

VIOLENCE AGAINST WOMEN COMMUNITY NEEDS ASSESSMENT

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June 27, 2018*

Study funded by the San Francisco Department on the Status of Women

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Overview

- **Methods and analysis**
- **Context of the study**
- **Overview of VAW Programs**
- **Observations**
- **Recommendations**

Methods & Analysis

Needs assessment: to identify and also address needs through “collection of data bearing on the need for services, products, or information.”

Mixed Methods: Combines qualitative and quantitative data collection. Allows for triangulation of data.

Analysis: thematic analysis and descriptive statistics

Participants

Interviews (N=39)

Focus Group Participants (N=93; 51% survivors)

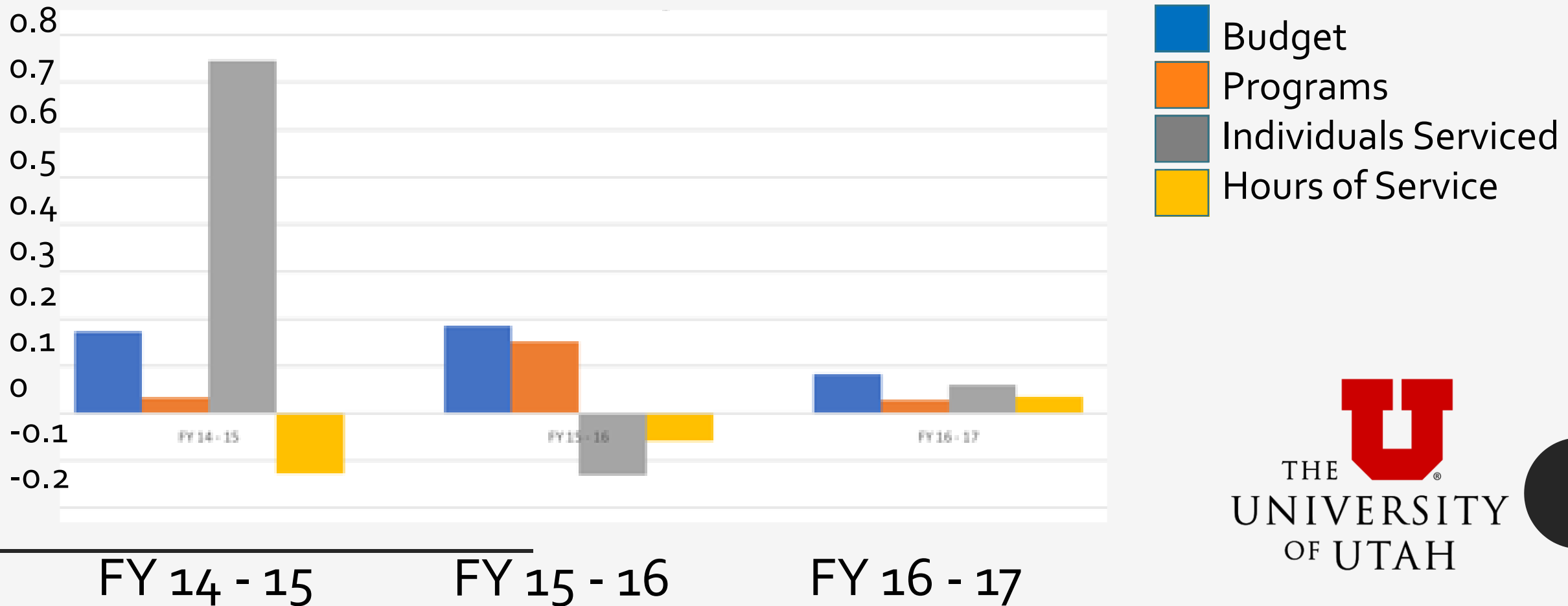
- 5 Service providers (Crisis-line; housing; intervention & advocacy; legal services; prevention, education & training)
- 6 survivor focus groups (one for Chinese-speaking; one for Spanish; two youth oriented youth survivor (between the ages of 18 years-old and 24-years-old)

Surveys of service providers (N=39; 42% survivors)

VAW *Programs*

- **Budget: \$7 million**
- **2014 – 2017 impact:** 69,118 individuals serviced and 29,012 individuals trained
- **39 grants**
- **27 organizations**
- **Service areas:** Crisis lines, Intervention and advocacy programs, Legal services, Prevention, education, & training, Emergency shelters, and Transitional housing

Year-Over-Year Change



2014-2017 Impact

- 69,118 individuals served
- 29,012 individuals trained

*VAW
Programs
Demographics
2014 - 2017*

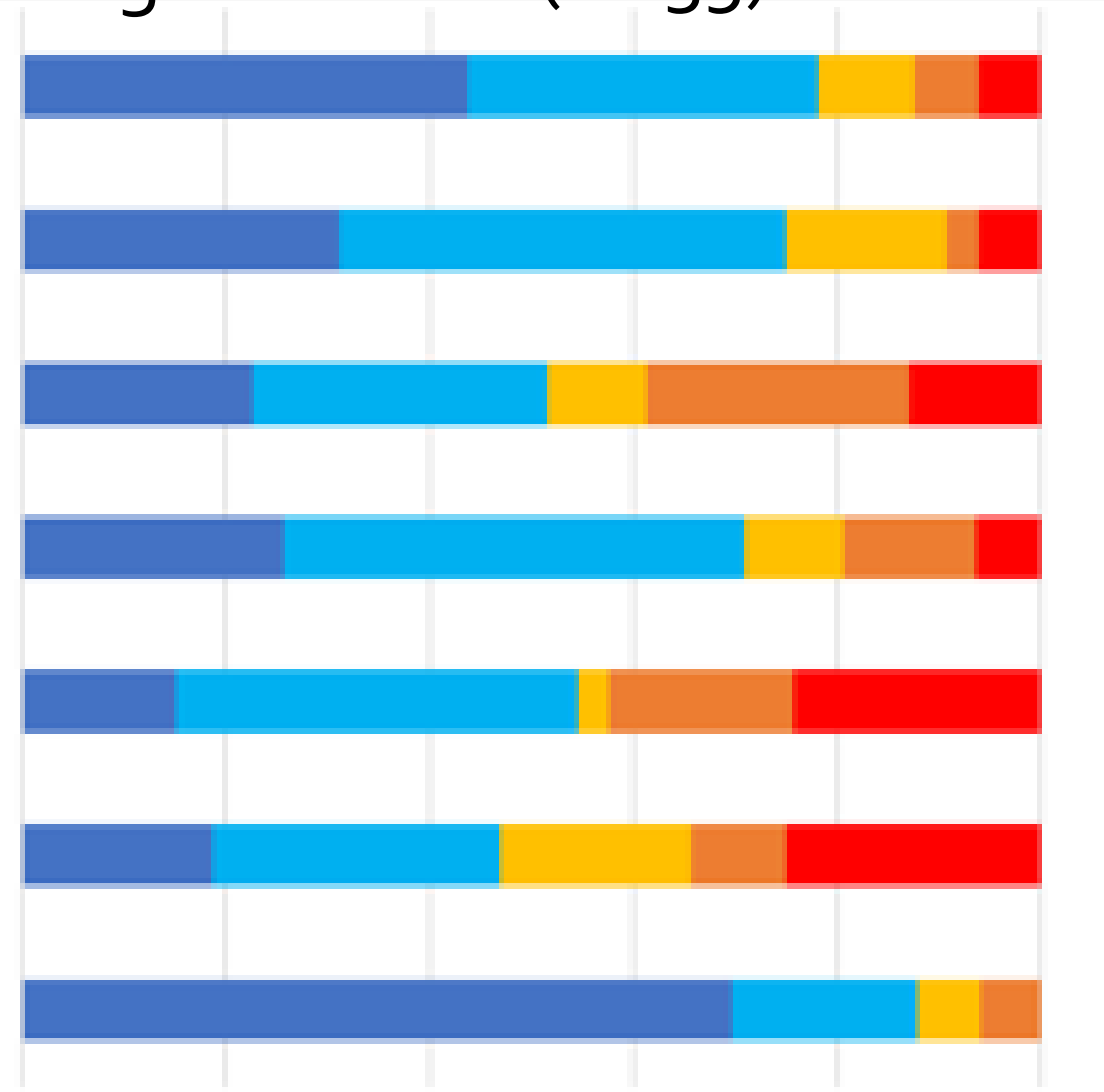
- **Gender** – majority: cis-gender female; increase in cis-gender male; slight decline in transgender
- **Race:** Largest group: API; followed by Latinx, white then, African American
- **Age:** majority is 18-65; slight decline in children being served
- 14,094 **English as a second language**
- 2,099 **LGBQQ**, slight decline
- 3,975 individuals with disabilities

Participant Education, Knowledge and Capacity

- Knowledgeable service providers who are well trained and educated
- “My organization does amazing work but if we had more funding to hire more staff I believe we could do even more for the community.”
- Volunteers are essential to organization capacity

Perceptions of Organizations (N=35)

- Complex cases are prioritized -
- Have competent staff -
- \$ to support complex cases -
- Staff to fulfill grant requirements -
- Staff to fulfill its mission -
- Driven by funds
- Mission driven



Retention

Those who thought about leaving

- To make more money
- Feeling overworked
- Feeling overwhelmed

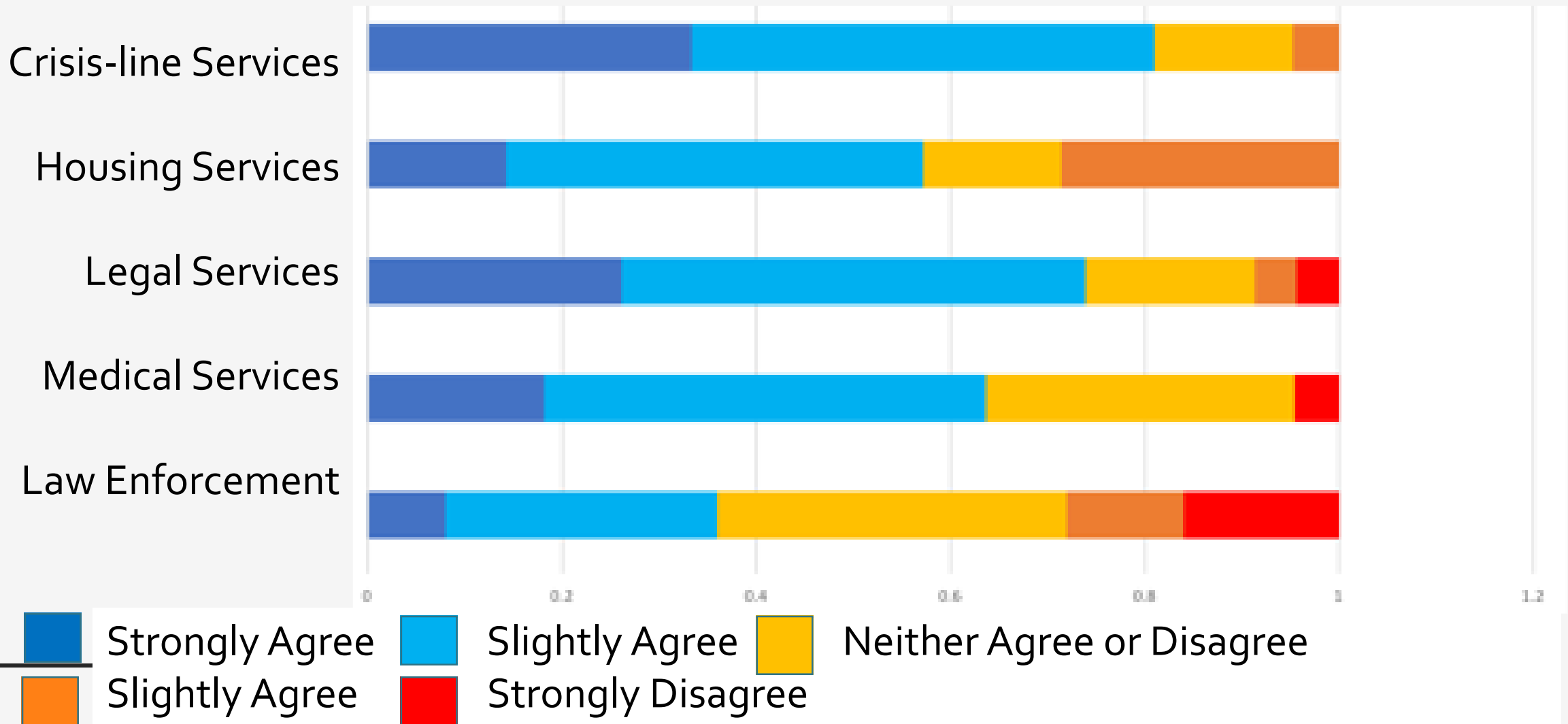
Those who stay

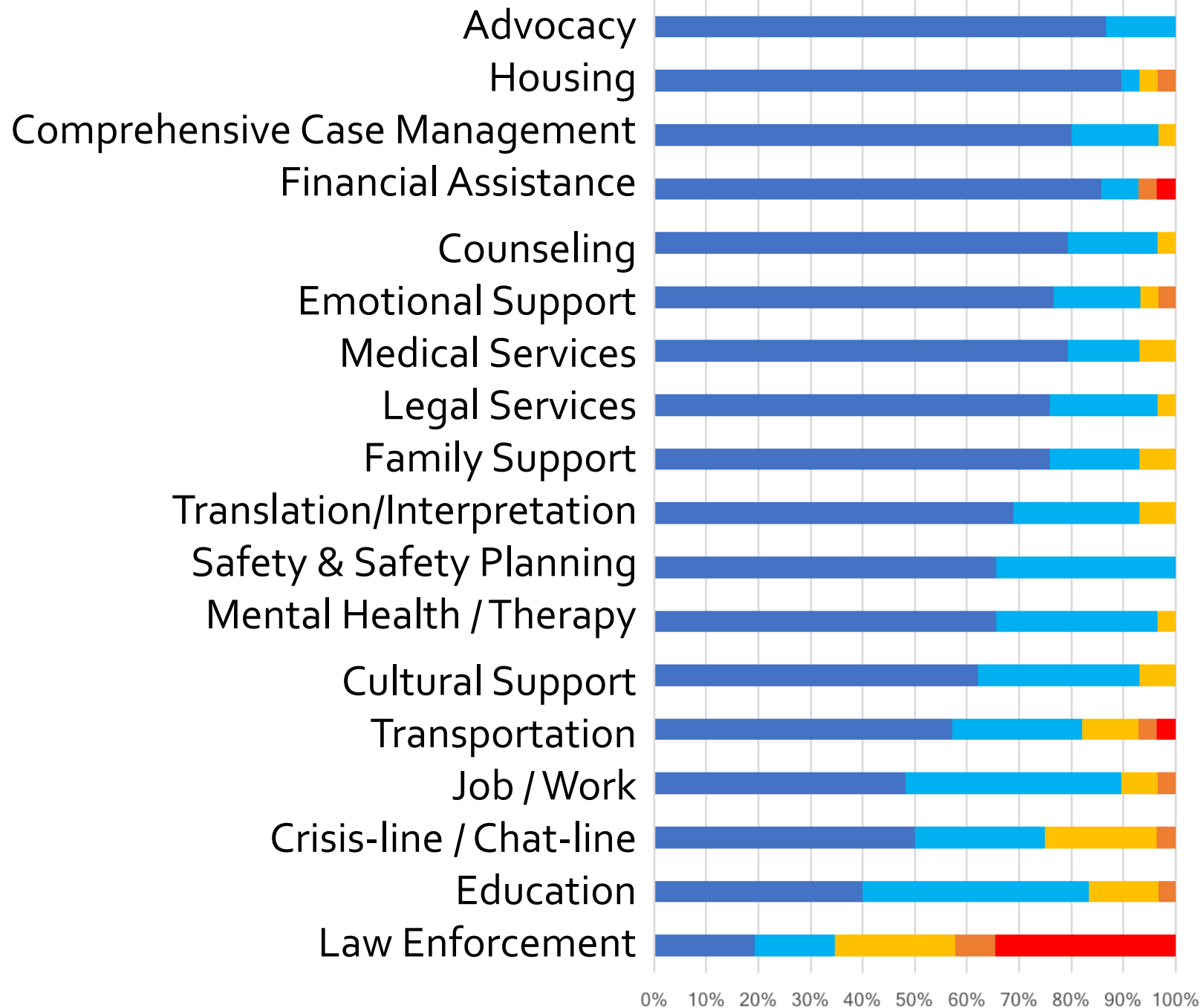
- Visions/values of organizations
 - Community
- Strong leadership
- Love their work

*Change
in the last
year*

New staff	77.1%
Growth in organizational Size	42.9%
New leadership	37.1%
Increase in funds/revenue	28.6%
Decrease in funds/revenue	28.6%
Responding to external crisis (local, national, international level)	25.7
Increase in complexity of services	22.9%
Deduction in organizational size	11.4%
One of our key staff died unexpectedly Passed away	5.7%
Risk management plan implementation/improvement	2.9%
Internal restructuring	2.9%
Racial justice challenges	2.9%
My organization did not experience a lot of change	2.9%
Changes to practices (implement a new model/best practice)	2.6%

Collaborations with the following are very effective



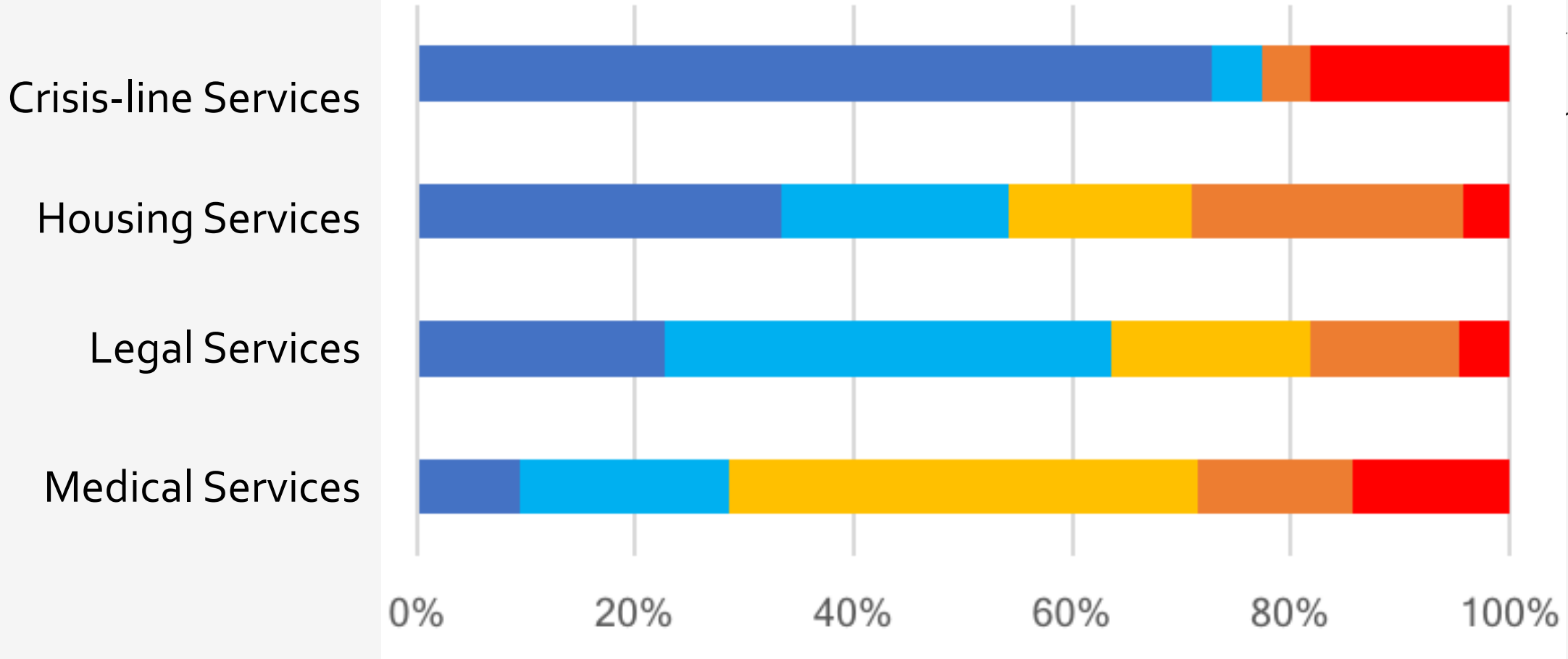


Levels	Agreed is a Need	Strongly Agree	Qualitative data (# of times discussed)
Level 1 (Highest Level)	Advocacy (100%) Safety and Safety Planning (100%)	Housing (90%) Advocacy (87%)	Housing (605) Prevention & education (504) Family Support/Community (502)
Level 2	Counseling (97%) Comprehensive Case Management (97%) Legal Services (97%) Mental health/therapy (97%) Family Support (96%)	Financial Assistance (86%) Comprehensive Case Management (80%)	Economics - Financial Assistance & Job Assistance (354) Law enforcement (295) Legal services (283) Culturally Aware services and support (232)

Levels	Agreed is a Need	Strongly Agree	Qualitative data (# of times discussed)
Level 3	Cultural Support (93%) Emotional Support (93%) Financial Assistance (93%) Housing (93%) Healthcare (93%) Translation/Interpretation (93%) Job/Work placement (90%)	Counseling (79%) Health Care (79%) Family Support (79%) Emotional Support (77%) Legal services (76%)	Advocacy (128) Case Management (103) Mental health / mental health service (93)

Levels	Agreed is a Need	Strongly Agree	Qualitative data (# of times discussed)
Level 4	Education (83%) Transportation (82%) Crisis Chat-line (75%)	Translation/Interpretation (69%) Mental Health (66%) Safety and Safety Planning (66%) Cultural Support (62%) Transportation (57%) Crisis line support (50%)	Safety & Safety planning (72) Medical (71) Transportation (51)
Level 5 (Lowest Level)	Law enforcement (35%)	Job/Work placement (48%) Education (40%) Law Enforcement (19%)	Translation & interpretation (32) Crisis-line (31) Emotional support (7)

Services that are insufficient



*What
follows
next...*

- Underserved populations
- Intervention & Advocacy (comprehensive case management, cultural support, education, emotional support, family support, financial assistance, job placement, safety and safety planning, and transportation support)
- Housing needs
- Medical Services
- Legal Services
- Crisis-line services
- Reporting to Law Enforcement
- Prevention, Education & Awareness

Priority Underserved Populations

- Transgender people
- Undocumented/documentated migrants
- Unprotected workers (i.e., undocumented workers, sex workers, informal economies, street economies) and low-wage workers
- Incarcerated Formerly incarcerated
- Women of color and indigenous people
- Economically marginalized (i.e., low-income, marginalized house, homeless, people with disabilities)
- Youth and children (people under 24-years-old)

Intervention & Advocacy Needs

- **Comprehensive case management** – dynamic, varies agency-to-agency, overall seen as a need that should be long-term and collaborative.
- **Cultural support** – varies agency-to-agency, language, ethnic culture, gender, culture surrounding homelessness discussed, cultural support is a clear and challenging need tied to training and resources
- **Family support** – children used to abuse, dynamic, complex, increasingly more single-women being served
- **Financial assistance** – financial stability essential to healing, abusers use economic abuse, civil claims do not always work out quickly, and the poor are under “attack”

Intervention & Advocacy Needs

- **Education** - Overall important, language learning a priority, youth focused discussions
- **Emotional support** – labor for program participants; also provided to peer/colleagues
- **Job placement** – labor trafficked individuals are easily re-trafficked, discrimination against migrant, English as a second language impacts jobs, and survivors of violence continue to be discriminated against (in spite of labor code 230 that is intended to protect survivors of SA and DV)

*Reasons
Housing is
insufficient*

Survivors cannot afford housing in San Francisco	60%
They need more staff/providers	31.4%
Survivors of violence were denied services/support	31.4%
Survivors are fearful of housing resources because of their legal status	22.9%
Survivors experienced maltreatment from housing staff	17.1%
There was no interpreter/translation provided	14.3%
The housing service providers made a survivor/survivors feel uncomfortable because of racism, sexism, or heterosexism, cis-genderism	11.5%
Not Applicable	8.6%
Bureaucracy	5.7%
Too long of waiting list/not enough housing	2.9%
Lack of availability	2.9%
Needs to be more housing available	2.9%
No available space	2.9%
There is not enough permanent housing	2.9%

Legal services

Immigration	57.1%
Protective/restraining order	48.6%
Custody of a child	45.7%
Legal needs related to domestic violence	37.1%
Divorce	37.1%
Legal needs related to sexual assault	31.4%
Prosecution of their abuser	22.9%
Legal needs related to trafficking	20.0%
Not Applicable/Prefer Not to Answer	17.1%
Civil Claims	14.3%
Defense	14.3%
Emancipation	5.7%
Dependency (Foster Care)	2.9%
Gender affirmation (i.e., changing driver's license, etc.)	2.9%

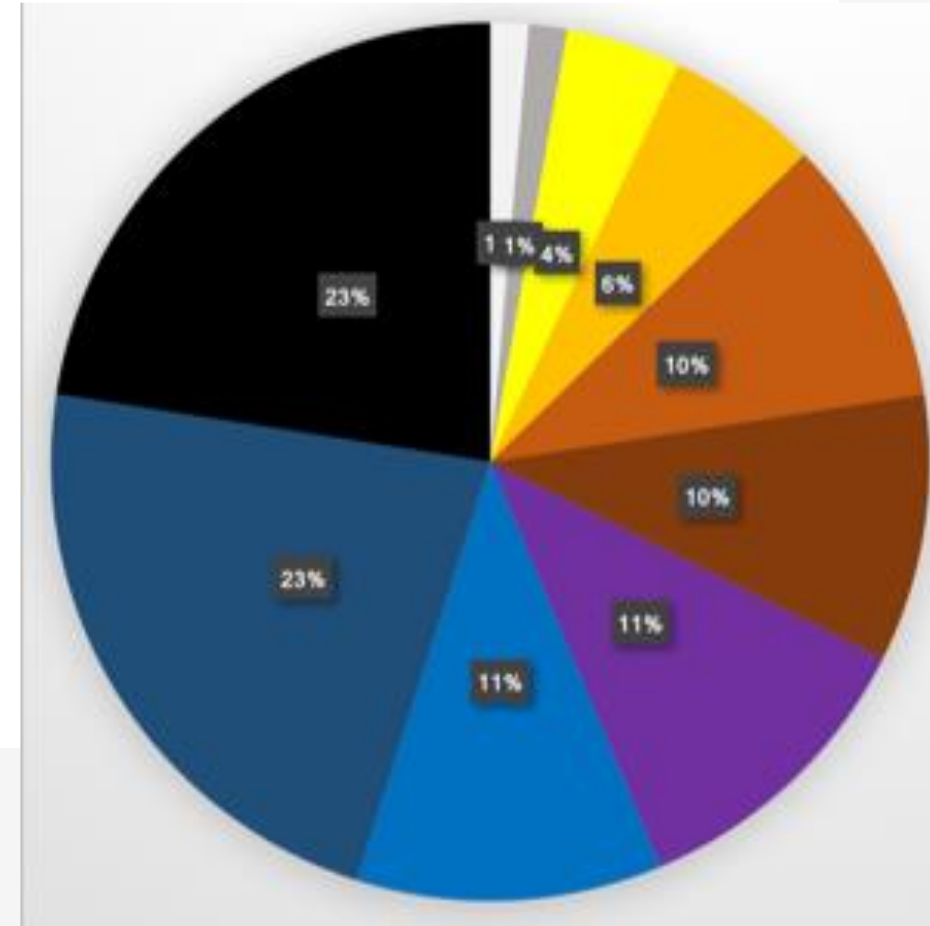
Barriers to Legal services

Top barriers to services:

- Need more staff/providers (including pro-bono attorneys)
- Survivors cannot afford services
- There was no translation / interpretation
- Maltreatment from an attorney

Additional:

- Abusers use the legal system to further abuse
- Need more long-term support on a case
- Pro-bono support is needed



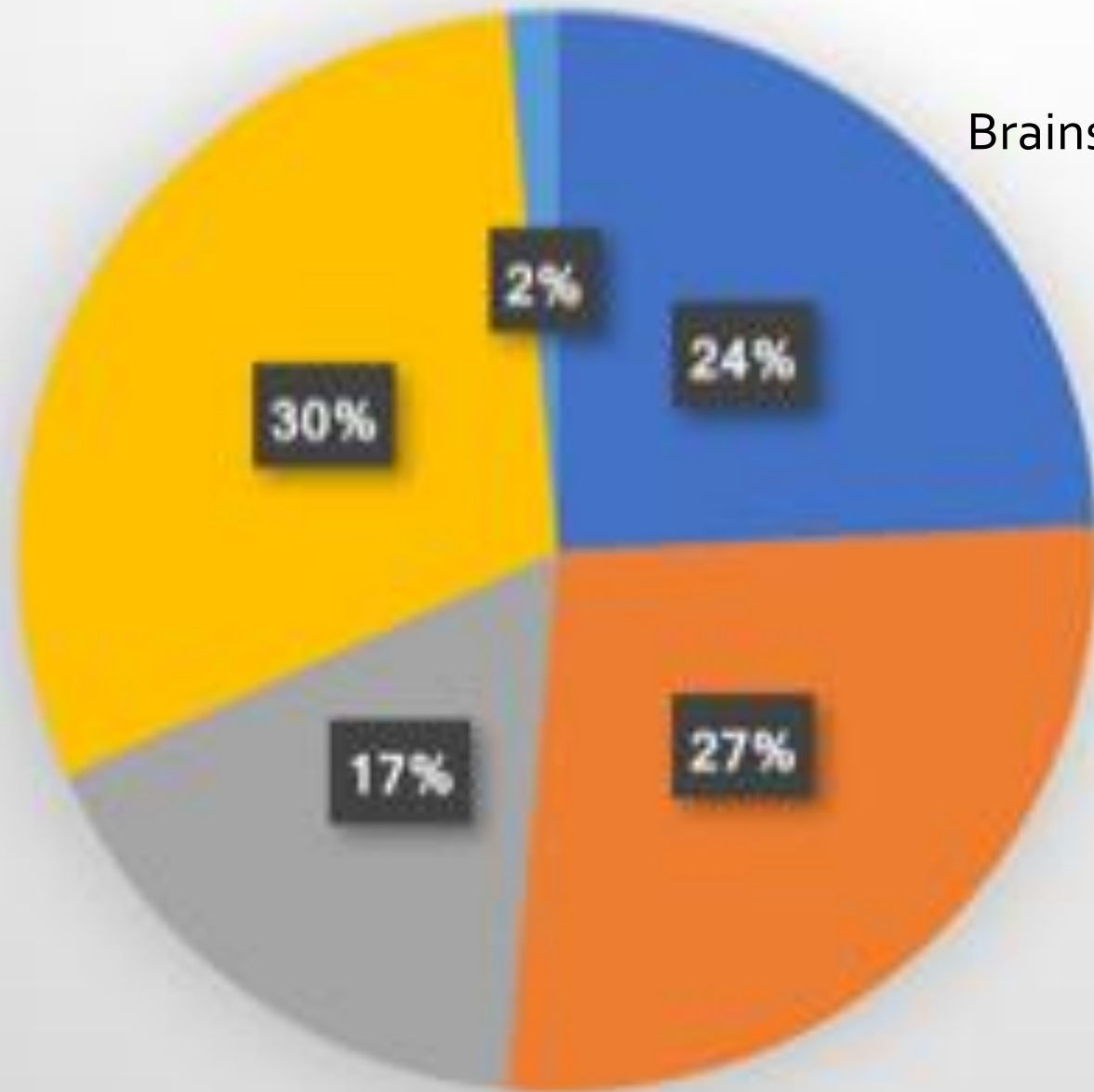
Medical Needs

Survivors could not/cannot afford the services	34.3%
Survivors do not have health insurance	34.3%
Survivors are fearful of medical providers because of their legal status	28.6%
There was no interpreter/translation provided	25.7%
The medical providers made a survivor of violence feel uncomfortable because of racism, sexism, or heterosexism, cis-genderism	22.9%
Survivors experienced maltreatment from medical providers	20.0%
Survivors were/are denied services/support	17.1%
They need more staff/providers	17.1%
Transphobic Providers	2.9%
Bureaucracy	2.9%

Mental health needs

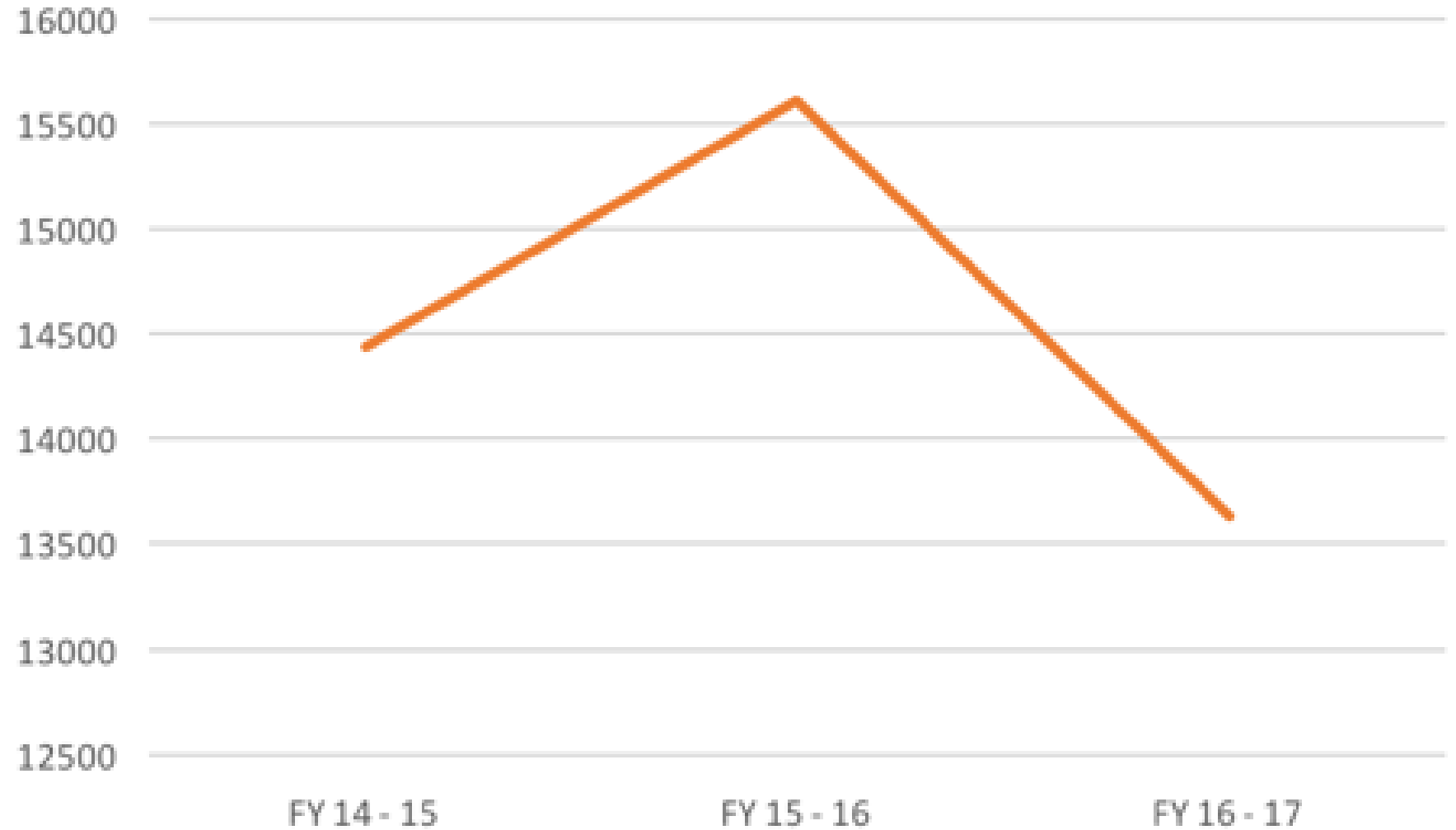
- Range available: CBT, EMDR, mindfulness, motivational interviewing, and somatic therapy
- Limited resources – linguistically or culturally competent (i.e., in transgender people, queer people or ethnic cultures)
- Mental health impacts survivors ability to access services
- Length of services is not long enough
- Need alternative options to western forms

*Crisis-line
Needs
- why
survivors
call*

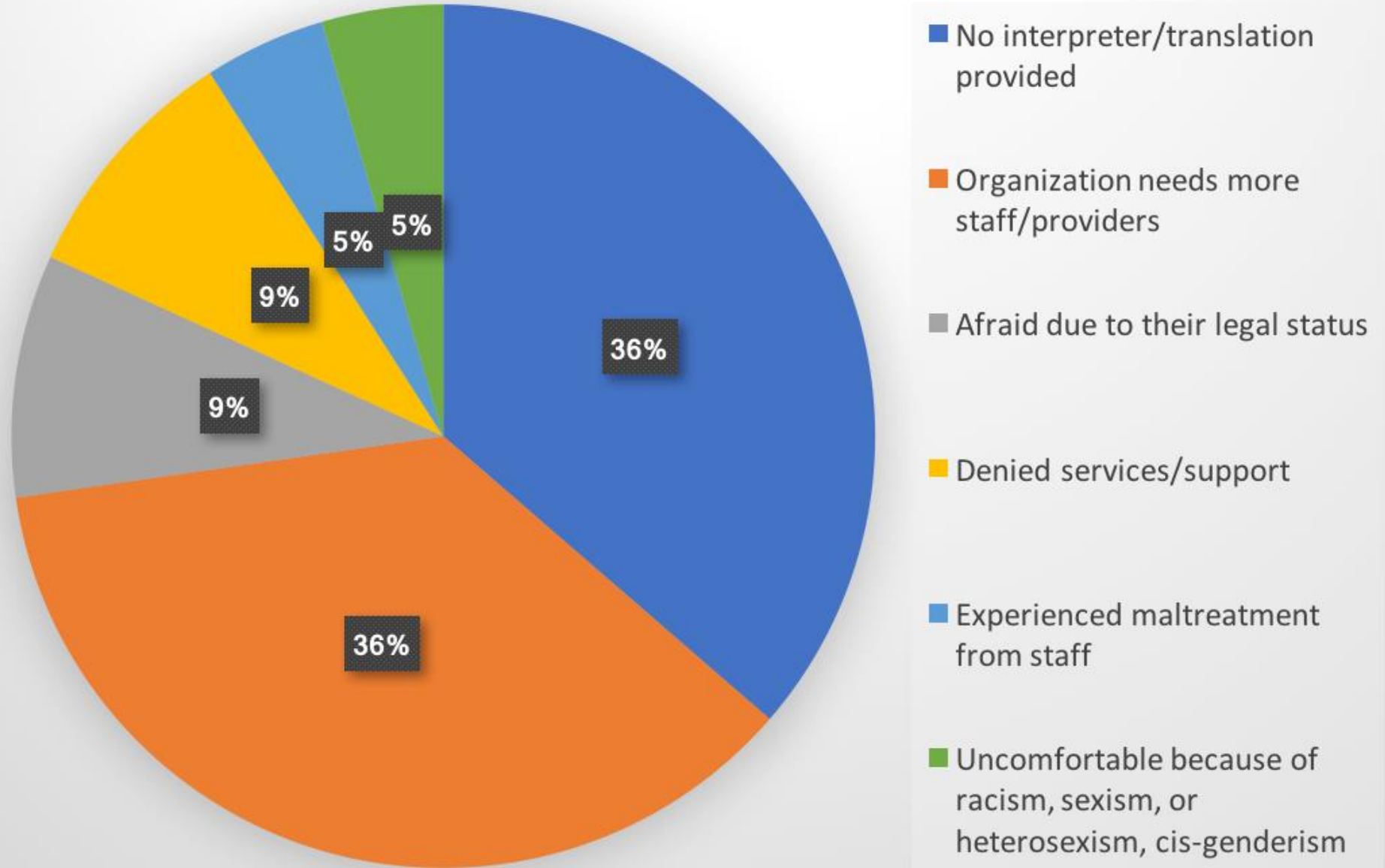


- Safety
- Emotional support
- Brainstorm how to leave abusive
- Emergency needs (medical, housing)
- Identifying resources

*Crisis-line
Calls
VAW
Programs*



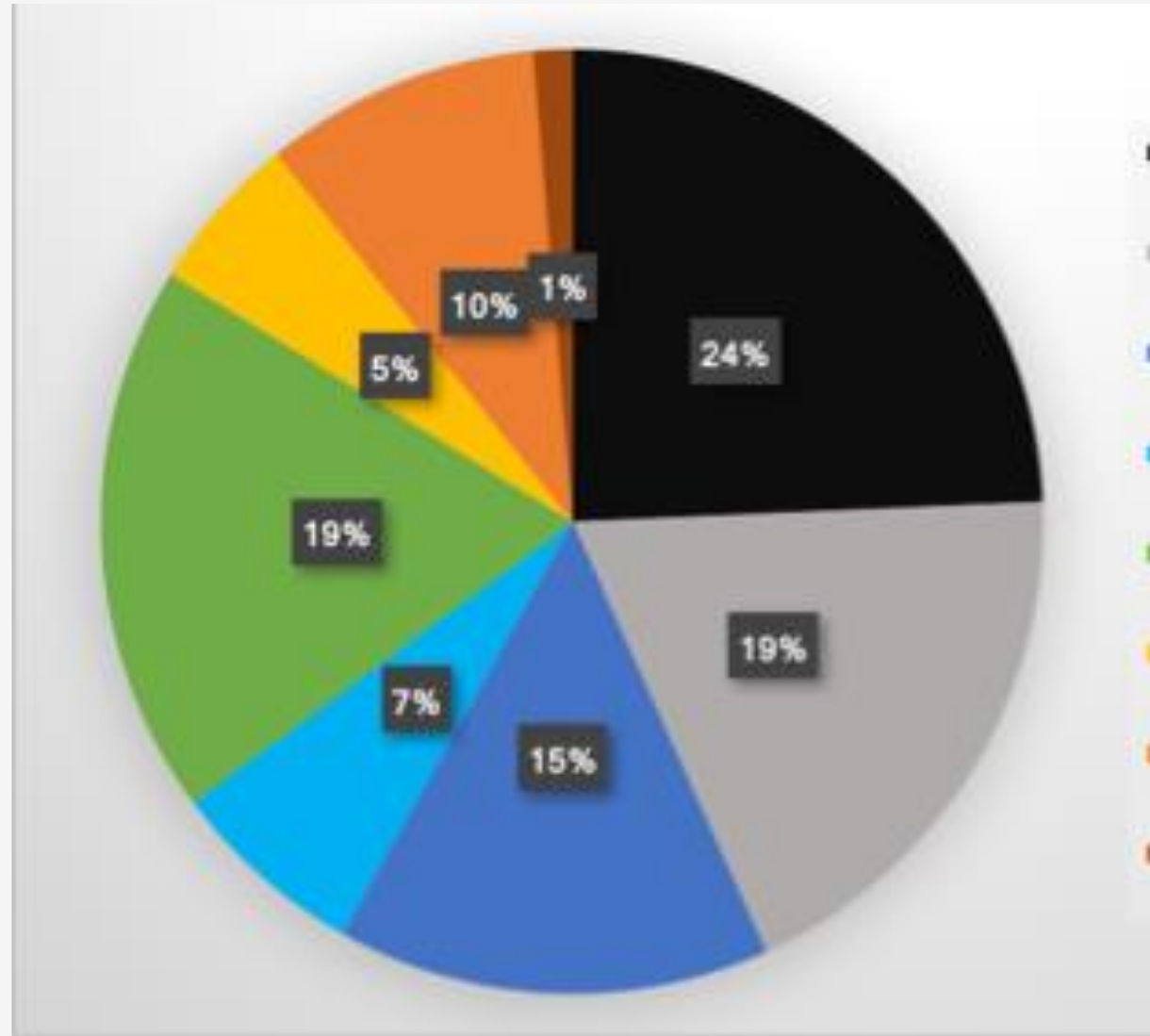
Crisis-line - Challenges



Reporting to Law Enforcement

- Includes collaborations with SFPD, Federal agency, probation, jails and DA's office (highest number with SFPD)
- Lethality Assessment Program
- Moves towards decriminalizing youth and people in sexual economies
- Difficult for survivors to report to law enforcement

Barriers reporting to law enforcement

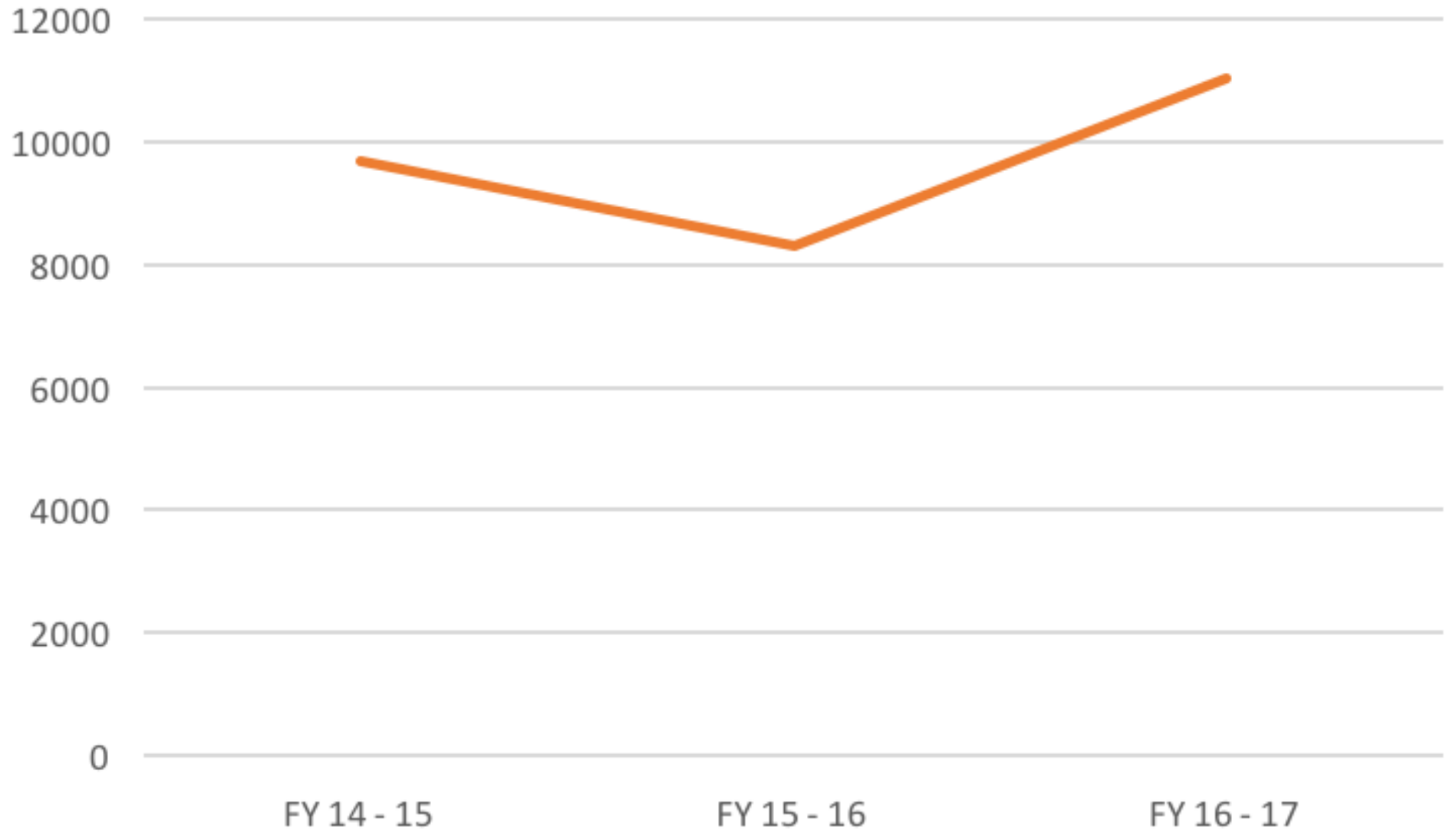


- Fearful because of legal status
- Experienced maltreatment from LE
- No translation/interpretation provided
- Denied Support
- LE made them uncomfortable because of oppression
- Not enough staff
- Bureaucracy
- Shame

Prevention Education Awareness

29,012 individuals trained 2014 – 2017

Priority: Expand PEA to specific neighborhoods (i.e., Bayview, Ingleside, SOMA, Mission, and Central)



Prevention Education Awareness

Primary and Secondary Prevention are central to existing VAW Models

“Well, I know that statewide and some other funders are putting more of an emphasis on prevention but typically it’s not really well funded. Aside from that, I think that like with funding there’s a lot of talk about primary prevention which is great... It can applied to you’re working with kids and there’s primary prevention there. Maybe there’s secondary prevention where the systems gone a little sideways or tertiary which is like, there’s no preventing it but we can hopefully help prevent it in the future with this particular group of people” – Interviewee

“I think that the public education, that pushes the culture, that is how we change the culture, that is how we stop this very racist/sexist culture” – Focus Group Participant

Survivor Barriers

- 1. Distrust of law enforcement, the legal system, or the organization**
- 2. Lack of knowledge surrounding services available**
- 3. Additionally:**
 - Stigma / shame of seeking support
 - Lacking financial resources to leave
 - Fear losing the custody of their children
 - Cultural barriers
 - Lack of childcare for children
 - Being criminalized
 - Language barriers
 - Lack of understanding of definitions of abuse
 - Mental health
 - Fear angering abuser
 - Fear what the abuser will do
 - Not wanting family/friends/community to find out
 - Do not want it to affect their job
 - Agency staff turn-over

Org. Barriers

- 1. Address staff-turn-over**
- 2. Address challenges with collaborations**
- 3. Staff who have more development or training**
- 4. Additionally:**
Culturally aware staff, funding, flexible funding, adequate outreach/advertising services, funding

What Staff need

- 1. Salaries to improve/increase in salary**
- 2. Training for staff/capacity building**
- 3. Funding/flexible funds to serve survivors**
- 4. Prevent staff burn-out**
- 5. Additionally:**

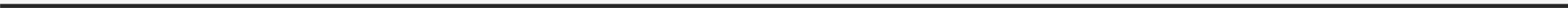
In addition they need: additional staff, adequate technology, therapy, address the culture of the organization, cooperation from other organizations, client definition of violence, community support, flexibility in work hours, adequate supplies, child care, culturally dedicated services, additional resources, therapy on site, community education, outreach efforts, translation support

Prevention

Intervention

Providers

Survivors



Survivors +

- Leadership & Communication
- Training
- Creating safe physical and emotional environment
- Preventing secondary traumatic stress in providers
- Trauma-informed workforce
- Partnership

*Top 10
Best
Practices
/ Models*

1. Long-term support for survivors of violence
2. Resources for therapy
3. Trauma informed care
4. Increased support for crisis intervention services (i.e., hotlines, legal advocacy, medical care, financial support and housing)
5. Mentorship in violence prevention program – for all genders
6. Cultural competent program and services
7. Support for safety interventions (i.e., police response, emergency orders, emergency shelter)
8. Training of personnel in all systems
9. Domestic violence lethality assessment
10. Working with abusers / perpetrators beyond court mandated programs

STUDY LIMITATIONS

FUNDING RECOMMENDATIONS

1.

Increase economic resources to grow existing intervention and advocacy

- Continued funding of existing intervention and advocacy services
- Improve staff salaries
- Increase services to vulnerable populations and underserved populations
- Prioritize funds towards more staff participating in collaborative efforts across the city
- Increase satellite and mobile services to underserved neighborhoods
- Hire bilingual advocates
- Offer long-term services (i.e., diverse mental health options, legal services, and case management)

2.

Increase economic resources to grow housing support for survivors of domestic violence, human trafficking & sexual assault

- Facilitate addressing the housing crisis that impacts domestic violence, sexual assault, and human trafficking survivors
- Sustain shelter services
- Sustain transitional housing services
- Expand flexible options for long-term housing solutions
- Grow culturally aware and appropriate services

3.

Increase resources to innovate crisis-line services to adapt in technology

- Modernize crisis-line technology
- Adapt effective models
- Maintain confidential and safety protocols
- Offer more immediate information on existing resources

4.

Increase resources to implement a Trauma Informed Systems Approach in all VAW Programs

- Recommend trauma-informed systems are available to all VAW programs
- Improve organization functions, increase resilience, improve working conditions and environments, and address retention and burn-out

5.

Increase resources in prevention, education and awareness in high incident report neighborhoods and fund tertiary prevention

- Sustain existing primary and secondary education
- Target high-incident reported neighborhoods (i.e., Bay view, Central, Ingleside, the Mission, and South of Market)
- Expand prevention at the tertiary level (those who commit violence or participate in acts of violence)
- Fund city-wide campaigns to increase visibility of smaller organizations

*POLICY
RECOMMENDATION*

6.

Advocate for new policies that will lead to an investment in alternatives to justice system responses to violence.

- Create discussions surrounding alternative models to a criminal justice approach
- Address tensions surrounding survivors not experiencing justice through a criminal justice approach
- Address the tension when survivors are also criminalized
- Promote alternative forms (i.e., storytelling, truth commission on violence, transitional justice options, safe dialogues)

*ALLIED PARTNERS
RECOMMENDATION*

7.

Continue to strengthen partnerships with the court system, educators, housing, law enforcement, medical services, and the private sectors, as a means to improve services and support for survivors of domestic violence, human trafficking, and sexual assault

Questions?

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