



Healing
BEGINS HERE

Annual Report
FISCAL YEAR 2018-19



VICTIM SERVICE CENTER
OF CENTRAL FLORIDA

OUR Organization

A LETTER FROM LEADERSHIP

20 years ago when Orange County Commissioner Mary I. Johnson came up with the idea to start an organization to help victims in our community, nobody could have imagined the impact that VSC could or would have. During the first year of operation we opened our doors with a few staff members in a small office and were able to help nearly 400 people! What an accomplishment, so we thought. Fast forward two decades and we now have offices in 3 counties (Orange, Osceola and Seminole), a full-time staff of 20 and equally as many contract employees. And, as a result this year we provided our always free-of-charge help and healing services to more clients than ever before in our history.

In the coming pages you will learn how we expanded and bolstered our therapeutic offerings providing new services during evenings and weekends as well as offering sessions at our Seminole and Osceola County satellite offices. Further, we expanded our diversity, enhanced our bilingual capabilities, provided support groups in Spanish and launched our first ever Men's Survivor Group.

During Sexual Assault Awareness Month we celebrated our 20th anniversary in style with an amazing Cheers To 20 Years fundraising gala and we championed Central Florida's Denim Day movement to raise awareness about sexual assault. Plus, we created a new "Start By Believing" rally and co-hosted an innovative conference with our Sexual Assault Response Team (SART) partners to train professionals from across the state on best practices related to sexual violence.

This year we also focused on building our presence in the community through expanded prevention education presentations, virtual "Facebook Live" events and a 23% increase in participation in outreach events. In addition, we secured a front page story in the Orlando Sentinel featuring the grand opening of our new Sexual Assault Treatment Center facility.

As you'll see in this report, VSC continues to be an extraordinary resource in our community thanks to our incredible staff, Board of Directors, grant funders, annual sponsors, individual donors, volunteers and community partners who share our mission and passion.

Thank you for your continued support. We look forward to working together to continue to transform lives for the next 20 years and beyond.

Sincerely,
Amy Bosley, Chairperson

Lui Damiani, Executive Director

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.

2018-19 BOARD OF DIRECTORS

Sam Azar

Amy Bosley - *Chairperson*

Derek Bruce

Laura Burke

Susan Fortini

Stephen Garrison

Kris Gault-Lewis

Adela Hathaway - *Vice-Chairperson*

Allen Johnson

Sonia Narvaez - *Treasurer*

Laura Owens

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Craig Swygert

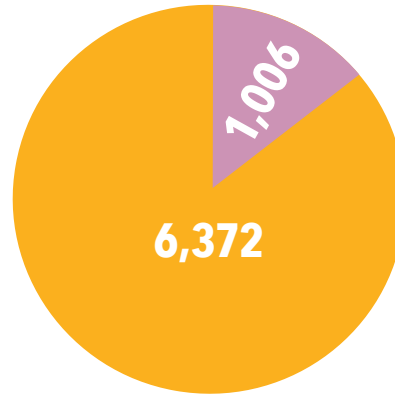
Monique Yeager - *Secretary*

2018 - 2019

Impact

7,387 SERVICES PROVIDED
(beyond Helpline)

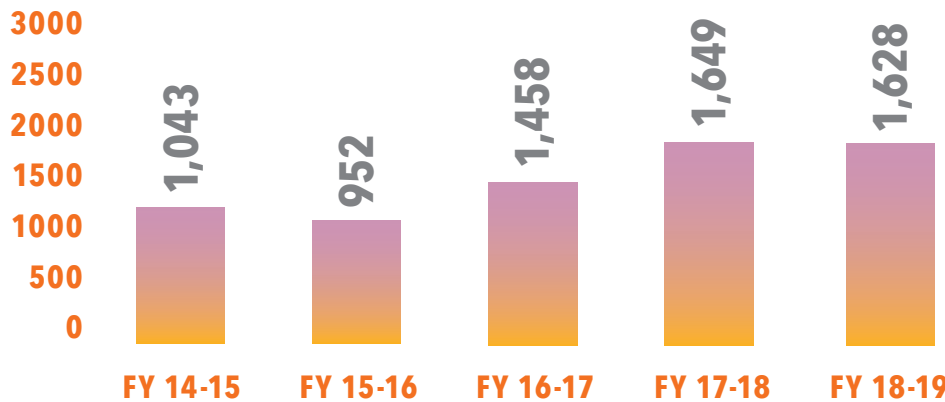
86% Sexual Violence
14% Non-Sexual Violence



7,387
CLIENTS
HELPED

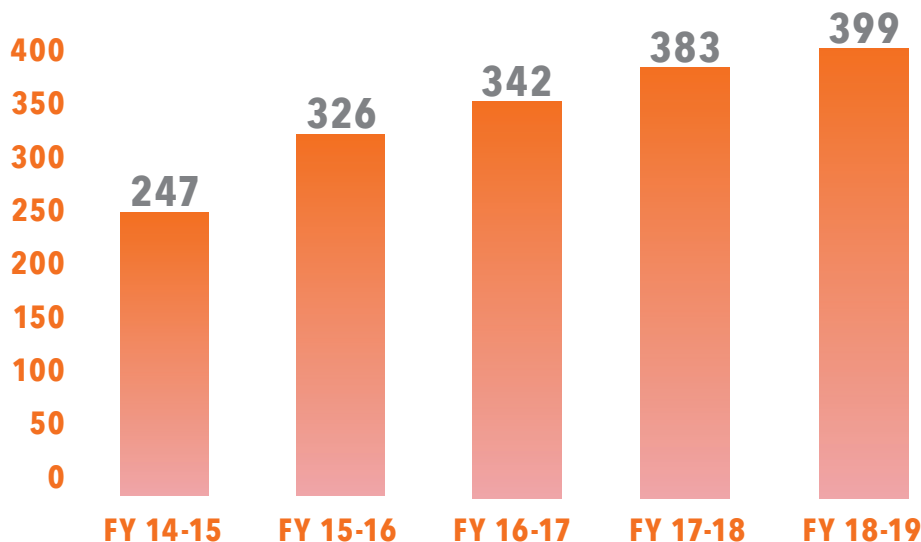
1,628
24/7
HELPLINE
CALLS

HELPLINE CALLS BY YEAR



2,579
THERAPY
SESSIONS

IN-PERSON CRISIS RESPONSE & FORENSIC EXAMS

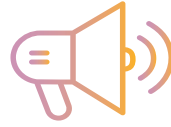


399
CRISIS
RESPONSE &
FORENSICS
EXAMS

495
OUTREACH
EVENTS



TYPES OF SERVICES:



ADVOCACY



OUTREACH



CRISIS COUNSELING



SAFETY PLANNING



VICTIM COMPENSATION



THERAPY



24/7 CRISIS HELPLINE



PREVENTION & EDUCATION



INFORMATION & REFERRAL



INJUNCTION FOR PROTECTION



MEDICAL & FORENSICS



SEXUAL BATTERY RELOCATION



COURT ACCOMPANIMENT

CRISIS COUNSELING &

Advocacy

VSC is the only Certified Rape Crisis Center serving Orange, Osceola and Seminole Counties. All services are free, confidential and victim-focused.

Our Master's Level Crisis Counselor/Victim Advocates provide around the clock emotional support through the 24/7 Crisis Helpline (407) 500-HEAL. Additionally, they support clients in crisis by teaching them grounding and coping skills to help handle their trauma while also providing information and referrals for legal issues, safety planning, or victim compensation. Victim Advocates will accompany clients to court for continued emotional support and extend these services to victims of sexual assault, violent crime, and traumatic circumstances.

TARGETED SUPPORT FOR LGBTQ+ SURVIVORS

This fiscal year, funding through Office of Violence against Women for underserved populations allowed VSC to partner with the Zebra Coalition to provide specialized assistance to LGBTQ+ victims of sexual assault. As a result of grant efforts including social media and outreach, the agency saw a rise in victims of sexual violence who identified as members of the LGBTQ+ community, representing 14% of those served for in-person crisis response and forensics exams.

TYPES OF VICTIMIZATION:

- Assault
- Battery
- Domestic Violence
- DUI/DWI Crashes
- Elder Abuse
- Fraud
- Hit & Run
- Home Invasion
- Homicide
- Kidnapping /False Imprisonment
- Mass Shootings
- Robbery
- Sexual Assault
- Stalking
- Traumatic Events

Therapy

The VSC Therapy Department is trauma informed and extensive in its offerings to help clients who need deeper, more intensive healing work beyond the Advocacy program.

Most VSC therapists are licensed and Eye Movement Desensitization and Reprocessing (EMDR) trained and take a personal approach to providing care to VSC clients. They do this by developing an individualized plan with goals that cater to the specific needs of each client.



THERAPY EXPANSION

In order to expand access to free therapy, VSC more than doubled the number of licensed therapists from the prior year. VSC proudly has diverse therapists with trauma informed-experience who can provide access to those who were previously facing geographic, linguistic and/or culturally-related barriers to care.

VSC continued to offer new therapy approaches for clients. This year, Reclaiming: An Expressive Arts and Embodiment Workshop used a therapeutic, creative arts and holistic approach with yoga, plus VSC added a male survivor support group in addition to the Seminole County based Survivor Meetup group.

GROUPS:

- Evolve (12 week series & 10 week series)
- Thrive (12 week series)
- Dialectical Behavioral Therapy (10 week series)
- Reflecting on the Journey All-Day Workshop
- Surviving the Holidays Workshop
- Monthly Art of Healing
- Monthly Survivor Meet-Up (Orlando, Longwood and in Spanish)
- Men's Survivor Group
- Detained Female Sexual Trauma Group

LIVES
TOUCHED
THROUGH
THERAPY:

2,506
INDIVIDUAL
SESSIONS

73
GROUP
SESSIONS

23%
HISPANIC

20%
LGBTQ+

13%
DISABLED

"I never thought I would find the kind of healing, compassion for myself and ability to live my life as complete as it is."

- VSC CLIENT

NEW SEXUAL ASSAULT TREATMENT CENTER

In January 2019, VSC dealt with major damage to the existing Sexual Assault Treatment Center caused by heavy rain. As a result it was necessary for the health and safety of staff and clients to find a new location to conduct forensic exams in Orange County. Through the support of the VSC Board and AdventHealth, a new

confidential location was secured. Then, our staff and volunteers cleaned, painted, decorated, furnished and opened the new center within a few short months!. The new location is in a more secure setting with increased handicap accessibility and additional space for our staff, clients and guests.



RECOGNIZING THE TIME FOR CLIENTS TO SEEK OUR SERVICES

The VSC team of professionals has long understood that it takes time for individuals to begin to heal. That is why several years ago we analyzed our data and determined that on average our sexual assault clients did not come forward to seek our help and healing services until 8 years after their incident. Since that analysis was conducted, a great deal of public dialogue has emerged surrounding the issue sexual assault and harassment due in part to the #MeToo movement and numerous high profile rape cases covered by the media. To see if this heightened public

awareness about the issue had any impact in reducing the time it took for survivors to access our services, this year we enlisted the help of the University of Central Florida to study our more recent data. What the researchers found from the more recent data was that for VSC's clients, the time it took to seek help actually increased to nearly 9 years after their attack. Although disheartening, this information was vital in helping us understand our clients and the work that still needs to be done to help victims access our life-saving services sooner.

PROFESSIONAL TRAINING TO ASSIST AT-RISK VICTIMS

In order to ensure our clients receive the best quality care, our team of licensed Therapists, Crisis Counselor/ Advocates and interns participated in a variety of specialized training including:

- **Question, Persuade, Refer, Treat (QPTR)** suicide risk assessment and management training
- **Florida Crisis Response Team (FCRT)** skill training for crisis events, mass casualties and natural disasters
- **Adverse Childhood Experiences (ACEs)** training on childhood trauma & long term health outcomes
- **Advanced Dialectical Behavior Therapy (DBT)** to assist clients in developing Mindfulness, Distress Tolerance, Interpersonal Effectiveness & Emotion Regulation



OUTREACH, EDUCATION & *Volunteers*

291
TRAININGS CONDUCTED

1,600
INTERN HOURS

4,351
INDIVIDUALS TRAINED

14,267
FACE-TO-FACE INTERACTIONS

191,188
OUTREACH AUDIENCE SIZE



2,457
VOLUNTEER HOURS



\$59,066
VOLUNTEER IMPACT

APRIL IS (SAAM) SEXUAL ASSAULT *Awareness Month*



START BY BELIEVING RALLY

In an effort to create more awareness about our services in Osceola County, we championed and orchestrated a brand new Start By Believing Rally with all our community partners to kick off SAAM. Approximately 100 community partners, media personnel and supporters gathered on the steps of the Osceola County Courthouse where State Attorney Aramis Ayala read a proclamation in support of Start By Believing Day in Osceola County followed by remarks from Osceola Sheriff Russ Gibson, Kissimmee Police Chief Jeff O'Dell and Help Now Executive Director Tammy Douglass.



CHEERS TO CHANGE

VSC's 6th Annual Cheers To Change fundraiser event was the biggest and best yet thanks to the support of our dedicated Fundraising Committee volunteers who spent countless hours organizing the event, and our committed sponsors like Owens Realty Services and Dubsdread Catering. Nearly 400 attendees, elected officials and supporters packed the Orlando Museum of Art to help us celebrate 20 years of service to the Central Florida community. Participants were treated to delicious food, drinks, live entertainment and a huge silent auction while helping us raise over \$88,000 in support of our mission. The highlight of the evening was a touching tribute to VSC's founder, Commissioner Mary I. Johnson presented by her son Charles who was her inspiration to start the organization.





#DENIMDAY

DENIM DAY

We are the leaders of the #DenimDay movement in Central Florida and each year we continue to increase awareness and participation. In fact, this year we received proclamations in support of our efforts from virtually every governmental body in Central Florida (and beyond!) including:

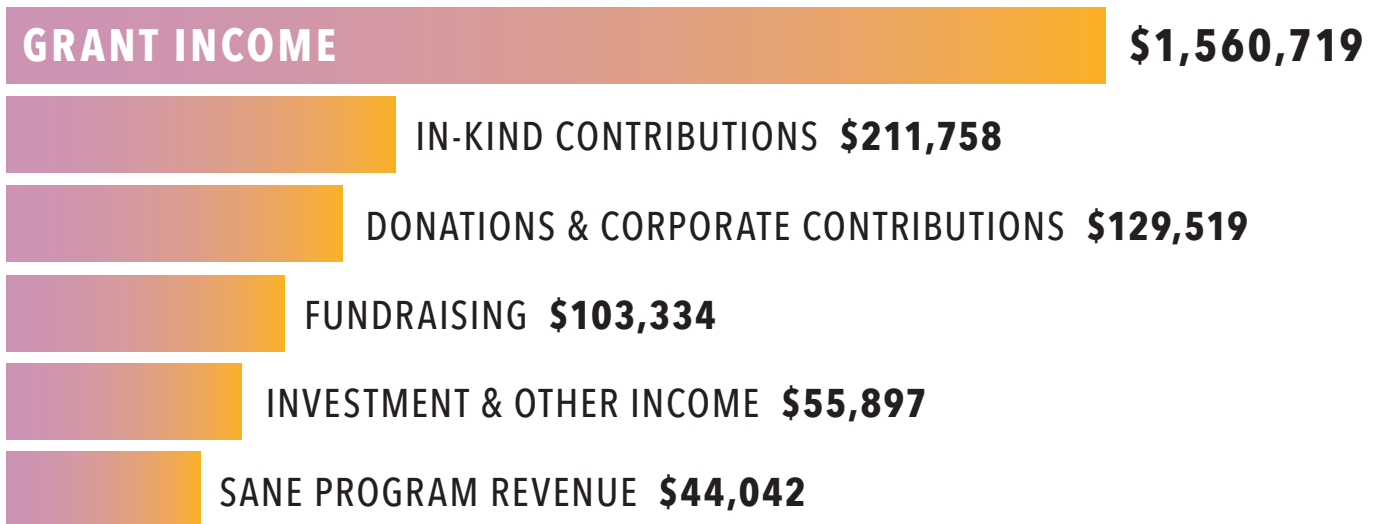
- Governor Ron DeSantis
- Orange County Government
- Osceola County Government
- City of Orlando
- City of Apopka
- City of Altamonte Springs
- City of Ocoee
- City of Winter Springs
- Florida House of Representatives
- Orange County Public Schools
- Seminole County Government
- City of Kissimmee
- City of Sanford
- City of Oviedo
- City of Winter Park

Plus, we had a #DenimDay billboard campaign, television coverage and 5,239 participants registered via our website. On Denim Day itself, our social media @VSCFlorida exploded with people tagging us with photos from across the state.

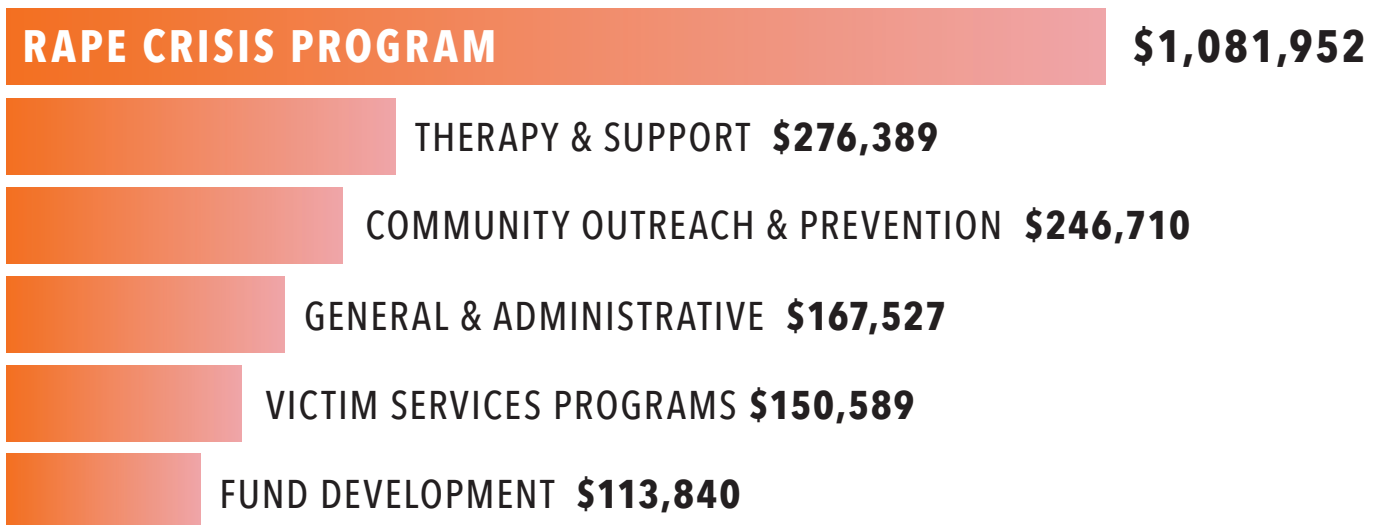


Financials

REVENUE



EXPENDITURES



“I appreciate you meeting with me and giving me tools to help me succeed. You have literally been the only counselor I’ve been to that has actually helped me and to where I feel there is hope.”

- VSC CLIENT

SPECIAL THANKS TO OUR

Donors

CONTRIBUTIONS

Adela & Dave Hathaway	Clear Channel Outdoor	Helen Bourne-Schmid	Kimberly Amellin	Mindy Spinuzza	Samir Jallad
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AJ Stanton	Conway Community Organization, Inc	Hiram Vega	Kisha Ratliff	Monique Cruz	Sandra Forges
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Chris Gent	Gerald Sell	Kathleen Campbell	Michael McCausland	Sam Azar	Women's Resource Center
Christine Hanavan	Gina Torre	Katie Donzanti	Michael Rivera		
Christophe Kelly	Gino & Maureen Damiani	Keith Nowlin			
Christopher Hornsby	Gunster	Kerrin Kuhn			
City of Apopka Police Department					

IN-KIND

AdventHealth	Classical Wine Distributors	George Ralls, M.D.	Project Linus	The Peaceful Peacock
Apiary Wellness	Clear Channel Outdoor	Maqsud Ahmed, M.D.	Rifle Paper Co.	Withum, Smith & Brown, PC.
B.B. Kings Blues Club	Covenant Cleaning Services	Mike Davies Photography	Scott Berry Productions	
City Beverages	Dubsread Catering	Project Beloved	St. Margaret Mary Catholic Church	

GRANTORS

Dept. Of Justice - Office on Violence Against Women	Florida Council Against Sexual Violence	City of Orlando	Orange County Government	Victims of Crime Act (VOCA) administered by FL Office of the Attorney General	Westgate Resorts Foundation
	City Of Kissimmee	City of St. Cloud	Osceola County Government		

**AVAILABLE 24/7:
(407) 500-HEAL**

APPOINTMENTS AVAILABLE:

Orange County: (407) 254-9415
2111 East Michigan Street, Suite 210
Orlando, FL 32806

Osceola County: (407) 483-7386
100 West Neptune Road
Kissimmee, FL 34741

Seminole County: (321) 972-4465
600 North Highway 17-92, Suite 168
Longwood, FL 32750

VictimServiceCenter.org

@VSCFlorida

