



VICTIM SERVICE CENTER
OF CENTRAL FLORIDA

ANNUAL REPORT

FISCAL YEAR 2013-2014



HEALING BEGINS HERE

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MISSION

To provide individualized services and resources to victims of sexual assault, violent crime and traumatic circumstances, through crisis response, advocacy, therapy and community awareness.

VISION

To transform victims' lives and prevent violence in our community.

Dear Friends,

The Victim Service Center of Central Florida is pleased to share many of our accomplishments over the course of the year. Our team has worked tirelessly to make a difference in the Central Florida community. Each day, we are prepared to do what we do best... serve victims of crime and change lives.

Last year, we promised our community to continue strengthening our structure, collaborating with community partners, and implementing the best practices of peers in our field. As such, we made a conscious effort to visit several Rape Crisis Centers across the State of Florida to share and discuss emerging best practices and strategies to enhance our programs and services. We doubled the size of our long-term therapy department and received a grant to help expand the use of volunteers. Through collaborations with UCF and other local colleges, we established an internship program for Master's level students to guarantee a skilled workforce would be available to assist the victims of tomorrow. We developed a variety of strategic partnership agreements to ensure our clients have comprehensive resources at hand. We engaged in a full operational and financial review of internal practices and policies in a commitment to improve our performance and overall management effectiveness. It is our goal that all clients are given every opportunity to heal and move forward with their lives.

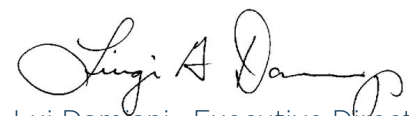
In the spring of 2014, our Board of Directors convened to develop and implement a strategic plan to guide the future of the agency. During this process, they identified the following five key goals:

- Increase community awareness & bolster agency image
- Maximize implementation of "best practice" approaches
- Improve fiscal responsibility & resource management
- Enhance & expand services provided
- Develop fundraising through a comprehensive initiative

Based on the direction of the Board, and after careful review and consideration, we updated the agency's Mission Statement and Vision. The changes to our mission and vision were implemented to provide a comprehensive view of our services and programs and our goals for the future.

Our team of professionals is dedicated to conducting our affairs in an open, transparent, honest, and forthright manner. We will continue do the right things for our donors, grantors, clients, team members, and the communities that we serve. We are here to serve victims and make our community a safer, happier place to work and live.

Sincerely,



Lui Damiani, Executive Director

BOARD OF DIRECTORS

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EXECUTIVE DIRECTOR

Lui Damiani

SEXUAL ASSAULT RESPONSE TEAMS (SART)

The Orange and Osceola Counties Sexual Assault Response Teams are coalitions made up of law enforcement agencies, health providers/hospitals, State Attorney's Offices, and college providers including the Victim Service Center, who convene to implement and share best practices regarding the provision of services to victims of sexual assault. The goal of the SART is to provide efficient, streamlined, and coordinated services to enhance the safety and wellbeing of victims and the community. These teams seek to minimize re-traumatization for victims of sexual assault.

SART PARTNERS

Apopka Police Department

Children's Advocacy Center

The Howard Phillips Center for Children & Families

Eatonville Police Department

Edgewood Police Department

FBI

Florida Department of Law Enforcement

Florida Hospital

Help Now of Osceola County, Inc.

Kissimmee Police Department

Lakeside Behavioral Healthcare

Maitland Police Department

Oakland Police Department

Ocoee Police Department

Office of the State Attorney, 9th Judicial Circuit

Orange County Government Health Services

Orange County Sheriff's Office (OCSO)

Orlando Police Department (OPD)

Osceola Corrections

Osceola County Sheriff's Office

Osceola Department of Health

Park Place Health Care Center

Saint Cloud Police Department

University of Central Florida

Valencia College

Veterans Administration

Windermere Police Department

Winter Garden Police Department

Winter Park Police Department

SEXUAL ASSAULT SERVICES



Victim Service Center supports victims of sexual assault in our community. As the Certified Rape Crisis Center for both Orange and Osceola Counties, we ensure that all victims are given all available options. Each case is different and requires individualized support through advocacy, therapy, and crisis intervention.

8,260 MINUTES
spent on our 24/7 Confidential
Sexual Assault Hotline

3,323 CRIMINAL JUSTICE SERVICES
provided to clients

\$25,500 IN SEXUAL VIOLENCE
relocation secured for victims

\$365,000 CIVIL JUSTICE
settlements rewarded

236 FORENSIC EXAMS
in Orange & Osceola Counties

1,250 CALLS
answered by
Masters Level Advocates

1,208
Individual Therapy
Sessions

196
Group
Sessions

COST & CONSEQUENCES

EACH RAPE COSTS
\$151,423

In 2008, researchers estimated that each rape costs approximately \$151,423¹

ANNUAL COST OF RAPE
\$127 BILLION

Rape is the most costly of all crimes to its victims, with total estimated costs at \$127 billion a year (excluding the cost of child sexual abuse)

Sexual violence has very harmful and long lasting consequences for victims, families, and communities.

Sexual assault is associated with an increased lifetime rate of **attempted suicide**

98% of rapists will never spend a day in jail or prison

SEXUAL VIOLENCE RESULTS IN

DECREASED JOB PERFORMANCE AND ABILITY TO WORK

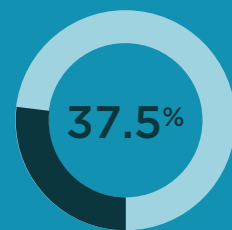


50% of sexual violence victims had to quit or were forced to leave their jobs after their assaults²

DECREASED EARNINGS



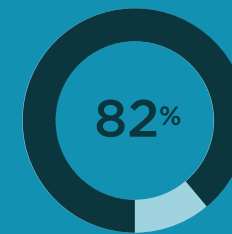
Lifetime income loss estimated at **\$241,600**³



Studies indicate that violence and abuse constituted up to **37.5% of total health care costs, or up to \$750 billion**⁴

INCREASED PHYSICAL AND PSYCHOLOGICAL EFFECTS

- | | |
|---------------------------|---------------|
| Psychological Distress | Anxiety |
| Physical Health Struggles | Fear |
| Depression | Hopelessness |
| Self-Blame | Headaches |
| Guilt | Panic Attacks |
| Shame | Insomnia |
| PTSD | |



Research shows that **82% of incarcerated women** report experiencing childhood sexual abuse or severe parental violence before reaching adulthood



Research has documented a **high incidence** of post-traumatic stress disorder (PTSD) and substance abuse among survivors of sexual assault

COSTS TO THE COMMUNITY



¹ DeLisi, 2010 ² Ellis, Atkeson, & Calhoun, 1981 ³ MacMillan, 2000 ⁴ Dolezal, McCollum, & Callahan, 2009

ADVOCACY

Victim Service Center Sexual Assault Hotline is operated by Masters Level Advocates who have received training as Sexual Assault Counselors and are well versed in providing trauma-informed care. All Advocates are trained by the Florida Council Against Sexual Violence on appropriate techniques to assist sexual assault victims. VSC is proud to have highly skilled employees providing services. In the past year, three Advocates became Licensed Clinical Social Workers and two others are in the professional licensure process. While it is not required to have Masters Level Licensed Advocates, VSC believes trained, educated, and specialized staff is best practice and directly benefits the victims we serve. Additionally, two of the six Advocates on staff are bilingual, helping meet the needs of our community's Spanish-speaking population. Recently, VSC received a 99% rating by our certification agency for hotline services.

To avoid the victim having to repeat their story, which can cause further traumatization, VSC uses a continuum of care model. In this process, when a victim calls the sexual assault hotline, the Advocate answering the call provides all options to the victim. The same Advocate that answers the call will accompany the victim to the forensic site, keep the case, and provide all services to that victim while they are a client of VSC.

VICTIM COMPENSATION & CRIMINAL JUSTICE SERVICES

VSC offers victim compensation assistance and criminal justice services through our hotline, office calls, law enforcement calls, face-to-face, and on-going clients.

4,505 VICTIM COMPENSATION BENEFITS WE ASSIST WITH INCLUDE	Medical and hospital bills	Funeral and burial expenses
	Dental	Mental health services
	Vision	Replacement of assisted living equipment
	Wage loss	
	Out-of-pocket expenses	

During the year, VSC offered 3,323 clients criminal justice services including education, accompaniment during forensic collection, accompaniment during court hearings, on-going criminal justice case monitoring, emotional support, and crisis intervention. Assisting victims through the criminal justice process is one of the more significant services that an Advocate may offer. The opportunity for a victim to move forward in criminal justice proceedings can provide a victim with a sense of justice. Regardless of the results of the court process, there is a sense of closure some victims seek as they move forward in the healing process.

THERAPY

Over the past year, VSC has grown and expanded the therapy department, allowing us to provide therapy support in both Orange and Osceola Counties. Currently, VSC employs two full-time therapists and just expanded the program to include an internship department. The VSC team has extensive experience working with individuals who have suffered trauma. **Our team provided 1,208 individual sessions and 196 group sessions serving 108 victims.** All of our services are free and are offered at no cost to the client.

OUR THERAPY GROUP OFFERINGS INCLUDE

BALANCE | This group's mission was to provide education, exploration, emotional release, and balance in effort to familiarize and balance the 7 energy centers in the body. Physical ailments, past traumas, relational issues, and imbalances were explored, processed, and released in a group format.

EVOLVE | This therapeutic group's mission was to provide education, validation, and support clients who had experienced childhood sexual abuse and/or incest. Past sexual abuse was explored including its impact on development, relationships, interpersonal functioning, and current behavior. The group worked to decrease isolation while increasing self-esteem, feelings of empowerment, and the ability to trust themselves and others.

THRIVE | This therapeutic group's mission was to provide education, validation, and support to victims of an assault. This group aimed to decrease secrecy, shame, and the stigmatization associated with the assault.

THERAPY EMPOWERMENT WORKSHOPS

These small therapeutic groups were conducted in day-long series focused specifically on targeting client groups. The Empowerment series held this past year included:

- Faith and Trauma
- Healthy Love
- Self Esteem and Body Image
- Healing the Inner Child



FORENSICS

When an assault occurs, certified Sexual Assault Nurse Examiners (SANE) will conduct a forensic exam. The Victim Service Center serves all victims 12 years of age or older. This past year, **VSC SANEs spent 708 hours at our confidential forensic sites in Orange and Osceola Counties and conducted a total of 236 forensic exams.**

The SANE - "A" credential is a heightened certification for administering exams on Adolescents and Adults. These nurses testify as witnesses in court during the criminal prosecution and some may serve as Expert Witness during the court proceedings. During the 2014 calendar year, VSC received 263 subpoenas for cases.



When arriving at the Sexual Assault Treatment Center (SATC), a victim is often required to relinquish all of their clothing items in order to assist detectives, as these articles may contain evidence. VSC provides essential items needed by the victim including new clothing, shoes, and hygiene products. Our staff makes every effort to make the victim feel as comfortable and safe as possible. When appropriate, the victim will also have the option to receive STI (sexually transmitted infections) medication and emergency contraception.

OUTREACH & PREVENTION

As part of our mission, Victim Service Center provides community awareness designed to provide information and to identify victims of crime and sexual violence. VSC reached out to citizens in our community through **171 presentations and 49 tabling events, reaching over 143,854 people.**

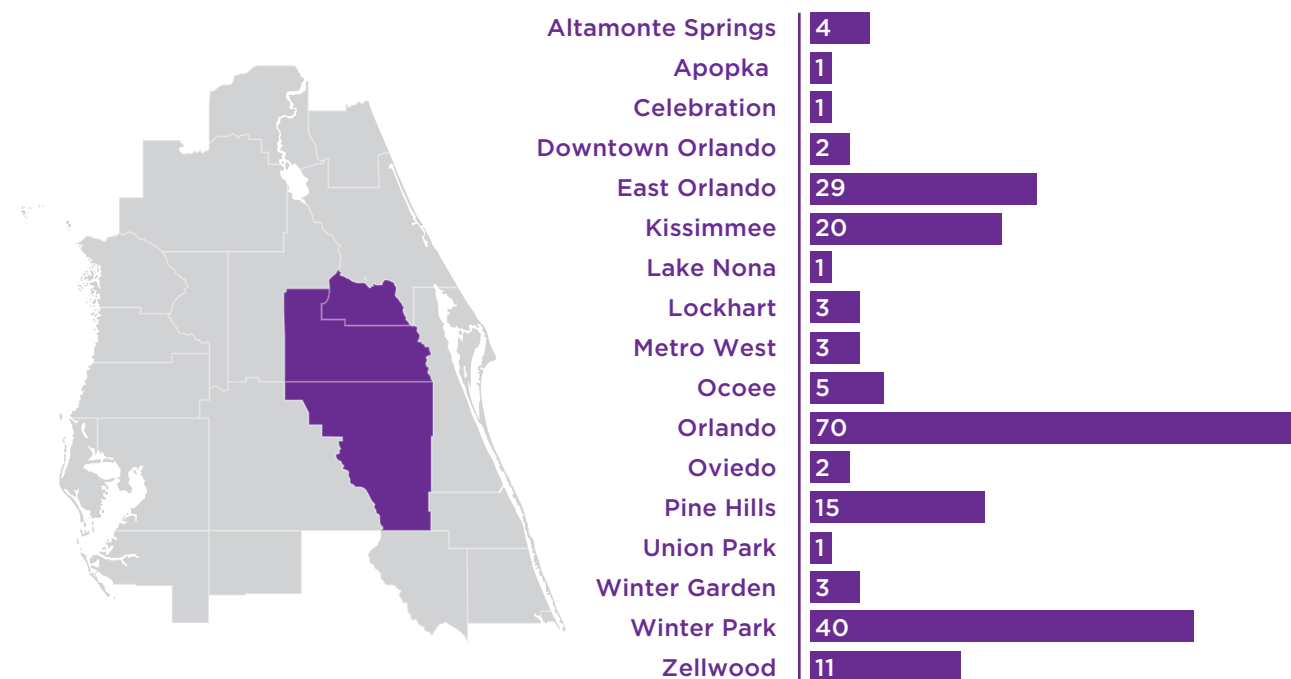
As part of our outreach efforts, VSC identified five target populations:

- College-aged individuals
- Military personnel
- Men
- Spanish speakers
- LGBT+ community

OUTREACH & PREVENTION CONT.

VSC works closely with law enforcement agencies, colleges and universities, hospitals and health care facilities, libraries, businesses, as well as governmental and non-profit organizations throughout Central Florida. Our outreach staff collaborated with various law enforcement agencies to provide SAFE classes which aim to empower women by providing them with self-defense techniques. In addition, we provided a variety of prevention and awareness classes on topics including Stalking, Cyber Stalking, Date Rape Drugs, Crime Prevention, Safety Planning, Teen Dating Violence, Bullying, Identity Theft, and Sensitivity Training.

EDUCATION RANGE



MONTHLY LUNCH AND LEARN

VSC team hosted several 'Lunch and Learn' presentations designed to educate our community about our programs and services. It is our hope that through these luncheons, we can ensure the Central Florida community knows we are here to help. VSC is constantly looking to reach more people and provide additional involvement opportunities to best support the victims we serve.

MY SURVIVOR STORY



Danielle Sullivan

One of the many things I've learned looking back at my time as a client of the Victim Service Center of Central Florida, is that in reality, its name is a misnomer. Yes, they serve victims in Central Florida - they do so much more than just "serve."

When I first sought their services over 3 years ago, I was scared, confused, and not sure if I was doing the right thing. I had been assaulted a year prior and wasn't sure how to begin the healing process. The first interaction was with a trained, Masters level Advocate.

She made me feel safe, important, and in control of everything that was happening. Now, I recognize how important this is to a sexual assault victim. She let me know what my options were, and that regardless of what I chose to do, it was OK.

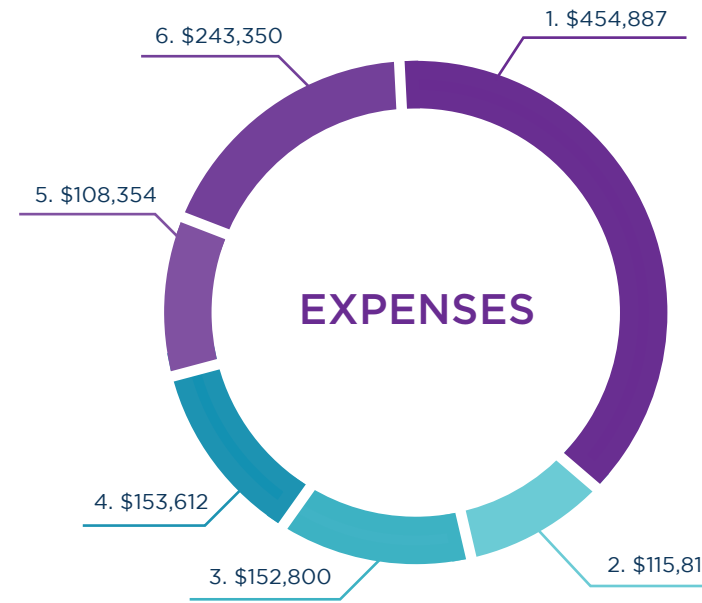
A year later, I started attending the weekly Adult Sexual Assault Therapy Group. The therapy group offered me a way to begin the healing process. As I reflect on my journey, I now realize how important this step was. It allowed me to see I wasn't alone and it was OK to get help. Additionally, I also attended a specialized workshop facilitated by the VSC Lead Therapist. At one point, I had an eye opening revelation and realized there were so many previous traumas in my life, not just the sexual assault, which all needed to be healed. The VSC staff wasn't just concerned about the sexual assault, that initially brought me to them for help, but they cared about healing all of the parts of me that had been hurt.

During especially bad panic attacks, I can recall several times I needed help and reached out through the VSC hotline. The Advocates felt my pain through the phone and they experienced it with me. They talked me through it and gave me all the time I needed.

About a year later, I decided to start a legislative initiative to change the Statute of Limitations on Sexual Assault for Adults in the State of Florida, called the 43 Days Initiative. I reached out to the VSC for their expertise and support, and I was not only given access to research and information, but I was fully supported by the leadership and staff. When I walk through their offices, I'm often greeted with "How are you doing?"... and it's a sincere question!

Throughout my journey, as a client who transitioned to a partner for legislative change, I have always felt supported, important, loved, encouraged, cared for, and worthy. This is how a family treats each other, and this is how the Victim Service Center treated me - like family.

FINANCIALS

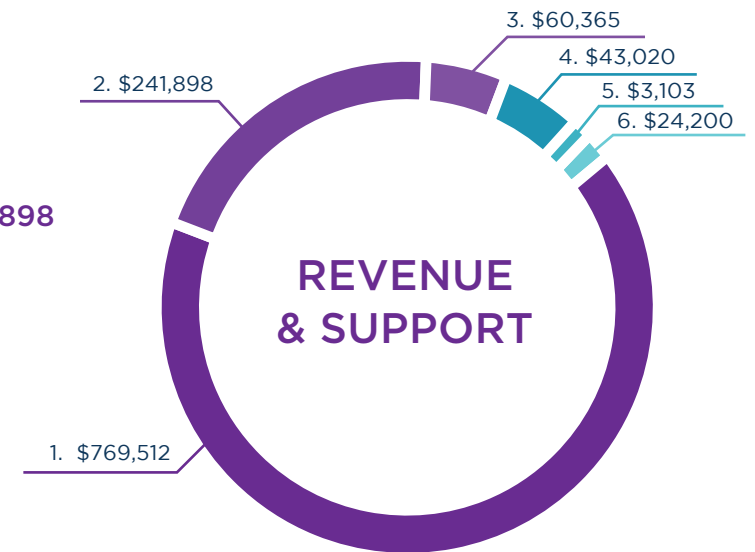


EXPENSES

1. Rape Crisis Program: **\$454,887**
2. Community Outreach & Prevention: **\$115,815**
3. Victim Services Programs: **\$152,800**
4. Therapy & Support: **\$153,612**
5. Fund Development: **\$108,354**
6. General and Administrative: **\$243,350**

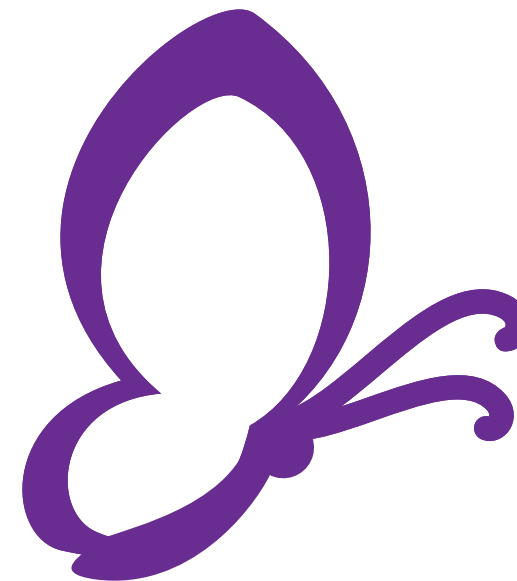
REVENUE & SUPPORT

1. Grant Income: **\$769,512**
2. Donations & Corporate Contributions: **\$241,898**
3. In-Kind Contributions: **\$60,365**
4. SANE Program Revenues: **\$43,020**
5. Interest Income: **\$3,103**
6. Fundraising: **\$24,200**



GRANTORS

- Orange County Government
- Florida Office of the Attorney General
- Florida Council Against Sexual Violence



\$21,623

RAISED BY OUR FIRST EVER CHEERS TO CHANGE GALA

MISSION

To provide individualized services and resources to victims of sexual assault, violent crime and traumatic circumstances, through crisis response, advocacy, therapy and community awareness.

VISION

To transform victims' lives and prevent violence in our community.



Victim Service Center of Central Florida

211 East Michigan St. Suite 210

Orlando, FL 32806

Office: 407-254-9415

www.VictimServiceCenter.org