



VICTIM SERVICE CENTER
OF CENTRAL FLORIDA

**ANNUAL
REPORT**
FISCAL YEAR
2015-2016



HEALING BEGINS HERE

OUR ORGANIZATION

A LETTER FROM LEADERSHIP

Water represents cleansing, healing, and life. As our agency continues to serve our community, we help each victim navigate the rough waters and guide them on their path to become survivors.

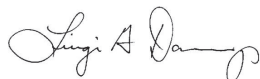
Last year, our community experienced tremendous tragedy. But, in the midst of pain and heartbreak, we all came together to help those suffering from the aftermath of trauma. And, we continue to support each other as the need for victim services increases.

Because of you, VSC continues to be a beacon of hope for victims and survivors of violence in our community. Last year, we served more victims of violent crime than ever before. Our 24/7 crisis helpline received more calls and our Master's Level victim advocates provided more services than ever before in our 15-year history.

Healing is not a quick and easy process. Our skilled and dedicated team is honored to help those find peace as they travel along their healing journey. We are proud to continue to offer free, confidential, lifesaving services to our community.

Even though the river can be tumultuous and rough at times, we find comfort and peace knowing that we came together and united, helping our great community heal.

With sincere gratitude,



Lui Damiani, *Executive Director*



Adela Hathaway, *Chairperson*

BOARD OF DIRECTORS

Adela Hathaway, *Chairperson*

Craig Swygert, *Vice-Chairperson*

Jacob Stuart, Jr., *Secretary*

Ana Fernandez, *Treasurer*

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Commissioner Scott Boyd

LeeAnne Feagan

Commissioner Susan Fortini

Allen Johnson

Bridget Keefe

Dr. Karol Lucken

Laura Owens

Debbie Pusateri

Captain Al Rollins

Kelly Trace

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.

SEXUAL VIOLENCE SERVICES



Helpline: The Master's Level Victim Advocate answers the 24/7 crisis helpline by the third ring.

Crisis Response: The Sexual Assault Nurse Examiner (SANE) and Victim Advocate respond within 60 minutes in Orange County and 75 minutes in Osceola County.

Crisis Assessment: The Victim Advocate provides emotional support, information, and options.

Forensic Exam: Medical intervention and forensic evidence collection are available at one of our two confidential forensic exam sites.

STI Medication: Preventive medications for Sexually Transmitted Diseases are administered.

Basic Needs: Since the client's clothing may contain critical DNA evidence, the client is given new clothing as well as food and water to ensure they feel as comfortable as possible. Following the exam, the client is offered a shower, toiletries, and a clean towel before leaving.

Information and Referrals: The Victim Advocate connects client with resources in the community based on their individualized need.

Transportation: The Victim Advocate provides transportation to the client's home or other safe location.

Case Management: Ongoing support and services are provided for the client.

Sexual Battery Relocation: The Victim Advocate is trained and certified to assist the client with their sexual battery relocation application to receive funds so the client can relocate to a safe location.

Injunction for Protection: The Victim Advocate accompanies the client to the court to provide emotional support and assistance during the process.

Court Accompaniment: The Victim Advocate accompanies the client to court trials and hearings.

Expert Witness Testimony: The SANE may testify as a witness in court during criminal prosecution and may serve as an Expert Witness during the court proceedings.

Therapy: Individual therapy sessions, support groups, and workshops are offered.

SEXUAL VIOLENCE AND CRIME VICTIM SERVICES:

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

 Advocacy

 Victim Compensation

 Information & Referral

 Outreach

 Therapy

 Injunction for Protection

 Crisis Counseling

 24/7 Crisis Helpline

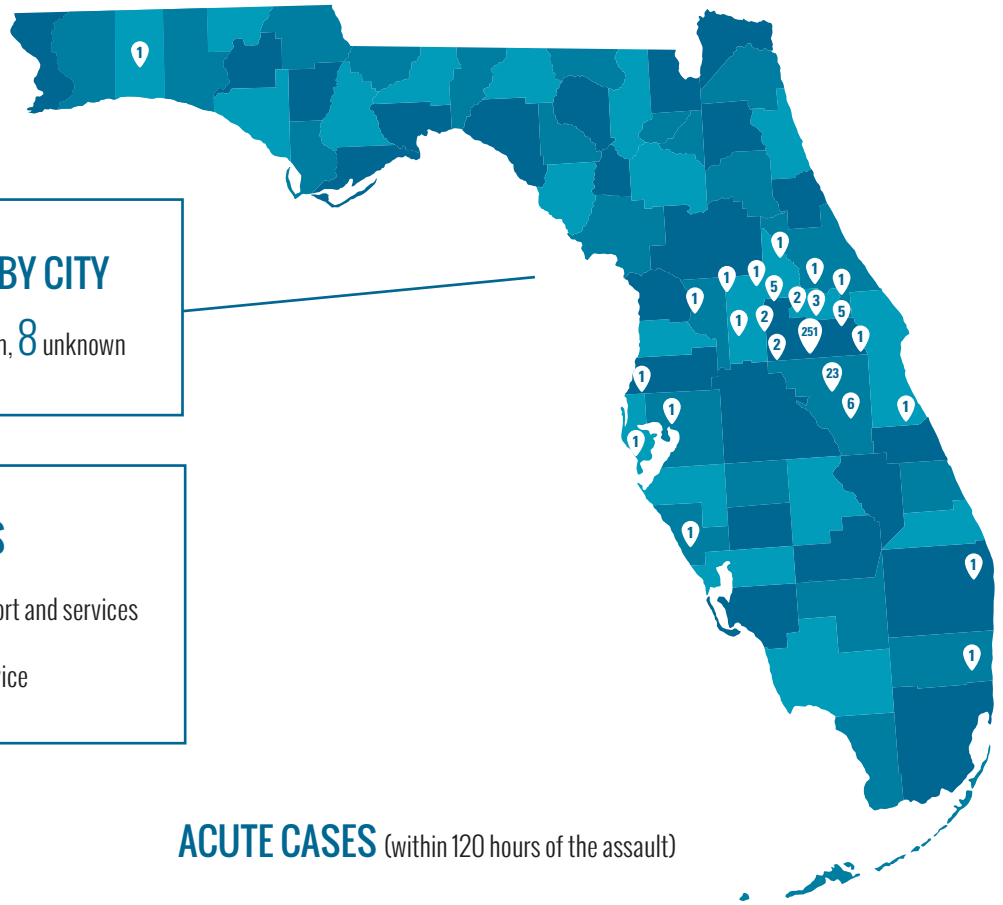
 Medical and Forensics

 Safety Planning

 Prevention and Education

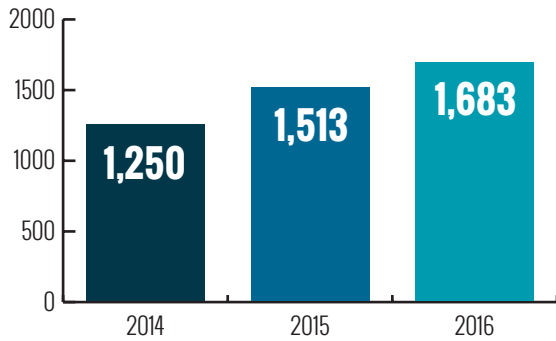
 Sexual Battery Relocation

VSC BY THE NUMBERS

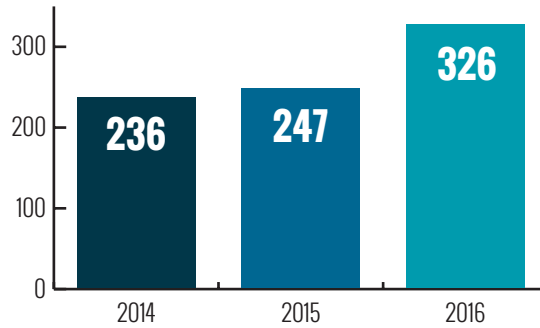


VSC SEXUAL VIOLENCE CASES
184 walk-in clients came in for ongoing support and services
41 clients needed a one-time face-to-face service

HELPLINE CALLS



ACUTE CASES (within 120 hours of the assault)



CRISIS CALLS

PULSE VICTIMS SERVED

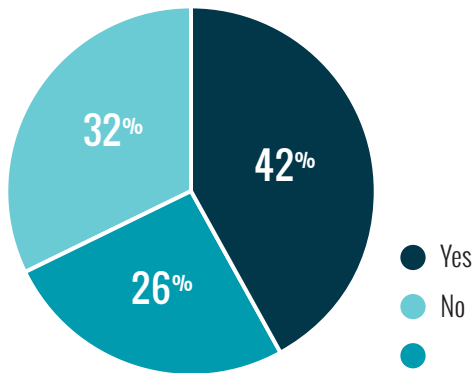
THERAPY SESSIONS

FORENSIC EXAMS

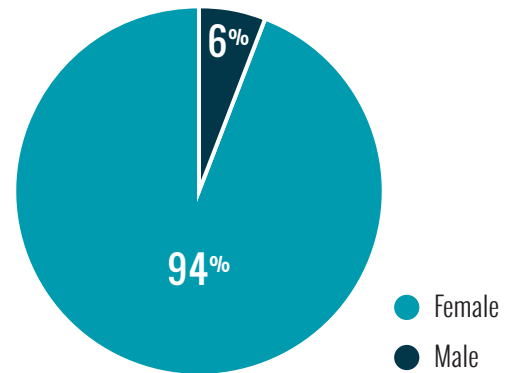
CLIENTS SERVED
(EXCLUDES HELPLINE & LAW ENFORCEMENT CALLS)

ACUTE SEXUAL ASSAULT CLIENTS

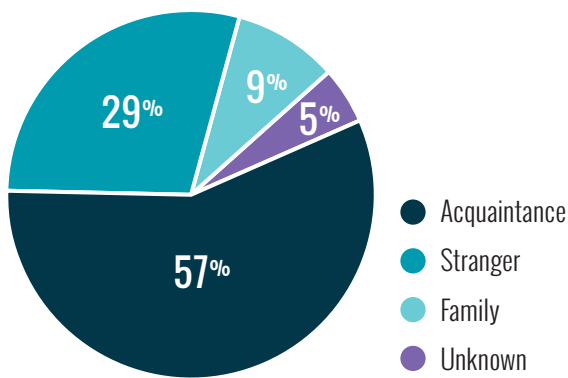
DRUG OR ALCOHOL FACILITATED



GENDER



RELATIONSHIP TO PERP

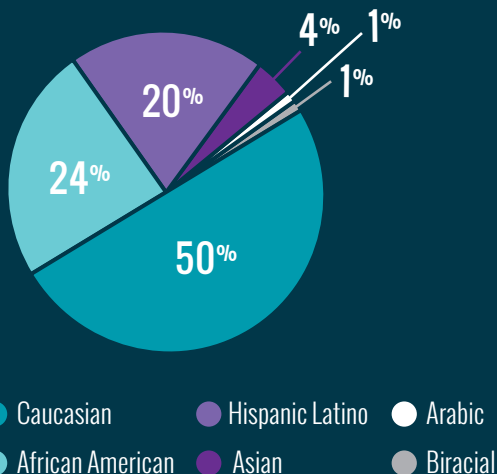


AVERAGE AGE



THERAPY CLIENTS

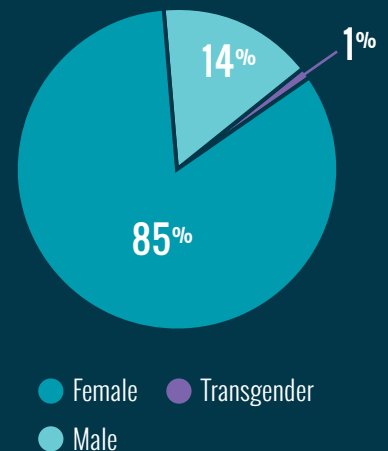
ETHNICITY



AVERAGE AGE



GENDER



CRIME VICTIM CLIENTS (NON-SEXUAL VIOLENCE)

VSC SERVES VICTIMS OF:

Mass Shootings

Elder Abuse

Assault

Robbery

DUI/DWI Crashes

Domestic Violence

Survivors of Homicide

Stalking

Kidnapping/False Imprisonment

Hit & Run

Fraud

Home Invasion

CRIME VICTIM SERVICES:

Crisis Counseling

Emotional Support

Trauma & Bereavement Support

Advocacy Services

Therapy (Individual, Family, Couple)

Support Groups

Workshops

Victim Compensation

24/7 Crisis Helpline

Bilingual Services

Court Accompaniment

Injunction for Protection

MARIA'S STORY

Maria was a victim of assault and stalking and was in desperate need of help. She first learned about VSC through a law enforcement detective in Kissimmee who referred her for services. She was immediately put in touch with one of VSC's Master's level bilingual Victim Advocates, Tamara, who was able to provide information and resources.

Since Maria only spoke Spanish, it was imperative that she could communicate with someone in her native language. Because Tamara also spoke Spanish, she was able to translate all documentation for Maria so she was better able to understand the intricacies of her case.

Tamara and Maria set up an appointment and met at VSC's Osceola County location. From the very first meeting, it was evident that Maria was determined to get the care and services she needed.

One day, Maria called Tamara devastated and frantic that her case was being dropped due to insufficient evidence. Tamara was able to advocate on Maria's behalf and prove that the case should continue.

Maria continues to meet with her Victim Advocate for emotional support and ongoing case management. Additionally, she meets weekly with one of VSC's bilingual therapists for individual therapy sessions and also participates in VSC workshops. Maria has been proactive in her healing journey and continues to work on her mental health well-being while seeking justice through the criminal process.

46

walk-in crime victim clients who come in for ongoing support and services

2,458

outgoing phone calls to crime victims in Central Florida to inform them of free and confidential services available to them

30

crime victim clients who need a one-time face-to-face service

27%

increase in crime victim services provided by VSC from the previous year

PULSE CRISIS RESPONSE

The Central Florida community suffered a great loss and an unprecedented amount of violence and tragedy this past year. It is our great privilege to have served 415 Pulse survivors and the community since the deadly attack. We are honored to continue this service as long as it takes to heal.

MORNING OF JUNE 12

VSC team was the first crisis counseling and victim services provider to respond to Orlando Regional Medical Center.

AFTERNOON OF JUNE 12

VSC Victim Advocates instructed families of the wounded and deceased to go to the Hampton Inn for information.

JUNE 13 & 14

The City of Orlando Family Assistance Program was set up. Our team moved locations and began operating out of the Beardall Senior Center from 7 a.m. until 11 p.m. Our team provided ongoing support to the victims' families while they were notified of the fate of their loved ones and informed of next steps to take.

JUNE 15

VSC moved to Camping World Stadium (formerly known as Orlando Citrus Bowl) where we were onsite each day, providing support to the victims, victims' families, loved ones, friends, and those impacted by the shooting.

JUNE 23

Orange County and the City of Orlando opened the new location called the Orlando United Assistance Center as the hub of information and resources for those impacted.

JULY 20

VSC hired a Victim Advocate to be stationed at the Orlando United Assistance Center to provide options and help survivors navigate available resources to get the help they need.

AUGUST 15

VSC hired a bilingual therapist to provide ongoing support and healing to survivors of the Pulse tragedy.

ONGOING

VSC will be here to provide free, unlimited, confidential services to those impacted for as long as our community needs.

"We have seen the true value of the Victim Service Center. It has lived up to everything that we ever hoped it would be in the wake of the Pulse tragedy.

AS A COMMUNITY, WE ARE SO VERY BLESSED AND SO VERY FORTUNATE THAT WE HAVE THE VICTIM SERVICE CENTER. I wish every community had what we had, but I am so thankful we have the Victim Service Center."

Orange County Mayor
Teresa Jacobs



415

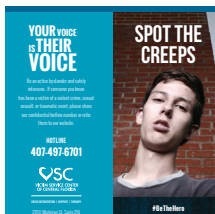
Pulse Victims Served

OUTREACH

TARGET POPULATIONS:



Men: According to RAINN (Rape, Abuse & Incest National Network), one out of every 10 rape victims are male. On February 10, 2016, VSC hosted the first M.V.P. (Men's Violence Prevention) Breakfast. Over 125 prominent male leaders in Central Florida attended and discussed how violence and crime impact our community, and how we can prevent it.



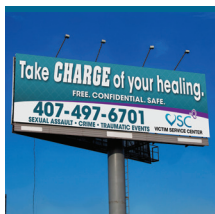
College Aged Individuals: One in five women and one in 16 men are sexually assaulted while in college (National Sexual Violence Resource Center). VSC developed the #BeTheHero campaign aimed to educate high school and college-aged individuals on Active Bystander Intervention. The campaign includes a PSA, collateral, website design, and promotional materials.



LGBTQ+: 44 percent of lesbians, 61 percent of bisexual women, 26 percent of gay men and 37 percent of bisexual men experience rape, physical violence, or stalking by an intimate partner (Human Rights Campaign). Our team worked very closely with our LGBTQ+ partner agencies and continued to strengthen those relationships to ensure all of the needs of our community were being supported.



Spanish Speaking Community: According to RAINN, Hispanic/Latino victims are less likely to seek help or report victimization, largely due to language barriers. VSC developed rack cards, trifolds, and tear-off sheets in Spanish to ensure the Spanish speaking community in Central Florida was able to get information and help they desperately needed.



Military: According to the 2015 DoD SAPR Annual Report, 20,300 members (10,600 men and 9,600 women) were sexually assaulted in 2014. Thanks to Clear Channel Outdoor, VSC has several different billboards designed to reach at-risk populations in our community. One of those designs, "Take Charge of Your Healing," is geared toward military personnel.



Homeless and Low Income Populations: 92 percent of homeless women have experienced severe physical and/or sexual violence in their lifetime (The National Center on Family Homelessness, 2005). VSC has Memorandums of Understanding with local agencies serving homeless individuals and provides ongoing trainings to ensure our services are known within that population.

285 OUTREACH EVENTS

provided information and resources to victims and aimed to prevent future victimizations in our community.



35 MEDIA STORIES

Throughout the year, VSC participated in 35 media stories on television, radio, and in print. We received national coverage on both CNN and Fox News.



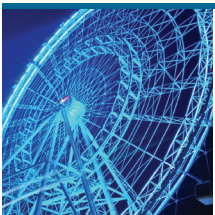
TRAINING & EDUCATION

VSC has taken an active role in preventing violence through education. The role of the Education Coordinator is to go into the community and conduct trainings for the general population, first responders, and our target at-risk populations. To measure the success of the trainings, we capture knowledge increase through the use of a pre- and post-test. Throughout the year, VSC conducted 58 presentations that included a pre- and post-test with nearly 900 participants completing the trainings.



FIRST RESPONDER TRAINING VIDEO

VSC created a 30-minute first responder training video that educates law enforcement, hospital personnel, EMS, Victim Advocates, and all first responders on the Sexual Assault Response Team protocol. This video features Rachel, one of our former clients and current volunteer, along with Master Sergeant Parker, Detective Rick Salcedo, and Detective Eduardo Lopez, who all worked on her case.



SEXUAL ASSAULT AWARENESS MONTH (SAAM)

The month of April is nationally known as Sexual Assault Awareness Month. Every year, our team raises awareness for survivors of sexual violence in our community. We do that through our annual gala Cheers to Change, Denim Day, and by joining local government and businesses as they light Central Florida in teal. We are grateful for our Platinum Cheers to Change sponsor, Owens Realty Services.

“I found the place I love to volunteer at the VSC Lunch and Learn. I could feel the positive energy in the room as we learned about all things VSC, a great place where the most caring, compassionate, and dedicated people are strongly united behind one mission—assisting victims. I’m grateful to be a small part of it.”

Jan Thompson
Volunteer since 2015

Last year,
VSC volunteers gave
OVER 400 HOURS,
saving the agency
\$9,624.26
through their generous
donation of time.

KELLY'S STORY

Kelly, a woman in her late 30's, began an online relationship with a man and finally agreed to meet with him to go on a date. What she didn't know is that he was a serial rapist and she would be his fourth victim.

Upon meeting, he opened the door and attacked her, grabbing her by the neck, choking her, and threatening to kill her. She cried and begged for her life while he sexually assaulted her. After 13 hours, she passed out in a head lock. When she woke up, he was gone.

She immediately called law enforcement, and our Sexual Assault Nurse Examiner (SANE) and Victim Advocate were dispatched to our confidential forensic exam site. Kelly was tired and scared. After hearing her options, she decided to move forward with DNA evidence collection.

Her Victim Advocate provided emotional support through active listening, reflection, and validation. Kelly's advocate also provided crisis counseling, talked her through the injunction process, and helped her with a safety plan. Following the exam, Kelly was given new clothing, a shower, and medication to prevent a sexually transmitted infection.

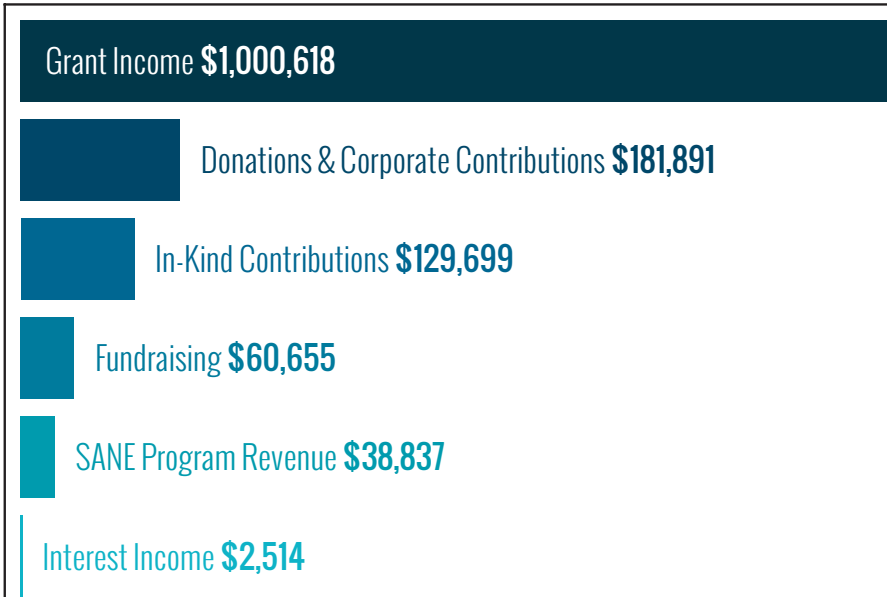
Kelly decided to press charges and her Victim Advocate was by her side, holding her hand, step-by-step for the entire process. Her Victim Advocate was there throughout the duration of the trial providing emotional support and helping the client ground herself when needed.

Kelly was the first of the four victims who was able to withstand the entire criminal justice process. He received a guilty verdict on all counts and is now in jail serving two life sentences.



FINANCIALS

REVENUE



EXPENSES



“I was scared before I came to Victim Service Center, but they made me feel so comfortable and were so compassionate, all my worries seemed to disappear. The love and support they have shown me is commendable. I appreciate all they have done!”

-A Sexual Assault Survivor

FUNDERS

- City of Ocoee
- City of Orlando
- City of Orlando-HFUW: Pulse
- City of Winter Garden
- Edyth Bush Charitable Foundation
- Florida Council Against Sexual Violence (FCASV)
- Kissimmee Police Department
- Office of the Attorney General
- Orange County Government
- Orange County Sheriff's Office
- Osceola County Government
- Osceola County Sheriff's Office
- St. Cloud Police Department
- To Write Love on Her Arms
- Valencia College

IN-KIND GIVING

- Averett Warmus Durkee
- Clear Channel Outdoor
- Covenant Cleaning Services
- Dr. George Ralls
- Dubsdread Catering
- Florida Hospital
- Orlando Utilities Commission



VICTIM SERVICE CENTER
OF CENTRAL FLORIDA

Office Line: 407-254-9415 | 24/7 Crisis Helpline: 407-497-6701

Address: 2111 East Michigan Street, Suite 210, Orlando, Florida 32806

VICTIMSERVICECENTER.ORG