

**I
N
F
O
N
E
T**

**Washington InfoNet
Statewide Data
Report**

July 1, 2011 through June 30, 2012

Introduction

254,000 unduplicated client intakes. 268,000 cases. Over 2,284,000 service entries. July, 2011 marks the fifth anniversary of the InfoNet data collection system, designed by the Office of Crime Victims Advocacy in partnership with DSHS Children's Administration to ease data collection, improve the quality and quantity of victim service data available in Washington State, and provide an integrated means of data collection for victim services providers.

InfoNet provides agencies an easy way to comply with a myriad of federal and state reporting requirements, but it is also intended to give agencies a flexible and user-friendly data collection tool for analyzing information in a variety of ways.

Prior to InfoNet, over a dozen different reports were submitted manually just to different OCVA and DSHS funders. Each separate report took hours, even days for an agency to compile. A huge amount of time was spent on answering the same questions in slightly different variations. Victim advocates collected the data, compiled the data, typed up reports and hurried to meet postmarking deadlines, sometimes four times a year per report. Advocates and administrators around the state labored beneath a veritable mountain of paperwork. No more!

Now, InfoNet generates over 30 different types of reports automatically, ready as soon as client data is entered. Agencies are able to filter many of those reports by different criteria including date, staff names, program types, services provided, whether clients are new or ongoing, and a wide variety of demographics. For more complex analysis, users may also request custom reports from OCVA via e-mail. Since InfoNet began, OCVA has compiled over 2,000 custom reports for individual agencies. Agencies have used InfoNet data for grant solicitations, staff workload analysis, client outreach projects, board and community presentations, city and private grant reporting, and much, much more.

The following report is only a portion of the data collected over the past year. We hope that agencies will find this information useful, not only as a way to realize the power of the work being done with crime victims throughout the state, but also as an invitation to explore new ways that each agency can look at its own data and the stories that data can tell.

Client Intakes SFY 2012

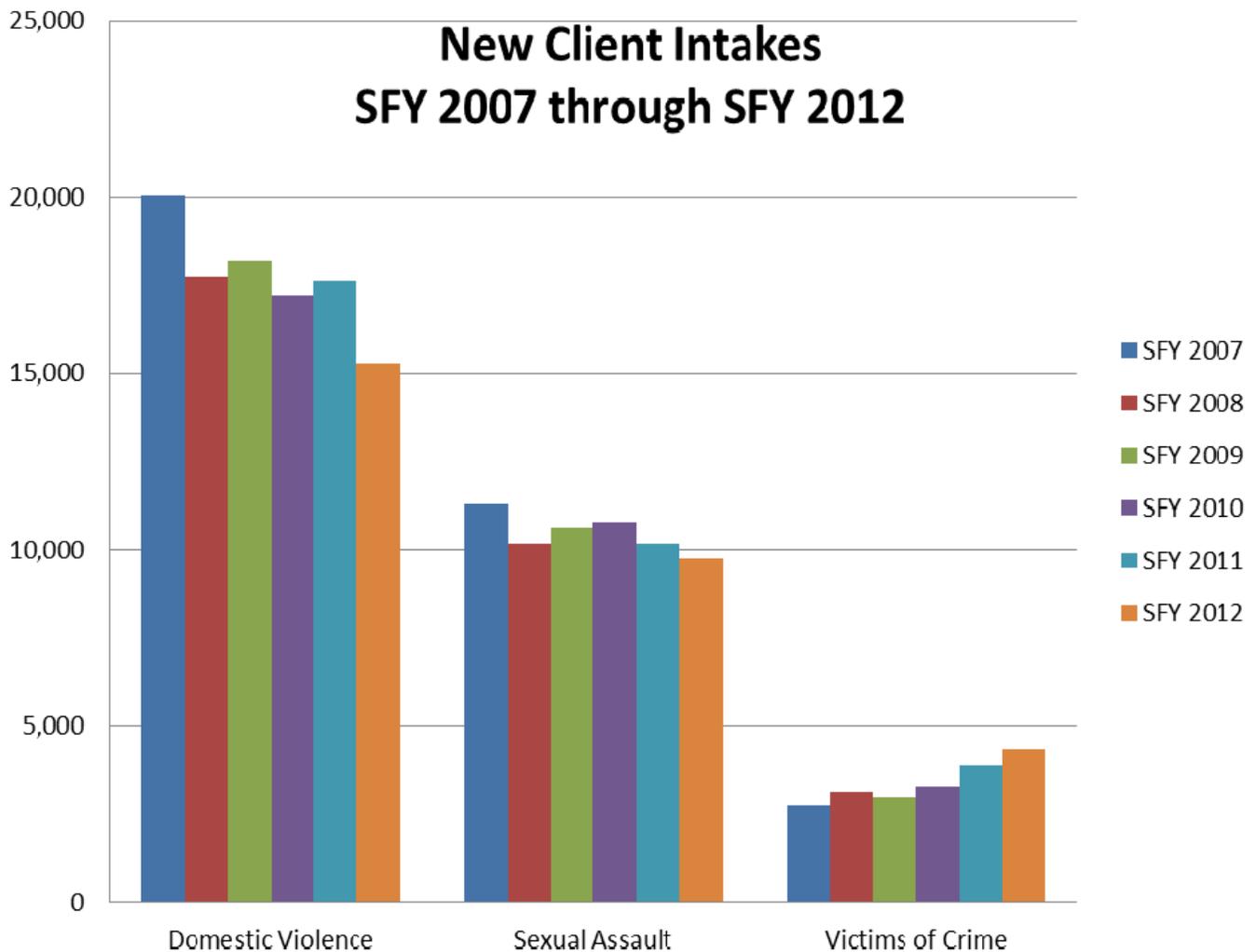
The majority of information collected in InfoNet relates to services provided to clients. Information about the demographics of that client population is collected via client intakes.

The following section will look at the client intakes for clients seen for the first time in state fiscal year 2012.

**In SFY 2012,
Advocates Entered
29,363 Unduplicated New Clients
Into InfoNet**

Total New Client Intakes¹

Program	SFY 2007	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012
Domestic Violence	20,066	17,740	18,186	17,214	17,629	15,281
Sexual Assault	11,275	10,178	10,620	10,790	10,168	9,742
Victims of Crime	2,740	3,135	2,966	3,278	3,876	4,340
Total	34,081	31,053	31,772	31,282	31,673	29,363

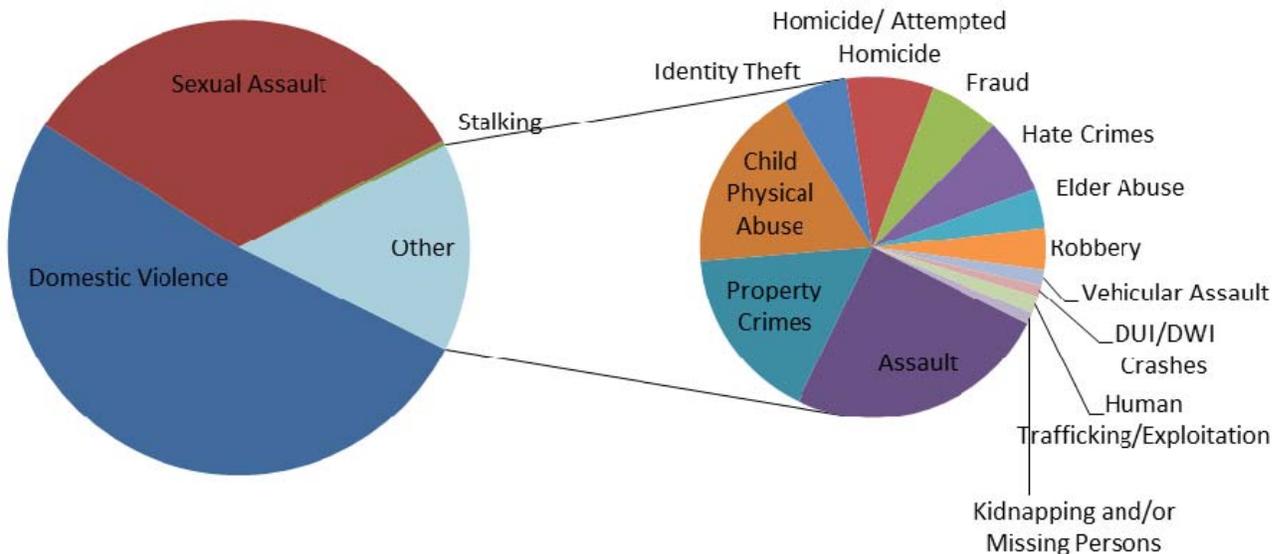


¹ Client Intakes are primary victims of crime. Those shown on tables here have not been cross referenced with services, and so may include client intakes where the individual served was the secondary victim. Secondary victims are not included in this total.

Crime Type, SFY 2012

Crime Type	SFY 2012	SFY 2011 Comparison
Assault	1,073	1,035
Child Physical Abuse	772	586
Domestic Violence	15,172	17,475
DUI/DWI Crashes	47	50
Elder Abuse	160	132
Fraud	288	302
Hate Crimes	310	239
Homicide/ Attempted Homicide	353	315
Human Trafficking/Exploitation	72	50
Identity Theft	263	324
Kidnapping and/or Missing Persons	46	41
Property Crimes	720	616
Robbery	171	118
Sexual Assault	9,742	10,168
Stalking	109	154
Vehicular Assault	65	68

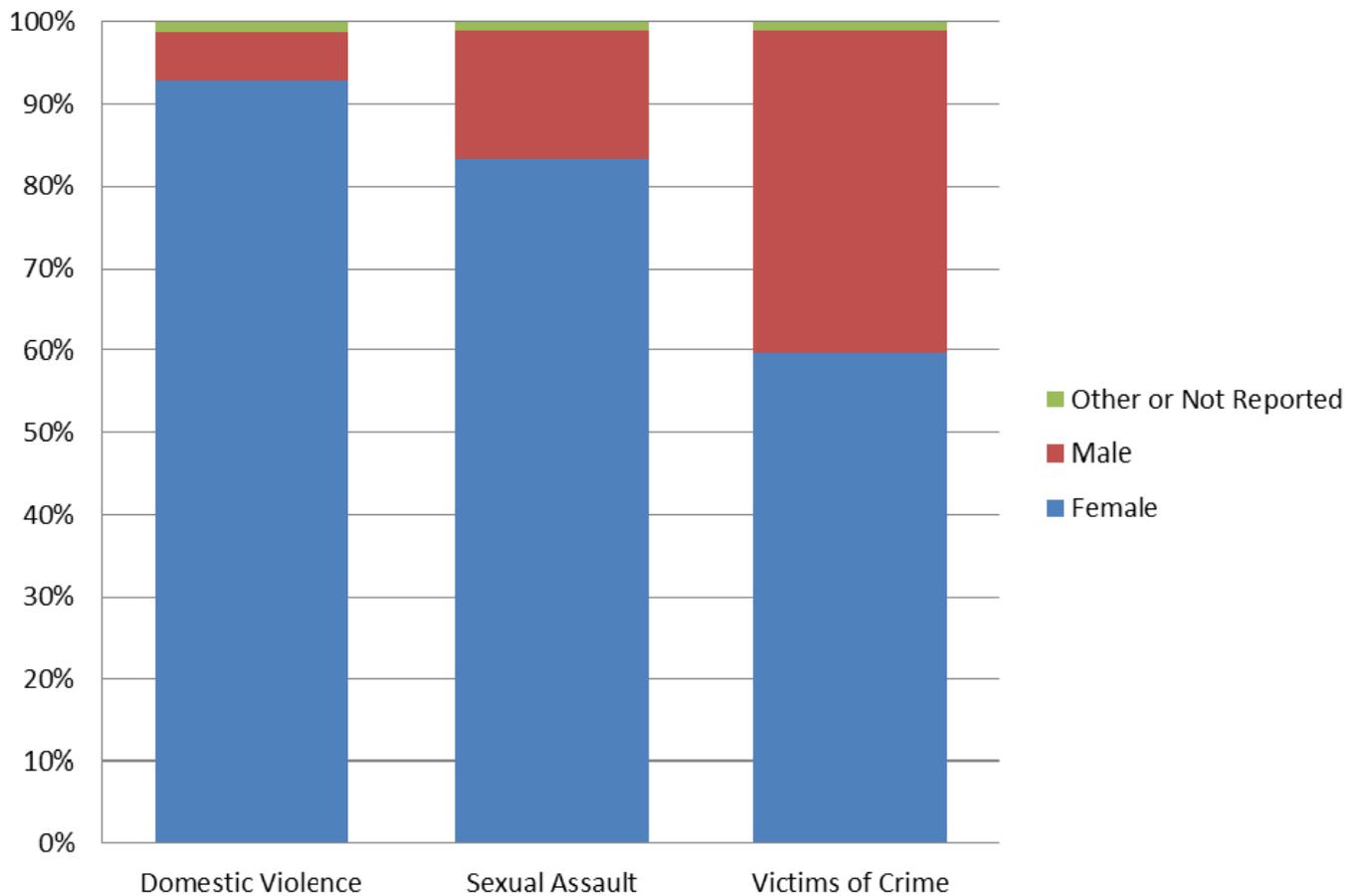
Client Intakes By Crime Type SFY 2012



Client Gender, SFY 2012

Program	Female	Male	Other	Not Reported
Domestic Violence	14,198	895	15	174
Sexual Assault	8,116	1,525	25	76
Victims of Crime	2,586	1,707	44	3
Total	24,900	4,127	84	253

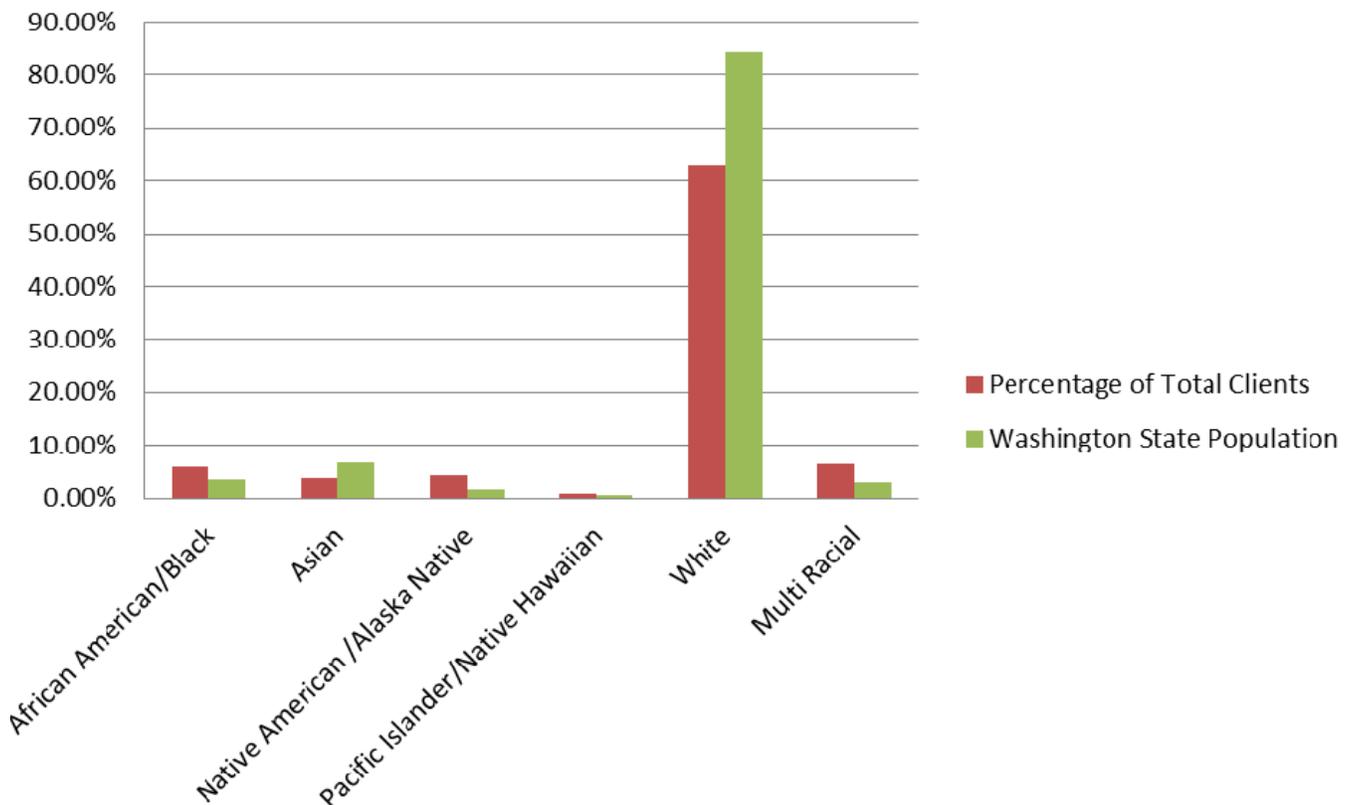
Client Intakes By Gender, SFY 2012



Client Race, SFY 2012

Program	African American /Black	Asian	Native American /Alaska Native	Pacific Islander/ Native Hawaiian	White	Multi Racial	Other	Not Reported
Domestic Violence	979	389	665	132	9,715	930	1,067	1,405
Sexual Assault	550	176	453	84	6,029	771	420	1,259
Victims of Crime	187	509	168	31	2,674	203	162	406
Total	1,716	1,074	1,286	247	18,418	1,904	1,649	3,070
Percentage of Total Clients	5.8%	3.7%	4.4%	0.8%	62.7%	6.5%	5.6%	10.5%
Washington State Population	3.6%	6.7%	1.7%	0.5%	84.3%	3.1%	n/a	n/a

InfoNet Client Intakes, SFY 2012 Compared to Washington State Census



Client Ethnicity, SFY 2012

Program	Hispanic/Latino	Non-Hispanic/Non-Latino	Not Reported
Domestic Violence	2,886	10,746	1,650
Sexual Assault	1,532	7,306	904
Victims of Crime	638	3,177	525
Total	5,056	21,229	3,079
Percentage of Total Clients	17.2%	72.3%	10.5%
Washington State Population	9.8%	90.2%	n/a

Clients with Disabilities, SFY 2012

Program	None	Mental Disability	Physical Disability	Sensory Disability	Other Disability	Multiple Disabilities	Not Reported
Domestic Violence	9,997	826	691	60	202	647	2,859
Sexual Assault	6,500	645	224	67	132	274	1,900
Victims of Crime	2,584	204	305	25	56	208	958
Total	19,081	1,675	1,220	152	390	1,129	5,717

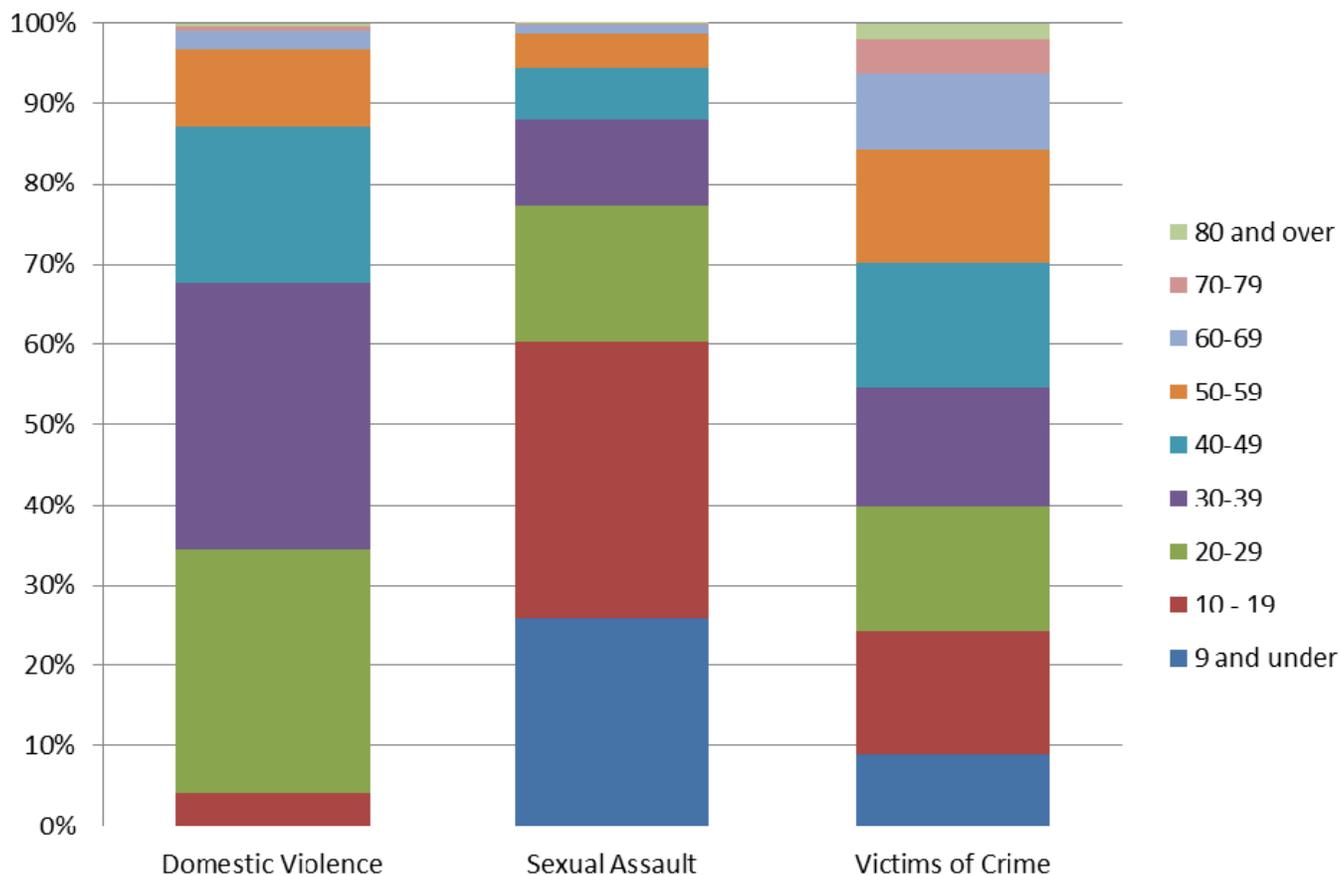
Client Homelessness, SFY 2012

Program	Homeless	Not Homeless	Not Reported
Domestic Violence	4,114	10,010	1,158
Sexual Assault	554	8,788	400
Victims of Crime	317	3,776	247
Total	4,985	22,574	1,805

Client Age, SFY 2012

Program	9 and under	10 - 19	20-29	30-39	40-49	50-59	60-69	70-79	80 and over	Not Reported
Domestic Violence	20	596	4,620	5,035	2,964	1,461	359	66	64	97
Sexual Assault	2,511	3,365	1,650	1,042	642	403	97	19	12	1
Victims of Crime	384	667	671	650	672	614	413	179	89	1
Total	2,915	4,628	6,941	6,727	4,278	2,478	869	264	165	99

Client Intakes, SFY 2012, By Client Age



Client Intakes: Optional Data

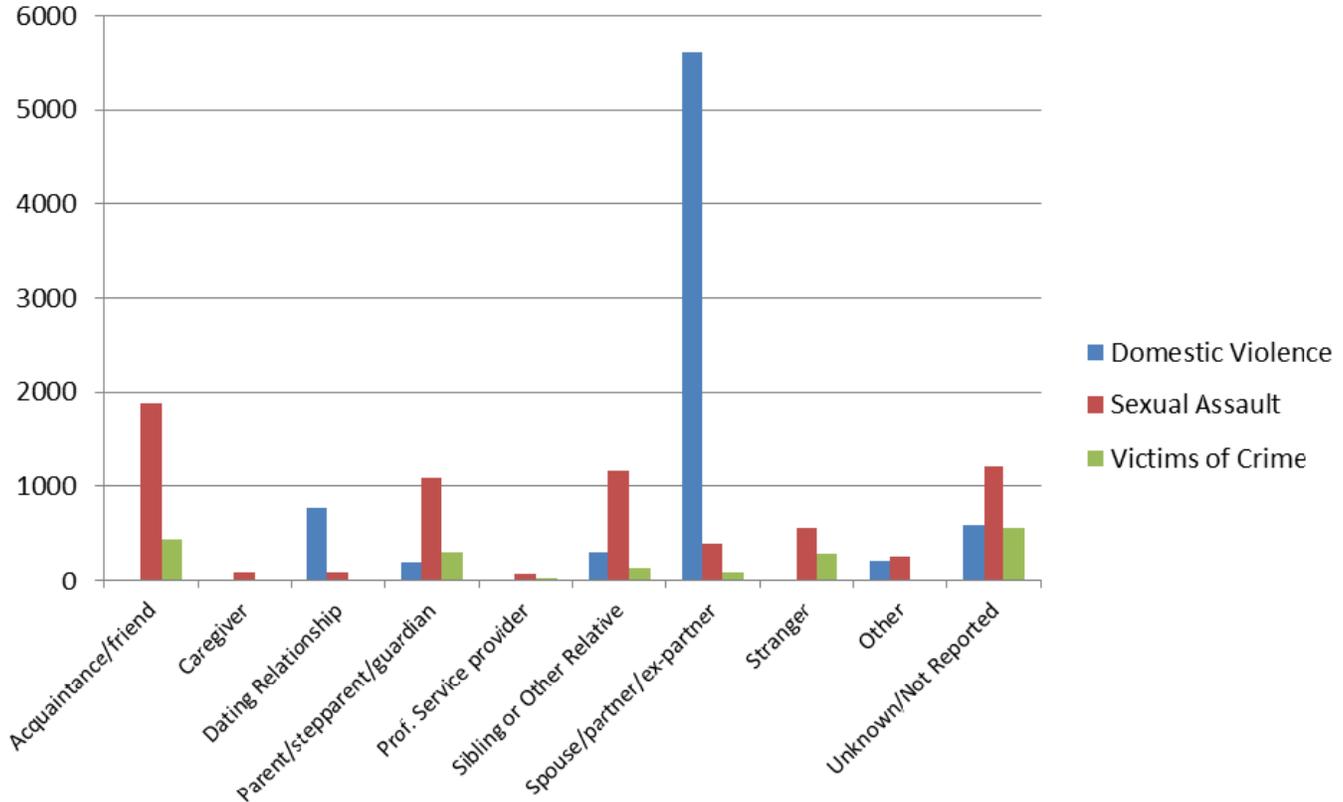
A variety of fields in InfoNet are optional. Depending on the funding an agency receives, the programs an agency administers, and the information any individual client chooses to disclose or not disclose, many of the fields in InfoNet are not captured for every client.

The following section will look at some of these optional fields. It is important to note the percentages contained in the following section are not meant to imply conclusions about the client population as a whole. They apply only to clients for whom this data was collected.

**In 2012,
63% of Client Intakes
Included One or More
Optional Data Fields**

Offender Relationship To Client ² , SFY 2012	Domestic Violence	Sexual Assault	Victims of Crime
Acquaintance/friend		1,882	437
Caregiver		94	15
Dating Relationship	779	94	6
Parent/stepparent/guardian	203	1,087	305
Prof. Service provider		83	43
Sibling or Other Relative	300	1,181	141
Spouse/partner	5,613	404	90
Stranger		567	298
Other	224	268	
Unknown/Not Reported	587	1,225	561
Total	7,706	6,885	1,896

Offender Relationship To Client SFY 2012 Intakes



² Different program types have different offender relationship categories.

Primary Offense Location, SFY 2012	Domestic Violence	Sexual Assault	Victims of Crime
Car	95	82	132
Faith Facility	5	11	4
Hospital/Nursing Home/Institution	12	12	14
Jail/Detention/Prison	3	8	4
Offender's Home	495	1,022	185
Other Private Location	104	171	253
Other Public Location	194	251	390
Park	9	53	14
Place of Employment	27	15	142
School	11	77	67
Street	63	43	192
Third Party's Home	163	254	82
Victim & offender's Home/Shared residence	1,933	521	223
Victim's Home	1,818	1,401	1,002
Unspecified/Not Reported	10,350	5,821	1,636

Clients Reporting Refugee/Immigrant/Asylum Seeker Status, SFY 2012

Program	Yes	No	Not Reported
Domestic Violence	761	4,705	9,816
Sexual Assault	194	2,703	6,845
Victims of Crime	519	1,690	2,131
Total	1,474	9,098	18,792

Did Client Indentify As Having Limited English Proficiency, SFY 2012

Program	Yes	No	Not Reported
Domestic Violence	944	5,425	8,913
Sexual Assault	310	3,769	5,663
Victims of Crime	624	2,141	1,575
Total	1,878	11,335	16,151

Direct Client Services

One of the most significant improvements of InfoNet over previous reporting methods is the ability to reveal the depth and breadth of the services advocates provided. Rather than relying solely on a headcount of total victims served, we are now able to better illustrate the services each client receives, the hours of services and number of contacts, and from there extrapolate information which can help us serve those victims better.

The following section will look at direct client services – services provided directly to a victim of crime who has completed a client intake. Services to secondary victims, and services provided anonymously via hotline, will be examined separately in later sections.

**In 2012, Advocates Provided
334,522 hours
Of Direct Service To Clients**

All Direct Client Services SFY 2012³

Program	Total Service Hours	Total Contacts	Total Clients Served ⁴
Domestic Violence	187,646.96	234,983	21,195
Sexual Assault	107,100.39	168,525	12,948
Victims of Crime	39,775.32	53,381	5,648
Total	334,522.66	456,889	38,033

SFY 2011 Comparison

Program	Total Service Hours	Total Contacts	Total Clients Served
Domestic Violence	195,122.86	234,091	21,397
Sexual Assault	103,057.85	152,122	12,735
Victims of Crime	30,656.28	35,981	4,707
Total	328,836.99	422,194	37,973

³ For the purposes of this report, direct services refers to primary clients and do not include services to secondary clients. Services listed above include all reported into InfoNet during the last fiscal year regardless of funding type, and may include services not specifically funded by OCVA or DSHS.

⁴ Total clients served may include both new and continuing clients. Total clients served may be less than totals for program types because of clients with multiple cases.

**Domestic Violence Direct Service Hours to Primary Clients
SFY 2012**

Service	Total Hours	Total Contacts	Unduplicated Clients Served
Advocacy	68,880.62	97,068	14,815
Child Care	4,139.20	2,358	653
Civil Legal Advocacy	21,866.55	25,411	9,608
Criminal Justice Advocacy	2,955.66	4,288	2,163
Crisis Counseling/Intervention	5,256.11	8,931	4,607
CVC Assistance	238.90	252	219
Emergency DV Shelter - Hotel/Motel	274.30	340	310
Emergency DV Shelter-DV Safe Home	152.50	121	66
Emergency DV Shelter-DV Shelter or Safe Home	3,654.70	2,827	2,636
Emergency Financial Assistance	3,007.69	5,441	1,682
Emergency Shelter (STOP)	14.25	25	25
Employment Assistance	798.81	1,394	545
Hospital Response	124.70	99	89
Housing Assistance	7,859.08	11,883	2,957
Immigration Assistance	6,060.41	4,131	1,347
Medical Advocacy	1,976.11	2,818	1,105
Other (please specify)	5,651.54	8,644	2,047
Referrals	7,149.09	16,655	6,924
Safety Planning	7,205.25	15,426	8,323
Support Groups	34,250.74	17,413	3,552
TANF/Welfare Assistance	2,871.35	4,564	1,546
Transitional Housing (STOP)	42.25	22	18
Transportation Assistance	3,203.90	4,838	1,903
Victim Witness Notification	13.25	34	31
Total Domestic Violence Services	187,646.96	234,983	21,195

Sexual Assault Direct Services SFY 2012

Core Services			
Service	Total Hours	Total Contacts	Unduplicated Clients Served
General Advocacy	23,154.70	48,455	8,113
Legal Advocacy	28,957.28	66,343	5,230
Medical Advocacy	3,717.02	4,823	2,649
Specialized Services			
Medical Social Work	1,676.35	2,345	1,033
Support Groups	10,962.90	5,677	752
Therapy	31,706.17	35,174	3,090
Community Responding Activities			
Consulting with others on behalf of client	566.25	681	213
Culturally/Linguistically Appropriate Techniques	3,216.33	2,788	399
Peer Support Group	685.00	186	35
Support/Accompaniment through Service Delivery and Criminal Justice Systems	290.25	232	82
Therapy	2,168.13	1,821	213
Total Sexual Assault Services	107,100.39	168,525	12,948

Victims of Crime Direct Services SFY 2012

Service	Total Hours	Total Contacts	Total Unduplicated Clients Served
Advocacy	16,295.86	23,564	4,369
Community Responding	422.93	772	217
Crisis Intervention	1,358.21	1,930	1,037
CVC Assistance	454.83	1,125	401
Emergency Financial Assistance	176.26	328	199
Information and Referral	2,303.86	5,290	2,341
Legal Advocacy	11,146.05	13,450	2,914
Medical Advocacy	799.31	1,793	654
Support Groups	3,731.00	1,890	300
Therapy	3,087.02	3,239	418
Total Victims of Crime Services	39,775.32	53,381	5,648

Secondary Victims and Secondary Victim Services

The following section will look at secondary victims and secondary services – services provided to the family members, friends, or partners of crime victims. Any number of secondary victims may be associated with one client intake in InfoNet.

**In 2012, Advocates Served
10,540 Secondary Victims
As Reported Via InfoNet**

Secondary Victim Relationship To Client, SFY 2012 Secondary Clients Served

Relationship to Client	Domestic Violence ⁵	Sexual Assault	Victims of Crime
Child	3,871	80	82
Friend	n/a	158	13
Grandparent	n/a	249	37
Parent or Guardian	n/a	4,746	381
Significant Other	n/a	105	61
Roommate	n/a	6	2
Other Relative	n/a	403	100
Relationship Unspecified	n/a	131	115
Total	3,871	5,878	791

⁵ Currently, the only type of secondary victim relationship that can be recorded in InfoNet for Domestic Violence Intakes is child. Data entry of other relationships is only available for secondary victims of Sexual Assault or Victims of Crime clients.

Domestic Violence Secondary Services, SFY 2012

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Activities - Individual or Group	17,433.65	8,126	2,101
Advocacy - Group	4,300.25	2,094	655
Advocacy - Individual	8,733.98	7,297	1,515
DV Safe Home	43.1	31	27
Emergency DV Shelter-DV Shelter or Safe Home	34,742.95	2,661	2,526
Hotel/Motel	1,123.95	261	241
Individual Counseling	132	9	8
Total	66,509.88	20,479	3,871

Sexual Assault Secondary Services, SFY 2012

Service	Total Hours	Total Contacts	Total Secondary Victims Served
General Advocacy	6,183.40	12,402	3,936
Legal Advocacy	8,692.24	9,428	3,086
Medical Advocacy	1,482.50	2,234	1,381
Medical Social Work	948.89	1,020	588
Support Group	697.75	437	92
Therapy	2,975.35	3,207	623
Consulting with others on behalf of client	35.25	47	17
Culturally/Linguistically Appropriate Support and Assistance	197.50	213	24
Support/Accompaniment through Service Delivery and Criminal Justice Systems	6.50	4	4
Therapy (Community Responding)	137.50	122	14
Total	21,356.88	29,114	5,878

Victims of Crime Secondary Services, SFY 2012

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Advocacy	1,323.59	1,961	565
Community Responding	21.00	56	18
Crisis Intervention	159.99	293	215
CVC Assistance	61.96	177	92
Emergency Financial Assistance	10.85	27	24
Information and Referral	194.33	509	309
Legal Advocacy	974.63	1,171	434
Medical Advocacy	137.05	291	167
Support Groups	50.50	15	9
Therapy	228.50	303	93
Total	3,162.40	4,803	791

Crisis Intervention/Information and Referral Hotline Contacts

The following section will look at crisis intervention/information and referral contacts, also known as hotline contacts. These contacts do not involve a client intake form, and are frequently anonymous.

**In SFY 2012, Advocates Received
126,134
Hotline Calls**

**All Crisis Intervention/Information & Referral Contacts/Hotline Calls
between 7/1/2011 and 6/30/2012**

Program	Crisis Intervention	Information and Referral	Both	Unspecified Call Type	Total
Domestic Violence	14,634	49,612	26,514	-	90,760
Sexual Assault	2,900	22,151	2,729	-	27,780
Victims of Crime	360	5,615	1,619	-	7,594
SFY 2012 Total	17,894	77,378	30,862	-	126,134

SFY 2011 Comparison

Program	Crisis Intervention	Information and Referral	Both	Unspecified Call Type	Total
Domestic Violence	14,656	50,341	32,300	-	97,297
Sexual Assault	2,578	23,519	3,297	-	29,394
Victims of Crime	258	4,639	1,084	-	5,981
SFY 2011 Total	17,492	78,499	36,681	-	132,672

SFY 2010 Comparison

Program	Crisis Intervention	Information and Referral	Both	Unspecified Call Type	Total
Domestic Violence	11,783	42,386	27,415	-	81,584
Sexual Assault	2,597	20,211	3,107	-	25,915
Victims of Crime	379	3,761	2,007	-	6,147
SFY 2010 Total	14,759	66,358	32,529	-	113,646

SFY 2009 Comparison

Program	Crisis Intervention	Information and Referral	Both	Unspecified Call Type	Total
Domestic Violence	14,231	33,724	24,609	1	72,565
Sexual Assault	2,813	20,250	2,370	-	25,433
Victims of Crime	287	2,921	913	-	4,121
SFY 2009 Total	17,331	56,895	27,892	1	102,119