



**Violence Against Women Prevention and Intervention (VAW)
Grants Program**

FY 2009-2010 Year-End Performance Summary

In Fiscal Year 2009-2010 (FY09-10), the Department on the Status of Women distributed grants totaling \$2,743,250 to 34 programs that provided services in 6 areas: Crisis Lines, Intervention & Advocacy, Legal Services, Prevention & Education, Emergency Shelter, and Transitional Housing. During FY09-10, Partner Agencies served a total of 29,823 unduplicated individuals and provided 46,010 hours of supportive services and technical assistance.

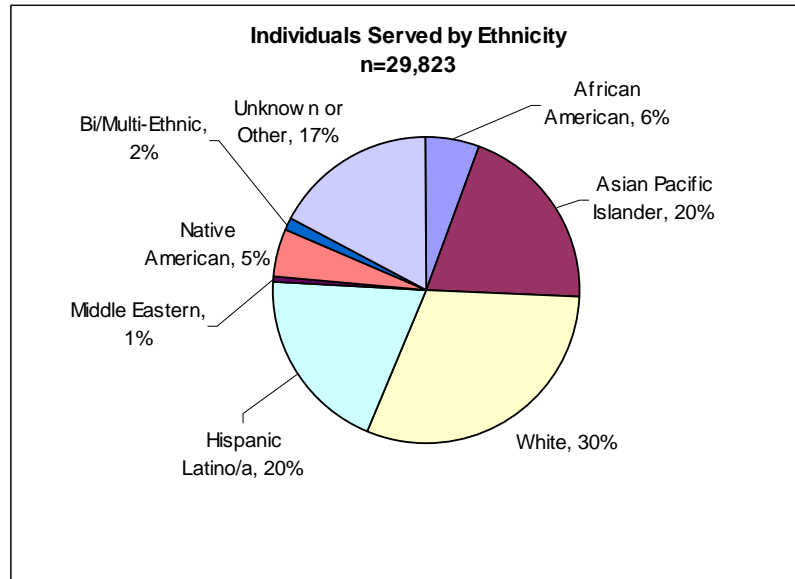
I. Unduplicated Individuals Served by Programs

A. Demographic Information

Due to the confidential nature of the work, especially for crisis line services, the ethnicity of many of the individuals served is unknown. Of clients with known ethnicities, the majority are White, Latina, or Asian Pacific Islander. The majority of clients served were 18-64 years old, with just 13% youth and a small number of elders served.

Ethnicity	Female	Male	Total	%
White	7,775	1,229	9,004	30%
Asian Pacific Islander	4,310	1,675	5,985	20%
Hispanic Latino/a	5,403	498	5,901	20%
Unknown or Other	4,826	273	5,099	17%
African American	1,534	194	1,728	6%
Native American	1,487	2	1,489	5%
Bi/Multi-Ethnic	337	116	453	2%
Middle Eastern	142	22	164	1%
Total	25,814	4,009	29,823	

Age	Female	Male	Total	%
0-17	2,214	1,585	3,799	13%
18-64	23,459	2,393	25,852	87%
65+	141	31	172	1%
Total	25,814	4,009	29,823	

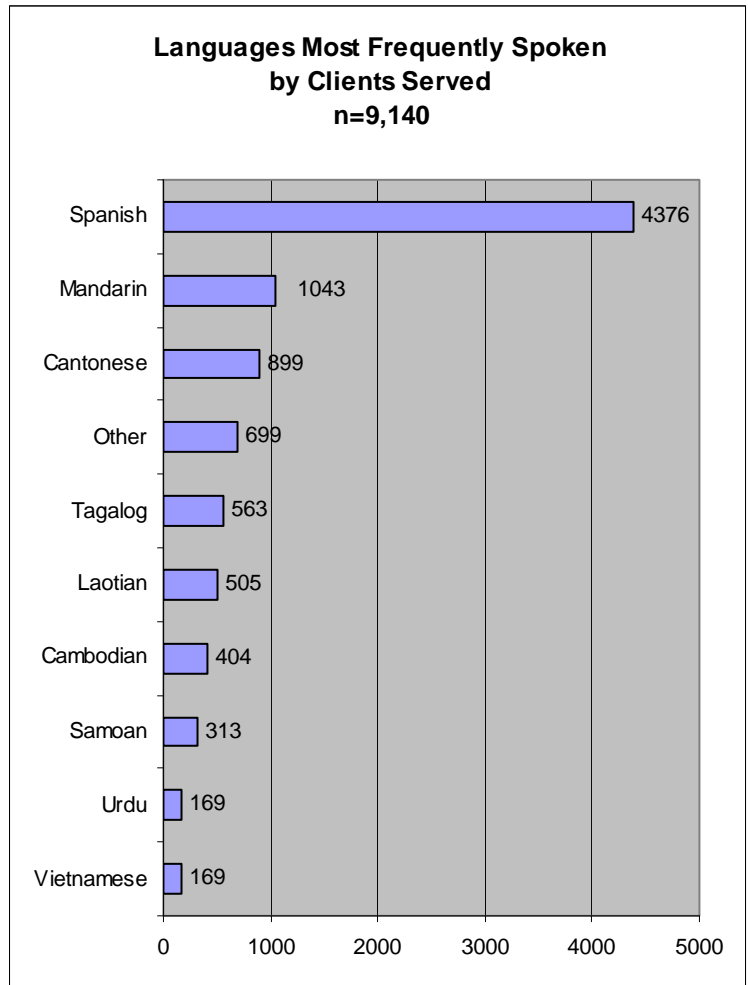


The strength of the Partner Agencies providing the services is in their capacity to serve such a broad array of community members. The diversity of the San Francisco population is apparent in the number of languages spoken by clients served by the Partner Agencies. What follows is a summary of the disability status, sexual and gender identification, and languages spoken by the clients served by VAW Grants Program Partner Agencies.

1. Languages Spoken

Of the 29,823 individuals served in FY09-10, 31% (9,140) spoke a primary language other than English. The table below shows the most frequently spoken languages. Agencies utilized multi-lingual staff and volunteers, as well as telephonic translation, to assist clients in these languages. Other languages spoken included American Sign Language, Amharic, Arabic, Chinese dialects, Dutch, Ethiopian, Farsi, Fijian, Filipino, French, German, Hebrew, Hindi, Indonesian, Italian, Japanese, Korean, Mien, Mongolian, Pakistani, Palestinian, Portuguese, Punjabi, Russian, Taiwanese, Thai, Tongan, and Urdu.

Languages	Total	%
Spanish	4,376	48%
Mandarin	1,043	11%
Cantonese	899	10%
Other	699	8%
Tagalog	563	6%
Laotian	505	6%
Cambodian	404	4%
Samoan	313	3%
Vietnamese	169	2%
Urdu	169	2%
Total	9,140	31%



2. Sexual Orientation

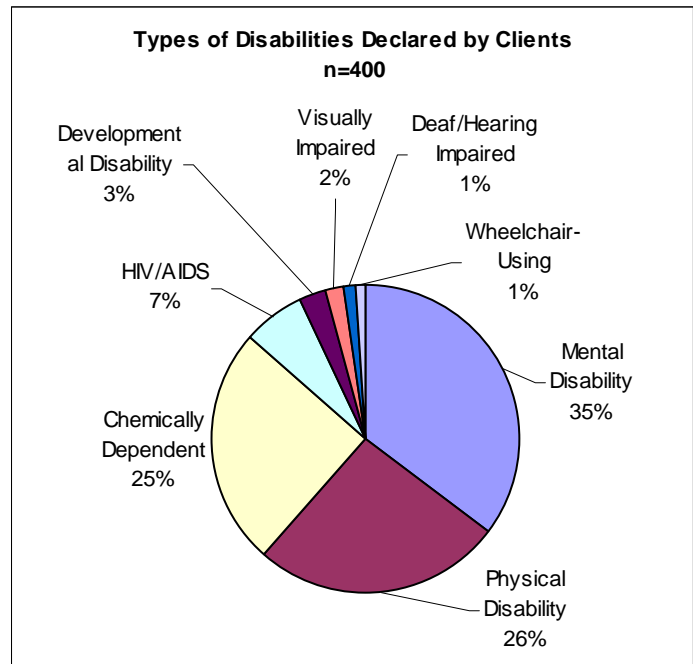
A total of 616 individuals identified as Lesbian, Gay, Bisexual or Transgender, 2% of all individuals served.

LGBTQ Identity	Total	%
Bisexual	192	31%
Lesbian	157	25%
Gay	142	23%
Transgender	125	20%
Total	616	2%

3. Disability Status

A total of 400 cases of disability were reported by individuals served, though it is possible that some individuals may possess multiple disabilities, and other disabilities went undeclared.

Disability	Total	%
Mental Disability	141	35%
Physical Disability	104	26%
Chemically Dependent	101	25%
HIV/AIDS	26	7%
Developmental Disability	11	3%
Visually Impaired	8	2%
Wheelchair-Using	5	1%
Deaf/Hearing Impaired	4	1%
Total	400	1%



It is important to note that not all programs request this additional demographic information from clients. Only 14 of the 34 programs reported the LGBTQ identities of clients, and only 13 of 34 programs reported the disability status of clients. All programs identified the language needs of clients.

II. Services Provided

In FY09-10, Partner Agencies have gone above and beyond to provide critical services to populations in need, providing hours of supportive services, offering beds to women in need, and answering thousands of crisis call.

In the table below, the types of services provided by Partner Agencies and the number of individuals served are documented for each of the 6 Service Areas. Crisis lines and educational programs reached the largest number of individuals, with the more time-intensive services, such as shelter, housing, legal support, and advocacy, reaching a smaller pool of women and their children in need.

The chart shows the breadth of services each program provides. For example, programs in the Education Service Area also provide case management and counseling. Shelters and Housing Programs provide many therapeutic activities. The Department funds a network of providers to deliver the full range of services needed by women survivors of violence.

Activities	Primary Service Areas						Total
	Advocacy	Crisis Line	Education	Legal Services	Shelter	Trans. Housing	
Accompaniment	962	-	245	310	121	63	1,701
Advocacy	900	89	280	-	191	82	1,542
Case Management	2,290	-	133	-	771	507	3,701
Counseling - Individual	3,124	-	104	-	346	362	3,936
Counseling - Group	618	-	87	-	976	277	1,958
Crisis Intervention	-	3,986	34	-	-	-	4,020
Education	282	120	10,780	24	-	-	11,206
Information & Referrals	230	-	302	-	-	60	592
Legal Services	-	-	-	7,658	-	-	7,658
Outreach	221	433	1,469	-	-	5	2,128
Technical Assistance	1,120	1,087	4,591	770	-	-	7,568
Total Hours	9,747	5,715	18,025	8,762	2,405	1,356	46,010
Total Bed Nights	-	-	-	-	3,720	12,801	16,521
Shelter Turn-aways	-	-	-	-	1,130	247	1,377
Total Crisis Calls	872	14,668	-	-	-	-	15,540
Individuals Served	3,696	14,597	10,645	632	192	61	29,823

A. Service Hours

Partner Agencies provided a total of 46,010 hours of supportive services and technical assistance during FY09-10. The Department funds 15 programs to conduct prevention and therapeutic education, such as self esteem and healthy relationship workshops for youth, self-defense training for women, and life-skills groups for survivors of abuse. Educational activities constitute 25% of the supportive services provided by Partner Agencies at 11,206 hours total.

Crisis calls received by the domestic violence and sexual assault hotlines funded by the Department can involve hours of intervention services, including phone counseling and safety planning. Providers spent 4,020 hours in FY09-10 on this critical service, or 9% of total programming. Following a crisis, clients often require long-term individual or group counseling to gain stability in their lives. Partner Agencies provided 5,894 hours of counseling in FY09-10, 13% of the total service hours provided. Case management, which often includes client advocacy and accompaniment, represents 6,944 hours, or 15% of the program.

Legal services provided by agencies include support applying for restraining orders, child custody cases, navigating immigration procedures, and more. Four legal services agencies provided 7,658 hours of such services in FY09-10, constituting 17% of the services provided.

Technical assistance includes training other service providers or volunteers about working with a specific population of clients, such as the elderly or LGBTQ clients. It may also include volunteer trainings, as well as supporting other agencies with cases. Though technical assistance hours do not directly support clients, training staff is a necessary component of ensuring high quality, culturally-appropriate services. Partner Agencies provided 7,568 hours of technical assistance, or 17% of total service hours.

B. Shelter and Housing

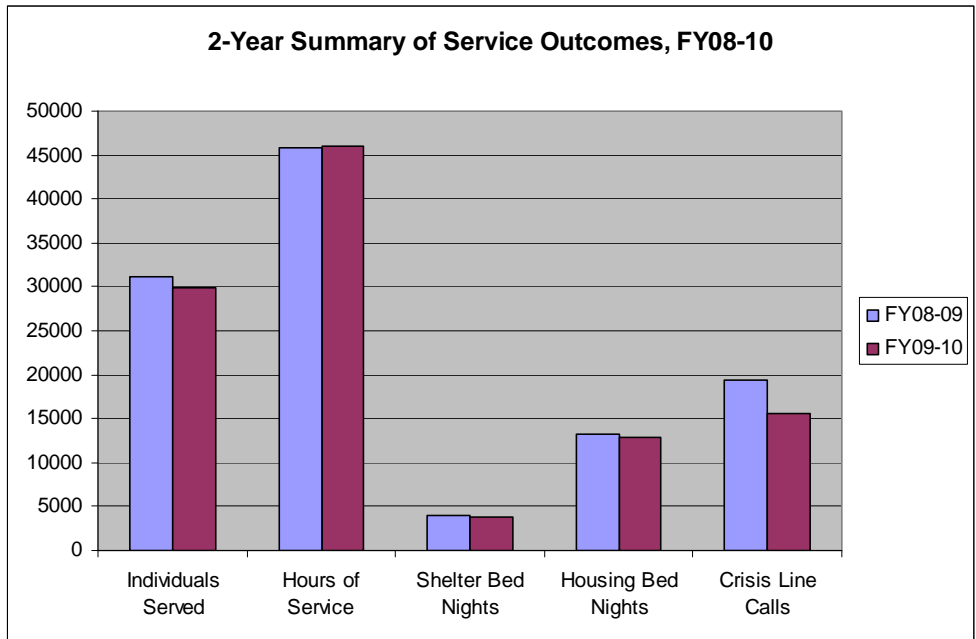
Emergency Shelter and Transitional Housing constitute an important component of the VAW Grants Program. The agencies providing these services report on the number of bed nights, or the number of beds filled by clients each night. In FY09-10, 3 emergency shelters provided 3,720 bed nights to women and their children escaping domestic violence, while 3 transitional housing programs and 1 permanent supportive housing program provided 12,801 bed nights to women seeking long-term stability. Sadly, these shelters and programs turned 1,377 individuals away, often due to a lack of space.

C. Crisis Line Services

The Department funds 2 crisis lines, one for victims of domestic violence and the other for victims of sexual assault. These agencies fielded a total of 14,668 calls during this time period.

III. 2-Year Program Comparison

The VAW Grants Program operates on a 3-year cycle. The Department began funding the current group of Partner Agencies in FY08-09, and will conclude the cycle in June 2011. The following graph compares service outcomes for FY08-09 and FY09-10.



Service outcomes remain consistent in most areas for the 2-year period. Crisis line calls received decreased by nearly 20% (3,847) from FY08-09 to FY09-10. The domestic violence hotline, WOMAN, Inc., experienced a surge of calls during FY08-09, possibly due to the economic crisis.

IV. Partner Agencies

Emergency Shelter	
Asian Women's Shelter	Domestic Violence Shelter Program
La Casa de las Madres	Domestic Violence Shelter Services
St. Vincent de Paul (Riley Center)	Rosalie House
Crisis Line Services	
S.F. Women Against Rape	Sexual Assault Crisis Line
W.O.M.A.N., Inc.	Domestic Violence Crisis Line
Legal Services	
Asian Pacific Islander Legal Outreach	Asian/Pacific Domestic Violence Project
Bay Area Legal Aid	Domestic Violence Legal Services
S.F. Bar Volunteer Legal Services	Cooperative Restraining Order Clinic
S.F. Bar Volunteer Legal Services	Domestic Violence Project
Transitional Housing	
Gum Moon Women's Residence	Transitional Housing for Immigrant DV Victims
Jewish Family and Children's Services	Dream House
Mary Elizabeth Inn	INNroads
St. Vincent de Paul (Riley Center)	Brennan House
Intervention & Advocacy	
APA Family Support Services	Home Visitation
Donaldina Cameron House	Asian Domestic Violence Advocacy
La Casa de las Madres	Safe Housing Project
Mujeres Unidas y Activas	Sanando el Alma
S.F. Women Against Rape	Sexual Assault Advocacy
W.O.M.A.N., Inc.	Therapy and Latina Case Management Program
Prevention, Education & Training	
Arab Cultural & Community Center	The Women's Program / Domestic Violence Awareness
Arab Cultural & Community Center	Sexual Assault Prevention Education
Asian Pacific Islander Legal Outreach	Asian Anti-Trafficking Collaborative
Community United Against Violence	LBT Women's Prevention & Education Project
Community Youth Center	Young Asian Women Against Violence
Community Youth Center	Sexual Assault Prevention Education
Filipino Community Center	Babae Domestic Violence Program
Glide	Glide/Wells Fargo Women's Center
Horizons Unlimited	Females Against Violence Peer Leadership Program
Institute on Aging	Preventing Domestic Violence Late in Life
LYRIC	Queer Young Women's Health & Safety Project
Mission Neighborhood Centers, Inc.	Real Arising Issues Creating Empowered Students
S.F. Women Against Rape	Sexual Assault Education
S.F. Women Against Rape	Students Talking About Non-Violent Dating
Women in Dialogue	In Defense of Prostitute Women's Safety