



Commonwealth of Virginia
Virginia Department of Criminal Justice Services
VOCA Victim Services Grant Program (VSGP):
QUARTERLY NARRATIVE REPORT

Grant Number: 20-a3463vp18

Program Name: Family Crisis Support Services, Inc.

Name of Person

Completing Report: Melissa Bowman melissa.bowman@family-crisis.org

Contact Information

(phone & email): (276) 679-7240

Reporting Period: Fiscal Year 2020

Quarter 1 (July 1 – September 30)

Quarter 2 (October 1 – December 31)

Quarter 3 (January 1 – March 31)

Quarter 4 (April 1 – June 30)

Brief Project

Description: Providing services to survivors of sexual assault and domestic violence.

INFORMATION & INSTRUCTIONS:

- This form seeks narrative information about your Victim Services Grant Program (VSGP) project during the preceding quarter.
- This form is to be completed and uploaded to the Virginia Department of Criminal Justice Services (DCJS) Grants Management Information System (GMIS).

This form is to be completed in addition to data submitted directly to the federal Performance Measurement Tool (PMT). A copy of your PMT data should also be uploaded to DCJS GMIS.

- Complete this form for the quarterly reporting period marked above.
- **Report only on VSGP-funded services and activities.**

QUARTERLY NARRATIVE QUESTIONS

1. On an annual basis, the PMT will require that grantees provide the number of requests for services that were unmet during the year, along with a brief explanation. If available, quarterly and year-to-date data can be reported below.

Number of requests for services that were unmet because of organizational capacity issues:

Number during reporting period	0
Fiscal year-to-date total number	0

Please explain:

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2. Does your organization formally survey clients for feedback on services received?

Yes No (*proceed to Question 4*)

3. On an annual basis, the PMT will request that grantees provide the number of surveys distributed and the number of surveys completed. If available, quarterly and year-to-date data can be reported below.

Number of surveys **distributed** (*includes, but is not limited to, those distributed by hand, mail, or electronic methods*):

Number during reporting period	20
Fiscal year-to-date total number	50

Number of surveys **completed**:

Number during reporting period	10
Fiscal year-to-date total number	23

4. Discuss some of the challenges or changes to your program faced during the course of the reporting period.

One of our victim Advocates is housed in the Dickenson County Sheriff's Department. FCSS, Inc. has graciously been given a free office space by the Sheriff's Department for over 20 years. During this reporting period the Sherrif lost his election and a new replacement was announced. FCSS, Inc. and the Sheriff's department have worked closely on cases and community presentations for years. This was a big change and challenge faced by the Advocate.

During this reporting period, the Advocate has made efforts to meet with new the new Sheriff and staff. A working relationship among the two agencies has already been developed even before the Sheriff took office in the new year. As of right now, the Sheriff plans to allow the Advocate to keep her free office space and continue the awareness programs that have already been established.

5. Provide one brief case study that illustrates and describes the services provided with VSGP funding. **Do not use victim names or include any other identifying information.**

A client called in to agency to speak with an advocate in regard to a recent sexual assault. She had went to hospital, filed a police report, and was looking for extra support in her case. She found our information from a brochure given to her by the police.

She had met a man via social media and went out on a date. Due to his work, he lives in a hotel room four days a week. As she thought they were going to watch a movie and maybe play cards with other friends – the night took a different and dangerous turn.

The client has done well through all of the interview processes with both police and commonwealth attorney's office. She deals with multiple health issues, and her attack has caused several symptoms to exacerbate. She is concerned of getting sick before the case goes to court and not being able to make it.

This case is one where her story is strong, police did a great job in going diligently after the assailant, and treated client with dignity.

The commonwealth attorney's office decided to do a continuance due to clients health – which upset client, because she did not request this. She feels that they made decisions on her case

without consulting her. She showed up ready for court only to find out it was continued. This was on a Wednesday; the prior Friday advocate met with client at the court house and another attorney from the Commonwealth in regard to her case going forward. It seemed that neither attorney had consulted with one another and both were working her case at different angles. This has caused client to be frustrated. Advocate continued to work with commonwealth attorney's office to get more updated information and make sure everyone was on the same page. Client, who has been strong from the get go, has had moments of "wanting to just chuck it all" from the unwarranted delay of her case. Advocate continues to work diligently with client in support, resources, health inquiries, and making sure that the CA's office is working as one from here on out.

We are now currently waiting for the new court date, hoping to not be continued again and client can get closure from this attack.

6. Describe any emerging issues or notable trends affecting crime victim services in your service area.

During this reporting period we noticed a trend in survivors being victimized through social media. Survivors were contacted by there abusers on social media and violations of protective orders ocurred. We also noticed several survivors from outside our service area and state seeking shelter and outreach services. Needs were met as well as safety planning, information on the legal system and rights were provided to survivors.

Although social media has been a hot topic for many years, especially when working with educational programming and youth – it shows over and over that it increases tension, causes problems that aren't there, and makes it easy for a predator to meet a person, thus having the increased calls of sexual assault. This is certainly the case that is now showing more and more throughout our serving area.

Often times, individuals can't afford a phone card, or contract phone that allows a person to send messages or make a phone call; but they can utilize the internet on their phone if they find available wi-fi. This is often easy to find, where many public places offer this service. Due to the poverty rate and unemployment in our area, the social media outlet use is more prominent than ever for people to connect to one another.

Advocate has noticed that during court cases of assault, protective order violations, and sexual assault – you almost always hear the words "facebook," or "private messaging" in the complaint.

Even if a victim of a violent crime wasn't doing anything on social media, or may not have even had a presence on social media; the abusing party created a problem due to their social media use and content.

7. If the program assisted victims of federally investigated or prosecuted crimes, please provide the number of **federal crime victims** below.

Number during reporting period	0
Fiscal year-to-date total number	0