

 <p>The Community Foundation Serving Riverside and San Bernardino Counties</p>	<p align="center"><b>S.L. Gimbel Foundation Fund</b> <b>Grant Evaluation Form</b></p>
<p><b>Grant Period:</b></p>	<p align="center"><b>September 15, 2012 - September 14, 2013</b></p>

Organization: Williamson County Crisis Center dba Hope Alliance

Contact Name: Melinda Biggs

Title: Development Director

Phone Number: 512-255-1212

Grant Period: 9/15/2012 - 9/14/13

Award Amount: \$25,000

Grant Number: 2012767

- **Describe the project's key outcomes and results based on your goals and objectives. Provide the number of clients served and other relevant statistics.**

In the past 12 months Hope Alliance has provided non-shelter services to 2,554 victims of domestic and sexual violence; assisted over 2,700 hotline callers and provided crisis intervention to nearly 1,000 victims of domestic and sexual violence. The goals of our program are to educate survivors on their rights as crime victims; increase their awareness of the resources available to them throughout the community, and work with clients to help them achieve the goals they have set for themselves.

Clients are asked to complete surveys the third week of every month that assist the agency in measuring outcomes. Two important outcomes are: 90% of clients are more knowledgeable about the dynamics of family violence and sexual assault and 87% of adult clients feel better equipped to avoid re-victimization as a result of the services they received.

- **What were the challenges and obstacles you encountered (if any) in attaining your goals & objectives? How did you overcome and/or address the challenges and obstacles? What were the lessons learned?**

The availability of resources continues to be an obstacle. Currently, Williamson County is one of the fastest growing counties in the country and the request for services is exceeding our ability to provide the services. This led to wait lists for several services including legal advocacy and counseling. In order to address this issue, we are using counselor interns and have applied for additional grants to hire a second legal advocate.

- **Describe any unintended positive outcomes as a result of the efforts supported by this grant.**

Receiving this grant allowed Hope Alliance to sustain 1.5 full-time equivalent Hotline and Intake Advocates. As the need for services continues to rise, the number of hotline calls and intakes continues to increase, too. Funding for the full-time Hotline/Intake position enabled Hope Alliance to have staff available to help individuals calling the hotline during a crisis as well as walking through the doors seeking services. Hotline calls were answered without a wait and walk-in clients were able to be seen without an appointment. The faster we are able to help the victim, the more likely he or she is to continue services, allowing them more options for living a healthy, abuse-free life.

- **Describe the overall effect this grant has had on your organization.**

This grant award has allowed Hope Alliance to fund the full-time Crisis Hotline/Intake position, which without this grant would have been funded through General Revenue. The Hotline/Intake person is the first point of contact for most of the agency's clients -- the consoling voice on the phone providing empathy and understanding along with essential information about resources and remaining safe. The grant allowed monies to go to other areas including a part-time hotline position, utilities and other programmatic needs.

- **Tell us a few success stories that made an impact on your organization and/or community as a result of this grant.**

"Anne" was pushed into her apartment and sexually assaulted by a stranger. Once she felt ready, she called the hotline where her immediate crisis needs were addressed and she was scheduled for an intake. When Anne arrived, she was shaking uncontrollably and could not stop crying. The Hotline/Intake staff worker immediately took her into a private office that is set up to help victims relax. During the intake, Anne was encouraged to talk about her fears, how her victimization was affecting all aspects of her life, and also ways that she could cope with the immediate trauma symptoms. Anne talked about how much she enjoyed making flower arrangements and how the activity had helped her in the past when she was upset. She agreed that she would use the activity during the following week while she was waiting to see her counselor. When they were ending the intake session, Anne was no longer shaking and crying, but was instead smiling and said, "I feel like I can breathe again." Since the intake, Anne has been seeing a counselor and Hope Alliance's Housing Advocate has helped Anne legally end her apartment lease and move into a new place where she can feel safe once again.

"Jackie" called the hotline stating that she had been preparing to leave her abusive husband who had taken her mentally-handicapped son, whom she had not seen for two weeks. Jackie needed some reassurance that she was doing the right thing and needed some help putting her plan into action. The Hotline Advocate scheduled an intake appointment, during which Jackie advised her that she had an emergency protective order hearing that afternoon that would establish custody for their son. She was terrified about going to court and the Hotline/Intake advocate explained what might happen in court and talked about ways she could try to remain calm and composed during the proceedings. More importantly, the Hotline Advocate arranged for the agency's Legal Advocate to accompany Jackie to the court hearing. Jackie's lawyer was making her feel scared and confused, and our Legal Advocate was able to address those fears. Jackie stated, "Jim made me feel like I was a real person and continued to make sure everyone treated me well." She also stated that she doesn't think she could have survived the day in court without the assistance of Hope Alliance staff.

"Joyce" called the hotline to see if we could offer her 15 year old daughter, "Suzy", services and help her cope with the fears and anxiety that she was experiencing as a result of three past sexual assaults. During the intake, mother and daughter both disclosed how physically abusive Suzy's father continued to be and how Suzy was afraid to return home from her summer stay with mom. The agency's Legal Advocate was available to explain to Suzy's mom what options she had for protecting her daughter from further abuse. While they were talking, the Hotline/Intake Advocate was able to talk with Suzy about the effects of her sexual assaults, including her feelings of guilt. Ultimately, Joyce was able to obtain legal custody of Suzy and both, she and her mom, are participating in trauma counseling at Hope Alliance.

- **Provide a financial report on the use of your grant funds (expenditures).**

Profit and Loss statement is included.

- ❖ Please send copies of publicity and other promotional materials.
- ❖ All variances or time extensions must be approved by The Community Foundation's Grant Committee. Please contact us at 951-684-4194, ext. 114 immediately if a variance or extension becomes necessary.

**Please return the completed form to:**

Celia Cudiamat, Executive Vice President of Grants & Programs

3700 Sixth St., Suite 200, Riverside, CA 92501 or fax to 951-684-1911

Or email to: [ccudiamat@thecommunityfoundation.net](mailto:ccudiamat@thecommunityfoundation.net)