



Domestic Violence Awareness Briefing & Victim Services Updates

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October 6, 2011

Impact of Domestic Violence

- Significant source of violent crime
- Health & mental health implications
- Impacts children as well as adult victims
- Leading cause of homelessness for women and children

Multnomah County's Role in Domestic Violence Intervention

Public Safety

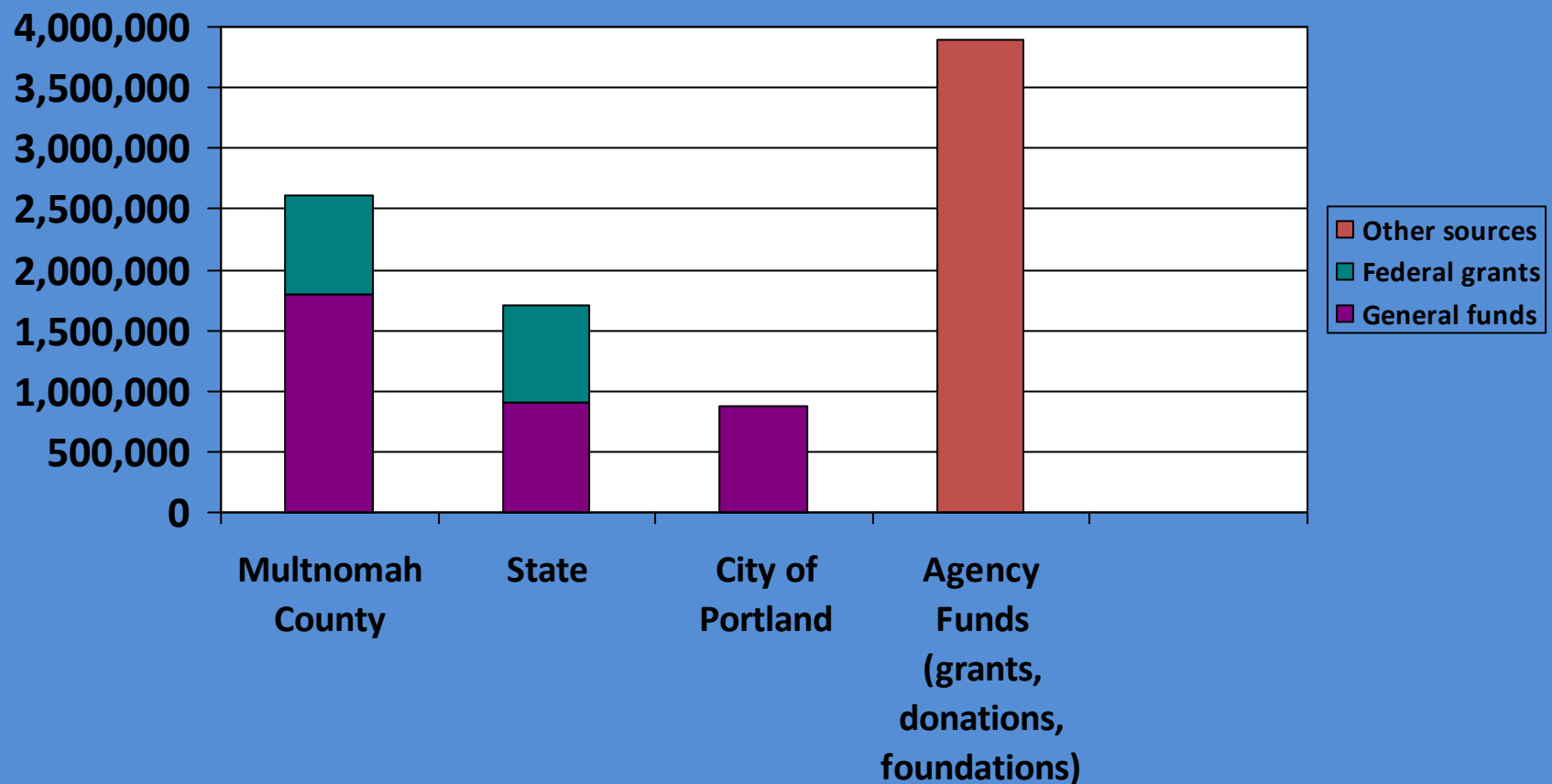
- Sheriff's Office
 - Enforcement, DVERT, jails, court & Gateway security, protection order service
- District Attorney's Office
 - Prosecution, crime victim services, crime victim rights
- Dept. of Community Justice
 - Probation, post-prison supervision, Family Court Services, supervised visitation
- Domestic Violence Enhanced Response Team

Health & Human Services

- County Human Services
 - Domestic violence victim services, Family Violence Coordinating Council
 - Mental health, addictions
 - Protective services
 - Homeless, antipoverty services
- Health Department
 - Primary care, home visiting nurses, early intervention
- Gateway Center for Domestic Violence Services

Domestic Violence Victim Services Funding

Approximately \$9 million from all sources; almost 1/3 through Multnomah County



Domestic Violence Victim Services Opportunities & Innovations

- 211/Shelter Crisis Line Pilot Project
- Domestic Violence Enhanced Response Team
- Gateway Center for Domestic Violence Services

211/Shelter Crisis Line Pilot Project

Current System:

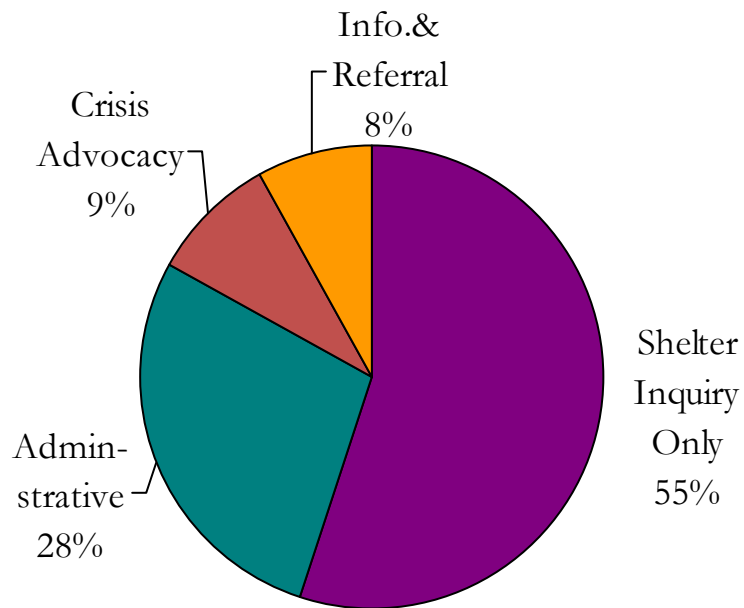
- 6+ DV crisis lines
- 17,245 unmet shelter requests
- Shelter space for 44 households
- Average stay is 53 days
- Openings 1-2 times per week

3 month pilot project with
211 + 2 shelter crisis lines

Goals:

- Free up shelter staff to focus on residents
- Reduce redundant phone calls
- Ensure live response to every crisis call

Pilot Project Findings & Implications



Implications:

- Strategic partnerships
- Technology
- Reframe DV shelter as safety, not housing, resource
- Expand post-shelter options like Rapid Rehousing

Domestic Violence Enhanced Response Team

- Coordinated, multidisciplinary intervention for high-risk, high-lethality cases
- 200+ referrals receive victim support
- 100+ actively coordinated criminal cases
- Nationally recognized collaboration
- Statewide and national training

DVERT Pilot Project

- 1 year pilot project
- 2 Advocates as night/weekend responders
 - Safety planning, crisis support, information, resources, criminal justice information
- Free up officers to collect evidence, write reports, book offenders into jail & respond to new calls

Goals:

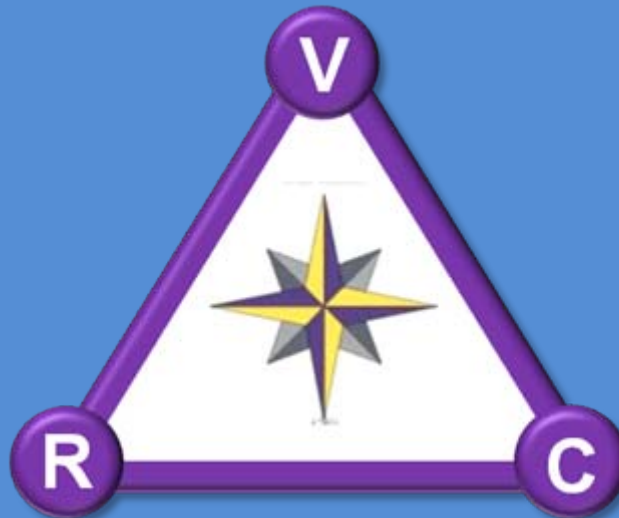
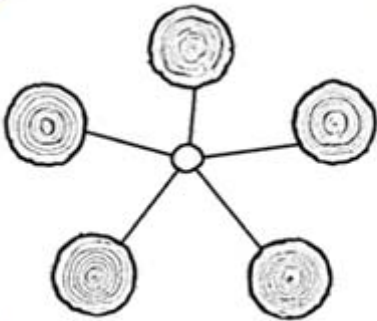
- Provide immediate support/safety after incident
- Reach high-risk cases earlier



The
Gateway Center
FOR DOMESTIC VIOLENCE SERVICES

The Gateway Center at One Year

“Is it working?”





What makes the Gateway Center Special?

- ❖ Co-location of community-based services, criminal justice services, and civil legal assistance
- ❖ Public, published, known address improves access to and visibility of services
- ❖ Safe, welcoming, “homey” center supports help-seeking and reduces trauma.
- ❖ On site child care makes services easier to access for parents.
- ❖ Additional access point for restraining orders through video-conferencing.



Volume

Year One (9/9/10 to 8/31/11):

- 2,000 Unduplicated Survivors
 - 750 Unduplicated Children
-

Most Survivors come to the Center more than once:

- 4,500+ service visits
 - 1,000 support group visits
 - 1,400 visits to childcare
-

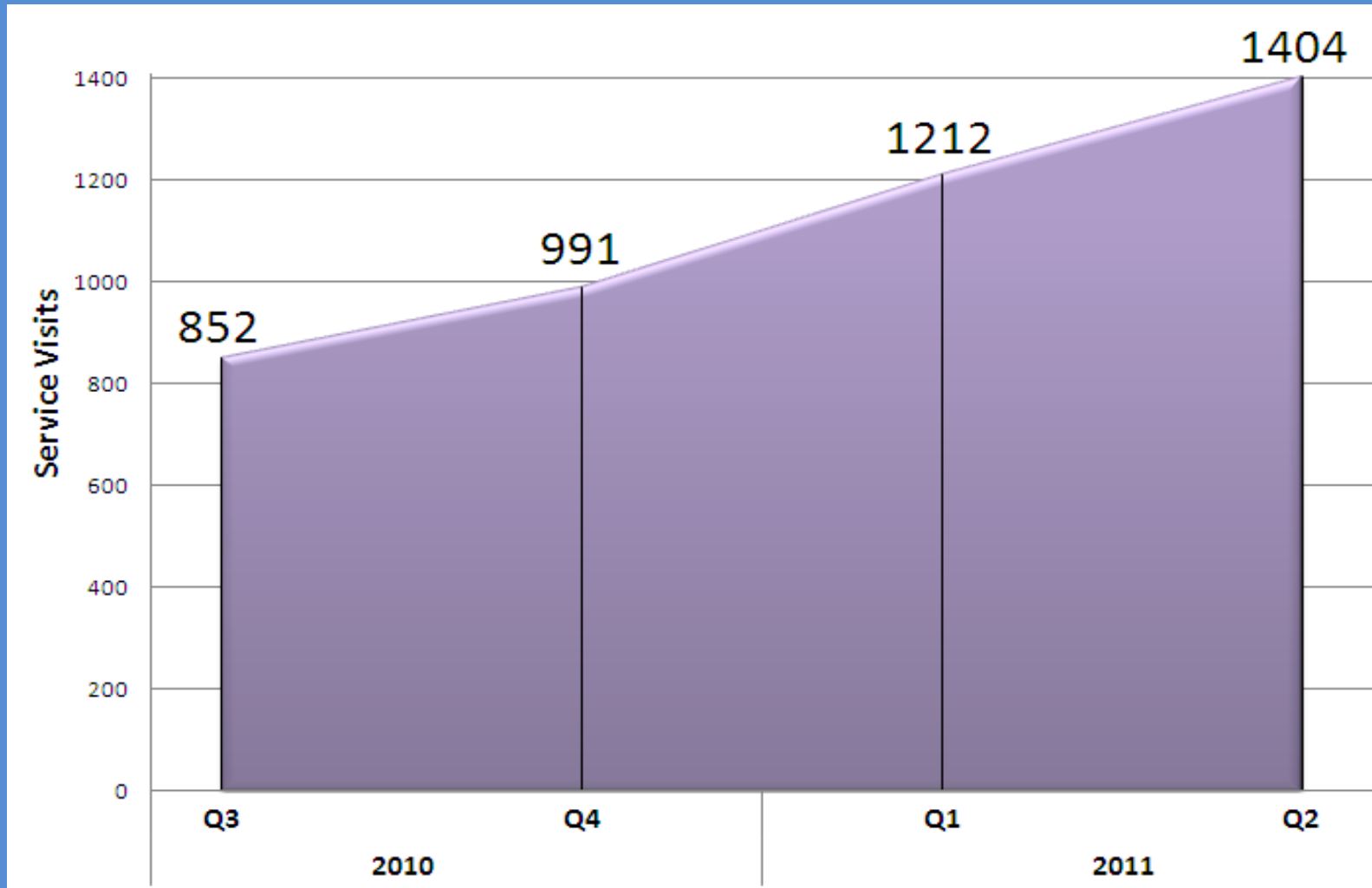
Gateway Center Staff



Gateway Staff
managed almost
7,000 visits in 1 Year!

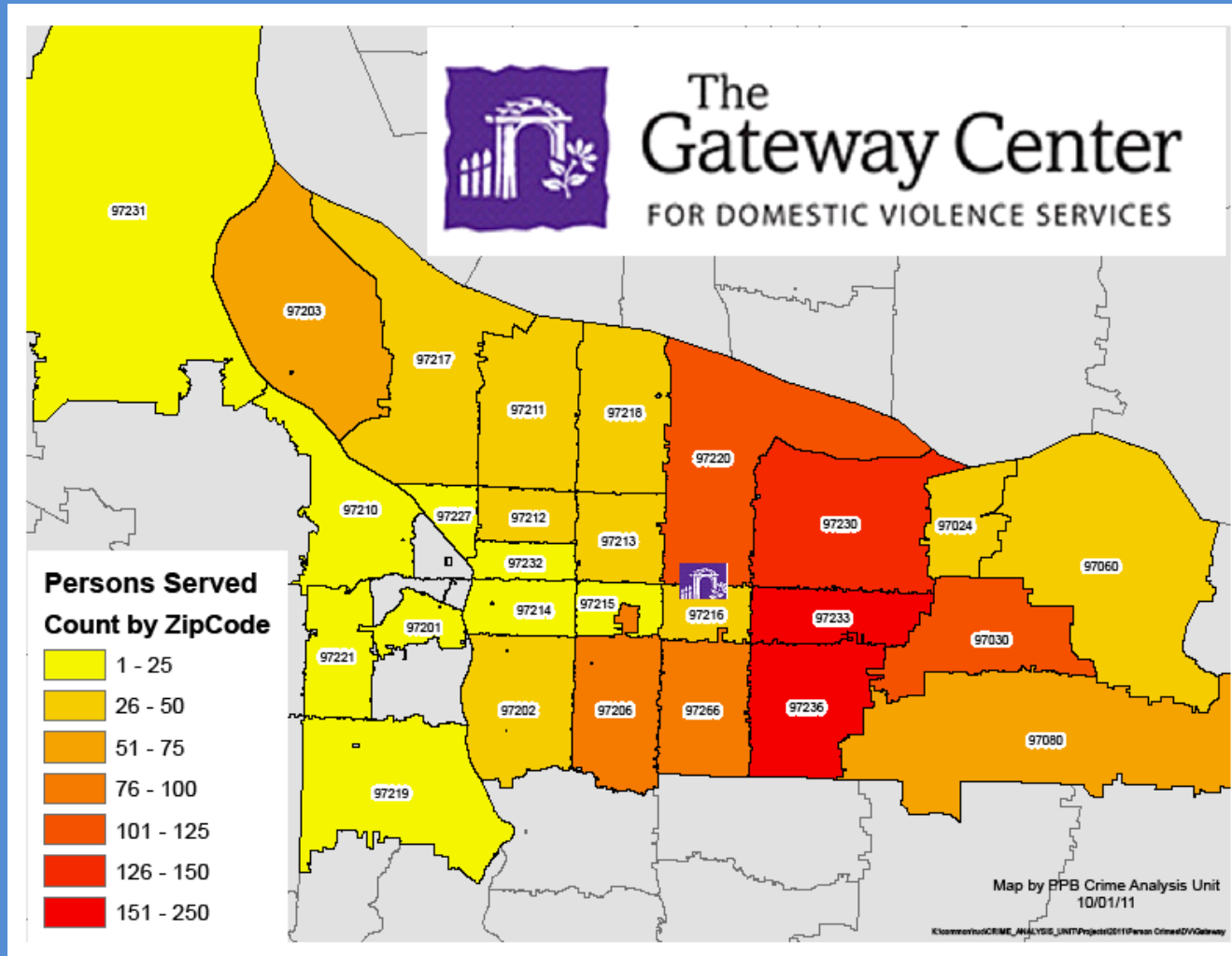


Volume





Geographic Diversity



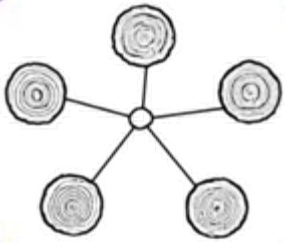


Cultural Diversity

Participants come from a variety of cultures:

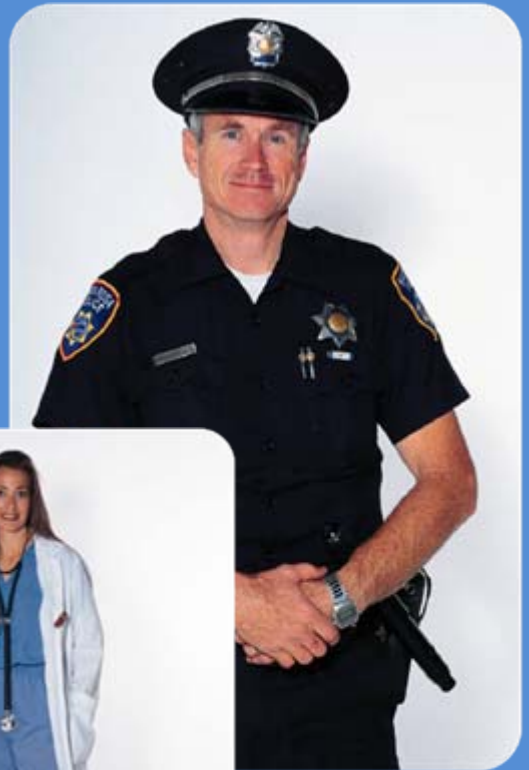
- **49% Caucasian**
- **21% Latina**
- **16% African-American**
- **6% Asian/Pacific Islander**
- **3% Native American**
- **5% Other**





How do participants learn about the Center?

- **50%** from service providers
- **20%** from law enforcement
- **20%** from friends and family
- **10%** Other





How do participants learn about the Center?

PORTLAND POLICE BUREAU
VICTIM/COMPLAINANT INFORMATION FORM

Arrested Person _____ DOB _____
Case Number _____ Citation Number _____
Incident Date _____
Court Appearance Date _____
Criminal Charge(s) _____
Officer's Name/DPSST# _____

District Attorney – Misdemeanor Intake Unit
Justice Center, Room 358
1120 SW 3rd, Portland, OR; 503-988-3860

PPB Detectives – Felony Cases
503-823-0400

Services & Restraining Order Applications
Gateway Center for Domestic Violence Services
10305 E. Burnside St.
Portland OR
503-988-6400

Restraining Order Information
Multnomah County Courthouse
1021 SW 4th, Room 211B
Portland, OR; 503-988-3022

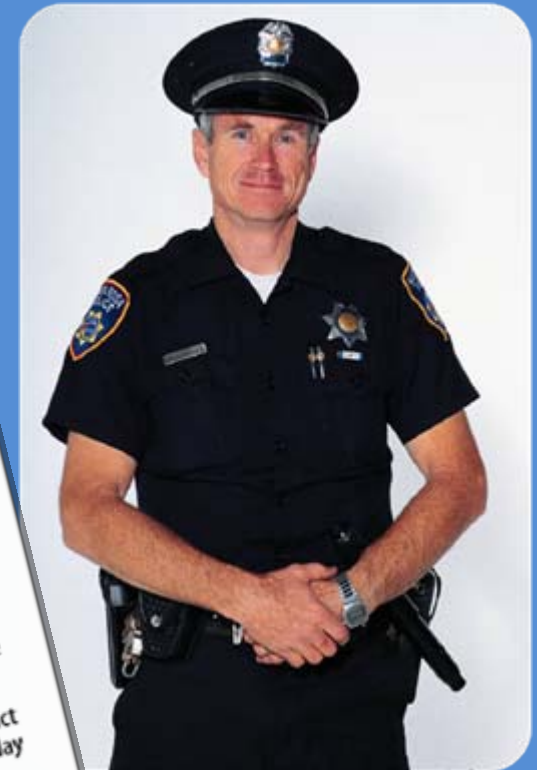
Juvenile Court – Intake
Donald E. Long Home/JDH
1401 NE 68th
Portland, OR; 503-988-3460

District Attorney – Juvenile Unit
503-988-3472

Drop In 9-4

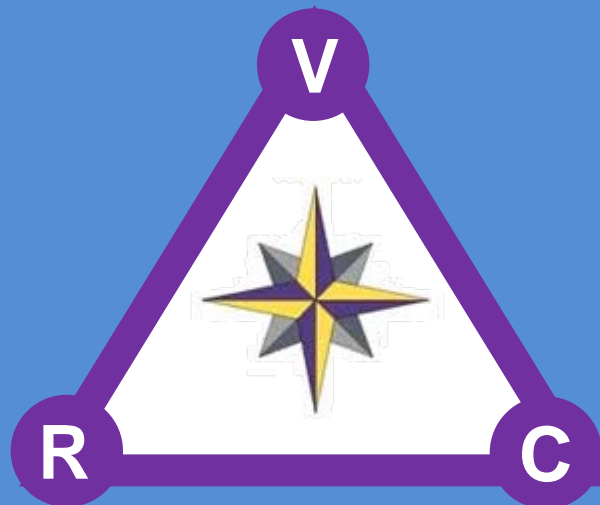
ADULT ARREST – PERSON TAKEN TO JAIL
Felony Crime: A person has been arrested and taken to jail. PPB Detectives and/or the District Attorney's Office will contact you regarding the case. You may contact the District Attorney's Office Felony Intake Unit at 503-988-3270.
Misdemeanor Crime: A person has been arrested and taken to jail. You must contact the District Attorney's Office Misdemeanor Intake Unit at 503-988-3860 prior to 11:00am the next business day or the criminal charges may be dismissed.
Domestic Violence Crime: A person has been arrested for Assault, Menacing, Violating a Restraining Order, etc. and taken to jail. Please contact the District Attorney's Office Domestic Violence Unit at 503-988-3873 prior to 11:00am the next business day or the criminal charges may be dismissed.
County Courthouse, 1021 SW 4th St., Room 804, Portland OR.

Communications Unit - CHD/Oct2019



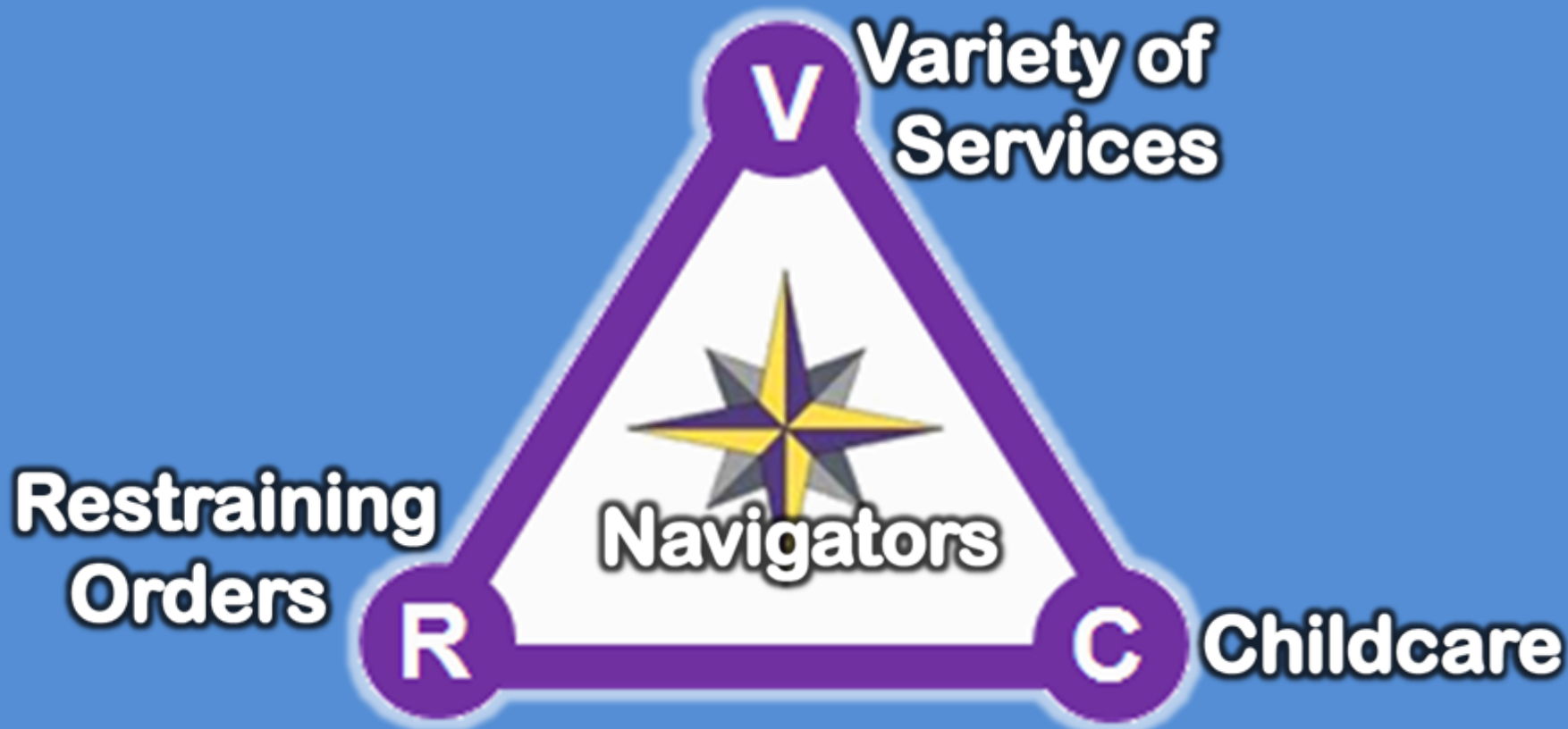
The Gateway Center at One Year

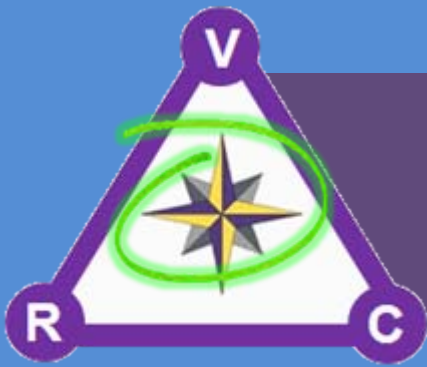
“Is it working?”





Why does it work?





Why does it work?

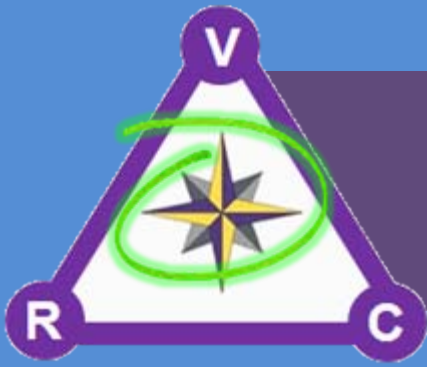
Navigators

**All participants
meet first
with a navigator
(advocate)**



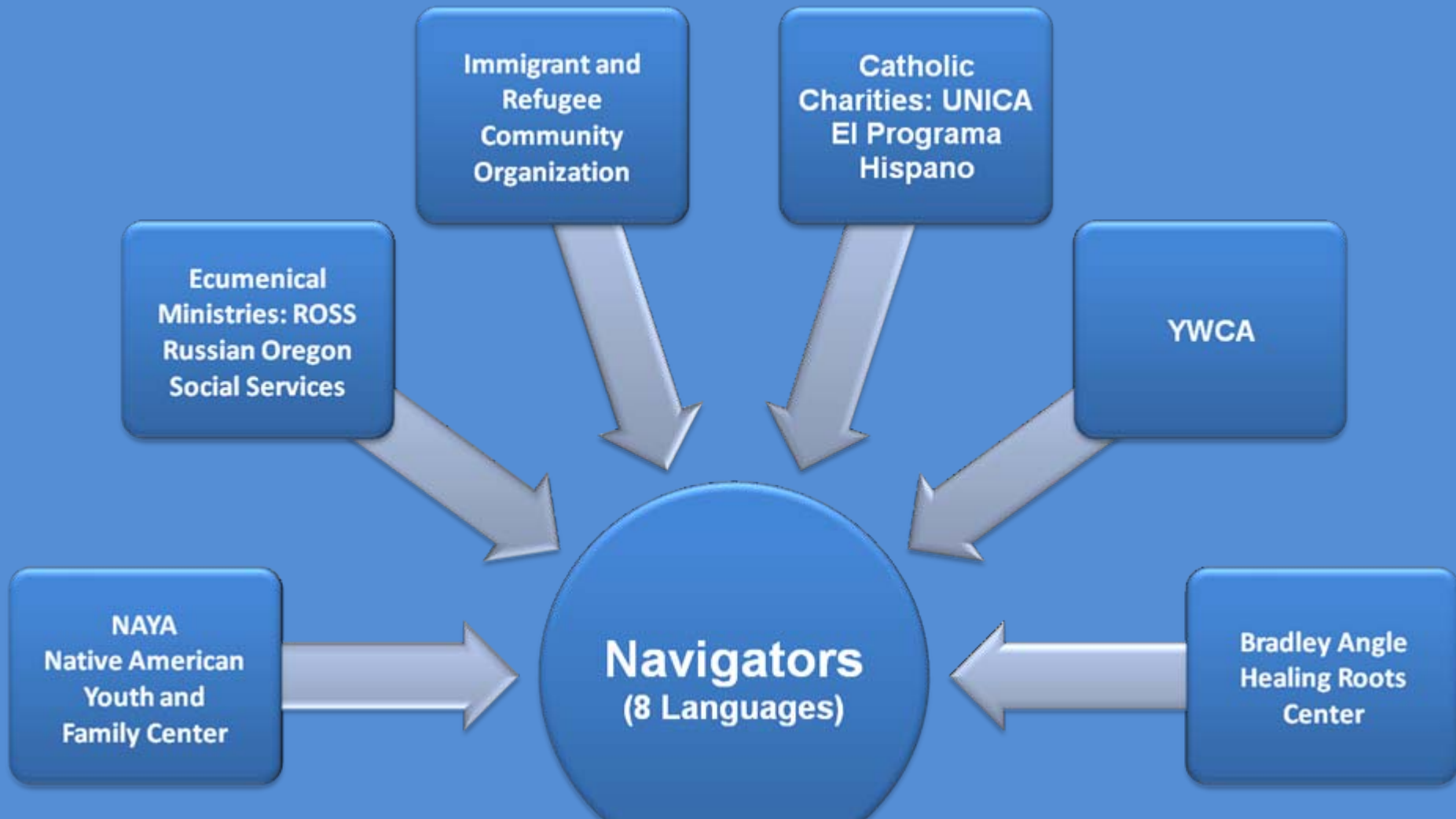
**Help participants
access other
services in the
building &
elsewhere.**

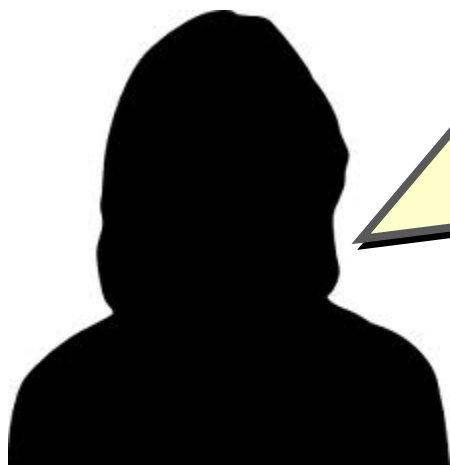
**Provide:
Safety planning
Danger assessment
Needs assessment**



Why does it work?

Navigators





"I was a little apprehensive when I walked in today. However, my navigator put me at ease and really seemed to understand. Thank you." ~ October 21, 2010

"The navigator I met with was really helpful. She explained things clearly that I didn't know and helped me understand all the paperwork. She made me feel comfortable with the whole process." ~ July 27, 2011





Why does it work?

Variety of Services

DHS Self-sufficiency
TANF, OHP, domestic
violence grants

VOA Home Free
Child and teen advocacy
and support groups

**Legal Aid Services of
Oregon**
Civil legal assistance

Life Works NW mental
health and A & D
assessments and short-term
counseling

District Attorney's Office
Help with prosecution and
criminal justice

**DVERT (Domestic
Violence
Enhanced Response
Team)**

SARC Advocacy and
support
for sexually trafficked teens

**DVRU (Domestic Violence
Reduction Unit)**

Multnomah County
Sheriff's Office
Provides an FSO for
security

ARMS
spiritual support services

**Restraining Order
Applications
Video-conferencing**



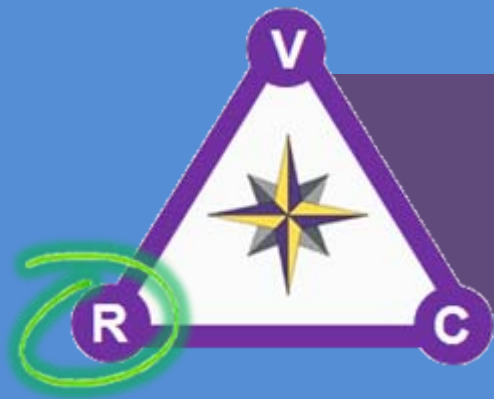
"I am so glad that Gateway provides all services (legal aid, domestic violence grant and restraining order) in one place. It makes it easier and less stressful than having to go to downtown."

~ November 23, 2010

"This facility is amazing! I didn't know what to do or where to turn and this [place] helped with everything."

~ January 13, 2011



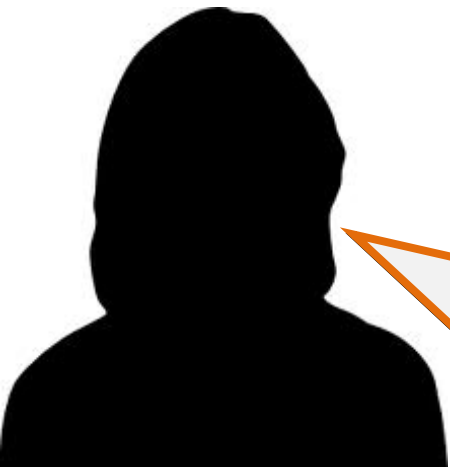


Why does it work?

Restraining Orders

- 557 Restraining Order Applications were filed in the first year (24% of those filed in Multnomah County in same period)
- 90% of Gateway Applications are Ordered by the Judge (compared to 85% of all filed)
- 16% of the Restraining Order Applications are Interpreted (higher than downtown)
- Gateway Center follows up with applicants to notify when orders are served and if hearings are set





"I got information about what a restraining order does and then I received help to file a restraining order. While I was here everybody was very friendly and nonjudgmental and willing to help me. Thank you." ~ September 30, 2010

"Before I went through a lot to obtain a restraining order. It was much easier today. The staff is so warm and friendly. Thank you so much for your support. I am very grateful." ~ March 18, 2011



"My navigator made me feel relaxed and safe even when filling out a restraining order which is stressful. Thank you." ~ April 7, 2011



Why does it work?

Childcare

- The Child Care is extremely warm and easy to access.
- Mothers are very supported by this feature.
- Funding provided by the **Portland Children's Levy** makes this critical service possible.



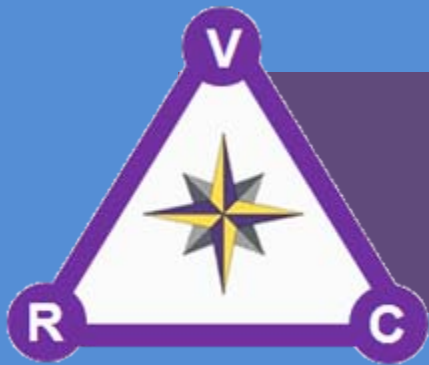


"Thank you. Good visit. It was my children's first time in child care and they loved it." ~ November 17, 2010

"I truly appreciate everyone's understanding and being so caring about my situation. Having the childcare really helped distract my child and made it easier for me to continue with the process."

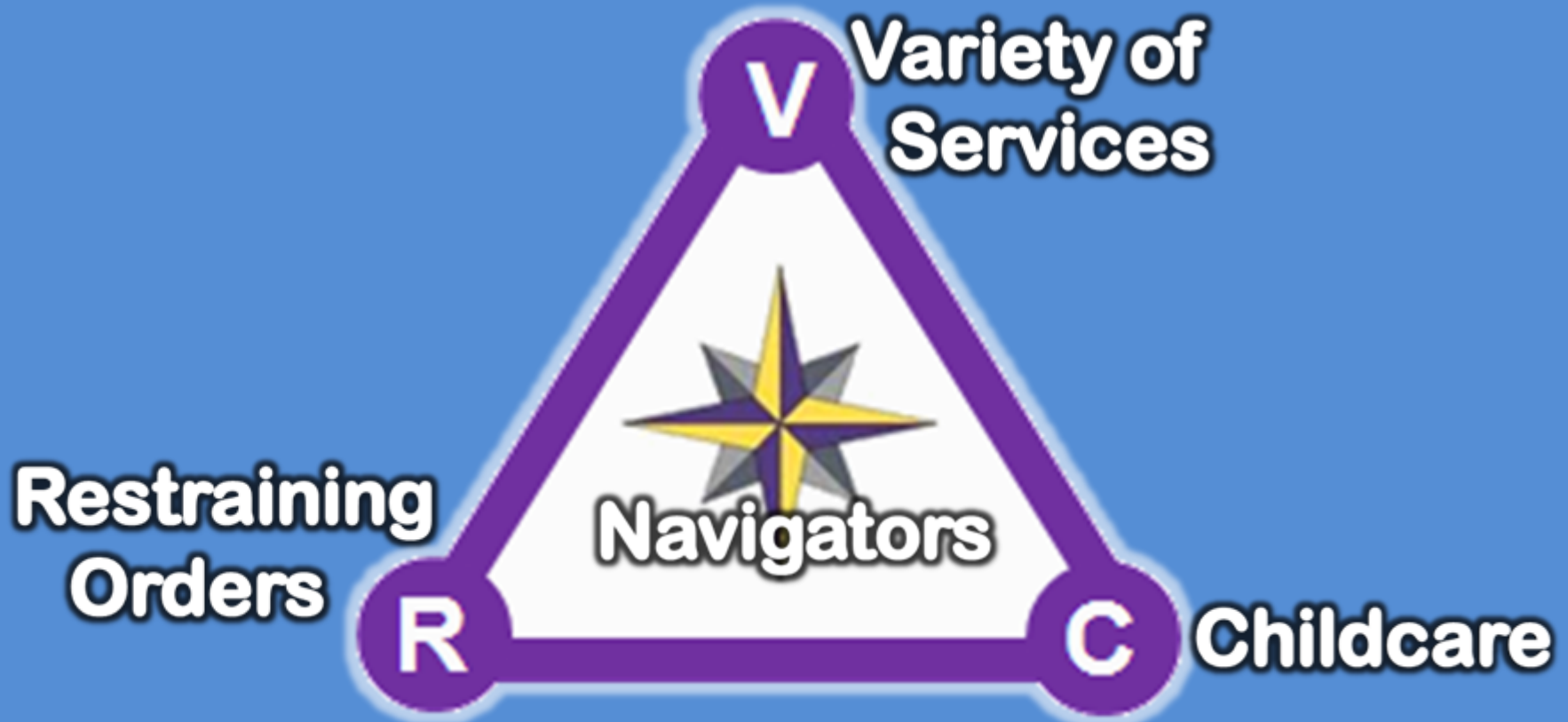
~ May 11, 2011





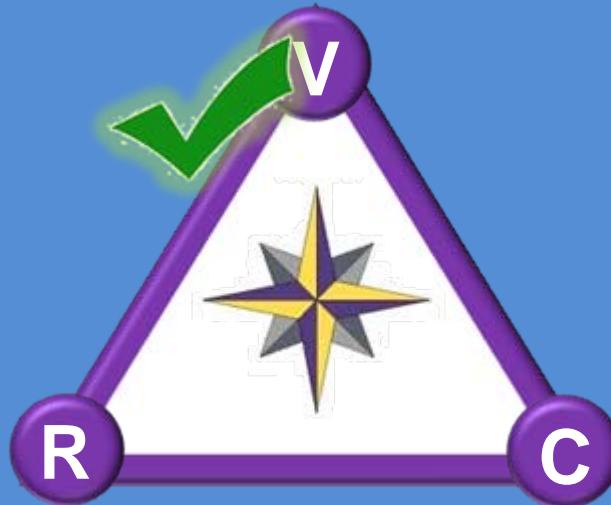
Why does it work?

4 Key Components



The Gateway Center at One Year

“Is it working?”





Evaluation – It's working!

Aggregate Evaluation Data thru August 31, 2011

- **95%** Say “I am better able to make informed decisions about my situation.”
- **99%** Say they were satisfied with their experience at the Gateway Center.
- **98%** Say “I know more about resources that may be available and how to access them.”
- **99%** Say they were treated with respect and felt welcomed at the Gateway Center.



Finding Hope



"This is the first time that I have felt like there's actually people that can help my situation. The staff was good to me and much appreciated."

~ January 20, 2011

"I am extremely happy that I have finally got the help that I have been needing. I really feel much better and able to breath again."

~ January 29, 2011




"You made me feel as if there is some light at the end of my tunnel."

~ May 3, 2011

"With each visit, I feel closer to getting back on track. Gateway is wonderful in all aspects. I'm grateful and feeling empowered. Thanks!"

~ March 14, 2011



The Gateway Center at One Year

It is working!

