

Washington InfoNet Statewide Data Report

July 1, 2012 through June 30, 2013

Introduction

July 2013 marked the seventh anniversary of the InfoNet data collection system. InfoNet was 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 also gives 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 to OCVA and DSHS Children's Administration funders. Each report took hours, and sometimes days, for each agency to compile. Advocates and administrators found themselves answering the same questions about the same services and clients in slightly different variations. The majority of agencies received more than one type of funding, and requiring them to complete multiple types of reports. Victim advocates collected the data, compiled the data, typed up reports, and hurried to meet deadlines, often four times a year per report. Advocates and administrators around the state labored beneath a veritable mountain of paperwork.

Now, InfoNet generates over 35 different types of reports automatically. Agencies are able to filter many of those reports by different criteria including date, staff member providing services, program and crime types, services provided, whether clients are new or ongoing, client's county of residence, and a variety of other fields. Users may also request custom reports from OCVA via e-mail. Since InfoNet began, OCVA has compiled over 3,000 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 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.

Direct Client Services

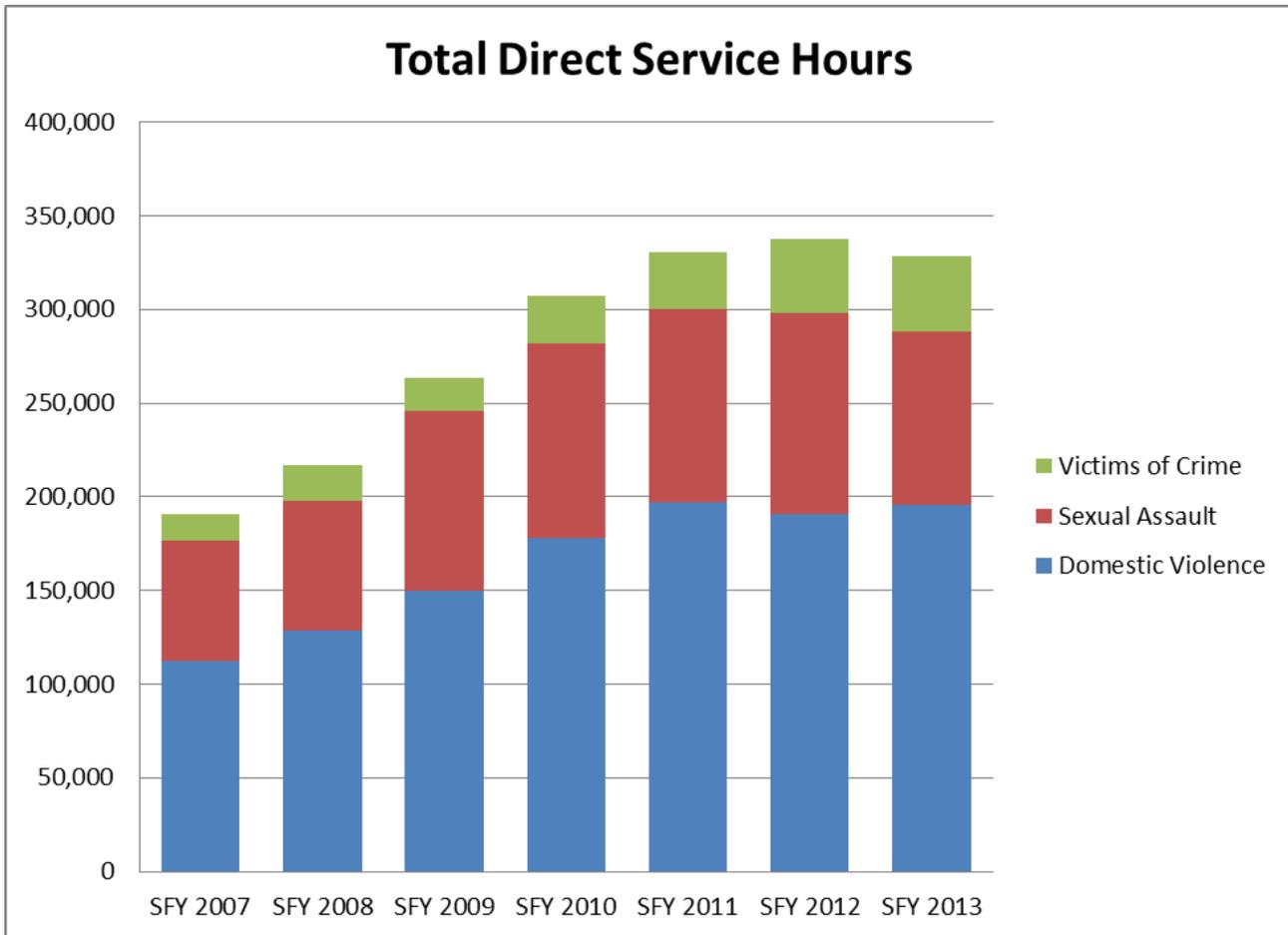
One of the most significant improvements of InfoNet over previous reporting methods, is the ability to reveal the depth and breadth of the services advocates provided. Rather than relying solely on a headcount of total victims served, we are now able to better illustrate the services each client receives, the hours of services and number of contacts, and from there extrapolate information to 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 2013, Advocates Provided
328,435 Hours
of Direct Service to Clients**

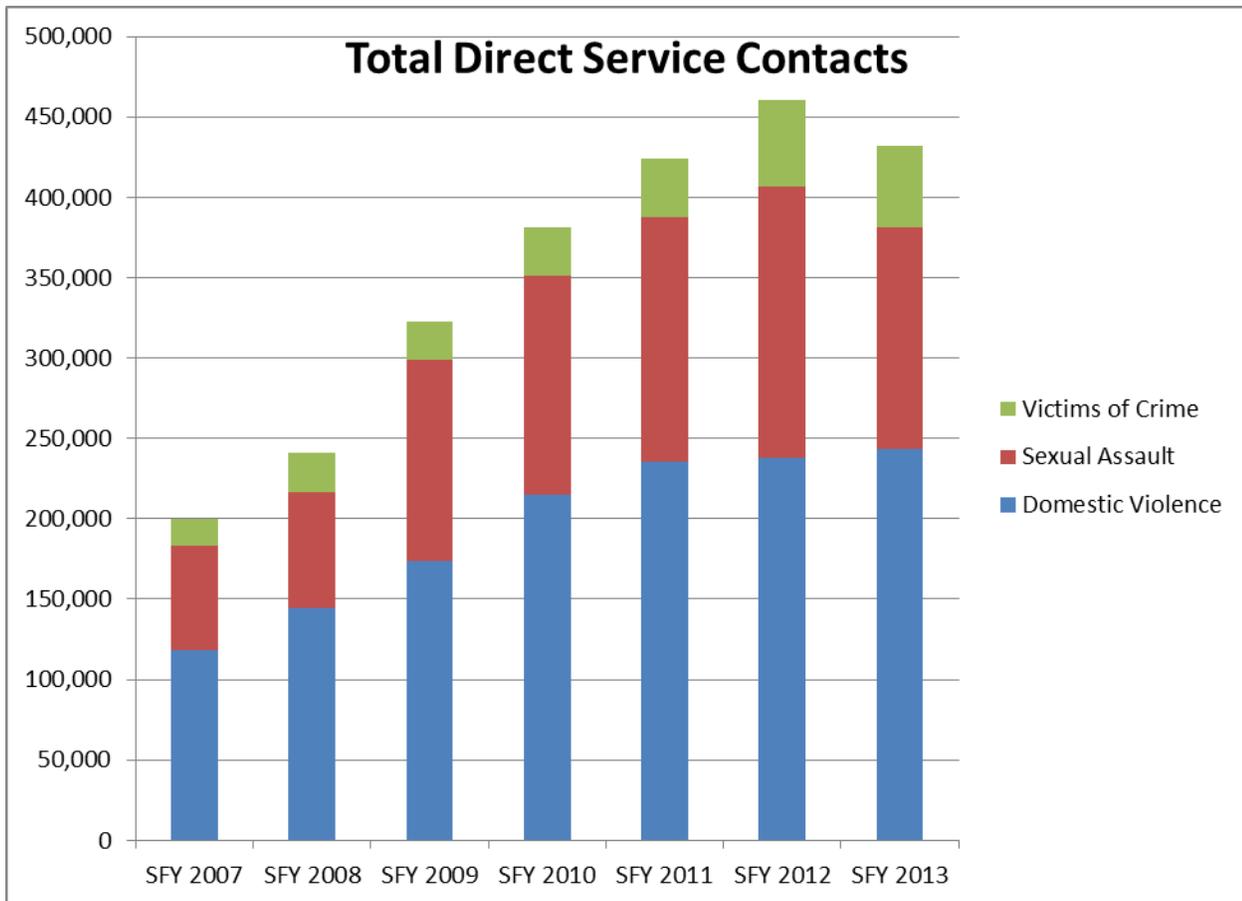
Total Direct Service Hours

Program	SFY 2007	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013
Domestic Violence	112,403	128,288	149,415	177,864	196,943	190,502	195,480
Sexual Assault	63,878	69,628	96,387	104,300	103,115	107,355	92,862
Victims of Crime	14,147	18,842	17,847	25,337	30,657	39,836	39,869
Total	190,428	216,757	263,649	307,500	330,714	337,694	328,435



Total Direct Service Contacts¹

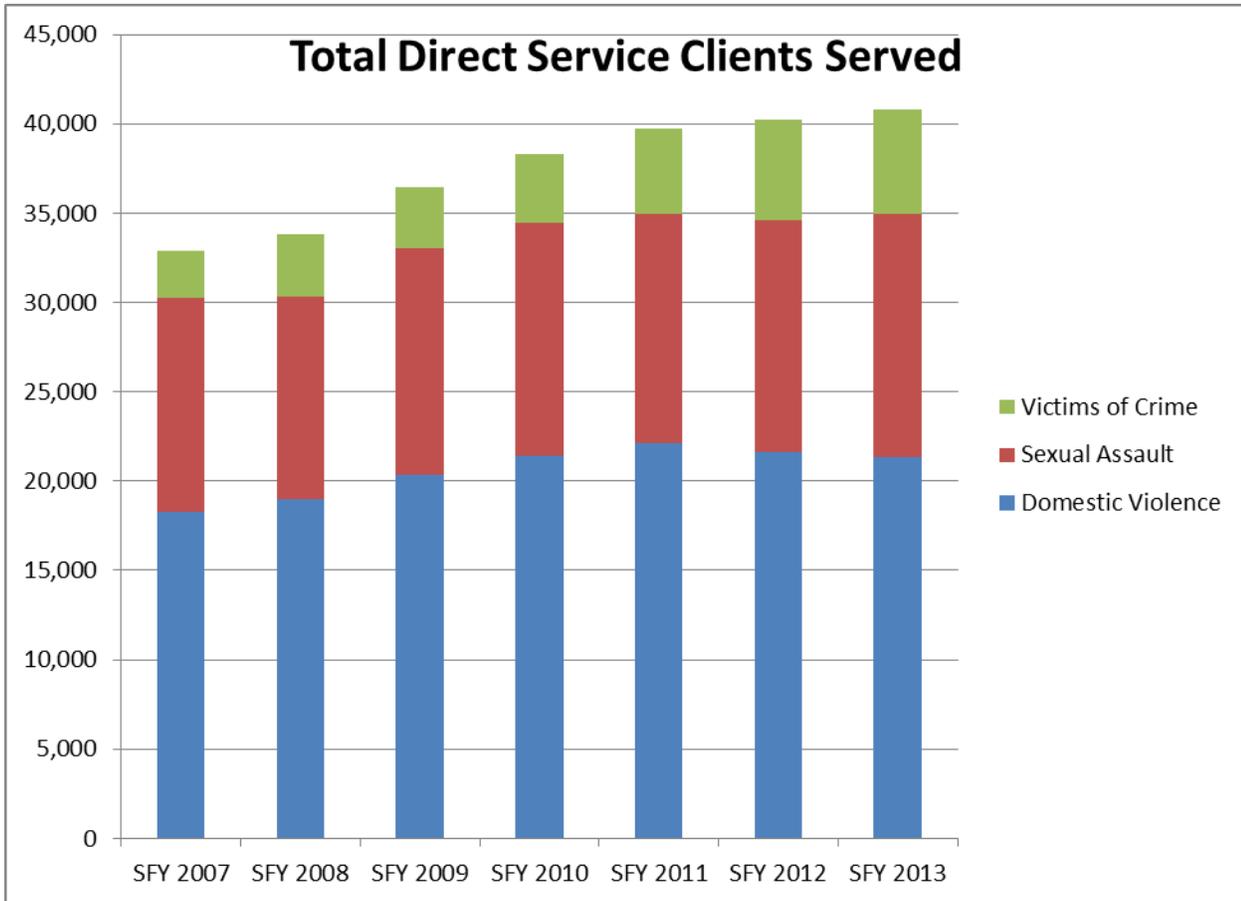
Program	SFY 2007	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013
Domestic Violence	118,666	144,341	174,137	214,661	235,615	237,797	243,285
Sexual Assault	64,654	71,895	125,120	136,541	152,183	168,932	137,645
Victims of Crime	16,285	24,859	23,382	29,889	35,981	53,443	50,797
Total	199,605	241,095	322,639	381,091	423,779	460,172	431,727



¹ A "contact" in InfoNet is an incident of service. For example, if a client attends a 2 hour therapy session, it is usually entered as a single therapy contact. Likewise, if a client received 15 minutes of consultation about legal advocacy, that would be entered as a single contact. Some agencies are more detailed than others about type of contacts – for example, an hour long session with a client may be entered as several 15 minute contacts covering different topics.

Total Unduplicated Direct Service Clients

Program	SFY 2007	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013
Domestic Violence	18,285	18,989	20,342	21,424	22,142	21,617	21,335
Sexual Assault	11,976	11,363	12,716	13,070	12,840	12,987	13,605
Victims of Crime	2,605	3,477	3,374	3,832	4,772	5,663	5,889
Total	31,864	32,583	34,893	36,468	38,064	38,484	39,176



Domestic Violence Direct Services to Primary Clients SFY 2013

Service	Total Hours	Total Contacts	Unduplicated Clients Served
Advocacy	71,944.21	102,683	14,592
Child Care	5,145.55	3,383	750
Civil Legal Advocacy	23,840.73	27,641	10,294
Criminal Justice Advocacy	2,669.15	4,516	2,327
Crisis Counseling/Intervention	5,082.47	9,170	4,692
CVC Assistance	54.85	137	107
Emergency DV Shelter - Hotel/Motel	256.45	401	368
Emergency DV Shelter-DV Shelter or Safe Home	3,355.90	2,537	2,393
Emergency Financial Assistance	2,652.71	5,260	1,654
Emergency Shelter (STOP)	15.75	44	43
Employment Assistance	670.23	1,339	621
Hospital Response	124.45	113	96
Housing Assistance	6,540.77	11,259	2,916
Immigration Assistance	4,745.42	3,236	1,143
Medical Advocacy	1,202.15	2,346	1,000
Other (please specify)	5,783.77	8,030	2,070
Referrals	7,331.84	17,847	7,178
Safety Planning	7,130.31	16,076	8,494
Support Groups	40,908.10	16,805	3,372
TANF/Welfare Assistance	2,704.95	5,307	1,509
Transitional Housing (STOP)	6.25	4	4
Transportation Assistance	3,497.32	5,142	1,799
Victim Witness Notification	11.75	31	30
Total Domestic Violence Services	195,675.08	243,307	21,335

Sexual Assault Direct Services to Primary Clients SFY 2013

Core Services			
Service	Total Hours	Total Contacts	Unduplicated Clients Served
General Advocacy	22,344.61	43,601	8,602
Legal Advocacy	21,224.58	46,814	5,420
Medical Advocacy	3,617.11	4,949	2,709
Specialized Services			
Medical Social Work	1,506.80	1,907	989
Support Groups	9,889.40	5,293	815
Therapy	28,221.02	30,201	3,112
Community Responding Activities			
Consulting with others on behalf of client	551.05	638	262
Culturally/Linguistically Appropriate Techniques	2,337.94	2,126	346
Peer Support Group	1,083.25	253	33
Support/Accompaniment through Service Delivery and Criminal Justice Systems	226.08	159	56
Therapy	1,881.9	1,704	207
Total Sexual Assault Services	92,883.75	137,645	*13,605

*Of the 13,605 primary clients served, 6,740 were children 17 and under (i.e. clients under 18).

Victims of Crime Direct Services to Primary Clients SFY 2013

Service	Total Hours	Total Contacts	Total Unduplicated Clients Served
Advocacy	18,397.54	24,950	4,819
Community Responding	412.85	737	224
Crisis Intervention	1,124.13	1,658	940
CVC Assistance	474.24	1,146	379
Emergency Financial Assistance	220.85	336	192
Information and Referral	1,982.44	4,038	2,006
Legal Advocacy	8,551.99	10,663	2,749
Medical Advocacy	687.25	1,352	554
Support Groups	4,159.00	2,234	372
Therapy	3,866.14	3,683	439
Total Victims of Crime Services	39,876.43	50,797	5,889

Client Intakes

SFY 2013

The majority of information collected in InfoNet relates to services provided to clients. We collect demographics of that client population via client intakes.

The following section will look at data for clients seen for the first time in state fiscal year 2013.

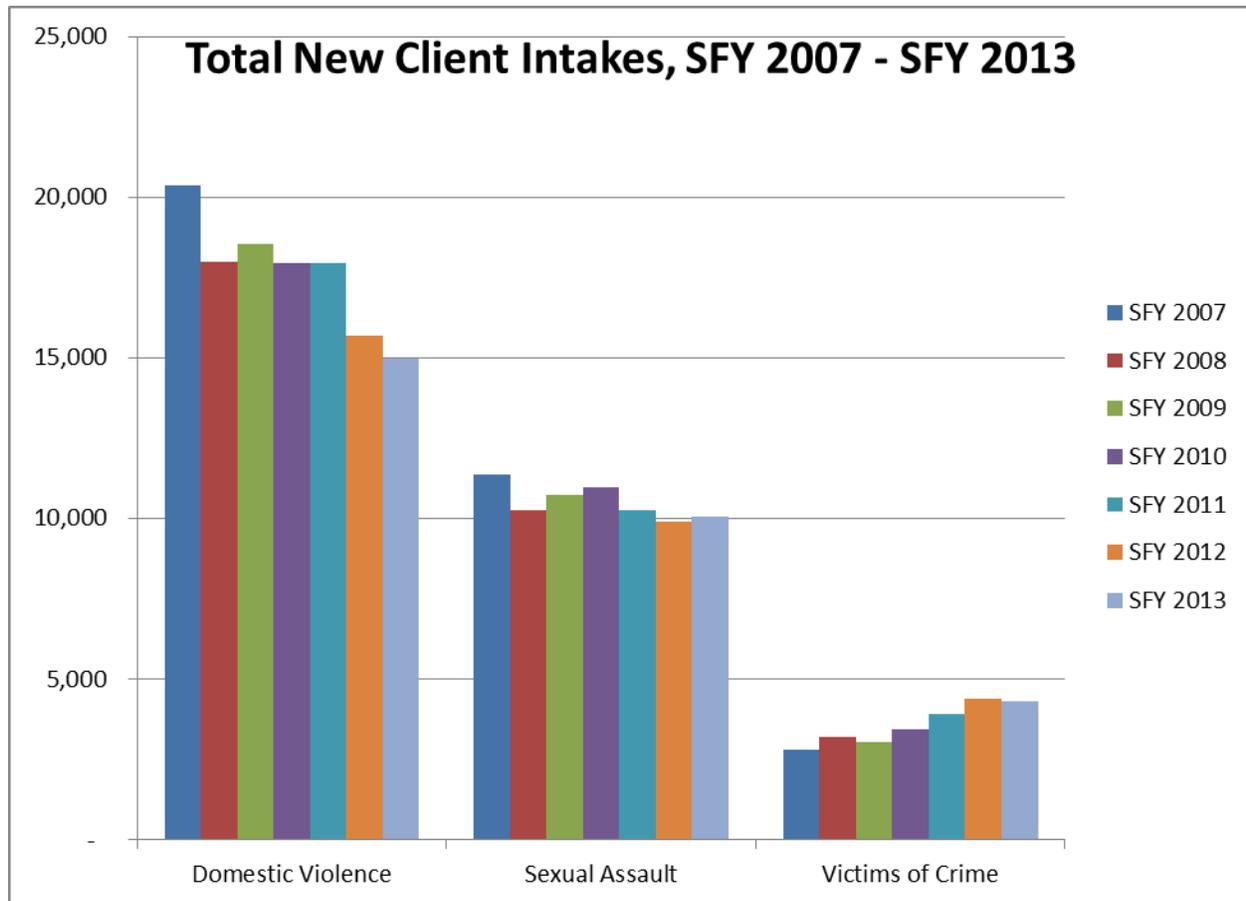
**In SFY 2013,
Advocates Entered**

29,326

**Unduplicated New Clients
Into InfoNet**

Total New Client Intakes²

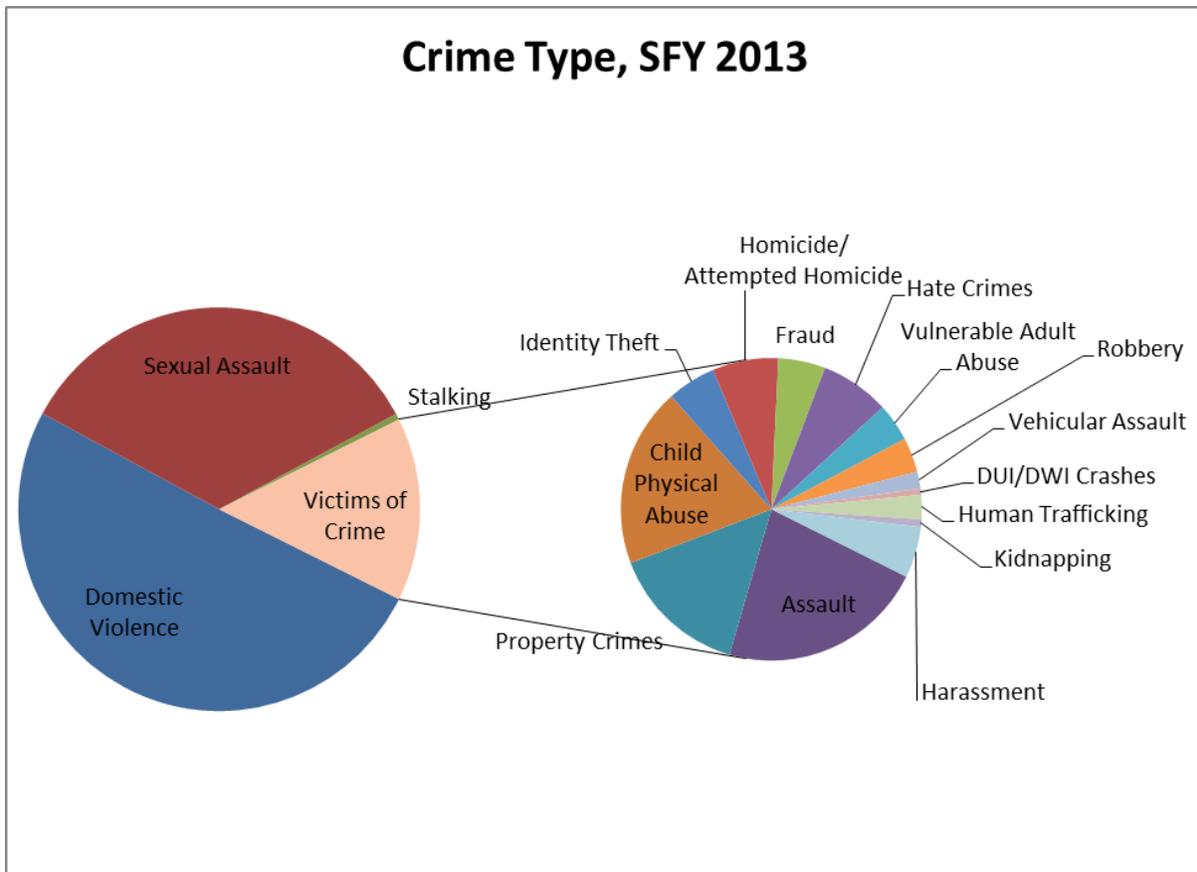
Program	SFY 2007	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013
Domestic Violence	20,347	17,996	18,540	17,933	17,934	15,704	14,961
Sexual Assault	11,347	10,266	10,723	10,976	10,249	9,909	10,059
Victims of Crime	2,792	3,185	3,024	3,427	3,922	4,397	4,306
Total	34,486	31,447	32,287	32,336	32,105	30,010	29,326



² 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.

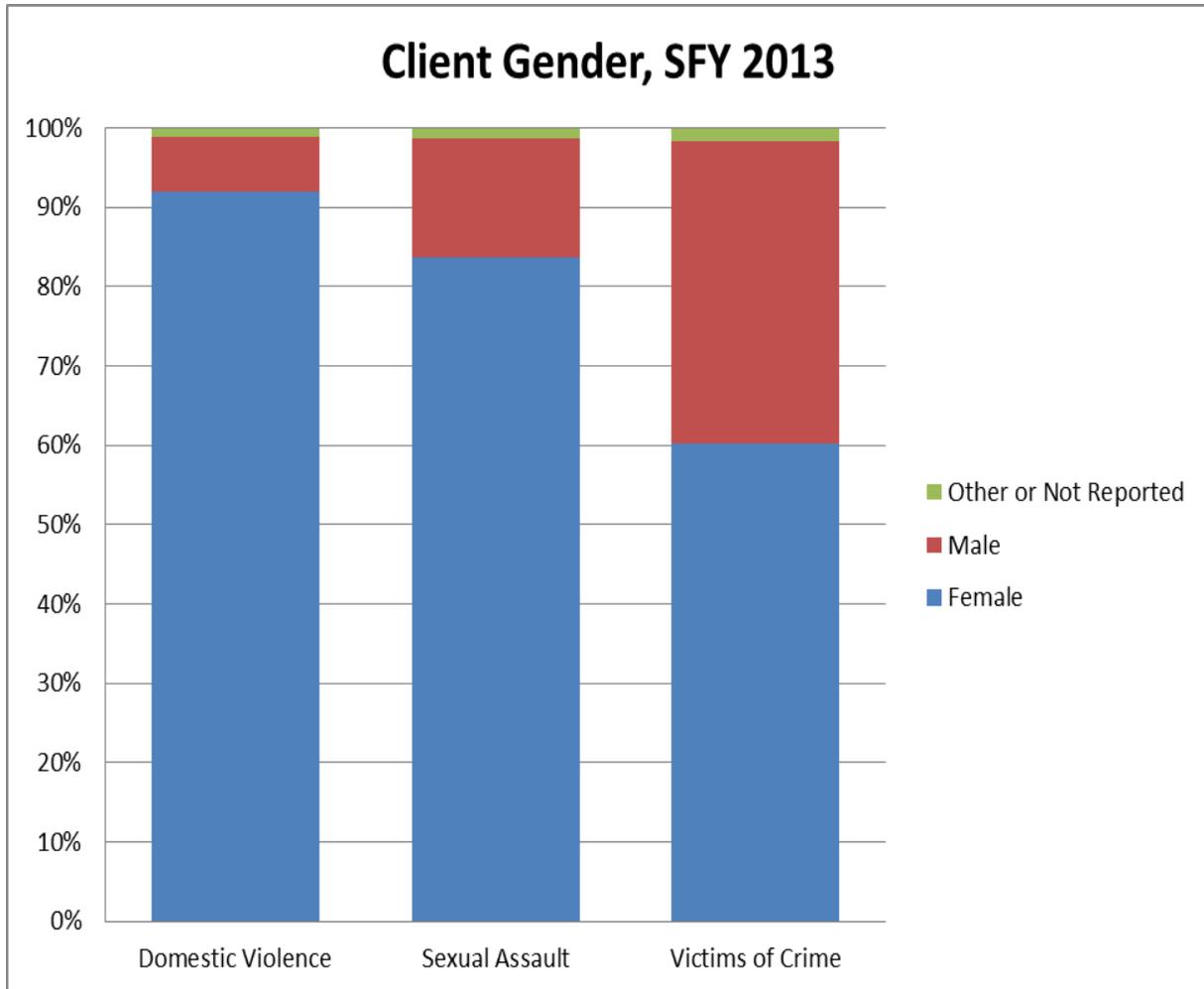
Client Intakes by Crime Type, SFY 2013

Crime Type	SFY 2013	SFY 2012 Comparison
Assault	954	1,090
Child Physical Abuse	827	777
Domestic Violence	14,819	15,592
DUI/DWI Crashes	29	49
Fraud	218	292
Harassment	235	10
Hate Crimes	320	315
Homicide/ Attempted Homicide	305	358
Human Trafficking/Exploitation	112	73
Identity Theft	225	267
Kidnapping and/or Missing Persons	35	46
Property Crimes	634	720
Robbery	160	171
Sexual Assault	10,059	9,909
Stalking	142	112
Vehicular Assault	77	66
Vulnerable Adult Abuse	175	163



Client Intakes by Gender, SFY 2013

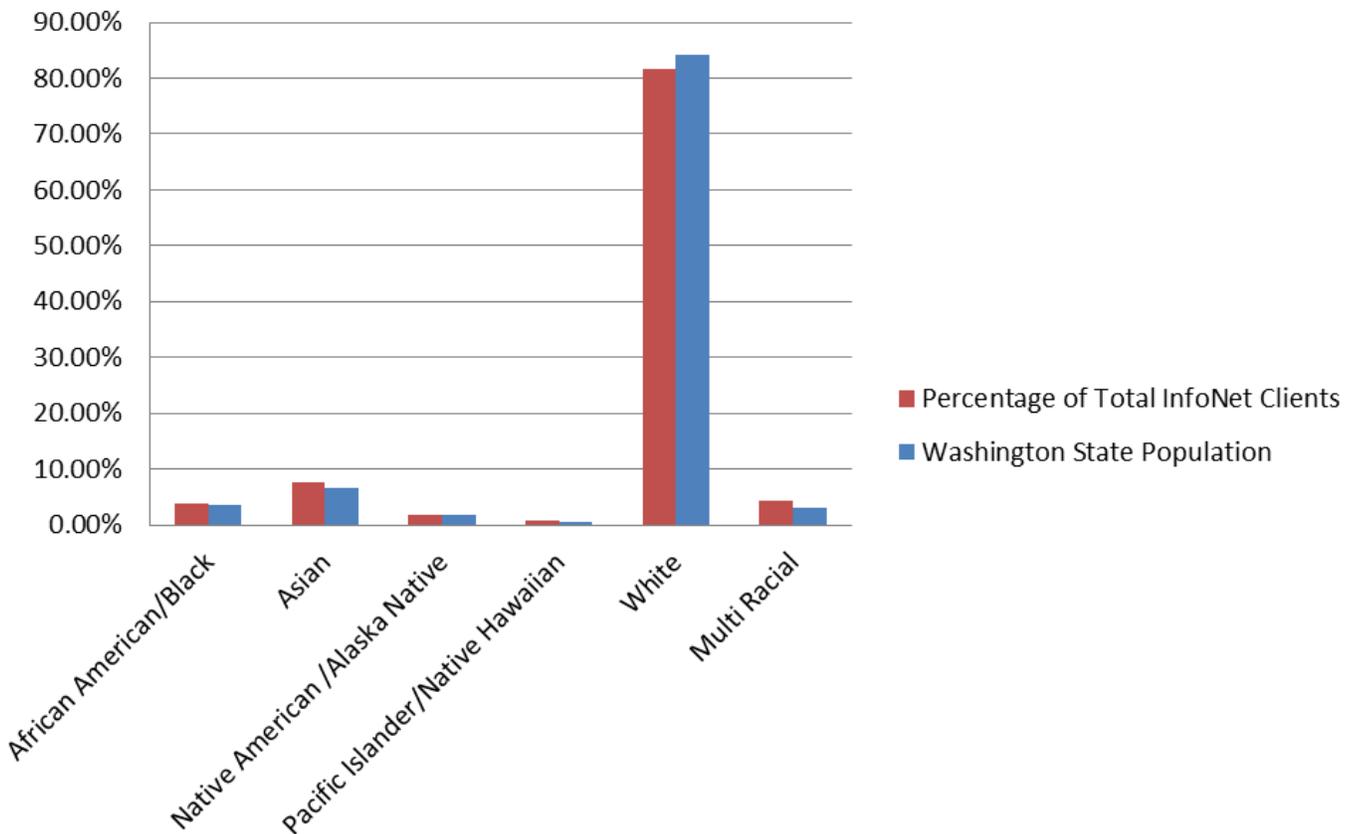
Program	Female	Male	Other	Not Reported
Domestic Violence	13,762	1,023	9	169
Sexual Assault	8,424	1,509	38	90
Victims of Crime	2,594	1,640	58	13
Total	24,780	4,172	105	272



Client Intakes by Race, SFY 2013

Program	African American /Black	Asian	Native American /Alaska Native	Pacific Islander/ Native Hawaiian	White	Multi Racial	Other	Not Reported
Domestic Violence	855	396	685	151	9,275	869	1,045	1,685
Sexual Assault	566	182	426	124	5,974	716	509	1,562
Victims of Crime	201	542	166	42	2,738	191	118	308
Total	1,622	1,120	1,277	317	17,987	1,776	1,672	3,555
Percentage of Total Clients	5.53%	3.82%	4.35%	1.08%	61.33%	6.06%	5.70%	12.12%
Washington State Population³	3.9%	7.7%	1.8%	0.7%	81.6%	4.3%	n/a	n/a

InfoNet SFY 2013 Client Race Compared to Washington State Census



³ Washington State 2012 estimate, <http://quickfacts.census.gov/qfd/states/53000.html>.

Client Intakes by Ethnicity, SFY 2013

Program	Hispanic/Latino	Non-Hispanic/Non-Latino	Not Reported
Domestic Violence	2,825	9,890	2,246
Sexual Assault	1,427	7,020	1,612
Victims of Crime	541	3,210	555
Total	4,793	20,120	4,413
Percentage of Total Clients	16.34%	68.61%	15.05%
Washington State Population ⁴	11.7%	88.3%	n/a

Clients with Disabilities Intakes, SFY 2013

Program	None	Mental Disability	Physical Disability	Sensory Disability	Other Disability	Multiple Disabilities	Not Reported
Domestic Violence	9,090	805	688	97	207	652	3,422
Sexual Assault	6,180	579	252	63	175	268	2,542
Victims of Crime	2,576	221	295	22	52	206	934
Total	17,846	1,605	1,235	182	434	1,126	6,898

Client Homelessness Intakes, SFY 2013

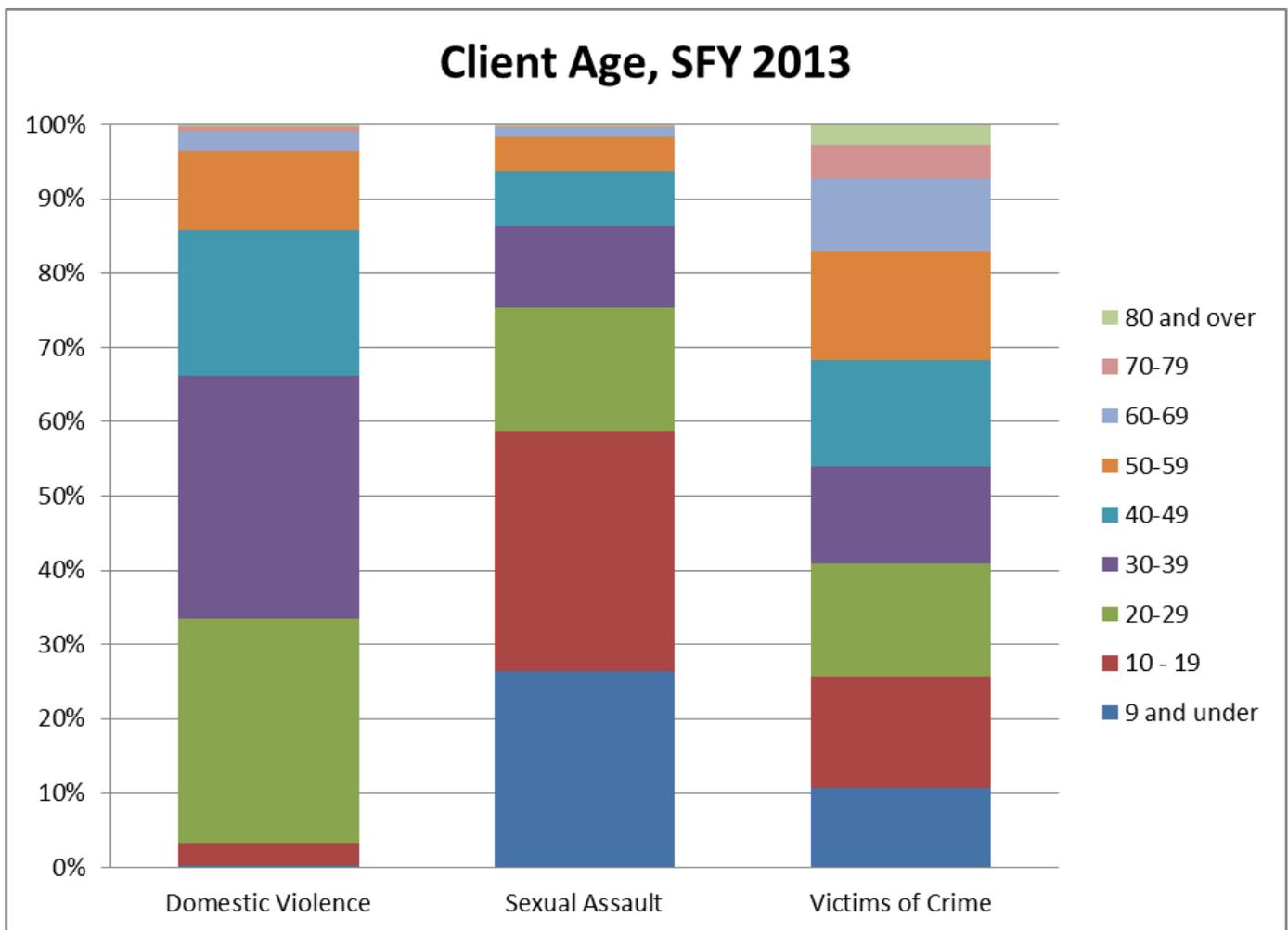
Program	Homeless	Not Homeless	Not Reported
Domestic Violence	3,896	9,703	1,362
Sexual Assault	685	8,482	892
Victims of Crime	343	3,704	259
Total	4,924	21,889	2,513

⁴ Washington State 2012 estimate, <http://quickfacts.census.gov/qfd/states/53000.html>.

Client Intakes by Age, SFY 2013

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	33	441	4,513	4,868	2,923	1,590	398	100	33	62
Sexual Assault	2,653	3,249	1,680	1,100	739	469	117	21	25	6
Victims of Crime	459	649	654	562	618	630	417	197	119	1
Total	3,145	4,339	6,847	6,530	4,280	2,689	932	318	177	69

Client Age, SFY 2013



This chart is a way to quickly see the difference in age distribution between the three program types. Over half of Domestic Violence intakes were clients between the ages of 20 and 39. Over half of Sexual Assault Client Intakes were children under age 19. Victims of Crime clients were more evenly distributed.

Client Intakes: Optional Data

Many 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.

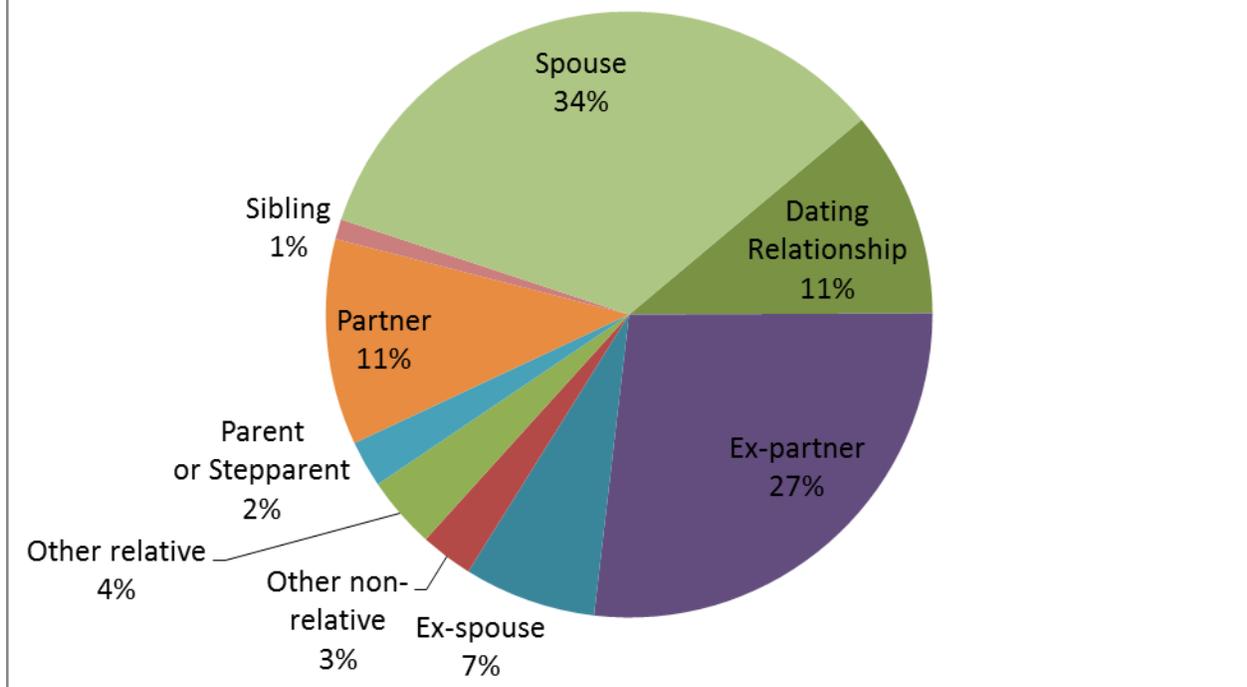
The following section will look at some of these optional fields. It is important to note the percentages in the following section do not imply conclusions about the client population as a whole. They apply only to clients for whom this data was collected.

**In 2013,
62% of Client Intakes
Included One or More
Optional Data Fields**

Offender Relationship To Client⁵, SFY 2013

Relationship	Domestic Violence	Sexual Assault	Victims of Crime
Acquaintance/friend	0	1,715	427
Caregiver	0	87	28
Dating Relationship	831	100	21
Parent/stepparent/guardian	187	1,048	365
Prof. Service provider	0	56	29
Sibling or Other Relative	369	1,244	194
Spouse/partner/ex-spouse/ex-partner	5,924	422	128
Stranger	0	495	277
Other	211	293	92
Relationship Not Reported	718	1,204	471
Total	8,240	6,664	2,032

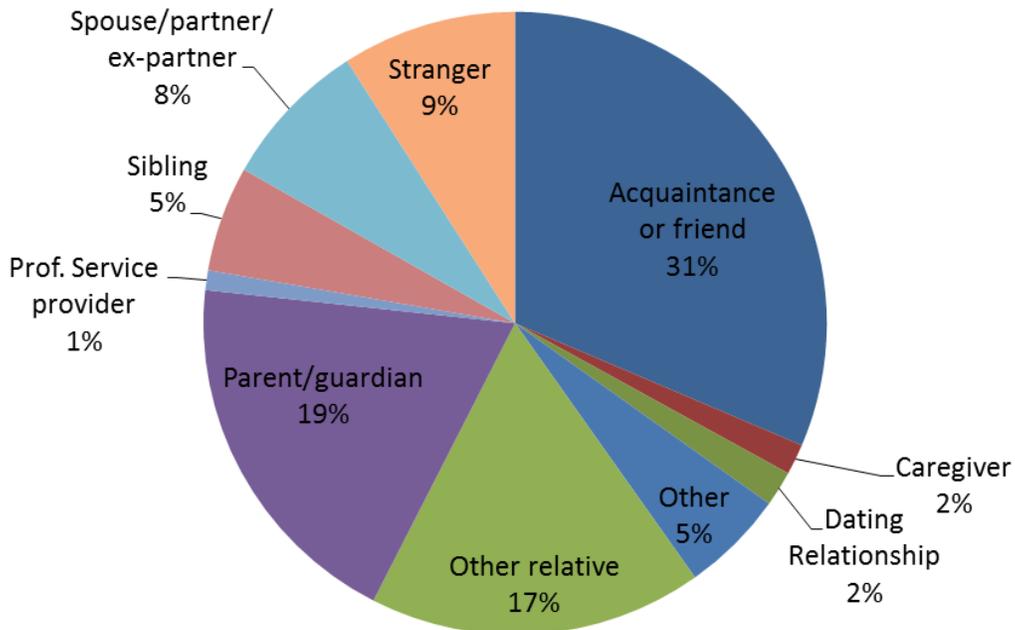
Offender Relationship to Victim: Domestic Violence



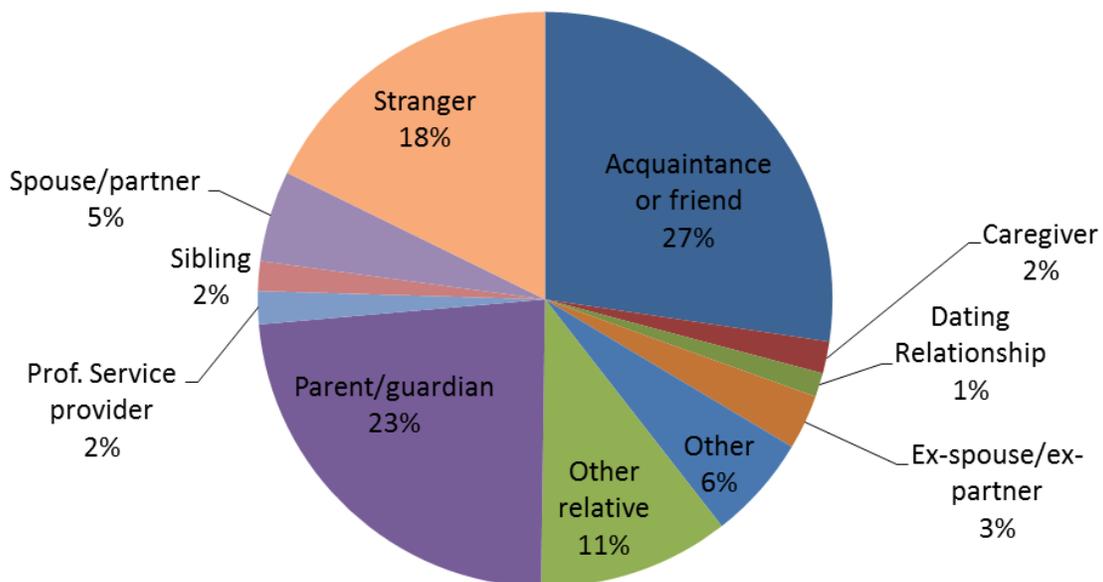
*Offender relationship to client is not optional for STOP recipients.

⁵ Different program types have different offender relationship categories.

Offender Relationship to Victim: Sexual Assault



Offender Relationship to Victim: Victims of Crime



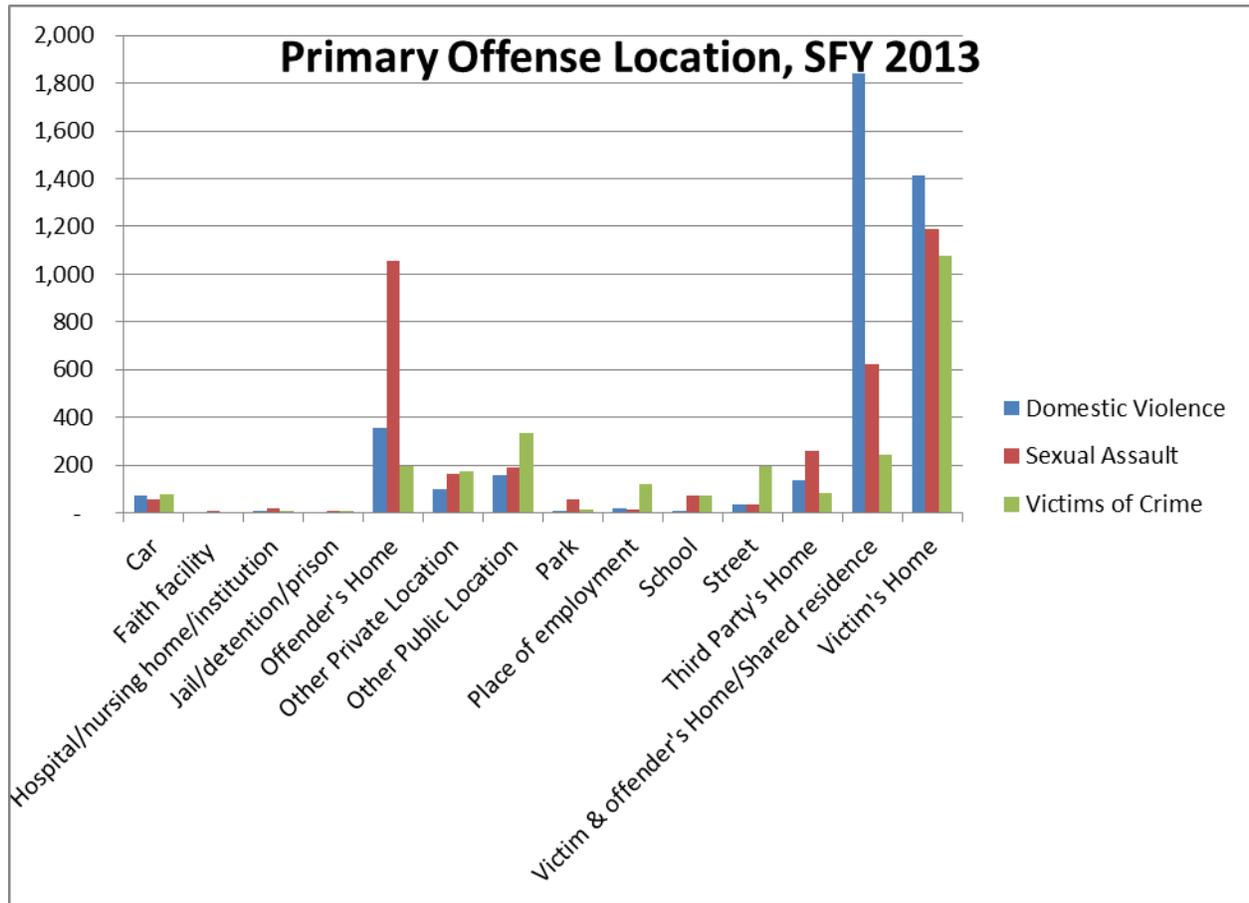
Client's County of Residence⁶, SFY 2013

County	Domestic Violence	Sexual Assault	Victims of Crime
Adams	71	18	8
Asotin	33	65	31
Benton	332	146	74
Chelan	262	79	99
Clallam	342	106	36
Clark	671	577	162
Columbia	44	6	3
Cowlitz	411	247	249
Douglas	117	37	58
Ferry	39	11	18
Franklin	156	49	51
Garfield	3	8	1
Grant	282	100	35
Grays Harbor	141	179	46
Island	13	20	5
Jefferson	186	49	24
King	662	1,727	439
Kitsap	329	274	104
Kittitas	147	29	49
Klickitat	38	10	7
Lewis	243	118	48
Lincoln	30	8	15
Mason	156	77	53
Okanogan	122	75	99
Pacific	67	36	22
Pend Oreille	1	2	
Pierce	205	337	201
San Juan	46	21	64
Skagit	100	91	10
Skamania	7		2
Snohomish	49	931	385
Spokane	665	408	157
Stevens	117	55	38
Thurston	427	412	430
Wahkiakum	13	9	2
Walla Walla	146	63	85
Whatcom	433	102	99
Whitman	59	42	3
Yakima	295	215	155
Out of state	200	95	50

⁶ County of Residence is an optional InfoNet field, and is not collected for every client. A client's County of Residence is frequently different than the county in which he or she received services.

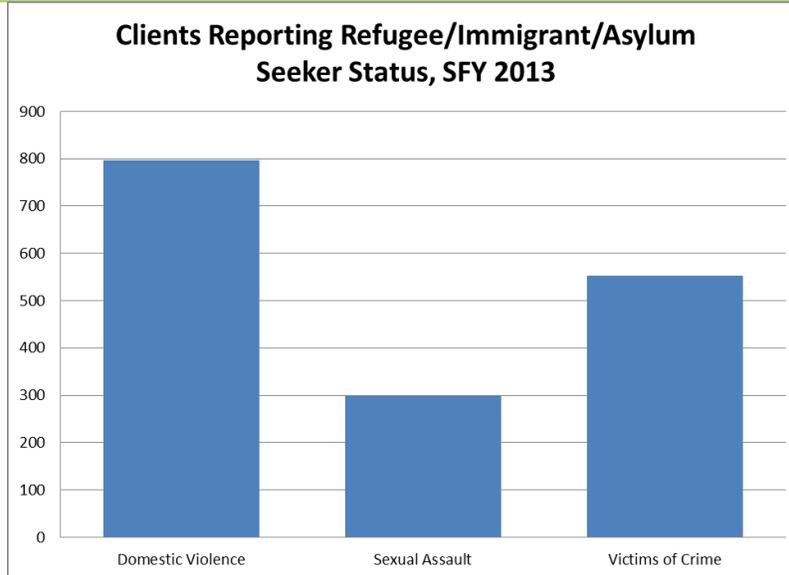
Primary Offense Location, SFY 2013

Location	Domestic Violence	Sexual Assault	Victims of Crime
Car	74	59	79
Faith facility	1	10	5
Hospital/nursing home/institution	11	18	8
Jail/detention/prison	1	8	6
Offender's Home	355	1,055	195
Other Private Location	98	164	173
Other Public Location	158	190	333
Park	11	56	15
Place of employment	18	16	121
School	9	74	72
Street	33	33	197
Third Party's Home	134	258	85
Victim & offender's Home/Shared residence	1,841	620	244
Victim's Home	1,411	1,187	1,079



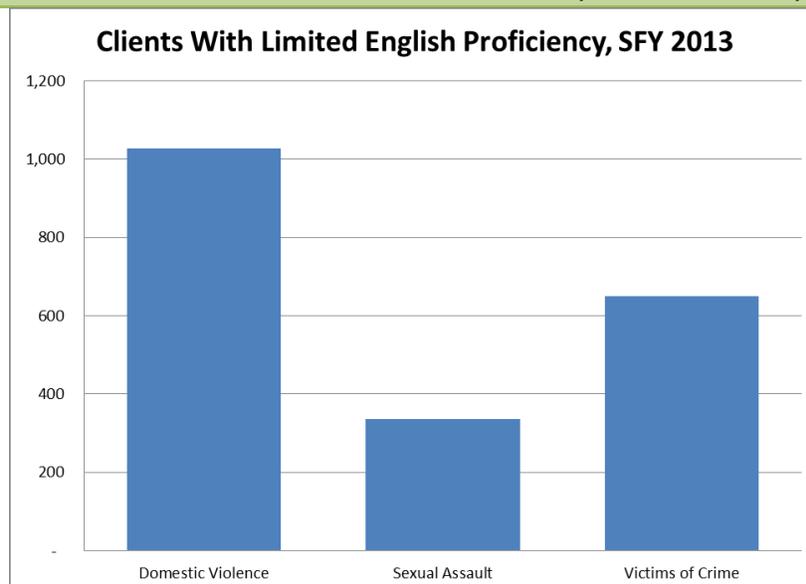
Clients Reporting Refugee/Immigrant/Asylum Seeker Status, SFY 2013

Program	Yes	No	Not Reported
Domestic Violence	797	5,334	8,830
Sexual Assault	299	3,938	5,822
Victims of Crime	553	1,843	1,910
Total	1,649	11,115	16,562



Clients With Limited English Proficiency, SFY 2013

Program	Yes	No	Not Reported
Domestic Violence	1,027	6,096	7,838
Sexual Assault	336	4,104	5,619
Victims of Crime	649	2,193	1,464
Total	2,012	12,393	14,921



Client's First Language, SFY 2013 Client Intakes (for clients who disclosed Limited English Proficiency)⁷

Language	Domestic Violence	Sexual Assault	Victims of Crime	Language	Domestic Violence	Sexual Assault	Victims of Crime
Albanian	1			Nihongo	2		
American Sign Language	30	16	1	Nuer		1	
Amharic	6			Oromo		1	
Arabic	5		1	Persian	1		
Armenian	2		1	Polish	1		
Bengali	2			Portuguese	3		1
Bermese	1			Punjabi	2		2
Bosnian	1			Romanian	1		1
Cambodian/ Khmer	4	4	7	Russian	10	1	3
Cantonese		1		Samali		2	
Chinese, unspecified	9	1	307	Samoan	2	1	1
Chuukese	1			Siberian Yupik		1	
Croatian	1			Singhalis	1		
Farsi	3			Somali	5	5	4
Filipino	1	1		Spanish	741	265	161
French		1		Swahili	1	1	
German	1		1	Tagalog	17	5	2
Hindi	5		1	Tamil	1		
Italian	1			Teluzu	1		
Japanese	6	3		Thai	8	1	6
Kikuyo/ Kenya	1			Tigrinya	1		
Korean	13	7	94	Trique	1		
Laotian	1			Urdu	2		
Mam		2		Vietnamese	7	1	9
Mandarin	2	1		Visaya	1		
Mixteco	3						

⁷ Not all clients with limited English proficiency disclosed a first language. Changes to first language entries were made to correct spelling errors and/or combine similar entries.

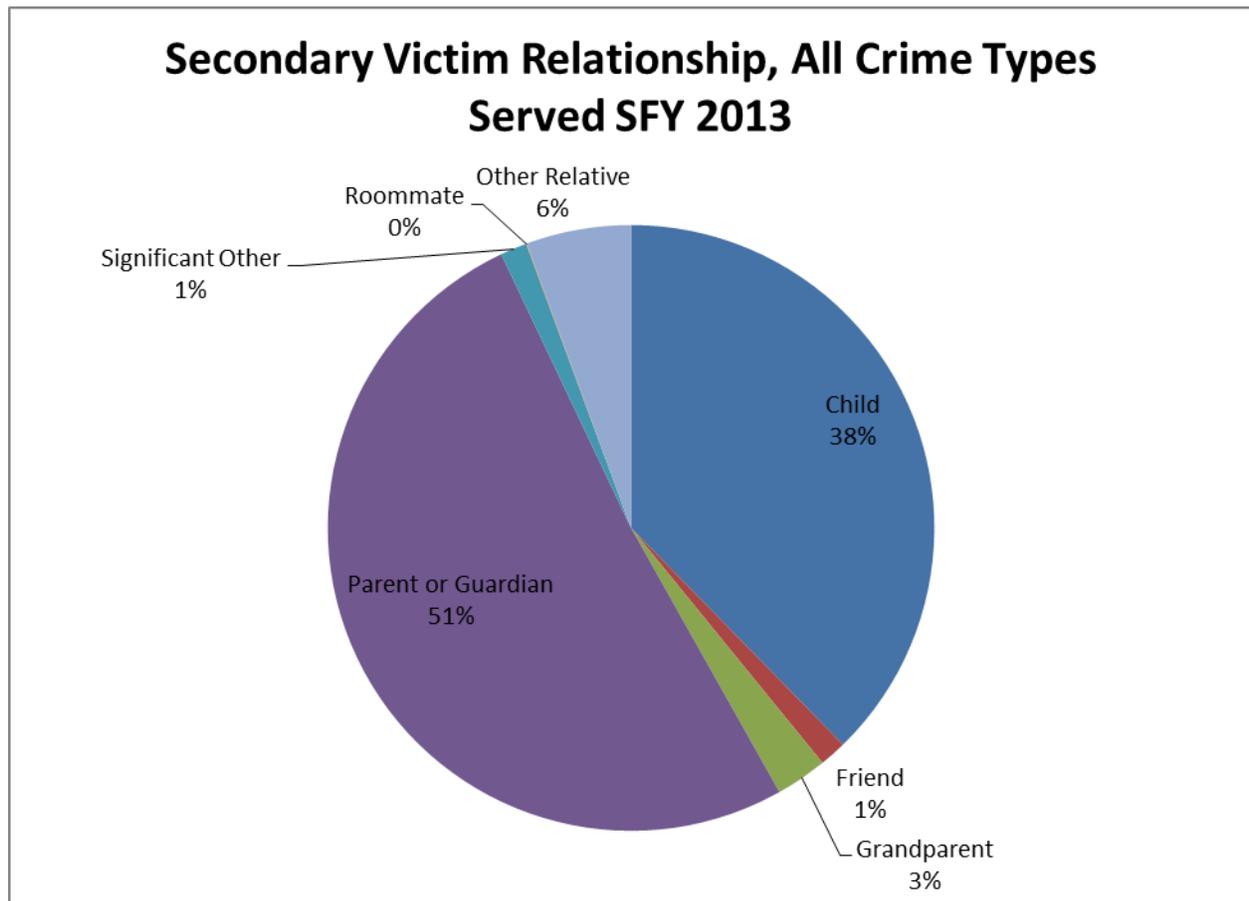
Secondary Victims and Secondary Victim Services

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 2013, Advocates Served
11,207 Secondary Victims
As Reported Via InfoNet**

Secondary Victim Relationship To Client, New Intakes, SFY 2013

Relationship to Client	Domestic Violence	Sexual Assault	Victims of Crime
Child	3,774	117	53
Friend	n/a	125	26
Grandparent	n/a	248	38
Parent or Guardian	n/a	4,965	382
Significant Other	n/a	79	69
Roommate	n/a	2	2
Other Relative	n/a	486	99
Relationship Unspecified	n/a	142	150
Total	3,774	6,614	819



Domestic Violence Secondary Services, SFY 2013

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Activities - Individual or Group	17,283	8,984	1,658
Advocacy - Group	3,108	1,653	414
Advocacy - Individual	9,066	11,193	1,092
Emergency DV Shelter-DV Shelter or Safe Home	3,461	2,534	2,440
Hotel/Motel	166	336	324
Total	33,084	24,700	3,774

Sexual Assault Secondary Services, SFY 2013

Core Services			
Service	Total Hours	Total Contacts	Unduplicated Clients Served
General Advocacy	6,639	14,712	4,028
Legal Advocacy	9,803	15,865	3,256
Medical Advocacy	1,495	2,403	1,470
Specialized Services			
Medical Social Work	985	1,196	623
Support Groups	911	489	113
Therapy	3,257	3,986	640
Community Responding Activities			
Consulting with others on behalf of client	8	11	7
Culturally/Linguistically Appropriate Techniques	110	126	30
Support/Accompaniment through Service Delivery and Criminal Justice Systems	13	9	5
Therapy	61	55	7
Total Sexual Assault Services	23,281	38,852	6,158

Victims of Crime Secondary Services, SFY 2013

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Advocacy	1,443	2,496	556
Community Responding	63	30	19
Crisis Intervention	113	259	212
CVC Assistance	69	202	163
Emergency Financial Assistance	6	14	11
Information and Referral	237	649	367
Legal Advocacy	992	1,260	393
Medical Advocacy	125	244	179
Support Groups	54	22	8
Therapy	234	241	50
Total	3,336	5,417	819

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 2013, Advocates Received
96,559 Hotline Calls**

All Crisis Intervention/Information & Referral/Hotline Calls SFY 2013

Program	Crisis Intervention	Information and Referral	Both	Total
Domestic Violence	10,989	42,006	30,849	83,844
Sexual Assault	2,195	11,370	3,102	16,667
Victims of Crime	296	4,759	1,700	6,755
SFY 2013 Total	13,480	58,135	35,651	107,266

Total Hotline/Crisis Intervention/Information and Referral Contacts

Program	SFY 2007	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013
Domestic Violence	29,632	42,189	72,565	81,584	97,297	90,760	83,844
Sexual Assault	18,900	22,059	25,433	25,915	29,394	27,780	16,667
Victims of Crime	2,640	3,869	4,121	6,147	5,981	7,594	6,755
Total	51,172	68,117	102,119	113,646	132,672	126,134	107,266

