



VICTIM SERVICE CENTER OF CENTRAL FLORIDA

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EX-OFFICIO MEMBER

MARY I. JOHNSON
FORMER COUNTY COMMISSIONER

ANNUAL REPORT

FISCAL YEAR 2012-2013

OUR MISSION

TO PROVIDE COMPREHENSIVE SERVICES AND RESOURCES TO VICTIMS OF SEXUAL ASSAULT, VIOLENT CRIMES, AND TRAGIC CIRCUMSTANCES THROUGH CRISIS RESPONSE, ADVOCACY, THERAPY, AND COMMUNITY AWARENESS.

Dear Friends, Supporters, and Partners,

We are pleased to be able to share some thoughts about the Victim Service Center's work over the course of the year and the new changes that are underway. In June 2013, the VSC Board established a search committee to recruit a new Executive Director focused on improving the agency, expanding services, diversifying funding sources and creating greater community awareness. Accepting the challenge, Lui Damiani joined the Victim Service Center team in May 2013 as the Executive Director. Before coming on board last summer, he spent part of his career in business as a corporate marketing director and part of his career in public service. During his public life, he was highly involved in the initial creation of the Victim Service Center in the late 1990's, which was one of the primary reasons that he was inspired to return to further expand the center's impact.

The Victim Service Center has continued to be a valuable resource to victims of sexual assault, violent crime, and tragic circumstances in Central Florida. Our free 24/7 crisis response victim advocacy, forensic examinations to collect DNA evidence and outreach & prevention programs reached over 28,000 people within our community and resulted in the establishment of 351 newly created client cases. VSC expanded our service offerings with the addition of a full-time licensed mental health counselor to provide long term therapy services and support groups. Additionally, at the urging of Osceola County law enforcement officials, we sought and received certification from the Florida Council Against Sexual Violence as the county's certified sexual assault program and began providing around-the-clock crisis intervention counseling and forensic examination services at a private confidential location near Florida Hospital Kissimmee.

We believe that one of our key responsibilities is to create high functioning, collaborative environment where the VSC staff can do its best work. In pursuit of this goal we applied for two new grants for the coming year; one to add a second full-time therapist and another to provide a volunteer coordinator to help engage the community. In addition, we established a partnership with the University of Central Florida and made preparations to employ five Master's Level Social Worker interns throughout the school year. Under the Board's leadership, we have also increased our marketing efforts which included a new staff position of Marketing & Communications Director to help us develop our brand, enhance publicity and increase awareness through the creation of memorable and inspiring events.

Looking ahead to the next fiscal year, we will continue to strengthen our structure, collaborate with our community partners and implement the best practices of those in our field. We will also engage in a full operational and financial review of the organization business practices and policies in an effort to improve our performance and overall management effectiveness. We will survey our clients, monitor our performance, collect data and use it to set clear priorities and ensure that we are making the most effective use of our resources.

Finally, our team of professionals is dedicated to conducting our affairs in an open, transparent, honest, and forthright way. We will continue do the right things for our donors, grantors, clients, team members and the communities that we serve. As we address these important issues, we will be guided first and foremost by how this work contributes to our primary goal of helping victims of sexual assault, violent crimes and tragic circumstances.

Sincerely,



28,000 PEOPLE EDUCATED THROUGH OUTREACH EFFORTS

3,425 LAW ENFORCEMENT CALLS MADE TO VICTIMS OF CRIME

2,440 PEOPLE RECEIVED SERVICE VIA PHONE

2111 E. MICHIGAN ST., SUITE 210 ORLANDO, FL 32806
OFFICE: 407-254-9415 FAX: 407-228-1420
SEXUAL ASSULT HOTLINE: 407-497-6701
WWW.VICTIMSERVICECENTER.ORG

THERAPY

ADVOCACY

The Victim Service Center of Central Florida employs Master's level crisis intervention Victim Advocates who provide help, hope and healing to victims of violent crime, sexual assaults and tragic circumstances. As the Certified Rape Crisis Center for our community, our team of professionals has received specialized training as Certified Sexual Assault Counselors through the Florida Council Against Sexual Violence (FCASV). These skilled advocates are always available through our 24/7 sexual assault hotline. In this role, they field crisis calls and respond in-person immediately to our confidential forensic examination sites to help victims cope with the initial trauma of sexual assault. **Our advocates responded to 1,219 hotline calls this year and spent approximately 10,104 minutes counseling victims on the sexual assault crisis hotline.**

Plus, our Advocate team also facilitates our sexual assault survivors support group on a weekly basis. This gathering provides female survivors of sexual assault a safe and confidential space to encourage and connect with one another while learning coping skills, addressing personal goals for growth and taking further steps toward healing. Beyond their crisis response and counseling roles, this skilled group of advocates each work with as many as 40 ongoing clients per month providing services such helping victims navigate the criminal justice system, as accompanying victims to court proceedings, assisting with injunctions and filing special claims to enable victims to receive special victim compensation and funds to help sexual battery victims relocate.

The Victim Service Center provides individual and group therapy sessions by Licensed Clinical Therapists. **This year, our therapists conducted 761 sessions with clients resulting in an average of 63 sessions per month.** We are specialized to work with victims of sexual assault and traumatic experiences and offer a wide variety of long term and short term treatment options. We recognize that personal growth and development is a lifelong journey and our therapists provide compassionate and effective individual, couple, group, and family therapy to adult survivors of child abuse, sexual violence, and traumatized victims (including secondary victims) of all crimes. Our goal is to assist survivors in their recovery and achievement of a maximum level of independent, competent functioning.

Our specialized staff offer support groups & group therapy for men and women include: Adult Survivors of Childhood Sexual Abuse, Women's Empowerment Workshops, Men's Group for male survivors of sexual abuse and our Thriver Group which is aimed as a next step in the healing journey for persons who have previously engaged in group therapy work.

“ I CALLED THE VSC TO GET AN ADVOCATE TO SPEAK TO A RAPE VICTIM WHO HAD RECENTLY MOVED BACK TO ORLANDO BUT WAS NOT RECEIVING COUNSELING. SHE NEEDED SOMEONE TO TALK TO BUT DID NOT KNOW HOW TO REACH OUT. THE VSC COUNSELED HER AND OFFERED HER ASSISTANCE IMMEDIATELY. THANK YOU! ”

- SART PARTNER

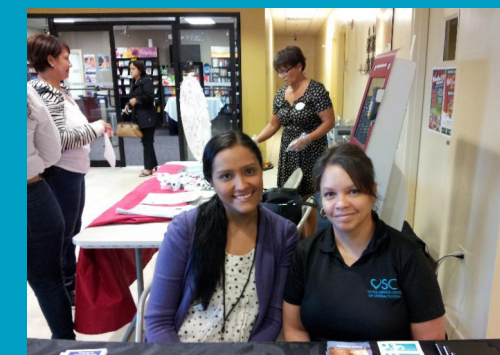
OUTREACH & PREVENTION

As part of our mission, Victim Service Center provides community awareness designed to provide information and to identify victims of crime and sexual violence. **The Victim Service Center reached out to citizens in our community through an average of 20 presentations and/or tabling events monthly, reaching over 28,000 people.** As part of our outreach efforts, we work 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 work collaboratively with various law enforcement agencies to provide SAFE classes which aim to empower woman by providing them with self defense techniques. In addition, we provide 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.

FORENSIC AND MEDICAL SERVICES

Currently, the Victim Service Center is the certified Rape Crisis Center for Orange and Osceola Counties. In that role, our team of expert Sexual Assault Nurse Examiners (SANE's) provide 24/7 on-call forensic examination and medical services for victims age 12 & older. Our SANE's are registered nurses who have specialized education and advanced clinical skills in the physical assessment and urgent treatment of patients who have experienced sexual assault or abuse. Our SANE professionals are always available to conduct forensic examinations at either of our confidential forensic collection sites in Orange and Osceola County as well as at area hospitals. In addition, our nurse examiners also provide expert witnesses testimony during sexual assault criminal cases.

Our 24/7 system of response team involves both our SANE's and crisis intervention Victim Advocates working collaboratively. **On average, our Advocates and Forensic Nurses spend an average of 4 hours with the clients during each forensic case.** When a victim arrives at either the Orange County Sexual Assault Treatment Center (SATC) or the Osceola Care Center, he or she is often required to relinquish all of their clothing items in order to assist detectives in the critical process of collecting evidence. When victims receive these services at one of our facilities, we provide brand new clothing, food, beverages, a place to shower, a supply of personal grooming/ toiletry items, and even transportation home or to a safe location.



“ THE VICTIM SERVICE CENTER MADE ME LESS SCARED OF WHAT TO DO IN MY SITUATION. IT MADE ME FEEL LIKE I WASN'T ALONE AND THAT I HAD PEOPLE TO SUPPORT ME ”

- CLIENT



VICTIM SERVICE CENTER OF CENTRAL FLORIDA

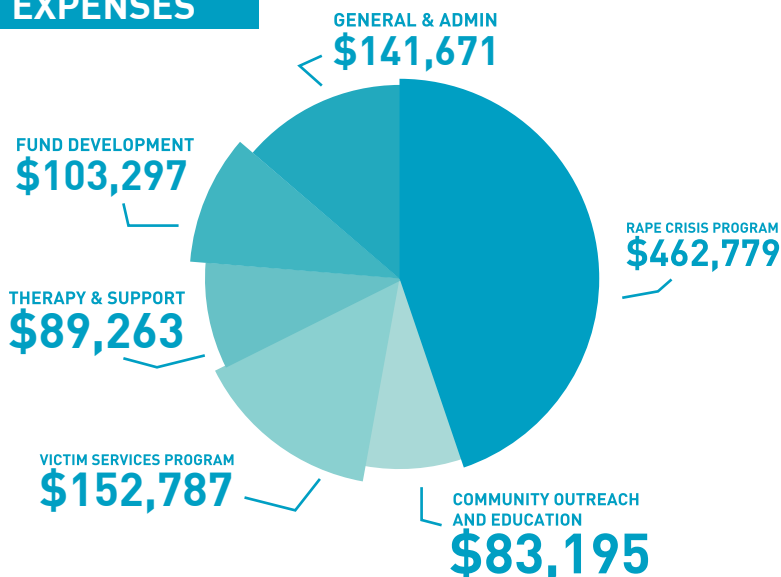
SEXUAL ASSULT RESPONSE TEAM CENTRAL FLORIDA PARTNERS

- APOPKA POLICE DEPARTMENT
- CHILDREN'S ADVOCACY CENTER
THE HOWARD PHILLIPS CENTER FOR CHILDREN & FAMILIES
- EATONVILLE POLICE DEPARTMENT
- EDGEWOOD POLICE DEPARTMENT
- 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
- OCOOE POLICE DEPARTMENT
- OFFICE OF THE ATTORNEY GENERAL
- OFFICE OF THE STATE ATTORNEY, 9TH JUDICIAL CIRCUIT
- ORANGE COUNTY GOVERNMENT HEALTH SERVICES
- ORANGE COUNTY SHERIFF'S OFFICE (OCSO)
- ORLANDO POLICE DEPARTMENT (OPD)
- OSCEOLA COUNTY SHERIFF'S OFFICE
- OSCEOLA DEPARTMENT OF HEALTH
- PARK PLACE HEALTH CARE CENTER
- SAINT CLOUD POLICE DEPARTMENT
- UNIVERSITY OF CENTRAL FLORIDA
- WINDERMERE POLICE DEPARTMENT
- WINTER GARDEN POLICE DEPARTMENT
- WINTER PARK POLICE DEPARTMENT

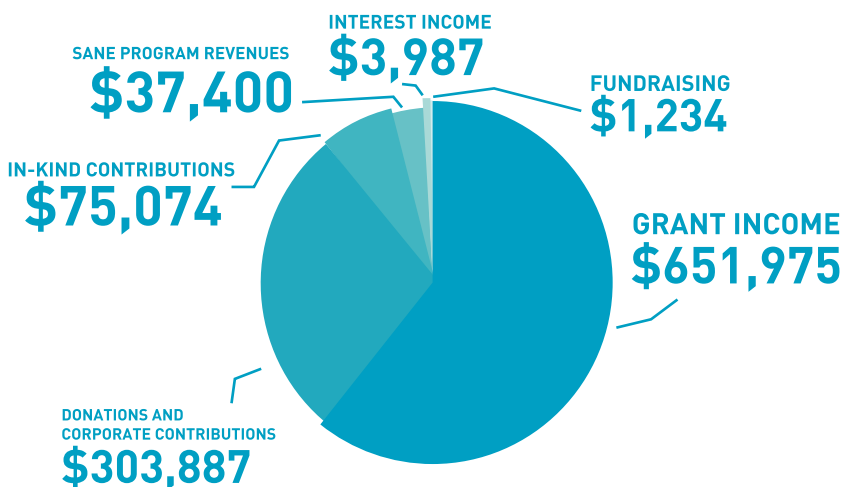
2012-2013 GRANTORS

- FLORIDA COUNCIL AGAINST SEXUAL VIOLENCE
- ORANGE COUNTY GOVERNMENT
- OFFICE OF THE ATTORNEY GENERAL

EXPENSES



REVENUE AND SUPPORT



\$75,074

RECEIVED THROUGH
IN-KIND DONATIONS

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- CLIENT