

Washington InfoNet Statewide Data Report

July 1, 2014 through June 30, 2015

Introduction

July 2015 marked the ninth 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 41 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 5,000 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.

The data for the InfoNet Statewide Report for SFY 2015 was collected between December 28, 2016 and January 24, 2017.

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.

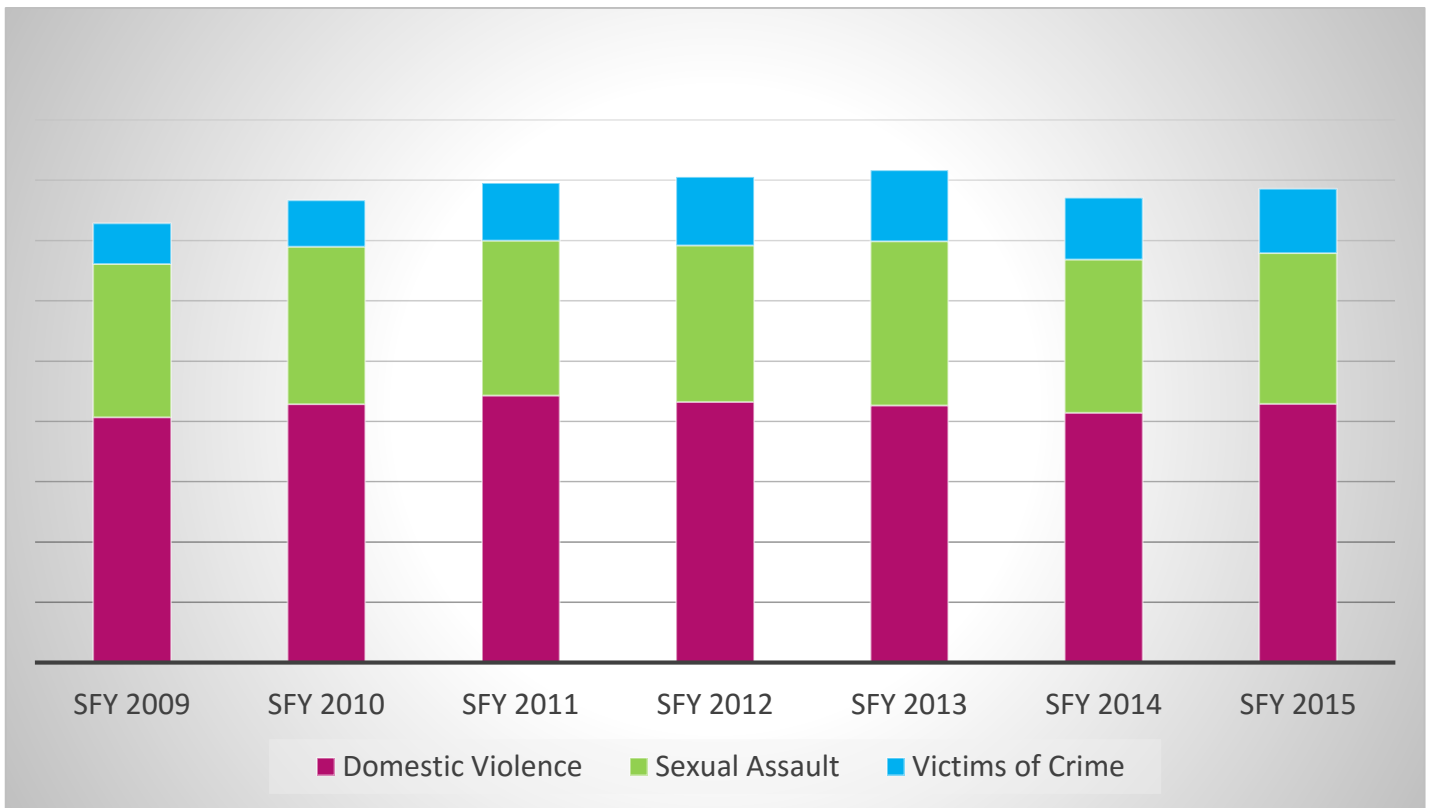
The following section will look at direct client services – services provided directly to a victim of crime who has completed a client intake. Services to secondary victims, and services provided anonymously via hotline, will be examined separately in later sections.

**In SFY 2015, Advocates Provided
318,746 Hours
of Direct Service to Clients**

Total Unduplicated Direct Service Clients

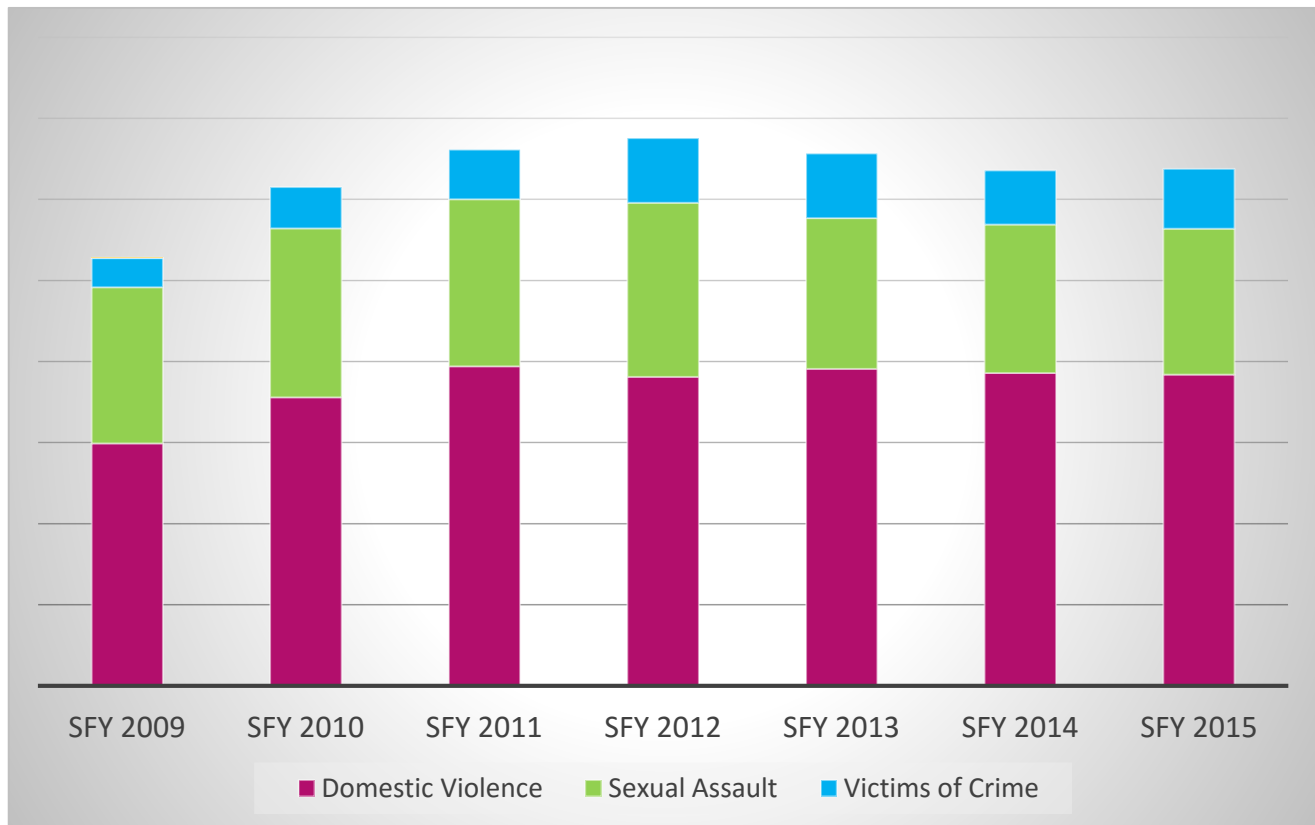
Program	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015
Domestic Violence	20,342	21,424	22,142	21,617	21,335	20,713	21,452
Sexual Assault	12,716	13,070	12,840	12,987	13,605	12,707	12,506
Victims of Crime	3,374	3,832	4,772	5,663	5,889	5,119	5,326
Total	34,893	36,468	38,064	38,484	39,176	38,539	38,007

Total Direct Service Clients Served



Total Direct Service Hours							
Program	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015
Domestic Violence	149,415	177,864	196,943	190,502	195,480	192,895	191,860
Sexual Assault	96,387	104,300	103,115	107,355	92,862	91,549	89,953
Victims of Crime	17,847	25,337	30,657	39,836	39,869	33,449	36,933
Total	263,649	307,500	330,714	337,694	328,211	317,893	318,746

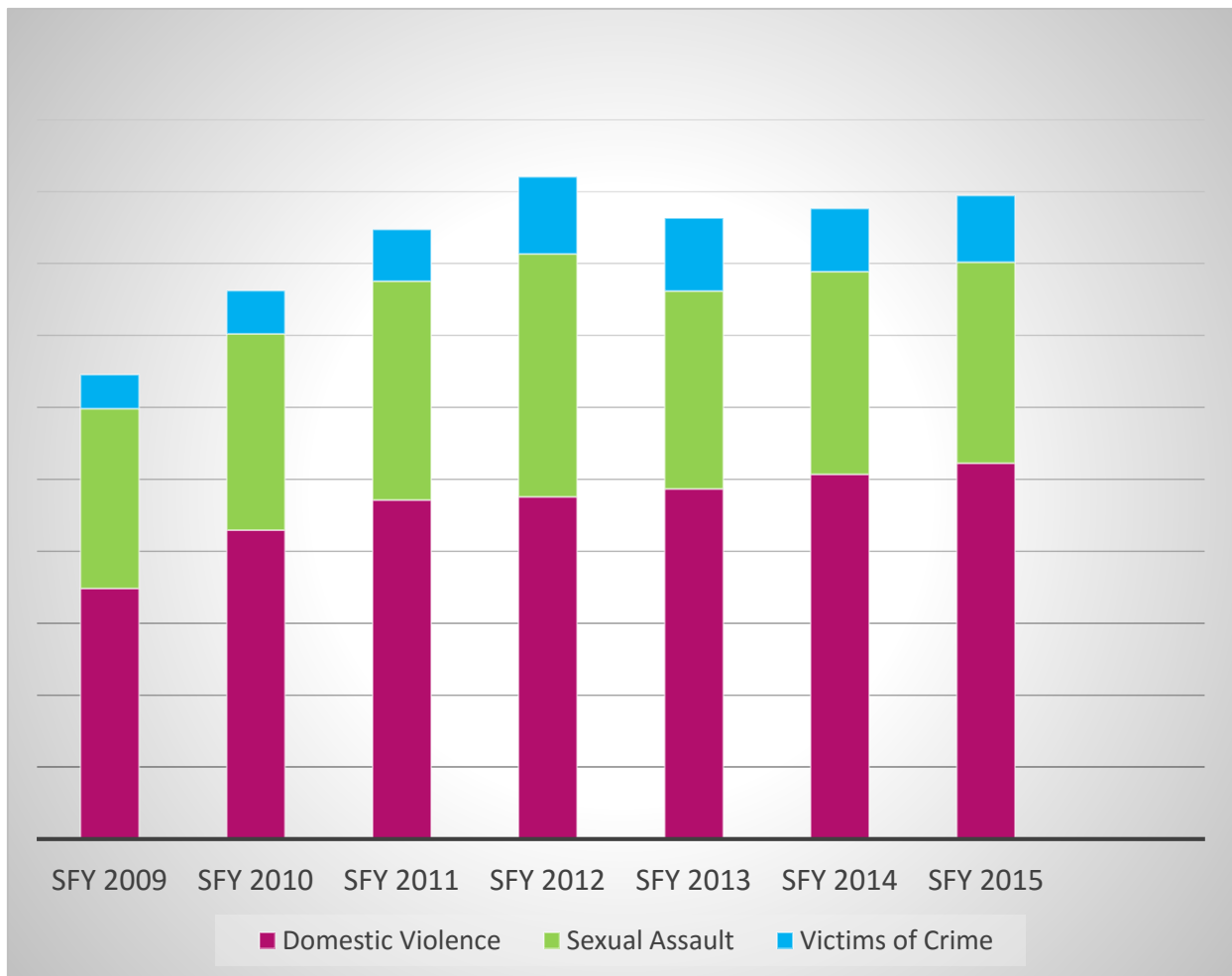
Total Direct Service Hours



Total Direct Service Contacts¹

Program	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015
Domestic Violence	174,137	214,661	235,615	237,797	243,285	253,474	261,259
Sexual Assault	125,120	136,541	152,183	168,932	137,645	140,923	139,776
Victims of Crime	23,382	29,889	35,981	53,443	50,797	43,868	46,130
Total	322,639	381,091	423,779	460,172	431,727	438,266	447,165

Total Direct Service Contacts



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.

Domestic Violence Direct Services to Primary Clients SFY 2015

Service	Total Hours	Total Contacts	Unduplicated Clients Served
Advocacy	73,814.95	110,637	15,543
Child Care	3,806	2569	656
Civil Legal Advocacy	25,443.45	28,546	9,678
Criminal Justice Advocacy	2,326	4,663	2,326
Crisis Counseling/Intervention	6,668.71	11,373	4,690
CVC Assistance	66.45	125	103
Emergency DV Shelter - Hotel/Motel	315.00	434	373
Emergency DV Shelter-DV Shelter or Safe Home	3,736.54	2,506	2,402
Emergency Financial Assistance	2,934.24	6,252	1,632
Emergency Shelter (STOP)	48.25	124	122
Employment Assistance	692.90	1,455	687
Hospital Response	73.25	74	61
Housing Assistance	8,162.04	14,619	3,220
Immigration Assistance	5,149.28	3506	1,127
Medical Advocacy	1,205.58	2,245	1,030
Referrals	6,322.98	15,646	6,686
Safety Planning	7,045.04	16,379	8,400
Support Groups	30,529.75	16,192	3,150
TANF/Welfare Assistance	2,565.35	5,347	1,371
Transitional Housing (STOP)	22.00	17	13
Transportation Assistance	2,706.65	4,396	1,586
Victim Witness Notification	12.50	31	29
Other	7,545.09	14,062	2,218
Total Domestic Violence Services	191,860.19	261,259.19	*

*Clients may receive multiple services. This table reflects unduplicated clients by activity. The total number of unduplicated clients remains as indicated on page 6.

Sexual Assault Direct Services to Primary Clients SFY 2015

Core Services			
Service	Total Hours	Total Contacts	Unduplicated Clients Served
General Advocacy	21,877.761	46,490	7639
Legal Advocacy	19,567.0208	47,287	4,958
Medical Advocacy	3,708.3	4,356	2376
Specialized Services			
Medical Social Work	1,854.10	2,652	1,352
Support Groups	8,518.75	4,777	630
Therapy	26,387.157	28,614	2,488
Community Responding Activities			
Consulting with others on behalf of client	392.15	412	177
Culturally/Linguistically Appropriate Support and Assistance	4,880.45	3,367	558
Peer Support Group	1,343.45	514	55
Support/Accompaniment through Service Delivery and Criminal Justice Systems	250.84	245	74
Therapy - Native American Or Marginalized Communities funding	1,172.65	1,065	131
Total Sexual Assault Services	89,952.6288	139,776	*

*Clients may receive multiple services. This table reflects unduplicated clients by activity. The total number of unduplicated clients remains as indicated on page 3.

Victims of Crime Direct Services to Primary Clients SFY 2015

Service	Total Hours	Total Contacts	Total Unduplicated Clients Served
Advocacy	16,239.348	22,682	4,309
Community Responding	1,050.15	803	238
Crisis Intervention	1,055.4	1,402	758
CVC Assistance	396.69	761	311
Emergency Financial Assistance	158.40	300	196
Information and Referral	1,948.47	3,937	1717
Legal Advocacy	9,425.25	10,815	2,631
Medical Advocacy	585.27	1,008	573
Support Groups	3,546	1,930	294
Therapy	2,528.00	2,492	322
Total Victims of Crime Services	36,933.476	46,130	*

*Clients may receive multiple services. This table reflects unduplicated clients by activity. The total number of unduplicated clients remains as indicated on page 3.

New Client Intakes SFY 2015

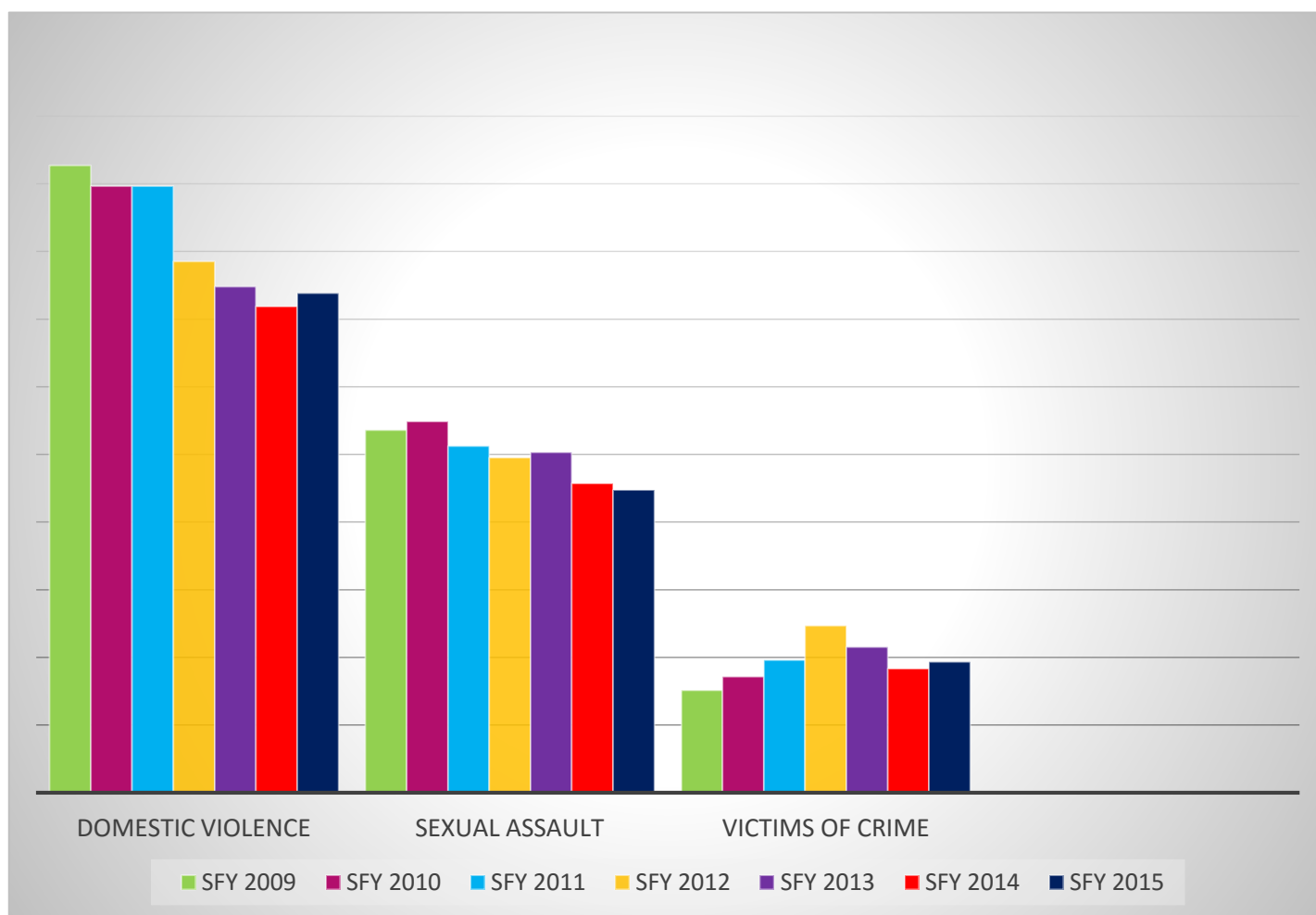
The majority of information collected in InfoNet relates to services provided to clients. We collect demographics of that client population via client intakes.

The following section will look at data for clients seen for the first time in state fiscal year 2015.

**In SFY 2015,
Advocates Entered
26,349
Unduplicated New Clients
Into InfoNet**

Total New Client Intakes ²							
Program	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015
Domestic Violence	18,540	17,933	17,934	15,704	14,961	14,369	14,770
Sexual Assault	10,723	10,976	10,249	9,909	10,059	9,140	8,954
Victims of Crime	3,024	3,427	3,922	4,397	4,306	3,670	3,872
Total	32,287	32,336	32,105	30,010	29,326	27,179	26,349

Total New Client Intakes, SFY 2009 – SFY 2015

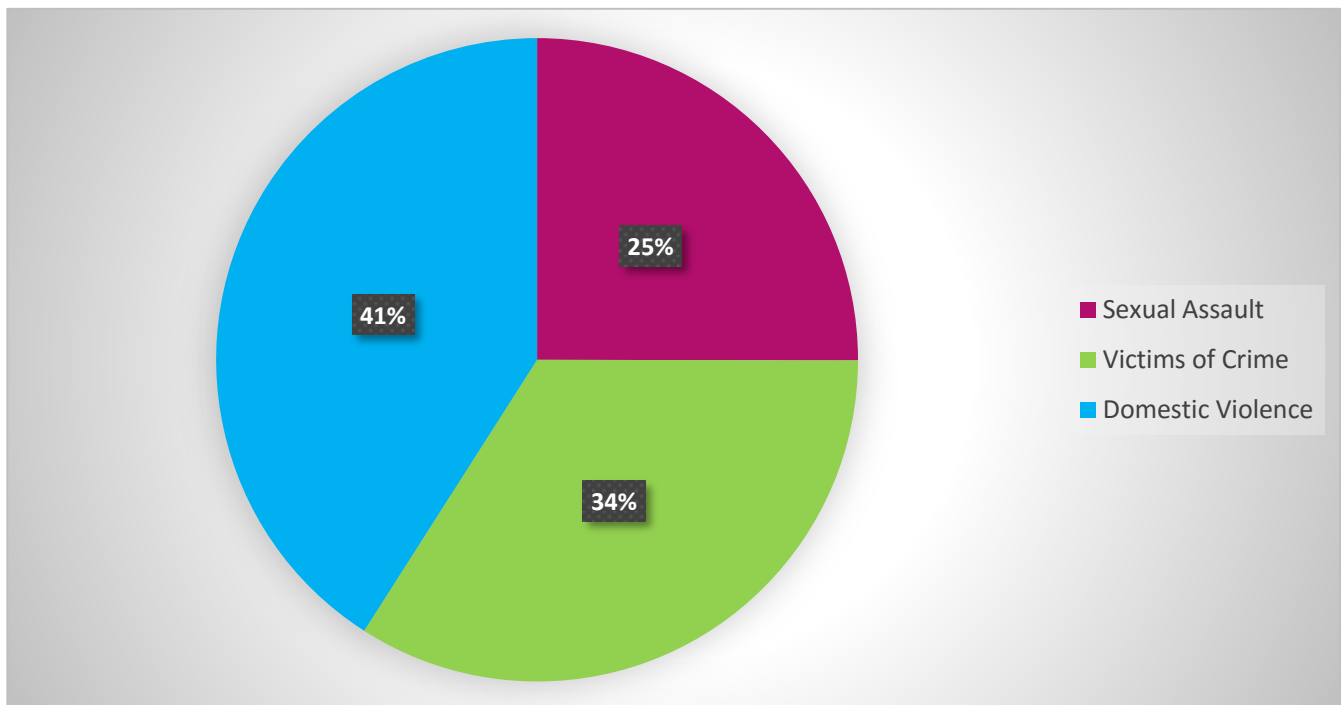


² Client Intakes are primary victims of crime. Those shown on tables here have not been cross referenced with services, and so may include client intakes where the individual served was the secondary victim. Secondary victims are not included in this total.

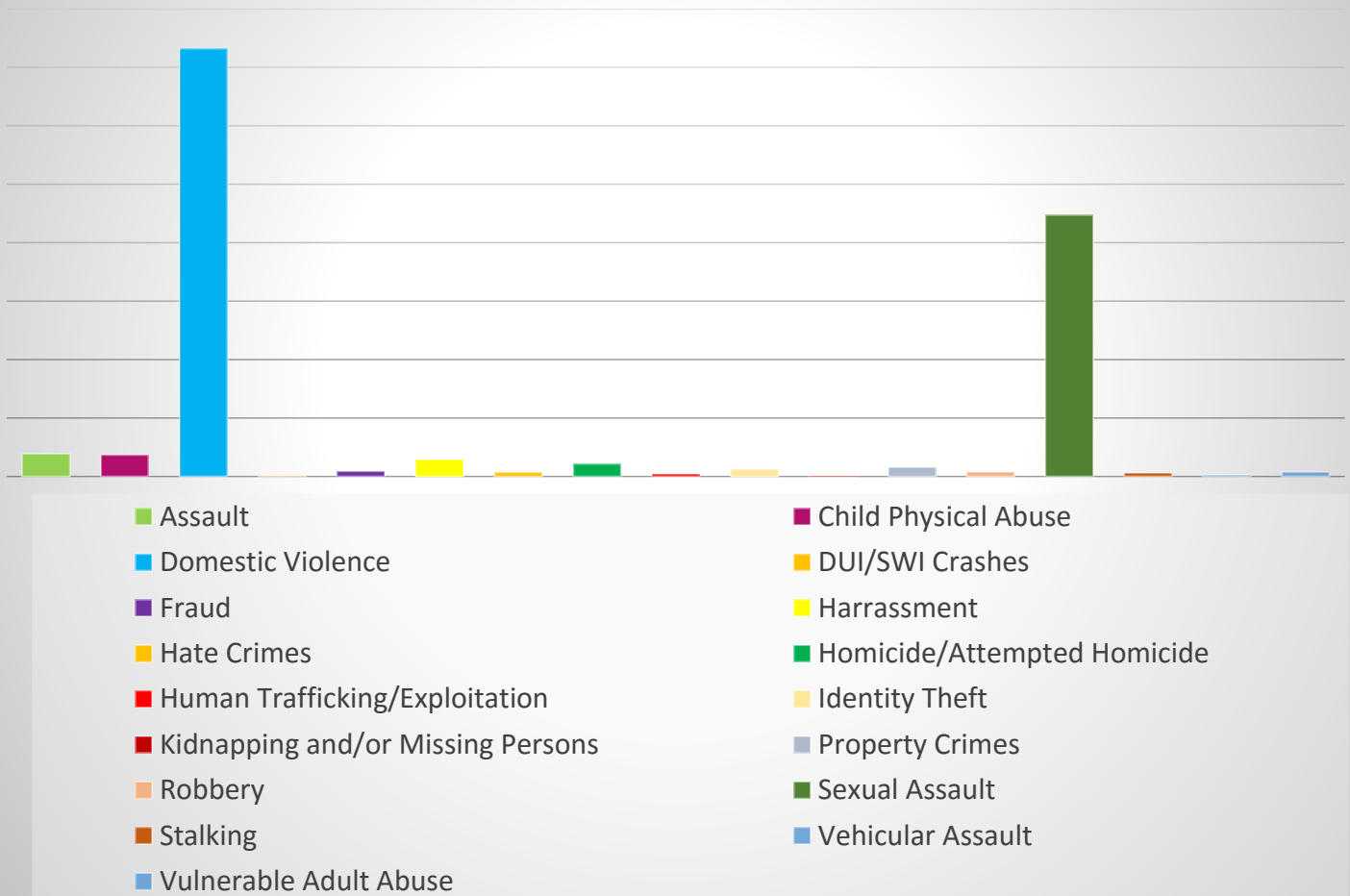
New Client Intakes by Crime Type, SFY 2015

Crime Type	SFY 2015	SFY 2014 Comparison
Assault	773	648
Child Physical Abuse	730	765
Domestic Violence	14,646	14,207
DUI/DWI Crashes	23	33
Fraud	172	161
Harassment	592	534
Hate Crimes	138	182
Homicide/Attempted Homicide	432	291
Human Trafficking/Exploitation	90	83
Identity Theft	228	176
Kidnapping and/or Missing Persons	27	32
Property Crimes	308	406
Robbery	152	144
Sexual Assault	8,954	9,138
Stalking	124	162
Vehicular Assault	52	66
Vulnerable Adult Abuse	150	149

Crime Type, SFY 2015



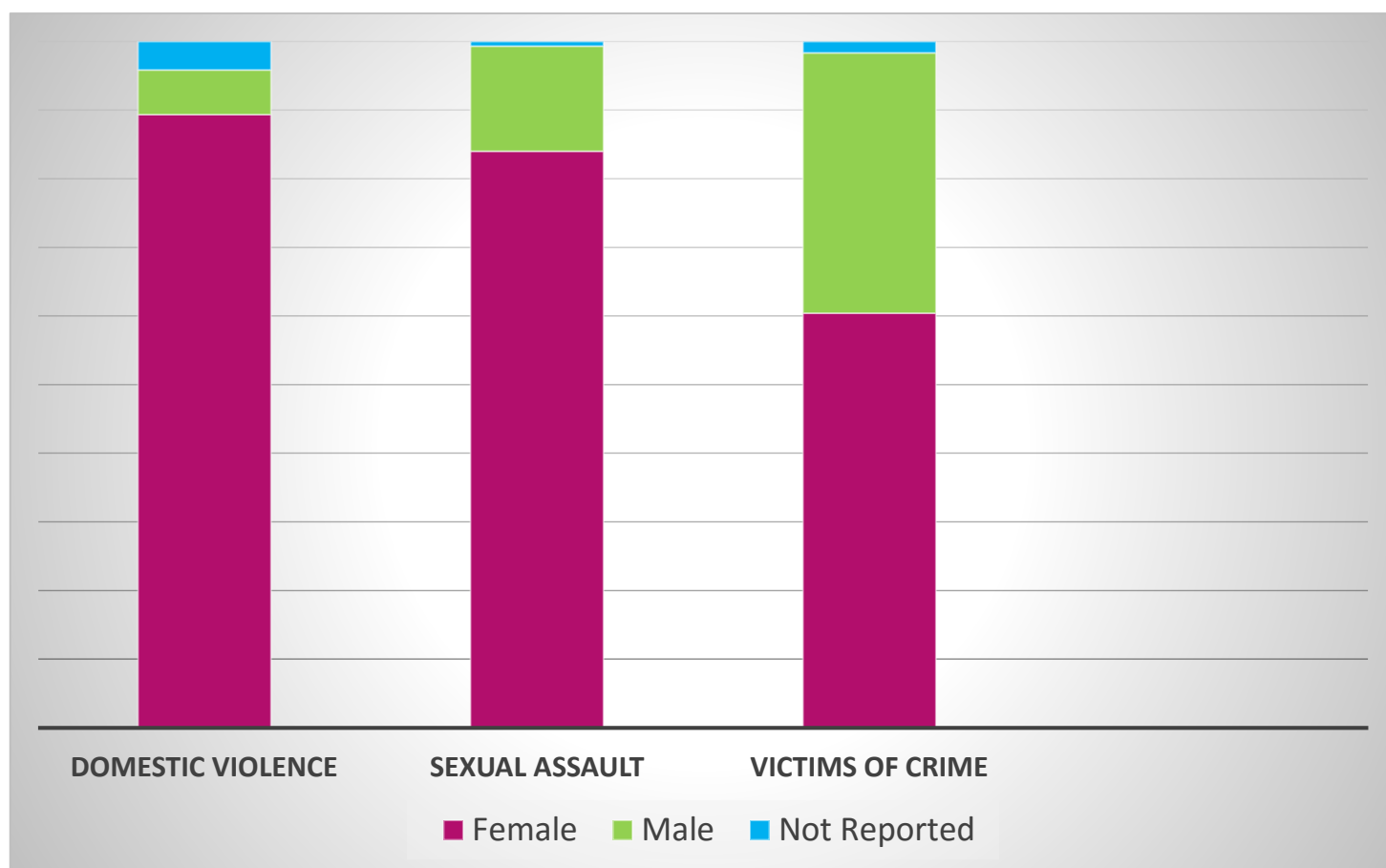
Victims of Crime by Crime Type



New Client Intakes by Gender, SFY 2015

Program	Female	Male	Other	Not Reported
Domestic Violence	12,916	943	16	599
Sexual Assault	7458	1,357	36	62
Victims of Crime	2271	1,427	92	62
Total	22,645	3,727	144	723

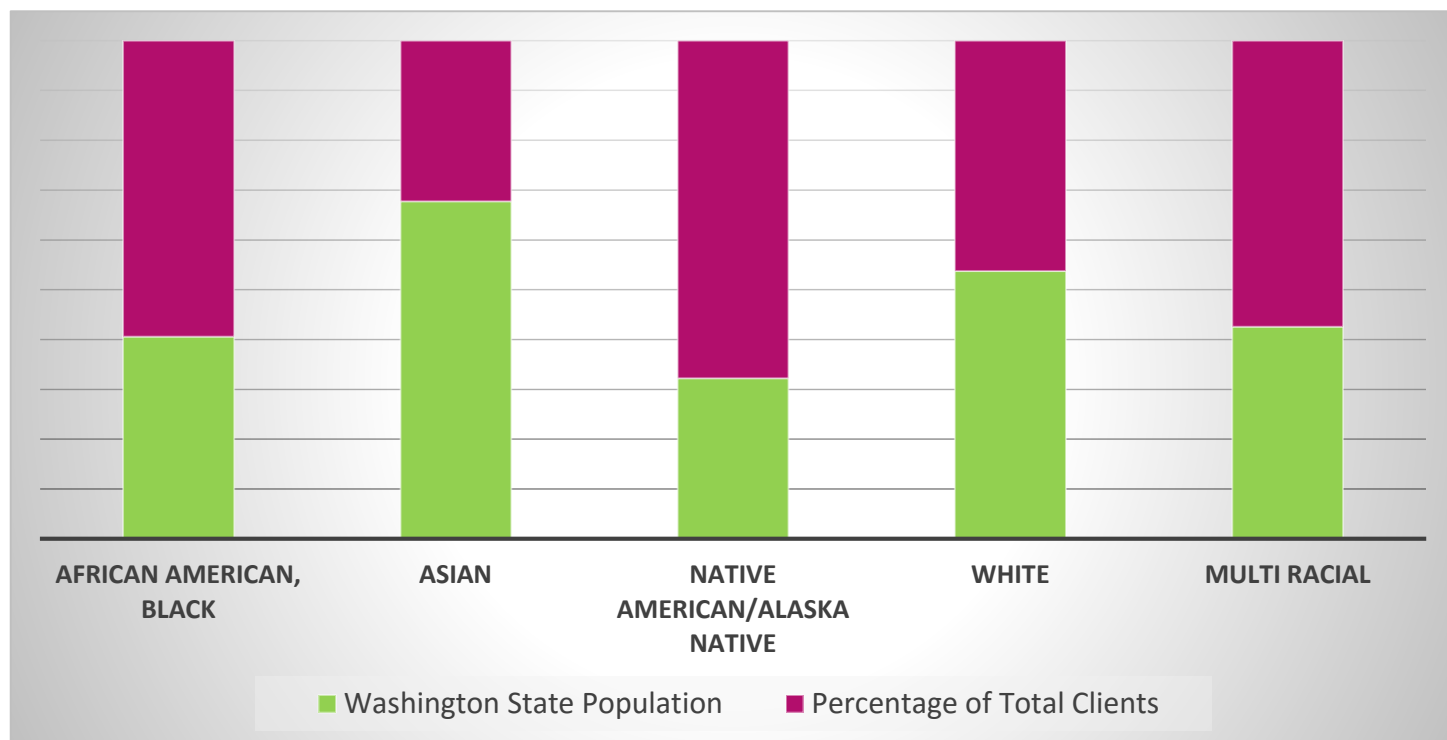
Client Gender, SFY 2015



New Client Intakes by Race, SFY 2015

Program	African American /Black	Asian	Native American /Alaska Native	Pacific Islander/ Native Hawaiian	White	Multi Racial	Other	Not Reported
Domestic Violence	964	485	510	151	8,547	795	824	2,198
Sexual Assault	454	204	363	95	5,323	614	414	1,446
Victims of Crime	198	420	126	35	2,347	238	98	390
Total	1,638	1109	999	281	16,217	1,647	1,336	4,034
Percentage of Total Clients	6.0%	4.0 %	4.0%	1.0%	60.0%	6.2%	5.0%	15.0%
Washington State Population ³	3.5%	7.1%	1.5%	0.6%	77.2%	4.6%	5.2%	n/a

InfoNet SFY 2015 Client Race Compared to Washington State Census



³ Washington State Population Figures, <https://www.census.gov/quickfacts/WA>

New Client Intakes by Ethnicity, SFY 2015

Program	Hispanic/Latino	Non-Hispanic/Non-Latino	Not Reported
Domestic Violence	2584	9264	2626
Sexual Assault	1448	6176	1289
Victims of Crime	620	2748	484
Total	4652	18188	4399
Percentage of Total Clients	17.1%	66.8%	16.1%
Washington State Population ⁴	11.2%	88.7%	n/a

New Clients with Disabilities Intakes, SFY 2015

Program	None	Mental Disability	Physical Disability	Sensory Disability	Other Disability	Multiple Disabilities	Not Reported
Domestic Violence	8,656	895	683	59	167	607	3,703
Sexual Assault	6,015	567	212	63	147	287	1,663
Victims of Crime	2,234	219	239	22	64	232	862
Total	16,905	1,681	1,134	144	378	1,126	6,228

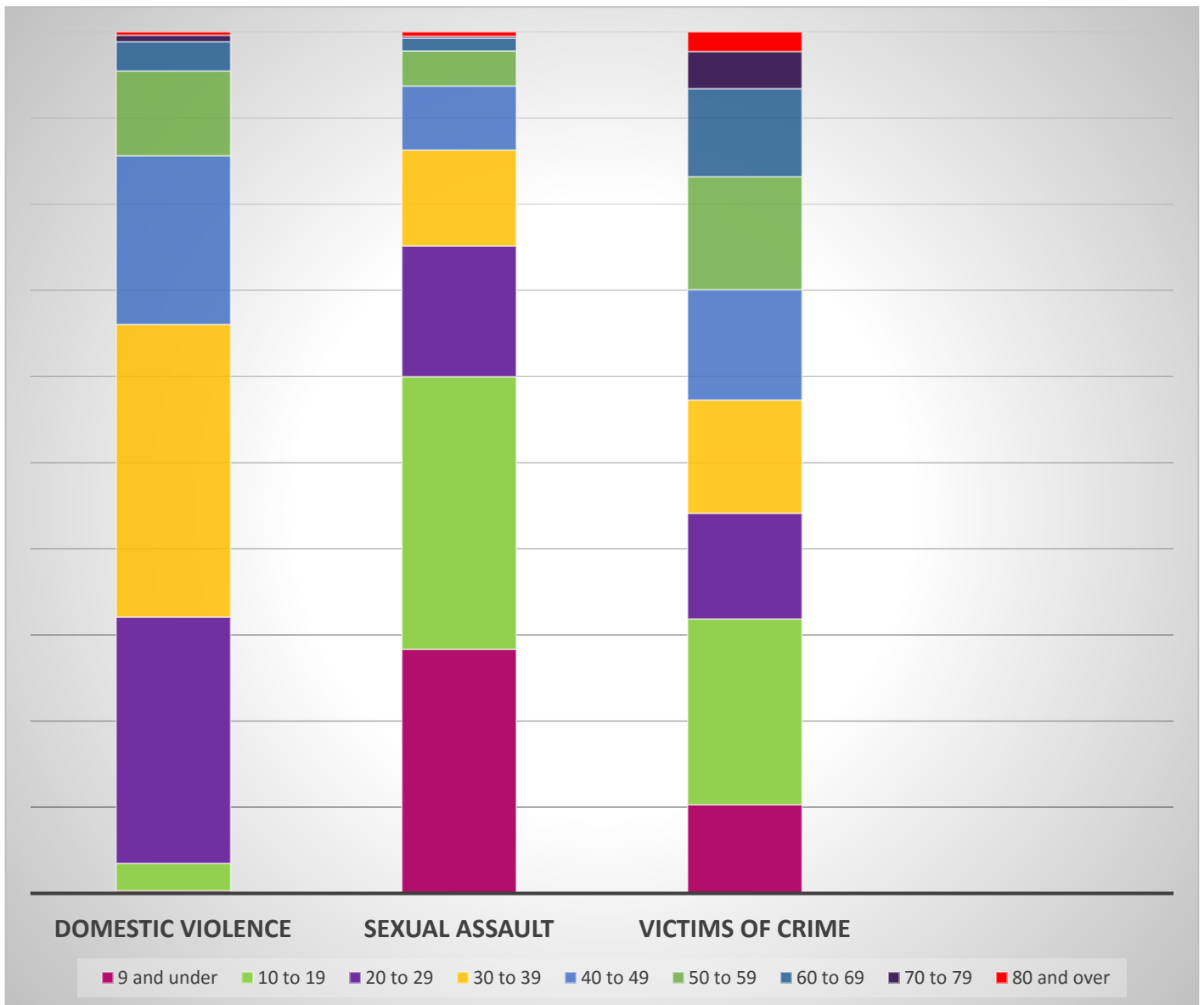
New Client Homelessness Intakes, SFY 2015

Program	Homeless	Not Homeless	Unspecified	Not Reported
Domestic Violence	4,065	8,968	97	1,670
Sexual Assault	779	7,690	77	408
Victims of Crime	350	3,286	32	204
Total	5,194	19,914	206	2,282

⁴ Washington State Population Figures, <https://www.census.gov/2010census/popmap/ipmtext.php?fl=53>.

New Client Intakes by Age, SFY 2015

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	41	463	4,138	4,916	2,834	1,424	490	112	56	30
Sexual Assault	2,526	2,820	1,353	990	665	360	134	20	45	12
Victims of Crime	396	831	473	506	493	505	394	166	88	14
Total	2,963	4,114	5,964	6,412	3,992	2,289	1,018	298	189	56



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.

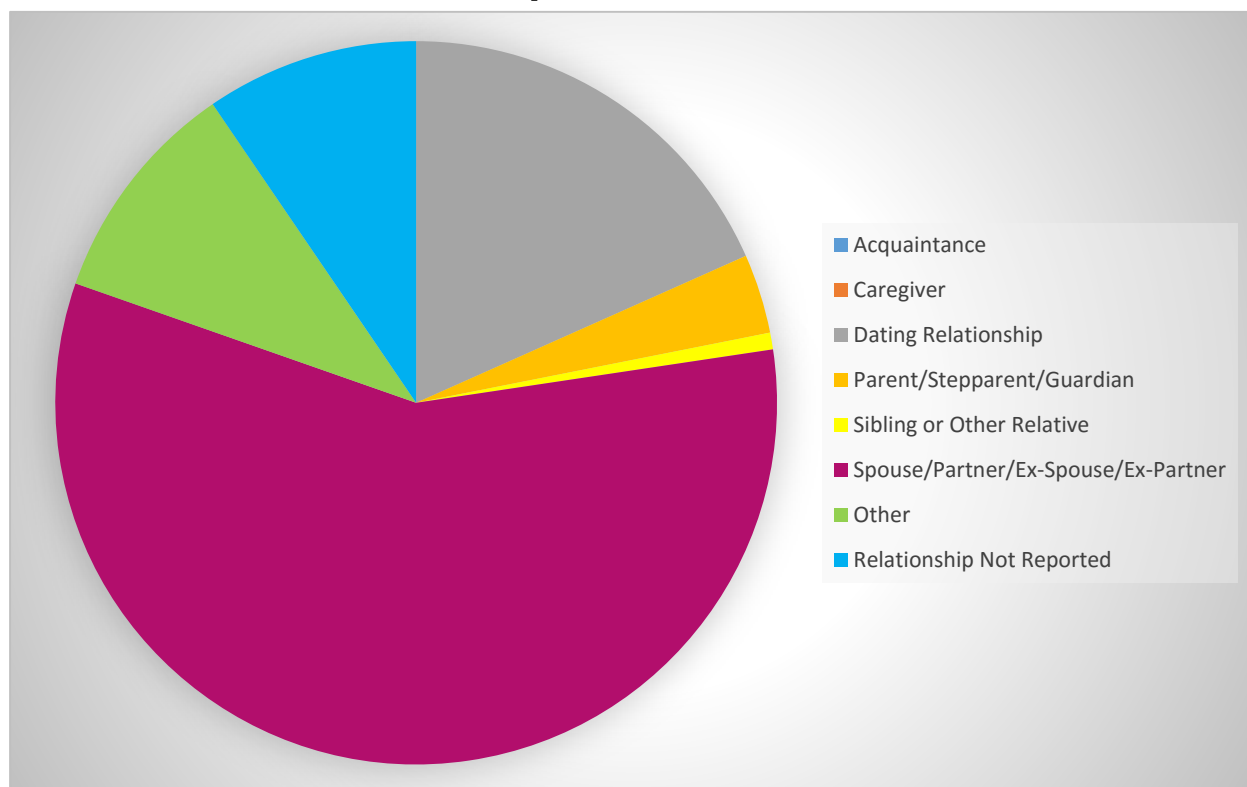
The following section will look at some of these optional fields. It is important to note the percentages in the following section do not imply conclusions about the client population as a whole. They apply only to clients for whom this data was collected.

**In SFY 2015,
41% of Client Intakes
Included One or More
Optional Data Fields**

Offender Relationship To Client⁵, SFY 2015

Relationship	Domestic Violence	Sexual Assault	Victims of Crime
Acquaintance/Friend	--	1,418	270
Caregiver	--	114	20
Dating Relationship	858	92	14
Parent/Stepparent/Guardian	166	918	394
Professional Service provider	--	87	39
Sibling or Other Relative	35	212	22
Spouse/Partner/Ex-spouse/Ex-partner	2,700	339	30
Stranger	--	400	235
Other	473	699	185
Relationship Not Reported	446	410	--
Total	4,678	4,689	1,209

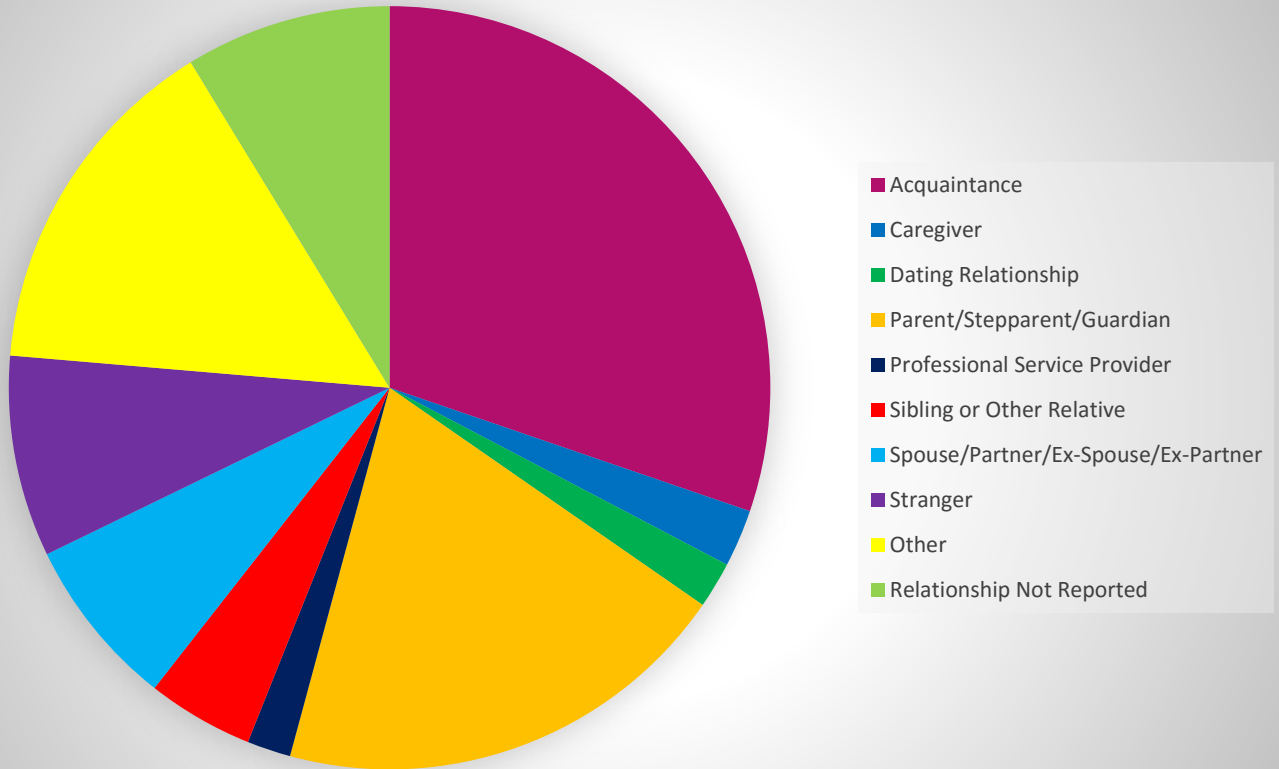
Offender Relationship to Victim: Domestic Violence



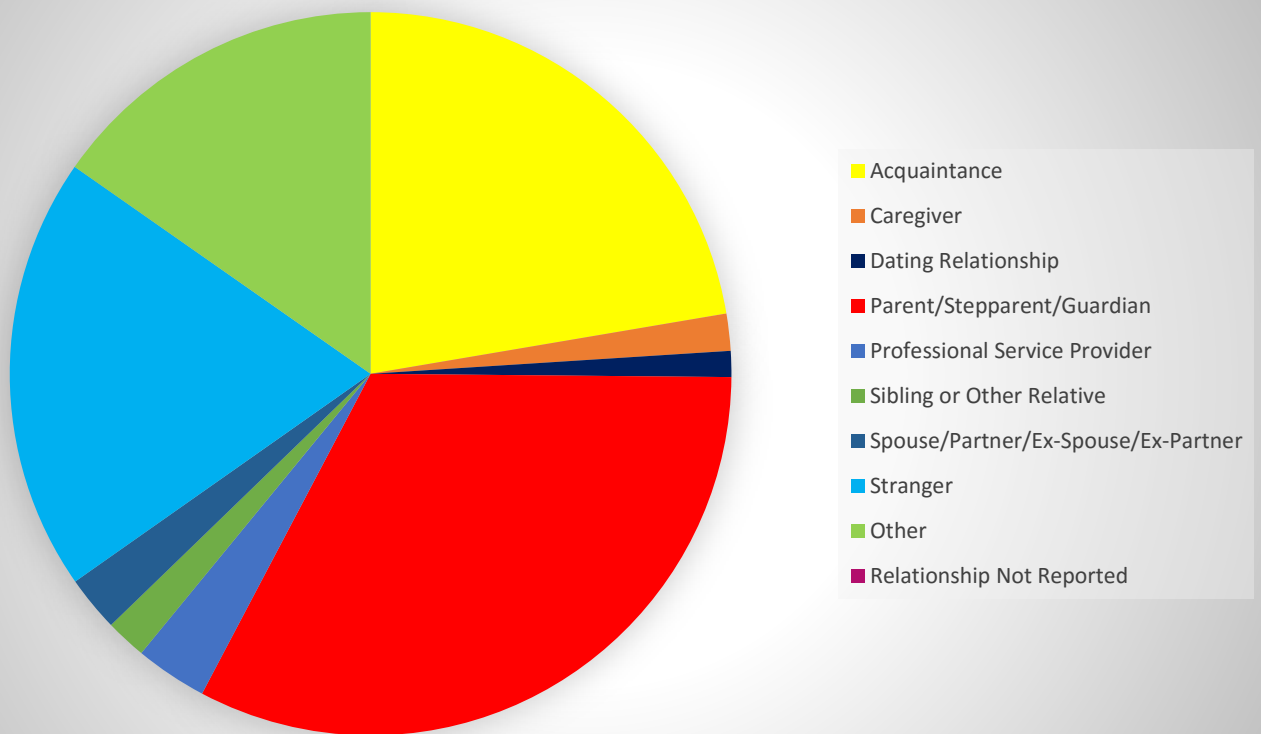
**Offender relationship to client is not optional for STOP grant recipients.*

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 2015

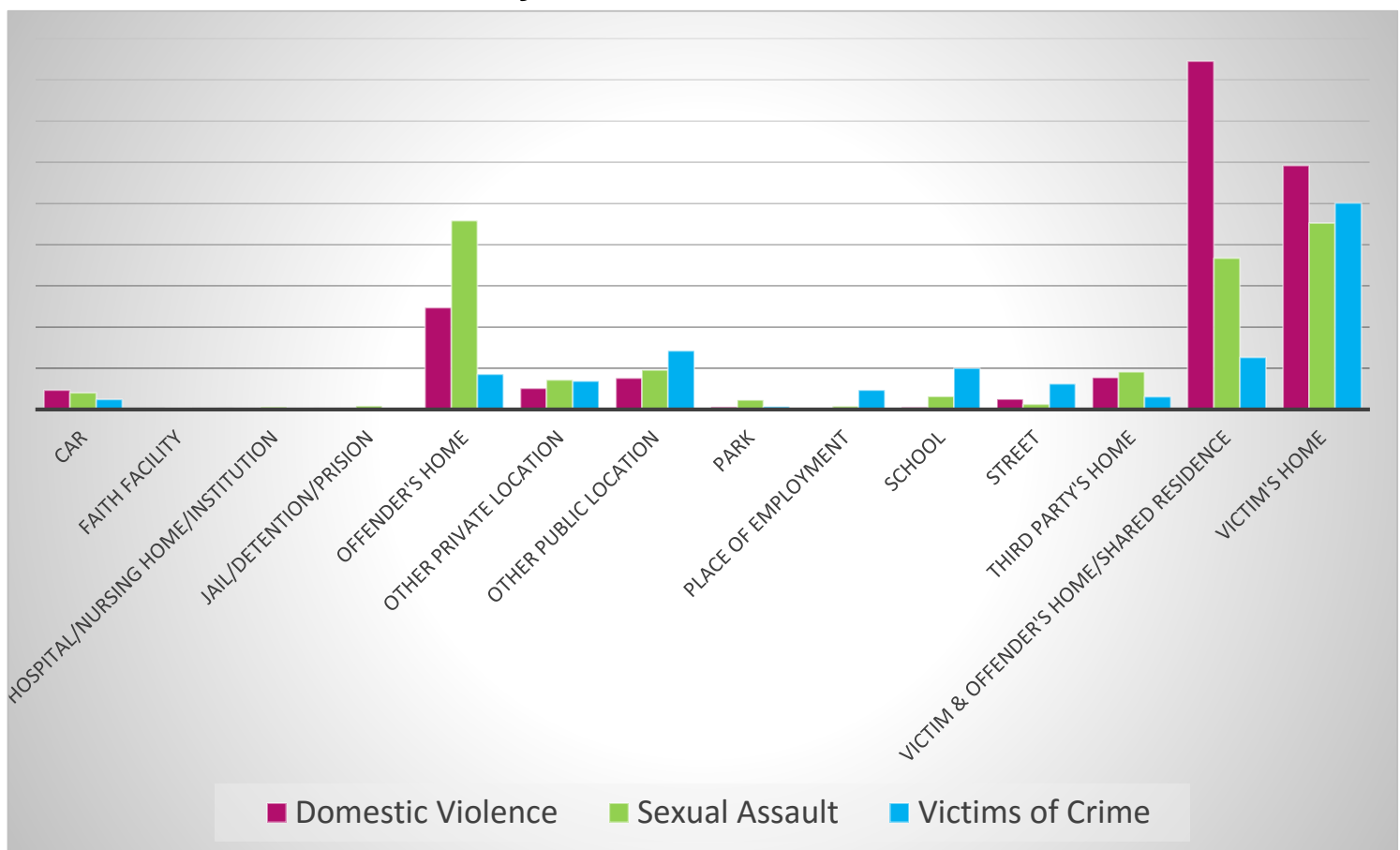
County	Domestic Violence	Sexual Assault	Victims of Crime
Adams	44	14	7
Asotin		64	22
Benton	330	172	65
Chelan	252	110	85
Clallam	328	138	31
Clark	553	422	132
Columbia	29	3	2
Cowlitz	430	195	173
Douglas	117	26	41
Ferry	47	16	12
Franklin	173	39	59
Garfield	1	13	2
Grant	184	73	33
Grays Harbor	158	159	21
Island		7	3
Jefferson	172	46	29
King	645	1358	456
Kitsap	559	245	61
Kittitas	7	4	14
Klickitat	36	13	22
Lewis	44	97	18
Lincoln	44	19	8
Mason	111	80	15
Okanogan	115	44	53
Pacific	38	40	21
Pend Oreille	4	3	3
Pierce	164	176	168
San Juan	54	18	3
Skagit	50	36	15
Skamania	3	2	2
Snohomish	49	940	548
Spokane	1,315	459	122
Stevens	136	84	130
Thurston	244	422	202
Wahkiakum	10	8	
Walla Walla	98	30	116
Whatcom	260	51	39
Whitman	66	32	10
Yakima	287	161	66
Out of state	216	89	28

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 2015

Location	Domestic Violence	Sexual Assault	Victims of Crime
Car	94	81	49
Faith Facility	4	9	7
Hospital/Nursing Home/Institution	8	13	9
Jail/Detention/Prison	3	17	1
Offender's Home	495	916	172
Other Private Location	103	144	138
Other Public Location	153	192	285
Park	13	46	14
Place of Employment	8	16	94
School	11	64	201
Street	51	26	125
Third Party's Home	155	183	63
Victim & Offender's Home/Shared Residence	1,691	735	253
Victim's Home	1,184	905	1,002

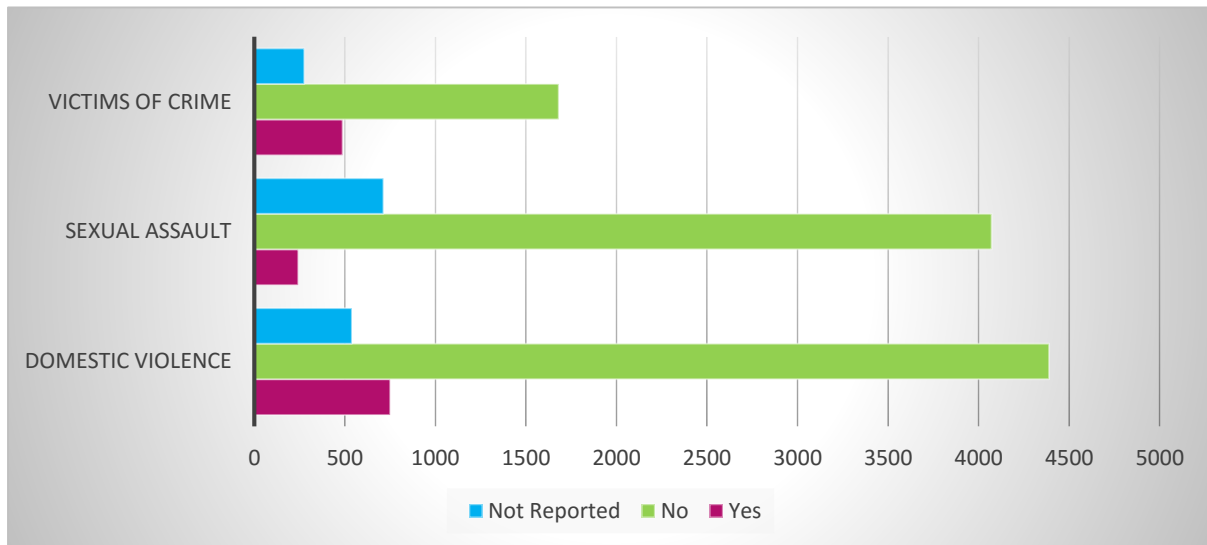
Primary Offense Location, SFY 2015



Clients Reporting Refugee/Immigrant/Asylum Seeker Status, SFY 2015

Program	Yes	No	Not Reported
Domestic Violence	751	4,389	539
Sexual Assault	242	4,072	713
Victims of Crime	488	1,682	276
Total	1,481	10,143	1,528

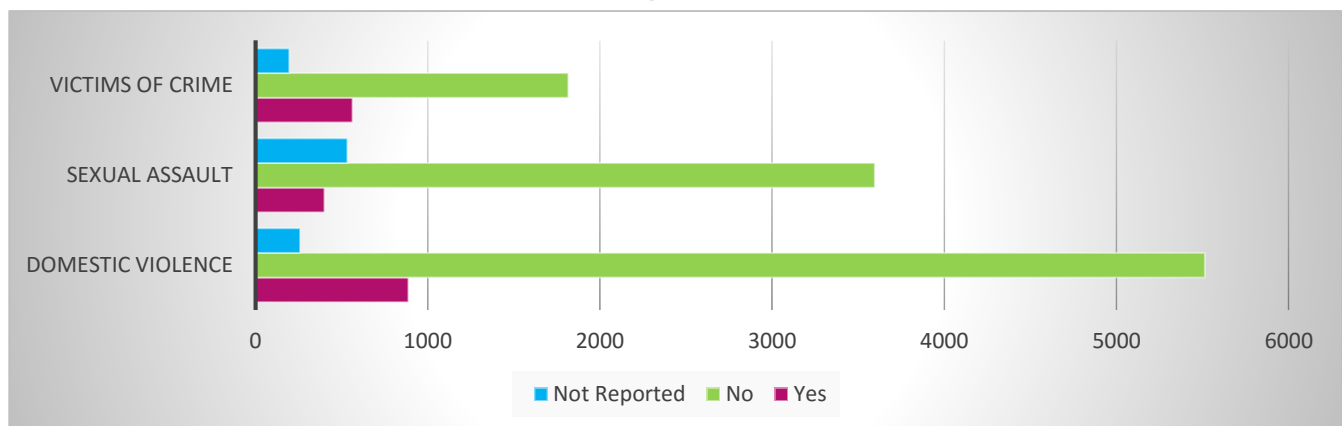
Clients Reporting Refugee/Immigrant/Asylum Seeker Status, SFY 2015



Clients With Limited English Proficiency, SFY 2015

Program	Yes	No	Not Reported
Domestic Violence	888	5,514	259
Sexual Assault	399	3,596	533
Victims of Crime	563	1,816	196
Total	1,850	10,926	988

Clients With Limited English Proficiency, SFY 2015



Client's Primary Language, SFY 2015 New 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
American Sign Language	27	19	1	Nepali	1		
Amharic	2			Oromo	2		
Arabic	7	2	1	Portuguese	2	1	
Bosnian	1			Pidgin Signed English (PSE)	1		
Bulgarian	1			Punjabi		2	1
Cambodian	4	1	4	Romanian	1		
Czech	1			Russian	13	4	1
Chinese	15	3	299	Somali	2		
Creole	2			Spanish	659	307	167
Ewe	1			Swahili	1		
Farsi	2	1		Swedish	1		
Filipino	2	2		Tagalog	21	3	3
French	1	1	1	Tamil	1		
German	1			Tarascan	1		
Hindi	3	1		Thai	1		
Indonesian	1			Tigrinya	1	1	
Italian	1			Tyrique	2	1	
Japanese	1			Turkish	1		
Kanjobal	2			Ukrainian	1		
Korean	11	7	36	Urdu	1		
Laotian	1			Vietnamese	9	2	3
Mam	34						
Mandinka		1					
Mixtec	1						

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

Secondary Victims and Secondary Victim Services

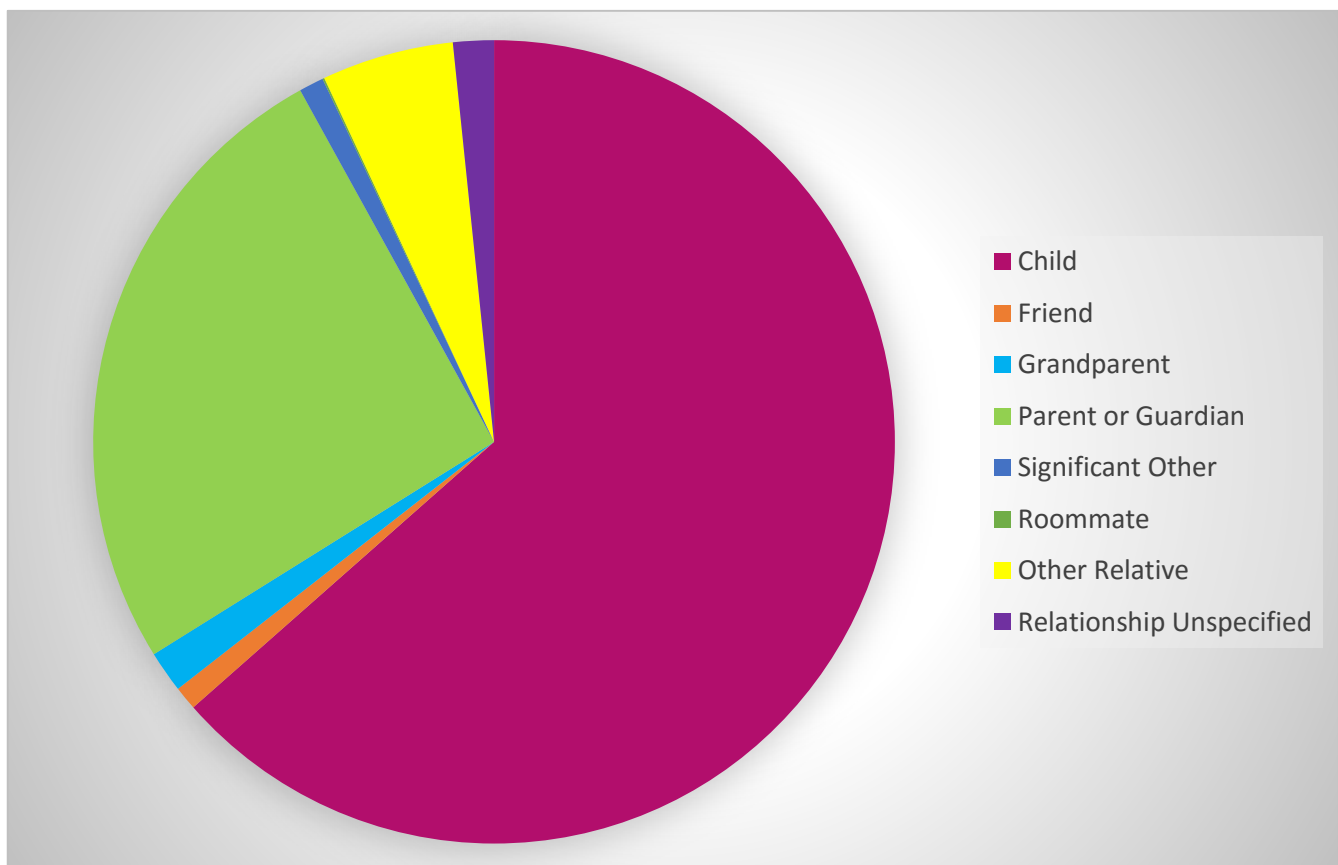
The following section will look at secondary victims and secondary victim services – services provided to the family members, friends, or partners of crime victims. Any number of secondary victims may be associated with one client intake in InfoNet.

**In SFY 2015, Advocates Served
10,845 Secondary Victims
as Reported Via InfoNet**

Secondary Victim Relationship To Client, New Intakes, SFY 2015

Relationship to Client	Domestic Violence	Sexual Assault	Victims of Crime
Child	9,981	185	157
Friend		99	56
Grandparent		209	63
Parent or Guardian		3,734	465
Significant Other		89	73
Roommate		6	6
Other Relative		605	260
Relationship Unspecified		194	73
Total	9,981	5,175	1,165

Secondary Victim Relationship, All Crime Types Served SFY 2015



Domestic Violence Secondary Victim Services, SFY 2015

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Activities - Individual or Group	20,089.18	10,112	1,766
Advocacy - Group	1,652.75	839	359
Advocacy - Individual	5,671.50	9,719	1,239
Emergency DV Shelter-DV Shelter or Safe Home	3,300.78	2,524	2,400
Hotel/Motel	248.99	283	260
Total	30963.20	23477	3866

Sexual Assault Secondary Victim Services, SFY 2015

Service	Total Hours	Total Contacts	Unduplicated Clients Served
Core Services			
General Advocacy	6,283.18	14,667	3,854
Legal Advocacy	8,779.86	17,709	2,850
Medical Advocacy	1,219.88	1,929	1,161
Specialized Services			
Medical Social Work	966.75	1,045	535
Support Groups	203	144	32
Therapy	3,531	4,375	575
Community Responding Activities			
Consulting with others on behalf of client	9.25	7	7
Culturally/Linguistically Appropriate Support and Assistance	38.75	41	13
Support/Accompaniment through Service Delivery and Criminal Justice Systems	2	1	1
Total Sexual Assault Services	21,034.58	39,918	5,890

Victims of Crime Secondary Victim Services, SFY 2015

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Advocacy	1,690.70	2,701	708
Community Responding	23	42	5
Crisis Intervention	242.83	264	213
CVC Assistance	69.61	207	177
Emergency Financial Assistance	8.20	26	17
Information and Referral	270.25	666	364
Legal Advocacy	2,220.95	3,051	629
Medical Advocacy	68.95	172	156
Support Groups	42.50	12	8
Therapy	235.50	304	61
Total	4,872.49	7,445	1,133

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 2015, Advocates Received
113,251 Hotline Calls**

All Hotline/Crisis Intervention/Information & Referral Calls SFY 2015

Program	Crisis Intervention	Information and Referral	Both
Domestic Violence	12,833	46,092	32,762
Sexual Assault	1,825	9,348	3,151
Victims of Crime	370	5,331	1,539
Total	15,028	60,771	37,452

Total Hotline/Crisis Intervention/Information & Referral Contacts

Program	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015
Domestic Violence	72,565	81,584	97,297	90,760	83,844	98,402	91,687
Sexual Assault	25,433	25,915	29,394	27,780	16,667	14,732	14,324
Victims of Crime	4,121	6,147	5,981	7,594	6,755	6,699	7,240
Total	102,119	113,646	132,672	126,134	107,266	119,833	113,251

Total Hotline/Crisis Intervention/Information & Referral Contacts

