

VICTIM SERVICE CENTER OF CENTRAL FLORIDA



VICTIM SERVICE CENTER
OF CENTRAL FLORIDA

celebrating

25

years

ESTABLISHED 1999

ANNUAL REPORT • FY 2023-24

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.

2023-24
BOARD OF
DIRECTORS

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As we close another year and reflect upon our 25 years of serving the Central Florida community, it is with great pride that I share with you our annual report. This report features many of the highlights and milestones we achieved this year, all of which were made possible thanks to the extraordinary generosity of our financial supporters, commitment of our volunteers and leadership of our Board of Directors.

This year has been one of both successes and challenges for the VSC. We have made great strides in improving our facilities, strengthening our community partnerships and developing innovative new ways to help our clients heal. We opened a new confidential picturesque lakefront facility that provides a calming atmosphere for those who have been sexually assaulted. We also embraced new opportunities this year, including a partnership with the Orlando Ballet that resulted in a pioneering support group that provides therapeutic healing exploration through dance. Plus, we forged a new collaboration with the State Attorney's Office that enabled us to establish a satellite office at the courthouse so our team can be available to provide emotional support for clients that need our help as they face their perpetrators. These accomplishments would not have been possible without the commitment and hard work of our team members and community partners working together to develop and implement innovative solutions that broaden our reach.

As with any year, we also faced our share of challenges which began very early on in our fiscal year when we learned that our single largest funding source had been reduced by 25% causing us to immediately restructure our staffing and eliminate two positions to absorb the financial loss. Then, shortly thereafter, we learned that the location where we provide our forensic exam services was going to be demolished and that we had only 7 weeks to locate and transition services to a new location. Despite the enormity of these obstacles, we addressed them head-on, which only strengthened our resolve to find new ways to improve our services and expand our impact.

We are proud that over the past two-and-a-half decades the VSC has evolved into one of Central Florida's premier and most trusted nonprofit organizations providing transformative healing services for those who have been impacted by sexual assault, violent crime, and other traumatic circumstances. More importantly, we recognize that none of our success would have been possible without our incredible staff, Board of Directors, grant funders, sponsors, donors, volunteers, and community partners who share our passion for providing healing and hope.

Thank you all for being part of our extraordinary journey

Sincerely,

Adela Hathaway
Chairperson

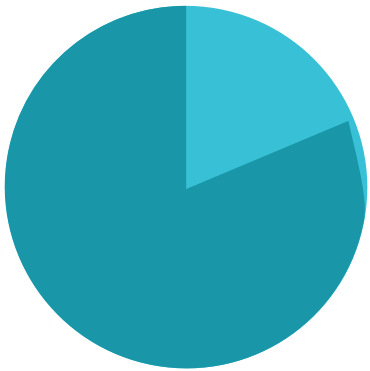
Lui Damiani
Executive Director

2023 -2024

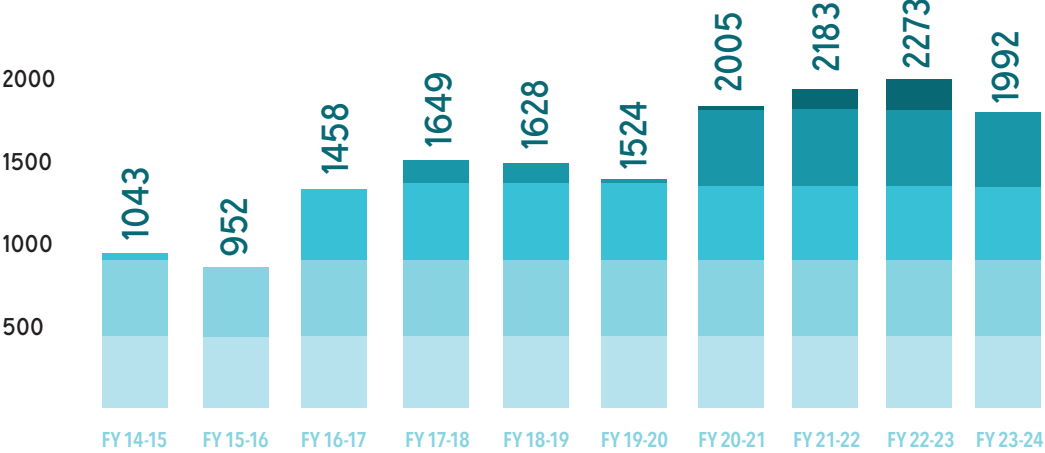
IMPACT

7,266 CLIENTS HELPED

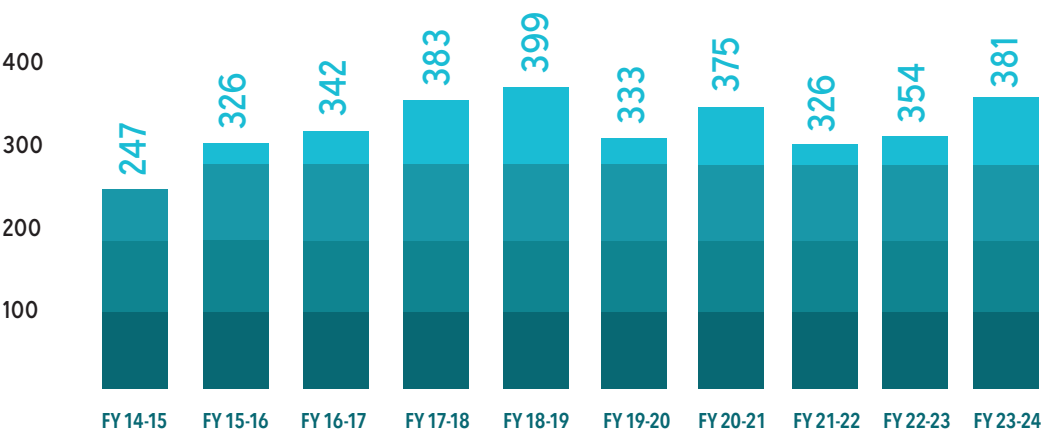
84% Sexual Violence
16% Non-Sexual Violence



HELPLINE CALLS PER YEAR



IN-PERSON
CRISIS RESPONSE & FORENSIC EXAMS



3,519
THERAPY
SESSIONS

1,992
24/7
HELPLINE
CALLS

381
CRISIS
RESPONSE
& FORENSIC
EXAMS

3,451
CLIENTS
ASSISTED
(BEYOND HELPLINE)

174
OUTREACH
EVENTS

CRISIS COUNSELING & ADVOCACY

As we were putting the final touches on our budget for the upcoming year, our single largest grantor notified us that due to a funding shortfall, we’d be receiving a reduction in our grant allocation of \$261,949 from the prior year funding level. To absorb this significant impact, we immediately halted all non-discretionary spending and developed a restructuring plan that eliminated two full-time positions and focused our remaining resources.

During the same timeframe, we also welcomed a new Program Director who helped us evaluate our advocacy program and implement additional operational efficiencies to better serve our clients. One of those measures was the creation of two new part-time overnight positions dedicated to responding to weekday overnight calls which created more availability of our daytime advocacy staff to meet with clients since they were no longer required to also be available overnight. This new cost neutral strategy not only improved our ability to help clients but also resulted in an overall increase in employee satisfaction.

Another milestone this year was our transition to a completely new cloud-based client management system called VELA. Thanks to one of our grantors that wants to standardize how rape crisis centers like ours manages our client data, they agreed to pay for two years of the service on our behalf to make the change. In response, we agreed to take on the challenge and became one of the first programs in the state to implement the new system that is estimated to save the VSC approximately \$20,000 over the next two years.

“I feel safe and comfortable navigating life without experiencing the retraumatizing thoughts, feelings, or emotions.”

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



ADVOCACY



OUTREACH



SAFETY PLANNING



THERAPY



PREVENTION & EDUCATION



INJUNCTION FOR PROTECTION



SEXUAL BATTERY RELOCATION



CRISIS COUNSELING



VICTIM COMPENSATION



24/7 CRISIS HELPLINE



INFORMATION & REFERRAL



MEDICAL & FORENSICS



COURT ACCOMPANIMENT



This year for the first time in our history our skilled team of Therapists provided more than 3,500 counseling sessions! We were able to achieve this significant milestone by offering daytime, evening and weekend appointments and giving our clients the option of meeting either in-person or virtually.

Plus, we developed a unique partnership with the Orlando Ballet and that resulted in the creation of an innovative new program called “Emotions in Motion” where trauma survivors were given the opportunity to explore emotions through dance movement and process their experience in group conversation. Facilitated by our therapists and ballet staff, this unique group collaboration incorporated somatic and community-based healing as participants explored the emotions of bravery, anger, shame, power and Joy.

AWARDS & RECOGNITION

This year our agency and team members were honored for our efforts to meet the therapeutic needs of our community. These awards included:

COMMUNITY PARTNERSHIP AWARD
presented to VSC by the Central Florida Association of Marriage and Family Therapists (CFAMFT)

DISTINGUISHED SERVICE AWARD
presented to VSC Therapist Sharon Darin by CFAMFT

CHERYL LAIRD LEADERSHIP AWARD
presented to VSC Therapy Manager Brandi Godbee by The Mental Health Counselors of Central Florida

SUPPORT & THERAPY GROUPS

- Women’s Sexual Trauma
- Men’s Sexual Trauma
- Rainbow Resilience LGBTQ+ Sexual Trauma
- Black/African American Women’s Healing
- Spanish Speakers’
- Healing Through Movement Yoga
- Passionflower Project Gardening & CBT
- Dialectical Behavior Therapy (DBT Skills)
- Surviving the Holidays Workshop
- Emotions In Motion Dance Movement

LIVES TOUCHED THROUGH THERAPY

3401
INDIVIDUAL
SESSIONS

118
GROUP
SESSIONS

543
GROUP
PARTICIPANTS

24/7 CRISIS RESPONSE & FORENSIC EXAMINATIONS

CARE Center Orlando – Our Founder’s Dream Realized



381 SEXUAL ASSAULT FORENSIC EXAMINATIONS CONDUCTED

Twenty-Five years ago when Commissioner Mary I. Johnson first introduced the idea she had for the VSC she said she envisioned a warm, inviting, home-like setting that would provide a calming and healing atmosphere for clients. Over the years since our inception, our team has never lost sight of that goal and has worked to make our facilities as comfortable and appealing as possible. With this vision in mind, this year we worked with our community partners to help us identify a new private confidential location where we could provide forensic examinations and crisis intervention services for victims that had been sexually assaulted. When AdventHealth’s leadership team learned about what we wanted to achieve, they offered us our own quaint lakefront home, paid for necessary renovations to accommodate our needs and even helped us to move in! Thanks to their

generosity, this year Commissioner Johnson’s dream finally became a reality with the dedication and grand opening of VSC’s CARE Center Orlando.

In addition to inaugurating the new CARE Center Orlando this year, we also welcomed some new enthusiastic and dedicated Sexual Assault Nurse Examiner’s (SANE) to our forensic nursing team and implemented monthly chart reviews to highlight the use of best practices during forensic examinations and help us improve our documentation and testimony skills. Additionally, our team has continued to strengthen partnerships with hospital Emergency Departments, providing valuable educational sessions for nurses on the proper protocols when a patient presents with a report of sexual assault.



PREVENTION EDUCATION

After several years of growth and success, this year we focused our energies on updating and improving some of our most sought-after trainings including the popular Be the Hero, Sexual Assault Awareness and Prevention, and Bullying and Cyberbullying curricula. These programs were carefully redesigned to incorporate the evidence-based and research-informed AIAI-FTD model, designed to inspire personal application and action. Then, to complement these updates, we launched new retrospective surveying methods to measure knowledge, and confidence gains more accurately to better assess the true impact of our training. We also worked with the Orlando Police Department to provide enhanced officer training on key topics such as sexual assault awareness, human trafficking, and gender-based violence. This included a comprehensive half-day training event that equipped officers with best practices for responding to and supporting survivors.

13 PODCASTS

77 TRAININGS

1329 INDIVIDUALS TRAINED

VOLUNTEERISM & OUTREACH

The grant funding shortfall and related staffing reductions that we encountered at the beginning of the fiscal year presented us with the perfect opportunity to begin utilizing volunteers in our day-to-day operations. One position that we quickly identified was that of a Front Desk Volunteer that would help greet clients, check them in and answer phones. So, we created a job description, developed a training program and began recruiting volunteers right away. Then, before we knew it, we had volunteers performing duties that until that time had only ever been done by paid VSC staff!

Another advancement in our volunteer program this year was the introduction of a new position of “Lead Volunteer” to give more responsibility to some of our more seasoned volunteers. Until this year our practice had always been to pair volunteers with a member of our full-time staff when attending outreach events. However, as we attended more events and trained our volunteers, we learned that we could participate in even more outreach and engagement opportunities by giving these Lead Volunteers the responsibility of overseeing and directing other volunteers at events across the community.



174 OUTREACH EVENTS

7056 OUTREACH INTERACTIONS

3651 VOLUNTEER HOURS

\$123K+ VOLUNTEER IMPACT

PHILANTHROPY



STEVE GUNTER A DECADE OF DEDICATION

Ten years ago when we started planning our first Cheers To Change benefit event, we approached Steve Gunter, owner of Dubsdread Catering, and asked him if he'd consider partnering with us and donating some food for our guests. Without hesitation, Steve said "just let me know what you need!" That was just the beginning! In the years since, as Cheers To Change has grown, Steve and the Dubsdread team has continued to annually provide our catering in-kind which now easily exceeds \$20,000 per year. This year, in recognition of his generosity and support, the VSC presented Steve with our Decade of Dedication Award!



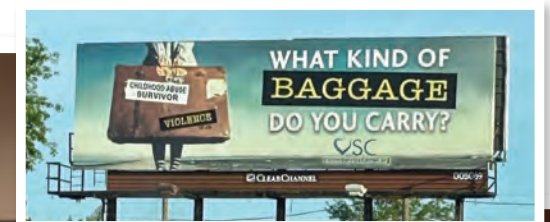
SEXUAL ASSAULT AWARENESS MONTH (SAAM)

April is national Sexual Assault Awareness Month (SAAM) which is why we always hold our Cheers To Change benefit event on the first Friday in April to get the ball rolling! This year, after our biggest Cheers event ever, the following week we were featured in a television news story announcing a new satellite office that we opened within the State Attorney's Office. Then, in the third week of April we held the grand opening of our new CARE Center Orlando which also garnered local media coverage.

As we approached the end of April, we championed Denim Day and traveled the tri-county area of Orange, Seminole and Osceola counties securing proclamations of support for Denim Day which always takes place on the last Wednesday in April. This year Orange County, Osceola County, Seminole County, the City of Kissimmee, the City of Apopka, the City of Sanford and Orange County Public Schools all got into the spirit offered their support which helped us draw our largest awareness to date with... **118,343 DENIM DAY participants & VSC social media tags!**

CHEERS TO 10 YEARS

This year marked the tenth anniversary of our signature event, and it was the biggest and best to date featuring indoor and outdoor live entertainment, delicious food, drinks and a giant silent auction with more than 100 items! More than 600 attendees packed into the Orlando Science Center and donated more than \$108,000 to help us support survivors across the Central Florida community. One of the emotional highlights of the evening featured VSC Board Member, Isabelle Owens, drawing the attention of and silencing the giant audience with her heartfelt personal story about how the VSC helped her family in their time of need.



2023-24 FINANCIALS

REVENUE

GRANT INCOME \$2,154,488.

IN-KIND CONTRIBUTIONS \$227,708.

FUNDRAISING \$187,305.

DONATIONS & CORPORATE CONTRIBUTIONS \$184,488.

INVESTMENT & OTHER INCOME \$119,062.

SANE PROGRAM REVENUE \$80,980.

EXPENDITURES

RAPE CRISIS PROGRAM \$1,525,424.

THERAPY & SUPPORT \$400,325.

GENERAL & ADMINISTRATIVE \$263,372.

COMMUNITY OUTREACH & PREVENTION \$161,540.

VICTIM SERVICES PROGRAMS \$157,113.

FUND DEVELOPMENT \$124,031.

SPECIAL THANKS

INDIVIDUAL DONORS				
Erin Arnold	Gino & Maureen Damiani	Susan Harris	Ruben Montilla	Rachel Sines
Christine Arrant	Lui & Sweet Lisa Damiani	Benita Harrison	Nancy Moskyok	Kathleen & Chris Skambis
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Sergio Chaparro	Brandi Godbee	Margaret Lezcano	JoEllen Revell	Suzette Welsh Lewis
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Michell Collado	Heather T Godwin	Garth Lurvey	Laura Rodriguez	Jackie Woerner
Oscar Collado	Justin & Carmen Graham	Lisa Matarese	Paul & Donna Rooney	Linda Leonard-Woods
The Honorable Bill Cowles	Mary Griffis	Erin McCaulley	Lisa Rowell	Tom Young
Ashlynn Crawford	Barbara Hahn	Carl Metzger	Suzanne Saltzman	Randall Ziegler
Michael Cronin	Amer Hamza	Christina Miner	Mariluz Santana	
Richard Curtin	Erin Hanson	Robert Miner	Theodore Siller	

CORPORATE & ORGANIZATION DONORS				
4R Restaurant Group	Clemens Family Fund	Services, P.A.	OrlandoHealth	Truist Investment Services
Acentria Insurance	Cogent Bank	Happy Juice Whisky Club	Owens Realty Services	UCF College of Business
AdventHealth	Congruity Counseling	Heart of Florida United Way	Park Ave CDs	UCF Police Department
AdventHealth University	Dean Mead Attorneys	Hired By Matrix, Inc.	Paul Knopf Bigger, PLLC	Universal Orlando Resort
American Association of Critical Care Nurses	At Law	Kendra Scott LLC	Rehmann	Valencia College
Metropolitan Orlando	Edward Johnston Group	McGriff Insurance	Retriever Payment Systems	Foundation
Built 4 Speed Tattoo	Flamingo Crossings	Mulhall Investments	SABACC For Charity LLC	Withum, Smith & Brown
Central Florida Association of Marriage and Family Therapy	Village American Campus Communities	Next Outdoor LC	The Family of Commissioner Emeritus Mary I. Johnson	Winter Park Construction (WPC)
ClearChannel Outdoor	Full-Tilt Contracting	Orange County Sheriff John Mina	The Urban Dog Real Estate Group	WomanCare of Baldwin Park
	Gasdick, Stanton, Early, P.A.	Orange County Sportsmen's Association		
	Graham Heath Care			

IN-KIND				
AdventHealth	Communicate 360	Dubsdread Catering	Michael Coon	Orlando Ballet
City Beverages	Branding & Marketing	Lucinda Esenam Kjerulff, MD	Mike Davies Photography	The Peaceful Peacock
ClearChannel Outdoor	Covenant Cleaning Services		Orange TV	Withum, Smith & Brown, PC

GRANTORS		OUTSTANDING CONTRIBUTOR AWARDS	
City of Kissimmee	Osceola County Government	2024	Owens Realty Services
City of Orlando	Trisons Foundation	2023	Bob Vander Weide & Shelby Norwich
City of St. Cloud	Victims of Crime Act (VOCA) administered by the FL Office of the Attorney General	2022	The Family of Commissioner Emeritus Mary I. Johnson
Florida Council Against Sexual Violence		2021	Mike Mulhall
Orange County Government		2020	Bob & Laura Owens

AVAILABLE 24/7
(407) 500-HEAL

APPOINTMENTS
(407) 254-9415

ORANGE COUNTY

2111 East Michigan Street, Suite 210
Orlando, FL 32806

OSCEOLA COUNTY

201 Hilda Street
Kissimmee, FL 34741

SEMINOLE COUNTY*

400 W. Airport Blvd.
Sanford, FL 32773

**Office located at the Seminole County Department of Health*



HealHere.org
VictimServiceCenter.org

@VSCFlorida



COMMISSIONER EMERITUS MARY I. JOHNSON

*In honor of the thousands of lives that we impact
each year, you will forever be in our memory.*