

# 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 2004 Annual Report  
July 1, 2003 – June 30, 2004

## Introduction

Crisis Intervention Services (CIS) has been providing quality services to survivors of abuse in Mahaska County since 1997 and Keokuk County since 2001. We started with a very small staff, fewer than four full-time equivalent (FTE), and a few very dedicated board members and volunteers. We had a small outreach office from which we began providing services such as a crisis line, individual crisis counseling, medical and legal advocacy and more. We quickly realized, however, that housing and economic issues were major barriers for many of the people who we served and that our community did not offer all of the resources needed for these families.

In September 2000 we opened our shelter after only 11 months of fundraising, and this step is an accomplishment that CIS will always be proud of. We again learned that more resources were needed. While such service is greatly needed, an emergency shelter is a band-aid that does not address the social problems of generational poverty, barriers to receiving medical and mental health care, lack of living wages, and lack of safe and affordable housing. In 2002 we began to research the relatively new concept of transitional housing in the hopes that such a program would provide long-term services for the few families who need more intensive assistance in order to lift themselves out of poverty. We have pursued this program and we hope that it will be open in FY2005.

Crisis Intervention Services exists and grows each year through the dedication and selflessness of quality board members, volunteers, and staff members. We want to provide comprehensive options and resources for those who survive abuse and trauma and we want to fulfill our role in ending violence for future generations as well.

This year, Crisis Intervention Services has begun to operate under the direction of a long-range plan, which was approved mid-year in November 2003. This Annual Report addresses progress on the goals that were accomplished within the parameters of that plan as well as the program goals that CIS staff members established at the beginning of the year.

### **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 373 survivors of abuse during this fiscal year (no significant decrease) and 262 survivors returned for services for two or more months (14% decrease). Sexual assault survivors represented 8% of the survivors we served. This group does not include survivors of domestic abuse who have been sexually assaulted by their partner or in the past. We continue to be committed to increasing services for sexual assault survivors and expect this number to increase significantly next year with the collaborations we are building with our local medical and mental health programs.

We answered 709 crisis calls, a number consistent with the number of calls answered last year. We provided 1,115 hours of crisis counseling/advocacy services and 150 hours of criminal/legal advocacy throughout the year. This log time indicates an average of two hours spent during each survivor contact. The numbers of survivors who attended support groups increased by 32% from last year and the number of survivors who received criminal/legal advocacy increased by 47%. Both of these increases are a result of renewed focus on the services and increased collaborations with local law enforcement agencies and courthouses. Fourteen survivors used our new economic advocacy service and we hope to continue to increase this service every year.

The number of counseling/advocacy hours decreased approximately 50% from the previous year (from 2,297 to 1,115 hours). A decrease was expected because of the decreasing shelter nights being provided. Shelter residents require much more intensive advocacy than those served through the outreach office or the crisis line. We feel that this decrease is, at least in part, due to staff errors in data collection, however. We may see substantial changes next year when our database is developed and can improve validity and reliability.

We feel, that after providing services for seven full years with the last three years of consistent numbers of survivors served (just under 400), we may have reached a consistent number that we are able to serve with the budget we have. Moreover, during networking with many other domestic abuse/sexual assault programs throughout the state during the year we found that we provide many more services with much fewer resources than several other rural programs. Additional survivor service statistics are found in Tables 1-3.

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

Action: The Executive Director received financial counseling training through the Iowa State University Extension Office and provided money management training for CIS staff. The staff advertised the new service with all shelter residents and survivors served through the outreach office. Fifteen (15) people requested and received economic advocacy during the year.

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

Action: The Legal/Rural Outreach Coordinator and an MSW intern student started a support group at a new (safe and confidential) location and advertised the service through our local media and our newsletter. From four to six women attend regularly. They immediately took ownership of the group, which was wonderful. The group selected a name – U Can 2 Sisterhood – and topics for discussion (such as economic issues, housing, and self-esteem). They also had the idea to design business cards specifically for the group to hand out, which we assisted them with and regularly use to try to increase awareness about the group.

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

Action: During our third year in Keokuk County, we provided services for 36 new survivors (36% increase) and 22 returning survivors (41% increase). We decided to discontinue staffing the donated office space from the Keokuk County Health Center because of a lack of walk-ins during the previous two years. Most people called our crisis line and set up appointments. Instead of having set office hours, we arrange to meet any survivor who calls in any safe, convenient location such as the Keokuk County Health Center, the courthouse, or the SIEDA office. Our staff members continued to attend the Keokuk County Resource Group meetings bi-monthly and the DECAT meetings monthly.

## **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 3,470 nights of shelter for 104 women and children. This number of nights of shelter provided is a 27% decrease from the previous year. We believe that this decrease reflects our increased staffing at the shelter and case management efforts, which helped us assist families to obtain permanent housing more quickly. Approximately 2% of residents were asked to leave the shelter because of rule violations (no violence, weapons, drugs/alcohol). We do everything we can to ensure that residents understand these rules and do not violate them.

## **C. Other Services**

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

Action: Staff have applied for and received a grant through the Department of Housing and Urban Development (HUD) for operating and support-services expenses of the program. The funds for construction had already been obtained through the Iowa Finance Authority. A local cash match of approximately \$10,000 will be necessary to meet funding requirements. The Board of Directors has begun investigating possibilities for properties to purchase and has reviewed blueprints of the housing.

## **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: Staff networked with other dual domestic abuse and sexual assault programs that had shelters and outreach offices and served more than one county in an attempt to restructure staffing and shifts at the shelter. This cooperation and some turnover resulted in the creation of 2-10 p.m. weekend shifts and moved the volunteer coordination responsibilities to the children's services coordinator and combined the rural and legal outreach responsibilities. In this reorganization, three full-time staff were assigned to work primarily out of

the outreach office and three full-time and two part-time staff to work primarily at the shelter. This change required slight changes to the organizational structure, which were approved by the Board of Directors.

Action: Staff began assigning primary advocates to shelter residents and requesting that residents meet with their primary advocate at least once weekly for assistance with working toward their goals. This procedure is moving shelter advocacy to more of a case management model rather than a continuous crisis model. While this model is not easy to implement in a shelter environment, it appears to be helpful for both staff and residents.

**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 Finance Committee has begun researching the process of starting an endowment fund.

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

Action: The Finance Committee, Executive Director, and Bookkeeper have ensured that a minimum of three-month operating reserves is available at all times.

**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, which include a charity ball in March, a golf tournament in June, and a mailing in November. \$\$\$ was raised through these fundraisers this year.

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

Action: The Executive Director and the Grant Review Committee submitted grants to the Department of Housing and Urban Development (HUD) for the proposed transitional housing program and to the Department of Health and Human Services, Rural Health Division for a collaboration project with local hospitals, community health, and mental health programs. We do not plan to develop any more new projects until these are well established, so our ability to write grants will suffer as most funding agencies want to fund new programs rather than existing services.

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

**Objective #1:** To ensure effective use of board members.

Action: The Executive Committee has ensured that all board members serve on at least one committee monthly and that the committees meet regularly to increase decision-making in committees versus board meetings.

**Objective #2:** To support positive board and staff interaction.

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

**Objective #3:** 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 advertised a need for new board members in our newsletter and successfully recruited four new board members whose skills were needed on several committees.

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: Staff worked collaboratively with the Ottumwa and Knoxville survivor service programs to develop program outcome measures. A computer programmer was found to develop a database and necessary computer upgrades were completed. The database is being developed and should be completed by December 2004.

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.

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

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

Action: Funds have been awarded to CIS through the Department of Housing and Urban Development (HUD) Special Grant Program through an appropriation submitted by Congressman Leonard Boswell. These funds (almost \$90,000) have been on hold during the Environmental Review Process, which included testing for lead-based paint and developing rehabilitation specifications. Rodney Curtis, Curtis Architecture, and his staff were invaluable with this process as were Randy Irwin, Director of Housing and Community Development, and his staff. We also relied on the expertise of the Iowa Historical Society in how to best conduct the rehabilitation, including removing lead-based paint, and maintaining the historical integrity of the home. The Board of Directors has approved the rehab specifications and the environmental review process is almost complete.

New windows (valued at \$25,000) were provided for the first and second floors of the shelter through numerous donors nationwide as the result of the hard work and dedication of Nancy Dieleman, a sales representative for Pella Windows and Doors.

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 training for Keokuk County Health Center, Batterer's Education Program (BEP) facilitators, and area clergy and human service providers and conducted two advocacy training-sessions that were heavily 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 four community and religious organizations. They provided 18 prevention programs for junior high and high school classes and six prevention programs for college classes. They assisted with the Finding Your Voice Week: Speaking Out Against Violence at William Penn University. In addition, staff held several awareness events during Domestic Violence Awareness Month and Sexual Assault Awareness Month.

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

Action: With the dedication of local law enforcement, prosecution, and medical personnel and the support of the Rural Health Outreach Grant (RHOG) and a mini-grant through the Iowa Attorney General's Office, CIS has helped develop a Family Violence Response Team (FVRT) in Mahaska County. Moreover, the RHOG provided the necessary funding to implement a Sexual Assault Nurse Examiner (SANE) Program at Mahaska Hospital. The program began at the end of June 2004.

**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 the community.

**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, and Community Partnerships Protecting Children (CPPC). CIS staff members continue to represent the interests of survivors 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. 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.

## Survivor Services Statistics

Table 1 – Number of Survivors Served by Demographics — FY1998, FY1999, FY2000, FY2001, FY2002, FY2003, FY 2004 and FY005

| <b>Demographics</b>   | <b>FY1998</b> | <b>FY1999</b> | <b>FY2000</b> | <b>FY2001</b> | <b>FY2002</b> | <b>FY2003</b> | <b>FY2004</b> | <b>TOTAL</b> |
|-----------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| <b>Gender</b>         |               |               |               |               |               |               |               |              |
| Male                  | 10            | 13            | 40            | 30            | 43            | 34            | 31            | 170          |
| Female                | 97            | 99            | 218           | 295           | 358           | 345           | 342           | 1412         |
| <b>TOTAL</b>          | <b>107</b>    | <b>112</b>    | <b>258</b>    | <b>325</b>    | <b>401</b>    | <b>379</b>    | <b>373</b>    | <b>1582</b>  |
| <b>Race/Ethnicity</b> |               |               |               |               |               |               |               |              |
| Caucasian             | 55            | 100           | 223           | 298           | 367           | 348           | 344           | 1391         |
| African American      | 1             | 1             | 7             | 8             | 2             | 2             | 3             | 21           |
| Hispanic              | 0             | 0             | 5             | 2             | 3             | 2             | 0             | 12           |
| Asian                 | 0             | 0             | 2             | 1             | 2             | 3             | 2             | 8            |
| Native American       | 1             | 1             | 0             | 0             | 0             | 1             | 0             | 3            |
| Other                 | 0             | 0             | 0             | 2             | 0             | 1             | 1             | 3            |
| Unknown               | 50            | 10            | 21            | 14            | 27            | 22            | 23            | 144          |
| <b>TOTAL</b>          | <b>107</b>    | <b>112</b>    | <b>258</b>    | <b>325</b>    | <b>401</b>    | <b>379</b>    | <b>373</b>    | <b>1582</b>  |
| <b>Age</b>            |               |               |               |               |               |               |               |              |
| 0-12 years            | 3             | 15            | 57            | 48            | 32            | 44            | 36            | 199          |
| 13-17 years           | 4             | 6             | 14            | 15            | 17            | 27            | 26            | 83           |
| 18-29 years           | 33            | 29            | 54            | 93            | 121           | 117           | 86            | 447          |
| 30-44 years           | 32            | 45            | 64            | 101           | 141           | 105           | 122           | 488          |
| 45-64 years           | 8             | 7             | 20            | 20            | 33            | 28            | 57            | 116          |
| 65 + years            | 1             | 3             | 9             | 4             | 5             | 6             | 5             | 25           |
| Unknown               | 26            | 7             | 40            | 44            | 52            | 52            | 41            | 272          |
| <b>TOTAL</b>          | <b>107</b>    | <b>112</b>    | <b>258</b>    | <b>325</b>    | <b>401</b>    | <b>379</b>    | <b>373</b>    | <b>1582</b>  |
| <b>Disability</b>     |               |               |               |               |               |               |               |              |
| Physical              | 0             | 5             | 0             | 2             | 1             | 3             | 8             | 11           |
| Mental                | 0             | 2             | 0             | 2             | 1             | 9             | 22            | 14           |
| Other                 | 0             | 1             | 0             | 0             | 0             | 0             | 0             | 1            |
| <b>Victimization</b>  |               |               |               |               |               |               |               |              |
| Domestic Abuse        | 80            | 94            | 211           | 297           | 326           | 320           | 314           | 1328         |
| Sexual Assault        | 4             | 11            | 13            | 22            | 57            | 39            | 29            | 146          |
| Other                 | 23            | 7             | 34            | 6             | 18            | 20            | 30            | 108          |
| <b>TOTAL</b>          | <b>107</b>    | <b>112</b>    | <b>258</b>    | <b>325</b>    | <b>401</b>    | <b>379</b>    | <b>373</b>    | <b>1582</b>  |
| <b>Total</b>          | <b>107</b>    | <b>112</b>    | <b>258</b>    | <b>325</b>    | <b>401</b>    | <b>379</b>    | <b>373</b>    | <b>1582</b>  |

Table 2: Type of Services Provided to New Survivors – FY1998, FY1999, FY2000, FY2001, FY2002, FY2003, FY2004 and FY 2005

| <b>Service Provided</b>            | <b>FY1998</b> | <b>FY1999</b> | <b>FY2000</b> | <b>FY2001</b> | <b>FY2002</b> | <b>FY2003</b> | <b>FY2004</b> | <b>TOTAL</b> |
|------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| Crisis Line                        | 510           | 490           | 900           | 603           | 913           | 714           | 709           | 4839         |
| Crisis Counseling                  | 224           | 85            | 223           | 232           | 259           | 198           | 360           | 1581         |
| Group Counseling                   | 20            | 0             | 3             | 22            | 36            | 30            | 33            | 144          |
| Follow-up Counseling               | 267           | 46            | 44            | 91            | 74            | 67            | 93            | 682          |
| Non-crisis Counseling              | 3             | 8             | 37            | +             | +             | +             | +             | 48           |
| Information/Referral               | 58            | 31            | 101           | 182           | 230           | 225           | 254           | 883          |
| Child Advocacy                     | 0             | 0             | 30            | +             | +             | +             | +             | 30           |
| Criminal Justice Advocacy          | 35            | 20            | 49            | 50            | 56            | 45            | 50            | 305          |
| Emergency Legal Advocacy           | 7             | 10            | 26            | 33            | 33            | 20            | 38            | 167          |
| Compensation Claims                | 3             | 27            | 49            | 49            | 120           | 169           | 227           | 644          |
| Personal Advocacy                  | 83            | 33            | 81            | 86            | 202           | 220           | 360           | 1065         |
| Medical Advocacy                   | 1             | 3             | 12            | 14            | 18            | 10            | 8             | 66           |
| Survivor Notification Registration | *             | 4             | 12            | 19            | 9             | 4             | 4             | 52           |
| Shelter                            | 0             | 8             | 8             | 94            | 100           | 106           | 104           | 420          |
| Emergency Financial Assistance     | 9             | 42            | 55            | 48            | 60            | 30            | 68            | 312          |
| Economic Advocacy                  | NA            | NA            | NA            | NA            | NA            | NA            | 11            | 11           |
| Transportation                     | 23            | 5             | 19            | 4             | 55            | 42            | 27            | 175          |
| 911 Cell phones                    | 9             | 5             | 6             | 18            | 32            | 8             | 15            | 93           |
| Photographs of injuries            | *             | 4             | 7             | 6             | 5             | 8             | 3             | 33           |
| Other Service                      | 8             | 3             | 77            | 35            | 87            | 85            | 55            | 350          |
| <b>TOTAL</b>                       | <b>1260</b>   | <b>824</b>    | <b>1739</b>   | <b>1586</b>   | <b>2289</b>   | <b>1981</b>   | <b>2319</b>   | <b>11900</b> |

\*Data was not kept on this service.

+Data collection no longer required.

Table 3: Type of Services Provided to Returning Survivors – FY1999, FY2000, FY2001, FY2002, FY2003, FY2004 and FY2005

| <b>Service Provided</b>            | <b>FY1999</b> | <b>FY2000</b> | <b>FY2001</b> | <b>FY2002</b> | <b>FY2003</b> | <b>FY2004</b> | <b>TOTAL</b> |
|------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| Crisis Line                        | 84            | 310           | +             | +             | +             | +             | <b>394</b>   |
| Crisis Counseling                  | 62            | 282           | 122           | 563           | 316           | 250           | <b>1595</b>  |
| Group Counseling                   | 0             | 10            | 8             | 151           | 44            | 65            | <b>279</b>   |
| Follow-up Counseling               | 114           | 133           | 63            | 147           | 175           | 192           | <b>824</b>   |
| Non-crisis Counseling              | 53            | 110           | +             | +             | +             | +             | <b>163</b>   |
| Information/Referral               | 55            | 140           | 95            | 249           | 26            | 180           | <b>745</b>   |
| Child Advocacy                     | 22            | 15            | +             | +             | +             | +             | <b>37</b>    |
| Criminal Justice Advocacy          | 11            | 78            | 41            | 76            | 26            | 38            | <b>270</b>   |
| Emergency Legal Advocacy           | 4             | 26            | 14            | 2             | 11            | 15            | <b>72</b>    |
| Compensation Claims                | 42            | 12            | 15            | 34            | 17            | 12            | <b>132</b>   |
| Personal Advocacy                  | 3             | 142           | 168           | 1202          | 1047          | 600           | <b>3162</b>  |
| Medical Advocacy                   | 0             | 9             | 11            | 34            | 15            | 7             | <b>76</b>    |
| Survivor Notification Registration | 0             | 2             | 2             | 19            | 0             |               | <b>23</b>    |
| Shelter                            | 0             | 0             | 57            | 182           | 117           | 94            | <b>450</b>   |
| Emergency Financial Assistance     | 5             | 23            | 34            | 99            | 80            | 174           | <b>415</b>   |
| Economic Advocacy                  | NA            | NA            | NA            | NA            | NA            | 3             | <b>3</b>     |
| Transportation                     | 2             | 5             | 39            | 141           | 167           | 97            | <b>451</b>   |
| 911 Cell phones                    | 0             | 4             | 6             | 3             | 4             | 7             | <b>24</b>    |
| Photographs of injuries            | 0             | 1             | 0             | 2             | 0             | 2             | <b>5</b>     |
| Other Service                      | 6             | 35            | 48            | 224           | 178           | 77            | <b>568</b>   |
| <b>TOTAL</b>                       | <b>463</b>    | <b>1337</b>   | <b>723</b>    | <b>3128</b>   | <b>2379</b>   | <b>1813</b>   | <b>9688</b>  |

+Data collection no longer required.