



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

Grant Number: 20-A3463VP

Program Name: Family Crisis Support Service, Inc.

Name of Person Completing Report: Erin Wyatt

Contact Information (phone & email): (276) 870-1714 erin.wyatt@family-crisis.org

Reporting Period: Fiscal Year

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 shelter, transitional housing and direct services to victims of domestic violence, sexual assault, stalking and human trafficking along with youth prevention programming to our rural area.

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	25
Fiscal year-to-date total number	93

Number of surveys **completed**:

Number during reporting period	10
Fiscal year-to-date total number	55

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

The biggest challenge during the fourth quarter has been continuing to evolve our services to be most effective to victims, yet encouraging safety for that of victims and our staff during the pandemic. Advocates continue to be innovative in finding the best ways to safely support victims through crisis and to provide various forms of assistance and navigate systems, both of which have pandemic-related modifications. Facebook live and Zoom are being used to hold support groups and various types of personal and professional meetings in order to combat isolation, enhance safety, and allow services to be provided without interruption. Our advocates work closely with local court systems to stay up-to-date on the latest procedures in courthouses throughout our service area as part of our evolving advocacy programs.

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.**

Advocate received a referral from a local Domestic Violence Officer. “Jane’s” husband had abandoned her and her two daughters at the local Wal-Mart after a domestic violence incident which included verbal and physical abuse in the parking lot. “Jane” did not wish to get a protective order, but did need shelter. Advocate arranged for a hotel room in her home county to be provided. Advocate met with “Jane” and provided crisis intervention and supportive counseling as well as basic needs items such as hygiene items, food, and food vouchers for a local grocery store. Upon meeting with “Jane”, it was discovered that her abuser had not finalized a previous divorce before their marriage. She had been forced to quit her job and had been a victim of financial abuse. Advocate assisted “Jane” with liaison assistance for

law enforcement interviews related to the domestic violence incident and possible bigamy charges and provided referrals to SWVA Legal Aid to assist her in navigating the legal intricacies of if she was legally married and which last name she should legally use. Advocate provided information and referrals to various agencies and programs, including Rapid Rehousing programs within our agency. “Jane” went back to her abuser twice, but kept in touch with the advocate via text messages and phone calls each time. Each time she left her abuser she reached out for services, including shelter. During this past quarter and after her third attempt to leave her abuser, “Jane” has maintained employment, successfully moved into a new home with her two daughters, and is consulting with Legal Aid for how to best proceed with dissolving any marriage, if one exists.

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

Continuing to navigate changing systems and evolving victim services accordingly throughout the ongoing COVID pandemic remains an emergent issue for our agency, as it does for so many others. We have seen an increase in calls from victims making plans to leave their abusers after these periods of isolation and communicating with advocates via hotline calls while planning. Financial strain in our service area, which prior to COVID already had significantly higher rates of poverty than the national average, has also increasingly been reported to advocates as victims are reporting financial abuse more often.

Substance abuse also continues to be a prevalent issue throughout our service area. We are seeing victims struggling with SA issues with increasing frequency, both in shelter and in community advocacy situations. The unique issues that SA adds to already complicated relationships and situations frequently creates challenges for advocates.

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