

Domestic Violence, Sexual Assault, Crisis Intervention A1: Direct Service DV/SA

Agency	Program Name	2010 Funding	2011 Request	\$ change	% change	2012 Request
Domestic Abuse Intervention Services	A. Shelter & Support	\$ 113,300	\$ 149,246	\$ 35,946	31.73%	\$ 156,465
Family Service	B. Children of Violent Homes Project	\$ 2,895	\$ 2,895	\$ -	0.00%	\$ 2,895
Freedom Inc	B. Family Strengthening	\$ 5,274	\$ 27,754	\$ 22,480	426.24%	\$ 27,754
Rape Crisis Center	A. 24 hr Crisis Intervention for Sexual Assult Victims	\$ 98,711	\$ 164,278	\$ 65,567	66.42%	\$ 164,278
YWCA of Madison	D.. Transit Night Program	\$ 74,797	\$ 78,500	\$ 3,703	4.95%	\$ 78,500
TOTALS		\$ 294,977	\$ 422,673	\$ 127,696	43.29%	\$ 429,892

ORGANIZATION:
PROGRAM/LETTER:

Domestic Abuse Intervention Services, Inc.

A Shelter and Support

PROGRAM BUDGET

1. 2010 BUDGETED

REVENUE SOURCE	SOURCE TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	113,300	106,741	6,498	61	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	69,732	58,230	7,927	3,575	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	115,468	84,540	23,131	7,797	0
FUNDRAISING DONATIONS	47,256	4,317	7,116	16,478	19,345
USER FEES	0	0	0	0	0
OTHER	8,500	0	8,500	0	0
TOTAL REVENUE	354,256	253,828	53,172	27,911	19,345

2. 2011 PROPOSED BUDGET

REVENUE SOURCE	SOURCE TOTAL	PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	149,246	142,687	6,498	61	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	63,430	51,928	7,927	3,575	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	117,330	91,299	18,234	7,797	0
FUNDRAISING DONATIONS	49,035	6,881	7,244	15,760	19,150
USER FEES	0	0	0	0	0
OTHER**	8,500	0	8,500	0	0
TOTAL REVENUE	387,541	292,795	48,403	27,193	19,150

*OTHER GOVT 2011

Source	Amount	Terms
STATE OF WISCONSIN	117,330	Shelter funding from State of Wisconsin's Dept. of Children & Families
	0	
	0	
	0	
	0	
TOTAL	117,330	

**OTHER 2011

Source	Amount	Terms
SMALL GRANTS	8,500	Grants applied-for annually with WI. DPI & FEMA for food expenses
	0	
	0	
	0	
	0	
TOTAL	8,500	

ORGANIZATION: Domestic Abuse Intervention Services, Inc.

PROGRAM/LETTER: A Shelter and Support

2012 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2011 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

3. PROGRAM UPDATE: If requesting more than 2011, describe any major changes being proposed for the program/service in 2012, i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

Each year, we see clients with more complicating issues (mental health, AODA). In an effort to retain qualified staff to meet this need, we are working slowly to get salaries closer to market rates.

4. 2012 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2011-2012.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2011 and 2012.

For example: unusual cost increases, program expansion or loss of revenue.

DAIS has an initiative to bring staff compensation into a more competitive range over the next 4 years to address turnover issues. We are also anticipating benefits costs to increase.

5. 2012 PROPOSED BUDGET

REVENUE SOURCE	BUDGET TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	156,465	149,562	6,842	61	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	63,433	51,928	7,930	3,575	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	122,873	96,804	18,272	7,797	0
FUNDRAISING DONATIONS	52,042	9,187	7,431	15,774	19,650
USER FEES	0	0	0	0	0
OTHER**	8,500	0	8,500	0	0
TOTAL REVENUE	403,313	307,481	48,975	27,207	19,650

*OTHER GOVT 2012

Source	Amount	Terms
STATE OF WISCONSIN	122,873	Shelter funding from State of Wisconsin's Dept. of Children & Families
	0	
	0	
	0	
	0	
TOTAL	122,873	

**OTHER 2012

Source	Amount	Terms
SMALL GRANTS	8,500	Grants applied-for annually with WI. DPI & FEMA for food expenses
	0	
	0	
	0	
	0	
TOTAL	8,500	

ORGANIZATION:	Domestic Abuse Intervention Services, Inc.
PROGRAM/LETTER:	A Shelter and Support
PRIORITY STATEMENT:	OCS: Domestic Violence, Sexual Assault, Crisis Intervention A1: Direct Service DV/SA (CSC)

DESCRIPTION OF SERVICES

6. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

DAIS operates the only domestic abuse shelter in Dane county and can provide emergency safe housing for up to 25 women and children. By operating 24 hours a day, victims can access services when timing can literally mean the difference between life and death. The most dangerous time for a victim of domestic violence is when the individual decides to leave their abuser. It is imperative that victims who have made this decision to leave, have a safe environment to go to. Without such a program victims and their children could face further injury, as well as the possibility of being murdered. DAIS provides an environment where victims can come to be immediately safe and begin to plan for the long term safety of themselves and their children. It is intended that the availability of these services will ensure that individuals will be able to heal and be able to plan for a future without violence being a part of their lives.

7. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

Services are accessed through the 24 hour crisis line. Screening for shelter is done by the 24 hour on-call staff. Due to the shelter capacity, clients are only approved for shelter when they face an imminent safety risk from their abuser. When shelter is full, clients are placed in a hotel (pending funding availability). (All male victims are able to access shelter in the hotels). The shelter is staffed 24 hours a day by paid staff. Once the client arrives, the shelter advocate does an orientation. Clients are provided clothing and other personal care items they may need. A supportive milieu is created through communal guidelines that are discussed at intake as well as in weekly resident meetings. The shelter has two full time family advocates who provide case management services - one of whom is bilingual in Spanish and English. Clients work with their case managers on establishing goals which include short and long term safety planning, as well as identifying community resources (housing, child-care, employment, addiction or mental health services) that are needed to plan their future. Individual and support group counseling services are also available for residents. Clients are allowed to stay in shelter for a maximum of 30 days. Research notes that it generally takes a woman seven to eight attempts at leaving her abuser before she leaves permanently. Because of this, clients are able to access shelter services multiple times. It is expected that clients who stay in shelter will be closer to securing a future free of violence for themselves and their children.

8. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

Increase the clients' knowledge of community resources, as well as enhance their present and future safety. This is achieved through individual and group meetings between shelter staff and clients. At a minimum, clients meet with their case managers on a weekly basis. Clients are empowered to establish and prioritize goals in order to begin living in an environment free of violence.
Number of adults (unduplicated) to be served: 250 Service hours/units to be provided: (defined as shelter days provided) 6025

9. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

24 hours a day, 7 days a week throughout the year. Duration of stay: up to 30 days at a time. A client may access the shelter for multiple stays as needed.

ORGANIZATION:

Domestic Abuse Intervention Services, Inc.

PROGRAM/LETTER:

A Shelter and Support

10. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

95% of shelter clients live below the poverty line. 43% self-identify as having either a mental health or AODA issue. A majority of clients are parents. Approximately 2% of clients list Spanish as their primary language. A small minority of clients are undocumented. (DAIS does not ask about legal status as doing so may hinder a victim from seeking services). 80% of clients in shelter are women of color. 9% of clients identify as having a physical disability while 3% note they have a cognitive disability.

11. LOCATION: Location of service and intended service area (Include census tract where service is tract specific).

The shelter is located in a confidential location within the city of Madison.

12. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

DAIS brochures and tear-off flyers are in public locations where victims are most likely to be: hospitals and clinics; the court house, community centers and police stations. The police routinely give out DAIS cards to victims when they are called for domestic violence disturbances. In the past two years, DAIS staff have presented to a variety of health care professionals who work for the three major health care providers in the city, thereby ensuring that those who refer to DAIS are very aware of our services and screening protocol. Likewise, DAIS staff have presented at various law enforcement trainings. The Executive Director is frequently being interviewed by various media, describing the services DAIS provides. Clients are also referred to shelter through 211 and other DAIS programs; support group, Legal Advocacy, Crisis Response. Staff also disseminate information via community fairs, as well as through speaking engagements at schools, churches, civic organizations and businesses.

13. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

Since finding affordable and safe housing is a major obstacle for our clients, staff work diligently with staff from the YWCA, The Road Home, Seton House as well as the Salvation Army to ensure that clients have safe housing to go to once they leave shelter. Staff are actively involved in a variety of meetings (Homeless Services Consortium, La Sup, the Latino Family and Children Council) designed to keep abreast of programming in other agencies. In-service meetings with staff from other agencies, such as the Mental Health Center of Dane County, Planned Parenthood, Victim Compensation are designed to keep DAIS staff connected to staff with other organizations that they work with on a continuing basis. DAIS has a formal MOU with UNIDOS as well as with the WI Coalition Against Domestic Violence (WCADV) -Immigration Project. An MOU exists with SAAV (Sheltering Animals of Abuse Victims) to aid clients who have pets; putting their animals in foster care while the client decides what to do.

14. VOLUNTEERS: How are volunteers utilized in this program?

Volunteers are instrumental in keeping the shelter functioning. Service projects performed include: painting, cleaning, structural repairs to the building. Direct service volunteers assist paid staff in ensuring that clients' needs are met in a timely manner. Student interns from Edgewood and the University often do their field placements in shelter.

15. Number of volunteers utilized in 2010?

182

Number of volunteer hours utilized in this program in 2010?

970

ORGANIZATION:

Domestic Abuse Intervention Services, Inc.

PROGRAM/LETTER:

A Shelter and Support

16. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing, i.e., cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

DAIS is handicapped accessible, having gone through an audit within the last three years and remediating identified problems. All paid staff were mandated to attend 8 hours on cultural diversity facilitated by WCADV. DAIS also has an OJO phone and other items (flashing light doorbells, deaf orientation manual) that can be utilized by deaf/hard of hearing clients. If the handicap accessible bedroom is utilized by clients already, other clients are placed in a hotel. Like most DV shelters, male victims are not housed in the safe house but instead sheltered in the hotels. DAIS employs four shelter advocates and one full time family advocate who speak Spanish. Clients who speak a language other than English (or Spanish) are able to communicate with staff using a certified language translation service. Due to the high number of clients suffering from a mental health or AODA issue, DAIS shelter staff have been attending workshops on trauma-informed services. As a follow-up, DAIS has formed an internal trauma-informed task force to review/revise policies and procedures to make the shelter more user friendly to clients who are experiencing mental health or AODA issues, usually as a result of their abuse background. We also propose the reinstatement of a half time case manager focused on mental health and AODA. The entire staff will be trained in trauma-informed services in 2011. DAIS refers clients who are undocumented, as needed, to the Immigration Project for assistance. DAIS is able to provide limited direct aid (for prescriptions, documentation) for low income clients.

17. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

DAIS has been in existence since 1977, when it began with a crisis line service. DAIS was and is the primary domestic violence organization in Dane county. Since beginning, DAIS has successfully expanded to offer clients assistance through the legal advocacy, crisis response, shelter and children's programs. All full time shelter staff have been at DAIS for over a year. Those new to the shelter at DAIS (here less than two years) have come to the program with experience working in other domestic abuse agencies. All full time shelter staff have undergraduate degrees, the majority of them in human services (social work, psychology) or similar fields. Many of the part time shelter advocates are former social work interns or are employed by other social service agencies (such as Children's Service Society of WI) in the area. Several of the part time staff speak Spanish, as does one of the full time advocates. The Shelter Coordinator is supervised by the Director of Services who has her MSSW and is licensed by the state of WI as a clinical social worker. All direct service volunteers are mandated to attend a minimum of 28 hours of training on domestic violence. Presentations are included on such topics as: trauma, cultural diversity, abuser treatment, the impact of DV on children. Staff are also able to attend this training if need be.

18. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

DAIS is not required to have any state license or certification to operate. DAIS is a member of the WCADV.

19. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	City \$	Qualifications
24-Hour On-Call Shelter Screening	0.47	Yes	Experienced DAIS shelter staff
Exec. Dir. & Dir. of Bus. Operations	0.8	Yes	ED: MSSW preferred; DOB: CPA preferred
Director of Services	0.18	No	MSSW preferred; experience with trauma; supervision experience
P/T Shelter Advocates	2.81	Yes	Experience with DV and traumatized populations preferred
Maint. Wkr / Shelter Living Specialist	1.08	No	SLS: Experience with DV and trauma preferred
Family Adv-Housing & MH/AOD	1.5	Yes	BSW or similar degree, MSW preferred; bilingual preferred
Shelter Coordinator	1	Yes	BSW or similar degree, MSW preferred; supervision experience

ORGANIZATION:

Domestic Abuse Intervention Services, Inc.

PROGRAM/LETTER:

A Shelter and Support

COMMUNITY RESOURCES DESCRIPTION OF SERVICES SUPPLEMENT

Please provide the following information ONLY if you are applying for projects that meet the "Community Resources Program Goals & Priorities" If not applying for CR Funds, go to Demographics (p. 8).

24. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

As a follow up to our 2008 strategic planning process, DAIS formed a program committee in 2009 to research and review best practices in the field of domestic violence. DAIS most commonly refers to the AZ Coalition Against Domestic Violence guide when examining the efficacy of our practices. In addition, as a recipient of federal and state funding, DAIS follows the best practice guidelines established by those funding sources for what core programming needs to be offered as well as what outcomes are to be collected. Since 2007, DAIS has utilized information contained in "Outcome Evaluation Strategies for Domestic Violence Programs Receiving FVPSA Funds- A Practical Guide" to prioritize what services need to be provided, as well as what the focus of our core programming should be. State and federal statutes also dictate, in part, how domestic abuse organizations need to operate their programs. These statutes are referred to in the WCADV Legal manual. (In 2009, DAIS participated in a two day peer review, facilitated by the WCADV. Findings of this review gave high marks to DAIS for their programming, based in part, on compliance with these statutes). An emerging best practice is to ensure that programs working with survivors are "trauma-informed." ("Beyond Labels: Working with Abuse Survivors with Mental Illness Symptoms or Substance Abuse Issues"). All full time shelter staff attended a day long training in early May on this issue. DAIS has formed an internal committee to review and revise policies to make the shelter more user friendly. All DAIS staff will be mandated to attend a day long workshop on this in 2011. Several DAIS staff are also on the WI Trauma-Informed Care List Serve which provides up to the date information on this subject. In light of research by Jackie Campbell, a well known researcher on risk assessment and lethality in the domestic violence field, the on-call shelter staff revised how clients are screened and prioritized for shelter.

25. ACCESS FOR LOW-INCOME INDIVIDUALS AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?

100.0%

What framework do you use to determine or describe participant's or household income status? (check all that apply)

Number of children enrolled in free and reduced lunch

Individuals or families that report 0-50% of Dane County Median Income

Individual or family income in relation to Federal Poverty guidelines

Other

X

26. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

Questions regarding income is asked on the intake form by the shelter advocate. As a part of the client's file, the intake form is reviewed for completeness by the shelter team at their weekly team meeting. Information on the intake form is inputted into the data base by the Administrative Coordinator. This is done once the client leaves shelter.

27. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

All services are free.

ORGANIZATION: Domestic Abuse Intervention Services, Inc.

PROGRAM/LETTER: A Shelter and Support

28. DEMOGRAPHICS

Complete the following chart for unduplicated participants served by this program in 2009. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

PARTICIPANT DESCRIPTOR	#	%	PARTICIPANT DESCRIPTOR	#	%
TOTAL	526	100%	AGE		
MALE	141	27%	<2	56	11%
FEMALE	385	73%	2 - 5	106	20%
UNKNOWN/OTHER	0	0%	6 - 12	86	16%
			13 - 17	26	5%
			18 - 29	121	23%
			30 - 59	131	25%
			60 - 74	0	0%
			75 & UP	0	0%
			TOTAL AGE	526	100%
			RACE		
			WHITE/CAUCASIAN	98	19%
			BLACK/AFRICAN AMERICAN	354	67%
			ASIAN	2	0%
			AMERICAN INDIAN/ALASKAN NATIVE	3	1%
			NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%
			MULTI-RACIAL:	0	0%
			Black/AA & White/Caucasian	0	0%
			Asian & White/Caucasian	0	0%
			Am Indian/Alaskan Native & White/Caucasian	0	0%
			Am Indian/Alaskan Native & Black/AA	0	0%
			BALANCE/OTHER	69	13%
			TOTAL RACE	526	100%
			ETHNICITY		
			HISPANIC OR LATINO	12	2%
			NOT HISPANIC OR LATINO	514	98%
			TOTAL ETHNICITY	526	100%
			PERSONS WITH DISABILITIES	43	8%
			RESIDENCY		
			CITY OF MADISON	358	68%
			DANE COUNTY (NOT IN CITY)	57	11%
			OUTSIDE DANE COUNTY	111	21%
			TOTAL RESIDENCY	526	100%

Note: Race and ethnic categories are stated as defined in HUD standards

ORGANIZATION: Domestic Abuse Intervention Services, Inc.

PROGRAM/LETTER: A Shelter and Support

29. PROGRAM OUTCOMES

Number of unduplicated individual participants served during 2009. 526

Total to be served in 2011. 250 adults

Complete the following for each program outcome. No more than two outcomes per program will be reviewed.

If applying to OCS, please refer to your research and/or posted resource documents if appropriate.

Refer to the instructions for detailed descriptions of what should be included in the table below.

Outcome Objective # 1: Adult clients exiting shelter will have learned ways to plan for their safety and/or increased their knowledge of community resources.

Performance Indicator(s): Clients are asked to complete an exit survey prior to leaving shelter. They are asked about whether they have learned ways to plan for their safety during their stay and/or if they have learned about needed community resources to reach their goals.

Proposed for 2011: Total to be considered in 80 Targeted % to meet perf. measures 80%
perf. measurement Targeted # to meet perf. measure 64

Proposed for 2012: Total to be considered in 80 Targeted % to meet perf. measures 80%
perf. measurement Targeted # to meet perf. measure 64

Explain the measurement tools or methods: The expectation is that 40% of all clients (based on a national survey of DV shelters, rate of return for surveys varies between 19% to 44%) will complete the survey. Therefore, 45 to 110 clients (of the 250) should be completing the survey. This includes clients who may be sheltered in hotels when the shelter is full.

Outcome Objective # 2:

Performance Indicator(s):

Proposed for 2011: Total to be considered in Targeted % to meet perf. measures 0%
perf. measurement Targeted # to meet perf. measure 0

Proposed for 2012: Total to be considered in Targeted % to meet perf. measures 0%
perf. measurement Targeted # to meet perf. measure 0

Explain the measurement tools or methods:

Community Services, Early Childhood and Senior Services Committees

- Staff Comments:** The budget is reasonable and realistic. Other resources are utilized and leveraged. Agency has demonstrated sound fiscal planning and management. Additional funds are requested in 2011 and 2012 to bring staff compensation into a more competitive range over the next 4 years to address turnover issues.

12. To what extent does the agency's proposal demonstrate efforts and success at securing a diverse array of support, including volunteers, in-kind support and securing partnerships with agencies and community groups?

Staff Comments: The program has very strong volunteer support and many active partnerships.

13. To what extent does the applicant propose services that are accessible and appropriate to the needs of low income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities?

Staff Comments: Services seem very accessible and appropriate for low-income & culturally diverse populations as well as populations w/ language barriers, and physical or mental disabilities. However, the racial/ethnic background of staff and Board membership is not representative of the clients served. 82% of the staff, 85% of volunteers and 100% of the Board members are white/Caucasian, while only 20% of participants are white/Caucasian.

Questions:

1. What efforts does the agency make to hire staff and recruit Board members from diverse racial/ethnic populations.?
2. What efforts does the agency make to reach-out to Asian and Latina women or coordinate services with agencies that serve these populations?
3. How can DAIS more closely collaborate with Freedom Inc. and UNIDOS?
4. Will the additional funds requested have an impact on the level of services available?

14. Staff Recommendation

☐ Not recommended for consideration

☐ Recommend for consideration

X **Recommend with Qualifications**

Suggested Qualifications: Closer collaboration w/ Freedom Inc. and UNIDOS. Also see questions above

ORGANIZATION:
PROGRAM/LETTER:

FAMILY SERVICE MADISON
B Program B

PROGRAM BUDGET**1. 2010 BUDGETED**

REVENUE SOURCE	SOURCE TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	2,895	2,171	492	232	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	2,004	1,503	341	160	0
OTHER	0	0	0	0	0
TOTAL REVENUE	4,899	3,674	833	392	0

2. 2011 PROPOSED BUDGET

REVENUE SOURCE	SOURCE TOTAL	PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	2,895	2,171	492	232	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	2,004	1,503	341	160	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	4,899	3,674	833	392	0

*OTHER GOVT 2011

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

**OTHER 2011

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:
PROGRAM/LETTER:

FAMILY SERVICE MADISON
B Program B

2012 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2011 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

3. PROGRAM UPDATE: If requesting more than 2011, describe any major changes being proposed for the program/service in 2012, i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (with spaces)

4. 2012 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2011-2012.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2011 and 2012.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces)

5. 2012 PROPOSED BUDGET

REVENUE SOURCE	BUDGET TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	2,895	2,171	492	232	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	2,004	1,503	341	160	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	4,899	3,674	833	392	0

*OTHER GOVT 2012

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

**OTHER 2012

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:
PROGRAM/LETTER:
PRIORITY STATEMENT:

FAMILY SERVICE MADISON
B Program B
OCS: Domestic Violence, Sexual Assault, Crisis Intervention A1: Direct Service DV/SA (CSC)

DESCRIPTION OF SERVICES

6. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

For children growing up in violent homes violence becomes an acceptable means of solving problems and conflicts. To cope with the trauma of family violence children may show: acting out, role reversing, controlling, underachieving, withdrawing, regressing, escaping, overachieving. In their adolescent years these children are at high risk for drug and alcohol dependency, depression, suicide, running away, truancy, early pregnancy and divorce. Once these children reach adulthood an estimated fifty percent of women will become victims of domestic violence and sixty percent of men will become batterers. Statistics show that domestic violence is a problem nationally and locally. Exposure to domestic violence has a negative affect on a child's wellbeing and healthy transition to target adulthood. Early intervention and treatment are key to successfully breaking the cycle of family violence and improving the lives of children in our community.

7. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

The CVH program serves children who present with a variety of mental health disorders. In addition to providing crisis and therapeutic services therapists collaborate with schools, parents, other service providers and psychiatrists while treatment planning and throughout the life of the open case. Given the complex nature of our clients therapists provide additional case management time to their clients. Duties often include telephone calls to family, collateral sources, HMO's or referral sources, letter or report writing, face to face meeting time with collaterals, schools or hospital staff. Therapeutic treatment plans are developed by therapist and client. Length of treatment is determined by the individual needs of the child and family. Therapists providing treatment in the CVH program routinely use best evidence and promising practices in their work with clients. Cognitive-behavioral therapy (CBT) has been shown to have good results treating depression and anxiety which is often present in the victims and witnesses of domestic abuse. The clinical approach utilized by therapists is largely dependent on the needs of their client and often involves a combination of approaches such as psycho-education, CBT, non-exposure and exposure trauma treatment, play therapy, family therapy, medication management through coordination with community psychiatrists and crisis support.

8. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

The overall goal of the CVH program is to reduce the identified mental health symptoms created by exposure to domestic violence and improve the client's level of daily functioning. In 2010 FSM plans to serve a total of 6 children in the CVH program for a total of 39 hours of service.

9. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Clients are served on an outpatient basis at Family Service Madison. Sessions are 50 minutes intervals. CVH clients have an average of six sessions. Generally, intake, assessment and therapy appointments are offered Monday through Thursday morning through early evening; Friday by appointment.

ORGANIZATION:

FAMILY SERVICE MADISON

PROGRAM/LETTER:

B Program B

10. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

Participants are children ages eight to seventeen and their families who have been affected by domestic violence. Families present with a wide range of issues and abilities. Family Service Madison is able to serve all income levels. Treatment is provided in a culturally sensitive and responsive manner. Translators are available for participants who are not native English speakers.

11. LOCATION: Location of service and intended service area (Include census tract where service is tract specific).

All services are delivered at Family Service Madison, 128 E. Olin Avenue in Madison.

12. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

We participate in the Youth Issues/CVH meetings to review waitlists and service availability. The committee develops promotional material including brochures and a video presentation to be used in training. Through various committee membership FSM staff connect with other treatment providers and referral sources. We promote the program directly through brochures and our website.

13. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

The CVH partners include Family Service, Rainbow Project, Domestic Abuse Intervention Services and Briarpatch (a division of Youth Services of Southern Wisconsin). These agencies meet bi-monthly as the Youth Issues & Children of Violent Homes, a subcommittee of the Commission on Sensitive Crimes, Coordinated Community Response to Domestic Violence Task Force to review waitlists and service availability, to improve communication between agencies and discuss the impact of community changes. This meeting has helped improve the communication and flow of referrals between agencies. In addition, therapists collaborate with the school system, other mental health treatment providers and psychiatrists, Community Partnerships, family members or other concerned parties in order to develop a treatment strategy that meets the needs of the individual child and family.

14. VOLUNTEERS: How are volunteers utilized in this program?

Family Service has one dedicated volunteer who is responsible for clerical duties and collecting some of the outcome data. CVH is one of the programs that benefits from her clerical time.

15. Number of volunteers utilized in 2010?

1

Number of volunteer hours utilized in this program in 2010?

6

ORGANIZATION:

FAMILY SERVICE MADISON

PROGRAM/LETTER:

B Program B

16. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing, i.e., cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

Families who experience violence also experience barriers to finding and maintaining connections to appropriate resources. Culturally competent practice is foundational and intrinsic to all good clinical and social work practice. Family Service Madison staff approach all aspects of programming in a culturally informed way including intake, assessment, treatment planning, intervention, case management, advocacy, support, consultation, training, and administrative decision making. Treatment is provided in a culturally sensitive and responsive manner. Translators are available for participants who are not native English speakers. Our experience is that families respond more favorably and are more likely to achieve their goals when a strength-based, family-focused and culturally sensitive model of service is used. Most of our clients have private transportation or take the bus to and from sessions. The agency is on a bus line. Occasionally, we are able to secure cab service paid for by Medical Assistance. We have automatic front doors and handicapped accessible rest rooms on the first floor. Our building meets all national, state and local ordinances. In order to meet the needs of families we provide varied hours of service.

17. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

Family Service Madison has a long history of providing service to the children and families of Madison and Dane County. Through our tenure our program has adapted our service model in response to changes in the community. All program services are provided by master's prepared therapists. Therapists providing treatment in the CVH program routinely use best evidence and promising practices in their work with clients. In addition to the team's experience the program has access to other agency staff for consultation and planning. The agency has a large anti-violence unit which provides services for perpetrators and victims of violence. We also offer AODA education and prevention programs and AODA treatment services. For cases involving domestic violence or AOD concerns staff from the Community Services and PICADA units can provide case consultation during regularly scheduled group supervision meetings or individually if the need is urgent. Family Service Madison also employs a certified art therapist who can provide consultation on curriculum activities. In addition, the agency has staff in both the in-home family therapy units and day treatment unit who have expertise on parenting education and experiential education.

18. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

Council on Accreditation (COA) expires 7-31-12. State of WI as an approved facility under Chapter 51 expires 9-30-11. Certified Batterer Treatment Program, current.

19. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	City \$	Qualifications
Director	0.01	Yes	Master Degree
Therapists	0.13	Yes	Master Degree with state license or 2 years experience

ORGANIZATION:

FAMILY SERVICE MADISON

PROGRAM/LETTER:

B Program B

COMMUNITY RESOURCES DESCRIPTION OF SERVICES SUPPLEMENT

Please provide the following information ONLY if you are applying for projects that meet the "Community Resources Program Goals & Priorities" If not applying for CR Funds, go to Demographics (p. 8).

24. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

Therapists providing treatment in the CVH program routinely use best evidence and promising practices in their work with clients. Cognitive-behavioral therapy has consistently been shown to have good results treating depression and anxiety which is often present in the victims and witnesses of domestic abuse. Therapists in the CVH program attended trainings by the MHCDC as part of the Adolescent Trauma Treatment Program and incorporate components from best practice models in the trauma field into work with clients. The clinical approach utilized by therapists in the CVH program is largely dependent on the needs of their client and often involves a combination of approaches such as psycho-education, CBT, non-exposure and exposure trauma treatment, play therapy, family therapy, medication management through coordination with community psychiatrists and crisis support. Two therapists will be trained to facilitate CBITS groups. Family Service Madison will explore how and if this group model can be used within the CVH program. Therapists are provided training money to improve their knowledge of best evidence and promising practice treatments. Family Service does and will continue to look at best evidence and promising practice treatments and implement where appropriate.

25. ACCESS FOR LOW-INCOME INDIVIDUALS AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?

0.0%

What framework do you use to determine or describe participant's or household income status? (check all that apply)

Number of children enrolled in free and reduced lunch
 Individuals or families that report 0-50% of Dane County Median Income
 Individual or family income in relation to Federal Poverty guidelines
 Other

26. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

400 characters (with spaces)

27. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

600 characters (with spaces)

ORGANIZATION:
PROGRAM/LETTER:

FAMILY SERVICE MADISON
B Program B

28. DEMOGRAPHICS

Complete the following chart for unduplicated participants served by this program in 2009. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

PARTICIPANT DESCRIPTOR	#	%	PARTICIPANT DESCRIPTOR	#	%
TOTAL	15	100%	AGE		
MALE	5	33%	<2	0	0%
FEMALE	10	67%	2 - 5	0	0%
UNKNOWN/OTHER	0	0%	6 - 12	7	47%
			13 - 17	8	53%
			18 - 29	0	0%
			30 - 59	0	0%
			60 - 74	0	0%
			75 & UP	0	0%
			TOTAL AGE	15	100%
			RACE		
			WHITE/CAUCASIAN	7	47%
			BLACK/AFRICAN AMERICAN	4	27%
			ASIAN	0	0%
			AMERICAN INDIAN/ALASKAN NATIVE	0	0%
			NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%
			MULTI-RACIAL:	4	27%
			Black/AA & White/Caucasian	4	100%
			Asian & White/Caucasian	0	0%
			Am Indian/Alaskan Native & White/Caucasian	0	0%
			Am Indian/Alaskan Native & Black/AA	0	0%
			BALANCE/OTHER	0	0%
			TOTAL RACE	15	100%
			ETHNICITY		
			HISPANIC OR LATINO	0	0%
			NOT HISPANIC OR LATINO	15	100%
			TOTAL ETHNICITY	15	100%
			PERSONS WITH DISABILITIES	0	0%
			RESIDENCY		
			CITY OF MADISON	15	100%
			DANE COUNTY (NOT IN CITY)	0	0%
			OUTSIDE DANE COUNTY	0	0%
			TOTAL RESIDENCY	15	100%

Note: Race and ethnic categories are stated as defined in HUD standards

ORGANIZATION:
PROGRAM/LETTER:

FAMILY SERVICE MADISON

B Program B

29. PROGRAM OUTCOMES

Number of unduplicated individual participants served during 2009.
Total to be served in 2011.

Complete the following for each program outcome. No more than two outcomes per program will be reviewed.

If applying to OCS, please refer to your research and/or posted resource documents if appropriate.

Refer to the instructions for detailed descriptions of what should be included in the table below.

Outcome Objective # 1:	Children served in the CVH program will show a reduction in symptoms during the course of treatment.			
Performance Indicator(s):	Pre and post GAF (Global Assessment of Functioning) scores. Standardized testing when appropriate. Therapist and client goal attainment rating on treatment plan.			
Proposed for 2011:	Total to be considered in perf. measurement	<input type="text" value="6"/>	Targeted % to meet perf. measures	<input type="text" value="70%"/>
			Targeted # to meet perf. measure	4.2
Proposed for 2012:	Total to be considered in perf. measurement	<input type="text" value="6"/>	Targeted % to meet perf. measures	<input type="text" value="70%"/>
			Targeted # to meet perf. measure	4.2
Explain the measurement tools or methods:	Number of intakes, clinical assessments and ongoing clients reported in the program.			
Outcome Objective # 2:				
Performance Indicator(s):				
Proposed for 2011:	Total to be considered in perf. measurement	<input type="text"/>	Targeted % to meet perf. measures	<input type="text" value="0%"/>
			Targeted # to meet perf. measure	0
Proposed for 2012:	Total to be considered in perf. measurement	<input type="text"/>	Targeted % to meet perf. measures	<input type="text" value="0%"/>
			Targeted # to meet perf. measure	0
Explain the measurement tools or methods:				

**PROPOSAL REVIEW: Individual Staff Review for 2011-2012
For Community Resources Proposals to be Submitted to the
Community Services, Early Childhood and Senior Services Committees**

1. **Program Name:** B. Children of Violent Homes

2. **Agency Name:** Family Services

3. **Requested Amounts:** 2011: \$2,895
 2012: \$2,895 **Prior Year Level:** \$2,895

4. **Project Type:** New ☐ Continuing X

5. **Framework Plan Objective Most Directly Addressed by Proposed by Activity:**
☐ I. Youth Priority ☐ VI Child(ren) & Family
☐ II. Access ☐ VII Seniors
X III Crisis - A1

6. **Anticipated Accomplishments (Proposed Service Goals)**
Provide 39 hours of counseling to 6 children/youth.

7. **To what extent does the proposal meet the Objectives of the Community Development Division, Community Resources Program Goals and Priorities for 2011-2012?**

Staff Comments: Although the agency indicates that they are applying under Priority A1, the proposed program is a better fit under the B-2 priority, provide assessment, referral and short term services for children/youth that have experienced trauma.

8. **To what extent does the proposal incorporate an innovative and/or research based program design that will have a positive impact on the need or problem identified?**

Staff Comments: It seems likely that program design will have a positive impact on the need or problem identified.

9. **To what extent does the proposal include service goals and outcome objectives that are realistic and measurable and are likely to be achieved within the proposed timeline?**

Staff Comments: Service goals and outcome objectives seem realistic, measurable and are likely to be achieved within the timeline.

10. **To what extent do the agency, staff and/or Board experience, qualifications, past performance and capacity indicate probable success of the proposal?**

Staff Comments: The agency, staff and Board seem to possess the experience and qualifications to indicate probable success.

11. **To what extent is the agency's proposed budget reasonable and realistic, able to leverage additional resources, and demonstrate sound fiscal planning and management?**

Staff Comments: The budget appears somewhat higher than expected for the level of service provided. The only funding sources are the City of Madison Community Services and user fees. The program has no fundraising or other sources of funds budgeted in 2010 or proposed for 2011 and 2012.

12. **To what extent does the agency's proposal demonstrate efforts and success at securing a diverse array of support, including volunteers, in-kind support and securing partnerships with agencies and community groups?**

Staff Comments: The program is a part of a collaborative partnership with three other agencies. Outside of this collaboration the program does not appear to have forged other partnerships or regularly utilize volunteers.

13. To what extent does the applicant propose services that are accessible and appropriate to the needs of low income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities?

Staff Comments: Services seem very accessible and appropriate for low-income & culturally diverse populations as well as populations w/ language barriers or physical mental disabilities. However, the racial/ethnic background of staff and Board membership is not representative of the clients served. 92% of the staff and 100% of the Board members are white/Caucasian, while the majority of participants represent other racial/ethnic groups.

Questions:

- What efforts does the agency make to hire staff and recruit Board members from diverse racial/ethnic populations.?
- Without counting in-direct service time, the rate for service is more than \$125 per hour. Can you explain how much time is used for in-direct service and provide the hourly rate for direct services?

14. **Staff Recommendation**

☐ **Not recommended for consideration**

☐ **Recommend for consideration**

X **Recommend with Qualifications**

Suggested Qualifications: See questions above

ORGANIZATION:
PROGRAM/LETTER:

Freedom, Inc
B Program B

PROGRAM BUDGET

1. 2010 BUDGETED

REVENUE SOURCE	SOURCE TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	5,274	5,000	274	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	78,653	68,935	9,118	600	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER	0	0	0	0	0
TOTAL REVENUE	83,927	73,935	9,392	600	0

2. 2011 PROPOSED BUDGET

REVENUE SOURCE	SOURCE TOTAL	PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	27,754	27,754	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	54,950	45,970	8,380	600	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	82,704	73,724	8,380	600	0

*OTHER GOVT 2011

Source	Amount	Terms
Office of Justice Assistance	4,034	SEA Outreach: 1month
Dept of Children and Families	50,916	DV; 12 months of cost
	0	
	0	
	0	
TOTAL	54,950	

**OTHER 2011

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:	Freedom, Inc
PROGRAM/LETTER:	B Program B

2012 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2011 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

3. PROGRAM UPDATE: If requesting more than 2011, describe any major changes being proposed for the program/service in 2012, i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

We are requesting an increase due to increase in services and decrease in funding. Our communities are seeking more services because they are more informed and trust our services.

4. 2012 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2011-2012.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2011 and 2012.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces)

5. 2012 PROPOSED BUDGET

REVENUE SOURCE	BUDGET TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	27,754	27,754	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	54,950	45,970	8,380	600	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	82,704	73,724	8,380	600	0

*OTHER GOVT 2012

Source	Amount	Terms
other foundations	4,034	unrestricted match
Dept of Children and Families	50,916	DV; 12 months of cost
	0	
	0	
	0	
TOTAL	54,950	

**OTHER 2012

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:	Freedom, Inc
PROGRAM/LETTER:	B Program B
PRIORITY STATEMENT:	OCS: Domestic Violence, Sexual Assault, Crisis Intervention A1: Direct Service DV/SA (CSC)

DESCRIPTION OF SERVICES

6. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Due to cultural and gender restrictions, which prohibit and disapproves of Hmong women and girls from seeking assistance and support from "outsiders"...i.e services providers and/or anyone who is not an immediate family member; Hmong victims and survivors are the most isolated and the least likely to seek assistance. This program will provide services to Cambodian and Hmong victims who otherwise would not seek services from mainstream. Currently there is no other agency that provides services to this population around this issue. We are the only cultural-gender specific service provider for Cambodian/Hmong women and children. This project will address dimensions of personal wellness of Hmong victims by incorporating various services; case management, advocacy, prevention, crisis services, legal trainings and advocacy, intervention services, leadership trainings, basic survival skills training, cultural trainings to in service providers, and support groups.

7. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

The Family Strengthening Project is designed to provide advocacy, support, prevention, and intervention services to refugee women and children who are victims and survivors of domestic violence. This project will deliver bilingual and culturally appropriate services to enhance the lives of women, children and elders in the Southeast Asian Community, through which many SEA individuals and families will successfully start living safer and healthier lives. Freedom Inc's domestic violence project is designed to support victimized individuals and their families through providing domestic violence prevention and intervention services. In addition, there will also be educational and social support services to at-risk SEA youths and their families.

Examples of services:

- Assist clients with family court and child support orders
- Providing advocacy at restraining order hearings, domestic violence court hearing, divorce orders, and other legal issues pertaining to domestic violence and family issues
- Crisis intervention and prevention services
- Provide leadership and healthy relationship development with young boys and male teens.
- Coordinate support group meetings and weekly leadership trainings for victims and survivors.
- Assist survivors and victims of domestic violence, dating violence, and sexual violence with safety planning.

8. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

Outcome Objective #1 Increase access and services to Hmong/Cambodian victims/survivors of domestic violence and sexual assault in Madison, WI. At least 25 Cambodian and 20 Hmong women will receive domestic violence and sexual assault information, education, training, services and resources. 100 children will receive service

Outcome Objective #2 To increase the ability of Hmong/Cambodian victims/survivors to make healthy/safe decisions for their own lives. At least 50 Hmong/Cambodian women and teens will receive leadership trainings/opportunities to personally and professionally grow.

9. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Freedom, Inc typically provides services from 9am to 5pm- Monday-Friday. Services will be provided from January 01, 2010 to December 31, 2010. We realize that not all our community members can meet during regular hours and days therefore we are flexible with our days and hours. often we provide services after hours and on Saturday and Sunday. Our services are tailored to the needs of community.

ORGANIZATION:

Freedom, Inc

PROGRAM/LETTER:

B Program B

10. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

The population served under this grant will be Southeast Asian (SEA) families in the Dane County area. This project will provide domestic violence/sexual assault services SEA women, children, and elderly people. Commonly, some of the characteristics among these families include but are not limited to: low to no income families and individuals, limited English speakers, large family size averaging 6 members, immigrants, refugees, limited job skills, no or limited education opportunities, and elders. Majority of the elders are former or current refugees with limited access to services.

11. LOCATION: Location of service and intended service area (Include census tract where service is tract specific).

People served under this grant will be located in the Madison area and surrounding areas. Due to the nature of this project some of our clients prefer to meet in at more discreet locations.

12. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

Since most of our staffs are from the Southeast Asian (SEA) community outreach to this community will not be hard. Due to safety issues both for the advocates and clients we typically do not publicly promote our services. In the past 10 years all of our services have been through word of mouth and personal or professional referrals. Our advocates are active in the SEA and meet clients everywhere; family gatherings, cultural and religious gatherings at people's homes or at the Buddhist temple or at churches. We also provide other services as a gateway to safely allow our clients to interact with our agency. For example, we have an open door policy where refugees and elders can come and seek translation services. We understand that this may be the best way for people to learn about our family domestic violence services. Our strategies for engaging our service populations is to provide confidential and safe services so that women can tell others. We also hire from the community.

13. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

We work well with other services providers. We provide inservice trainings to other service providers, we cross refer people to different resources and services. Often we get referrals from schools, mental health providers, doctors, and other community people. We work with the local shelter when possible as well as Statewide domestic and sexual assault agencies. We are connected to SEA community leaders, women, and service providers. Kaj Siab House is one of our main source of cross referrals for our elder clients. We also work with the Cambodian temple to create a strong community with the Cambodian community. We have an ongoing relationship with the DA's domestic violence unit. We provide trainings to Hmong women and children about our services. Many participants are referred from other clients, agencies and schools. Family Strengthening Project works with many community organizations, residents, Southeast Asian communities and other service providers.

14. VOLUNTEERS: How are volunteers utilized in this program?

Freedom, Inc currently has elders and women from the community who volunteer to help run support groups for victims of domestic violence. Often our elders in the community volunteer their time to help advise us. Previous clients work with us to develop our programs. Volunteers also help with planning for conferences and gatherings. Most important we seek advice and wisdom.

15. Number of volunteers utilized in 2010?

5

Number of volunteer hours utilized in this program in 2010?

400

ORGANIZATION:

Freedom, Inc

PROGRAM/LETTER:

B Program B

16. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing, i.e., cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

While studies have shown that incidence of domestic violence is not higher in immigrant/refugee populations than it is in the other populations but rather that the experiences of immigrant/refugee women in domestic violence situations are often intensified by their specific position as immigrant/refugees, such as limited host-language skills, isolation from and contact with family and community, lack of access to dignified jobs, uncertain legal statuses, post-traumatic stress syndrome and negative experiences with authorities in their origin countries. Generally, Southeast Asian elders are more likely to be in poverty, much more likely to be foreign born, and much more likely to be classified as "linguistically isolated" than any other ethnic minority population.

There are many barriers to overcome for Cambodians and Hmong victims. These barriers include: language, religion and culture, immigration status, family dependency, emotional and mental issues, transportation, poverty and distrust of authorities. Often they do not read or write in their own languages and therefore will not be able to understand brochures that aim to help them. Many can't obtain citizenship without family or outside help. Many may still fear deportation to the homelands. Seniors minimize personal problems and do not want to cause problems within the family. Many may not report or complain because they believe they must endure the unendurable due to Buddhist teachings, distrust of police based on experience in the "old country," or they do not want to shame their family. Many live PTSD.

17. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

Freedom, Inc's domestic violence team has years of experience working within the SEA community to address domestic and sexual issues. Kabzuag Vaj. She has worked on ending violence against women and children, including addressing trafficking issues/abusive international marriages and murder-suicide within the Hmong community, creating innovative programs that are culturally, linguistically and gender specific to address DV, dating violence, and abuse in later life in the Hmong community. Kabzuag has served on the board of National Coalition Against Domestic Violence, WI Coalition Against Domestic Violence, INCITE! Women of Color Against Violence, and National Asian Pacific Islander Institute On Domestic Violence Advisory Committee. She serves on the Office of Justice Assistance STOP Advisory Committee and Creative Intervention Advisory Board. Mee Vang-Mee is bilingual and bicultural. In her three years of working with FI, she has helped more than 100 women and children live healthier lives. She provides assistance to women who need legal, economic, social, and emotional advocacy. She is well respected by Hmong women and elders because of her unconditional commitment. Bophia So- Bophia is bilingual and bicultural; she is a Khmer Rouge survivor and came to this country as a refugee. She is a domestic violence survivor and advocate for Cambodian women. Bophia has provided services for the Cambodian community for the past 6 years. She currently works with Cambodian families to address mental health issues and domestic violence.

18. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

200 characters (with spaces)

19. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	City \$	Qualifications
Cambodian Family Advocate	0.65	Yes	5 years of working w/ cambodian communities/ 1 year dv services
Hmong Family Advocate	1	Yes	over 4 years of DV services over 10 years working Hmong community
Executive Director	1	No	Over 15 years of working with Hmong community and DV issues

ORGANIZATION:	Freedom, Inc
PROGRAM/LETTER:	B Program B

CDBG DESCRIPTION OF SERVICES SUPPLEMENT

Please provide the following information ONLY if you are applying for projects that meet the "CDD Community Development Program Goals & Priorities". If not applying for CDBG Office Funds, go to Community Resources Description of Services Supplement (p. 7), or go to Demographics (p. 8).

20. PARTICIPANT INCOME LEVELS:

Indicate the number of households of each income level and size that this program would serve in 2011-2012.

Income Level	Number of Households
Over 80% of county median income	0
Between 50% to 80% of county median income	0
Between 30% to 50% of county median income	0
Less than 30% of county median income	0
Total households to be served	0

21. If projections for 2012 will vary significantly from 2011, complete the following:

Income Level for 2012	Number of Households
Over 80% of county median income	0
Between 50% to 80% of county median income	0
Between 30% to 50% of county median income	0
Less than 30% of county median income	0
Total households to be served	0

22. AGENCY COST ALLOCATION PLAN: What method does your agency use to determine indirect cost allocations among programs?

Freedom, Inc is a small non-profit organization. We currently do not have a structured method used for cost allocation across all our programs. Grants obtained to support our programs have been from various resources with awards ranging from \$600 to 121,814. Indirect costs are usually charged to our bigger grants based on FTE. The organization's youth programming is funded from smaller awards; therefore, indirect costs allocated are nominal or none.

23. PROGRAM ACTIVITIES: Describe activities/benchmarks by timeline to illustrate how your program will be implemented.

Activity Benchmark	Est. Month of Completion
Hire Advocate	1
Provide ongoing direct services to victims	1-12 months
provide trainings for Hmong/SEA women	1-12 months
Provide support groups for Hmong/SEA women	1-12 months
Provide support groups for children/teens	1-12 months
Provide inservice trainings for service providers	1-12 months

ORGANIZATION:

Freedom, Inc

PROGRAM/LETTER:

B Program B

COMMUNITY RESOURCES DESCRIPTION OF SERVICES SUPPLEMENT

Please provide the following information ONLY if you are applying for projects that meet the "Community Resources Program Goals & Priorities" If not applying for CR Funds, go to Demographics (p. 8).

24. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

Due to restricted budgets and community resources we haven't been able to do official research but our domestic violence program is based on years of experience working and building a strong trust amongst our people. Throughout the years we have gathered surveys and data but nothing has been published. Our best practice framework we utilize for developing this program comes directly from our lived experiences as survivors of domestic violence, knowledge of our culture, and lived experiences of being Southeast Asian people. Our work is heavily guided by the people we serve.

25. ACCESS FOR LOW-INCOME INDIVIDUALS AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?

90.0%

What framework do you use to determine or describe participant's or household income status? (check all that apply)

Number of children enrolled in free and reduced lunch

X

Individuals or families that report 0-50% of Dane County Median Income

X

Individual or family income in relation to Federal Poverty guidelines

X

Other

26. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

We currently collect income information on clients through an intake survey.

27. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

Services are provided to all people in need. All our services are free of charge. Our services are provided near accessible locations so that people with limited access to transportation and financial means can access our services. Our staffs travel to homes and different locations in Madison to insure these that there are no barriers to accessing our services.

ORGANIZATION:

Freedom, Inc

PROGRAM/LETTER:

B Program B

28. DEMOGRAPHICS

Complete the following chart for unduplicated participants served by this program in 2009. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

PARTICIPANT DESCRIPTOR	#	%	PARTICIPANT DESCRIPTOR	#	%
TOTAL	227	100%	AGE		
MALE	67	30%	<2	0	0%
FEMALE	160	70%	2 - 5	41	18%
UNKNOWN/OTHER	0	0%	6 - 12	67	30%
			13 - 17	55	24%
			18 - 29	22	10%
			30 - 59	36	16%
			60 - 74	6	3%
			75 & UP	0	0%
			TOTAL AGE	227	100%
			RACE		
			WHITE/CAUCASIAN	0	0%
			BLACK/AFRICAN AMERICAN	0	0%
			ASIAN	200	88%
			AMERICAN INDIAN/ALASKAN NATIVE	0	0%
			NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%
			MULTI-RACIAL:	0	0%
			Black/AA & White/Caucasian	0	0%
			Asian & White/Caucasian	0	0%
			Am Indian/Alaskan Native & White/Caucasian	0	0%
			Am Indian/Alaskan Native & Black/AA	0	0%
			BALANCE/OTHER	27	12%
			TOTAL RACE	227	100%
			ETHNICITY		
			HISPANIC OR LATINO	0	0%
			NOT HISPANIC OR LATINO	227	100%
			TOTAL ETHNICITY	227	100%
			PERSONS WITH DISABILITIES	0	0%
			RESIDENCY		
			CITY OF MADISON	213	94%
			DANE COUNTY (NOT IN CITY)	14	6%
			OUTSIDE DANE COUNTY	0	0%
			TOTAL RESIDENCY	227	100%

Note: Race and ethnic categories are stated as defined in HUD standards

ORGANIZATION:	Freedom, Inc
PROGRAM/LETTER:	B Program B

29. PROGRAM OUTCOMES

Number of unduplicated individual participants served during 2009.	227
Total to be served in 2011.	195

Complete the following for each program outcome. No more than two outcomes per program will be reviewed.

If applying to OCS, please refer to your research and/or posted resource documents if appropriate.

Refer to the instructions for detailed descriptions of what should be included in the table below.

Outcome Objective # 1:	Increase access and services to Hmong/Cambodian victims/survivors of domestic violence and sexual assault			
Performance Indicator(s):	At least 75% of the proposed number of people will be served. Of those 75% at least 50% will receive at least 2 different types of services from Freedom, Inc. Of those 50% 25% will receive on going case management.			
Proposed for 2011:	Total to be considered in	146	Targeted % to meet perf. measures	75%
	perf. measurement		Targeted # to meet perf. measure	109.5
Proposed for 2012:	Total to be considered in	146	Targeted % to meet perf. measures	75%
	perf. measurement		Targeted # to meet perf. measure	109.5
Explain the measurement tools or methods:	Each participant is assessed and interviewed at the beginning of the project, mid-term, and at the end of the project. The coordinator will conduct an oral exit interview and or follow up interview. All progress will be tracked by the coordinator. Due to language barriers, interviews will be done orally and conducted in the preferred language of the client.			
Outcome Objective # 2:	To increase the ability of Hmong/Cambodian victims/survivors to make healthy/safe decisions for their own lives.			
Performance Indicator(s):	At least 75% of the proposed number of people will be served. Of those 75% at least 50% will receive at least 2 different types of services from Freedom, Inc. Of those 50% 25% will receive on going case management.			
Proposed for 2011:	Total to be considered in	100	Targeted % to meet perf. measures	75%
	perf. measurement		Targeted # to meet perf. measure	75
Proposed for 2012:	Total to be considered in	100	Targeted % to meet perf. measures	75%
	perf. measurement		Targeted # to meet perf. measure	75
Explain the measurement tools or methods:	Each participant is assessed and interviewed at the beginning of the project, mid-term, and at the end of the project. The coordinator will conduct an oral exit interview and or follow up interview. All progress will be tracked by the coordinator. Due to language barriers, interviews will be done orally and conducted in the preferred language of the client.			

PROPOSAL REVIEW: Individual Staff Review for 2011-2012
For Community Resources Proposals to be Submitted to the
Community Services, Early Childhood and Senior Services Committees

1. **Program Name:** B. Family Strengthening Project

2. **Agency Name:** Freedom Inc.

3. **Requested Amounts:** 2011: \$27,754
 2012: \$27,754 **Prior Year Level:** \$5,274

4. **Project Type:** New ☐ Continuing ☒

5. **Framework Plan Objective Most Directly Addressed by Proposed by Activity:**

X III Crisis A1.

6. **Anticipated Accomplishments (Proposed Service Goals)**

At least 25 Cambodian and 20 Hmong women, as well as 100 children, will receive domestic violence and sexual assault related information, education, training, services and resources. At least 50 Hmong/Cambodian women and teens will receive leadership trainings/ opportunities to personally and professionally grow.

7. **To what extent does the proposal meet the Objectives of the Community Development Division, Community Resources Program Goals and Priorities for 2011-2012?**

Staff Comments: This program partially meets the priority A1. Provide immediate direct services for victims of sexual assault or domestic violence. A key aspect of the “immediate” aspect of this priority is the availability of 24 hours, seven day per week access to crisis intervention and related services. The service hours are listed as Monday through Friday 9 a.m. – 5 p.m. with flexibility to be available in the evening and on weekends. This program may be a better fit with priority B1. - Provide immediate support services for the prevention of abuse and neglect.

8. **To what extent does the proposal incorporate an innovative and/or research based program design that will have a positive impact on the need or problem identified?**

Staff Comments: This program is innovative and unique in its approach to culturally-specific outreach and service delivery. Although the program does not cite relevant research as a source for their program design, the program components include many of the services proven effective through research included in the resource documents.

9. **To what extent does the proposal include service goals and outcome objectives that are realistic and measurable and are likely to be achieved within the proposed timeline?**

Staff Comments: The service goals are realistic and measurable. The outcome objectives are an extension of the service goals. They do not measure a change in behavior, skill or other documentable result.

10. **To what extent do the agency, staff and/or Board experience, qualifications, past performance and capacity indicate probable success of the proposal?**

Staff Comments: The agency, staff and Board seem to possess much of the experience and capacity necessary for success of this program. However, the agency does not list specific qualifications that are required by staff.

11. **To what extent is the agency’s proposed budget reasonable and realistic, able to leverage additional resources, and demonstrate sound fiscal planning and management?**

Staff Comments: The program budget is reasonable and realistic for the services proposed. 98% of the budget comes from government sources. There are no other funding sources for this program. The agency list no fundraising goal for 2010 or 2011. The agency has a positive history of financial management of City funds.

12. To what extent does the agency's proposal demonstrate efforts and success at securing a diverse array of support, including volunteers, in-kind support and securing partnerships with agencies and community groups?

Staff Comments: This agency has significant support from volunteers and has several active community partnerships.

13. To what extent does the applicant propose services that are accessible and appropriate to the needs of low income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities?

Staff Comments: Services seem very accessible and appropriate for low-income & culturally diverse populations as well as populations w/ language barriers.

Questions:

1. Are crisis intervention services available 24 hours per day 7 days each week?
2. Is there a 24 hour crisis line and appropriate staff/program space?
3. How can Freedom Inc. more closely collaborate with DAIS, Rape Crisis Center, Madison Police Department, Wisconsin Coalitions Against Domestic Violence, and the Coordinated Community Response Task Force?

14. Staff Recommendation

☐ Not recommended for consideration

☐ Recommend for consideration

X **Recommend with Qualifications**

Suggested Qualifications: Closer collaboration with organizations listed above. Also see questions above

ORGANIZATION:
PROGRAM/LETTER:

Rape Crisis Center, Inc.	
A	24 -hr Crisis Intervention for Sexual Assault Victims

PROGRAM BUDGET

1. 2010 BUDGETED

REVENUE SOURCE	SOURCE TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	16,181	11,470	2,237	2,474	0
DANE CO CDBG	0				0
MADISON-COMM SVCS	154,826	136,504	11,211	7,111	0
MADISON-CDBG	0				0
UNITED WAY ALLOC	0				0
UNITED WAY DESIG	0				0
OTHER GOVT	48,607	41,074	2,975	4,558	0
FUNDRAISING DONATIONS	1,093	246		847	0
USER FEES	0				0
OTHER	48,284	35,060	9,864	3,360	0
TOTAL REVENUE	268,991	224,354	26,287	18,350	0

2. 2011 PROPOSED BUDGET

REVENUE SOURCE	SOURCE TOTAL	PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	16,181	11,470	2,237	2,474	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	164,278	145,877	9,466	8,935	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	48,607	41,074	2,975	4,558	0
FUNDRAISING DONATIONS	8,682	5,085	3,597	0	0
USER FEES	0	0	0	0	0
OTHER**	48,005	35,060	9,585	3,360	0
TOTAL REVENUE	285,753	238,566	27,860	19,327	0

*OTHER GOVT 2011

Source	Amount	Terms
VOCA	48,607	10/1/10 to 9/30/11 Supports bi-lingual advocate
	0	
	0	
	0	
	0	
TOTAL	48,607	

**OTHER 2011

Source	Amount	Terms
UW Contract	48,005	7/1/10 to 6/30/11 Supports crisis intervention/advocacy to UW students
	0	
	0	
	0	
	0	
TOTAL	48,005	

ORGANIZATION:	Rape Crisis Center, Inc.
PROGRAM/LETTER:	A 24 -hr Crisis Intervention for Sexual Assault Victims

2012 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2011 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

3. PROGRAM UPDATE: If requesting more than 2011, describe any major changes being proposed for the program/service in 2012, i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (w ith spaces)

4. 2012 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2011-2012.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2011 and 2012.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (w ith spaces)

5. 2012 PROPOSED BUDGET

REVENUE SOURCE	BUDGET TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

*OTHER GOVT 2012

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

**OTHER 2012

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:
PROGRAM/LETTER:
PRIORITY STATEMENT:

Rape Crisis Center, Inc.
A 24 -hr Crisis Intervention for Sexual Assault Victims
OCS: Domestic Violence, Sexual Assault, Crisis Intervention A1: Direct Service DV/SA (CSC)

DESCRIPTION OF SERVICES

6. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

While sexual assault is a hidden problem, RCC staff & volunteers see the need as they answer over 1,000 crisis line calls each year from sexual assault victims & their support people. Meriter's SANE program serves 300-360 victims annually, with RCC advocates. Low levels of police reporting (60-90% of victims never report the crime) hide the dramatic impact on victims & our community. Surviving a rape is one of the most traumatic experiences imaginable, & studies show that the immediate response has a lasting effect on the recovery process of the victim. Without support, victims are significantly more likely to experience life-long complications, including depression and anxiety, PTSD (50-90% of victims), eating disorders (200% more likely), AODA (75-90% of women in substance abuse treatment programs). Additionally, this initial immediate crisis response - and support from the crisis line - often serves as a 'bridge' to RCC's free specialized counseling services for adults & teens.

7. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

RCC's 24/7 crisis intervention services are made up of two programs designed to assist victims of sexual violence in regaining control over their own lives in the immediate aftermath of trauma. RCC maintains 24/7 crisis line support (251-RAPE) for those harmed by sexual violence, recently or in the past, through a combination of salaried staff, 4,000 hours+ donated by our specially-trained volunteers, and OnCall Advocates who provide back up coverage during non-business hours. Crisis Line counselors are trained to help recent victims decide what to do next (options for reporting, seeking medical care, etc), offer support to callers in distress (flashbacks, depression, anxiety, fear), intervene in emergencies (suicidal or homicidal callers, callers in immediate danger) and support survivors & those who care about them. (Parents, roommates & partners often struggle with how to help a loved one after an assault; RCC's expertise is very helpful.) Advocate accompaniments are critical to providing support that is solely focused on the victim's needs and preferences. The RCC Advocate is explicitly not a part of legal response or evidence collection, & is able to assist the victim in asserting some control over proceedings (for example, deciding whether to report to law enforcement based on her own life situation.) For young children, Advocates help parents facing their worst nightmare make good decisions for their family & support them in reducing the child's trauma. Our simple acts like ensuring a person in shock comprehends paperwork & next steps are critical to recovery.

8. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

RCC seeks support to continue providing 24/7/365 crisis line access (8,760 hours per year) for victims of sexual violence in our community. Over 1,000 calls each year will be answered by a trained, supportive counselor, reaching approximately 300 callers (the anonymous crisis line makes it impossible to track individuals; approximately 20% identify as first-time callers & we estimate at least 100 additional individuals.) Advocates will accompany 280 victims during police reporting, SANE hospital exams, and court proceedings, on accompaniments ranging from 30 minutes to 7 hours long.

9. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Crisis Intervention services are available 24 hours a day, for a total of 8,760 hours per year. Crisis line calls range from a few minutes to an hour in length, and accompaniments are provided throughout the victims' exam, reporting process, or time in court. (Response time to accompaniments is under 30 mins, even in the middle of the night.)

ORGANIZATION:

Rape Crisis Center, Inc.

PROGRAM/LETTER:

A 24 -hr Crisis Intervention for Sexual Assault Victims

10. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

Services are available to all victims of sexual violence, their family & support people, regardless of income, LEP, literacy, etc. While our counseling is for survivors 12 & older, we support parents of younger children through the medical exam, police reporting, or court. (Of 300-360 patients at SANE each year, half are under 18; fully 1/3 are under 13.) The 54% Madison residency in our current demographic data doesn't reflect the 15% of accompaniments to those assaulted in Madison living elsewhere - bringing the total "Madison" component to over 2/3.

11. LOCATION: Location of service and intended service area (Include census tract where service is tract specific).

Dane County, with in-person response to SANE program at Meriter, other ERs, police stations, courthouse, & elsewhere victims require support. Callers access support from home or other safe location.

12. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

This program is the core of our services, and the crisis line is promoted widely in the community as the starting point for accessing RCC. This has included a free ad campaign by Ad2Madison that featured tv, radio, and bus ads, as well as ongoing distribution of flyers and posters by volunteers. Our ads in the yellow pages include a separate listing as Centro para Crisis por Violacion for the Spanish-language help line. We print low-cost items like stickers, emery boards, and pens in English and Spanish for tabling events, health fairs & other community events (PrideFest, Fiesta Hispana, etc). Sexual Assault Awareness Month in April is a particular focus for public outreach, including communities of faith, with camera-ready ads for church bulletins. Our work on the UW campus includes significant outreach, and we are exploring the use of social networking media in addition to emails and our website (DaneCountyRCC.org)

13. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

RCC advocates are integrated into the Sexual Assault Nurse Examiners' protocol & respond to 90%+ of the cases. (100% of the need. For example, Dane County has an Advocate specifically for people with Dev. Disabilities. She's the primary responder in those cases - with RCC back up when she's unavailable. RCC also doesn't respond to the 3-4 coroner's cases (with a deceased victim).) RCC staff participate regularly in Madison Police Dept sensitive crimes detectives' meetings, and are helped form Dane County's Sexual Assault Response Team (SART) last year. RCC staff help train police through MPD's biennial training academy as well as MATC's programs. We have ongoing relationships and/or MOUs with organizations such as Planned Parenthood, Access, & other women's health orgs. RCC & DAIS staff cross-train volunteers & ensure clear lines of referral. Canopy Center & Rainbow Project work with younger victims, and RCC is actually the fiscal agent for Safe Harbor's SAVS grant funding.

14. VOLUNTEERS: How are volunteers utilized in this program?

Volunteers have always been the key to maintaining 24/7/365 crisis intervention services. They staff the crisis line during non-business hours, generally in pairs to ensure back up and support, and have constant access to an OnCall Advocate or other staff for difficult calls or emergencies. The Volunteer Coordinator and Program Director train and supervise the work of the volunteers.

15. Number of volunteers utilized in 2010?

45

Number of volunteer hours utilized in this program in 2010?

4,000

ORGANIZATION:

Rape Crisis Center, Inc.

PROGRAM/LETTER:

A 24 -hr Crisis Intervention for Sexual Assault Victims

16. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing, i.e., cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

We know language is a significant barrier for victims. RCC developed La Linea de Ayuda as a parallel line (almost 24/7) allowing Latina victims access to a Spanish-speaking advocate - one salaried staff position & 1 or more on-call overnight advocates are bilingual. Services to victims speaking languages other than English or Spanish are managed through the ATT language line. RCC works very hard to reach the entire community, particularly those traditionally underserved (outreach to African American neighborhoods & churches, partnering with Outreach & other LGBT-identified groups, working with Deaf Unity, etc). Staff & volunteers are trained in cultural competency & welcoming, affirming support. Our major limitation is with the Hmong community, where cultural competency goes beyond language to encompass a very different understanding of sexual behavior and expectations, as well as the complications of clan lines. Rather than try to meet all the needs with a Hmong staff member, RCC works to partner with culturally appropriate organizations to ensure that their staff is prepared to address the issues of sexual violence. We work with neighborhood-based programs as well as statewide organizations like UNIDOS against domestic violence and the Immigrant Project of Wisconsin. Victims with disabilities face additional challenges in accessing police or medical attention, particularly those with developmental disabilities who may be unable to assert their need for services. RCC works to train providers in the DD field & participates in the DD Community Coordinated Response.

17. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

RCC has decades of experience providing these crisis intervention services as well as the ongoing relationships within the community necessary to make this work possible. As previously noted, staff and volunteers are carefully trained in sexual assault issues and trauma response, with the strong infrastructure of agency support required to ensure 24/7 services. RCC's participation and leadership in the community, including the Community Coordinated Response on Sexual Assault, Commission on Sensitive Crimes, Madison Police Sensitive Crimes Detectives' meetings, and the new Sexual Assault Response Team, brings the necessary connections and relationships to meet the needs of victims. RCC is already identified as THE crisis response organization for victims of sexual violence in our community, and the response protocol for the SANE program ensures we are contacted to help every victim receiving sexual assault services at Meriter Hospital (except the deceased victims & those served by the Advocate for people with development disabilities, described previously). Community partners recognize and respect our role, and feedback from clients reinforces the research showing that Advocates are essential in the process and promote victim recovery.

18. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

None applicable

19. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	City \$	Qualifications
Program/Clinical Directors	0.4	Yes	PD: 5 yrs+ SA exp; CD: Master's, 8yrs+ counseling
Assoc. Director	0.35	Yes	5yrs+ SA exp; 1-2 yrs management experience
Office Manager	0.28	Yes	2 yrs+ professional exp; SA training from RCC
Counselor/Advocates	2	Yes	Adv: 1-2 yrs SA exp; RCC training
Volunteer Coordinator	0.5	Yes	2 yrs+ exp w/ volunteers; SA training from RCC
On Call Advocates	3.3	Yes	Crisis intervention/SA exp; RCC training
Executive Director	0.22	Yes	10 yrs+ in SA field; 5yrs+ management; program development

ORGANIZATION:

Rape Crisis Center, Inc.

PROGRAM/LETTER:

A 24 -hr Crisis Intervention for Sexual Assault Victims

COMMUNITY RESOURCES DESCRIPTION OF SERVICES SUPPLEMENT

Please provide the following information ONLY if you are applying for projects that meet the "Community Resources Program Goals & Priorities" If not applying for CR Funds, go to Demographics (p. 8).

24. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

RCC's programming has evolved over time - for example, 10 years ago our response model changed so that Advocates arrive at the hospital as the SANE nurse does, to explain our role & offer to stay with the victim. (In this model, almost all victims choose to have an Advocate; when victims are instead asked whether an Advocate should be called, they are likely to decline - apparently not wanting to bother someone else or create a delay.) Our Advocate and Crisis Line practices match the statewide Sexual Assault Response Team protocol released last year in every aspect but one (our OnCall Advocate model for non-business hours coverage means those staff are not available during the day for court and other appointments - services are provided by salaried staff during business hours.) RCC seeks feedback from clients through written evaluations during the year, as well as feedback forms SANE includes in the discharge folders -- though response rate is typically low. As noted in the best practices documents, it's essential to maintain client confidentiality throughout the process of evaluating services, which is why RCC's surveys are always an opt-in format and offered anonymously. RCC balances the need for data to inform our work (and demonstrate effectiveness to our funders) with a bedrock commitment to respecting the clients' rights to control who contacts them, and when. We know that contact not initiated by the client (or previous client) could put them at risk or undermine their recover process. As technology advances, other evaluation opportunities arise. For example, during last year's strategic planning process we used an online survey promoted through our newsletter and website to invite past clients, among other "stakeholders", to give feedback on the programs. We are designing a similar, anonymous online survey, which would be offered to during the follow-up call staff make to all accompaniment clients (who give their permission to be called).

25. ACCESS FOR LOW-INCOME INDIVIDUALS AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?

11.0%

What framework do you use to determine or describe participant's or household income status? (check all that apply)

Number of children enrolled in free and reduced lunch

Individuals or families that report 0-50% of Dane County Median Income

Individual or family income in relation to Federal Poverty guidelines

Other

26. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

RCC charges no fees for any of our crisis intervention services, and we do not collect any information on income, insurance, etc. Since this issue touches all levels of society, we expect our services to match the County % of low-income residents.

27. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

RCC charges no fees for any of our crisis intervention services.

ORGANIZATION:

Rape Crisis Center, Inc.

PROGRAM/LETTER:

A 24 -hr Crisis Intervention for Sexual Assault Victims

28. DEMOGRAPHICS

Complete the following chart for unduplicated participants served by this program in 2009. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

PARTICIPANT DESCRIPTOR	#	%	PARTICIPANT DESCRIPTOR	#	%
TOTAL	573	100%	AGE		
MALE	40	7%	<2	6	1%
FEMALE	533	93%	2 - 5	46	8%
UNKNOWN/OTHER		0%	6 - 12	35	6%
			13 - 17	155	27%
			18 - 29	234	41%
			30 - 59	93	16%
			60 - 74	2	0%
			75 & UP	2	0%
			TOTAL AGE	573	100%
			RACE		
			WHITE/CAUCASIAN	441	77%
			BLACK/AFRICAN AMERICAN	109	19%
			ASIAN	12	2%
			AMERICAN INDIAN/ALASKAN NATIVE	5	1%
			NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%
			MULTI-RACIAL:	0	0%
			Black/AA & White/Caucasian	0	0%
			Asian & White/Caucasian	0	0%
			Am Indian/Alaskan Native & White/Caucasian	0	0%
			Am Indian/Alaskan Native & Black/AA	0	0%
			BALANCE/OTHER	6	1%
			TOTAL RACE	573	100%
			ETHNICITY		
			HISPANIC OR LATINO	62	11%
			NOT HISPANIC OR LATINO	511	89%
			TOTAL ETHNICITY	573	100%
			PERSONS WITH DISABILITIES	52	9%
			RESIDENCY		
			CITY OF MADISON	309	54%
			DANE COUNTY (NOT IN CITY)	190	33%
			OUTSIDE DANE COUNTY	74	13%
			TOTAL RESIDENCY	573	100%

Note: Race and ethnic categories are stated as defined in HUD standards

ORGANIZATION:

Rape Crisis Center, Inc.

PROGRAM/LETTER:

A 24 -hr Crisis Intervention for Sexual Assault Victims

29. PROGRAM OUTCOMES

Number of unduplicated individual participants served during 2009.	573
Total to be served in 2011.	580

Complete the following for each program outcome. No more than two outcomes per program will be reviewed.

If applying to OCS, please refer to your research and/or posted resource documents if appropriate.

Refer to the instructions for detailed descriptions of what should be included in the table below.

Outcome Objective # 1:	Provide 24/7/365 access to Crisis Line: immediate support, info & crisis intervention for approx. 300 victims of sexual assault & their support people through 1,000 calls.			
Performance Indicator(s):	Callers to the crisis line will indicate that they received the information they needed and that the call helped to increase their sense of safety / decrease symptoms.			
Proposed for 2011:	Total to be considered in	150	Targeted % to meet perf. measures	80%
	perf. measurement		Targeted # to meet perf. measure	120
Proposed for 2012:	Total to be considered in	175	Targeted % to meet perf. measures	80%
	perf. measurement		Targeted # to meet perf. measure	140
Explain the measurement tools or methods:	As previously noted, the anonymous nature of the Crisis Line makes it very difficult to collect evaluation data. These performance measures are based on daily activity logs that collect the volume of calls, and indicate first-time and repeat callers. Effectiveness is measured through the self-reporting of callers who identify in surveys or during the call that they received the information or support, and that they feel more calm or safe.			
Outcome Objective # 2:	Provide 24/7 crisis response to approx. 280 victims at hospital, police station, or other location, offering information & support that empowers them to make decisions			
Performance Indicator(s):	Clients will indicate through surveys that the Advocate's presence helped them feel supported and the info provided enabled them to make choices about next steps			
Proposed for 2011:	Total to be considered in	120	Targeted % to meet perf. measures	80%
	perf. measurement		Targeted # to meet perf. measure	96
Proposed for 2012:	Total to be considered in	120	Targeted % to meet perf. measures	80%
	perf. measurement		Targeted # to meet perf. measure	96
Explain the measurement tools or methods:	The surveys used with RCC counseling clients ask about experiences with advocacy and crisis line as well, but we are moving to collecting data based on statements to advocates on scene or to staff during follow up calls. As noted elsewhere, we are pursuing an on-line survey tool that would be offered as another option. Results are collected regularly and analyzed annually.			

PROPOSAL REVIEW: Individual Staff Review for 2011-2012
For Community Resources Proposals to be Submitted to the
Community Services, Early Childhood and Senior Services Committees

1. **Program Name:** 24-hour Crisis Intervention for Sexual Assault Victims

2. **Agency Name:** Rape Crisis Center

3. **Requested Amounts:** 2011: \$164,278
 2012: \$164,278 **Prior Year Level:** \$154,826

4. **Project Type:** New ☐ Continuing ☒

5. **Framework Plan Objective Most Directly Addressed by Proposed by Activity:**

X III Crisis - A1

6. **Anticipated Accomplishments (Proposed Service Goals)**

Through the 24-hour per day 365 day per year crisis line, this program will answer 1,000 calls serving approximately 300 individuals. In addition, advocates will accompany 280 victims during police reporting, SANE hospital exams, and court proceedings.

7. **To what extent does the proposal meet the Objectives of the Community Development Division, Community Resources Program Goals and Priorities for 2011-2012?**

Staff Comments: This program clearly meets Program Area II: Domestic Violence, Sexual Assault, Crisis Intervention and Safety & Support – Priority A1. – Provide immediate direct services for victims of sexual assault or domestic violence.

8. **To what extent does the proposal incorporate an innovative and/or research based program design that will have a positive impact on the need or problem identified?**

Staff Comments: It seems very likely that program design will have a positive impact on the need or problem identified. Relevant research and best practice information is cited in the application.

9. **To what extent does the proposal include service goals and outcome objectives that are realistic and measurable and are likely to be achieved within the proposed timeline?**

Staff Comments: Service goals and outcome objectives seem realistic, measurable and are likely to be achieved within the timeline.

10. **To what extent do the agency, staff and/or Board experience, qualifications, past performance and capacity indicate probable success of the proposal?**

Staff Comments: The agency, staff and Board seem to possess the experience and qualifications to indicate probable success. The agency has strong record of positive past performance.

11. **To what extent is the agency's proposed budget reasonable and realistic, able to leverage additional resources, and demonstrate sound fiscal planning and management?**

Staff Comments: The budget is reasonable and realistic. Other resources are utilized and leveraged. Agency has demonstrated sound fiscal planning and management.

12. To what extent does the agency's proposal demonstrate efforts and success at securing a diverse array of support, including volunteers, in-kind support and securing partnerships with agencies and community groups?

Staff Comments: The program has very strong volunteer support and many active partnerships.

13. To what extent does the applicant propose services that are accessible and appropriate to the needs of low income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities?

Staff Comments: Services seem very accessible and appropriate for low-income & culturally diverse populations as well as populations w/ language barriers, and physical or mental disabilities. There is a parallel crisis line available almost 24/7 allowing Latina victims to access Spanish-speaking advocates.

Questions: No questions.

14. Staff Recommendation

☐ Not recommended for consideration

☒ Recommend for consideration

☐ Recommend with Qualifications
Suggested Qualifications:

ORGANIZATION:
PROGRAM/LETTER:

YWCA Madison
D YW Transit Night Program

PROGRAM BUDGET

1. 2010 BUDGETED

REVENUE SOURCE	SOURCE TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	5,194	5,194	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	74,797	56,760	15,037	3,000	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	36,000	28,000	6,500	1,500	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	33,308	15,308	13,600	4,400	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	18,500	10,000	8,500	0	0
OTHER	0	0	0	0	0
TOTAL REVENUE	167,799	115,262	43,637	8,900	0

2. 2011 PROPOSED BUDGET

REVENUE SOURCE	SOURCE TOTAL	PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	5,194	5,194	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	78,500	56,760	18,740	3,000	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	37,100	29,100	6,500	1,500	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	36,017	19,939	12,578	3,500	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	22,000	5,000	17,000	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	178,811	115,993	54,818	8,000	0

*OTHER GOVT 2011

Source	Amount	Terms
St of WI - DOT	36,017	current grant ends 12/31/10; expect a smaller grant for 2011
	0	
	0	
	0	
	0	
TOTAL	36,017	

**OTHER 2011

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:	YWCA Madison
PROGRAM/LETTER:	D YW Transit Night Program

2012 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2011 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

3. PROGRAM UPDATE: If requesting more than 2011, describe any major changes being proposed for the program/service in 2012, i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (w ith spaces)

4. 2012 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2011-2012.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2011 and 2012.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (w ith spaces)

5. 2012 PROPOSED BUDGET

REVENUE SOURCE	BUDGET TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

*OTHER GOVT 2012

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

**OTHER 2012

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:
PROGRAM/LETTER:
PRIORITY STATEMENT:

YWCA Madison
D YW Transit Night Program
OCS: Domestic Violence, Sexual Assault, Crisis Intervention A1: Direct Service DV/SA (CSC)

DESCRIPTION OF SERVICES

6. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

YW Transit addresses the need for specialized transportation to serve low-income individuals in Madison that feel their personal safety is jeopardized due to their lack of safe, affordable transportation. While Madison does have public transportation the service does not reach all areas of the city and does not provide transportation late at night, when vulnerable individuals are most at risk of sexual assault. As a door-to-door service, YW Transit eliminates the need for individuals to walk at night, either to the nearest bus stop (which could be several blocks) or all the way to their destination. Additionally, services through YW Transit Sexual Assault Prevention Program are provided at no cost to participants.

7. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

The YW Transit Sexual Assault Prevention Program provides specialized transportation services to Madison area citizens that feel their personal safety is in jeopardy while traveling to and from work, school, shopping areas, and/or community/social events. In addition, the Sexual Assault Prevention Program provides immediate crisis assistance to those that find themselves in sexual assault and/or domestic violence situations. The program provides door-to-door, demand response transportation service from 8pm-1am, 365 nights a year. YW Transit Sexual Assault Prevention Program serves all areas of the city and town of Madison, especially areas that are inaccessible during non-peak public transportation hours which include nights, weekends, and holidays. These free services are especially needed in areas of the city where one's economic status might affect their ability to escape a potentially violent situation. The YW Transit Sexual Assault Prevention Program's primary goal is to empower women and children by providing safe, timely transportation to their desired destination. Moreover, by providing this service the YW Transit Sexual Assault Prevention Program assist our clients in gaining access to other public service agencies, local businesses, and community/social events, thus opening the door for them to enjoy a similar level of quality of life as those who are able to drive, live closer to a bus line or are not living in a disadvantaged neighborhood.

8. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

During the program year YW Transit Sexual Assault Prevention Program will serve 7346 individuals in need of transportation. 100% of YW Transit riders will arrive at their destinations safely and 100% YW Transit riders going to/from work will get to/from work during the contract year. Total service hours to be provided: 1825

9. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

YW Transit Sexual Assault Prevention Program runs from 8pm-1am, 365 days per year. YW Transit is a first call, first serve program that prioritizes domestic violence/sexual assault crisis calls.

ORGANIZATION:

YWCA Madison

PROGRAM/LETTER:

D YW Transit Night Program

10. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

YW Transit Sexual Assault Prevention Program serves individuals in need of transportation within the City of Madison who feel they are at risk of sexual assault because of their lack of transportation. YW Transit is committed to serving individuals who do not speak English as a first language through bilingual staff and volunteers, and a language line service when needed. The program serves both adults and children. In addition, YW Transit targets Madison's emerging neighborhoods.

11. LOCATION: Location of service and intended service area (Include census tract where service is tract specific).

YW Transit Sexual Assault Prevention Program operates out of our Empowerment Center at 3101 Latham Dr., on Madison's Southside. The program provides service within the City of Madison.

12. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

Our outreach plan focuses on word-of-mouth from clients and referrals from other service providers. Annually we meet with program managers of social service agencies throughout Dane County to discuss our programs and distribute literature. Additionally we attend service and community fairs to spread the word about program services.

13. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

As members of the Homeless Services Consortium, Allied Drive Partnership (ADESP), and Allied Consortium for Employment (ACE), the YWCA is very well connected with other community groups and agencies. YWCA vans are available and utilized by other community groups and agencies for group transportation for their clientele. By providing this service YW Transit support other groups and agencies in achieving their goals, as well as advertise our transportation programs. Due to the YWCA's strong presence in the community, other community groups and agencies refer their clients to us for transportation needs.

14. VOLUNTEERS: How are volunteers utilized in this program?

Volunteers are utilized for data entry and other office tasks.

15. Number of volunteers utilized in 2010?

3

Number of volunteer hours utilized in this program in 2010?

60

ORGANIZATION:

YWCA Madison

PROGRAM/LETTER:

D YW Transit Night Program

16. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing, i.e., cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

Immigrant and/or refugee communities are often more likely to lack resources such as transportation. YW Transit is committed to serving individuals who do not speak English as a first language through bilingual staff and volunteers, and a language line service when needed. The program serves both adults and children. In addition, YW Transit targets Madison's emerging neighborhoods. Additionally, we have clients with mental health issues, physical limitations, or a history of trauma, sexual assault or domestic violence. All Transit drivers are trained to use over-the-phone interpreter services and participate in training to increase awareness and sensitivity.

17. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

The YWCA Madison has offered sexual assault prevention transportation for over three years which, in conjunction with other YWCA programming, which has resulted in a strong foundation for the Madison community. The Economic Empowerment Director, oversees YWCA Employment and Training Programs and YW Transit. The Director has been in this position for five years, has over fourteen years of experience working in employment and training and with diverse populations and holds a bachelor's degree. The YW Transit Program Coordinator manages the YW Transit Program and supervises all Transit staff. The Coordinator holds a Bachelor's degree and began her employment with the YWCA as a Transit driver which has given her insight for the position of Program Coordinator. The Operations Associate oversees day-to-day operations of the Transit Program and assists in supervising driving staff. The Operations Associate also began her employment with the YWCA as a driver and has been in her current position for two years.

18. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

Staff attend at least 1 cultural competency training per year. Staff have attended training on Trauma Informed Care, serving the homeless, alcohol & other drug abuse, & working with the mentally ill.

19. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	City \$	Qualifications
Economic Empowerment Dir.	0.05	No	Master's degree or commensurate experience
YW Transit Program Coord.	0.9	Yes	Bachelor's degree or commensurate experience
YW Transit Operations Assoc.	0.9	Yes	Bachelor's degree or commensurate experience
Van Drivers	3.75	Yes	Valid license, good driving record, transportation expertise

ORGANIZATION:

YWCA Madison

PROGRAM/LETTER:

D YW Transit Night Program

CDBG DESCRIPTION OF SERVICES SUPPLEMENT

Please provide the following information ONLY if you are applying for projects that meet the "CDD Community Development Program Goals & Priorities". If not applying for CDBG Office Funds, go to Community Resources Description of Services Supplement (p. 7), or go to Demographics (p. 8).

20. PARTICIPANT INCOME LEVELS:

Indicate the number of households of each income level and size that this program would serve in 2011-2012.

Income Level	Number of Households
Over 80% of county median income	0
Between 50% to 80% of county median income	0
Between 30% to 50% of county median income	0
Less than 30% of county median income	0
Total households to be served	0

21. If projections for 2012 will vary significantly from 2011, complete the following:

Income Level for 2012	Number of Households
Over 80% of county median income	0
Between 50% to 80% of county median income	0
Between 30% to 50% of county median income	0
Less than 30% of county median income	0
Total households to be served	0

22. AGENCY COST ALLOCATION PLAN: What method does your agency use to determine indirect cost allocations among programs?

600 characters (w ith spaces)

23. PROGRAM ACTIVITIES: Describe activities/benchmarks by timeline to illustrate how your program will be implemented.

[illegible]

ORGANIZATION:

YWCA Madison

PROGRAM/LETTER:

D YW Transit Night Program

COMMUNITY RESOURCES DESCRIPTION OF SERVICES SUPPLEMENT

Please provide the following information ONLY if you are applying for projects that meet the "Community Resources Program Goals & Priorities" If not applying for CR Funds, go to Demographics (p. 8).

24. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

The YW Transit program was developed based on best practices of Women's Transit Authority, a program that provided similar service to the Madison area for over 30 years. Through knowledge of Women's Transit Authority and over three years of our own experience, the YWCA has come to value staff training opportunities. YW Transit program staff are frequently presented with stressful situations with driving and working with participants. YW Transit requires all staff to complete extensive training in the following areas: Program operation, defensive driving, GPS / navigation, driving in unfavorable weather conditions, working with survivors of sexual assault and individuals with disabilities, and ongoing racial justice training. In addition, each driver is required to complete 4 hours of observed driving.

25. ACCESS FOR LOW-INCOME INDIVIDUALS AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?

100.0%

What framework do you use to determine or describe participant's or household income status? (check all that apply)

Number of children enrolled in free and reduced lunch

Individuals or families that report 0-50% of Dane County Median Income

Individual or family income in relation to Federal Poverty guidelines

Other

X

26. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

Clients self-report income level.

27. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

There are no fees charges to participants for services offered through the YW Transit Sexual Assault Prevention Program.

ORGANIZATION:
PROGRAM/LETTER:

YWCA Madison
D YW Transit Night Program

28. DEMOGRAPHICS

Complete the following chart for unduplicated participants served by this program in 2009. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

PARTICIPANT DESCRIPTOR	#	%	PARTICIPANT DESCRIPTOR	#	%
TOTAL	6388	100%	AGE		
MALE	1341	21%	<2	0	0%
FEMALE	5047	79%	2 - 5	0	0%
UNKNOWN/OTHER	0	0%	6 - 12	0	0%
			13 - 17	0	0%
			18 - 29	1842	29%
			30 - 59	3179	50%
			60 - 74	1367	21%
			75 & UP	0	0%
			TOTAL AGE	6388	100%
			RACE		
			WHITE/CAUCASIAN	1980	31%
			BLACK/AFRICAN AMERICAN	3513	55%
			ASIAN	192	3%
			AMERICAN INDIAN/ALASKAN NATIVE	0	0%
			NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%
			MULTI-RACIAL:	0	0%
			Black/AA & White/Caucasian	0	0%
			Asian & White/Caucasian	0	0%
			Am Indian/Alaskan Native & White/Caucasian	0	0%
			Am Indian/Alaskan Native & Black/AA	0	0%
			BALANCE/OTHER	703	11%
			TOTAL RACE	6388	100%
			ETHNICITY		
			HISPANIC OR LATINO	576	9%
			NOT HISPANIC OR LATINO	5812	91%
			TOTAL ETHNICITY	6388	100%
			PERSONS WITH DISABILITIES	186	3%
			RESIDENCY		
			CITY OF MADISON	6068	95%
			DANE COUNTY (NOT IN CITY)	320	5%
			OUTSIDE DANE COUNTY	0	0%
			TOTAL RESIDENCY	6388	100%

Note: Race and ethnic categories are stated as defined in HUD standards

ORGANIZATION:	YWCA Madison
PROGRAM/LETTER:	D YW Transit Night Program

29. PROGRAM OUTCOMES

Number of unduplicated individual participants served during 2009.	6388
Total to be served in 2011.	7346

Complete the following for each program outcome. No more than two outcomes per program will be reviewed.

If applying to OCS, please refer to your research and/or posted resource documents if appropriate.

Refer to the instructions for detailed descriptions of what should be included in the table below.

Outcome Objective # 1:	100% (7346 of 7346) of YW Transit riders will arrive at their destinations (grocery store, childcare etc.) safely during the contract year.			
Performance Indicator(s):	100% of riders will report that they feel safer while traveling at night when using YW Transit on participant surveys.			
Proposed for 2011:	Total to be considered in	7346	Targeted % to meet perf. measures	100%
	perf. measurement		Targeted # to meet perf. measure	7346
Proposed for 2012:	Total to be considered in	8448	Targeted % to meet perf. measures	100%
	perf. measurement		Targeted # to meet perf. measure	8448
Explain the measurement tools or methods:	Annually riders are given a survey to complete anonymously. Program staff compile the results. Due to the nature of nature of the rides provided we have not yet developed the capacity to track unduplicated riders.			
Outcome Objective # 2:	100% (7346 of 7346) of YW Transit riders will get to/from work during the contract year.			
Performance Indicator(s):	100% of riders will report getting to/from work when using YW Transit on participant surveys.			
Proposed for 2011:	Total to be considered in	7346	Targeted % to meet perf. measures	100%
	perf. measurement		Targeted # to meet perf. measure	7346
Proposed for 2012:	Total to be considered in	8448	Targeted % to meet perf. measures	100%
	perf. measurement		Targeted # to meet perf. measure	8448
Explain the measurement tools or methods:	Ride reports will track the number of riders. This data will be entered and stored in program database. Due to the nature of nature of the rides provided we have not yet developed the capacity to track unduplicated riders.			

PROPOSAL REVIEW: Individual Staff Review for 2011-2012
For Community Resources Proposals to be Submitted to the
Community Services, Early Childhood and Senior Services Committees

1. **Program Name:** YW Transit Night Program
2. **Agency Name:** YWCA
3. **Requested Amounts:** 2011: \$78,500
 2012: \$78,500 **Prior Year Level: \$74,797**
4. **Project Type:** New ☐ Continuing ☒

5. **Framework Plan Objective Most Directly Addressed by Proposed by Activity:**

X III Crisis A1 (see note question 7)

6. **Anticipated Accomplishments (Proposed Service Goals)**

Program will serve 7346 individuals in need of transportation. Total service hours to be provided = 1,825.

7. **To what extent does the proposal meet the Objectives of the Community Development Division, Community Resources Program Goals and Priorities for 2011-2012?**

Staff Comments: Although the agency indicates that they are applying under Priority A1, the CSC may want to consider whether or not the proposed program is a better fit under the B-1 priority, "provide immediate support services for the prevention of abuse and neglect".

8. **To what extent does the proposal incorporate an innovative and/or research based program design that will have a positive impact on the need or problem identified?**

Staff Comments: It seems likely that this program will have a positive impact on individuals seeking this service. Staff training/qualifications appropriate to positions.

9. **To what extent does the proposal include service goals and outcome objectives that are realistic and measurable and are likely to be achieved within the proposed timeline?**

Staff Comments: Agency indicates they will serve 7,346 individuals in this program per year. They indicate that due to the nature of the rides provided they have not yet developed the capacity to track unduplicated riders. They indicate this on their Transit Day Program as well. Would like more information from agency on why they are unable to track unduplicated users (especially in their Day Program).

10. **To what extent do the agency, staff and/or Board experience, qualifications, past performance and capacity indicate probable success of the proposal?**

Staff Comments: This program had been operated by Women's Transit Authority for over 30 years. Three years ago, WTA went out of business and the City conducted an RFP process to acquire another provider for a very similar service. YWCA was awarded the contract and has operated the program ever since. Agency and staff did a lot of work to make the transition smooth and seamless for clients. They also did extensive research and work with County staff who had a deep understanding of the challenges and issues with providing this type of service. Agency also operates a companion Day time Program.

Agency has also built up their entire transit services programming by applying for and receiving a State DOT grant. The budget notes that they anticipate less funding from that grant in 2012.

11. To what extent is the agency's proposed budget reasonable and realistic, able to leverage additional resources, and demonstrate sound fiscal planning and management?

Staff Comments: Budget is reasonable and realistic. Agency has also built up their entire transit services programming by applying for and receiving a significant State DOT grant. The budget notes that they anticipate less funding from that grant in 2012.

Agency lists User Fees in their budget but in the narrative they indicate the program is free for all clients. Please explain.

12. To what extent does the agency's proposal demonstrate efforts and success at securing a diverse array of support, including volunteers, in-kind support and securing partnerships with agencies and community groups?

Staff Comments: Agency has long-standing and appropriate partnerships.

Please explain in more detail how this information is obtained and collected. Agency list using only 3 volunteers in 2010 who provide 60 hours of service. Please explain the challenge with getting more volunteer assistance.

13. To what extent does the applicant propose services that are accessible and appropriate to the needs of low income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities?

Staff Comments: Agency indicates that 100% of riders are low/moderate income and that they get that information from clients self-reporting. Demographics indicate that riders are culturally diverse. Demographics for Night time program and Day time program are the same. Is there no difference in demographics of night time and day time service? Agency has bilingual staff and volunteers and utilize a language line service when needed. Program often serves people with mental health issues, physical limitations or a history of trauma, sexual assault or domestic violence. All Transit drivers are trained to use over-the-phone interpreter services and participate in training to increase awareness and sensitivity.

Questions:

1. Would like more information from agency on why they are unable to track unduplicated users (especially in their Day Program).
2. Agency lists User Fees in their budget but in the narrative they indicate the program is free for all clients. Please explain.
3. Please explain the challenge with getting more volunteer assistance.
4. Demographics indicate that riders are culturally diverse. Demographics for Night time program and Day time program are the same. Is there no difference in demographics of night time and day time service?

14. Staff Recommendation

☐ Not recommended for consideration

☐ Recommend for consideration

☒ Recommend with Qualifications

Suggested Qualifications: Based on answers to questions.