The data in this report is representative of the victims served by all victim service grantees. An individual person may have engaged in services from multiple organizations and therefore could be counted multiple times in victim totals.

Victims in this report are either primary or secondary and new or continuing. A primary victim is the direct target of the victimization and/or was the person that is legally considered the victim of the crime. A secondary victim is a person who has been injured or harmed as the result of the primary victim’s victimization. A new victim began services during the reporting period and a continuing victim began services in a previous quarter.

### Primary Victims
- 29,695 primary victims in total
- 21,598 new primary victims
- .23% decrease in new primary victims served from FY19

### Secondary Victims
- 3,143 secondary victims in total
- 1,474 new secondary victims
- 49.2% decrease in new secondary victims served from FY19

### All Victims
- 32,838 new and continuing primary and secondary victims were served in FY20
- Overall a 6.4% decrease in victims served from FY19

---

**Primary and Secondary Victims FY Comparison**

![Primary and Secondary Victims FY Comparison](chart.png)

- Primary Victims: 29,695 in 2020 vs. 30,461 in 2019, a .23% decrease.
- Secondary Victims: 3,143 in 2020 vs. 4,619 in 2019, a 49.2% decrease.

**All Victims**: 32,838 new and continuing victims were served in FY20, a 6.4% decrease from FY19.

Note: An individual person may have engaged in services from multiple organizations and therefore could be counted multiple times in victim totals.

Victims in this report are either primary or secondary and new or continuing. A primary victim is the direct target of the victimization and/or was the person that is legally considered the victim of the crime. A secondary victim is a person who has been injured or harmed as the result of the primary victim’s victimization. A new victim began services during the reporting period and a continuing victim began services in a previous quarter.
**Race/Ethnicity**

**Demographic Information**

### New Primary Victims

- Black/African-American (37.01%)
- Hispanic/Latino (4.72%)
- White, Non-Latino/Caucasian (3.49%)
- Other (0.86%)
- African (0.83%)
- Two or more races and/or ethnicities (0.74%)
- Asian/Native Hawaiian/other Pacific Islander (0.67%)
- American Indian/Alaskan Native (0.21%)
- Unknown (51.47%)

### New Secondary Victims

- Black/African-American (50.19%)
- Hispanic/Latino (21.49%)
- White, Non-Latino/Caucasian (5.47%)
- African (3.54%)
- Two or more races and/or ethnicities (1.49%)
- Other (0.99%)
- Asian/Native Hawaiian/other Pacific Islander (0.56%)
- American Indian/Alaskan Native (0.12%)
- Unknown (16.15%)
Age Range

Demographic Information

New Primary Victims

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Victims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age - 0-10</td>
<td>584</td>
</tr>
<tr>
<td>Age - 13-17</td>
<td>537</td>
</tr>
<tr>
<td>Age - 11-12</td>
<td>108</td>
</tr>
<tr>
<td>Age - 18-24</td>
<td>2,736</td>
</tr>
<tr>
<td>Age - 25-30</td>
<td>4,769</td>
</tr>
<tr>
<td>Age - 31-34</td>
<td>1,003</td>
</tr>
<tr>
<td>Age - 35-59</td>
<td>4,726</td>
</tr>
<tr>
<td>Age - 60-65</td>
<td>659</td>
</tr>
<tr>
<td>Age - 66 and older</td>
<td>255</td>
</tr>
<tr>
<td>Unknown Age</td>
<td>6,351</td>
</tr>
</tbody>
</table>

New Secondary Victims

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Victims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age - 0-10</td>
<td>797</td>
</tr>
<tr>
<td>Age - 13-17</td>
<td>112</td>
</tr>
<tr>
<td>Age - 11-12</td>
<td>160</td>
</tr>
<tr>
<td>Age - 18-24</td>
<td>86</td>
</tr>
<tr>
<td>Age - 25-30</td>
<td>51</td>
</tr>
<tr>
<td>Age - 31-34</td>
<td>54</td>
</tr>
<tr>
<td>Age - 35-59</td>
<td>132</td>
</tr>
<tr>
<td>Age - 60-65</td>
<td>20</td>
</tr>
<tr>
<td>Age - 66 and older</td>
<td>17</td>
</tr>
<tr>
<td>Unknown Age</td>
<td>178</td>
</tr>
</tbody>
</table>
Gender Identity

Demographic Information

New Primary Victims

New Secondary Victims
Residence of Victims

Residence Percentages by Quadrant

- NW: 10%
- NE: 11.7%
- SW: 13.8%
- SE: 23.4%
- Unknown: 37.1%
- No fixed address: 4%
## Services Provided

### Services Provided to Victims in FY19 and FY20

The table below shows the services provided to victims in FY19 and FY20, categorized by type and quarter. The data is presented in thousands.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>FY20</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case management/advocacy</td>
<td>13,578</td>
<td>22,885</td>
</tr>
<tr>
<td>Information and referrals</td>
<td>7,096</td>
<td>18,823</td>
</tr>
<tr>
<td>Civil legal services</td>
<td>5,223</td>
<td>4,331</td>
</tr>
<tr>
<td>Financial or material assistance</td>
<td>3,594</td>
<td>3,707</td>
</tr>
<tr>
<td>Criminal legal services</td>
<td>830</td>
<td>788</td>
</tr>
<tr>
<td>Mental health counseling</td>
<td>4,779</td>
<td>3,850</td>
</tr>
<tr>
<td>Forensic services</td>
<td>1,530</td>
<td>1,994</td>
</tr>
<tr>
<td>Medical services</td>
<td>1,383</td>
<td>1,851</td>
</tr>
<tr>
<td>Housing</td>
<td>3,277</td>
<td>2,788</td>
</tr>
<tr>
<td>Hotline</td>
<td>11,805</td>
<td>16,248</td>
</tr>
<tr>
<td>Crisis intervention</td>
<td>13,416</td>
<td>12,833</td>
</tr>
<tr>
<td>Language access</td>
<td>1,996</td>
<td>1,283</td>
</tr>
<tr>
<td>Safety planning</td>
<td>13,267</td>
<td>15,705</td>
</tr>
<tr>
<td>Other</td>
<td>2,045</td>
<td>1,108</td>
</tr>
</tbody>
</table>

### Services Provided to Victims in FY20 by Quarter

The bar chart below illustrates the distribution of services provided to victims in FY20 by quarter, categorized by type. The data is represented in thousands.
Category of Crime

FY20 Categories of Client Victimization (Total Victimization=29,736)

2019 to 2020 Client Victimization Rates

Top Increases from 2019 to 2020
- Arson: 49% ▲
- Identity Theft: 46% ▲
- Bullying: 43% ▲
- Family Violence or Abuse: 43% ▲
- Assault/Attempted Homicide: 40% ▲

Top Decreases from 2019 to 2020
- Elder Abuse: 49% ▼
- Homicide: 46% ▼
- Human Trafficking: 43% ▼
- Child Sexual Abuse: 43% ▼
- Robbery: 40% ▼

Total client victimization increased by 1.6% ▲
Training & Continuing Education Events

Overview

OVSJG victim service grantees completed a total of 297 professional training events and 498 community training events during FY20.

At the events, there were 7,593 professionals and 11,340 community participants who were trained.

Professional Training

- 59.8% of professional training participants submitted a complete evaluation.
- 85.2% of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.
- 14.8% attendees of attendees who submitted evaluations did not demonstrate a positive change in knowledge, skills, or abilities as a result of the training.

Community Training

- 73.2% of community training participants submitted a complete evaluation.
- 57.9% of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.
- 42.1% attendees of attendees who submitted evaluations did not demonstrate a positive change in knowledge, skills, or abilities as a result of the training.

Training Highlights

"Participants shared increased knowledge about resilience and LGBTQ IPV factors. Participants also shared enjoyment of the art exercise used for the resilience presentation."

"We were pleased to work with predominantly male allies this quarter. We did so by approaching domestic/sexual violence through other lenses such as healthy relationships and gun violence, to make sure we were able to reach a primarily male audience."
Prevention & Community Engagement

Overview

OVSJG victim service grantees completed a total of 14 prevention and community engagement events during FY20.

319 participants engaged in the events.

- 55.4% of participants submitted a complete evaluation.
- 84.7% of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.
- 15.3% attendees of attendees who submitted evaluations did not demonstrate a positive change in knowledge, skills, or abilities as a result of the training.

Pre and Post Test Prevention and Community Engagement Outcomes

Event Highlights

“Our organization has created an interactive platform for prevention to adapt to COVID.”

“Participants from our healing session shared positive feedback, expressing that our events were healing, enjoyable, and timely. Several participants attended multiple events and expressed interest in attending similar events in the future.”
Outreach Events & Activities

Takeaways

Victim service grantees conducted a total of 509 outreach events during FY20.

91% of events were in-person

At the events, there were 57,838 participants

15,197 participants who attended in-person events actively engaged with grantees organizations

Outreach Event Highlights

"Creating safe spaces, to keep our vulnerable population safe."

"Each outreach event left participants with encouragement, inspiration, and hope."

"It is vital for us to be a part of community events, as we see a direct correlation to our presence in the community and an increase in calls received to our hotline."
**Digital Outreach Metrics**

**Takeaways**

"Because of COVID-19, much of our outreach is now through social media, where we have the added benefit of engaging in a live discussion."

"We have seen a massive spike in online engagement and those interested in supporting survivors during this time."

<table>
<thead>
<tr>
<th>Metric</th>
<th>2019</th>
<th>2020</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Twitter Engagements</td>
<td>146,895</td>
<td>375,747</td>
<td>+106%</td>
</tr>
<tr>
<td>Facebook Likes</td>
<td>200,779</td>
<td>34,639</td>
<td>+145%</td>
</tr>
<tr>
<td>Facebook Engagements</td>
<td>199,221</td>
<td></td>
<td>+808%</td>
</tr>
<tr>
<td>New Twitter Followers</td>
<td>34,639</td>
<td></td>
<td>+15%</td>
</tr>
<tr>
<td>Calls for service or information</td>
<td>24,129</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Financial Assistance

Overview

OVSJG victim service grantees fulfilled 2,140 out of 2,213 requests made for financial assistance during FY20 and partially fulfilled 40 requests.

Grantees reported a higher than normal number of requests for emergency financial assistance due to the impact of the pandemic on clients’ health and financial resources.

Number of Emergency Financial Assistance Awards

<table>
<thead>
<tr>
<th>Service</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Deposits</td>
<td>29</td>
<td>1</td>
</tr>
<tr>
<td>Child Care</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Utilities</td>
<td>21</td>
<td>60</td>
</tr>
<tr>
<td>Property Repair</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Clothing and Toiletries</td>
<td>39</td>
<td></td>
</tr>
<tr>
<td>Lock Change</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Food</td>
<td>63</td>
<td>581</td>
</tr>
<tr>
<td>Other Not Listed</td>
<td>38</td>
<td>809</td>
</tr>
</tbody>
</table>

Dollar Amount of Emergency Assistance

<table>
<thead>
<tr>
<th>Service</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Deposits</td>
<td>$92,691.44</td>
<td>$432,426.88</td>
</tr>
<tr>
<td>Child Care</td>
<td>$75.00</td>
<td>$140.00</td>
</tr>
<tr>
<td>Utilities</td>
<td>$7,835.24</td>
<td>$3,309.37</td>
</tr>
<tr>
<td>Property Repair</td>
<td>$2,292.81</td>
<td></td>
</tr>
<tr>
<td>Clothing and Toiletries</td>
<td>$840.00</td>
<td>$2,810.61</td>
</tr>
<tr>
<td>Food</td>
<td>$4,523.79</td>
<td>$5,183.08</td>
</tr>
<tr>
<td>Other Not Listed</td>
<td>$6,368.49</td>
<td>$24,750.80</td>
</tr>
</tbody>
</table>
Case Management & Advocacy

Overview

OVSJG victim service grantees provided case management services to 8,733 new and continuing victims during FY20.

4,159 new victims and 2024 continuing victims were engaged in systems.

New and Continuing Victims System Engagement

Case Management Highlights

“Clients have shared gratitude for assistance with other social services systems, and with access to free mental health counseling and support.”

“Clients are actively participating in the offered support services, including employment services and an education program.”
Case Management & Advocacy

T1 and T2 Outcome Measures

Number of victims that demonstrated an increase in empowerment, resiliency, or coping between T1 and T2

- **2020**: 2,497
- **2019**: 478

Case Management Highlights

- "They take the necessary steps to make sure you have a safety plan. I feel safe!! My Life has changed for the better. This organization has helped me put my life back together."
- "I’m here making it work because of the help of Ms. S. This is the longest program I have ever stayed in."
- "Clients are actively participating in the offered support services, including employment services and an education program."
Provided **15,162** Crisis Intervention Services Via Hotline (text, chat, or phone)

Provided **3,130** In-Person Crisis Intervention Services

Needs Stated by Victims Accessing Crisis Intervention & Hotline Services

- Medical or Forensic Care: 1,328
- Criminal Justice Intervention: 2,585
- Other needs not listed: 3,119
- Housing: 3,681
- Legal Services: 4,832
- Safety (physical or emotional): 9,719
- Emotional Support: 15,452

... OVSJG victim service grantees provided 15,236 primary and secondary victims with crisis intervention services during FY20.
Hotline & Crisis Intervention

Overview

Victims Needs Met Via

"As DC's stay-at-home order lifted, we have seen a 25% increase in the number of requests for service."

"We have seen a significant increase in hotline calls due to COVID-19 and the racial reckoning happening in the country. As such we added expanded the capacity of our hotline to meet the demand of increase of callers."
Mental Health

Takeaways

1,253
New clients received mental health services during FY20

1,435
Clients engaged in a screening or intake process during FY20

21.35 Days
Average length of time for victims to get access to mental health services

1.63 Times
Average number of times a victim engaged with an agency or organization prior to their first counseling encounter
OVSJG victim service grantees provided medical and forensic services to 1,260 victims of general trauma, child abuse, and children witnesses to violence, sexual assault, and domestic or intimate partner violence during FY20. There was a 42% decrease in medical services provided from FY19.
Language Access

Takeaways

OVSJG victim service grantees had 1,695 requests for interpretation services for victims and zero requests for interpretation services for allied professionals during FY20.

- In-person interpretation services for victims that were met with in-person interpretation services: 630
- In-person interpretation services for victims that were met with telephonic interpretation services: 9
- Telephonic interpretation services for victims that were met with telephonic interpretation services: 1,051
- Interpretation services for victims that were unfulfilled: 5
Housing

Overview

OVSJG victim service grantees provided 121,744 nights of safe housing during FY20 with an average of 58.9 nights of safe housing for each victim served.

489 new victims were provided housing services during the fiscal year.

1,282 continuing victims were provided housing services during the fiscal year.

Housing Outcomes at Program Exit

- Safe and permanent housing (63.82%)
- Safe but temporary housing (26.78%)
- Tenuous housing (1.42%)
- Other shelter (2.85%)
- Other (1.71%)
- Unknown (3.13%)
- Deceased (0.28%)

Housing Highlights

"A client who was initially apprehensive about our residential program expressed after a couple of weeks engaging with the other residents and staff that she was comfortable being in the home and was eager to stay."

"We were able to provide emergency placement to one of our new clients. Their current situation would have left them homeless unless we acted fast and efficiently to make sure they had a roof over their head."
OVSJG victim service grantees provided legal representation to 1,188 new victims during FY20.

### Legal Representation by System

<table>
<thead>
<tr>
<th>System</th>
<th>Represented</th>
<th>Requested but did not receive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Criminal Justice</td>
<td>227</td>
<td>231</td>
</tr>
<tr>
<td>Civil Protective</td>
<td>542</td>
<td>542</td>
</tr>
<tr>
<td>Immigration</td>
<td>153</td>
<td>167</td>
</tr>
<tr>
<td>Educational</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Administrative</td>
<td>266</td>
<td>266</td>
</tr>
<tr>
<td>Family Law</td>
<td>102</td>
<td>102</td>
</tr>
</tbody>
</table>

### Resolved Legal Matters

- Fully resolved in a manner that was consistent with the wishes of the victim (61.6%)
- Partially resolved in a manner that was consistent with the wishes of the victim (11.54%)
- Withdrawn prior to legal resolution at the request of the victim (13.7%)
- Resolved due to legal necessity (12.19%)
- Resolved incompatible with the stated wishes of the victim (0.97%)

### Legal Services Highlights

"Through an experience that was exhausting and traumatizing, my attorney was a bright light of hope to me and helped me regain a sense of power and agency."

"Due to consent civil protection order and negotiations, clients obtaining CPOs has been successful in our cases this period."

"Clients said they were thankful that they didn't have to do this process alone; felt understood and supported; learned about their rights and options."