**MID-YEAR REPORT FOR OUTCOME PROGRESS**

***Reporting for: July 1 – November 30 of the current year!***

**Agency Name:** Assault Care Center Extending Shelter and Support (ACCESS)  
  
**Program Name:** Crime Victim Housing  
**Brief Description of Program:** Emergency Crime Victim housing is designed to provide short-term sheltering service to victims who have been displaced from their housing as a result of a crime or abuse. Our Crime Victim Housing program includes several scattered site apartments within the city of Ames (14 beds), and a separately funded unit in Marshalltown (4 beds). Shelter may also include short term support to stay in local hotels when that option is deemed safe. Housing services are focused on the needs of each client or family. Advocates assist survivors in overcoming barriers to their self-determined goals. All services available to survivors in our crime victim housing are voluntary.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Survivors experiencing homelessness or those who are unstable in their housing will increase their ability to move from homelessness to more stable housing, will increase their ability to plan for their safety, and will increase their understanding of resources available to assist them with these goals as a result of receiving services.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

ACCESS utilizes several measurements to assess the impact of our emergency housing program. We continue to strive for short periods of homelessness (less than 30 days). Even though sheltered, victims who are in our program are categorized as homeless by definitions set forth by the Department of Housing and Urban Development. Our goal is that they can move on to permanent housing as soon as possible after entering our program. Our agency utilizes a version of the Homeless Management Information System (HMIS) designed specifically for victim service agencies to collect and store participant data. This system collects information on each household’s length of stay, as well as their housing status upon entry and exit from our program. Lastly, surveys are used to measure participants’ gains in their understanding of resources to assist in their coping and goal planning. Participants are invited to complete these surveys either during their stay or upon exit in order to self-report their progress.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

Between July 1 and October 31, 35 survivors exited our emergency housing program. Upon exit, length of stay was recorded and clients were able to report their exit destination. We collected 11 surveys during the reporting period.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

The average length of stay for all participants in our emergency crime victim housing was approximately 46 days. Of the 35 participants who exited the program during 14 (40%) exited into permanent housing and 10 (29%) exited into temporary living situations such as living with a friend of family member. An additional 11 (33%) did not provide destination information.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

In the last year our housing team has seen significant staffing changes. This includes the turnover of one position during the reporting period. Two other members of the four person team are just reaching their one year of full-time employment. This period has been one of learning and skill building for our staff. We believe the more equipped our staff are to serve and getting to a lower staff turnover will result in better outcomes for our clients.

We have been in the process of updating all of our surveys. To date we have successfully updated our general client services survey and crisis survey. We are still in the process of reviewing and updating our shelter survey tool.

**Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

Between July 1 and October 31, 17 survivors from Story County were provided with 493 emergency housing bed nights. In total, 45 unduplicated survivors within our entire service area were provided with 1,435 emergency housing bed nights.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

We track the number of people that we have had to turnaway from housing services. A positive reason that we do not house someone is that we are able to help connect them with an alternative housing option, such as transporting them to stay with a safe relative rather than staying in shelter. This is called diversion. Other reasons we turn people away from services are because they are not victims, are unsafe for co-location or because our shelter space is full. From July through October we diverted a total of 30 people, 17 of which were from Story County. We turned away 134 people, 29 of which were from Story County.

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

***Reporting for: July 1 – November 30 of the current year!***

**Agency Name:** Assault Care Center Extending Shelter and Support (ACCESS)  
  
**Program Name:** Domestic Abuse Counseling and Support  
**Brief Description of Program:** This service provides crisis response and ongoing support and counseling to individuals impacted by domestic abuse. Services can be provided just after or in conjunction with crisis or court-related services. Other individuals seek this service long after the violence ends in order to continue on their path to healing. The services help alleviate symptoms of trauma through educational counseling aimed at demystifying the dynamics of abuse, increasing healthy coping, and decreasing feelings of isolation.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Victims of domestic or intimate partner violence will increase their ability to plan for their safety and will increase their understanding of the resources available to them as a result of services.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

We have two survey tools that we use with clients receiving this service, a crisis response survey and an ongoing support survey conducted after multiple sessions. Both survey tools center their questions on the client’s ability to plan for safety and ability to identify useful resources. The combination of these questions is a national indicator of increased resilience due to services.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

As of October 31 we have collected 33 paper surveys and 87 electronic surveys.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

The completed surveys indicated the following outcomes for survivors as a result of services provided:

87.5% of survivors were able to identify additional ways to plan for their safety

87.5% of survivors indicated an increased understanding of resources available to them

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

We have begun utilizing a new client services database. One limitation is in how reports are generated. In person services populate one way and crisis call populate separately. Despite collecting and inputting an amount of time spent on each service and a client name/id number, the crisis calls report does not populate either of these fields. We are currently able to report the number of calls by program and if the client is new or existing, however not the amount of time or the number of clients. We are working with state level technical assistance providers to attempt to remedy this reporting issue before the end of the year.

High case load and clients with high barriers have required this team to focus their time on clients that approach ACCESS or are directly referred to ACCESS by other systems. Limited community networking and outreach has been possible, which intern impacts the number of non-system engaged survivors aware of and accessing services.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

Between July 1 and October 31, ACCESS provided 692.5 hours of counseling and support services to 108 unduplicated survivors of domestic abuse in Story County.

In total, 271 unduplicated survivors of domestic abuse within our five-county region have been provided with 1,654.75 hours of counseling and support services.

In addition, 204 crisis calls were provided as support services to new clients that are unduplicated from those reported in this section. 62 of these calls were services to Story County clients. In addition, 61 crisis calls were provided as service to existing clients counted in this section. Of these calls, 25 were Story County residents (see additional explanation in barriers section).

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

In an effort to ensure that survivors with the most urgent safety needs and/or barriers to service are prioritized for in-person crisis response, we have implemented the practice of triaging needs that originate from our crisis line and either scheduling out follow up services or providing over-the-phone assistance when safe and appropriate. No survivor in need is turned away from service.

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

***Reporting for: July 1 – November 30 of the current year!***

**Agency Name:** Assault Care Center Extending Shelter and Support (ACCESS)  
  
**Program Name:** Sexual Abuse Counseling and Support  
**Brief Description of Program:** This service provides crisis response and ongoing support and counseling to individuals impacted by sexual abuse. Services are sometimes provided just after or in conjunction with crisis and court related services. Other individuals seek this services long after sexual abuse victimization to continue with their path of healing. The services helps to alleviate symptoms of trauma through educational counseling aimed at increasing understanding of abuse, increasing coping, and decreasing shame. In the course of this service, other resources are explored such as therapy and medical care. In exploration of other resources, the service promotes comprehensive health and decreased isolation.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Victims of sexual violence will increase their ability to plan for their safety and will increase their understanding of the resources available to them as a result of this service.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

We have two survey tools that we use with clients receiving this service, a crisis response survey and an ongoing support survey conducted after multiple sessions. Both survey tools center their questions on the client’s ability to plan for safety and ability to identify useful resources. The combination of these questions is a national indicator of increased resilience due to services.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

As of December 12 we have collected 17 crisis surveys and 10 on-going advocacy surveys.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

Please see barriers section below for data investigation. We are reporting the data we have, however do not believe it fully reflects our outcomes. The completed surveys indicated the following outcomes for survivors as a result of services provided:

50% of survivors were able to identify additional ways to plan for their safety

50% of survivors indicated an increased understanding of resources available to them

Within the ongoing advocacy surveys, 90% responded affirmatively to both the prompt, “I have gained a better understanding of trauma and its effect on me” as well as, “I have increased my capacity to cope with the impact of abuse/trauma.”

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

This past summer we received word of a reduction in state funding that will require us to reduce our sexual assault staff by ¾ FTE for direct service beginning in October 2019. This was an across the board statewide cut, not targeted at ACCESS. In addition, during the FY20 program year our executive director and one member of our sexual assault team have been out on maternity leave. Balancing both the staffing cuts and needs of existing staff leave time, we continue to prioritize direct client care and crisis care. This has meant limiting some of the community meetings and outreach activities that support services and help us engage new clients. Over the long term this could impact total clients served, though we are trying to identify strategies to minimize the longer term impact of the cuts.

We have begun utilizing a new client services database. One limitation is in how reports are generated. In person services populate one way and crisis call populate separately. Despite collecting and inputting an amount of time spent on each service and a client name/id number, the crisis calls report does not populate either of these fields. We are currently able to report the number of calls by program and if the client is new or existing, however not the amount of time or the number of clients. We are working with state level technical assistance providers to attempt to remedy this reporting issue before the end of the year.

Finally, on half of the sexual abuse crisis surveys collected no response was given to the two key prompts tracked. A portion of these surveys are administered by staff over the phone. We believe there was an input issue with staff resulting in no data collected and are working to resolve the issue. In addition, we provided staff training in early December 2019 in hopes to increase survey utilization generally.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

Between July 1 and October 31, ACCESS provided 542.5 hours of counseling and support services to 98 unduplicated survivors of sexual abuse in Story County.

In total, 174 unduplicated survivors of sexual abuse within our five-county region have been provided with 838.5 hours of counseling and support services.

In addition, 17 crisis calls were provided to new clients that are unduplicated from those reported in this section. Six of these calls were services to Story County clients. In addition, three crisis calls were provided as service to existing clients counted in this section and all three were support services to Story County residents (see additional explanation in barriers section).

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

In an effort to ensure that survivors with the most urgent safety needs and/or barriers to service are prioritized for in-person crisis response, we have implemented the practice of triaging needs that originate from our crisis line and either scheduling out follow up services or providing over-the-phone assistance when safe and appropriate. No survivor in need is turned away from service.

1. **Comments:**

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

***Reporting for: July 1 – November 30 of the current year!***

**Agency Name:** Assault Care Center Extending Shelter and Support (ACCESS)  
  
**Program Name:** Court Watch  
  
**Brief Description of Program:** When victims are facing the decision to engage in the legal system, they benefit greatly from processing all legal options. ACCESS can provide insight into the rights that victim has, how to best safely proceed in reporting or filing for a civil remedy, and can help the victim connect to proper resources. In doing so, this victim does not need to rely solely on their own understandings of these systems, and may not need to immediately pursue other costly resources such as an attorney. Overall, if a victim engages with these systems in an informed manner, the process can be expedited and the victim can have a better chance of holding their offender accountable for the crime.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Victims will increase their understanding of legal options and resources available to them, and will increase their understanding of their legal rights.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Victims are offered a survey at the time that this service is provided or in the case of long proceedings, at the time their case concludes. The questions center on how services have impacted their understanding of their legal rights and their options within the legal system.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

As of December 12, 2019 we have collected 5 surveys.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

Of the five surveys returned, all five responded affirmatively to “As a result of court/legal advocacy assistance, I feel better informed of my legal rights.” Similarly, all five surveys had positive responses to the prompt, “As a result of court/legal advocacy assistance, I understand my options in the legal system.”

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

We updated the survey tools we utilize last spring. The tool administered by staff over the phone has been the most successful. While the content of the courtwatch survey was simplified in the update, this survey is only available in paper copy or by a link to participate. We are looking into alternative methods to engage clients to get outcome data such as a textable survey, utilizing volunteers to conduct the survey over the phone, etc. We also have re-trained staff on the surveys as of early December 2019.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

From July 1, 2019 through October 31, 2019 we provided 70 Story County clients with 166 hours of court watch services. In the same time period, we served 172 clients from our entire five county entire service area with 480.75 hours of services.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

When emergency legal advocacy services are requested such as the filing of a 236 or 236A, advocates triage the need and determine whether assistance should be provided in-person or over-the phone. In-person assistance is prioritized for those with high barriers to service or those with a complex need. No survivor in need of legal advocacy is turned away without referrals to additional resources or the option to schedule services when safe and appropriate.

1. **Comments:**

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

***Reporting for: July 1 – November 30 of the current year!***

**Agency Name:** Assault Care Center Extending Shelter and Support (ACCESS)  
  
**Program Name:** Public Education and Awareness  
**Brief Description of Program:** Public Education and Awareness is designed to enhance the community's understanding of violence in order to achieve several key outcomes. First, we want to ensure that those in need of help are aware of service options and their rights as a victim. Second, we work to increase understanding around the dynamics and realities of violence in our community. The ability to identify abuse in one's own life, in the lives of friends and family, or in their neighborhood can lead to increased preparedness to address violence and its long-term impact. Lastly, much of our programming centers on primary prevention; building a community’s capacity to address norms, attitudes and beliefs that can lead to a culture that accepts or promotes exploitation and abuse.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Participants in programming will increase their understanding of violence and abuse. Participants will increase their understanding of intervention methods as well as their willingness to act as an engaged bystander when confronting unhealthy behaviors or attitudes that contribute to violence. Participants will also increase their ability to offer support to victims in their community by understanding the services ACCESS provides.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

When providing education, ACCESS administers post-tests directly following the speaking/training engagement to all participants. These post-tests ask reflective questions about understandings prior to the session and after the session, to attain information on gains in understanding regarding the dynamics of violence, as well as their understanding of services available to help survivors in need.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

We have collected 51 surveys to date.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

88 percent of participants of ACCESS public education programming that completed surveys were able to identify examples of domestic abuse. Of the 51 surveys collected, 34 utilized a question related to being able to identify resources to support survivors. Of the participants who received this survey, 94 percent identified that they could identify resources to support survivors.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

We updated our programming survey to a uniform survey. Prior to this all educational programs had very different surveys and it was difficult to track progress towards out priority areas. Unfortunately some key staff continued to use old survey tools, which means limited data on shared measures. We provided staff training in early December 2019 and hope this will resolve the issue and begin generating more uniform data collection and greater survey distribution and collection rates.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

From July 1 through October 31, we provided 59 educational sessions to 2,350 participants. 52 of those sessions were in Story County reaching a total of 2,004 Story County residents.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

In late spring 2019 we received notice that we had reduced funding from the Crime Victim Assistance Division. In addition another funding source, Rape Prevention Education (RPE), moved from being a formula funded grant to highly competitive with award information to come out in late fall 2019. At this same time we had a staff person who conducts significant programming and whose staff time was partially funded through RPE dollars leave the agency. With the unknown of funding, we held the position vacant until hearing about our RPE application. We were not selected and will not rehire this position at this time pending other grant and fundraising efforts. We are in the process of identifying ways that other staff can continue to support education and awareness.

1. **Comments:**