



City and County of San Francisco
DEPARTMENT ON THE STATUS OF WOMEN

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Violence Against Women Prevention and Intervention (VAW) Grants Program **FY2013-2014 Year-End Performance Summary**

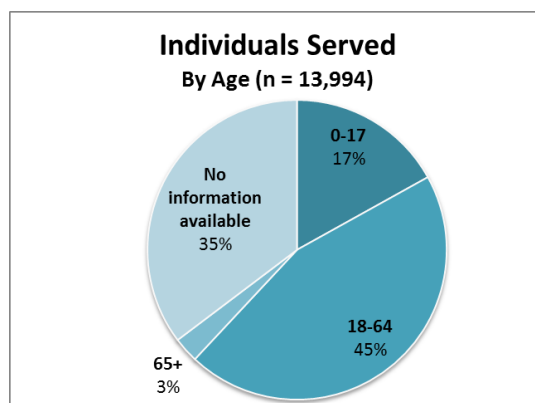
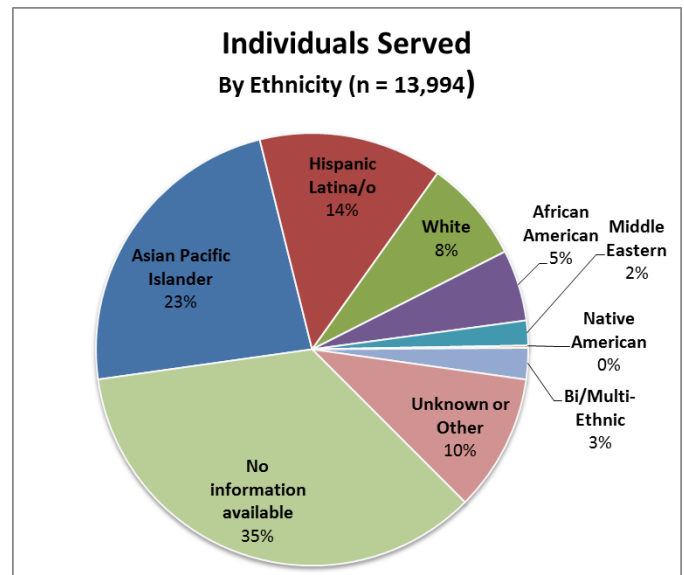
In Fiscal Year 2013-2014 (FY13-14), the Department on the Status of Women distributed grants totaling \$4,065,115 to 32 programs that provided violence against women prevention and intervention services, including domestic violence, sexual assault, and human trafficking, in six core service areas: Crisis Lines, Intervention and Advocacy, Legal Services, Prevention and Education, Emergency Shelter, and Transitional Housing. During FY13-14, Partner Agencies served a total of 13,994 unduplicated individuals and provided approximately 35,915 hours of supportive services.

Unduplicated Individuals Served by Programs

Ethnicity and Age

Due to the confidential nature of the work, particularly for crisis line services, the ethnicity of many individuals served is unknown. While every effort is made to collect the age and ethnicity of clients, some individuals elect to not disclose or report this information. During FY13-14, Partner Agencies served 13,994 unduplicated individuals. No demographic information was available for 4,937 clients. The charts and tables below reflect the total number of individuals served, including those who declined to report any demographic information.

Ethnicity	Female	Male	Trans	Total
Asian Pacific Islander	2,190	1,059	14	3,263
Hispanic Latina/o	1,619	163	144	1,926
White	949	89	37	1,075
African American	647	63	35	745
Middle Eastern	249	11	0	260
Native American	19	3	2	24
Bi/Multi-Ethnic	237	59	32	328
Unknown or Other	1,284	123	29	1,436
No information available				4,937
Total	7,194	1,570	293	13,994



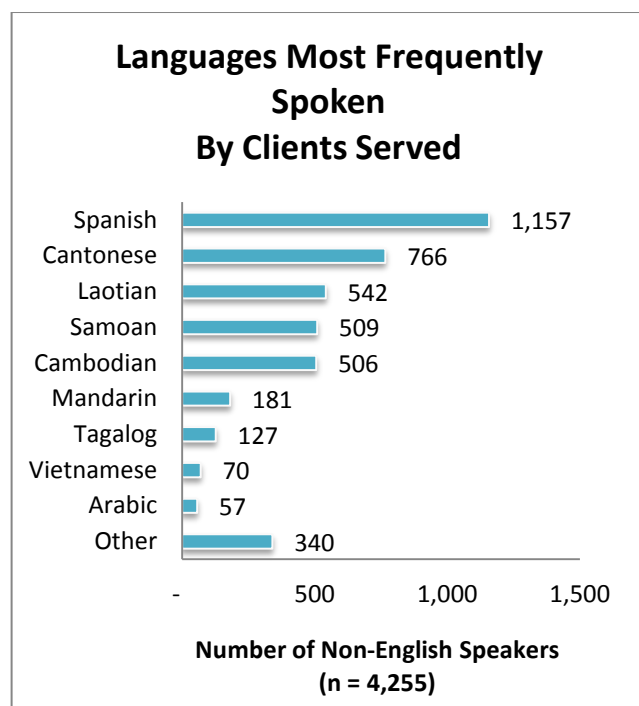
Age	Female	Male	Trans	Total
0-17	1,491	856	24	2,371
18-64	5,426	609	267	6,302
65+	277	105	2	384
No information available				4,937
Total	7,194	1,570	293	13,994

Additional Characteristics

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

Of the 13,994 individuals served during FY13-14, 4,255 individuals (30%) spoke a language other than English. The left table below presents the most frequently spoken languages. A total 1,149 individuals identified as Lesbian, Gay, Bisexual, Queer, Questioning, or Other, representing 8% of all individuals served. A total of 1,020 cases of disability were reported by individuals served, though it is possible that some individuals may possess multiple disabilities, and other disabilities went undeclared.

Languages Spoken	Total	%
Spanish	1,157	27%
Cantonese	766	18%
Laotian	542	13%
Samoan	509	12%
Cambodian	506	12%
Mandarin	181	4%
Tagalog	127	3%
Vietnamese	70	2%
Arabic	57	1%
Other/Unknown	340	8%
Total Non-English Speakers (30%)	4,255	



LGBQQ Identity	Total	%
Lesbian	153	13%
Gay	115	10%
Bisexual	106	9%
Queer	90	8%
Questioning	17	1%
Other	668	58%
Total LGBQQ-Identified Individuals (8%)	1,149	
Straight/Heterosexual	5,033	
Unknown or Decline to State	7,812	

Disability	Total	%
Chemical Dependency	93	9%
Deaf/Hearing Impairment	27	3%
Developmental Disability	46	5%
HIV/AIDS	42	4%
Mental Disability	238	23%
Physical Disability	329	32%
Visual Impairment	15	1%
Other or Unknown	230	23%
Total Individuals with Disability (10%)	1,020	
No demographic information available	12,974	

SERVICES PROVIDED

Supportive Services

In FY13-14, the Department funded 32 programs operated by 24 Partner Agencies. These agencies submit quarterly reports that track the number of service hours and bed nights provided, crisis line calls fielded, and individuals served. The cumulative figures reported are presented below.

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. Over 12 months, three emergency shelters provided 3,591 bed nights to women and their children escaping domestic violence, while three transitional housing programs and one permanent supportive housing program provided 11,659 bed nights to women seeking long-term stability. Sadly, these shelters and programs turned 1,893 individuals away due to lack of space.

The Department funds two crisis lines, one for victims of domestic violence and the other for victims of sexual assault. These agencies fielded a total of 13,043 calls on their crisis lines during the fiscal year.

The following chart illustrates the many ways Partner Agencies have provided critical services to populations in need and the breadth of services each program provides. For example, programs in the Prevention and Education Service Area also provide case management and counseling. Emergency Shelters and Transitional Housing Programs provide counseling and case management in addition to housing. The Department funds this network of providers to deliver the full range of services needed by survivors of violence in the community.

FY 2013-2014		Primary Service Areas						
Services		Crisis Line	Intervention & Advocacy	Prevention & Education	Legal Services	Emergency Shelter	Transitional Housing	TOTAL
Support Calls	Crisis Calls	8,494	35	110	-	2,390	29	11,058
	Information and Referrals	4,549	68	105	-	-	81	4,803
	SUBTOTAL	13,043	103	215	-	2,390	110	15,861
Case Mgmt. (#hours)	Legal/Criminal Justice	-	1,426	171	-	133	34	1,764
	Medical: Clinic/Hospital	-	116	-	-	1	-	117
	Social Services/Public Benefits	-	1,666	412	-	837	846	3,761
	SUBTOTAL	-	3,208	583	-	971	880	5,642
Legal Services (#hours)	Family Law & Restraining Orders	-	51	-	11,322	-	-	11,373
	Immigration	-	104	-	482	-	15	601
	Housing & Public Benefits	-	225	-	233	-	-	458
	Other	-	28	-	321	-	-	349
	SUBTOTAL	-	408	-	12,358	-	15	12,781
Counseling (#hours)	Counseling (Adults)	-	4,250	292	-	1,028	528	6,098
	Counseling (Children)	-	230	578	-	508	130	1,446
	SUBTOTAL	-	230	578	-	508	130	7,544
Education & Training (#persons)	Presentations/Trainings to Service Providers	661	39	1,710	331	-	24	2,765
	Presentations/Trainings to Clients	-	228	3,364	-	-	20	3,612
	Volunteer Training	-	76	231	87	-	46	440
	Staff Development	-	53	204	-	-	22	279
	Other	-	355	433	-	-	-	788
	SUBTOTAL	661	751	5,942	418	-	112	7,884
Outreach Activities	Number of outreach events attended	136	93	93	85	-	5	412
	Number of public awareness/outreach campaigns	38	15	347	5	-	7	412
	SUBTOTAL	174	108	440	90	-	12	824
Housing	Total Bed Nights (Adults)	-	3	-	-	1,806	9,971	11,777
	Total Bed Nights (Children)	-	6	-	-	1,785	1,688	3,473
	SUBTOTAL (Adults & Children)	-	9	-	-	3,591	11,659	15,250
	Shelter/Transitional Housing Turn-aways	-	6	-	-	1,582	305	1,893
Unduplicated Clients Served		3,022	3,312	6,404	1,018	137	101	13,994

Description of Services

The VAW Grants Program provides funding for six core service areas during FY13-14: Crisis Lines, Intervention & Advocacy Services, Prevention & Education Services, Legal Services, Emergency Shelter, and Transitional Housing.

The Department funds two crisis lines that operate 24 hours a day, 7 days a week to support survivors of violence in San Francisco. 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. Department-funded crisis lines fielded 13,043 service calls from 3,022 unduplicated clients; 8,494 of these were crisis calls. In total, the VAW Partner Agencies fielded 15,861 service calls, providing information and referrals and crisis support.

Following a crisis, clients may require long-term counseling and case management to gain stability in their lives. VAW Partner Agencies provided 7,544 hours of counseling in FY13-14 and 5,642 hours of case management. Intervention and advocacy programs funded by the Department provided a total of 3,846 hours of supportive services to 3,312 unduplicated clients. Advocates of these programs provided accompaniment, case management, safety planning, counseling, information, and referrals and support to empower survivors in leaving and healing from the violence they experienced.

The Department also funds 13 programs to provide prevention and education services, including workshops to survivors, youth, and those at risk in the community. Among the services provided are self-esteem and healthy relationship workshops for youth and young adults, self-defense training sessions for women, life-skills and support groups for survivors of abuse, and training on elder abuse for health and social service providers. Although these partner agencies primarily focus on prevention and outreach, often survivors and those at-risk come forward in need of crisis intervention and emotional support. These partner agencies provided prevention and education services to 5,942 clients and 1,161 hours of crisis intervention, case management, and advocacy.

The Department funded four legal services agencies in FY13-14 that provided 12,358 hours of supportive services. A few examples of common legal services provided by these agencies include assistance with applying for restraining orders, advocacy and court accompaniment during child custody cases or divorce proceedings, and support with immigration procedures.

Emergency shelter programs provided 1,479 hours of service and 3,591 bed nights to survivors this year. Transitional housing agencies provided 1,025 hours of case management, legal, and counseling services and 11,659 bed nights to domestic violence survivors. Together these organizations supported 238 unduplicated clients in FY13-14, providing case management, counseling, and advocacy services in addition to much needed shelter and housing.

Technical assistance is another type of service that the Department funds. 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 translation services, as well as supporting other agencies with cases. Though technical assistance hours do not directly support clients, yet training staff is a necessary component of ensuring high-quality, culturally-appropriate services. This year VAW Partner Agencies provided technical assistance to 957 service providers of other agencies.

Partner Agencies	
Crisis Line Services	
S.F. Women Against Rape	Sexual Assault Crisis Line
W.O.M.A.N., Inc.	Domestic Violence Crisis Line
Intervention & Advocacy	
APA Family Support Services	Home Visitation
Asian Women's Shelter	San Francisco Options for Comprehensive Action for Youth
Donaldina Cameron House	Asian Domestic Violence Advocacy
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
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
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 (STAND)
Women in Dialogue	In Defense of Prostitute Women's Safety
Legal Services	
Asian Pacific Islander Legal Outreach	Asian/Pacific Islander 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	Justice & Diversity Center: Legal Services Programs
Emergency Shelter Programs	
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
Transitional Housing	
Gum Moon Women's Residence	Transitional Housing for Immigrant DV Survivors
Jewish Family and Children's Services	Dream House
Mary Elizabeth Inn	Inn Roads
St. Vincent de Paul – Riley Center	Brennan House