and immigration advocacy.



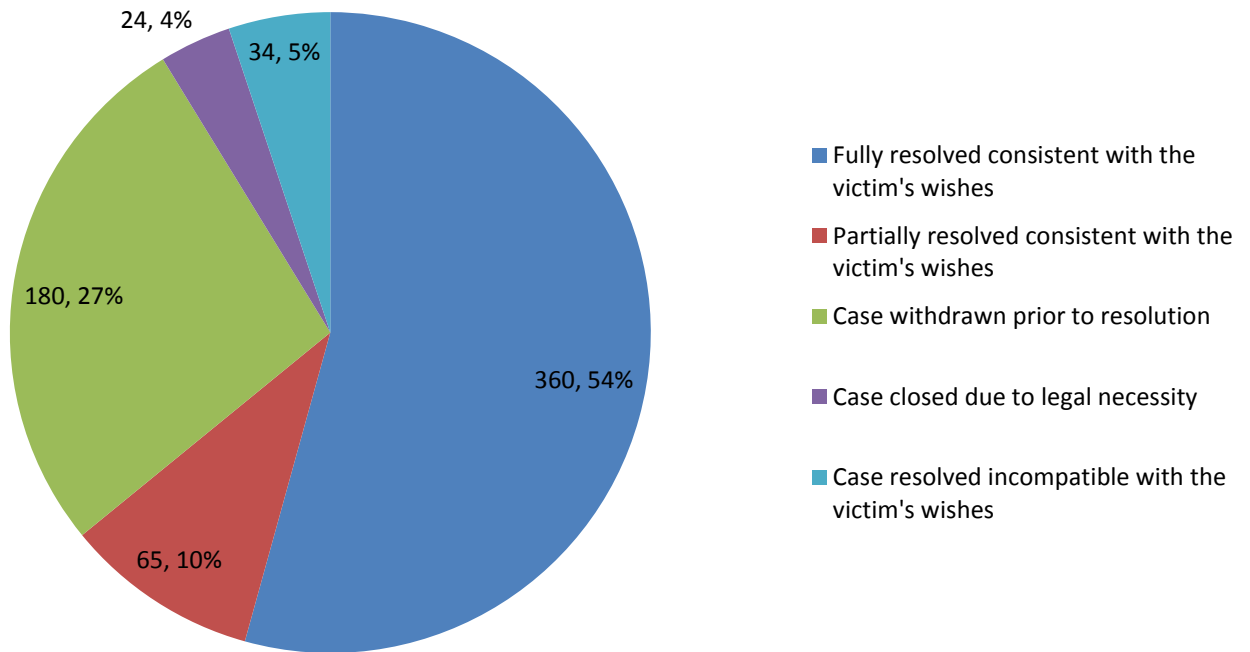
Of the victims who received legal representation from the legal service providers, 683 had their legal needs fully resolved and 41 had their legal needs partially resolved.

Of the victims who received only advice from the legal service providers, 216 had their legal needs fully met through the advice and 85 had their legal needs partially resolved by the advice.



Of the victims who received legal representation, 360 of the victims had their cases fully resolved consistent with their wishes.

## Resolution of Legal Cases



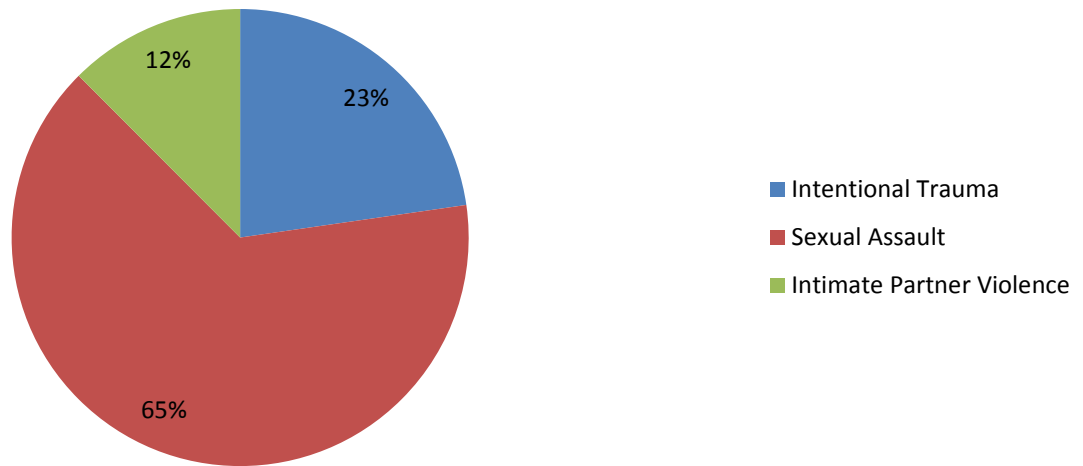
### MEDICAL AND FORENSIC CARE

As part of its mandate to ensure operation for all types of victim services, OVSJG also supports medical care for victims, forensic care for victims, and the post-victimization forensic analysis of evidence. Medical services are services that engage professional care provided by a clinician with appropriate licensure that is intended to identify and treat injury and physical needs of a crime victim. Forensic services are services that seek to collect evidence for use in a legal proceeding or to review evidence for future use.

Of the medical forensic examinations performed, 182 exams were conducted on intentional trauma patients, 519 examinations were performed on sexual assault patients, and 100 examinations were conducted on victims of intimate partner violence.<sup>6</sup>

<sup>6</sup> Data does not include any data from Children's National Medical Center.

## Number of Medical Forensic Exams, by Type of Victim



An additional **155 victims** received a forensic interview.

Of the 801 victims who received medical forensic care, **176 received prophylaxis (22%)** for the prevention of disease.

**Quality Assurance.** Due to the advanced and changing nature of medical forensic services, it is important that the staff of medical forensic programs receive ongoing training and subject their work to peer review.

During the fiscal year, 98% of the staff employed by the District's medical forensic providers received continuing education, 41% have received full certification from the appropriate credentialing authority, and 100% of the staff had a case subject to peer review during the fiscal year.

Further, 100% of the exams conducted were subjected to peer review and, 27% were subject to review in by the appropriate multi-disciplinary team.

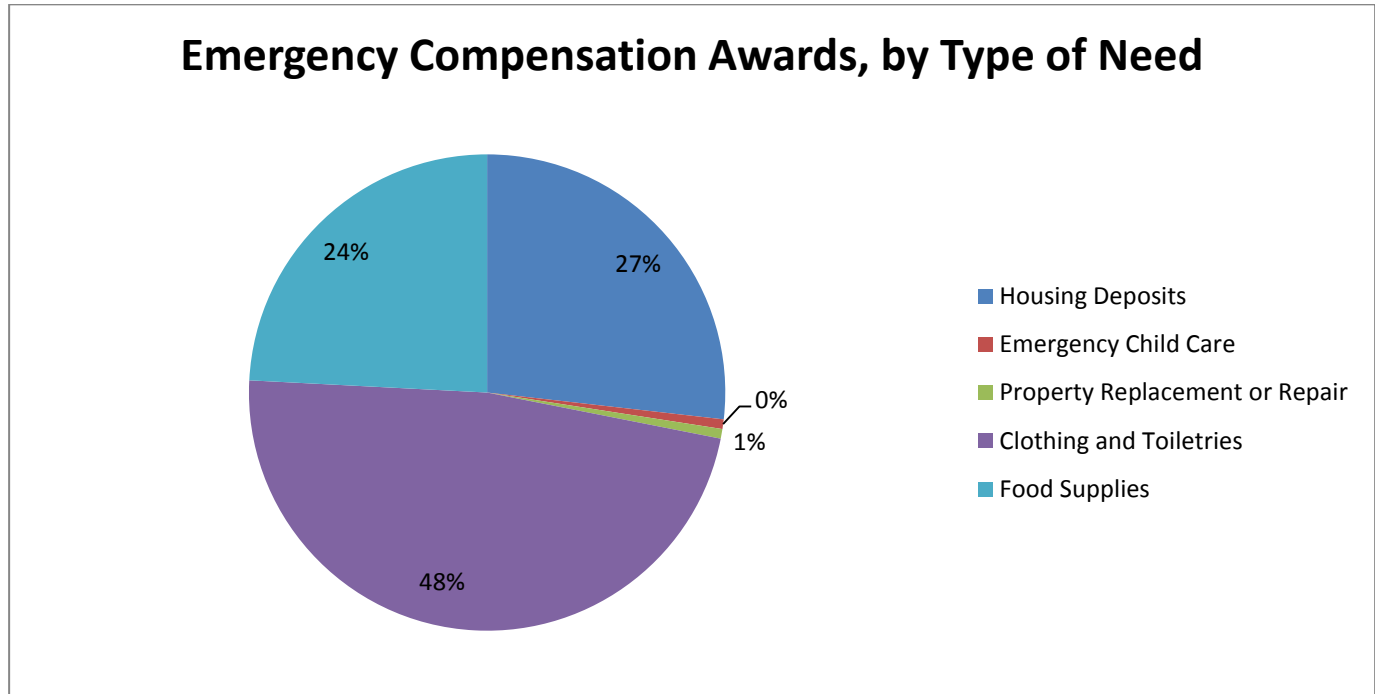
### FINANCIAL COMPENSATION AND REIMBURSEMENT

Financial reimbursement or compensation services are those services that provide a tangible, financial award to the crime victim to alleviate an emergency need or to stabilize the victim's life in the aftermath of victimization. Examples of financial reimbursement include providing security deposits for relocation, changing locks, and paying a deductible. Four (4) organizations in the District receive support from OVSJG to provide financial reimbursement and monetary compensation in emergency situations. During the course of the fiscal year 117 requests for emergency compensation were made to the organizations, and 117 (or 100%) of the requests for fully met.

### **Notable Issues:**

- The amount of actual compensation disbursed was not collected in Fiscal Year 2016. In Fiscal Year 2017, OVSJG will collect the actual amount of compensation requested and disbursed.

Of the 117 requests for emergency funding, 41 requests were for housing deposits, 1 request was for emergency child care, 1 request was for property replacement or repair, 73 requests were for clothing and toiletries, and 37 requests were for emergency food supplies.



#### Edited qualitative observations from the field:

- *During the reporting period, survivors had a more optimistic view of their future. In addition, a significant number of clients expressed an interest in financial literacy education. In the next fiscal year, we will be providing opportunities for clients to learn budgeting and other basic financial skills.*
- *E., a gay male survivor, was referred to us. He initially requested rental assistance, but was also in need of advocacy negotiating a lease renewal with his landlord. Even though it was economic abuse that hindered E.'s ability to have control over his finances and pay rent consistently, his landlord was not interested in renewing E.'s lease despite our best efforts. However, we were able to convince E.'s (soon to be former) landlord to reduce his outstanding balance to avoid eviction proceedings. E. is employed and able to maintain his rent moving forward. We were able to successfully help E. relocate by connecting him to a landlord within our network, and we negotiated a slightly lower monthly rent for him as well. DASH provided E. with \$2,980.00 to cover security deposit, first month's rent for his new unit, and back owed rent.*
- *While biking to work, J. was hit by an uninsured driver resulting in a severe shoulder injury, which required surgery and ongoing physical therapy. As a result J.'s employer put her on temporary leave due to her inability to meet the physical demands of her job. To make ends meet, J. used her savings to cover living expenses and found a roommate to help with rent. The roommate became very abusive and attempted to sexually assault her. J. made a police report, and her landlord had the abuser barred from the property and connected J. to us for further support. When we met with J. she was falling behind on the rent, and told us she was still traumatized by her experience. We provided her with support and*



resources, including: information about her housing rights as a victim of sexual assault; referrals to support group, crisis counseling, and SAFE/crime victim's compensation; and a grant of \$4,308.00 to cover back rent owed and an additional month to serve as a bridge support until she returns to work.

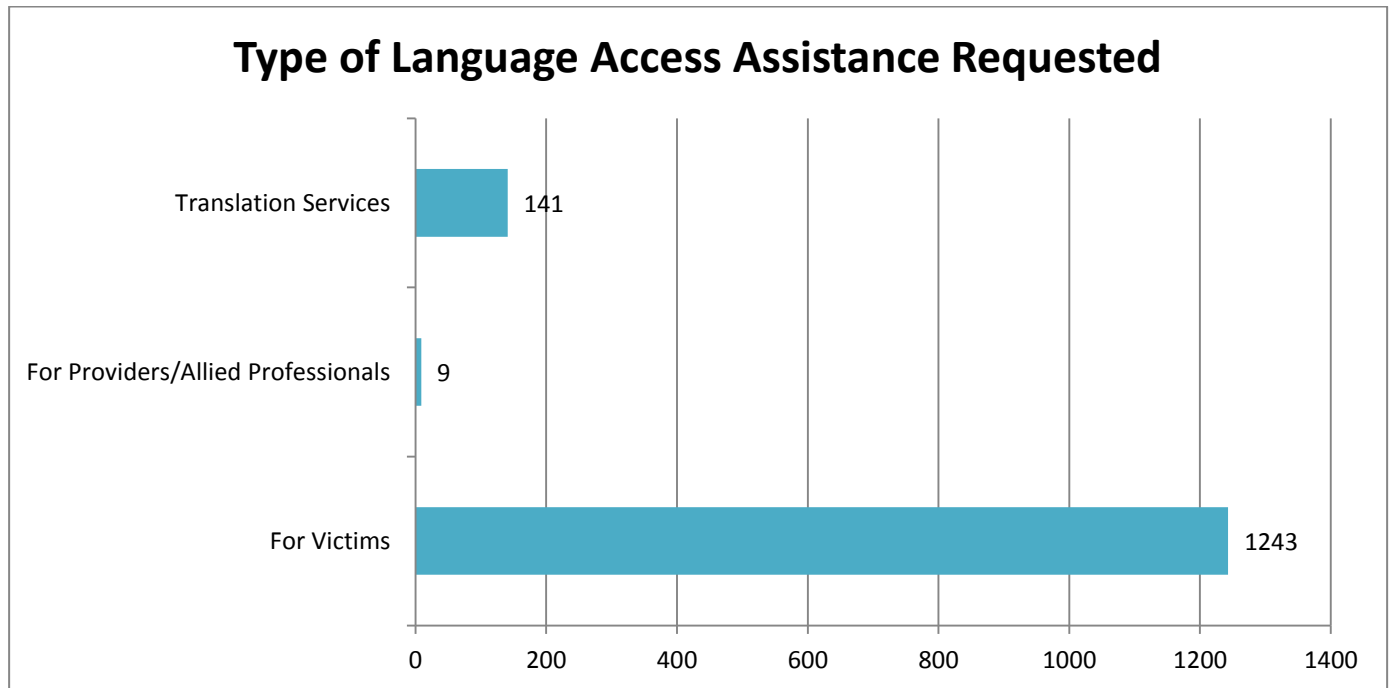
- *C. and her abuser moved from state to state, fleeing outstanding criminal charges against the abuser. C. is originally from Oregon, but finally escaped the relationship and found her way to DC with her daughter in hopes that she could live safely with a family member who was willing to let C. live with her. C. explained to our advocates that her daughter had cancer. She had mounting medical bills and was not sure how much longer she would be able to stay with her family, who was also struggling. C. told us she wanted to return to Oregon where she had family support to help with her daughter's treatment. We provided C. with a grant to assist with travel back to Oregon and some outstanding medical bills in the amount of \$3,830.21. We also referred her to the DC Office of Health Care Ombudsman so that C. could make sure her insurance coverage would transfer to Oregon.*
- *S. is an undocumented eighteen year old woman referred to us from an organization that works with survivors of sex trafficking. Due to lack of resources, the organization had been bouncing S. from one emergency placement to another and fast running out of options. S. wanted to return to Kansas where she has family and where she felt she could live safely, rebuild her life and heal from the trauma. The referring organization had made arrangements through a travel company to ensure S.'s safe return, and we provided a grant of \$2078 to cover the airfare.*
- *My name is J. and I am asking for your organization to please help me and my kids stay in our home. I have been trying hard to catch up but I can't. When I got the protective order against my abuser he let me know he would never help me with anything ever again. Because of him I have had to pay to fix damage in the home and my car. When he decided to stop paying the rent he didn't tell me he just stopped and got himself a new place somewhere else. I am glad he is gone but he left me with the debt. I am thankful that the landlord is trying to be patient with me for the sake of my kids but I still have to pay. This is so stressful for me while still trying to care for my 4 kids. I am employed and will pay my rent monthly I just can't catch up on the back rent. The past due balance is in the amount of \$2500.00 but I have \$500.00. We made a grant for \$2000.00)*
- *When L. informed her landlord that the reason she was a month and a half behind on her rent and accruing late fees was because she was experiencing physical and economic abuse, her landlord referred her to us for help. L. informed the advocate that her abuser took her bankcard and withdrew all of her money over a period of three days without her knowing. When L. brought this up to him, he attacked her. We assisted L. with removing the abuser from the lease and successfully advocate to the landlord that he waive all late fees and bar the abuser from the property. We paid the landlord \$1980.00 to cover rent arrears. L is employed full-time and believes she will be able to sustain rent moving forward.*

#### LANGUAGE ACCESS

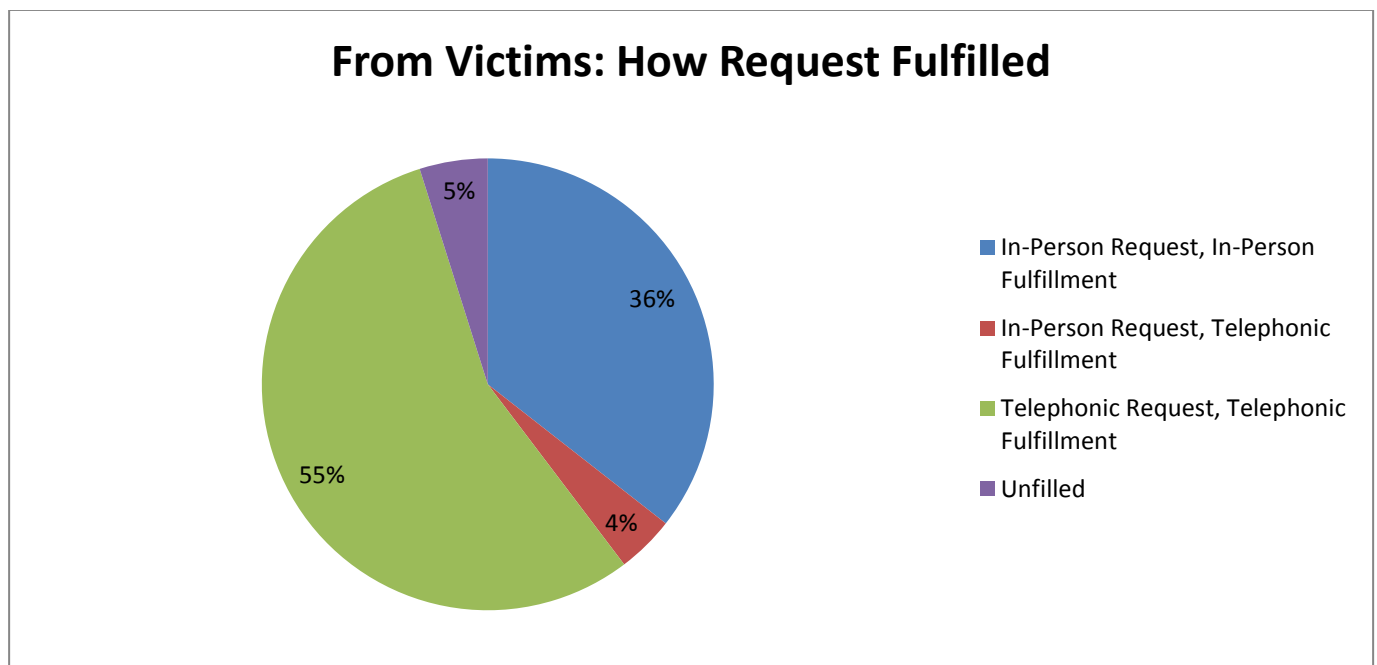
**Language access** is defined as providing interpretation or translation services to a crime victim. Two (2) organizations are funded to provide language access services for victims of crime, via in-person interpretation, telephonic interpretation, or translation of documents.

**There are no notable issues on data collected in this category.**

During the course of the fiscal year, 1,243 requests for interpreter services were received for crime victims, 9 requests for interpretation service were received for allied professionals, and 141 requests for translation services were received.



Of the requests received from victims of crime, 474 of the requests for in-person interpreters were fulfilled by in-person interpreters, 55 requests for in-person interpreters were fulfilled by telephonic interpreters, 739 requests for telephonic interpretation were fulfilled by telephonic interpretation, and 65 requests were unfilled. Using the chart below as a guide, 9% of the requests for interpretation services for crime victims were unfilled entirely or were filled by alternative methods.

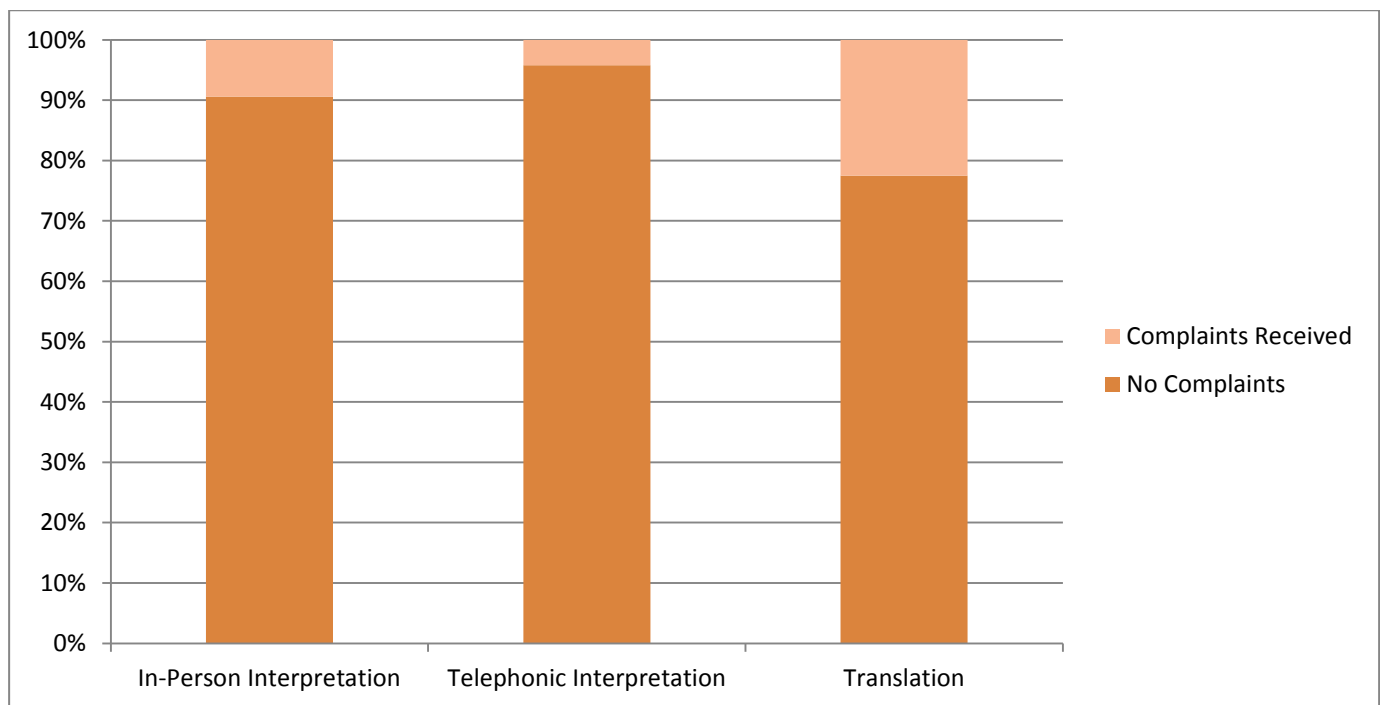


Of the requests received from allied professionals, 8 requests for in-person interpreters were met with in-person interpreters and 1 request was unfilled.

Of the 141 requests for translation of documents, 131 were met and 10 (or 7%) were unmet.

**Victim Satisfaction with Interpreter Services.** Of the requests for services for or by victims that were received during the fiscal year, only 1 complaint was received about the service. That complaint was regarding the telephonic interpretation service.

**Service Provider Satisfaction with Interpreter Services.** Since victim service providers are often the requestor of language access services (on behalf of the victims they are serving), OVSJG has requested information about the providers' satisfaction with the interpreter services. During the fiscal year, 50 complaints were received from providers regarding in-person interpretation, 35 complaints were received from providers regarding telephonic interpretation, and 38 requests were received from providers regarding translation services.



#### Edited qualitative observations from the Field:

- *Filling American Sign Language assignments continues to be a challenge.*
- *I had a client who was very untrusting and was apprehensive about meeting with me. I believe she was annoyed with having to use an interpreter, but the interpreter present was one who is very familiar with our program and has done a great job matching the energy we like to cultivate so she was instantly comforted by the rapport between the interpreter and myself and she was so happy with our services by the end of the intake."*

- *I was able to communicate with the client about the confidentiality and consent forms. Having had the telephone interpretation, the client was able to know what the forms entail and why she was signed them.*
- *During medical evaluations for asylum, it is crucial to have in person interpreters. They allow the client to share their experience without worry of a language barrier or confusion of telephone interpreter. These evaluations bring up very traumatic experiences and it's been extremely helpful to have interpreters available.*
- *We went to a Know Your Rights fair at Briya Public Charter school with our newly translated know your rights material and they loved it*
- *Client seems generally well satisfied with the interpretation skills and has developed an emotional bond with the interpreter who speaks fluent French and has a good comprehension of the client's native culture.*
- *The client is receiving empathy and understanding not just from this therapist but from the Interpreter as well and since they share a similar language, ethnicity and racial background, this has been as healing for the client as his relationship with the therapist.*
- *There is an interpreter who does not follow protocol very well and has had a couple of inappropriate moments*
- *One of the interpreters this quarter did not provide satisfactory services, but all others did. In my experience, I do not like how the phone call begins with questions about the victim's experience. The questions are triggering and are not sensitive to the types of violence that survivors have experienced. They are repetitive and they do not help with the trust between myself, as the advocate, and the victim I am working with. 7. "It is a challenge to use language line for our hotline because they require us to provide demographic information for clients which we cannot always obtain so it becomes a barrier." 8. "There is an interpreter who does not follow protocol very well and has had a couple of inappropriate moments." 9. "The process to attain an interpreter is lengthy. Our visitor hung up the phone while we were waiting for the interpreter. The length of time was extended because we had to answer questions in the beginning that we did have the answers to because we could not communicate with the visitor. The demographic questions requirement seems counter intuitive as we need the interpreter to translate to obtain this information."*
- *We were able to address emergency needs of a client who was mugged the day before. The emergency response allowed us to get him in quickly and find out exactly what we needed to do for him. This client has used the system several times and we have been able to help with work and housing as well. Without the service, this would have proved very difficult.*
- *I was able to enroll two children into school thanks to the Bank's translated document services. I requested birth certificates translated and were done within a week.*
- *Since I use the interpretation services for individual psychotherapy sessions with a highly traumatized client, the type of therapy I do would have been impossible were it not for the interpreter since the client would have been unable to express his real thoughts and feelings in his limited English skills but is able to do so in his native language.*

- *There was one interpreter that did not seem to relay all of the information to the patient and vice versa. This was an exception to all of the other interpreters who were very professional*

### **OTHER ACTIVITIES PERFORMED BY THE VICTIM SERVICES COMMUNITY**

<b>What Did We Do?</b>	<b>Number Reached</b>
Outreach Events Held	1510
People Reached Through Outreach Events	30,685
Training or Professional Development Events Held	251
People Trained or Educated	4,678
People Engaged in Prevention or Community Engagement Activities	7,556
Access the Emergency and Victim Services Interpreter Bank	279
Facilitated ASKDC or UASK DC Downloads	3,080

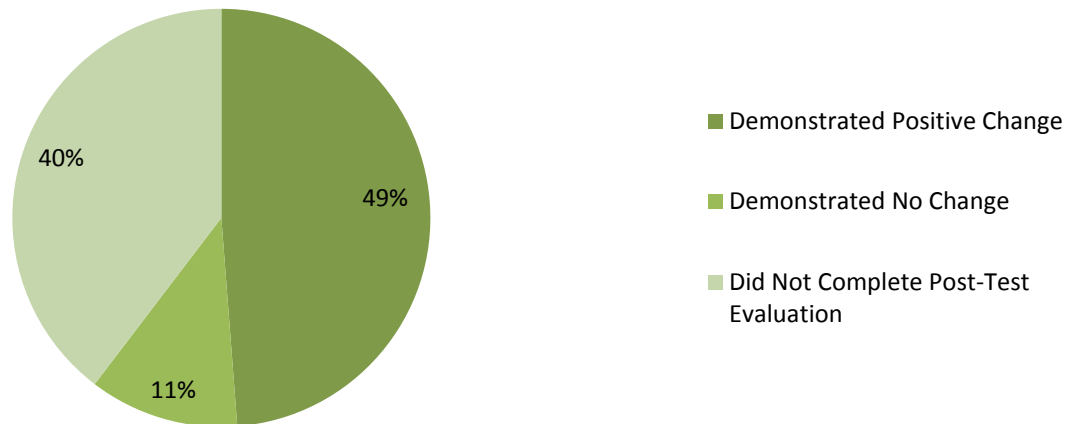
### **PREVENTION AND COMMUNITY ENGAGEMENT**

**Community engagement or prevention activities** are those activities whose primary purpose is to build a collective vision or movement in a community that is designed to prevent violence or crime. During the fiscal year, a total of 657 events were held by OVSJG-funded organizations for the purpose of preventing crime. A total of 7,556 people participated in these prevention activities. Of the 7,556 people, 2,995 did not complete a post-test evaluation and 3,686 demonstrated through post-test to have had an observable positive change in knowledge, skills, or behaviors.

#### **Notable Issues:**

- A significant portion of the grantees that were funded for prevention and community engagement did not collect post-test evaluations in their events (40%). A greater focus on collection of this data will be a focus in Fiscal Year 2017. Grantees that consistently do not collect post-test evaluation will be at risk of funding modification.

## Post-Test Results of Prevention and Community Engagement Activities



### Edited qualitative observations from the field:

- *Our staff has reported that they have been having success in framing domestic violence as a public health issue and have been able to help women to understand that violence (not just physical violence) can affect your health.*
- *Our promotoras have reported that immigration continues to play a big role in limiting Latina women's access to help when experiencing violence.*
- *Our "Start Talking: Healthy Relationships 101" presentation at Anacostia HS engaged a special needs class of students of varying abilities. While the group was initially shy, they demonstrated an eagerness to participate and answer questions and generally received the information well.*
- *Members consistently attended weekly programming, and developed and implemented Community Strength Projects that create safer, healthier learning environments.*
- *At a church fair (Iglesia del Sagrado Corazon) in Mount Pleasant, our promotoras reported that the Latina women participants developed a wider understanding of the different forms that domestic violence can take; one woman at the event reported that her son was violent towards her although she had not previously identified it as domestic violence and was immediately assisted by our promotoras.*
- *The shootings in Orlando left a wake of unprocessed feelings of sadness, anger and fear, especially in the LGBT community. The DC Center, along with several partner organizations, organized a community engagement event to help members of the LGBT community process and heal from the shootings. Over 700 individuals attended the event and gave very positive feedback via Facebook and Twitter comments.*
- *We serve students and faculty in school environments in areas of the District that are high risk for violence. Fighting on campus is frequent. No students engaged in the program have demonstrated violent behavior. The program is very popular.*

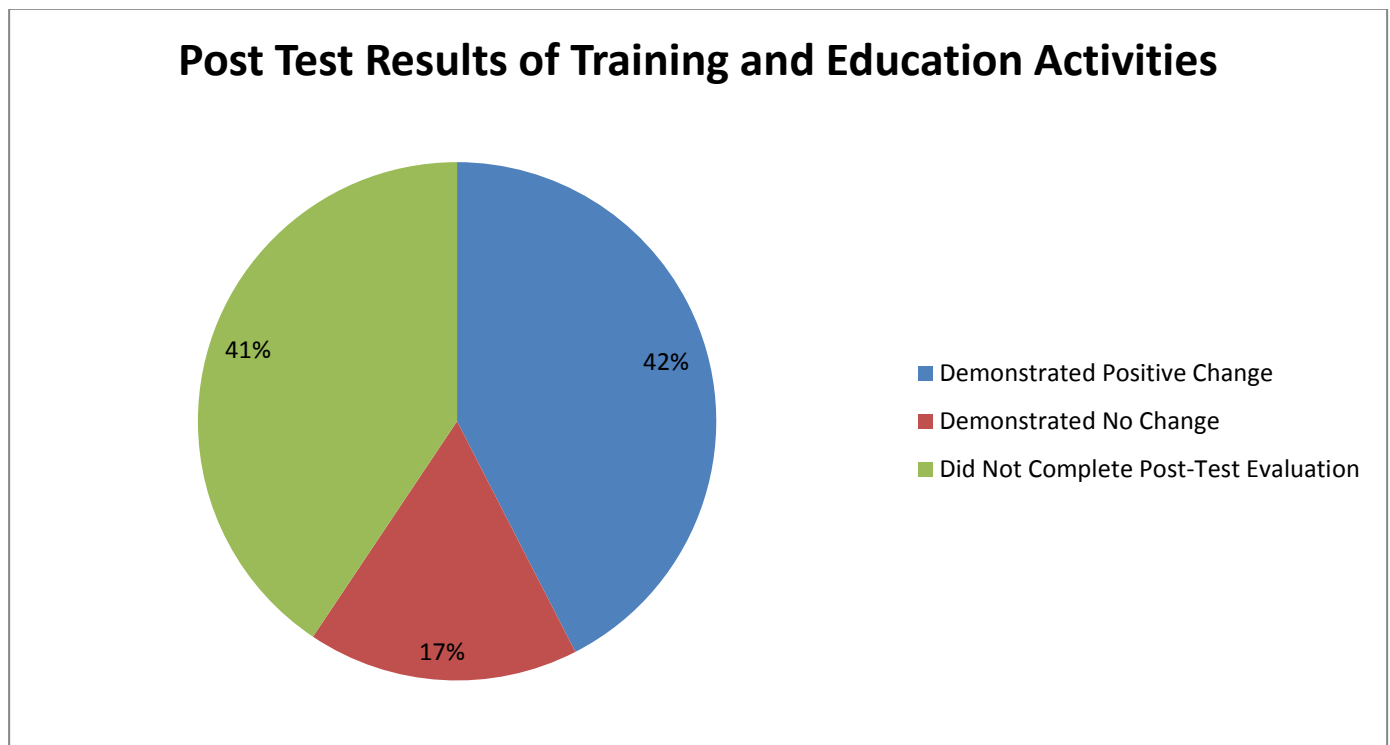
- *We have found that the pre/post tests have been a useful tool for participants to reflect on what they have learned during the charla.*

### TRAINING AND EDUCATION

A **training or education event** is an event conducted by an organization or agency, or conducted in partnership with another organization or agency, for the purpose of increasing knowledge, skills, or abilities of allied professionals. During the fiscal year, a total of 195 training and education events were held, reaching 4,678 individuals. Of those 4,678 individuals, 1,900 did not complete a post-training evaluation and 1,986 people demonstrated an increase in their knowledge, skills, and abilities after the training.

#### **Notable Issues:**

- A significant portion of the grantees who were funded for training and education did not collect post-test evaluations in their events (41%). A greater focus on collection of this data will be a focus in Fiscal Year 2017. Grantees that consistently do not collect post-test evaluation will be at risk of funding modification.



#### **Edited qualitative observations from the field:**

- *Over 75% of the participants in the trainings stated that their knowledge had increased on how to identify a victim of trafficking and on the specific legal needs of trafficking victims. These trainings led to increased communication between our organizations and our partner organizations and stronger ties for our referral network.*

- *The education event conducted with middle school students was very well received by the students. They were interested and asked many questions of the former police officer who participated in the event.*
- *Very appreciative of learning about slut shaming and rape culture, as well as about male experiencing domestic violence*
- *"It was excellent! Thanks for organizing. Great use of real life cases and how it plays out in practice"*

### OUTREACH

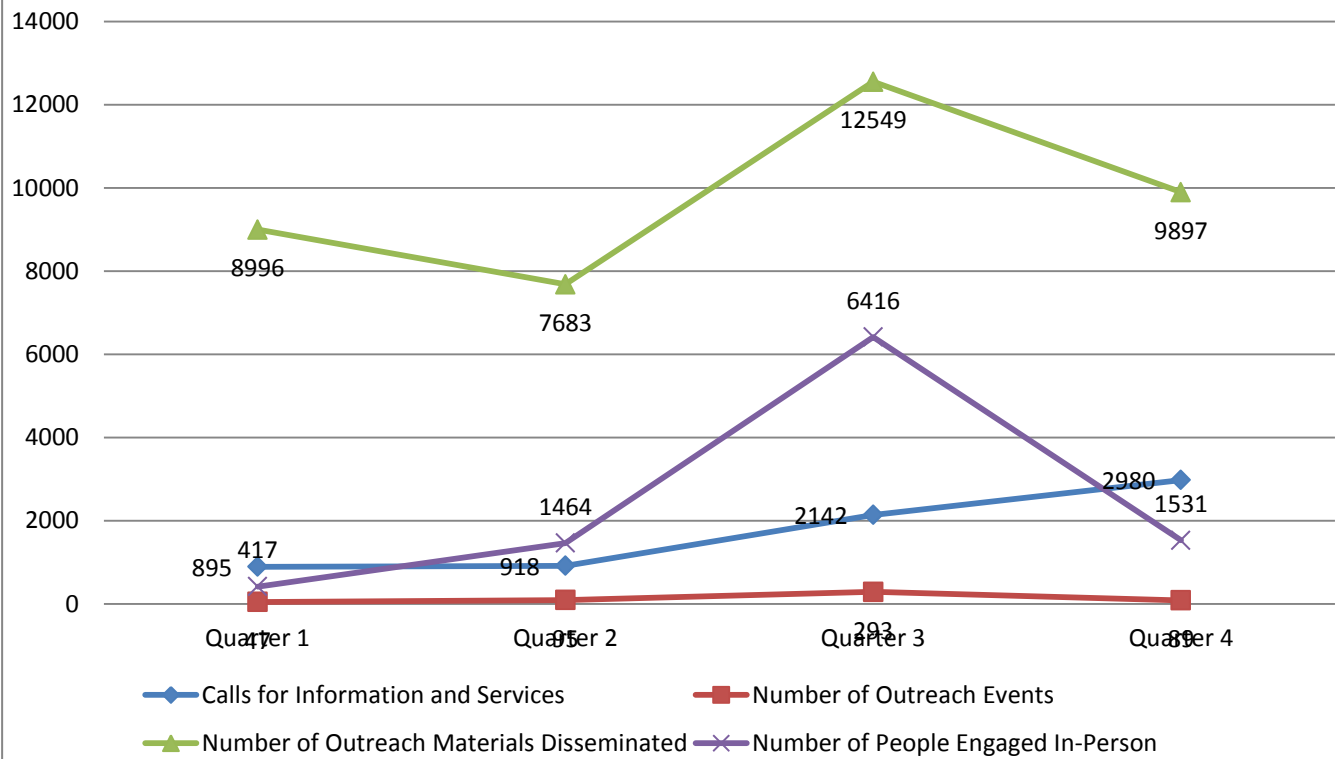
An **outreach event** is an event conducted by an organization or agency, or attended an organization or agency at the invitation of a host organization or agency, for the purpose of increasing awareness in the community about their services, their organization or agency, or about the crimes to which they respond. Organizations and agencies who were funded to do outreach as part of their grant are required to report their data on six (6) distinct measures, out of a possible twelve (12) measures. The possible measures are: calls for service or information to the organization, number of in-person outreach events attended, unique visitors to the organization's website, number of "app" downloads facilitated, number of Twitter followers, number of Twitter impressions, number of Twitter engagements, Facebook page likes, Facebook page reach, Facebook page engagement, number of brochures or materials disseminated during the quarter, and the number of people actively engaging with the organization at in-person events.

In addition to reporting on these measures each quarter, grantees are asked to report on the same data for the preceding quarter and for the same quarter in the preceding year. These comparisons will allow OVSJG to evaluate whether the organization's outreach work is having the intended success.

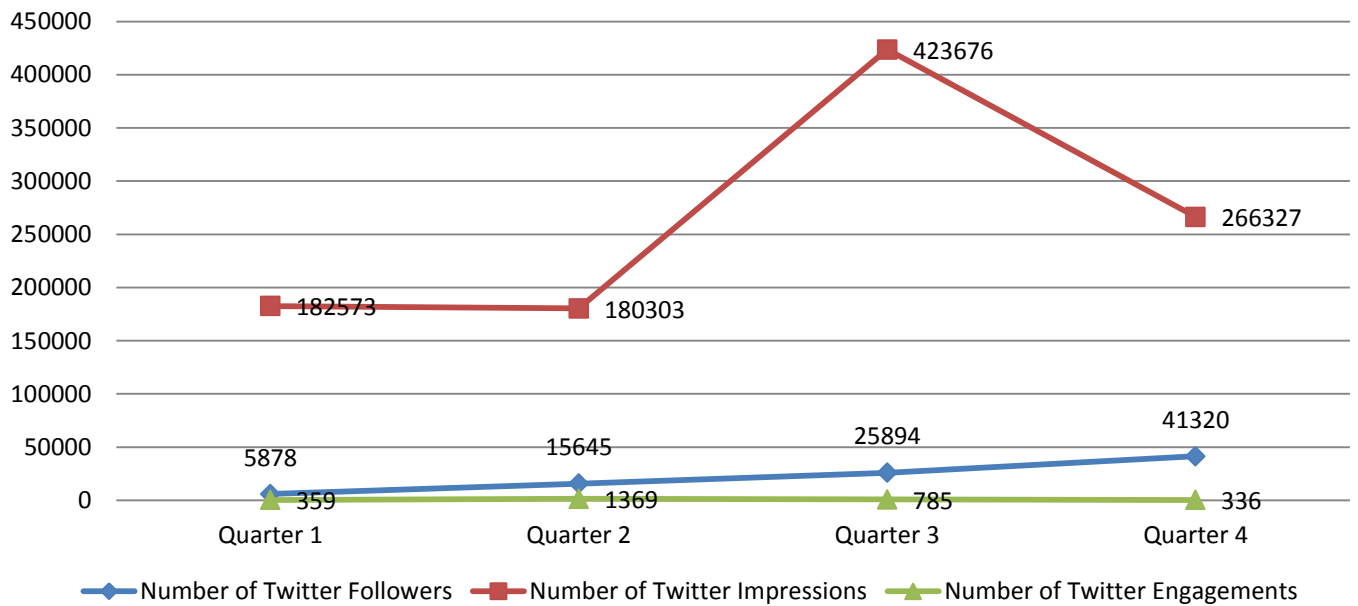
Outreach Measure	Number of Organizations Reporting	Reach
Calls for information	11	6,040
Number of events attended	14	477
Visitors to website	12	451,298
App downloads	2	624
Twitter followers	12	82,859
Twitter impressions	9	870,306
Twitter engagement	9	2,490
Facebook likes	15	175,539
Facebook page reach	13	6,471,645
Facebook page engagement	11	782,613
Materials disseminated	13	30,129
Number of people engaged through in-person events	12	9,393

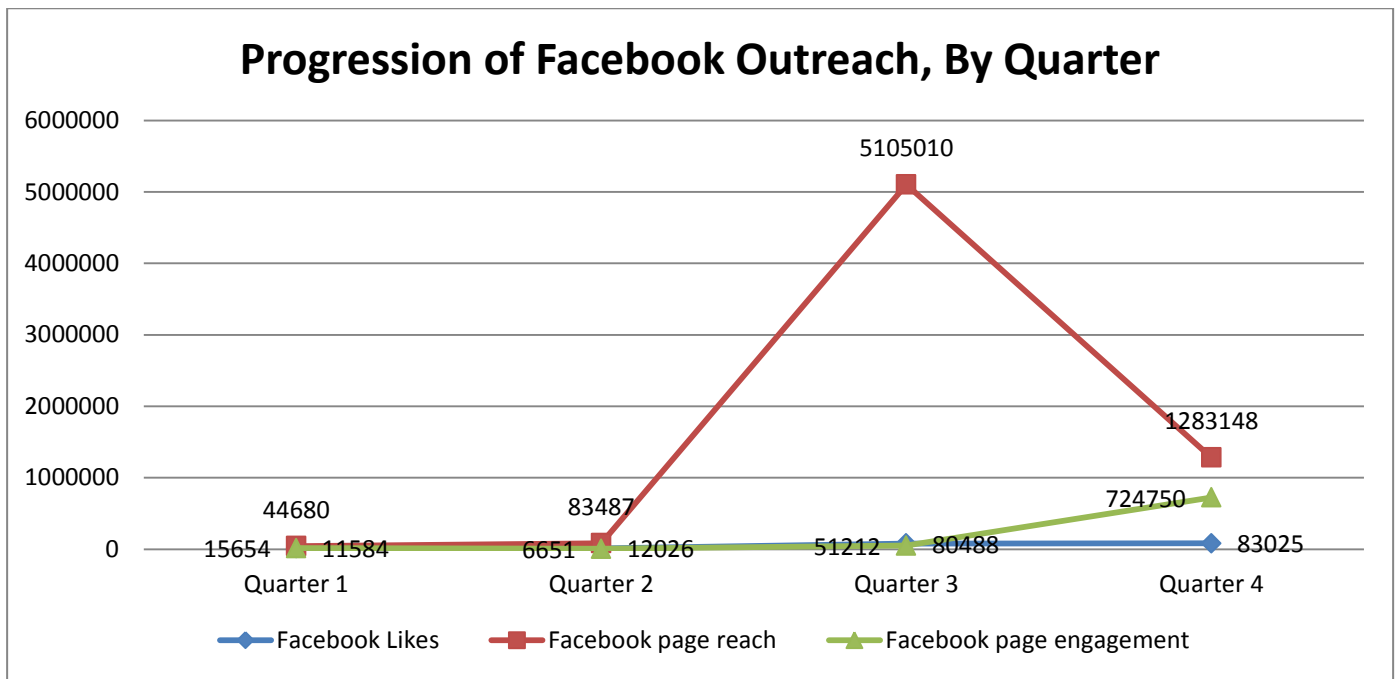


### Progression of Outreach, by Quarters



### Progression of Twitter Outreach, by Quarter





**SEXUAL ASSAULT VICTIMS' RIGHTS ACT OF  
2013  
TASK FORCE REPORT 2016**

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