

**The Robin Winner Domestic Violence Center
2021 Annual Report**

Primary Population: The Domestic Violence Center is Synergy's domestic violence shelter for individuals and families. It is a 32-bed facility providing on-site advocacy and support for domestic violence survivors. The primary population is survivors of intimate partner violence aged 17 and older and their children.

Program Philosophy: The philosophical anchors of the Domestic Violence Center are based on the importance of providing a physically safe and trauma-informed environment, safety planning, and domestic violence education. Synergy strives to individualize services to help each person explore their specific needs and circumstances, to set goals and to explore concrete options to enhance the quality of their life. The same philosophical underpinnings apply across a spectrum of services at the shelter from initial contact with the hotline call through discharge.

STATISTICS

- 205 clients served in DVC residential services (108 adults; 97 dependents)
- New Admissions 184
- Returning clients: 21
- On-Going clients: 4
- Client Average Age at Intake: 25 years old
- Average income at intake: \$0-\$10,000
- The average length of stay (*bednights/number of clients*) is 51.3 Days (46.5 for adults; 53.5 for dependents)
- Shelter capacity (*capacityx365/total bednights*): 111% based on 32 bed count
- Unmet requests for emergency shelter: 1,604
- Discharges (total turned away, no shows, confidentiality concerns, DNA): 205
- Discharge destinations and totals:
 - 31 clients discharged to an emergency shelter
 - 67 clients discharged to family/friends
 - 4 clients discharged to living independently (no subsidy)
 - 3 clients discharged to living independently with subsidy
 - 6 clients discharged to living independently at their previous address
 - 31 clients discharged to a transitional living program
 - 3 clients discharged to hospitalization

- 2 clients discharged to drug/alcohol treatment
- 6 clients discharged to homelessness
- 2 clients went back home to abuser
- 50 clients discharge destination is unknown

- Referral types made to clients/totals:

<p>Anger control (perpetrator): 0 Batterer's intervention: 17 Child abuse (physical/emotional): 18 Child abuse (sexual): 14 Children's services: 40 Education: 89 Elderly abuse: 10 Financial/emergency: 64 Food stamps: 2 Homeless services/TLP: 50 Law enforcement: 568 Legal: 131 Medicaid: 1 Medical: 37 Medical advocacy: 101 Mental health/counseling: 43</p>	<p>Outreach counseling: 121 Parenting: 3 Pet services: 44 Protection order: 272 Public housing: 1 Rape/sexual abuse: 67 Safety plan: 2275 Shelter (homeless): 306 Shelter (other DV shelter): 1597 Shelter (our DV shelter): 147 Substance abuse: 16 Support group: 123 Support/talk: 505 Teen resources: 40 Vocational: 2 Volunteer/donations: 5 TOTAL: 6709</p>
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- Total clients denied admission: 2,753

- Referral source types (who referred clients to Synergy) by totals (i.e. Children's Division-34):

<p>Attorney: 10 Children's Division: 21 Court: 4 Division of Youth Services: 1 DV Shelter: 184 Family: 37 Friend: 53 Hospital / Clinic: 259 Internet/Media: 30 Juvenile Office: 5 Law Enforcement: 688</p>	<p>Minister/Clergy: 15 Other: 47 Physician: 0 Probation / Parole: 1 Safe Place: 4 School: 11 Self: 300 Social Service Agency: 88 Substance Abuse Tx / AA: 14 Synergy Program: 34 Therapist: 9</p>
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Mental Health Agency: 12	Unknown: 918 TOTAL: 2745
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BridgeSPAN STATISTICS

BridgeSPAN: 56 BridgeSPAN clients

Client by Age (Total)

18 years old: 1
 19 years old: 0
 20 years old: 2
 21 years old: 0
 22 years old: 0
 23-34 years old: 22
 35-54 years old: 25
 55-64 years old: 4
 65+ years old: 2

Client by County

Clay: 7
 Jackson: 7
 Johnson: 0
 Platte: 4
 Wyandotte: 0
 Unknown: 38

Client by Gender (unduplicated)

Male: 0
 Female: 22
 Other: 0
 Unknown: 34

**Client by Race with Hispanic
(Asked to choose all that apply)**

Black: 16
 White: 50
 Hispanic: 2
 American Ind/Alaskan Nat: 4
 Asian: 1
 Native Hawaiian/Pac. Isl.: 1
 Unknown/Other: 0

OTHER STATISTICS

Court Services: 141 Court service clients, totaling 245.59 hours

Lethality Assessment Program

North Patrol: 226 Referrals
 Shoal Creek: 236 Referrals
 Other Referrals: 50

CLIENT DEMOGRAPHICS

Client by Age (Total)

0- 5 years old: 52
6-12 years old: 35
13 years old: 3
14 years old: 3
15 years old: 2
16 years old: 1
17 years old: 3
18 years old: 2
19 years old: 1
20 years old: 5
21 years old: 3
22 years old: 4
23-34 years old: 29
35-54 years old: 44
55-64 years old: 5
65+ years old: 0
Untracked: 13

Client by Gender (unduplicated)

Female: 132
Male: 47
Other: 1
Unknown: 25

Residential Client by Race with Hispanic (asked to check all that apply)

Black:	158
White:	136
Hispanic:	11
AmericanIndn/AlaskaNtive:	19
Asian:	3
Native Hawaiian/Pac. Isl.:	1
Unknown/Other:	5

Guardianship at Admission

Not Applicable

Client Advocacy Service Hours (total)

Case Management:	2421.47
Crisis Intervention:	201.73
Documentation:	1567.21
Recreation:	563.58
Transportation:	498.25
Medical Attention:	84.0
Legal Advocacy:	13
Dependent Case Management:	114.5
Victim Comp:	19.0
Childcare:	174.25

Emergency Financial Assistance

51 clients received emergency financial assistance totaling 102 counts of service.

Residential Client by County

Cass, MO:	0
Clay, MO:	81
Jackson, KC:	53
Johnson, KS:	1
Leavenworth, KS	3
Other:	25
Platte:	25
Ray, MO:	1
Unknown:	0
Wyandotte, KS:	4

Bednights (total and %)

Adults:	5,026	48%
Children:	5,484	52%
Total Bednights 2020:	10,034	
Total Bednights 2019:	11,664	
Total Bednights 2018:	10,659	(reduction due to renovation)

Client Destination Upon Discharge

- 31 clients discharged to an emergency shelter
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THERAPY
(total clients, total hours, by program, therapy type– individual, family, group)

**DVC 2021
Clinical Report**

Total Clients Served Clinically: 82

Total Hours: 714.75

- Diagnostic Assessment: 86.75
- Individual Therapy: 320
- Family Therapy: 2.75
- Group Therapy: 163.75
- Clinical Crisis Intervention: 22
- After-care Therapy: 119.5

2021 saw a year of transition for clinical services in the Domestic Violence Center. Staffing changes and stabilization of new clinical staff was a highlight of 2021. With the addition of a floating clinical staff toward the end of 2021 (between the Domestic Violence Center and Domestic Violence Housing program), youth needs and continued consistent care of clients should be better addressed in 2022 through this addition.

2022 goals include additional and consistent groups being offered through programming. A large highlight of 2021 for clinical services was the integration of clinical staff between DV, CC programs and outpatient clinical services. Hopes for 2022 consist of groups at the Domestic Violence Center being accessible to Domestic Violence Housing program clients to eliminate barriers of lack of interest in telehealth clinical services.

HOTLINE (total calls, victim type, gender, county, etc.)
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Total Calls: 2,753 calls, 750.83 hours

- Crisis Call: 1,687
- LAP: 516
- BridgeSPAN: 99
- Other: 451

Victim Type

- Intimate Partner Violence: 2,360
- Sexual Assault: 104
- Stalking: 64
- Homeless: 108
- Not a Victim: 116

Gender

- Female: 2,532

Male: 199
Transgender: Not tracked
Unknown: 22

County

Clay: 601
Cass: 21
Jackson: 529
Johnson, KS: 31
Platte: 175
Ray: 10
Wyandotte: 40
Unknown: 1177
Outside Kansas City Metro: 169

Hotline Caller Ethnicity (total and %)-Data not collected

NARRATIVE/PROGRAM HIGHLIGHTS

In 2021 the Domestic Violence Center (DVC) worked toward gaining stability in staffing and programming. Despite the continued COVID-19 pandemic and staffing difficulties, the DVC team worked diligently to ensure the safety and well-being of the clients, often going above and beyond expected job duties.

Program and Client Services

Clients were moved back to the DVC from the Extended Stay America-Tiffany Springs in March of 2021 and operated at a limited capacity. In July, due to the continued risks of the COVID-19 pandemic, clients were moved from the DVC back into the Extended-Stay America-Tiffany Springs, Extended Stay America-Plaza Circle, and TownePlace Suites hotels. Clients were provided with suites that provided kitchenettes and other necessary amenities. The hotels functioned as an extension of the DVC, and clients were expected to maintain all policies and procedures, including confidentiality policies, while residing there. An advocate office was established at the Extended Stay-Tiffany Springs in order to make staff more accessible to clients. Clients were still offered advocacy, case management, and therapy services, though many of these services were transitioned to a telehealth format due to COVID-19 safety restrictions.

In late September, it was deemed safe enough to move clients back into the DVC, maintaining a limited capacity of one family per room, or no more than two single individuals per room. A new COVID-19 safety protocol was established in which clients and staff were mandated to mask, clients displaying symptoms would quarantine in their rooms until a COVID-19 test could be provided, and if testing positive, clients would be transitioned back to the hotel for the duration of their quarantine. Additionally, staff and clients were encouraged to get vaccinated, and staff offered a "vaccination shuttle" on a daily basis. Clients have remained in shelter since September with minimal risk of COVID-19 exposure.

There were several positive outcomes from 2021, including:

- During the course of the year, COVID-19 protocols were adjusted to meet the need of the clients on-site while maintaining safety for clients and staff
- Overall client services increased by over 20%
- Case management services increased by 17%
- Group therapy increased by 74%
- The DVC partnered with the Clay County Sheriff's Department to manage emergency expartes for Clay County, providing more consistent and timely safety services for survivors
- The addition of the Community Police Liaison allowed Synergy to greatly expand our education and training opportunities to local police jurisdictions and partner agencies, including Penn Valley Community College, KC Pet Project, and BestyBNB (see update below).

Training

Throughout 2021, staff were provided with numerous development opportunities that could be completed online. New staff were expected to complete the Advocate's Academy training through MOCADSV. All staff were expected to complete the following trainings while they worked remotely:

- The Basics of Advocacy Series: SV 101
- DV 101 Understanding & Responding to Domestic Violence
- How the Earth Didn't Fly into the Sun (2020 edition)
- Communication and Building Rapport
- Concerns About Minimal Rules and Voluntary Services
- Creative Ways to Provide Services
- Examples of Hard Conversations
- From the Voices of Advocates
- Us and Them
- Why Are We Surprised

- MCADSV Legislative History
- Allyship to the LGBT+ Community
- Supporting Immigrant Survivors & Their Families
- Rape Abuse Against Native American & Indigenous People
- Domestic Violence Awareness Month & History of Shelters

OUTCOMES

Total number of clients who were turned away: 2,452 (2,277 were DV)

125 Voluntarily discharged from the program

52 Involuntary discharged from program

2 Involuntary discharge to hospital

Of the Clients in Shelter...

- 100% of clients reported that they had more ways to plan for their safety after their stay at the Domestic Violence Center.
- 100% of clients who entered shelter were given domestic violence education at intake.
- 100% of clients who entered shelter are given safety planning resources at intake.
- 100% of clients who entered shelter are given access to voluntary case management and therapy services.
- 100% of shelter clients who called the crisis hotline prior to coming to shelter were provided with support and understanding by hotline operators.
- 100% of shelter clients who called the crisis hotline prior to coming to shelter received information, resources, and referrals to assist them in making safety choices for themselves and their children.

AFTERCARE SERVICES (total clients, total hours, types of services)
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Total Clients: 49 clients, totaling 197.87 hours

Types of Services: Case management (Relocation Assistance, Happy Bottoms, General Case Management), and Therapy.