

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 2003 Annual Report
July 1, 2002 – June 30, 2003

Introduction

Crisis Intervention Services (CIS) is an excellent program that provides quality services to victims of abuse in Mahaska and Keokuk Counties, Iowa and has just completed its sixth year of operations. We continue to be pleased with the accomplishments we have made during this year and previous years. This organization exists and grows each year through the dedication and selflessness of quality board members, staff members, and volunteer advocates. Described below are the goals we set for FY03. Each of the goals is placed within several general areas, as some areas had more than one goal.

1. Services

Goal: To provide free and confidential services for victims of domestic abuse and sexual assault 24-hours every day.

Because of anticipated funding cuts, our first service priority was to maintain free and confidential services to the best of our ability during the year. Crisis Intervention Services provided services to 379 new clients during this fiscal year (5% decrease) and 214 clients returned for services for two or more months (36% decrease). The decrease in the number of new and returning clients from the previous year is probably explained in part by the decrease in rural outreach services because of funding cuts. Sexual assault survivors represented 10% of our caseload, which is three percent increase from the previous year.

We answered 714 crisis calls (22% decrease from the previous year). Also, 1,787 hours of counseling and advocacy (34% decrease from last year) and 160 hours of criminal justice advocacy (14% decrease from last year) were provided throughout the year. Though we did see decreases in most services from last year, there were increases in some services as well with variations explainable only by the needs of individual clients and families.

During our second full year of having the shelter open, we have again surpassed our projection of serving 100 women and children annually. We provided 4,747 nights of shelter for 122 women and children. The average length of stay in the shelter was 39 nights.

Decreases in the number of clients served are best explained by funding cuts for several reasons. First, CIS was forced to decrease the number of paid staff members available which resulted in less staff available to provide services. Staff members were unable to focus heavily on rural outreach services in Mahaska County for the first time in four years. The outreach office in Oskaloosa, where most people go to receive services, was periodically closed due to a lack of staffing. Fewer staff members were available to shelter residents during the evenings and at night. Also, human error likely increased in data collection due to increased job responsibilities and increased dependence upon volunteers who are less familiar with the necessity of recording client information.

Considering that several programs closed their shelters, outreach offices, or closed their doors altogether during the past year, we are pleased to see minimal effects of funding cuts on our services.

Additional victim service statistics are found in Tables 1-3.

Goal: To open a transitional housing program.

After opening the shelter, we realized that many people struggled with trying to achieve self-sufficiency within an eight-week period. A transitional housing program would provide intensive support services and hours for two years, which would give clients the time necessary to meet more of their short- and long-term goals. Last year, we researched the program and identified two key funding sources. A grant was awarded last year by the Iowa Finance Authority for construction and support services. We applied for funding through the U. S. Department of Housing and Urban Development (HUD) also. No new projects in Iowa were able to receive funding last year due to application problems. We resubmitted an application in FY2003. If this funding is received, we will plan to open the transitional housing program in July 2004 or after construction is completed.

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

During our second year in Keokuk County, we provided services for 23 new clients (30% increase) and 13 returning clients (38% increase). The Keokuk County Health Center again provided office space for us as an in-kind donation (valued at \$2,400), which we staffed on Thursdays from 8 a.m. – 12:00 p.m. During Thursday afternoons, the assigned staff member conducted rural outreach and networked with other service providers. The staff member attended the Keokuk County Resource Group meetings bi-monthly and the DECAT meetings monthly. Additional funding for services in the county was obtained through DECAT for the first time (\$4,800).

Some of the rural outreach services provided included providing eight presentations to civic and religious groups, providing training for medical personnel, placing flyers in bulletins of all churches, posting flyers in businesses throughout each community in the county, and advertising services in local media. Prevention programming was provided for students of the Sigourney Junior High as well.

2. Community Involvement

Goal: To provide at least twelve (12) awareness presentations to the public, at least two (2) presentations to junior high, high school or college students, and provide at least one (1) educational training to area professionals.

The staff of CIS provided and/or coordinated the following training and presentations in Mahaska and Keokuk Counties this year:

- 15 presentations to community organizations and churches with 238 individuals in attendance
- 29 presentations in colleges and high schools with 610 students in attendance
- 2 workshops for hospital personnel with 50 professionals in attendance
- 2 workshops for human service providers with 80 professionals in attendance
- 2 domestic abuse/sexual assault advocacy workshops with 15 people in attendance

In addition, we distributed our bi-annual newsletter (via mail and our website) to over 1,800 residents and businesses in our service area.

3. Community Collaborations

Goal: To continue CIS membership and representation with local and state organizations.

Crisis Intervention Services has maintained active membership with the Iowa Coalition Against Domestic Violence and the Iowa Coalition Against Sexual Assault. Crisis Intervention Services has continued to adhere to the standards and philosophies of both coalitions. CIS is a member of Mahaska County Community Action Providers (CAP) and the Mahaska Homelessness Coalition. CIS staff members continue to represent the interests of victims of abuse locally by serving on the Board of Directors of New Directions. Staff members also serve on the Oskaloosa Housing Trust Fund Committee and Community Partnerships Protecting Children.

4. Agency Development

Goal: To decrease budget to prepare for budget cuts.

After much discussion and brainstorming, Crisis Intervention Services decided to change the way we staff the shelter between the hours of 10:00 p.m. and 7:00 a.m. We had always paid an hourly wage for Shelter Advocates to work these hours. It was decided to try to find someone who would be available during these hours in case of emergencies in exchange for room and board. This person would not provide direct services (counseling and support) to victims, as the person would not be expected to meet these qualifications. This change helped CIS significantly during the year; however, after eight months and many difficulties, it was decided that while this was a good idea, it was not feasible. We were unable to find someone dependable and reliable who needed room and board as an incentive. The decision to go back to hourly wages for night staff required a reallocation of resources. The effects were not felt during this year, but during Fiscal Year 2004.

Goal: To develop a five-year strategic plan.

A Strategic Plan committee was developed to begin the planning process. The committee met and set a deadline of having a strategic plan ready to present to the board by January 1, 2004. The committee began setting broad goals for the future and began planning a brainstorming session to be held in the summer with board members, staff members, and volunteers invited to participate.

5. Shelter Maintenance

Goal: To prioritize maintenance needs and complete objectives as funding allows.

The Buildings & Grounds Committee prioritized a list of shelter maintenance issues and was able to raise necessary funding for two issues which could not wait including replacing windows on the third floor and replacing the outside entrance door to the basement. The funding for the windows was provided by the remaining Presbyterian Women Thank Offering Grant funds as well as individual donations and the funding for the basement door was provided by the local American Legion Women's Auxiliary. The Central Reformed Church replaced the back and side doors for us as well.

Congressman Leonard Boswell reported that he was able to appropriate some HUD special project funds for rehabilitation of our shelter as well. This \$90,000 has not been received to date, but we have put maintenance projects on hold until we learn more about this funding possibility.

Victim Services Statistics

Table 1 – Number of Clients Served by Demographics — FY1998, FY1999, FY2000, FY2001, FY2002, FY2003

Demographics	FY1998	FY1999	FY2000	FY2001	FY2002	FY2003	TOTAL
Gender							
Male	10	13	40	30	43	34	170
Female	97	99	218	295	358	345	1412
<i>TOTAL</i>	<i>107</i>	<i>112</i>	<i>258</i>	<i>325</i>	<i>401</i>	<i>379</i>	<i>1582</i>
Race/Ethnicity							
Caucasian	55	100	223	298	367	348	1391
African American	1	1	7	8	2	2	21
Hispanic	0	0	5	2	3	2	12
Asian	0	0	2	1	2	3	8
American Indian	1	1	0	0	0	1	3
Other	0	0	0	2	0	1	3
Unknown	50	10	21	14	27	22	144
<i>TOTAL</i>	<i>107</i>	<i>112</i>	<i>258</i>	<i>325</i>	<i>401</i>	<i>379</i>	<i>1582</i>
Age							
0-12 years	3	15	57	48	32	44	199
13-17 years	4	6	14	15	17	27	83
18-29 years	33	29	54	93	121	117	447
30-44 years	32	45	64	101	141	105	488
45-64 years	8	7	20	20	33	28	116
65 + years	1	3	9	4	5	6	25
Unknown	26	7	40	44	52	52	272
<i>TOTAL</i>	<i>107</i>	<i>112</i>	<i>258</i>	<i>325</i>	<i>401</i>	<i>379</i>	<i>1582</i>
Disability							
Physical	0	5	0	2	1	3	11
Mental	0	2	0	2	1	9	14
Other	0	1	0	0	0	0	1
Victimization							
Domestic Abuse	80	94	211	297	326	320	1328
Sexual Assault	4	11	13	22	57	39	146
Other	23	7	34	6	18	20	108
<i>TOTAL</i>	<i>107</i>	<i>112</i>	<i>258</i>	<i>325</i>	<i>401</i>	<i>379</i>	<i>1582</i>
Total	107	112	258	325	401	379	1582

Table 2: Type of Services Provided to New Clients – FY1998, FY1999, FY2000, FY2001, FY2002

Service Provided	FY1998	FY1999	FY2000	FY2001	FY2002	FY2003	TOTAL
Crisis Line	510	490	900	603	913	714	4130
Crisis Counseling	224	85	223	232	259	198	1221
Group Counseling	20	0	3	22	36	30	111
Follow-up Counseling	267	46	44	91	74	67	700
Non-crisis Counseling	3	8	37	+	+	+	+
Information/Referral	58	31	101	182	230	225	916
Child Advocacy	0	0	30	+	+	+	+
Criminal Justice Advocacy	35	20	49	50	56	45	255
Emergency Legal Advocacy	7	10	26	33	33	20	129
Compensation Claims	3	27	49	49	120	169	546
Personal Advocacy	83	33	81	86	202	220	1251
Medical Advocacy	1	3	12	14	18	10	58
Victim Notification Registration	*	4	12	19	9	4	48
Shelter	0	8	8	94	100	106	316
Emergency Financial Assistance	9	42	55	48	60	30	244
Transportation	23	5	19	4	55	42	148
911 Cell phones	9	5	6	18	32	8	78
Photographs of injuries	*	4	7	6	5	8	30
Other Service	8	3	77	35	87	85	295
TOTAL	1260	824	1739	1586	2289	1981	10559

*Data was not kept on this service.

+Data collection no longer required.

Table 3: Type of Services Provided to Returning Clients – FY1999, FY2000, FY2001, FY2002

Service Provided	FY1999	FY2000	FY2001	FY2002	FY2003	TOTAL
Crisis Line	84	310	+	+	+	394
Crisis Counseling	62	282	122	563	316	1345
Group Counseling	0	10	8	151	44	213
Follow-up Counseling	114	133	63	147	175	632
Non-crisis Counseling	53	110	+	+	151	314
Information/Referral	55	140	95	249	26	565
Child Advocacy	22	15	+	+	+	37
Criminal Justice Advocacy	11	78	41	76	26	232
Emergency Legal Advocacy	4	26	14	2	11	57
Compensation Claims	42	12	15	34	17	120
Personal Advocacy	3	142	168	1202	1047	2562
Medical Advocacy	0	9	11	34	15	69
Victim Notification Registration	0	2	2	19	0	23
Shelter	0	0	57	182	117	356
Emergency Financial Assistance	5	23	34	99	80	241
Transportation	2	5	39	141	167	354
911 Cell phones	0	4	6	3	4	17
Photographs of injuries	0	1	0	2	0	3
Other Service	6	35	48	224	178	491
TOTAL	463	1337	723	3128	2379	8025

+Data collection no longer required.