



2019 OUTCOME STATS



24-Hour Crisis Hotline

2,564 Callers Assisted through 3,494 Hotline Calls received. *(9.7% increase in the number of hotline callers & 13.5% increase in number of calls received)*

3,494
hotline calls received

283 (97 women, 2 men & 184 children) were served through the comprehensive Emergency Shelter Program. *(10% increase over previous year)*

126 (58 women, 3 man & 65 children) additional were served through Safety Net Motel program. *(9.5% increase in the total additional served)*

222 Safety Net room nights and **616** total bed nights. *(10.8% bed night increase)*

8,317 Emergency Shelter Bed Days. *(2% increase from previous year)*

8,199 Units of Support Services were provided to Emergency Shelter Clients. *(11% increase from previous year)*

Emergency Shelter Client Outcomes:

70% increased their knowledge of co-dependency and anger management.

69% increased their capacity to leverage skills and community resources to achieve self-sufficiency.

91% improved self-esteem and cognitive coping skills.

72% of child victims exhibited improvement in post-traumatic stress symptoms, anxiety and depression.

93.8% of families leaving the program and completing an exit survey rated their experience in the shelter program as Excellent or Very Good.

429
clients served



Emergency Shelter and Transitional Housing Programs



Outreach/Networking

298 Events, information tables and activities. *(18% increase in events/activities + 2 Million reached via TV/social media)*

15,713
direct community members reached



Counseling & Legal Services

455 New intakes/registrations for counseling services took place. *(4.8% increase from previous year)*

685 New and ongoing clients participated in counseling services (563 Women, 30 Men, 1 Transgender Male to Female & 92 Children). *(10% increase from previous year)*

256 Units to **80** Clients for Non-resident Case Management Support

536 Units of Specialty Therapy, EMDR, Sandtray

Counseling Services provided to both new and ongoing clients through 2019 are as follows:

3,042 Individual/Family Counseling Sessions took place. *(11% increase from previous year)*

2,172 Personal Empowerment Program service units were provided. *(15.9% increase from previous year)*

264 Psycho-Educational/Life-Skills Group service units were provided. *(35.6% decrease from previous year)*

Legal Advocacy Services:

1,060 Clients received legal services (1,070 female & 117 male). *(18% increase from previous year)*

6,338 Units of service were provided (consults, document prep, court support etc.). *(6.8% increase from previous year)*

3,042

Individual/Family Counseling Sessions took place 2019



Children's Programs

At the Shelter **182** children participated in the Therapeutic Pre-School, Kid's Club after-school program and childcare while their mom's participated in program activities. A total of **3,729** direct service units were provided.

At the CRC and DVAC non-residential service sites, **204** children received on-site childcare while parent attended group, legal appointment and/or individual & family counseling. A total of **1,441** hours of childcare were provided.

386

unduplicated children served within this program



H.E.A.R.T. Healthy Emotions & Attitudes in Relationships for Teens

454 Workshops have been held at **97** different schools, detention facilities, churches and community organizations reaching **15,126** teens. *(3% increase in number of workshops held, a 21% increase in locations served and a 15% increase in number of teens reached)*

15,126

teens reached



Volunteer Program

347 Volunteers provided **11,788** hours to support our various services and programs throughout the agency. These hours provided are equivalent to 5.6 full-time equivalent employees and according to the Independent Sector Value, the dollar value of these hours is \$299,769.

11,788

volunteer hours

Volunteer Value =

Hours provided are equivalent to:

5.6

full-time employees