

Washington InfoNet Statewide Data Report

July 1, 2015 through June 30, 2016

Introduction

July 2016 marked the tenth 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 2016 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.

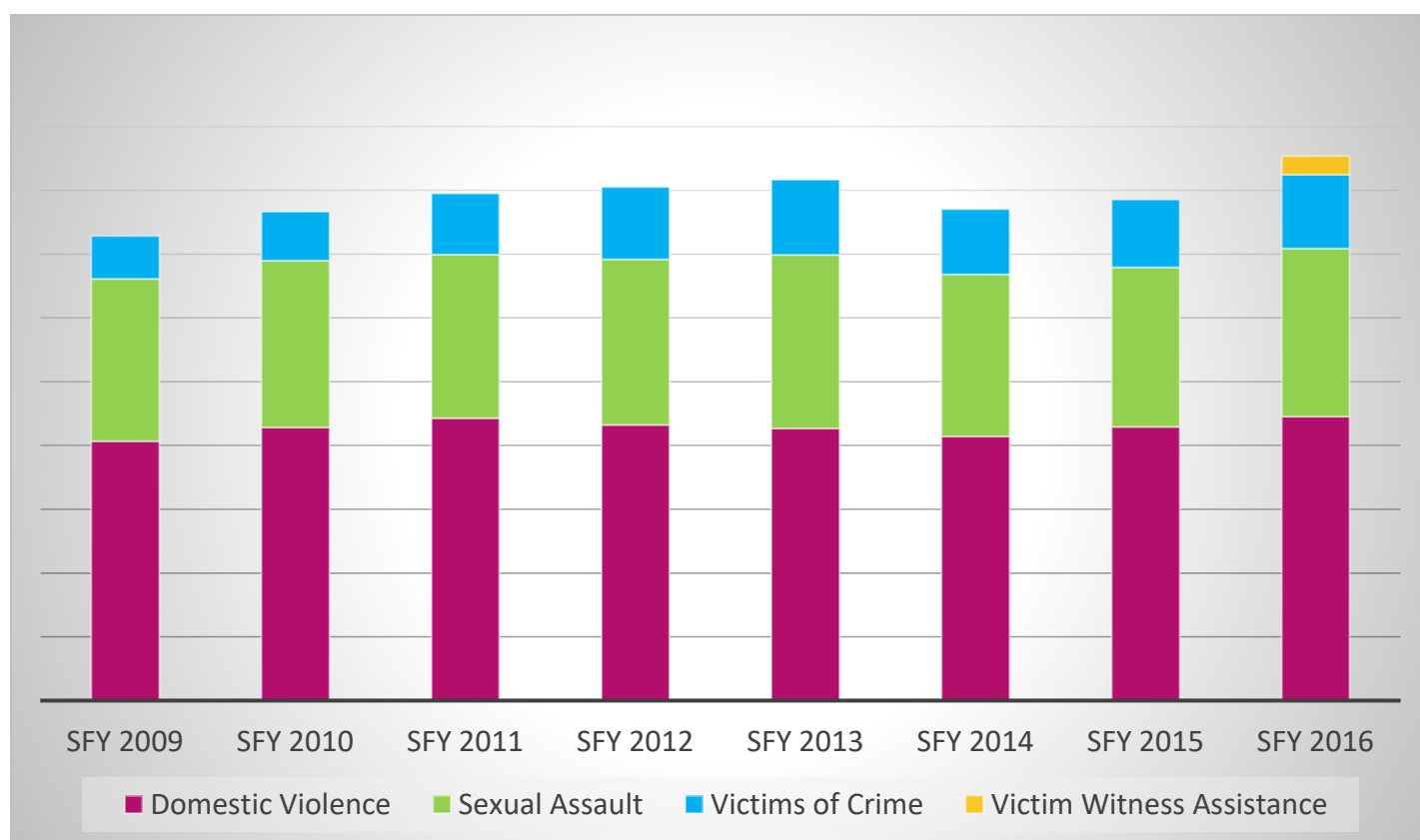
The following section will look at direct client services – services provided directly to a victim of crime who has completed a client intake. Services to secondary victims, and services provided anonymously via hotline, will be examined separately in later sections.

**In SFY 2016, Advocates Provided
321,728 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	SFY 2016
Domestic Violence	20,342	21,424	22,142	21,617	21,335	20,713	21,452	22,271
Sexual Assault	12,716	13,070	12,840	12,987	13,605	12,707	12,506	13,171
Victims of Crime	3,374	3,832	4,772	5,663	5,889	5,119	5,326	5,793
Victim Witness Assistance Units	--	--	--	--	--	--	--	1,465
Total	34,893	36,468	38,064	38,484	39,176	38,539	38,007	41,041

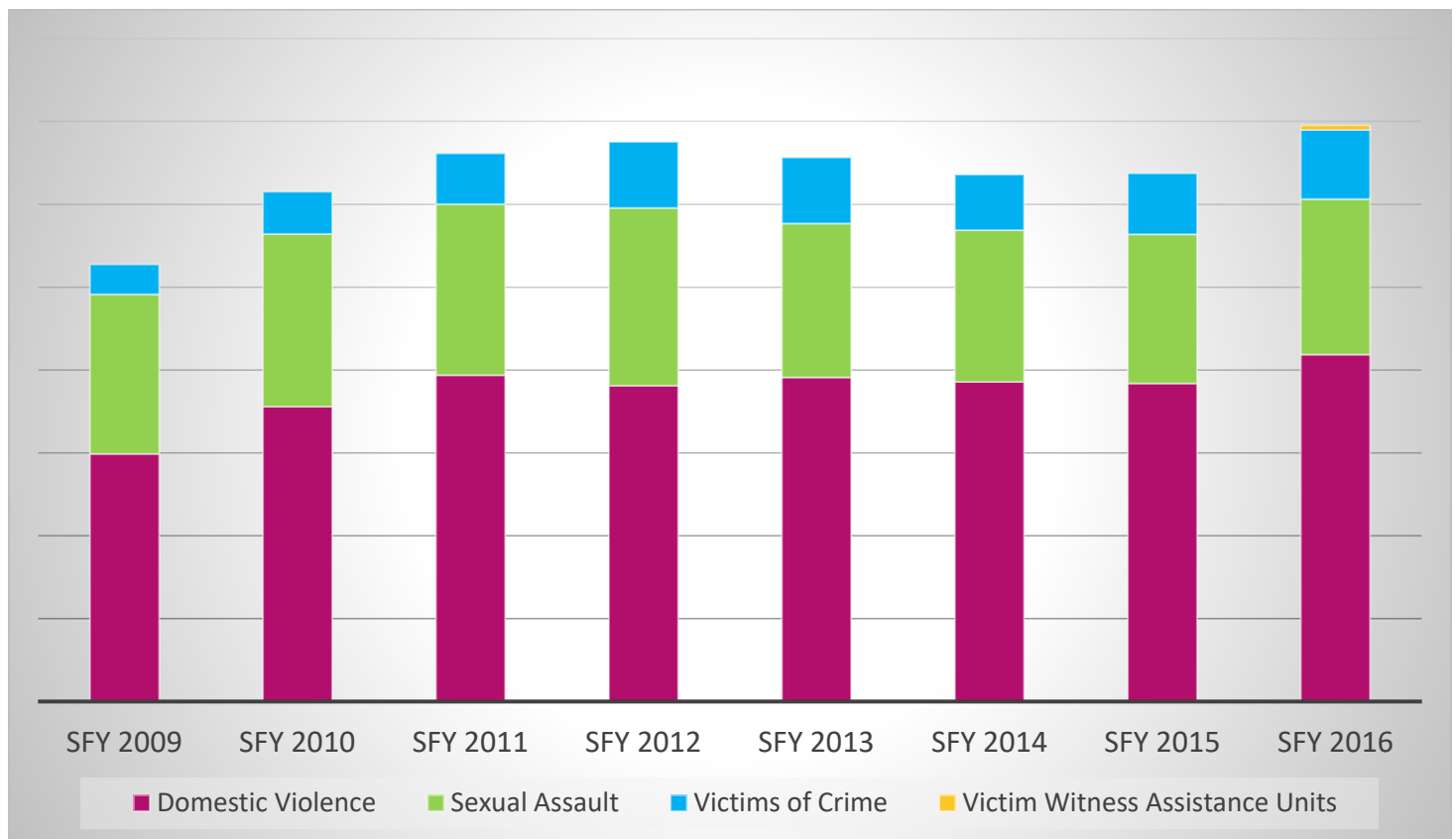
Total Direct Service Clients Served



Total Direct Service Hours

Program	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015	SFY 2016
Domestic Violence	149,415	177,864	196,943	190,502	195,480	192,895	191,860	209,351
Sexual Assault	96,387	104,300	103,115	107,355	92,862	91,549	89,953	93,737
Victims of Crime	17,847	25,337	30,657	39,836	39,869	33,449	36,933	41,833
Victim Witness Assistance Units	--	--	--	--	--	--	--	2,689
Total	263,649	307,500	330,714	337,694	328,211	317,893	318,746	347,610

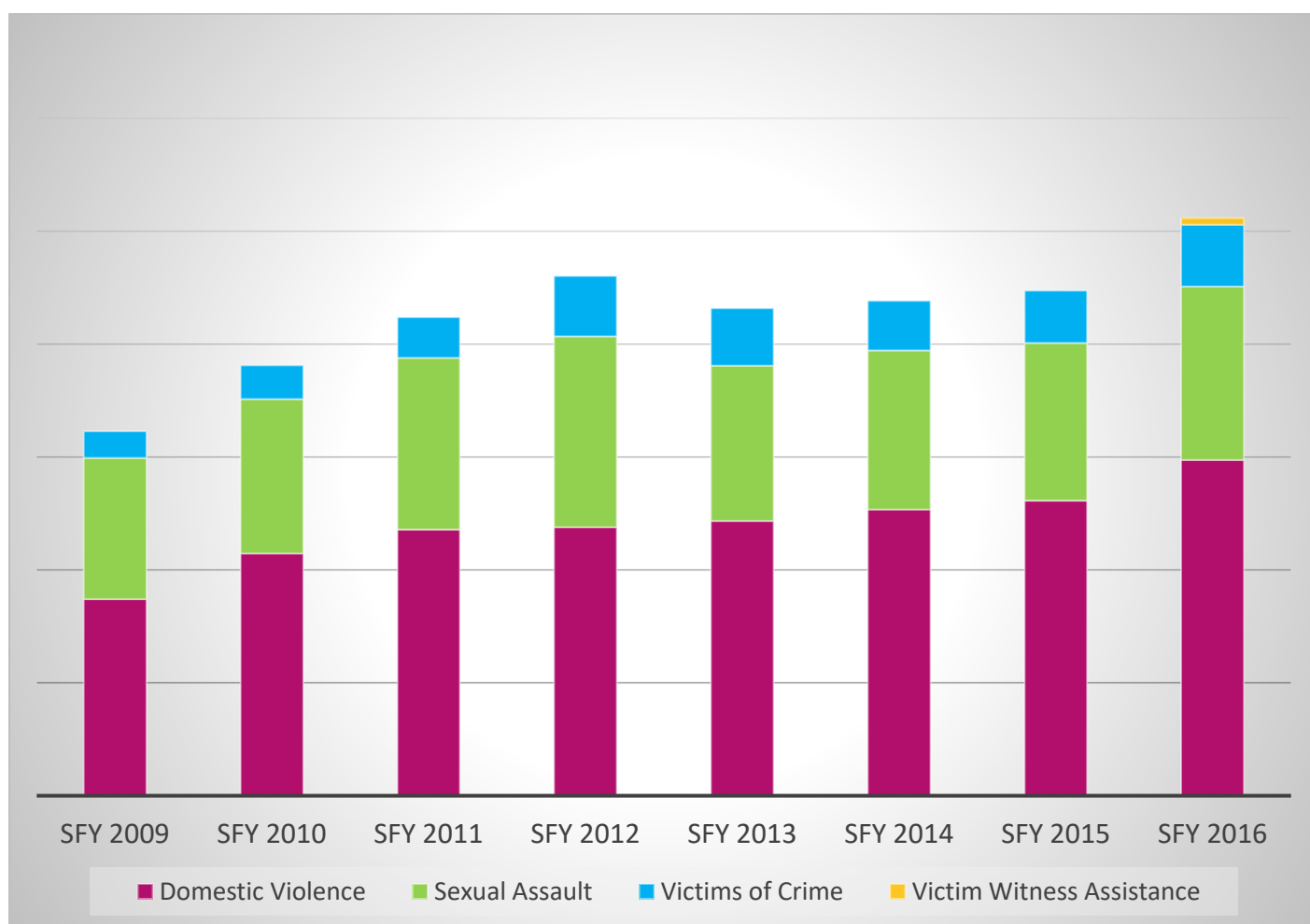
Total Direct Service Hours



Total Direct Service Contacts¹

Program	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015	SFY 2016
Domestic Violence	174,137	214,661	235,615	237,797	243,285	253,474	261,259	297,403
Sexual Assault	125,120	136,541	152,183	168,932	137,645	140,923	139,776	153,538
Victims of Crime	23,382	29,889	35,981	53,443	50,797	43,868	46,130	54,692
Victim Witness Assistance Units	--	--	--	--	--	--	--	6,064
Total	322,639	381,091	423,779	460,172	431,727	438,266	447,165	511,697

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 2016

Service	Total Contacts	Total Hours	Unduplicated Clients Served
Advocacy	81,814.91	13,2597	16,502
Child Care	5,268.27	3,748	733
Civil Legal Advocacy	29,402.16	31,428	10,046
Criminal Justice Advocacy	2,802.93	4,422	2,389
Crisis Counseling/Intervention	7696.448	14,027	4,772
CVC Assistance	98.7	120	83
Emergency DV Shelter - Hotel/Motel	495.87	553	496
Emergency DV Shelter-DV Shelter or Safe Home	3,214.36	2,485	2,363
Emergency Financial Assistance	2,714.24	7,125	1,829
Emergency Shelter (STOP)	28	99	96
Employment Assistance	655.88	1455	695
Hospital Response	129.85	144	118
Housing Assistance	10,019.042	18,059	3,589
Immigration Assistance	5,681.31	3,298	1,108
Medical Advocacy	1,161.53	2,332	963
Referrals	7,053.41	17,951	6,914
Safety Planning	7,369.23	17,111	8,485
Support Groups	29,944.7	15,848	3,011
TANF/Welfare Assistance	3,068.664	6,111	1,474
Transitional Housing (STOP)	10.75	8	7
Transportation Assistance	3,077.82	5,307	6,914
Victim Witness Notification	12	43	1,793
Other	7,612.792	13,132	2,500
Total Domestic Violence Services	297,403	209,350.866	*

*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 2016			
Core Services			
Service	Total Contacts	Total Hours	Unduplicated Clients Served
General Advocacy	24,420.429	51,349	184
Legal Advocacy	22,474.181	55,001	5,208
Medical Advocacy	3,654.95	4,196	2,427
Specialized Services			
Medical Social Work	1,612.1	1,966	1,039
Support Groups	7,136.25	4,509	692
Therapy	26,493.83	30,723	2,580
Community Responding Activities			
Consulting with others on behalf of client	433.3	391	184
Culturally/Linguistically Appropriate Support and Assistance	5,603.83	3,987	586
Peer Support Group	629	274	38
Support/Accompaniment through Service Delivery and Criminal Justice Systems	208.33	115	40
Therapy - Native American Or Marginalized Communities funding	1,070.75	1,027	123
Total Sexual Assault Services	153,538	93,736.95	*

*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 2016

Service	Total Hours	Total Contacts	Total Unduplicated Clients Served
Advocacy	17,281.91	24,798	4,596
Community Responding	1,945.75	1,081	230
Crisis Intervention	1,274.23	2,151	991
CVC Assistance	468.37	892	320
Emergency Financial Assistance	241.18	551	290
Information and Referral	2,663.52	6,079	1,986
Legal Advocacy	10,332.51	12,428	2,802
Medical Advocacy	742.78	1,266	512
Support Groups	3,728.25	2,044	349
Therapy	3,154.23	3,402	411
Total Victims of Crime Services	41,832.73	54,692	*

*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 2016

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

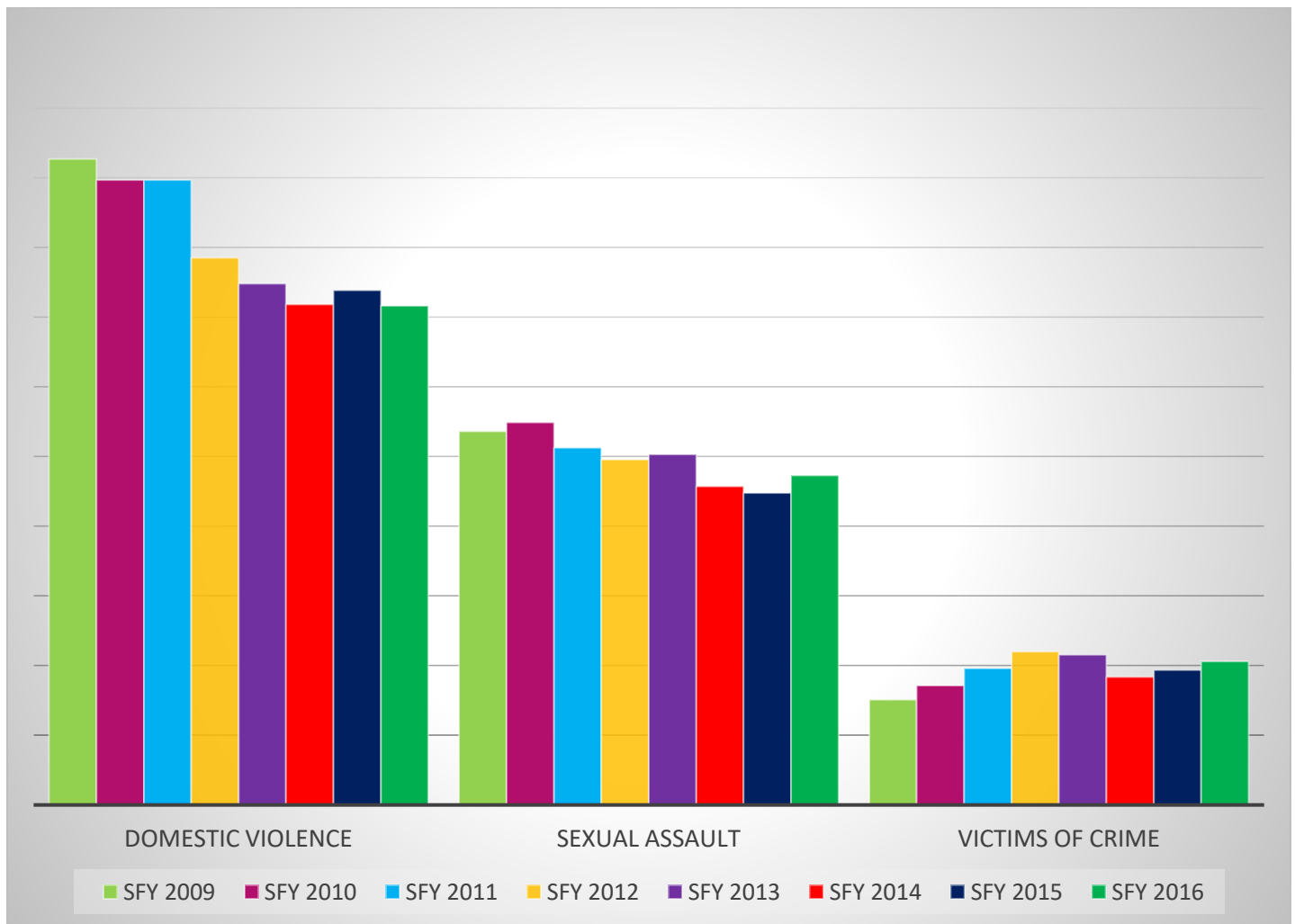
The following section will look at data for clients seen for the first time in state fiscal year 2016.

**In SFY 2016,
Advocates Entered
26,924
Unduplicated New Clients
Into InfoNet**

Total New Client Intakes²

Program	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015	SFY 2016
Domestic Violence	18,540	17,933	17,934	15,704	14,961	14,369	14,770	14,326
Sexual Assault	10,723	10,976	10,249	9,909	10,059	9,140	8,954	9,460
Victims of Crime	3,024	3,427	3,922	4,397	4,306	3,670	3,872	4,119
Total	32,287	32,336	32,105	30,010	29,326	27,179	26,349	27,905

Total New Client Intakes, SFY 2009 – SFY 2016

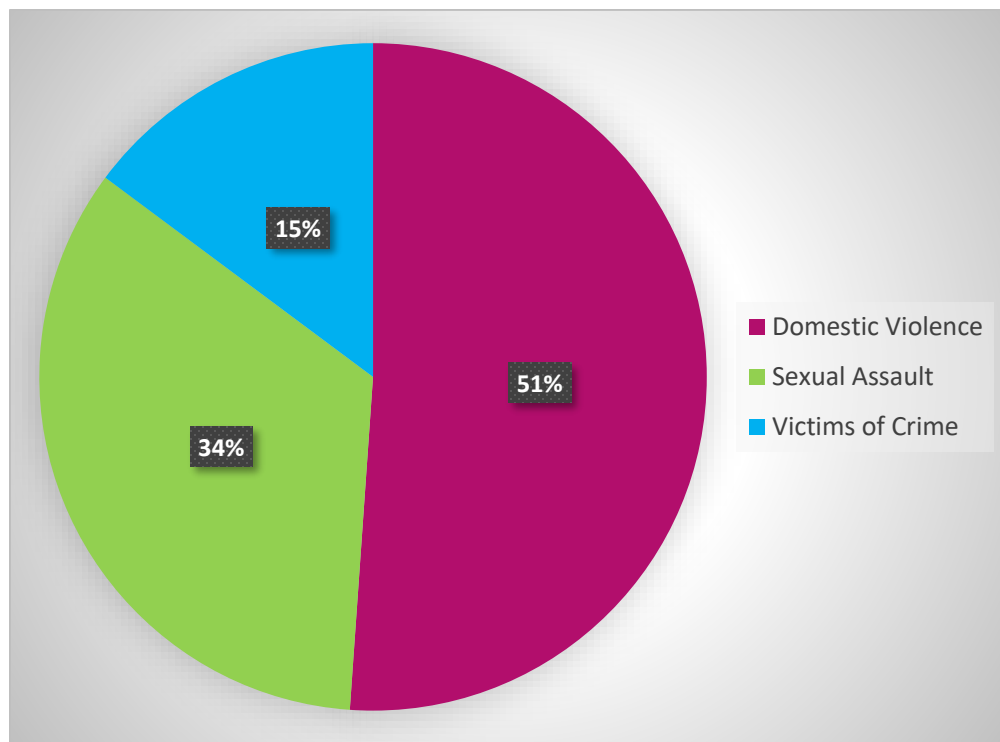


² Client Intakes are primary victims of crime. Those shown on tables here have not been cross-referenced with services, and so may include client intakes where the individual served was the secondary victim. Secondary victims are not included in this total.

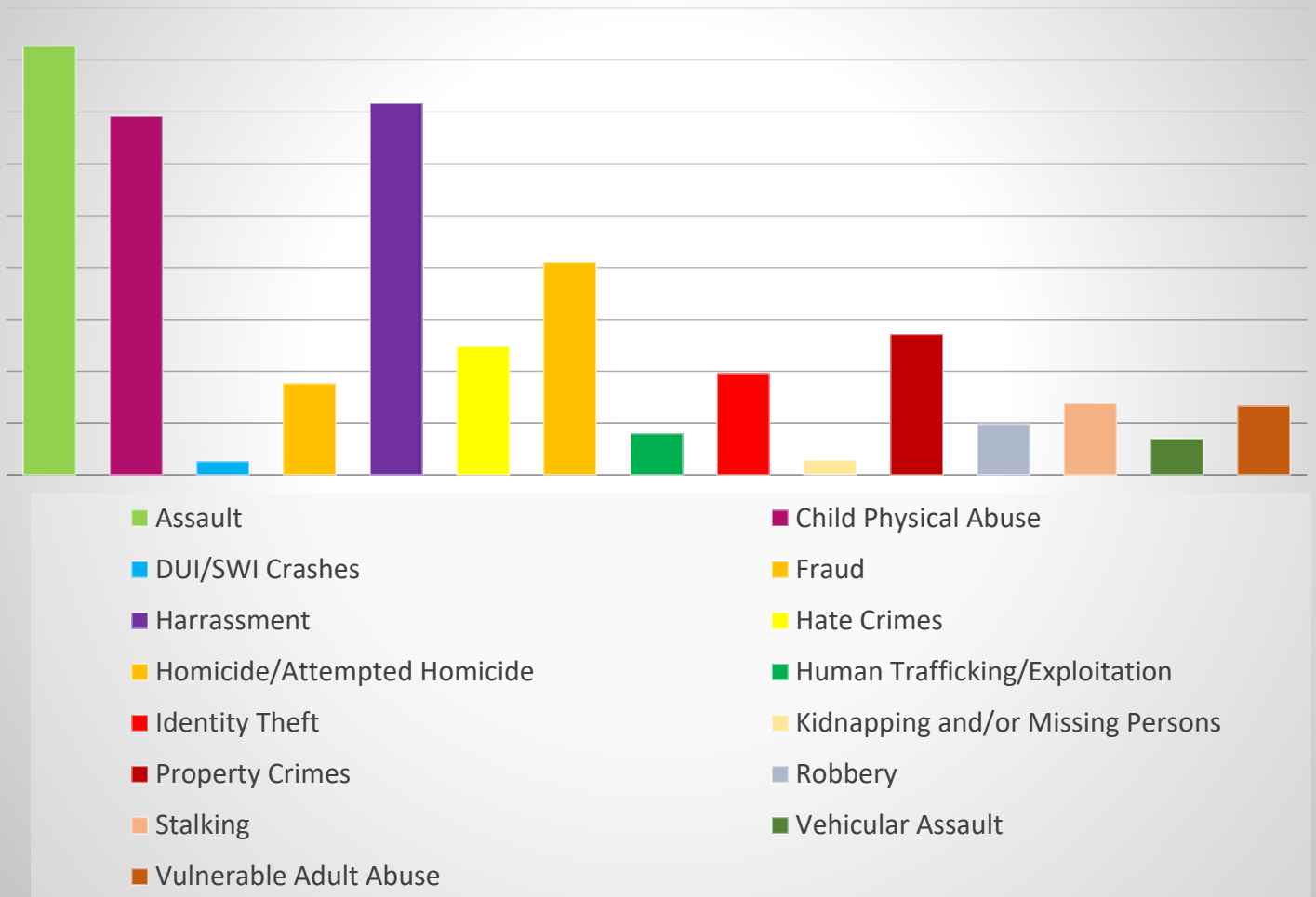
New Client Intakes by Crime Type, SFY 2016

Crime Type	SFY 2016	SFY 2015 Comparison
Assault	827	773
Child Physical Abuse	692	730
Domestic Violence	14,188	14,646
DUI/DWI Crashes	26	23
Fraud	176	172
Harassment	717	592
Hate Crimes	249	138
Homicide/Attempted Homicide	410	432
Human Trafficking/Exploitation	80	90
Identity Theft	196	228
Kidnapping and/or Missing Persons	28	27
Property Crimes	272	308
Robbery	98	152
Sexual Assault	9,460	8,954
Stalking	138	124
Vehicular Assault	70	52
Vulnerable Adult Abuse	133	150

Crime Type, SFY 2016



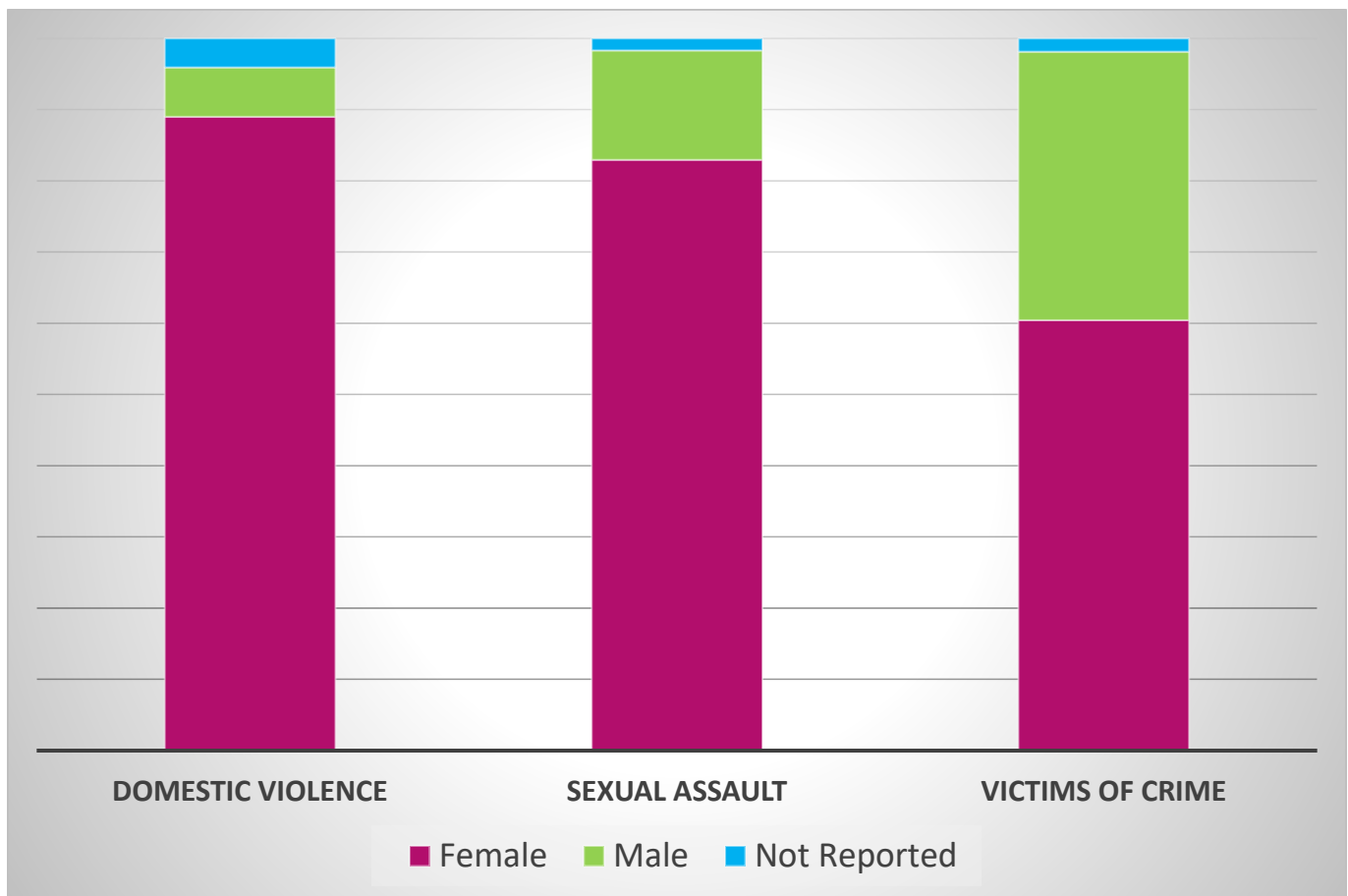
Victims of Crime by Crime Type



New Client Intakes by Gender, SFY 2016

Program	Female	Male	Other	Not Reported
Domestic Violence	12,742	989	13	582
Sexual Assault	7,793	1,441	68	158
Victims of Crime	2,437	1,520	87	75
Total	22,972	3,950	168	815

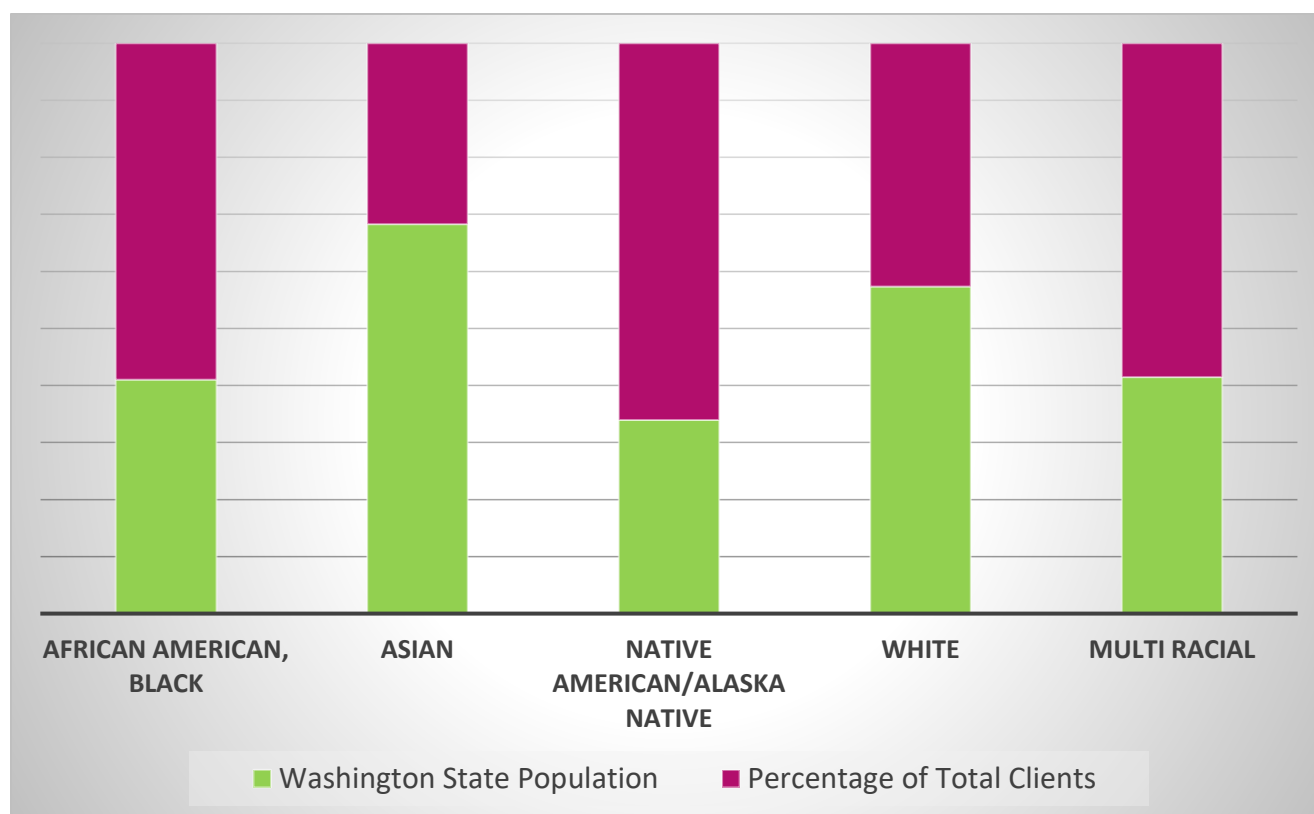
Client Gender, SFY 2016



New Client Intakes by Race, SFY 2016

Program	African American /Black	Asian	Native American /Alaska Native	Pacific Islander/ Native Hawaiian	White	Multi-Racial	Other	Not Reported
Domestic Violence	948	497	484	150	8,459	863	831	2,094
Sexual Assault	503	189	424	85	5,584	681	338	1,656
Victims of Crime	205	412	135	24	2,606	259	71	407
Total	1,656	1,098	1,043	259	16,649	1,803	1,240	4,157
Percentage of Total Clients	5.9%	3.9%	3.7%	.9%	59.7%	6.5%	4.4%	14.9%
Washington State Population ³	4.1%	8.4%	1.9%	.7%	80.3%	4.6%	n/a	n/a

InfoNet SFY 2016 Client Race Compared to Washington State Census



³ Washington State Population Figures, <https://www.census.gov/quickfacts/table/PST045216/53>

New Client Intakes by Ethnicity, SFY 2016

Program	Hispanic/Latino	Non-Hispanic/Non-Latino	Not Reported
Domestic Violence	2,695	9,210	2,421
Sexual Assault	1,611	6,189	1,660
Victims of Crime	665	2,746	708
Total	4,971	18,145	4,789
Percentage of Total Clients	17.8%	65%	17.2%
Washington State Population ⁴	12.4%	69.8%	n/a

New Clients with Disabilities Intakes, SFY 2016

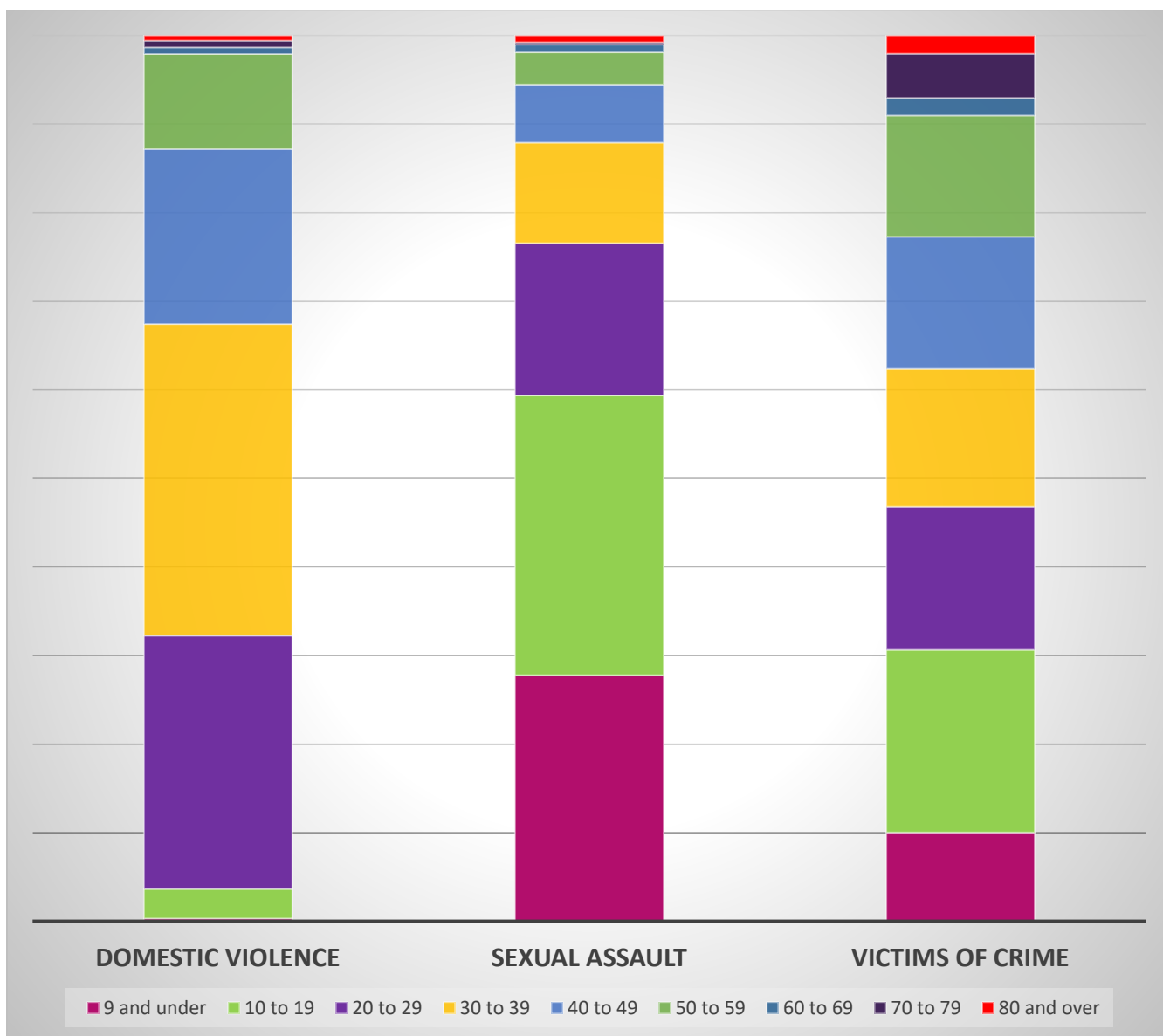
Program	None	Mental Disability	Physical Disability	Sensory Disability	Other Disability	Multiple Disabilities	Not Reported
Domestic Violence	8,711	905	701	90	234	674	3,250
Sexual Assault	6,419	557	213	60	170	274	1,796
Victims of Crime	2,108	208	272	33	73	248	1,183
Total	17,238	1,670	1,186	183	477	1,196	6,229

New Client Homelessness Intakes, SFY 2016

Program	Homeless	Not Homeless	Unspecified	Not Reported
Domestic Violence	3,984	8,850	99	1,593
Sexual Assault	838	7,949	98	563
Victims of Crime	399	3,361	78	267
Total	5,221	20,160	275	2,423

⁴ Washington State Population Figures, <https://www.census.gov/quickfacts/table/PST045216/53>.

New Client Intakes by Age, SFY 2016										
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	44	465	3,982	4,897	2,749	1,490	511	106	82	56
Sexual Assault	2,613	2,970	1,615	1,069	615	343	138	23	74	19
Victims of Crime	375	769	603	582	557	511	458	186	78	9
Total	3,032	4,204	6,200	6,548	3,921	2,344	1,107	315	234	84



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.

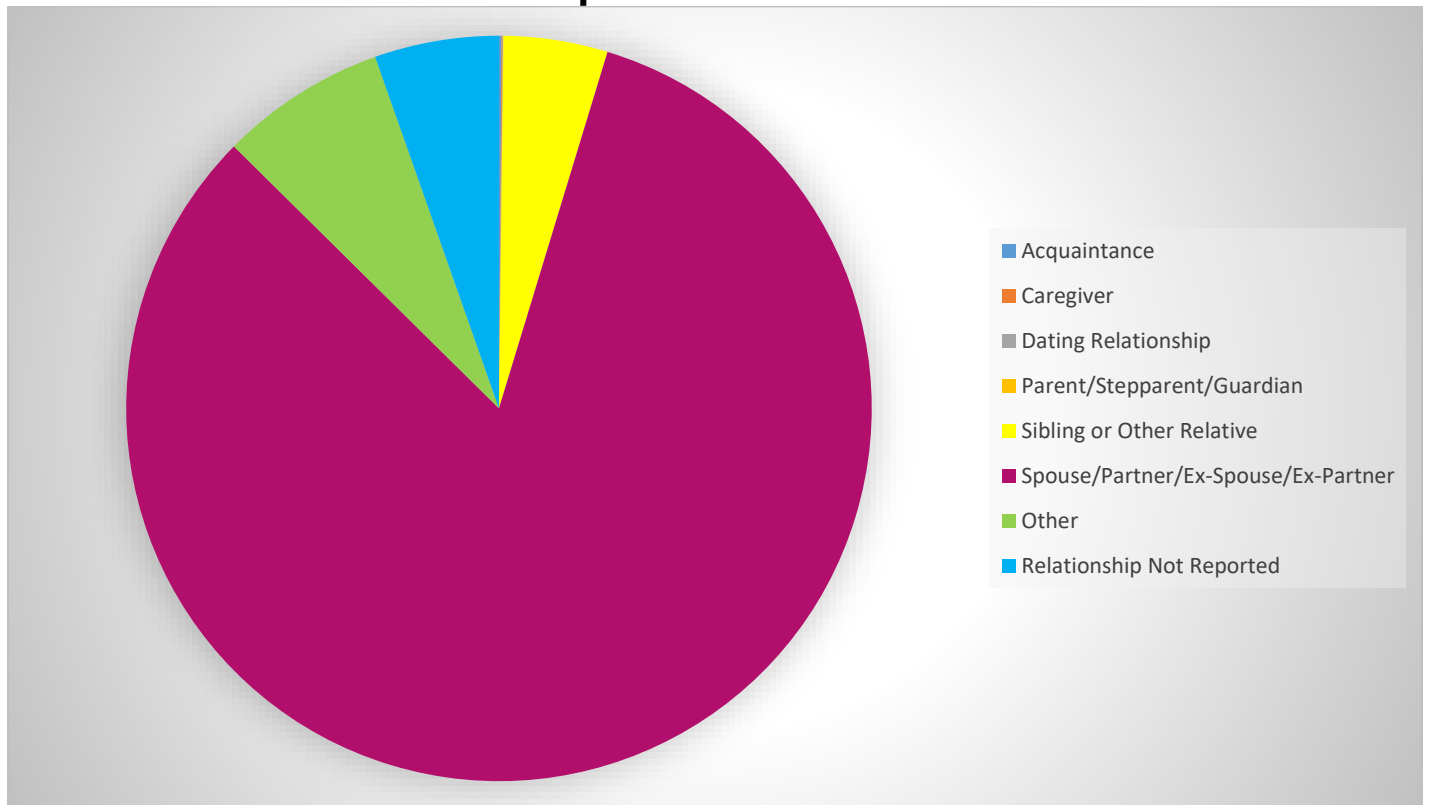
The following section will look at some of these optional fields. It is important to note the percentages in the following section do not imply conclusions about the client population as a whole. They apply only to clients for whom this data was collected.

**In SFY 2016,
of Client Intakes 56.1%
Included One or More
Optional Data Fields**

Offender Relationship To Client⁵, SFY 2016

Relationship	Domestic Violence	Sexual Assault	Victims of Crime	Victim Witness Assistance Units
Acquaintance/Friend	--	1,390	311	31
Caregiver	--	72	30	--
Dating Relationship	956	135	30	3
Parent/Stepparent/Guardian	206	885	359	12
Professional Service provider	--	100	28	4
Sibling or Other Relative	329	1,034	174	--
Spouse/Partner/Ex-spouse/Ex-partner	6,029	361	84	3
Stranger	--	417	248	27
Other	525	83	118	20
Relationship Not Reported	393	832	319	7
Total	8,438	5,309	1,701	107

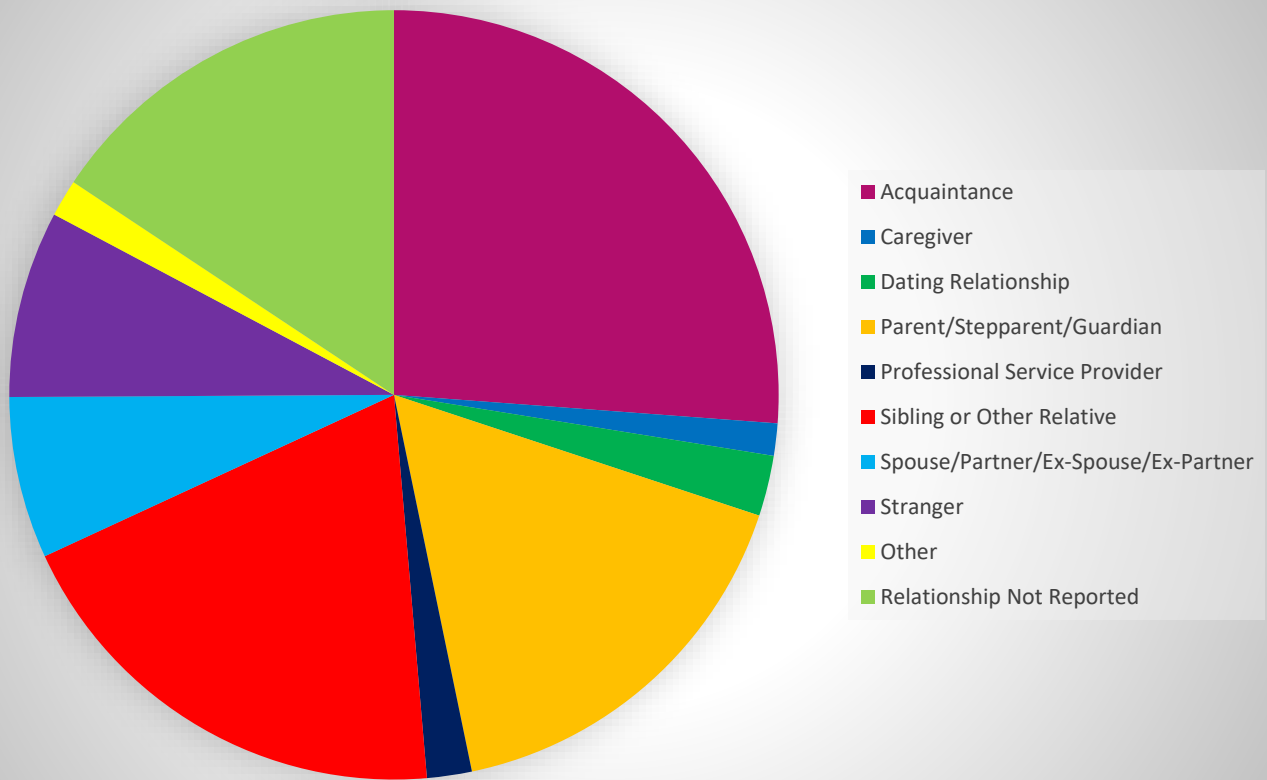
Offender Relationship to Victim: Domestic Violence



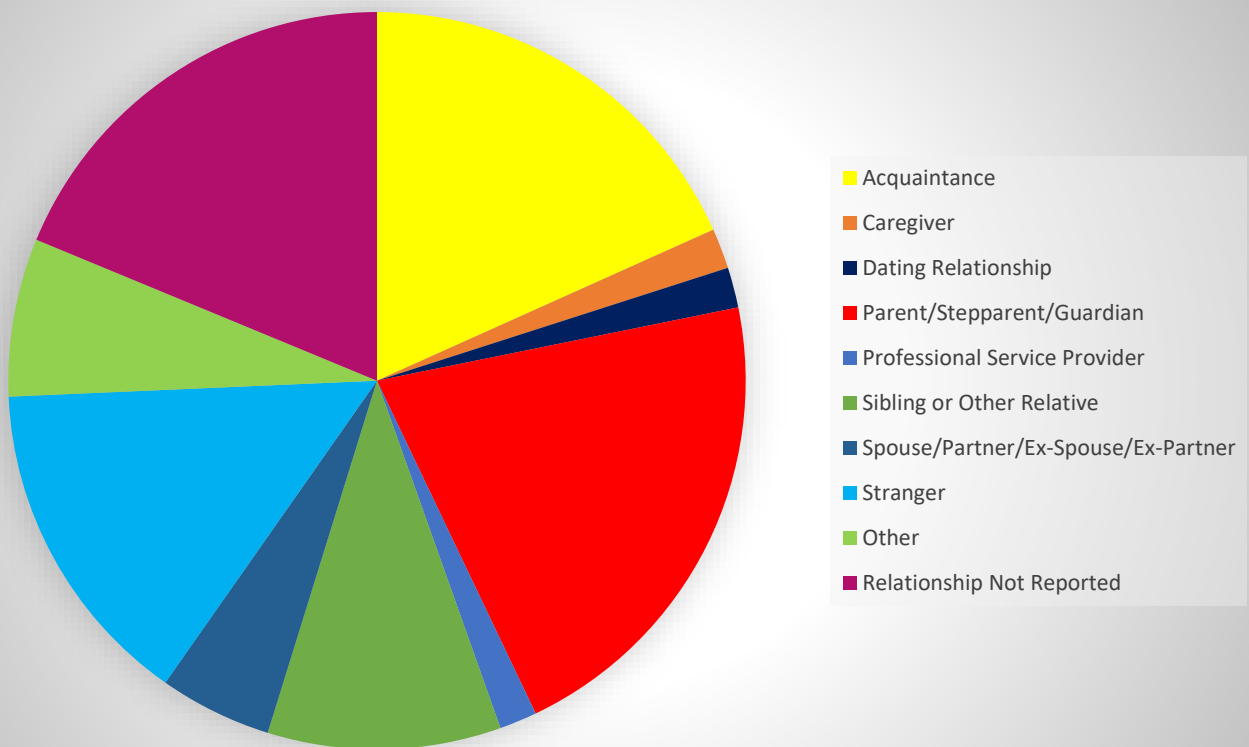
**Offender relationship to client is not optional for STOP grant recipients*

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 2016

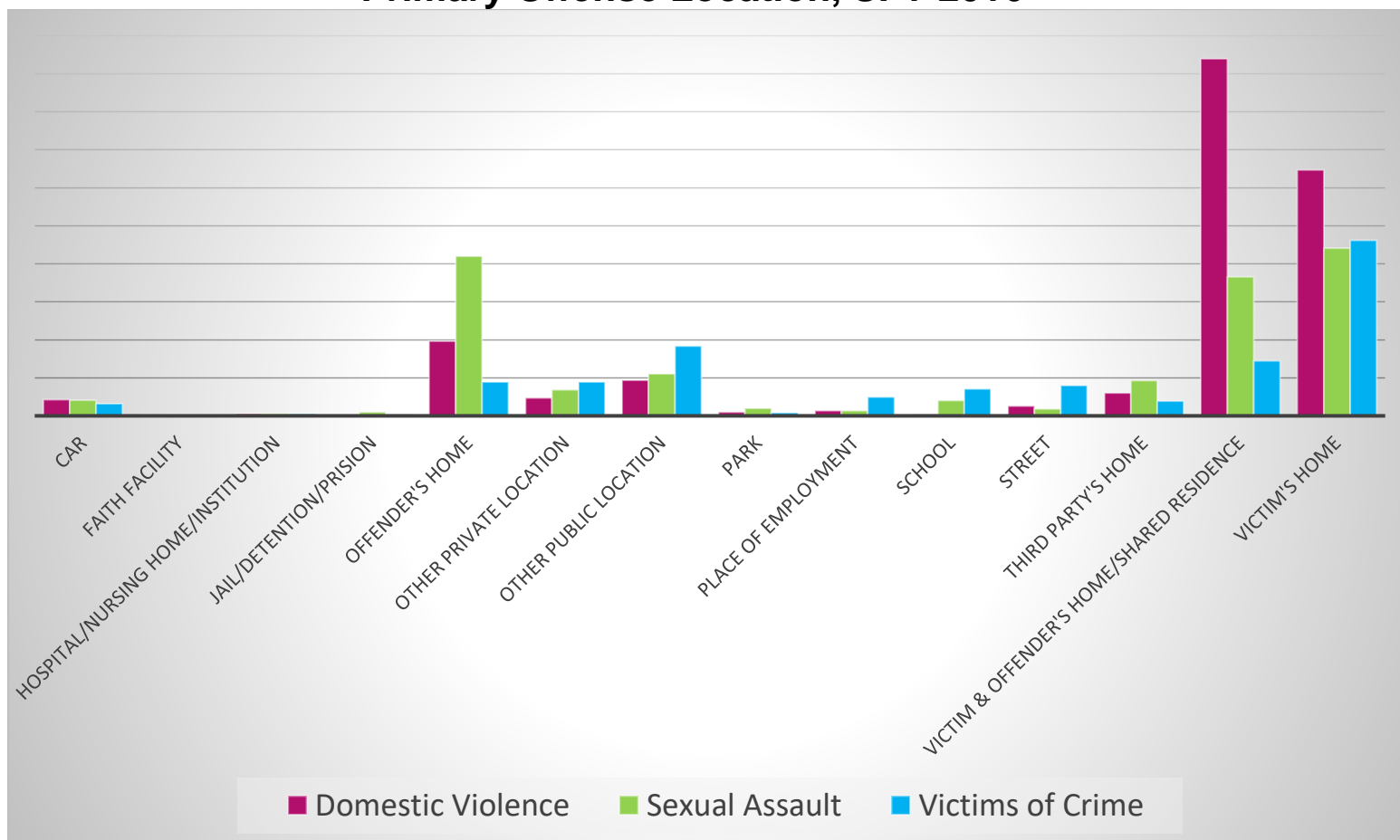
County	Domestic Violence	Sexual Assault	Victims of Crime
Adams	30	5	2
Asotin	3	67	27
Benton	364	140	50
Chelan	247	129	128
Clallam	286	147	25
Clark	469	348	116
Columbia	29	4	4
Cowlitz	342	89	144
Douglas	115	41	61
Ferry	48	12	28
Franklin	174	63	46
Garfield	--	13	2
Grant	177	100	51
Grays Harbor	220	183	23
Island	12	11	6
Jefferson	168	52	35
King	683	1,518	400
Kitsap	677	243	27
Kittitas	33	11	6
Klickitat	38	15	20
Lewis	21	76	66
Lincoln	47	15	11
Mason	139	79	21
Okanogan	115	38	51
Pacific	57	49	35
Pend Oreille	3	5	1
Pierce	202	200	125
San Juan	24	15	1
Skagit	73	31	11
Skamania	49	15	2
Snohomish	42	902	515
Spokane	1,350	534	143
Stevens	137	81	151
Thurston	308	447	276
Wahkiakum	21	10	2
Walla Walla	116	38	96
Whatcom	338	92	35
Whitman	42	37	10
Yakima	264	118	80
Out of state	144	124	44

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 2016

Location	Domestic Violence	Sexual Assault	Victims of Crime
Car	85	82	64
Faith Facility	4	7	5
Hospital/Nursing Home/Institution	11	12	10
Jail/Detention/Prison	1	19	8
Offender's Home	393	839	178
Other Private Location	94	137	178
Other Public Location	187	221	368
Park	19	39	17
Place of Employment	27	27	99
School	7	81	142
Street	51	36	160
Third Party's Home	120	186	77
Victim & Offender's Home/Shared Residence	1,879	732	289
Victim's Home	1,294	882	924

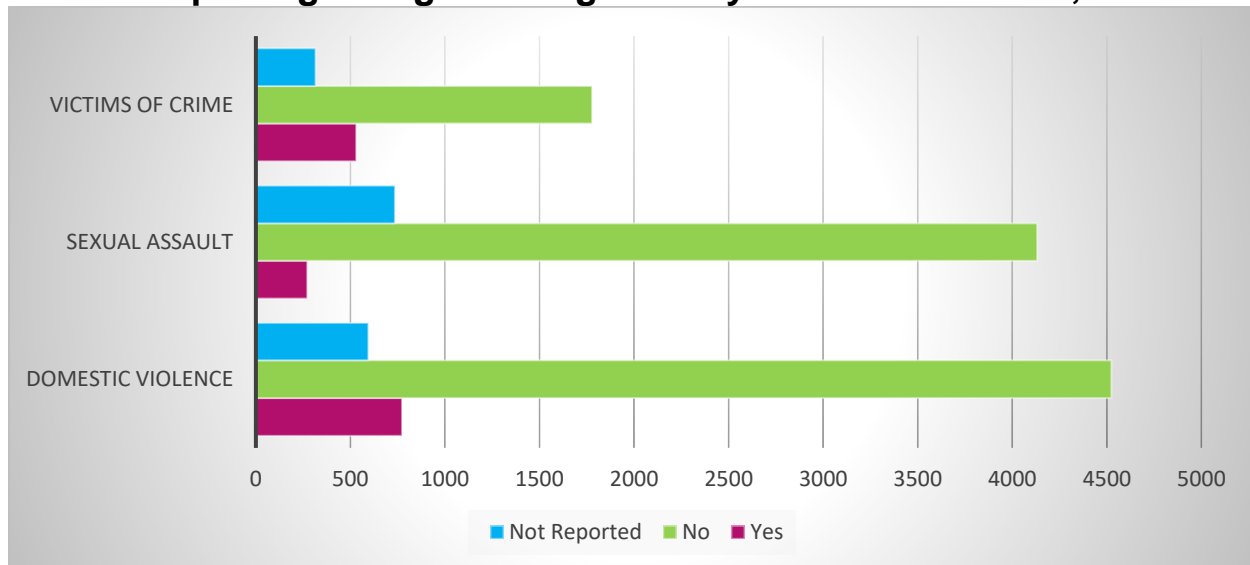
Primary Offense Location, SFY 2016



Clients Reporting Refugee/Immigrant/Asylum Seeker Status, SFY 2016

Program	Yes	No	Not Reported
Domestic Violence	773	4,525	595
Sexual Assault	272	4,132	735
Victims of Crime	531	1,778	315
Total	5,893	5,139	2,624

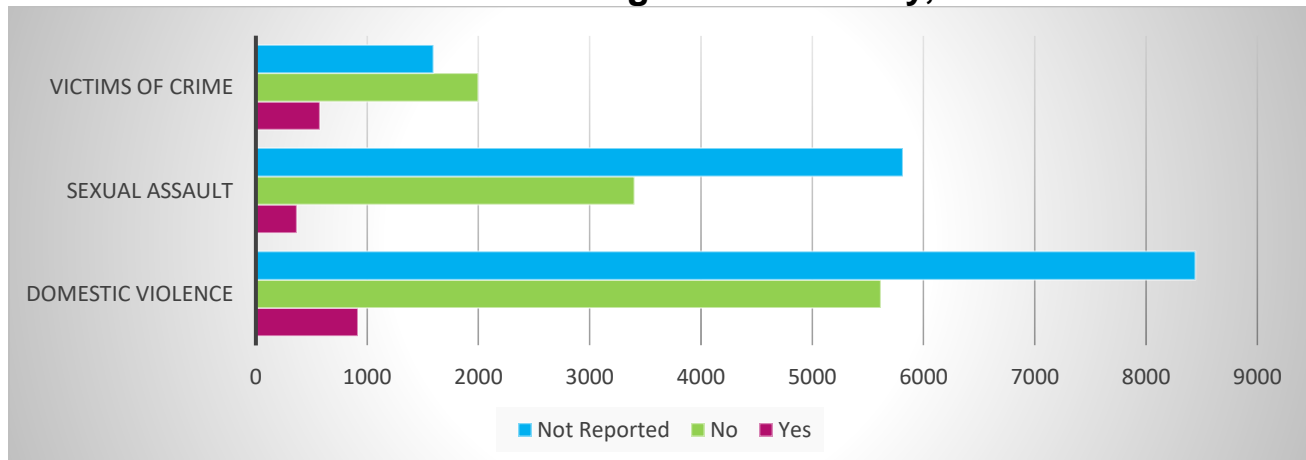
Clients Reporting Refugee/Immigrant/Asylum Seeker Status, SFY 2016



Clients With Limited English Proficiency, SFY 2016

Program	Yes	No	Not Reported
Domestic Violence	918	5,615	8,444
Sexual Assault	367	3,402	5,814
Victims of Crime	575	2,000	1,595
Total	1,860	11,017	15,853

Clients With Limited English Proficiency, SFY 2016



**Client's Primary Language, SFY 2016 New Client Intakes
(for clients who disclosed limited English proficiency)⁷**

Language	Domestic Violence	Sexual Assault	Victims of Crime
Aramaic	4		
Arabic	6	3	7
American Sign Language	25	11	2
Bengali	1		
Bosnian	1		
Bulgarian	1		
Burmese	3		
Cambodian	3		1
Cantonese		3	
Carolinian	1		
Chamorro	1		
Chinese	6	1	283
Farsi	2	1	
Filipino	3		
French	1		1
Guatemalan	1		
Hindi	11	3	1
Indonesian	1		
Italian	1		1
Japanese	2		
Korean	8	2	43
Malaysian	2		
Mam	5		1
Marshallese	3		
Mixtec	4	1	
Mongolian	1		
Moldavian			1
Nepali	1		
Portuguese	1	1	
Punjabi	3	1	
Q'anjob'al	2		
Romanian	2		
Russian	7	6	10
Samoan	2		
Somali	2	1	
Korean	1		
Spanish	685	300	199

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

**Client's Primary Language, SFY 2016 New Client Intakes
(for clients who disclosed limited English proficiency)⁸**

Continued

Swahili	3		
Tagalog	30	2	2
Tamil	2	1	
Telegu	2		
Thai	2		
Ugandan		1	
Ukrainian	4		1
Urdu	1	1	
Vietnamese	7	1	1

⁸ Not all clients with limited English proficiency disclosed a primary language. Changes to primary language entries were made to correct errors and/or combine similar entries.

Secondary Victims and Secondary Victim Services

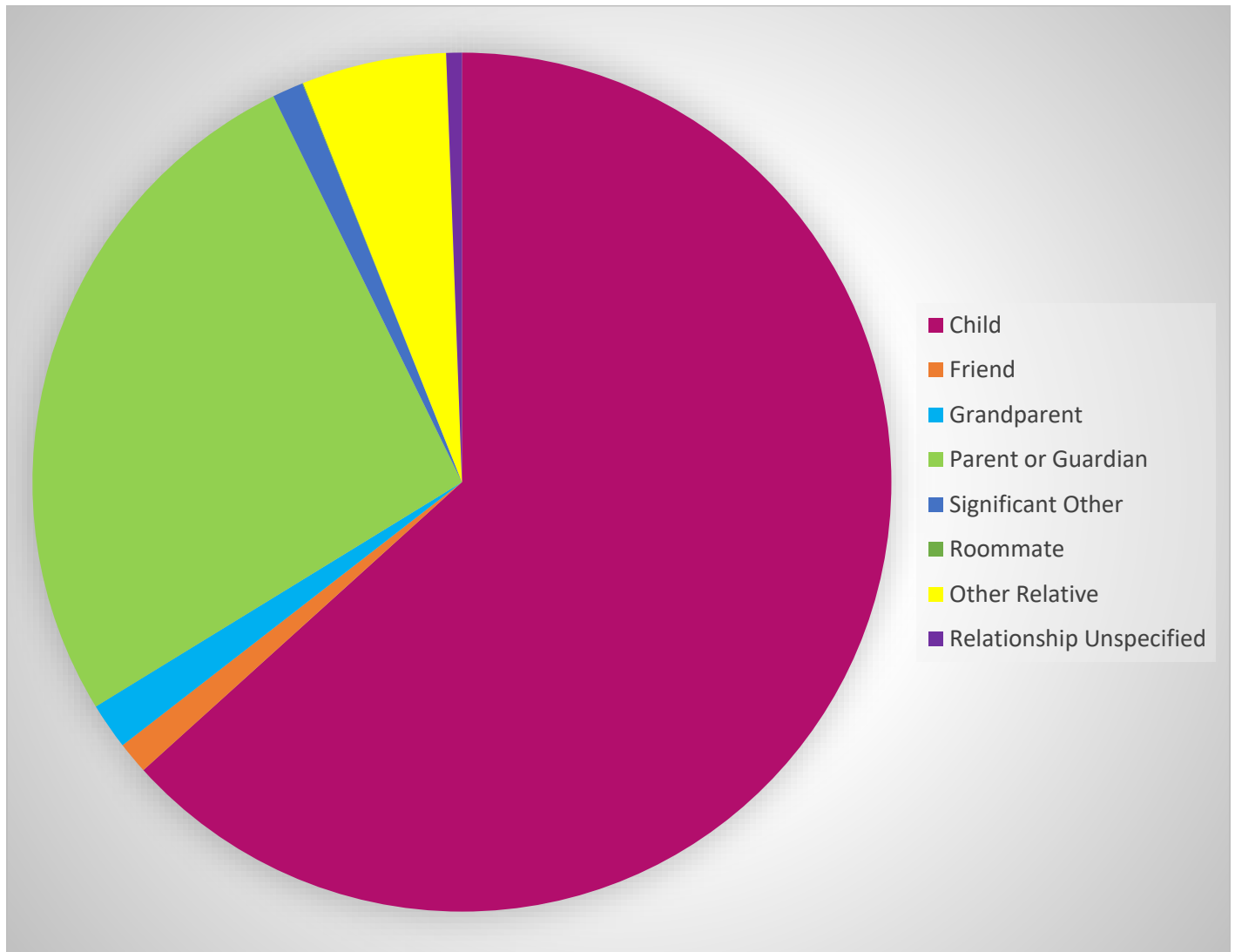
The following section will look at secondary victims and secondary victim services – services provided to the family members, friends, or partners of crime victims. Any number of secondary victims may be associated with one client intake in InfoNet.

**In SFY 2016, Advocates Served 11,747
Secondary Victims
as Reported Via InfoNet**

Secondary Victim Relationship To Client, New Intakes, SFY 2016

Relationship to Client	Domestic Violence	Sexual Assault	Victims of Crime
Child	10,252	217	197
Friend	--	147	56
Grandparent	--	239	55
Parent or Guardian	--	4,001	467
Significant Other	--	111	87
Roommate	--	3	2
Other Relative	--	645	272
Relationship Unspecified	--	47	32
Total	10,252	5,455	1,177

Secondary Victim Relationship, All Crime Types Served SFY 2016



Domestic Violence Secondary Victim Services, SFY 2016

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Activities - Individual or Group	15,574.33	10,747	1,691
Advocacy - Group	7,204.03	3,716	756
Advocacy - Individual	6,192.41	9,587	1,595
Emergency DV Shelter-DV Shelter or Safe Home	3,383.79	2,832	2,665
Hotel/Motel	361.75	354	329
Total	32,716.31	27,236	7,036

Sexual Assault Secondary Victim Services, SFY 2016

Service	Total Hours	Total Contacts	Unduplicated Clients Served
Core Services			
General Advocacy	7,389.52	16,678	4,146
Legal Advocacy	9,501.89	19,120	3,020
Medical Advocacy	1,087.70	1,495	1,041
Specialized Services			
Medical Social Work	891.71	976	643
Support Groups	134.5	64	20
Therapy	4,469.23	6,630	668
Community Responding Activities			
Consulting with others on behalf of client	10.5	17	8
Culturally/Linguistically Appropriate Support and Assistance	94.75	119	22
Support/Accompaniment through Service Delivery and Criminal Justice Systems	6.75	4	3
Total Sexual Assault Services	23,587.8	45,194	9,571

Victims of Crime Secondary Victim Services, SFY 2016

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Advocacy	1,744.44	2,894	826
Community Responding	4.5	3	3
Crisis Intervention	407.43	310	218
CVC Assistance	50.44	135	100
Emergency Financial Assistance	34	94	41
Information and Referral	260.32	677	306
Legal Advocacy	4,146.17	3,842	759
Medical Advocacy	113.16	259	177
Support Groups	42.5	11	6
Therapy	334.47	698	66
Total	7,137.43	8,923	2,502

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 2016, Advocates Received
119,096
Hotline Calls**

All Hotline/Crisis Intervention/Information & Referral Calls SFY 2016

Program	Crisis Intervention	Information and Referral	Both
Domestic Violence	11,673	46,880	36,622
Sexual Assault	3,410	1,530	10,423
Victims of Crime	1,797	404	6,358
Total	41,829	13,607	63,661

Total Hotline/Crisis Intervention/Information & Referral Contacts

Program	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015	SFY 2016
Domestic Violence	72,565	81,584	97,297	90,760	83,844	98,402	91,687	95,175
Sexual Assault	25,433	25,915	29,394	27,780	16,667	14,732	14,324	15,636
Victims of Crime	4,121	6,147	5,981	7,594	6,755	6,699	7,240	8,559
Total	102,119	113,646	132,672	126,134	107,266	119,833	113,251	119,097

Total Hotline/Crisis Intervention/Information & Referral Contacts

