

*Healing begins here*



FISCAL YEAR 2019-20  
ANNUAL REPORT

 **VSC**  
VICTIM SERVICE CENTER  
OF CENTRAL FLORIDA



## 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.

## 2019-20 BOARD OF DIRECTORS

Sam Azar  
Amy Bosley - *Chairperson*  
Bobbie Brinkerhoff  
Derek Bruce  
Laura Burke  
Amy DeYoung  
Susan Fortini  
Stephen Garrison -  
*Governance Committee Chair*  
Kris Gault-Lewis  
Adela Hathaway - *Secretary &  
Fundraising Committee Chair*  
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Sonia Narvaez Treasurer  
Laura Owens  
A.J. Stanton - *Vice-Chairperson*  
Craig Swygert  
Monique Yeager

# OUR *Organization*

Unlike ever before in our 21 year history, this year our mission and mettle was put to the test in ways we never could have imagined. Virtually overnight our entire operation and way of life were completely changed. A year when we all learned the meaning of what it really means to live day-to-day. There was no "How To" manual, so we quickly wrote our own following three core principles: 1) To remain open and available to the community; 2) To protect the health and safety our staff and clients; and 3) To deliver the highest standards of quality for our clients.

Then, in the midst of adapting to our "new normal" our world was rocked again when an act of police brutality triggered anger and frustration over the lack of progress in protecting people of color from acts of racism and injustice. In response we took action to examine ourselves, openly engage our team and collectively commit to becoming agents of social change that continually work for a higher standard of equality, accountability and change by embracing diversity in our words and actions; especially in mentoring and hiring staff, contractors, interns and volunteers.

In the days to follow, we were saddened by the news of the passing of our founder Commissioner Mary I. Johnson. She was a trailblazer who dedicated her life in the pursuit of helping those in need and improving our community. In the coming pages you will learn how Commissioner Johnson's vision and legacy lives on through our work.

This year's annual report highlights how despite the many obstacles and challenges that came at us, there were nonetheless many accomplishments for which we are very proud. You will learn how we enlisted the support of male leaders in our community to help eradicate violence, grew and expanded our therapy participation by 259% and created a weekly educational podcast series that not only reached listeners in our own community but 26 different states and 23 other countries including Japan, Ireland and Australia.

Since our inception more than two decades ago we have been a mission-driven organization committed to helping and healing those in need. We are deeply grateful to staff, Board of Directors, grant funders, annual sponsors, individual donors, volunteers and community partners that make us who we are, together!

Sincerely,

Amy Bosley, *Chairperson*

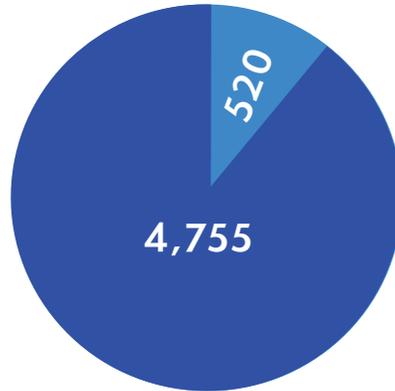
Lui Damiani, *Executive Director*

2019-2020

# Impact

**5,275 CLIENTS HELPED**

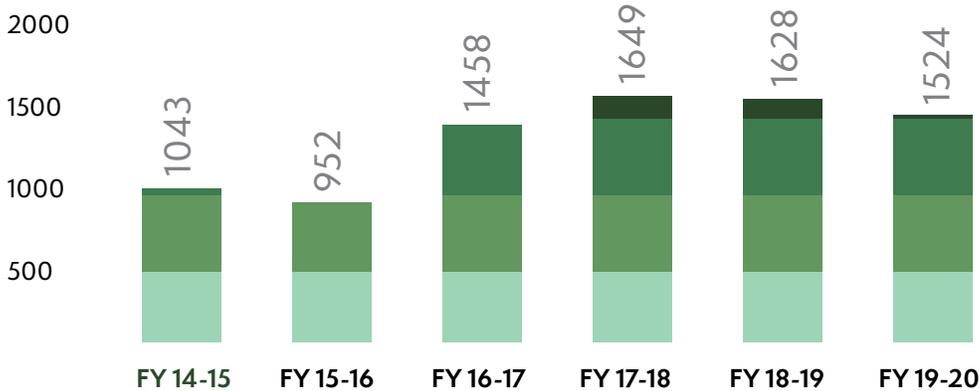
90% Sexual Violence  
10% Non-Sexual Violence



**6,819**  
SERVICES PROVIDED

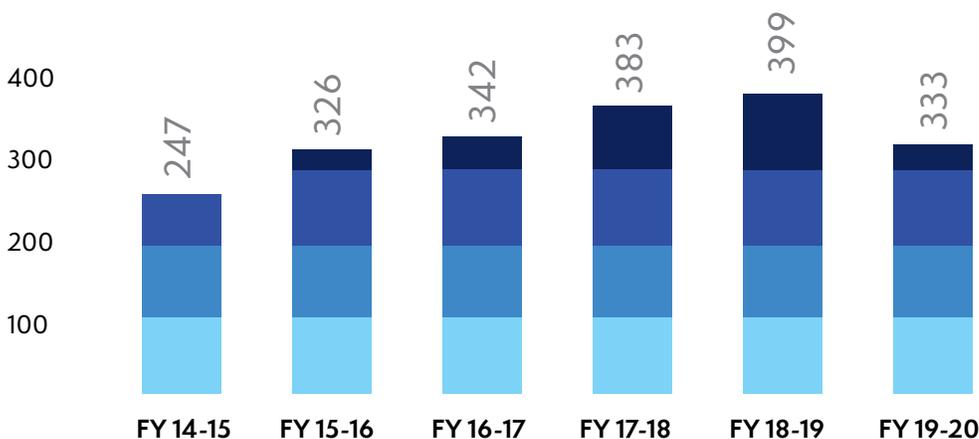
**1,524**  
24/7  
HELPLINE  
CALLS

## HELPLINE CALLS PER YEAR



**2,611**  
THERAPY  
SESSIONS

## IN-PERSON CRISIS RESPONSE & FORENSIC EXAMS



**333**  
CRISIS  
RESPONSE &  
FORENSIC  
EXAMS

**345**  
OUTREACH  
EVENTS



*in memory of our founder*

## Commissioner **MARY I. JOHNSON**

On June 3, 2020 we mourned the loss of our Founder, Commissioner Mary I. Johnson. Commissioner Johnson was a committed community servant who dedicated her life to the residents of Orlando and Orange County. She was the first Hispanic to be elected to the Orlando City Council where she served three terms between 1980-1992. Then, in 1992 she became the first Hispanic to be elected to the Orange County Board of County Commissioners where she served another 12 years (3 terms) until retiring from public service in 2004. During her 24 year tenure as a City and County elected official, Commissioner Johnson was a key figure in helping to shape and guide the growth and evolution of Central Florida into a world class business and travel destination. She served on more than a dozen key community boards, including the LYNX Central Florida Regional Transportation Authority, the Greater Orlando Aviation Authority, United Arts, MetroPlan Orlando and the Central Florida YMCA.

Although Commissioner Johnson achieved numerous significant accomplishments throughout her career, she was most proud of her role as the Founder of the VSC in 1999 where she also served as the first and longest standing Chairperson of our Board of Directors for the first 9 years of VSC's 21 year history.

Commissioner Johnson was a citizen servant who gave selflessly to the Central Florida Community serving on more than twenty different key boards during her lifetime. Given her contributions she was recognized with multiple awards including the National Association of Hispanic Elected Officials Lifetime Achievement Award, Summit Award and Outstanding Women in Government Award among others.

It is because of her vision, persistence and tenacity that the Victim Service Center exists and has been able to help and heal thousands of people every year for more than 20 years. She was a great leader, personal mentor and friend whose legacy lives on through the work of the VSC.



**There to help crime victims**  
Florida Attorney General Bob Butterworth congratulates Orange County Commissioner Mary Johnson at the grand opening Monday of the Victim Service Center at 1 N. Orange Ave. The center



# VSC SERVICES OFFERED



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 continued to be the only Certified Rape Crisis Center serving Orange, Osceola and Seminole Counties and all of our services remained free, confidential and victim-focused. Our Master's Level Crisis Counselor/ Victim Advocates were available around the clock to offer emotional support through our 24/7 Crisis Helpline (407) 500-HEAL. They also provided one-on-one crisis intervention, counseling and case management services both virtually and in-person when appropriate. Our team of professionals supported clients by teaching them grounding and coping skills to help them handle their trauma and offer other support such as information and referrals for legal issues, court accompaniment, safety planning and assistance with victim compensation claims. This year, in the wake of the COVID-19 pandemic, our overall services actually declined for the first time in recent history, maybe ever, as everyone was learning exactly how to access and provide virtual services. To the credit of the VSC team, we never closed our doors and were able to immediately adapt our operations.

## FOCUS ON BLACK SURVIVORS

Over the past few years VSC has been on a journey of working towards better engagement and services for underserved populations, specifically black survivors. After two years of research in collaboration with the UCF School of Social Work, the VSC's Program Director, JoEllen Revell and Lead Therapist, Brandi Godbee were published in the Journal of Social Service Research in an article entitled, "Let's not talk about it: A mixed-methods study of multiple perspectives on service barriers and recommendations for black sexual assault survivors". This led to the agency's targeted focus on developing specialized service options for black survivors and a new satellite office program for West Orange County planned for Spring/Summer 2021.

## TYPES OF VICTIMIZATION

- Adults Abused as Children
- Sexual Assault
- Stalking/ Harassment
- Physical Assault
- Robbery
- Home Invasion
- Human Trafficking
- Homicide Survivors
- Domestic Violence
- Secondary Victims
- Drunk Driving Victimization
- Mass Shootings
- Other Traumatic Events

# Therapy

The VSC Therapy Department provided trauma informed therapeutic services for our clients that needed deeper and more intensive healing than available through our Crisis Counseling and Advocacy program. For those clients, we worked with them individually to develop treatment plans with goals catered to their specific needs.

The VSC therapy team is highly skilled and it is noteworthy to mention that most are licensed and trained in Eye Movement Desensitization and Reprocessing (EMDR) which is particularly helpful in treating those with post-traumatic stress disorder (PTSD). In addition, our team is diverse and bilingual which enabled us to provide help to many clients that were previously facing geographic, linguistic and/or culturally-related barriers to care. Further, despite the abrupt mid-year transition from in-person therapy to virtual therapy caused by the pandemic, we were able to increase our the number of individual Therapy sessions provided by 2%.



## GROUP PARTICIPATION INCREASES 259%

One positive that came out of our pandemic caused shift to virtual services was that more clients wanted and were able to participate in our support groups! In total, 63 groups were held during the year which was actually fewer groups than the prior year. However, the total number of attendees in those groups skyrocketed to 337.

We also changed up our group offerings slightly in an effort to better serve our clients and address their specific needs. One such group was our **"Black Survivor Intimate Partner Violence Group"** which was a group specific for black survivors facilitated by black therapists. Another new offering for this year was entitled **"Finding My Hope"** which engaged VSC Speaker's Bureau survivor volunteers in leading and facilitating an open dialogue peer group about Hope after victimization. Finally, we introduced an interactive group called the **"Passion Flower Project"** where clients used gardening metaphors while physically participating in gardening as a healing activity.

## GROUPS

- Various Closed Therapy Groups
- Dialectical Behavioral Therapy  
(10-week series)
- Surviving the Holidays Workshop
- Finding My Hope
- Rainbow Resilience
- Men's Survivor Group
- Monthly Survivor Meet-Up  
(Orlando, Longwood and in Spanish)
- Detained Female Sexual Trauma Group
- Black/African American Female Healing Support Group
- Passion Flower Project

LIVES  
TOUCHED  
THROUGH  
THERAPY

2,548  
INDIVIDUAL  
SESSIONS

63  
GROUP  
SESSIONS

25%  
HISPANIC

21%  
LGBTQ+

12%  
DISABLED

34  
AVERAGE  
CLIENT AGE

OUTREACH, EDUCATION &

# Volunteers



## ASSESSING COMMUNITY NEEDS

Early in the fiscal year, we embraced the challenge of conducting a Community Needs Assessment with the goal of soliciting input, feedback and ideas related to our programs and services. In order to help lend objectivity and expertise to the project, we first enlisted the support of Dr. Kim Anderson and the School of Social Work's Women's Cluster at the University of Central Florida to help design our initial survey instrument and later facilitate focus groups on our behalf. After soliciting and aggregating feedback through the initial survey, in January 2020 we hosted a kickoff of professionals from social service, healthcare and the faith community that participated in focus groups to further explore and build upon the themes captured by the survey related to services for sexual assault victims. The feedback was so insightful that at that point we decided to expand the project to incorporate an additional follow-up focus group comprised of survivors later in the spring. Finally, in early summer we enlisted the help of a limited number of the focus group volunteers to help shape the focus group feedback into tangible and achievable objectives which a few months later were incorporated into VSC's strategic plan.

## VIRTUAL EDUCATION & PODCAST

Up until March of 2020, we conducted most, if not all, of our many prevention education trainings in-person averaging about five community education sessions per week. Then, amidst the outbreak of the COVID-19 pandemic every in-person training had to be cancelled and we faced a trial by fire as we reimagined how we could continue to connect with people, educate the community, raise awareness and normalize conversations around the work that we do. At that point we didn't even own a webcam! But, undeterred, we quickly adapted and offered all our trainings virtually and created a weekly Podcast series that debuted within days of the initial lockdown orders.

Each week, the podcast featured an extraordinary array of guests including survivors of trauma, professionals that work with victims and partners from within the Central Florida Community

and beyond discussing issues such as victimization, trauma and sexual assault in an effort to prevent violence in the community. The podcast focused on many topics including Sexual Assault Awareness month, Reactions to COVID-19, LGBTQ+ victimization issues, Transgenerational Trauma in the Black Community, Narrative Therapy, and Childhood Sexual Abuse to name a few. The VSC Podcast was made available on all streaming platforms and immediately gained traction and popularity reaching well beyond Central Florida across dozens of states and other countries.

In addition to our Podcast series, we also livestream some of our trainings online via Facebook Live. We created and hosted a series of Facebook Live events covering various educational topics including Consent, Boundaries & Communication, LGBTQ+ identities and Mental Health, just to name a few. These educational offerings proved to be popular and were watched by viewers from across the country.

## SPECIALIZED TRAININGS FOR PROFESSIONALS

This year, our team of experts also achieved one of our strategic goals of adding Continuing Education Unit (CEU) certified trainings through the Florida Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling to our menu of course offerings. The courses include: "Sexual Assault 101"; "Healthy Relationships"; "Sexual Harassment vs. Flirting"; and "Be the Hero Active Bystander Training." With CEU credit courses included in our toolbox we were able to expand our reach and create demand for our trainings from our peers and other professionals in the community.

Another noteworthy training milestone that occurred this year was when the Florida Council Against Sexual Violence held their biennial statewide training summit and showcased multiple courses created and presented by VSC staff. Those sessions were attended by fellow professionals from around the state and included: "The Y Factor – Men in Victim Advocacy"; "Let's Not Talk about it- Service barriers for Black Sexual Assault Survivors"; and "Moving Towards Acceptance and Change: DBT Informed Therapy with Survivors of Sexual Violence."

215  
TRAININGS  
CONDUCTED

2508  
INTERN HOURS

5786  
INDIVIDUALS  
TRAINED

216,075  
OUTREACH  
AUDIENCE SIZE

3461  
VOLUNTEER  
HOURS

\$86,277  
VOLUNTEER  
IMPACT

# Highlights and Challenges



## MEN'S VIOLENCE PREVENTION BREAKFAST

We began 2020 with a very special outreach event directed specifically at prominent male leaders in our community. Set at the brand new and exclusive University Club in downtown Orlando, we called it the MVP Breakfast (i.e. Men's Violence Prevention) and invited participants to come together to discuss how sexual violence impacts our community. The event was hosted by Orlando Sentinel Columnist, Scott Maxwell and attracted numerous Central Florida Community leaders including: Orange County Mayor Jerry Demings, Orlando Mayor Buddy Dyer, Orange County Sheriff John Mina, Seminole County Sheriff Dennis Lemma, Apopka Mayor Bryan Nelson, Kissimmee Mayor Jose Alvarez, Osceola Sheriff Russ Gibson, Orlando Police Chief Orlando Rolon, UCF Police Chief Carl Metzger, Valencia College President Sandy Shugert and numerous other prominent business leaders from across the community.

The highlight of the event was a special appearance by former Women's World Boxing Champion Christy Salters who flew in from Austin, Texas to be part of the event and share her powerful story of survival after being left for dead following a brutal attempt on her life at the hands of her former husband. The breakfast was also an opportunity for us to recognize a few key individuals who have been our supporters and to challenge the group to use their leadership status to take meaningful actions within their organizations to help prevent sexual assault/ harassment and other forms of violence within their own areas of influence.



## COVID-19'S OVERNIGHT IMPACT

By the beginning of March 2020, we understood that the pandemic reality was coming and that it would bring an entirely new set of challenges, requiring an extremely swift response. We also knew that in order to be true to our mission, we needed to do whatever was necessary to ensure that we safely remained open and available for our clients. So, we wasted no time quickly creating a VSC COVID-19 Operating Plan with staff and client exposure guidelines, procedural protocols and new building signage to help our employees and clients understand our "new normal." We immediately and proactively developed and adopted a Public Health Crisis Policy, Social Distancing Policy, Remote Work Policy and Tele-Therapy Policy. Simultaneously, we drew upon our longstanding key community partnerships to help us rapidly acquire video technology, licenses and laptop computers to provide our team with the necessary tools to quickly make the transition to remote work. Within days we had launched a new online intake procedure and a text line to allow for clients to connect without being in-person.



## SAAM ON SOCIAL MEDIA

By the time Sexual Assault Awareness Month (SAAM) rolled around in April, the pandemic had thrown a monkey wrench into all of our planning. Our signature benefit event, Cheers To Change, had to be cancelled and our in-person Denim Day activities had been derailed. Nonetheless, we knew we wanted to still engage the community and spread awareness of sexual violence prevention for sexual assault awareness month even with the COVID-19 restrictions. To do that we became more engaged than ever on our social media platforms; going live on Facebook and posting on our Instagram became a daily occurrence. We took part in the National Sexual Violence Resource Center's (NSVRC) #30DaysofSAAM challenge on Instagram and we even won a nationwide challenge which allowed us to stay connected on a national level with other RCC's and people who share our passion to end sexual violence.



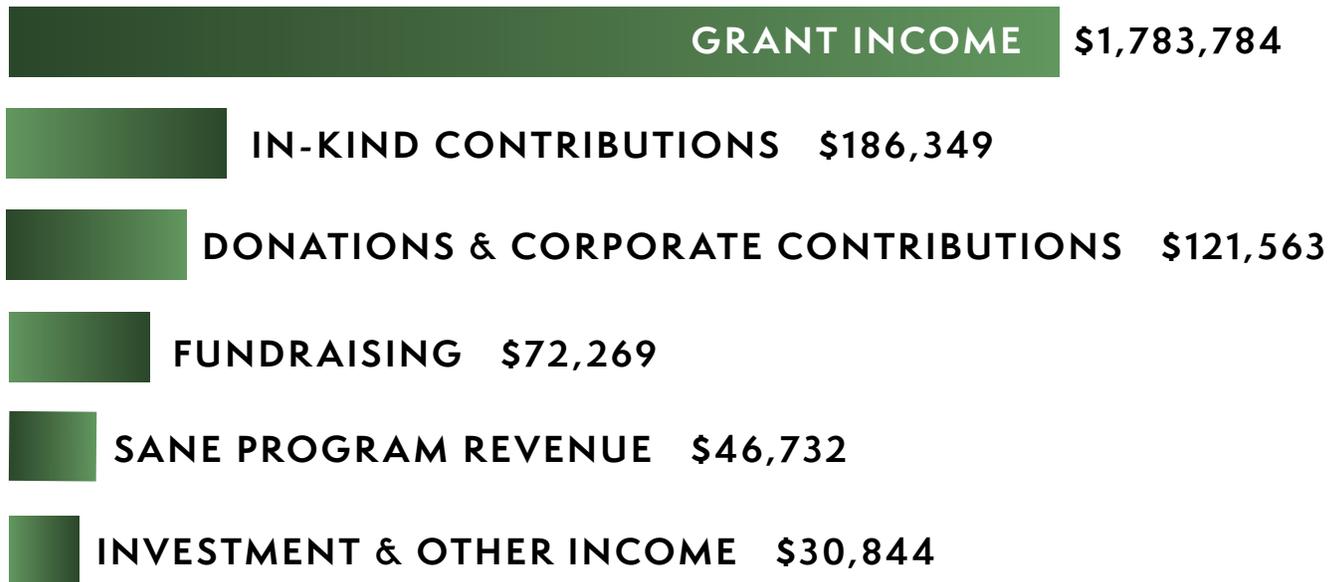
## ANTI-RACISM EFFORTS

The violent deaths of black Americans in 2020 impacted us in a way that caused us to want to do something meaningful to take a stand against racism and injustice. We pledged to be an anti-racist agency and in this process listened to our team, offering debriefings and opportunity for open discussion. We also crafted and adopted a new Diversity, Inclusion, Anti-Racism Commitment statement and incorporated it into our Employee Handbook memorializing it into the very fabric of our organization. We pledged to be agents of social change and established immediate and ongoing anti-racism trainings and activities for all our staff. Plus, we committed to increasing diversity through our recruitment of staff, interns and contractors.

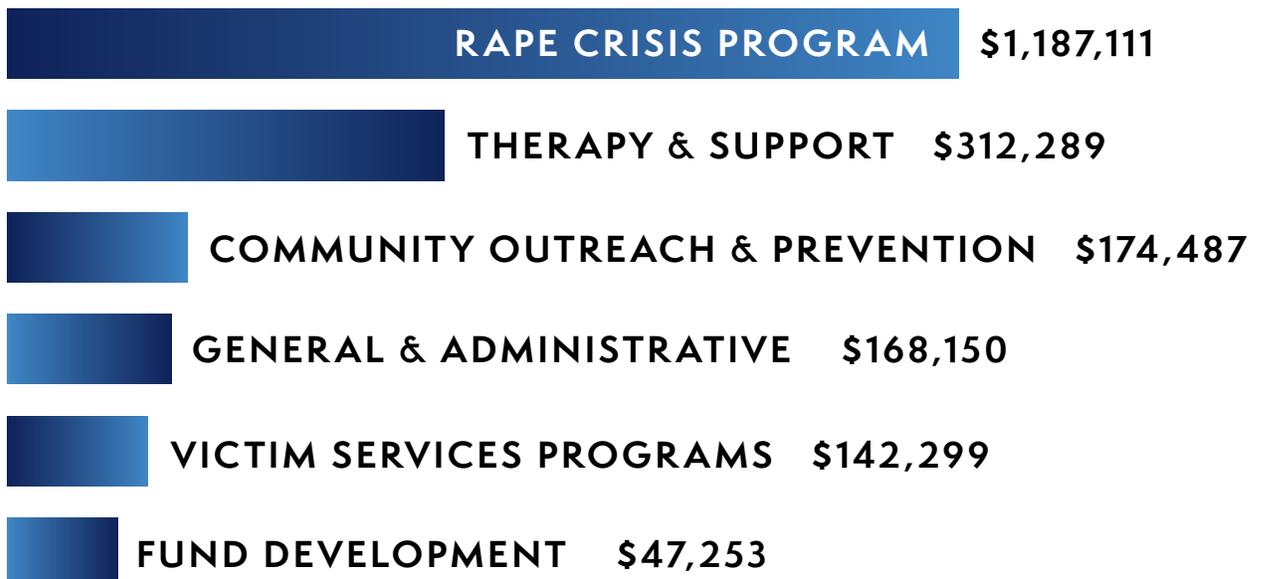
# Financials



## REVENUE



## EXPENDITURES



# A *special thanks* TO OUR DONORS

## CONTRIBUTIONS

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Claudia Abalo	Damiani	Audra Hollifield	Bob Mund	Scott Sloman
Rosa Abraham	Sharon Darin	Mark Holmes	Sonia Narvaez	Oriallis Sosa
Advent Health	Dean Mead Attorneys-At -Law	Jessica Honeycutt	Graciela Noriega-Jacoby	Ginny Sparks
Krista Ahola	Randolph Delarosa	Dannie Hubp	Maria Nunez	Elizabeth Stanton
Kristie Altman	Jason Deshazo	Marianne Iannarelli	Christey Oberbeck	A.J. & Michelle Stanton
Martin Andersen-Gracia Andersen Foudnation	Amy DeYoung	Wanda Ickes	Tim O'Leary	Barry Strafacci
James Angers	Mary Diehl	Eric Jackson	Orlando Accounting & Tax Services	Randall Suro
Sam Azar	Kimberly Doan	Neil Jacobsen	Orlando Health	Craig & Judy Swygert
William & Tina Baker	Ed Dore	Samir Jallad	Adolfina Ortiz	Deb Taylor
Alexandra Barker	Kevin Edmonds	Leila Jammal	Jacqueline O'Shaughnessy	Jan Taylor
BB&T Insurance	Christine Elias	Charles Johnson	Bob & Laura Owens	Mumtaz Tharoo
Denise Beck	Claudia Etherington	Monique Johnson	Owens Realty Services	The Urban Dog Real Estate Group
Rosemary Bednar	Jill Farris	Allen Johnson	Sheryl Page	Chris Thibault
Erica Beltran	Dirk Farrow	Barbara Kalichman	Downtown Orlando Partnership	Jan Thompson
Blum Shapiro	Michael Favorit	Jennifer Kennedy	Paul/Knopf/Bigger Trial Lawyers	Patti Tonoff
Craig Borkon	Ana Fernandez	Heather Kirson	Nixon Leonardo Payano	Commissioner Mayra Uribe
Mike & Amy Bosley	Jeff & Tracy Forrest	Rebecca Klouse	Laura Peddie-Bravo	Valencia College Foundation
Kevin Brown	Susan Fortini	Johnnie & Danica Kramer	Jennifer Porter	John Valentino
Derek Bruce	Kevin Fox	Ayesha Lall	Chanda Postell	Bob Vander Weide
Tuwand Bryant	Stephen Fulwider	Brianna Letendre	Joshua Proffitt	Daphnee Vergeau Perret
Lisa Buehler	Eric Gassman	Margaret Lezcano	John & Debbie Pusateri	George Vietor
Laura Burke	Vickie Gayle	Tyler Lidester	Eamon Quinn	Jiancarlo Villa
Robert Butcher	Susan Gendry	Robert Lipscomb	Rick & Kathy Raines	Jessica Walker
Amy Calandrino	Adam Gerber	Natasha Llorens	Jocelyn Rayas	Picton Warlow
Michael Cantrell	Richard Gerweck	Macy Magliaro	Ralph Reinert	Joy Watson
B Carby	Sheriff Russ Gibson	Kyle Mannion	JoEllen Revell	Shannan Webster
Wendy Churchville	Brandi Godbee	Lourdes Markham	Cathie Rising-Clarke	Lonzie Wellon
Cynthia Clark	Biff & Kathy Godfrey	Laura Marshall	Danae Rivera-Marasco	Dr. Leigh White
Barbara Cleary	Jocelyn Gombos	Lisa Matarese	Shelley Rodgers	Angela Williams
Roland Clee	Carmen Graham	Tracy Matheson	Laura Rodriguez	Bruce Wilson
Suzanne Clouchete	Gail Guerrina	Joel McKelvey	Sharlyne Rogers	Rhonda Wilson
Kathryn Collie	Edward Guindi	Marie McKenzie	Maria Rolon	Winter Park Construction (WPC)
Rebecca Colon	Barbara Hahn	Kathryn Mendoza	Lisa Rowell	Robert Witherwax
Congruity Counseling	Erik Halluska	Fred Metz	Blane Ruschak	WithumSmith+Brown, PC
Gina Costa	Bruce Harburg	Carl & Linda Metzger	Ritu Sandhu	WomanCare
Barbara Costa	Susan Harris	Sheriff John Mina	Roberta Scott	Thomas Yochum
Bill Cowles	Dave & Adela Hathaway	Sharon Mitchell	Barbara Shell	Tom Young
John Crossman	Kimberly Hawkins	Emilie Mitchell	David & Rachel Sines	Randall Ziegler
Ivy Crowell	Heart of Florida United Way	Betty Mittleman	Chris & Kathleen Skambis	
Lui Damiani	Maureen Henson	Anna Moore	Richard & Margaret Sloane	
Luigi & Maureen	Alexander Hernandez	Nancy Moskyok		
		Michael Mulhall		

## IN-KIND

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Aloft Orlando Downtown	Lucinda Esenam Kjerulff, MD, FACOG	Pollo Tropical	WithumSmith+Brown, PC
ClearChannel Outdoor	Maqsud Ahmed, M.D.	Scott Maxwell, The Orlando Sentinel	
Covenant Cleaning Services	Massey Services	The University Club of Orlando	

## GRANTORS

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

**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](http://VictimServiceCenter.org)**

**@VSCFlorida**

