

CRISIS INTERVENTION SERVICES



MISSION STATEMENT

The mission of
Crisis Intervention Services
is to provide support, resources, and
hope for a better future
to persons affected by
domestic abuse, sexual assault,
and other crises.



Fiscal Year 2006 Annual Report
July 1, 2005 – June 30, 2006

Introduction

The year just past was filled with challenges and opportunities. Crisis Intervention Services (CIS) again met the needs of our rural communities through the dedication of quality staff members, board members, and volunteers. We strive to provide comprehensive services and resources for those who survive violent crimes, especially domestic/sexual abuse, and we continue to work towards ending violence for future generations. Crisis Intervention Services has been providing quality services to survivors of abuse in Mahaska County (1997), Keokuk County (2001), and Marion and Lucas Counties (2005) for almost ten years. Our free and confidential services are available to victims of violent crimes. The majority of crime victims served by CIS are victims of domestic and dating violence, sexual assault, and stalking. This year, CIS implemented many changes in our infrastructure to accommodate a larger service area as well as to begin providing two new programs. 'Pathway 2 Independence' is our new transitional housing program, and Mom's Off Meth (MOM) is an outreach program for women suffering from co-existing trauma issues related to domestic/sexual abuse and substance abuse addictions.

After considerable thought and planning, Turning Point merged their services into Crisis Intervention Services, on June 30, 2005. Crisis Intervention Services opened an outreach office in Pella to better serve Marion and Lucas counties. We have successfully recruited two board members and several advocates (paid and volunteer) from Marion County, though we hope to continue to increase representation. We are still working to recruit board members and advocates from Lucas County. Much of our planning for this transition focused on infrastructure and capacity building. Because we serve a large number of survivors with multiple victimizations and needs, we have assessed our staffing and priorities to ensure that we are meeting survivor needs.

'Pathway 2 Independence' is a transitional housing program. We have four apartments in which families can live for up to two years while they work on self-sufficiency goals such as increasing job skills, obtaining employment or transportation, accessing substance abuse services, and more. This program was developed specifically to serve survivors with multiple victimizations and needs – women and children who have been victimized over and over – as they have many barriers to overcome in their quest for safety. With the assistance of the Crisis Center & Women's Shelter in Ottumwa, and increased funding, we started a Mom's Off Meth (MOM) Program. In addition to weekly support groups in Chariton, Knoxville, Pella, Oskaloosa, and Sigourney, we are able to provide intensive individual advocacy and crisis counseling to women who have never accessed CIS for services before. Crisis Intervention Services is fortunate to have these programs and to serve the women who have impacted our lives as much as we hope that we have helped them.

This Annual Report addresses progress on the goals that were accomplished within the parameters of our five-year strategic plan as well as the program goals that CIS staff members established throughout the year. Thank you for your support of CIS. Without you, our work would not be possible.

Sincerely,

Dawn Stephens
Executive Director

1. Program goals – To maintain a core base of excellent services as we strive for innovative programs.

A. Advocacy Services

Objective #1: To provide free and confidential services 24-hours every day for survivors of domestic abuse, sexual assault, and other crises.

Action: Crisis Intervention Services provided free and confidential services for 731 survivors of violence and/or homelessness (42% increase) and 522 of those served returned for services for two or more months (46% increase). The return rate of 71% of victims indicates that CIS advocates are able to establish trust and provide quality services.

The majority of the crime victims served was victims of domestic violence (79%), which is consistent with violent crime rates in our areas. Domestic violence is the most frequent violent crime reported. Sexual assault victims and survivors represented 17% of the survivors we served, which reflects a 4% increase from the previous year. These data do not include survivors of domestic abuse who have been sexually assaulted by their partner or in the past. Other victims served were victims of child abuse, elder abuse, stalking, assault, other violent crimes, homelessness, and other crises.

We answered 1,249 crisis calls, which is a 70% increase from 737 crisis calls last year. Business calls and hang-ups are not counted as crisis calls. We provided 3,219 hours of crisis counseling/advocacy services (51% increase) and 340 hours of criminal/legal advocacy (51% increase) throughout the year. Emergency shelter was provided for 91 women and 56 children. The services used most by victims included personal advocacy, with 60% of victims using this service, crisis counseling (58%), information/referral (49%), criminal/civil advocacy (25%), emergency shelter (20%), victim compensation advocacy (19%), and economic advocacy (14%). Of the information and referrals provided by advocates, the majority were for basic needs (housing, food, and clothing) and local human services including mental health services.

By county, the majority (65%) of victims served were residents of Mahaska County (N=470). This is expected as services have been available in Mahaska County longer than the other counties we serve, though we are committed to increasing our outreach every year. In Marion County, we served 130 victims (18%), and in Keokuk County we served 37 victims (5%). We served 16 victims in Lucas County (2%), and 10% of the victims we served were from other Iowa counties or out-of-state (N=78). An analysis of the return rate of victims (seeking services across more than one month) indicates the following:

Keokuk County	84%	Lucas County	75%
Mahaska County	81%	Marion County	48%
Other	44%		

The high return rates in the smaller counties are indicative of the severe need of the victims who contact us. We serve fewer victims in these counties, but when victims from these counties do contact us they are often in extreme imminent danger and in great need of many services.

Objective #2: To obtain funding for and provide basic economic advocacy services.

Action: This service was first offered in Fiscal Year 2004. During this fiscal year (FY2006), CIS staff continued to promote economic advocacy. Over 100 people requested and received economic advocacy during the year. Staff continue to receive continued education on economic advocacy issues through the Housing and Economic Justice Taskforce (HEAT force) of the Iowa Coalition Against Domestic Violence.

Objective #3: To attempt to expand support groups in service area.

Action: There was a 54% increase in the number of victims who attended support groups this year. We maintained the weekly support group (U Can 2 Sisterhood) started two years ago in Oskaloosa. This support group is open to anyone in the community, but primarily attended by women in transitional housing and shelter. There is a children's support group provided at the same time. We continued to provide weekly support groups in the shelter as well.

The Mom's Off Meth (MOM) Program was started with the technical assistance of the Ottumwa Crisis Center & Women's Shelter. The program is funded in part by the Decategorization Projects for Mahaska and Keokuk Counties. Weekly groups are held in Chariton, Knoxville, Oskaloosa, Pella, and Sigourney. Some of the groups are struggling with attendance. The Oskaloosa and Chariton groups have the most consistent attendance. In addition to weekly support groups in the evenings, these women receive intensive individual services including crisis counseling and systems advocacy. The goal of the program is to assist reunification of children with their mothers when domestic violence and substance abuse were contributing factors to removal of the children from the home.

New Directions and CIS began a collaborative group this year for children affected by family violence. The group is facilitated by a therapist at New Directions with our Child Advocate co-facilitating the groups.

Objective #4: To increase the number of survivors served in Keokuk County by at least 20%.

Action: We provided services for 37 victims of domestic violence and/or sexual assault in Keokuk County this year, which was a 37% increase from the previous year. Thirty-one of the 37 victims served returned for services across multiple months, which is a significant return rate at 84%, as discussed in Objective #1. Our advocates continue to develop our collaborations with law enforcement and medical personnel. The Keokuk County Medical Center implemented mandatory screening protocols for domestic violence and a Sexual Assault Nurse Examiner (SANE) Program this year. We continue to have an active presence at the Keokuk County Resource Network (KCRN) meetings bi-monthly and the DECAT meetings monthly. We successfully recruited a board member from Keokuk County, in addition to two paid advocates and several volunteers.

We have also been working collaboratively with the SIEDA Nest Program, which is for young parents. We provide violence prevention programs for these young adults monthly, and this has been received very positively.

While our Strategic Plan has not been updated since the increase of our service area, this is the most pertinent place to discuss our work in Lucas and Marion counties. In Lucas County, we have begun services and are in the process of developing collaborations. We have been invited to Chariton several times to provide training for area service providers as well as to provide presentations. We quickly learned that Lucas County has a need for increased services to families. We hope to continue to increase our services in this area.

We opened an outreach office in Pella this year. After consulting with former Turning Point advocates, it was our hope that an office in Pella would increase services in that community. Moreover, the courthouse and other agencies have ample meeting space in Knoxville for us to meet with victims there. We do not expect victims in Knoxville, or any other Marion County community to drive to the Pella office. We will always meet victims in their own community at any safe and confidential location. We served 130 victims in Marion County this year. While this is a good start and consistent with early years in Mahaska County, we hope to increase the number of victims served by at least 30% next year.

B. Shelter Services

Objective #1: To provide emergency shelter for women and children who are survivors of domestic abuse, sexual assault and homelessness.

Action: We provided 3,549 nights of shelter for 147 women and children, which indicates an average length of stay of 24 nights per person. This is consistent with data from previous years. We did not expect an increase in shelter when we began serving Marion and Lucas counties, as we had been providing shelter for Turning Point for two years. The majority of shelter residents (about 70%) were able to secure some type of permanent housing within their six-week stay at the emergency shelter. Only four women (2.7%) were asked to leave the shelter before the end of their six-week stay. The reasons were for safety which included policy violations (no violence, weapons, drugs/alcohol). We do everything we can to ensure that residents understand these rules and do not violate them to maintain a safe environment for everyone. We also provided referrals to other shelters in two situations wherein we were full.

C. Other Services

Objective #1: To open a Transitional Housing Program in Mahaska County.

Action: Our transitional housing program was opened in October 2005. The Oskaloosa Middle School had a contest to name the program. The chosen name is 'Pathway 2 Independence.' This program provides long-term housing and intensive support services for abuse survivors. All four apartments are full and there is a waiting list. It is exciting to watch as the women grow and heal emotionally, gain skills, obtain employment, and reach their other goals. The children enjoy their homes and appreciate the advocacy services they receive as well.

2. Management/Operations Goals

A. **Staffing and benefits** – To maintain or increase the current level of staffing while increasing the efficiency of work production.

Objective #1: To investigate ways to improve current level of service delivery with fewer resources.

Action: Crisis Intervention Services continues to rely heavily upon volunteerism in our communities. This year, we trained 22 new volunteers for direct services and increased our overall volunteers by 43, while maintaining an overall volunteer base of approximately 72 volunteers . Our volunteer base includes direct services volunteer advocates, indirect services support, and the CIS board. We are continuing to expand our volunteer program to be more inclusive of diverse skills. We consistently look for ways to expand our program to be more culturally diverse as well in an effort to address the growing minority populations in the area. We continue to work cooperatively with our local colleges to provide internship, practicum, and work study students opportunities through our program. These students include undergraduate as well as graduate students. Many of these students continue to volunteer for CIS after their term of service is completed. We also offer job shadowing opportunities for high school seniors. This year, volunteers gave 3,719.75 hours of service to Crisis Intervention Services, which is more than a full-time position (2,080 hours) and nearly double of what our volunteer hours were for the previous year.

Action: Because of the increase in our service area, it was imperative to increase our staffing. We surveyed other domestic abuse programs that served areas of similar sizes while developing a new staffing plan. The result was a new organizational structure that includes two direct service supervisors – one for outreach advocates and one for housing advocates. At the end of the fiscal year, CIS had 12.5 FTE of paid advocates. As the year progressed and our work in Marion County increased, staff again began having difficulty with managing increasing responsibilities to victims and our communities—especially during the last quarter. Crisis Intervention Services served close to or more than 100 victims monthly consistently during the last year (including new and returning victims). Moreover, the women served through the MOM Program, transitional housing, and shelter require intensive counseling and advocacy which results in advocates often spending four hours in a day with one victim.

B. Resource Development – To strive toward long-term financial security.

Objective #1: To establish an endowment fund and have a minimum balance of \$100,000.

Action: The Board of Directors is investigating the possibility of beginning an endowment campaign next year, which is the ten-year anniversary of our opening in Mahaska County.

Objective #2: To maintain a minimum of three-month reserves in accessible funds.

Action: The Finance Committee, Executive Director, and Bookkeeper have attempted to ensure that a minimum of three-month operating reserves was available whenever possible. This was difficult, however, due to needed cash flow for renovations at the shelter this year.

Objective #3: To focus on continued growth of local fundraising efforts.

Action: The Fundraising Committee continues to research new fundraising ideas and to increase the support of our three primary fundraisers including a charity ball in March, golf tournament in June, a mailing in November. This year, instead of a charity ball with a silent/live auction, we held the Purple Ribbon Auction on the first Saturday of April. The proceeds raised were about the same amount as the charity ball we held for four years, but the expenses were significantly less. Over \$14,000 was raised through

fundraising activities this year, as you can see below. In addition, CIS received \$43,756.42 in donations, including a donation of \$20,000 from Musco Lighting Corporation to assist with completing transitional housing construction and opening the program.

**CIS Fundraising Report
Fiscal Year 2006**

Fundraising Activity	Amount
Purple Ribbon Auction (April)	\$4,265.00
Golf Tournament (June)	\$3,988.00
Mailing (November)	\$5,443.00
Miscellaneous (t-shirts, cookbooks, cell phone recycling, fashion show, etc.)	\$4,211.72
Total Income	\$17,907.72
Fundraising Expenses	\$3,747.06
Net Proceeds	\$14,160.66

Objective #4: To continue to pursue federal, state, and private grants.

Action: Crisis Intervention Services received a three-year grant from the Office on Violence Against Women for our Transitional Housing Program. This grant will provide match to the HUD Supportive Housing Program Grant. With both funding sources, Crisis Intervention Services is able to ensure that the Transitional Housing Program is adequately funded, at least for the first three years of the program. Crisis Intervention Services also received a \$20,000 grant from the Mary Kay Ash Charitable Foundation this year. These funds were used for outreach in our four counties, with a primary focus on outreach in Marion County including assistance with radio and print advertising and a billboard on Highway 92.

C. **Board of Directors** – To continue to develop board diversity and enhance roles of committees.

Objective #1: To support positive board and staff interaction.

Action: The Board of Directors held a social event during the year that involved board members, staff members, and volunteers.

Objective #2: To focus recruitment efforts on representation of segments of community, skills needed by the board, and adequate membership on committees.

Action: The Human Resources Committee successfully recruited several new board members whose skills were needed on various committees. In addition, board members were recruited from Keokuk and Marion counties.

D. **Planning and Evaluation** – To continue to examine and strengthen the organization.

Objective #1: To develop a database for tracking required data and program outcomes.

Action: The database is almost completed. Most data required for grant reports and administrative support are now collected in the database. The savings in staff resources is tremendous, and the data are much more reliable.

E. Public Relations – To evaluate and improve current public relations techniques.

Objective #1: To develop a public relations plan.

Action: Staff members have contacted local colleges to recruit an intern to assist with this project. We hope to complete this goal in the next year.

F. Infrastructure – To maintain appropriate living conditions at the emergency shelter.

Objective #1: To designate funds for special projects at the shelter.

Action: Funds were awarded to CIS in 2003 through the Department of Housing and Urban Development (HUD) Special Grant Program. These funds (almost \$90,000) are now being expended on shelter rehabilitation priorities. Most of the work has been completed. Completion of exterior paint, kitchen remodeling, and first floor bathroom will extend into next fiscal year. Activities completed with these grant funds include:

- ✓ Testing of lead levels in exterior and interior paint, and soil around the foundation
 - ✓ Porch (all three were causing serious structural problems) and roof (leaking) repairs, and exterior paint (requiring replacement of much of the siding due to rotting boards in addition to abatement of lead-based paint)
 - ✓ Kitchen renovations to better serve multiple families including, replacing appliances, cabinets, and flooring
 - ✓ Energy-efficient boiler (old boiler had been repaired and parts were no longer available) and hot-water heater
 - ✓ Plumbing repairs including replacing two toilets, one sink, one bathtub, and miscellaneous other repairs
 - ✓ Replace flooring on first floor, stairs, and second-floor hall
- Additional activities to complete:
- ✓ Interior painting – lead level testing clearly indicated the need to properly abate walls and trim and re-paint to prevent exposure of children and women of child-bearing age to lead.
 - ✓ Basement repairs – The stairs to the basement, where we store donations for families, are unsafe. We must replace the stair treads and install rails on the basement stairs.
 - ✓ Landscaping – Now that the exterior abatement is completed, we must contain lead levels in the soil with raised flower beds around the home.

G. Networking and Collaboration – To maintain networking and collaborative relationships with existing service providers in our communities.

Objective #1: To ensure that local service providers understand victimization issues and ways to meet the needs of survivors.

Action: Staff provided 20 training opportunities for Keokuk County Health Center, Knoxville Area Community Hospital, Mahaska Health Partnership, Marion County Park Rangers, New Directions, Department of Human Services, Lucas County Substance Abuse Free Environment (SAFE) Coalition, Southern Iowa Economic Development Association (SIEDA) outreach and family development staff, William Penn University staff and faculty, area law enforcement and human service providers, and conducted two Level I Advocacy Training sessions that were advertised and open to the community.

Objective #2: To ensure that community members understand victimization issues and are aware of our services.

Action: Staff provided educational programs for 22 community and religious organizations, law enforcement, service providers, and businesses. We provided 26 prevention programs for junior high and high school students, religious youth groups, and teen parent youth groups. We provided 19 educational seminars for college students and assisted with the Finding Your Voice Week: Speaking Out Against Violence at William Penn University. In addition, CIS assisted Central College with developing an annual violence awareness week to be held every April. The committee named the week Reach Out and Speak Out. Staff and volunteers held several awareness events during Domestic Violence Awareness Month and Sexual Assault Awareness Month and had booths at six health fairs in our area.

Objective #3: To improve identification, assessment, and screening for victimization by community professionals.

Action: With the continued support of the Rural Health Outreach Grant (RHOG), Keokuk County Health Center and Mahaska Hospital have maintained their Sexual Assault Nurse Examiner (SANE) Programs. We purchased additional digital cameras and color printers for law enforcement vehicles this year as well. We provided training for medical and mental health professionals on domestic abuse and sexual assault issues.

Objective #4: To ensure that local community groups and professionals are aware of our services and the benefits of our services in the community.

Action: Staff members continue to mail our newsletter twice annually (January and July) and continue to ensure that our business cards and brochures are widely distributed in our communities.

Action: Staff continue to take advantage of the United Way fundraising campaign. We attend United Way presentations and other activities whenever possible to raise awareness of our services, and we include materials with United Way booths and displays.

Objective #5: To continue to strengthen collaborative relationships with other local service providers.

Action: Staff members have maintained their active membership with Community Action Providers (CAP), Keokuk County Resource Network (KCRN), Mahaska Homelessness Coalition, 8th Judicial District Batterer's Education Program (BEP) Advisory Board, and Keokuk County DECAT. This year, we joined the Lucas and Marion County Human Service Provider networking groups, Marion County Coalition Against Violence, and the Lucas County Substance Abuse Free Environment (SAFE) Coalition. CIS advocates continue to represent the interests of survivors of abuse by serving on the New Directions and the Oskaloosa Municipal Housing Agency Advisory Boards. A staff member also serves on the Oskaloosa Housing Trust Fund Committee. Crisis Intervention Services has maintained active membership with the Iowa Coalition Against Sexual Assault (IowaCASA) and the Iowa Coalition Against Domestic Violence (ICADV) and has continued to adhere to the standards and philosophies of both coalitions. The Executive Director of Crisis Intervention Services represents the interests of rural survivor service agencies through her service on the IowaCASA Board of Directors.

**Crisis Intervention Services
Service Statistics Report
Fiscal Year 2006**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
New victims	113	67	62	78	48	55	56	48	34	36	79	55	731
<i>Keokuk Co.</i>	10	1	4	4	1	2	2	4	2	1	4	2	37
<i>Lucas Co.</i>	3	2	0	2	3	0	0	1	3	0	0	2	16
<i>Mahaska Co.</i>	62	45	42	54	34	37	40	28	19	20	56	32	469
<i>Marion Co.</i>	21	12	14	12	7	11	6	10	6	12	9	10	130
<i>Other Iowa</i>	16	7	2	6	3	5	8	5	4	3	10	9	78
<i>Out of state</i>	1	0	0	0	0	0	0	0	0	0	0	0	1
Returning victims	0	34	41	39	50	43	41	49	49	50	58	68	522
New in shelter	24	17	14	17	11	12	4	7	7	6	19	9	147
Shelter nights	264	414	364	395	339	349	253	167	236	166	352	250	3,549
New in transitional housing	0	0	0	11	0	0	2	0	0	3	0	0	16
Transitional Housing nights	0	0	0	68	330	299	262	280	274	243	310	300	2,366
Crisis calls	139	88	104	148	116	106	96	96	77	78	109	92	1249
Number contacts	375	322	304	482	435	446	431	410	457	399	708	534	5303
Counseling hours	184	164	143	272	289	267	265	260	340	259	451	326	3220
Criminal/legal advocacy hours	26	15	10	52	17	14	22	50	14	28	58	34	340