

PROGRAM APPLICATION

2010-2011 Grant Process

SECTION 2

(If you are seeking funding for more than one program, complete a separate program application for each)

Program Name Hotline – Strengthening Families

Address (Program Location) P.O. Box 645, 215 West Main Street, Delaware Water Gap, PA 18327

Phone 570-424-2093 Fax 570-424-2094

Primary Contact for Program Jane Koelble, L.S.W.

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Name the targeted community concern addressed through this program (i.e. youth delinquency)

Domestic Violence and Sexual Assault

Provide a brief written summary of the program seeking funding in 2010-11.

On average more than three women a day are murdered by their husbands or boyfriends in the U.S.

Women's Resources' mission supports an investment in strengthening families through providing a hotline service that offers support to victims of domestic violence and sexual assault. Our hotline services are provided 24 hours per day, 7 days a week, and 365 days per year. The Women's Resources 24 hour crisis hotline services also supplies members of the greater community with information and referral concerning problems they may be experiencing. In 2008-2009, we received 1,721 crisis calls from victims and survivors of domestic violence and sexual assault, noting the critical need within our county.

The 24 hour crisis hotline is an essential aspect of our services. Through providing a listening ear, support, and empowerment to people in domestic violence and sexual assault situations we are able to reach those who may not otherwise seek our help. We are there to calm and comfort a woman in Kunkletown who has been so isolated yet is petrified to flee her home in fear that her abuser might find her in her attempt to leave and kill her. We are there to be a listening ear and an advocate for the safety of the 8-year-old child who calls while her father is brutally battering her already weak mother. We are there for the college woman who has been date raped at a party and is afraid to even walk on campus after the rape. We are there for her and all victims - at any time they need to talk. Our 24 hour hotline is the only service in the county available for victims of domestic and sexual violence to speak with trained counselors. Support from United Way makes this important effort possible.

What is the target population(s)? Give supporting demographic need information and source.

The scope of services provided by Women's Resources specifically targets individuals affected by domestic or sexual violence, however the hotline receives many calls from community members seeking intermittent support and resources as they navigate community systems such as legal, medical and social service systems. These individuals may not identify the dynamics of domestic or sexual violence. Certified hotline volunteers and staff provide confidential support to all callers through encouraging callers to make decisions on their terms and for their safety.

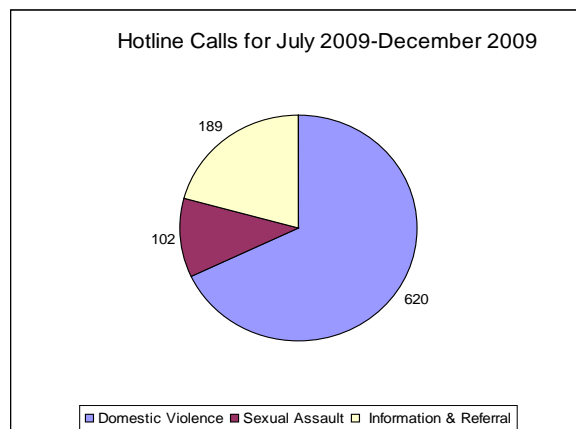
The Family Violence Prevention Fund (2009) indicates that domestic violence is pervasive in U.S. society. Analysis of the statistics indicates there were 248,300 rapes/sexual assaults in the United States in 2007, more than 500 per day, up from 190,600 in 2005. Women were more likely than men to be victims; the rate for rape/sexual assault for persons age 12 or older in 2007 was 1.8 per 1,000 for females and 0.1 per 1,000 for males. In addition, nearly one in four women in the United States reports experiencing violence by a current or former spouse or boyfriend at some point in her life. In 2005, 1,181 women were murdered by an intimate partner.

Monroe County Local demographics regarding domestic and sexual violence include the following:

- The number of hotline calls in the six month period between July, 2009 and December, 2009 was 911 including 189 calls regarding non-domestic violence or sexual assault concerns. The total number of hotline hours in the six month period from July, 2009 and December, 2009 was 386.69 hours and 28.03 of those hours were regarding non-domestic violence or sexual assault concerns.
- The Sexual Assault Response Team based at Pocono Medical Center (of which WRMC is a member) responded to 42 sexual assaults between January, 2009 and December, 2009. (Jean Marie Zagorsky, Clinical Director, Emergency Department, Pocono Medical Center)*
- The Sexual Assault Response Team and WRMC accompanied 25 clients during 53.88 hours of Sexual Assault accompaniment.
- Women's Resources of Monroe County Staff and Volunteer Advocates provided 8.10 hours of medical advocacy. Medical advocacy includes domestic violence accompaniment for victims, significant others, and family members of those experiencing domestic violence.

*The Sexual Assault Response Team is a partnership that involves Sexual Assault Forensic Nurses at Pocono Medical Center, Women's Resources of Monroe County, and the criminal justice system in Monroe County. When someone is raped and calls Women's Resources of Monroe County, the person can get medical treatment at the hospital while having Women's Resources to provide moral support and explain their options.

The chart below depicts calls received to our 24 hour hotline from July through December 2009. The calls fit in one of three categories: Sexual Assault, Domestic Violence and Information and Referral. During the six month period Women's Resources of Monroe County received 911 calls through the emergency hotline.



From July to December 68% of calls the hotline received were regarding domestic violence, 11% regarding sexual assault, and 21% pertaining to information and referral for community resources.

Describe how the program improves the lives of the targeted population

Following a greeting to a hotline caller, the staff or volunteer explain the scope of services that Women's Resources can offer, confidentiality and our duty as mandated reporters of child abuse. The notification of this information helps a caller to decide how much they want to disclose about their experiences and their concerns. During a call they may schedule an appointment or start to work through a crisis. Callers may express the need for emergency shelter because of abuse which will trigger Women's Resources to perform an assessment that may include provision of shelter services. Many counselors help callers to safety plan for instances of fleeing their abuser. Women's Resources of Monroe County provides callers with support and explains their options while empowering them to improve their situation. Providing safety, information and support improves the lives of the individual callers in the short term and in many cases, saves a life.

One of the trends we've identified is a survivor need for intense interventions or services over an extended period of time. Many victims come to Women's Resources for one issue and after counseling begins, they realize the traumatic experiences they have gone through. Within the course of counseling a survivor may realize what seemed like an isolated incident was actually caused by a chain of events in their life. For victims who have been in tumultuous relationships their whole lives this may mean they have been victimized in multiple ways including sexual, physical, and mental abuse. This pattern for increased service needs has moved us to offer additional counseling services and resources.

These are only a few of the ways we have seen our programs improve the lives of individuals. We've increased our consistency in the provision of post program surveys and have identified results from the participating clients. Methods of measuring our success are indicated through the outcomes of surveys we provide clients upon completion of services. These critical surveys are administered to clients to gauge outcomes of Women's Resources of Monroe County's services. These surveys are used in determining outcomes and have been identified as modeled through the Department of Health and Human Services. Please see below for our primary outcomes goal of safety and community resources.

The surveys reported:

- 65% reported, "I know more ways to plan for safety"
- 81% reported, "I know more about community resources"

Clients often express their gratitude that someone really listened to their story and validated their feelings.

Complete Program Outcome Worksheet (attach using UWMC template)

Complete Program Financial Form (attach using UWMC template)