

**The Robin Winner Domestic Violence Center
2022 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.

Prepared by: Heather Barry, Domestic Violence Center Program Manager, Sara Brammer, Director of Family Violence Services, Tara Syndergaard, Manager of Volunteers & Operations; Dimitra Drakopoulou, Clinical Manager; & Kim Shaw-Ellis, Police and Community Support Liaison, and Rebekah Perry, Teacher and Curriculum Development Manager.

STATISTICS

- 263 clients served in DVC residential services (132 adults; 131 dependents)
- New Admissions 244
- Returning clients: 9
- On-Going clients: 19
- Client Average Age at Intake: 27 years old
- Average income at intake: \$0-\$10,000
- The average length of stay (*bednights/number of clients*) is 43.1 Days (41.9 for adults; 44.3 for dependents)
- Shelter capacity (*capacityx365/total bednights*): 103% based on 32 bed count
- Unmet requests for emergency shelter: 3,409 (2129 requests; 1823 referred due to being full)
- Discharges (total turned away, no shows, confidentiality concerns, DNA): 272
- Discharge destinations and totals:
 - 17 clients discharged to an emergency shelter
 - 61 clients discharged to family/friends
 - 7 clients discharged to living independently (no subsidy)
 - 10 clients discharged to living independently with subsidy
 - 2 clients discharged to living independently at their previous address

- 2 clients discharged to living independently at new address
- 5 clients discharged to Hotel/Motel paid for with shelter voucher
- 1 client discharged to Independent Living Program
- 46 clients discharged to a transitional living program
- 3 clients discharged to hospitalization
- 1 client discharged to drug/alcohol treatment
- 6 clients discharged to homelessness
- 5 clients discharged to homeless shelter
- 5 clients went back home to abuser
- 69 clients discharge destination is unknown
- 2 Clients discharged to Refusal to report
- 1 Clients discharged Not Completed
- 18 Clients discharged Not Applicable
- 2 clients discharged to detention
- Referral types made to clients/totals:

<p>Anger control (perpetrator): 0 Batterer's intervention: 16 Child abuse (physical/emotional): 18 Child abuse (sexual): 16 Children's services: 37 Education: 40 Elderly abuse: 4 Financial/emergency: 48 Food stamps: 0 Homeless services/TLP: 58 Law enforcement: 605 Legal: 93 Medicaid: 1 Medical: 29 Medical advocacy: 98 Mental health/counseling: 32</p>	<p>Outreach counseling: 72 Parenting: 2 Pet services: 68 Protection order: 211 Public housing: 3 Rape/sexual abuse: 9 Safety plan: 2263 Shelter (homeless): 284 Shelter (other DV shelter): 1994 Shelter (our DV shelter): 202 Substance abuse: 17 Support group: 58 Support/talk: 353 Teen resources: 60 Vocational: 0 Volunteer/donations: 0 TOTAL: 6691</p>
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- Total clients denied admission: 2,278

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

<p>Insurance Company: 1 DV Shelter: 0 Family: 0</p>	<p>Minister/Clergy: 4 Other: 41 Physician: 2</p>
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Jail: 1 Hospital / Clinic: 279 Internet/Media: 30 Juvenile Office: 6 Law Enforcement: 695 Mental Health Agency: 23	Probation / Parole: 0 Safe Place: 1 School:12 Self: 513 Social Service Agency: 123 Substance Abuse Tx / AA: 7 Synergy Program: 44 Therapist: 6 Unknown: 1001 TOTAL: 3236
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BridgeSPAN STATISTICS

BridgeSPAN: 61 BridgeSPAN clients

Client by Age (Total)

18 years old: 0
 19 years old: 0
 20 years old: 2
 21 years old: 2
 22 years old: 1
 23-34 years old: 24
 35-54 years old: 24
 55-64 years old: 6
 65+ years old: 2

Client by County

Clay: 25
 Jackson: 10
 Johnson: 0
 Platte: 9
 Wyandotte: 3
 Ray: 1
 Other: 11

Client by Gender (unduplicated)

Male: 0
 Female: 58
 Other: 1
 Unknown: 2

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

Black: 17
 White: 30
 Hispanic: 2
 American Ind/Alaskan Nat: 0
 Asian: 0
 Native Hawaiian/Pac. Isl.: 0
 Unknown/Other: 6
 Multi-6

OTHER STATISTICS

Court Services: 137 Court service clients, totaling 186.75 hours

Lethality Assessment Program

North Patrol: 238 Referrals
 Shoal Creek: 284 Referrals
 Other Referrals: 44

CLIENT DEMOGRAPHICS

Client by Age (Total)

0- 5 years old: 55
6-12 years old: 46
13 years old: 4
14 years old: 7
15 years old: 6
16 years old: 1
17 years old: 7
18 years old: 0
19 years old: 6
20 years old: 1
21 years old: 2
22 years old: 1
23-34 years old: 53
35-54 years old: 58
55-64 years old: 7
65+ years old: 1
Untracked:

Guardianship at Admission

Not Applicable

Client Advocacy Service Hours (total)

Case Management: 1181.20
Crisis Intervention: 283.94
Documentation: 2385.95
Recreation: 1110.11
Transportation: 490.25
Medical Attention: 348.18
Legal Advocacy: 3.25
Dependent Case Management: 168.78
Victim Comp: 28.50
Childcare: 287.91

Emergency Financial Assistance

51 clients received emergency financial assistance totaling 111 counts of service.

Client by Gender (unduplicated)

Female: 190
Male: 69
Other: 0
Unknown: 26

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

Black:	187
White:	124
Hispanic:	34
AmericanIndn/AlaskaNtive:	31
Asian:	7
Native Hawaiian/Pac. Isl.:	1
Unknown/Other:	10

Residential Client by County

Cass, MO:	1
Clay, MO:	74
Jackson:	25
Jackson, KC:	76

Johnson, KS: 12
 Other: 35
 Platte: 18
 Ray, MO: 3
 Unknown: 0
 Wyandotte, KS: 12

Bednights (total and %)

Adults: 5,306 47%
 Children: 6,033 53%
 Total Bednights 2022: 11,339
 Total Bednights 2021: 10,510
 Total Bednights 2020: 10,034

THERAPY (total clients, total hours, by program, therapy type– individual, family, group)

DVC 2022
 Clinical Report
 Prepared by: Dimitra Drakopoulou, MS, LPC
 Clinical Manager

Total Clients Served: 269
 Total Clinical Hours: 1121.25

Therapy Service	Number of Clients Served	Total Hours of Service
Diagnostic Assessment	70	111.5
Individual Therapy	74	407
Family Therapy	9	18.5
Group Therapy	107	516
Art Therapy	4	8
Aftercare Therapy (Individual)	18	58.75
Aftercare Therapy (Family)	1	1.5

2022 was a year of stabilization and growth for clinical services offered in the Domestic Violence Center. In the past 3 years, this was the first where a full-time clinical staff was devoted to serving clients within this program. A part time youth clinical staff was also consistent through the year between DVC shelter and housing services offering additional youth clinical options for families. Clinical staffing stability and stabilization allowed for consistent groups to be offered for client participation to increase.

The overall hour increases from 2021 to 2022 showed that this staff consistency and partially addressing group therapy barriers drastically increased clinical services within this program. **A total percentage increase of 56.87% was seen between 2021 and 2022.**

A continued highlight of 2022 for clinical services was the ongoing integration of clinical staff between DV, CC programs and outpatient services. Consistent groups surrounding Empowerment through DV education, Art Therapy, and Coping Skills (youth and adult), as well as the incorporation of a clinical staff within educational programming for youth was offered throughout 2022. 2023 clinical hopes are to include an additional DBT Therapy group being offered through programming. Options for groups shared between DVC and DV housing program clients is another hope to implement reaching additional clients across programming.

HOTLINE (total calls, victim type, gender, county, etc.)
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Total Calls: 3248 calls, 792.36 hours
Crisis Call: 2187
LAP: 567
BridgeSPAN: 96
Other: 1

Victim Type

Intimate Partner Violence: 2,779
Sexual Assault: 112
Stalking: 141
Homeless: 132
Not a Victim: 80

Gender

Female: 2,976
Male: 250
Transgender: Not tracked
Unknown: 18

County

Clay: 693
Cass: 12
Jackson: 461
Johnson, KS: 54
Platte: 246
Ray: 5
Wyandotte: 34
Unknown: 1571
Outside Kansas City Metro: 1914

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

NARRATIVE/PROGRAM HIGHLIGHTS

In 2022 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

With COVID-19 guidelines in place we have been able to maintain clients in shelter at the DVC. We have remained at capacity for the majority of the year. In emergency situations and shelter is full we place clients at the Extended Stay America-at Tiffany Springs. Clients who are placed in hotels 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. Clients at the hotel have all services available to them as if they were residing in shelter. They received advocacy, case management, and therapy services, though many of these services were transitioned to a telehealth format due to COVID-19 safety restrictions.

There were several positive outcomes from 2022, 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. We were able to maintain the majority of clients in shelter as opposed to utilizing hotels.
- Even with staff turnover, we were able to rehire and train fairly quickly as to not disrupt service delivery to clients.
- Overall client services remained the same.
- 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 initiate the I.C.U hotline sheets.
- Our Legal/Medical case manager has been able to get back into the hospitals to provide training for hospital staff.

Training

Throughout 2022, staff were provided with numerous development opportunities that could be completed online and through Staff Meetings. Synergy also began using Relias as a training system for staff. Upon onboarding with Synergy Services Domestic Violence Center, all new staff complete the following trainings:

- Car Seat Training
- Missouri Online Mandated Reporter Training
- DV Education-MOCADSV: The Basics of Advocacy, Confidentiality for DV Service Providers, Role of an Advocate, Advocates Academy, Safety Planning, Safety Planning: Guiding Principles and core Concepts, Safety Planning tips on different stages of survivor safety

- Diversity and Inclusion
- Allyship to the LGBTQ+ Community
- Supporting Immigrant Survivors and Their Families
- Relias Trainings Included: 2022 Labor Law Posters, An Introduction to Trauma-Informed Care, Cultural Competence, Employee Handbook - Harassment in the Workplace, HIPAA Basics, Welcome to Relias

The following Trainings were presented during monthly all staff meetings: Myers-Briggs, HeadStart Programming, Permanency Advocate, HIPPA, BridgeSPAN and Court Services, I.C.U Pet Resources, Suicide Prevention, Active Shooter, Strangulation

Additionally, Mental Health First Aid became a required training for DVC staff. Christina Cherry became certified as an MHFA trainer in 2020, and provided the 16-hour course to all full time and backup staff. We also continue to provide CPR training for staff and help them obtain their food handlers and Class E license.

OUTCOMES

Total number of clients who were turned away: 3,409 (3164 were DV)

- 17 Voluntarily discharged from the program
- 59 Involuntary discharged from program
- 3 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 186.75 hours

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