PMI Grantee Overview

The Performance Management Initiative (PMI) is OVSJG's Victim Services program’s standard set of data and outcome measures, designed by community partners, to evaluate the performance and outcomes of victim service providers serving the District.

In FY2021, 52 OVSJG grantees reported PMI data.

Amara Legal Center, Inc.
Asian Pacific American Legal Resource Center
Asian/Pacific Islander Domestic Violence Resource Project
Ayuda
Break the Cycle
Calvary Women's Services
CARECEN
Casa Ruby
Children's National Medical Center
Community Family Life Services
D.C. Office of the Attorney General
DC Forensic Nurse Examiners
DC Rape Crisis Center
DC SAFE
DC Volunteer Lawyers Project
Deaf Abused Women's Network (DAWN)
Department of Forensic Sciences
District Alliance for Safe Housing
PMI Grantee Overview

Empowerment Justice Center
Ethiopian Community Center, Inc.
Exodus Treatment Center, Inc.
Fair Girls
Far Southeast Family Strengthening Collaborative
Give an Hour
Government of the District of Columbia/D.C. Courts
House of Ruth
Howard University Hospital
Jewish Coalition Against Domestic Abuse (JCADA)
La Clinica del Pueblo
Legal Aid Society of the District of Columbia
Mary's Center
MedStar Health Research Institute, Inc.
My Sister's Place
National Center for Victims of Crime
Network for Victim Recovery of DC
Office of the Chief Medical Examiner
Paving the Way
Safe Shores - The DC Children's Advocacy Center
Tahirih Justice Center
The DC Center
The Person Center
The Safe Sisters Circle
The Women's Center
Thrive DC
Training Grounds
Tzedek DC, Inc.
University Legal Services
University of Maryland Prince George's Hospital Center
Wendt Center for Loss and Healing
Report Overview

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

Victims/survivors in this report are either primary or secondary and new or continuing.

A primary victim/survivor is the direct target of the victimization and/or was the person that is legally considered the victim/survivor of the crime. A secondary victim/survivor is a person who has been injured or harmed as the result of the primary victim/survivors victimization. A new victim/survivor began services during the reporting period and a continuing victim/survivor began services in a previous quarter during the reporting FY.
FY21 PMI Data Totals

- Total victims/survivors served: 41,258
  - 76% of victims/survivors served were new in FY 21
  - 26% overall increase in victims/survivors served from FY 20

- Primary victims/survivors served: 37,812
  - 29,447 new primary victims/survivors
  - 36.3% increase in new primary victim/survivors served from FY 20

- Secondary victims/survivors served: 3,446
  - 1,857 new secondary victims/survivors
  - 26% increase in new secondary victims/survivors served from FY 20

*PMI totals represent all non-unique victims/survivors served
Race/Ethnicity demographic data is based on the self-identification of victims/survivors.

**Primary Victims/Survivors**

- Black/African-American: 8,934
- Hispanic/Latino(a): 1,211
- White, Non-Latino/Caucasian: 875
- Asian/Native Hawaiian/other Pacific Islander: 174
- Two or more races and/or ethnicities: 173
- African: 150
- Other: 131
- American Indian/Alaskan Native: 34

**Secondary Victims/Survivors**

- Black/African-American: 969
- Hispanic/Latino(a): 415
- White, Non-Latino/Caucasian: 110
- Asian/Native Hawaiian/other Pacific Islander: 13
- Two or more races and/or ethnicities: 28
- African: 33
- Other: 14
- American Indian/Alaskan Native: 2

17,633 of primary victims/survivors and 294 of secondary victims/survivors race/ethnicities were unknown.
Gender identity demographic data is based on the self-identification of victims/survivors.

7,291 of primary victims/survivors and 349 of secondary victims/survivors gender identities were unknown.
FY2021 DEMOGRAPHICS

Victim/Survivor Age Range

9,159 of primary victims/survivors and 257 of secondary victims/survivor ages were unknown.
The location of residence for each unique new crime victims/survivor served this FY. This includes new primary and new secondary victims/survivors.

- NW: 2,794
- NE: 3,927
- SE: 6,684
- SW: 1,371

29% of victims/survivors served did not provide an address

3% of victims/survivors served had no fixed address
FY2021 Categories of Client Victimization (Total Victimizations= 39,195)
FY20 - FY21 Crime Category Percentage Change
Total client victimization increased by 32%

<table>
<thead>
<tr>
<th>Category of Crime</th>
<th>FY 2020</th>
<th>FY 2021</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult survivors of childhood abuse</td>
<td>1,202</td>
<td>1,644</td>
<td>-33%</td>
</tr>
<tr>
<td>Arson</td>
<td>13</td>
<td>16</td>
<td>-30%</td>
</tr>
<tr>
<td>Assault/Attempted homicide</td>
<td>2,380</td>
<td>2,653</td>
<td>-19%</td>
</tr>
<tr>
<td>Bullying</td>
<td>680</td>
<td>1,331</td>
<td>-12%</td>
</tr>
<tr>
<td>Child physical abuse</td>
<td>898</td>
<td>727</td>
<td>-3%</td>
</tr>
<tr>
<td>Child sexual abuse</td>
<td>706</td>
<td>1,045</td>
<td>11%</td>
</tr>
<tr>
<td>Child exposed to violence</td>
<td>2,006</td>
<td>1,405</td>
<td>17%</td>
</tr>
<tr>
<td>DUI/DWI</td>
<td>10</td>
<td>18</td>
<td>17%</td>
</tr>
<tr>
<td>Elder Abuse</td>
<td>91</td>
<td>61</td>
<td>23%</td>
</tr>
<tr>
<td>Family violence or abuse</td>
<td>3,191</td>
<td>4,479</td>
<td>29%</td>
</tr>
<tr>
<td>Hate/bias crime</td>
<td>488</td>
<td>428</td>
<td>37%</td>
</tr>
<tr>
<td>Homicide</td>
<td>129</td>
<td>188</td>
<td>38%</td>
</tr>
<tr>
<td>Human trafficking</td>
<td>170</td>
<td>279</td>
<td>40%</td>
</tr>
<tr>
<td>Identity theft/fraud</td>
<td>429</td>
<td>662</td>
<td>46%</td>
</tr>
<tr>
<td>Intimate partner violence</td>
<td>10,548</td>
<td>13,606</td>
<td>48%</td>
</tr>
<tr>
<td>Kidnapping</td>
<td>29</td>
<td>28</td>
<td>54%</td>
</tr>
<tr>
<td>Robbery</td>
<td>191</td>
<td>223</td>
<td>64%</td>
</tr>
<tr>
<td>Sexual assault (adult or minor)</td>
<td>2,655</td>
<td>3,109</td>
<td>80%</td>
</tr>
<tr>
<td>Stalking</td>
<td>1,003</td>
<td>1,380</td>
<td>96%</td>
</tr>
<tr>
<td>Terrorism</td>
<td>7</td>
<td>21</td>
<td>102%</td>
</tr>
<tr>
<td>Other</td>
<td>2,910</td>
<td>5,892</td>
<td>200%</td>
</tr>
</tbody>
</table>
Awareness and Outreach Events

FY 2021

472 Awareness and outreach events were conducted by grantees in FY21

17,766 Participants attended awareness and outreach events

12,946 Calls for service as a result of awareness and outreach events

Awareness and Outreach Highlights

"The community is appreciative of all information they receive from events. We always get positive feedback via phone calls."

Community awareness and outreach events continued to be impacted by the pandemic. Grantees pivoted to online events and used social media for outreach.
OVSJG victim services grantees provided case management and advocacy services to 7,672 new and continuing victims/survivors during FY21.

**3,574 new victims and 2,008 continuing victims were engaged in systems in FY21.**

"Assistance has been paramount during these hard times during the COVID-19 pandemic. Clients are grateful for receiving support from case managers."

"Encouragement, validation, knowledge, and sharing of resources have been instrumental to my recovery from abuse. I'm still healing but I know we'll continue to meet - and this keeps me going in my lowest moments."
Crisis Intervention and Hotline
FY2021

OVSJG victim services grantees provided 20,763 primary and secondary victims with hotline/crisis intervention services in FY21.

There was a **36% increase** in the number of victims/survivors provided with hotline/crisis intervention services from FY20 to FY21.

Victim service grantees provided 23,075 crisis intervention services via hotline (text, chat, or phone).

Victim service grantees provided 2,109 in-person crisis intervention services.

"Clients have been appreciative of the continued support by phone or computer in instances where advocates have been unable to provide in-person accompaniment."

"Many former clients have accessed our 24/7 hotline to receive emotional support. One client was experiencing emotional distress and spent [time] on the phone with one of our staff. The client reported feeling supported by this interaction."

HOTLINE AND CRISIS INTERVENTION HIGHLIGHTS
OVSJG victim services grantees partially (4%) or fully (93%) fulfilled 410 out of 419 requests for financial assistance during FY21.

There was an 81% decrease in the number of requests for financial assistance from FY20 to FY21.
There was a 10% increase in the total amount of financial assistance provided from FY20 to FY21.

### Dollar Amount of Emergency Assistance

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Deposits</td>
<td>$73,557</td>
<td>$432,427</td>
</tr>
<tr>
<td>Other Not Listed</td>
<td>$0</td>
<td>$389,367</td>
</tr>
<tr>
<td>Utilities</td>
<td>$0</td>
<td>$7,835</td>
</tr>
<tr>
<td>Food</td>
<td>$0</td>
<td>$4,524</td>
</tr>
<tr>
<td>Clothing and Toiletries</td>
<td>$0</td>
<td>$10</td>
</tr>
<tr>
<td>Child Care</td>
<td>$0</td>
<td>$75</td>
</tr>
</tbody>
</table>

"Client [used financial assistance] to pay rent for herself, allowing her to use savings to pay medical bills. The client said aid brought her a lot of relief. Providing financial assistance helps clients gain stability and get out of critical situations."

"Recipients were very grateful for the gift cards. This support met an essential need by allowing them to purchase food and other essential items."
Housing
FY2021

132,255
Nights of safe housing during FY21 with an average of 48.3 nights of safe housing for each victim/survivor served.

794
New victims/survivors were provided housing services during the fiscal year.

1,108
Continuing victim/survivors were provided housing services during the fiscal year.

Housing Outcomes for Clients

- Safe but temporary housing: 94 (FY2020), 910 (FY2021)
- Safe and permanent housing: 224 (FY2020), 254 (FY2021)
- Other shelter: 10 (FY2020), 122 (FY2021)
- Other: 5 (FY2020), 111 (FY2021)
- Unknown: 11 (FY2020), 47 (FY2021)
- Tenuous housing: 5 (FY2020), 10 (FY2021)
- Deceased: 1 (FY2020), 3 (FY2021)

"Clients have been more engaged with services. Clients that successfully transitioned out of the program completed their goals and increased their income. They have also sustained permanent housing."

"Clients who have transitioned out of the program during this reporting period have been able to sustain housing without an ongoing subsidy, due to housing services provided. Clients showed much gratitude for services."
The Victim Services Interpreter Bank had 1,544 requests for interpretation services and 100% of requests were met in FY2021.
**Legal Services**

**FY2021**

OVSJG victim services grantees provided legal representation to 1,268 new clients during FY21.

**Legal Representation by System**

- Number of new victims that requested representation
- Number of new victims that received representation

**Legal Services Outcome**

- Fully resolved in a manner that was consistent with the wishes of the victim: 720
- Withdrawn prior to legal resolution at the request of the victim: 351
- Partially resolved in a manner that was consistent with the wishes of the victim: 109
- Resolved due to legal necessity: 87
- Resolved incompatible with the stated wishes of the victim: 81

**Legal Service Highlights**

"After reaching a settlement agreement with opposing counsel the client said, 'Thank you so much for being patient with me and helping me make a good decision. I am so relieved and really felt like you listened.'"

"The continued opening of the court and increasingly robust virtual options allowed cases to move through the court at an increased rate. This is a positive change, for clients who have already endured long delays due to COVID-19 and backlogs."
OVSJG victim service grantees provided medical and forensic services to 544 victims of sexual assault and domestic or intimate partner violence during FY21.
In FY21, OVSJG victim services grantees completed a total of 317 professional training events with a total of 4,299 participants.

**Professional Training Overview**

- 1,864 of professional training participants submitted a complete evaluation.
- 54% of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.

In FY21, OVSJG victim services grantees completed a total of 629 community education events with a total of 7,806 participants.

**Community Education Overview**

- 3,215 of community education participants submitted a complete evaluation.
- 27% of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.

"All of our events were virtual this quarter which allowed us to reach many more individuals than we might normally reach."

"Participants shared that it was helpful to go over the principles of survivor-centered trauma-informed care."
**Trauma-informed Mental Health**

FY2021

- **1,422** New clients received mental health services during FY21
- **1,230** Clients engaged in a screening or intake process during FY21
- **55.4 DAYS** Average length of time for clients to get access to mental health services
- **3.14 TIMES** Average number of times a client engaged with an agency or organization prior to their first counseling encounter
T1 and T2 refer to time one and time two in which a clients' mental health is assessed using a validated instrument and/or an acuity scale of the provider's choice. The goal of these assessments is to capture the impact of mental health services and their ability to treat symptoms of trauma, reduce symptoms of trauma, and improve the clients' general functioning after victimization.

1,073 clients were assessed at T2 during FY21

70% of clients demonstrated a reduction of trauma symptoms at T2 during FY21

"Therapy, medical attention, and the peer group as stated by the client, 'helped to save my life.' "

"90% of clients are participating in therapy and groups."
ACKNOWLEDGEMENTS

OVSJG would like to give a special thanks to all victim services grantees for their continued hard work to provide quality services and support to victim/survivors of the District. We appreciate your ongoing collaboration and efforts to report data that support OVSJG’s Performance Management Initiative.

We would also like to give a special acknowledgment to our staff for their exemplary work and continued support of our grantees.

Connect with us:
Marion S. Barry, Jr. Building
441 4th Street, NW, Suite 727N
Washington, DC 20001
Phone: (202) 727-0605

Thank you!