



# CRISIS CENTER SERVICES

## FISCAL YEAR 2020

Crisis Center for South Suburbia provides emergency shelter and other essential services for victims of domestic violence - services that are survivor-centered, life-saving, empowering and transformative. In fiscal year 2020, the Crisis Center provided **25,258 hours** of services for **2,116 individuals** who were impacted by domestic violence. **98%** felt they were better able to support themselves and their children because of Crisis Center's supportive services. **99%** said they were satisfied with the services and would recommend to a friend.



## COVID-19

From mid-March through the end of June, COVID-19 took a toll on our ability to operate at full capacity, therefore decreasing our overall impact. However, the crisis showed us just how **strong** we are as an organization in our **commitment** to serve. We took being an **essential service** seriously and never gave up no matter what challenges we faced!

- Our first major action was to reduce shelter capacity, eliminating shared bedrooms. However, during the pandemic we still provided **25 adults and 19 children** with **1,518 nights** of shelter in off-site hotel rooms and **38 adults and 50 children** with **2,363 nights** of shelter on-site. We also served **9,730 meals**, thanks to the support of local donors and restaurants.
- We never fully shut down. We staffed our hotline and on-site shelter **100%** of the time.
- We had to send the majority of our staff home to telework. During this time, only 50% of our counseling clients were able to engage in telehealth appointments. We still provided 99 adults with **588 hours** of counseling and **96 children** with **130 hours** of therapy during the pandemic.
- We stayed active at both courthouses during the crisis, but due to limitations from the courts we had to reduce our onsite advocacy to one person at a time. We independently helped **249 victims** with obtaining **225 orders of protection** during the pandemic.
- Our Housing Team stayed as active as ever during the pandemic. Despite the many challenges, this team pulled off the impossible and moved **27 families** into apartment units during this period.
- Schools and medical centers, as well as our own resale stores, closed down so our service numbers reflect this change.



## Housing Services

**Emergency Residential Shelter** and supportive services are available 24 hours a day, 365 days a year. Last fiscal year, **11,149** nights of shelter were provided for **191 adults and 149 children**. Over 90% of victims did not return to their abuser at the time of exit from the shelter.

**Transitional Housing** provides homes for families to live in a community-based apartment for up to 24 months. Last year, **24 households including 19 children** received **9,719** days of transitional housing and supportive services.

**Rapid Re-Housing**, in collaboration with South Suburban Family Shelter, helps victims with obtaining safe, community-based housing and, to ensure success, provides temporary financial assistance while working on increasing income and overcoming housing stability barriers. In our first year, we helped **21 families**, including 26 adults and 24 children, settle into safe and independent housing.



## Victim Services

**Counseling Services** are provided free of charge to individuals and families victimized by domestic violence. **2,850 hours** of counseling and therapeutic intervention were provided for **560 adults and 306 children**. 100% of clients felt they understood they are not responsible for abuse they experienced and had safety planning strategies to reduce risk of future abuse when exiting the program.

**Court Advocacy Services** are provided to help victims of violent crimes navigate the legal process at both the Markham and Bridgeview courthouses. In FY20, advocates assisted **1,056 households** with legal advocacy and worked to secure **679 orders of protection** to keep victims safe from their abusers; 94% of those were granted.

**Coordinated Entry**, in collaboration with Housing Forward and Respond Now, provided outreach to 38 domestic violence victims within their agencies, assisting them with domestic violence services, referrals, emergency financial services and access to housing programs within the community.



## Outreach Services

**Domestic Violence Hotline** features staff and professionally trained volunteers working 24/7 to intervene during a crisis and provide support and referrals to victims. **1,354 hotline calls** were handled.

**Live Safe Patient Advocacy** staff conduct screenings at local hospitals and medical facilities to identify and assist those seeking to break free from abuse. This program screened **4,343 patients**; 10% of people were identified as victims. 32 victims became Crisis Center clients and received services to enhance their safety.

**Law Enforcement and Victim Outreach (LEAV)** collaborates with 21 south suburban law enforcement agencies to identify and support victims of domestic violence. Over **4,000 police reports** were reviewed by advocates and over **3,300 victims** received support and education about their rights under the Illinois Domestic Violence Act.

**Community Education** presentations are offered to groups and individuals looking to learn more about domestic violence and the impact on our community. Crisis Center staff made **815 presentations** to **4,060** professionals and community members.



## Prevention Services

**Safe Start** collaborates with local schools to educate young people about dating violence and healthy relationships. During the last school year, **534** dating violence prevention classes were conducted for **8,300 students**.

**Partner Abuse Intervention Program (PAIP)** is a 26-week educational group for batterers that focuses on accepting responsibility for violence and changing their behaviors. **95 batterers** participated in the program and received **5,134 hours** of education. At the conclusion of the program 100% of participants felt that the program helped them develop strategies for being less controlling and understanding that they are responsible for their choices and actions.

**For more information about the Crisis Center or any of our programs, visit [www.crisisctr.org](http://www.crisisctr.org).**