

Washington InfoNet Statewide Data Report

July 1, 2013 through June 30, 2014

Introduction

July 2014 marked the eighth 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 38 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.

The data for the InfoNet Statewide Report for SFY 2014 was collected on November 15, 2014.

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.

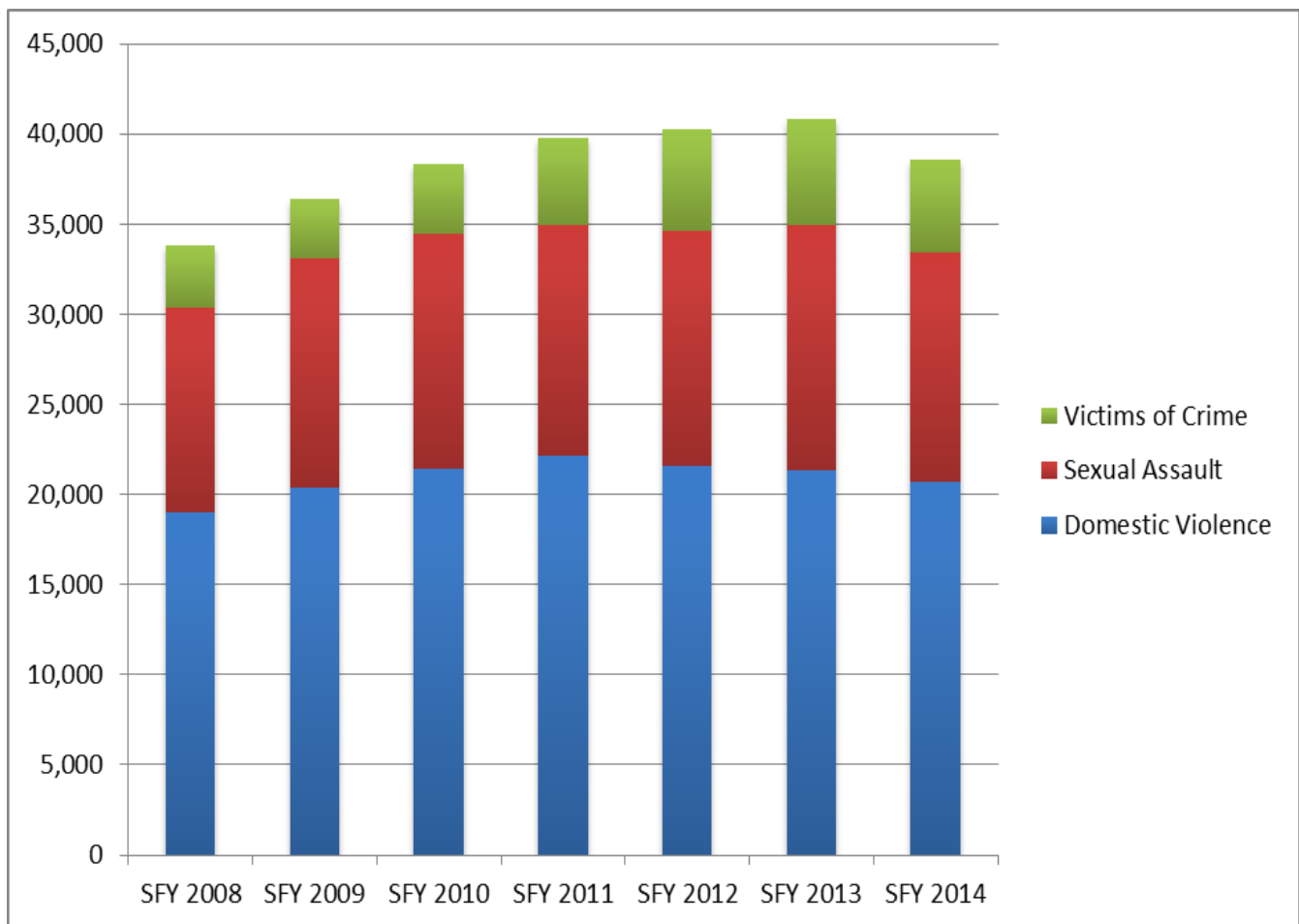
The following section will look at direct client services – services provided directly to a victim of crime who has completed a client intake. Services to secondary victims, and services provided anonymously via hotline, will be examined separately in later sections.

**In SFY 2014, Advocates Provided
317,893 Hours
of Direct Service to Clients**

Total Unduplicated Direct Service Clients

Program	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014
Domestic Violence	18,989	20,342	21,424	22,142	21,617	21,335	20,713
Sexual Assault	11,363	12,716	13,070	12,840	12,987	13,605	12,707
Victims of Crime	3,477	3,374	3,832	4,772	5,663	5,889	5,119
Total	32,583	34,893	36,468	38,064	38,484	39,176	38,539

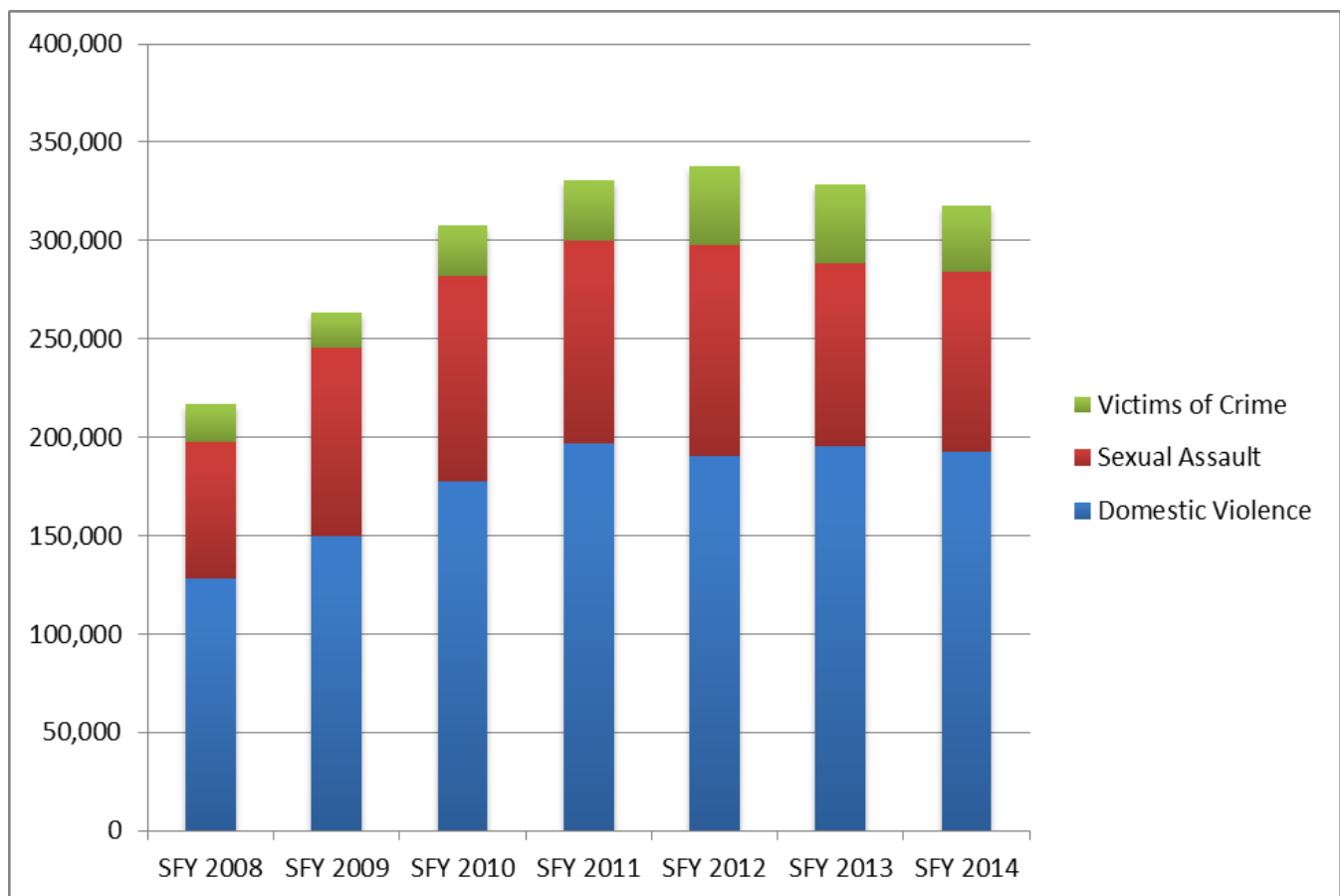
Total Direct Service Clients Served



Total Direct Service Hours

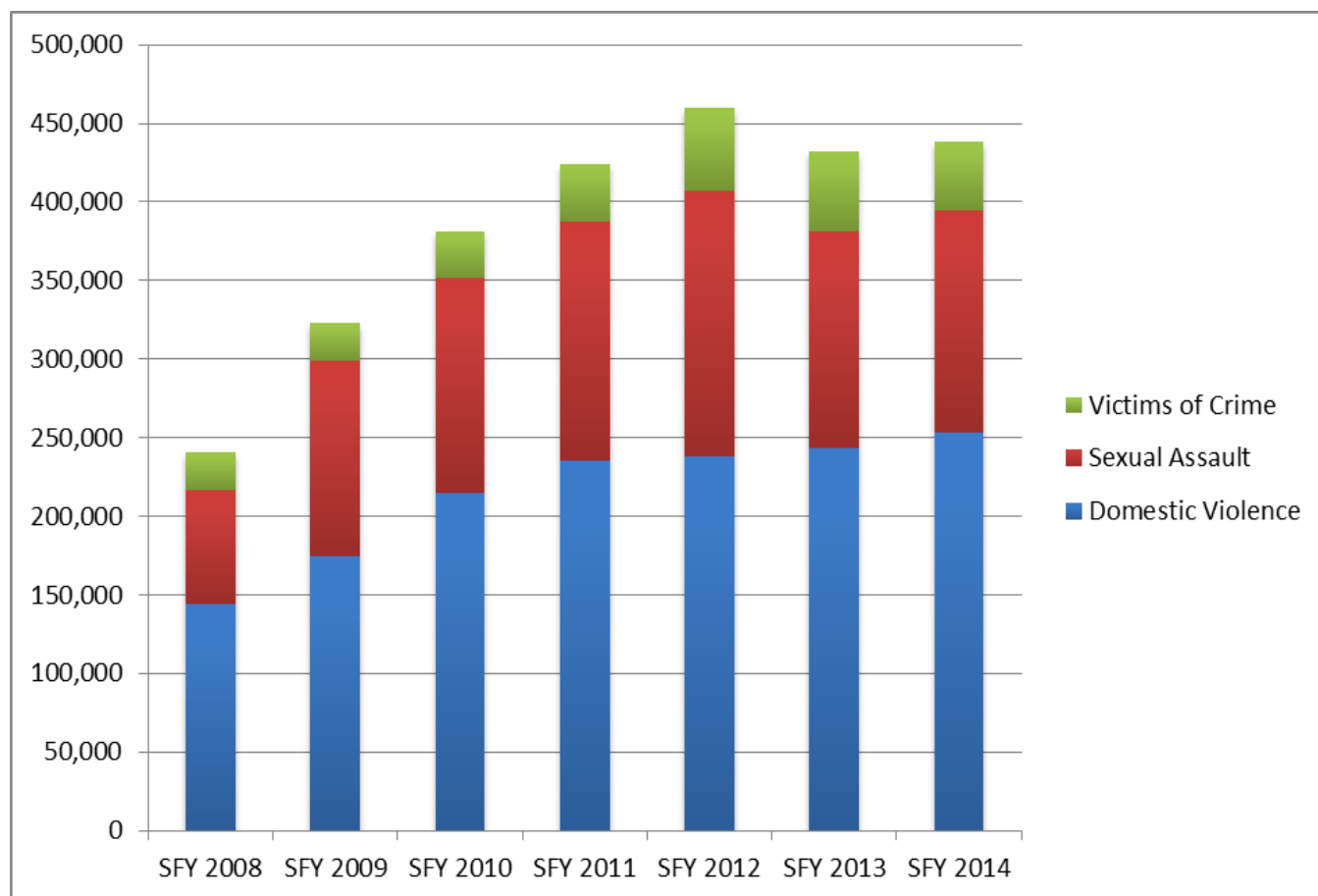
Program	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014
Domestic Violence	128,288	149,415	177,864	196,943	190,502	195,480	192,895
Sexual Assault	69,628	96,387	104,300	103,115	107,355	92,862	91,549
Victims of Crime	18,842	17,847	25,337	30,657	39,836	39,869	33,449
Total	216,757	263,649	307,500	330,714	337,694	328,211	317,893

Total Direct Service Hours



Total Direct Service Contacts ¹							
Program	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014
Domestic Violence	144,341	174,137	214,661	235,615	237,797	243,285	253,474
Sexual Assault	71,895	125,120	136,541	152,183	168,932	137,645	140,923
Victims of Crime	24,859	23,382	29,889	35,981	53,443	50,797	43,868
Total	241,095	322,639	381,091	423,779	460,172	431,727	438,266

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 2014

Service	Total Hours	Total Contacts	Unduplicated Clients Served
Advocacy	70,341.19	103,849	14,459
Child Care	3,817.50	2,907	721
Civil Legal Advocacy	26,164.05	29,198	9,880
Criminal Justice Advocacy	3,021.87	4,808	2,691
Crisis Counseling/Intervention	6,393.35	11,180	4,499
CVC Assistance	122.38	173	96
Emergency DV Shelter - Hotel/Motel	332.30	458	401
Emergency DV Shelter-DV Shelter or Safe Home	5,697.11	2,639	2,425
Emergency Financial Assistance	2,683.52	5,510	1,570
Emergency Shelter (STOP)	188.55	81	80
Employment Assistance	776.60	1,639	713
Hospital Response	72.20	81	71
Housing Assistance	7,609.62	13,426	2,990
Immigration Assistance	4,506.88	3,566	1,122
Medical Advocacy	1,234.70	2,322	984
Referrals	6,700.59	17,056	6,833
Safety Planning	7,019.71	16,914	8,497
Support Groups	34,412.33	17,184	3,239
TANF/Welfare Assistance	2,721.67	5,667	1,418
Transitional Housing (STOP)	7.50	4	4
Transportation Assistance	3,697.69	5,812	1,797
Victim Witness Notification	13.25	31	31
Other	5,360.15	8,969	2,084
Total Domestic Violence Services	192,894.71	253,474	*

*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 2014

Core Services			
Service	Total Hours	Total Contacts	Unduplicated Clients Served
General Advocacy	20,495.99	43,335	7,516
Legal Advocacy	19,549.01	48,459	4,785
Medical Advocacy	3,072.92	4,141	2,212
Specialized Services			
Medical Social Work	2,048.40	2,584	1,206
Support Groups	10,695.00	5,650	716
Therapy	28,046.41	30,487	2,851
Community Responding Activities			
Consulting with others on behalf of client	560.28	686	244
Culturally/Linguistically Appropriate Support and Assistance	4,376.40	3,602	515
Peer Support Group	204.00	102	23
Support/Accompaniment through Service Delivery and Criminal Justice Systems	274.76	238	68
Therapy	2,225.90	1,639	228
Total Sexual Assault Services	91,549.05	140,923	*

*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 2014

Service	Total Hours	Total Contacts	Total Unduplicated Clients Served
Advocacy	15,344.43	22,100	4,247
Crisis Intervention	893.89	1,324	734
CVC Assistance	431.53	1,007	331
Emergency Financial Assistance	160.30	255	183
Information and Referral	1,717.80	3,386	1,571
Legal Advocacy	9,735.10	11,458	2,604
Medical Advocacy	516.46	911	465
Support Groups	1,984.75	887	207
Therapy	2,045.61	1,967	298
Total Victims of Crime Services	33,449.37	43,868	*

*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 2014

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 2014.

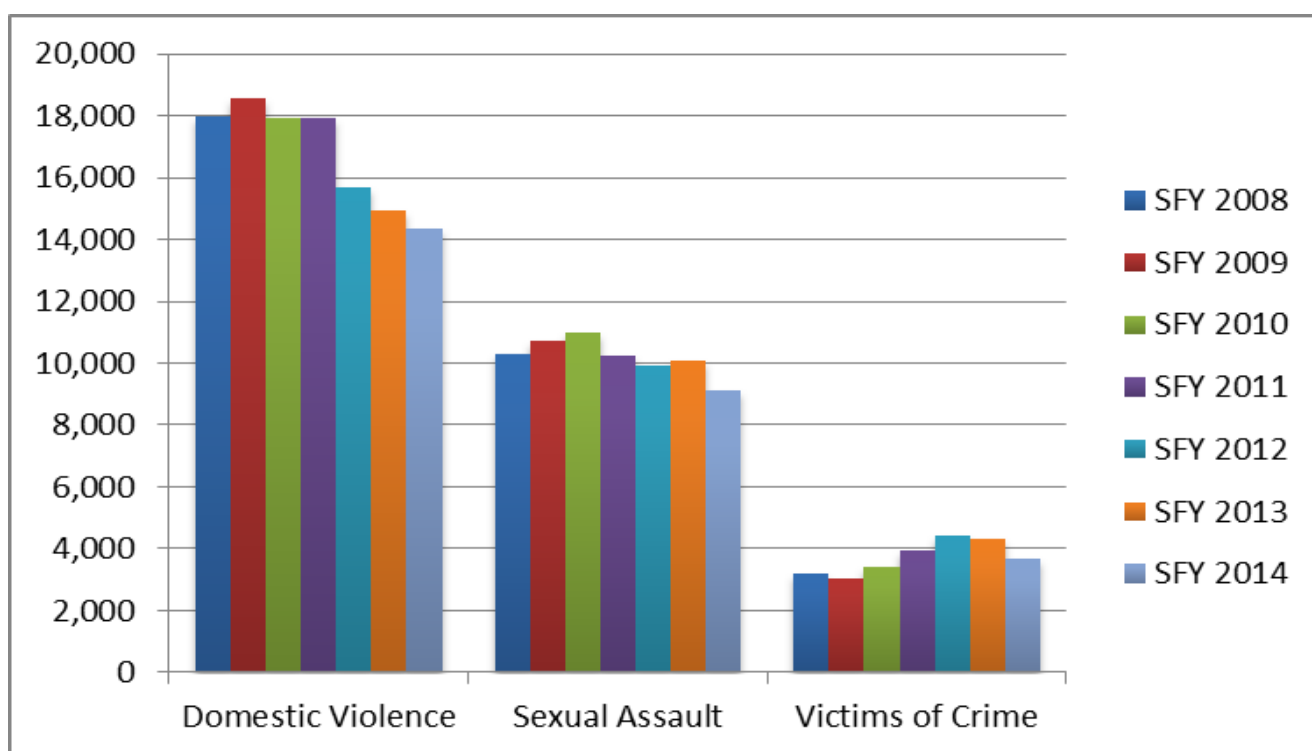
**In SFY 2014,
Advocates Entered**

27,179

**Unduplicated New Clients
Into InfoNet**

Total New Client Intakes ²							
Program	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014
Domestic Violence	17,996	18,540	17,933	17,934	15,704	14,961	14,369
Sexual Assault	10,266	10,723	10,976	10,249	9,909	10,059	9,140
Victims of Crime	3,185	3,024	3,427	3,922	4,397	4,306	3,670
Total	31,447	32,287	32,336	32,105	30,010	29,326	27,179

Total New Client Intakes, SFY 2008 – SFY 2014

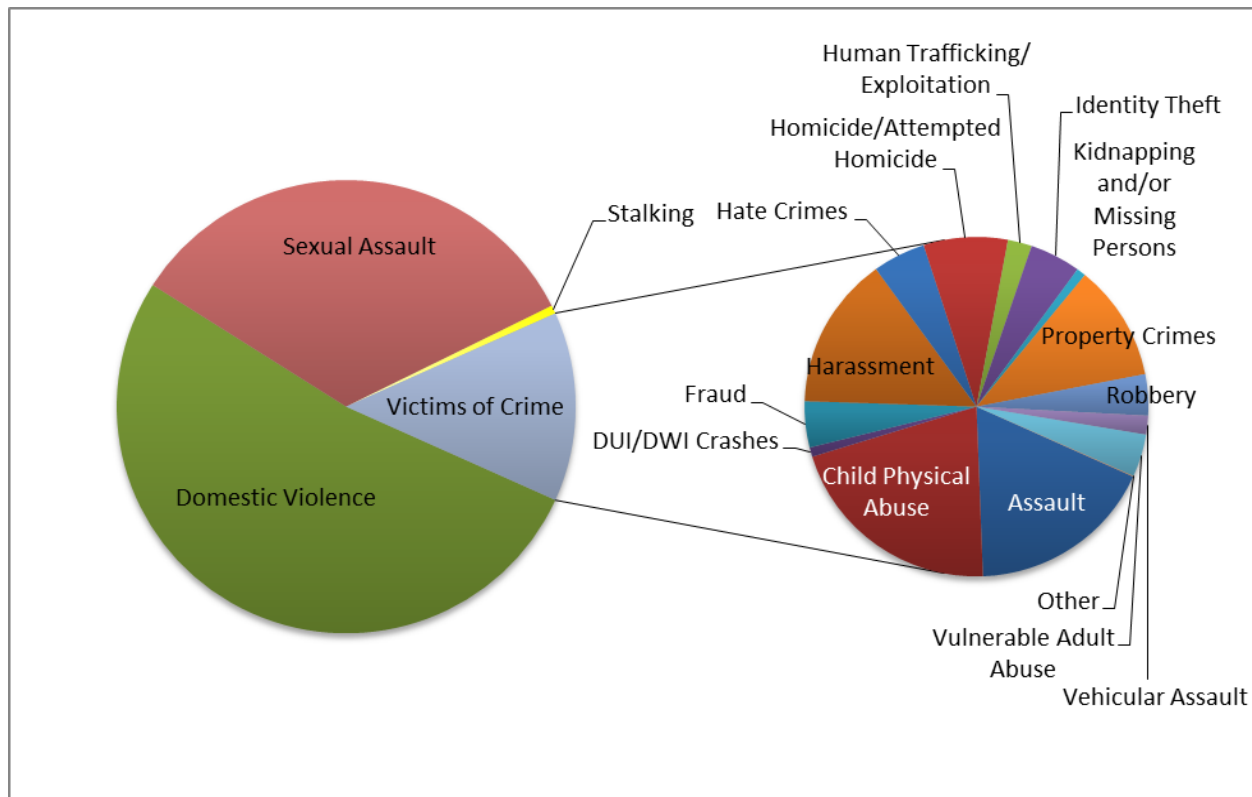


² Client Intakes are primary victims of crime. Those shown on tables here have not been cross referenced with services, and so may include client intakes where the individual served was the secondary victim. Secondary victims are not included in this total.

New Client Intakes by Crime Type, SFY 2014

Crime Type	SFY 2014	SFY 2013 Comparison
Assault	648	954
Child Physical Abuse	765	827
Domestic Violence	14,207	14,819
DUI/DWI Crashes	33	29
Fraud	161	218
Harassment	534	235
Hate Crimes	182	320
Homicide/Attempted Homicide	291	305
Human Trafficking/Exploitation	83	112
Identity Theft	176	225
Kidnapping and/or Missing Persons	32	35
Property Crimes	406	634
Robbery	144	160
Sexual Assault	9,138	10,059
Stalking	162	142
Vehicular Assault	66	77
Vulnerable Adult Abuse	149	175
Other	2	-

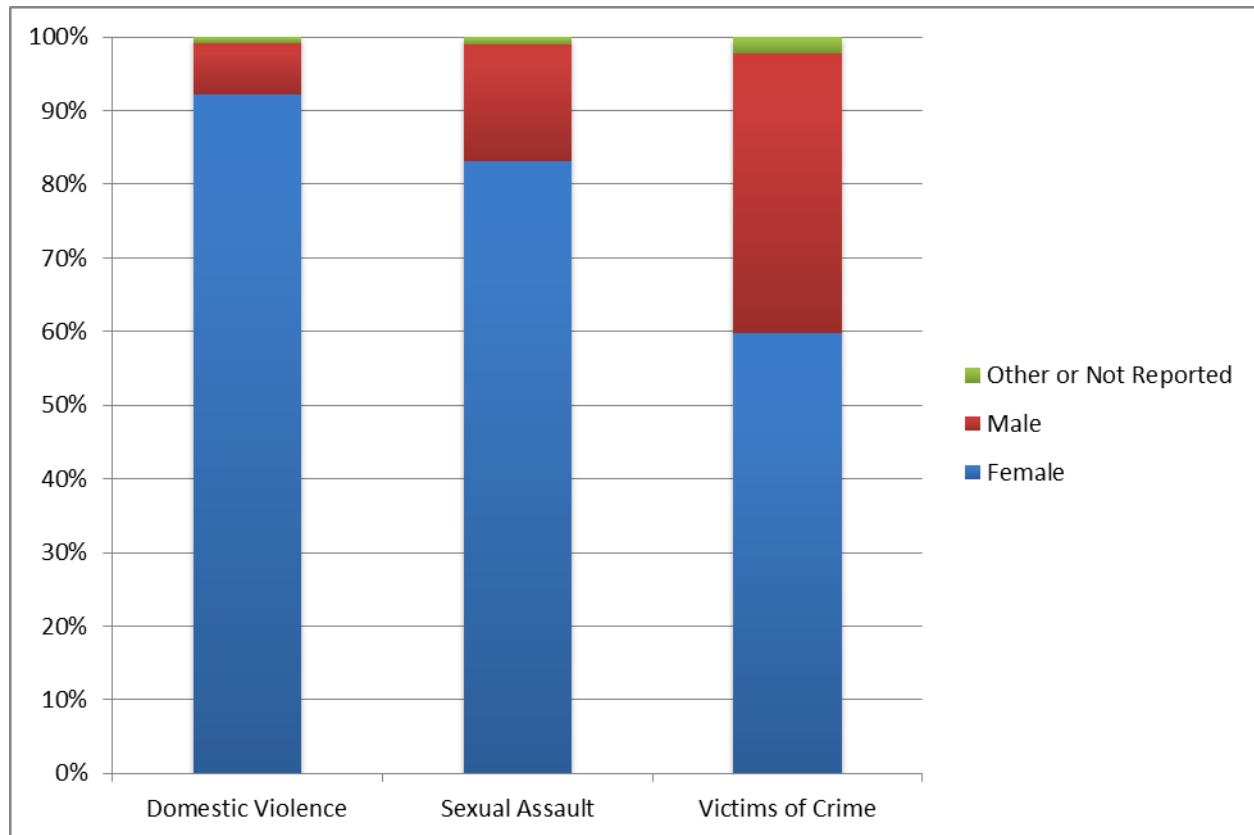
Crime Type, SFY 2014



New Client Intakes by Gender, SFY 2014

Program	Female	Male	Other	Not Reported
Domestic Violence	13,244	994	8	123
Sexual Assault	7,591	1,460	38	51
Victims of Crime	2,193	1,393	66	18
Total	23,028	3,847	112	192

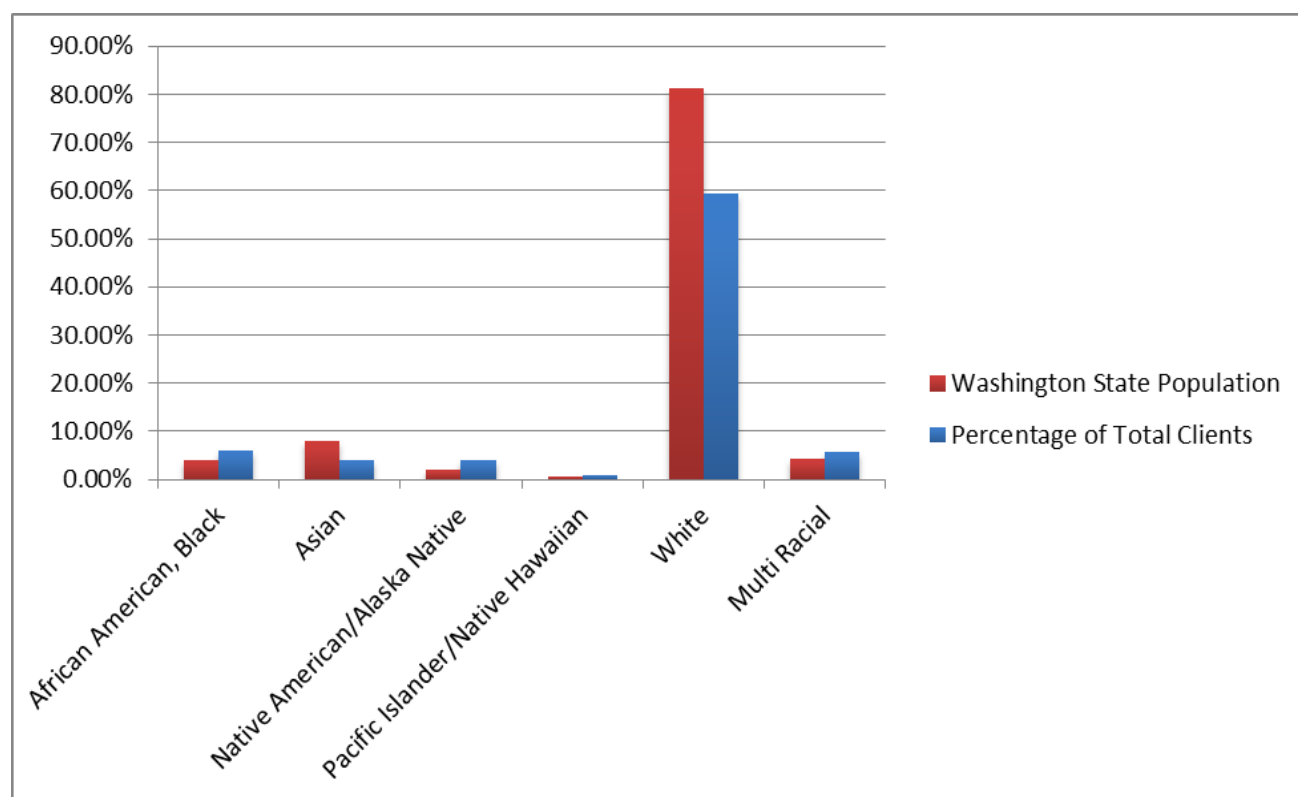
Client Gender, SFY 2014



New Client Intakes by Race, SFY 2014

Program	African American /Black	Asian	Native American /Alaska Native	Pacific Islander/ Native Hawaiian	White	Multi Racial	Other	Not Reported
Domestic Violence	933	463	553	124	8,629	800	986	1,881
Sexual Assault	520	163	406	81	5,300	561	508	1,601
Victims of Crime	210	481	135	32	2,232	180	116	284
Total	1,663	1,107	1,094	237	16,161	1,541	1,610	3,766
Percentage of Total Clients	6.11%	4.07%	4.02%	0.88%	59.47%	5.66%	5.93%	13.86%
Washington State Population ³	4.0%	7.9%	1.9%	0.7%	81.2%	4.4%	n/a	n/a

InfoNet SFY 2014 Client Race Compared to Washington State Census



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

New Client Intakes by Ethnicity, SFY 2014

Program	Hispanic/Latino	Non-Hispanic/Non-Latino	Not Reported
Domestic Violence	2,594	9,380	2,395
Sexual Assault	1,350	6,107	1,683
Victims of Crime	493	2,791	386
Total	4,437	18,278	4,464
Percentage of Total Clients	16.33%	67.25%	16.42%
Washington State Population ⁴	11.9%	71.0%	n/a

New Clients with Disabilities Intakes, SFY 2014

Program	None	Mental Disability	Physical Disability	Sensory Disability	Other Disability	Multiple Disabilities	Not Reported
Domestic Violence	8,611	783	679	64	203	689	3,340
Sexual Assault	5,559	518	224	71	136	247	2,385
Victims of Crime	2,178	214	249	23	68	207	731
Total	16,348	1,515	1,152	158	407	1,143	6,456

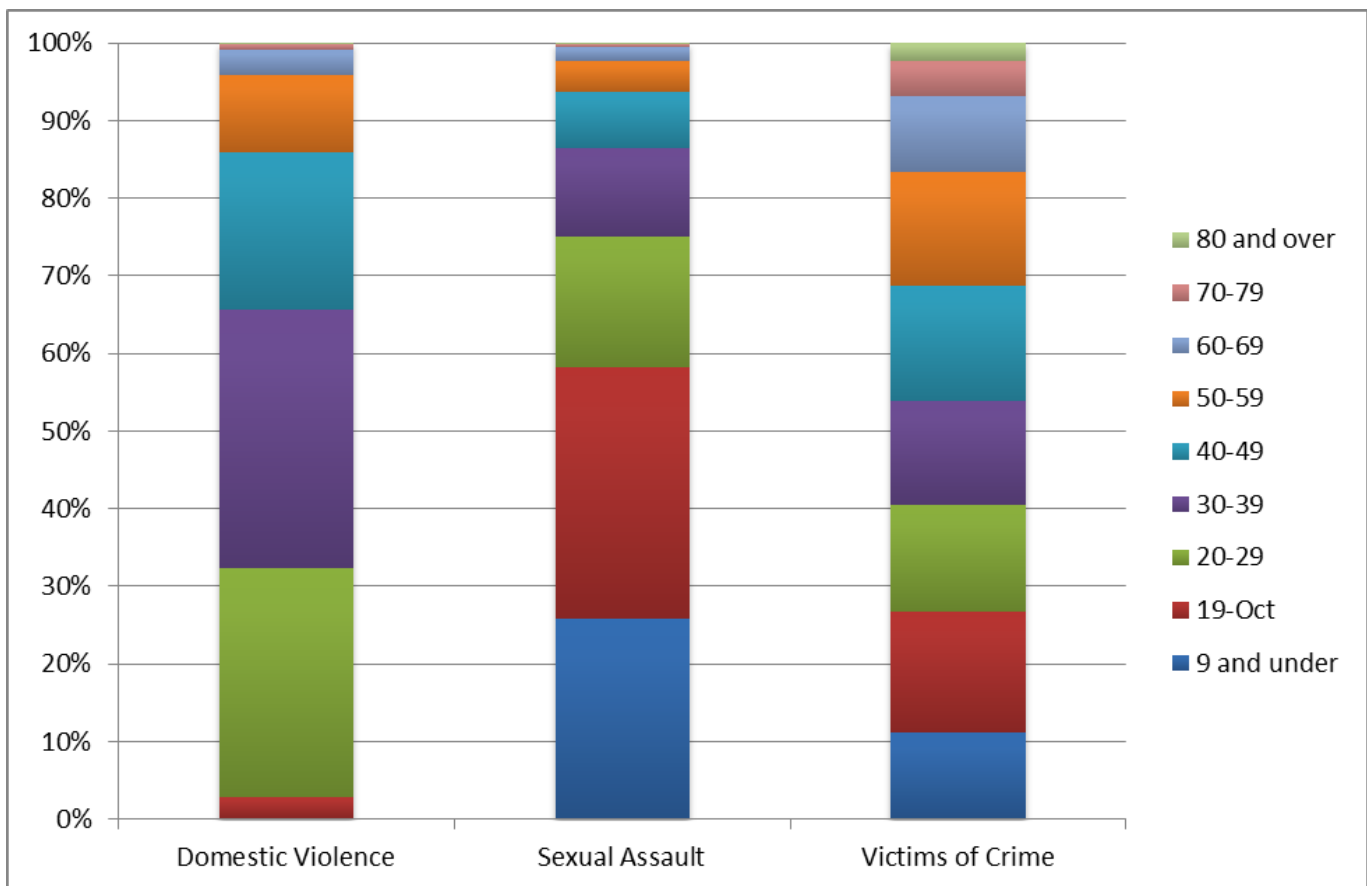
New Client Homelessness Intakes, SFY 2014

Program	Homeless	Not Homeless	Unspecified	Not Reported
Domestic Violence	3,830	8,963	97	1,447
Sexual Assault	695	7,711	280	432
Victims of Crime	289	3,176	70	116
Total	4,814	19,850	447	1,995

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

New Client Intakes by Age, SFY 2014

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	29	375	4,226	4,771	2,903	1,422	471	99	29	44
Sexual Assault	2,363	2,961	1,530	1,044	662	371	166	28	13	2
Victims of Crime	408	571	506	491	548	534	361	162	88	1
Total	2,800	3,907	6,262	6,306	4,113	2,327	998	289	130	47



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.

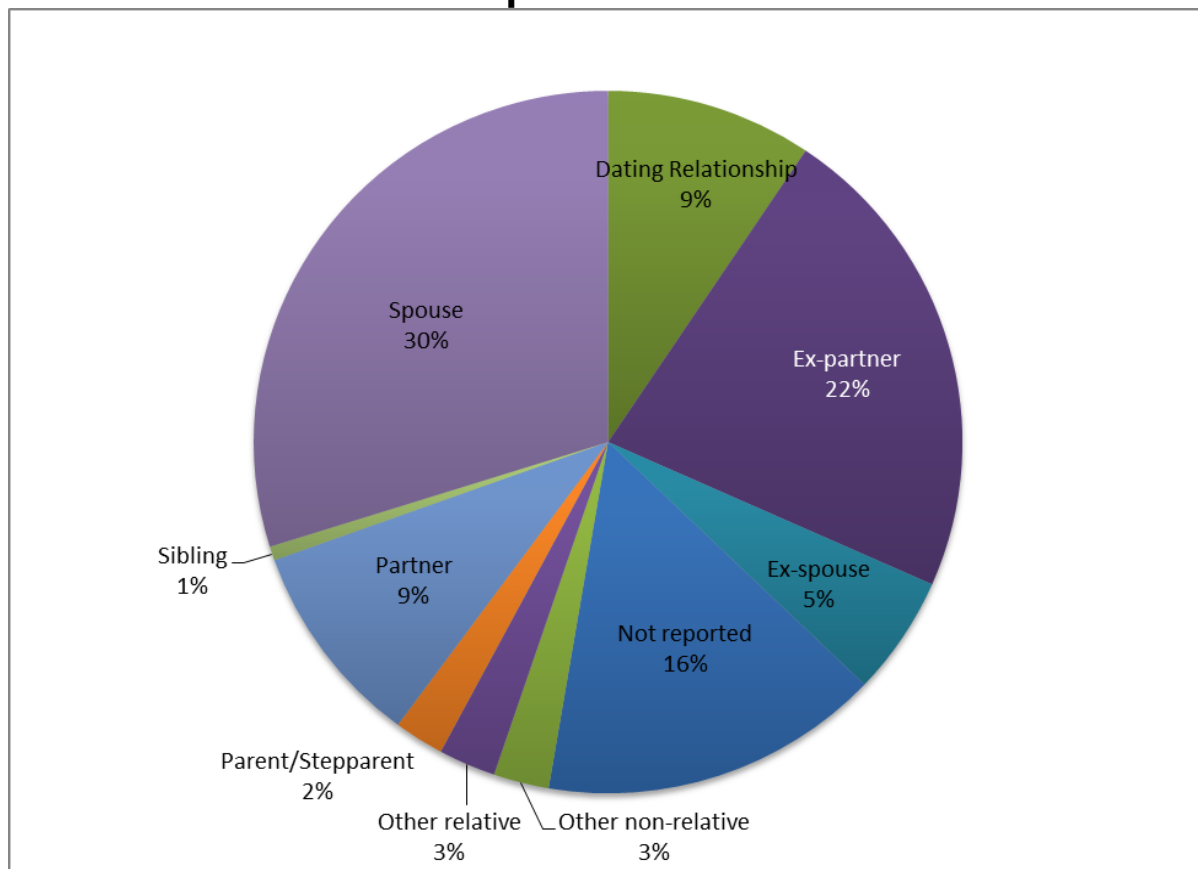
The following section will look at some of these optional fields. It is important to note the percentages in the following section do not imply conclusions about the client population as a whole. They apply only to clients for whom this data was collected.

**In SFY 2014,
56% of Client Intakes
Included One or More
Optional Data Fields**

Offender Relationship To Client⁵, SFY 2014

Relationship	Domestic Violence	Sexual Assault	Victims of Crime
Acquaintance/Friend	-	1,318	319
Caregiver	-	66	17
Dating Relationship	778	104	11
Parent/Stepparent/Guardian	188	1,013	401
Professional Service provider	-	60	40
Sibling or Other Relative	269	1,056	190
Spouse/Partner/Ex-spouse/Ex-partner	4,949	369	104
Stranger	-	451	203
Other	209	478	126
Relationship Not Reported	1,286	1,643	373
Total	7,679	6,558	1,784

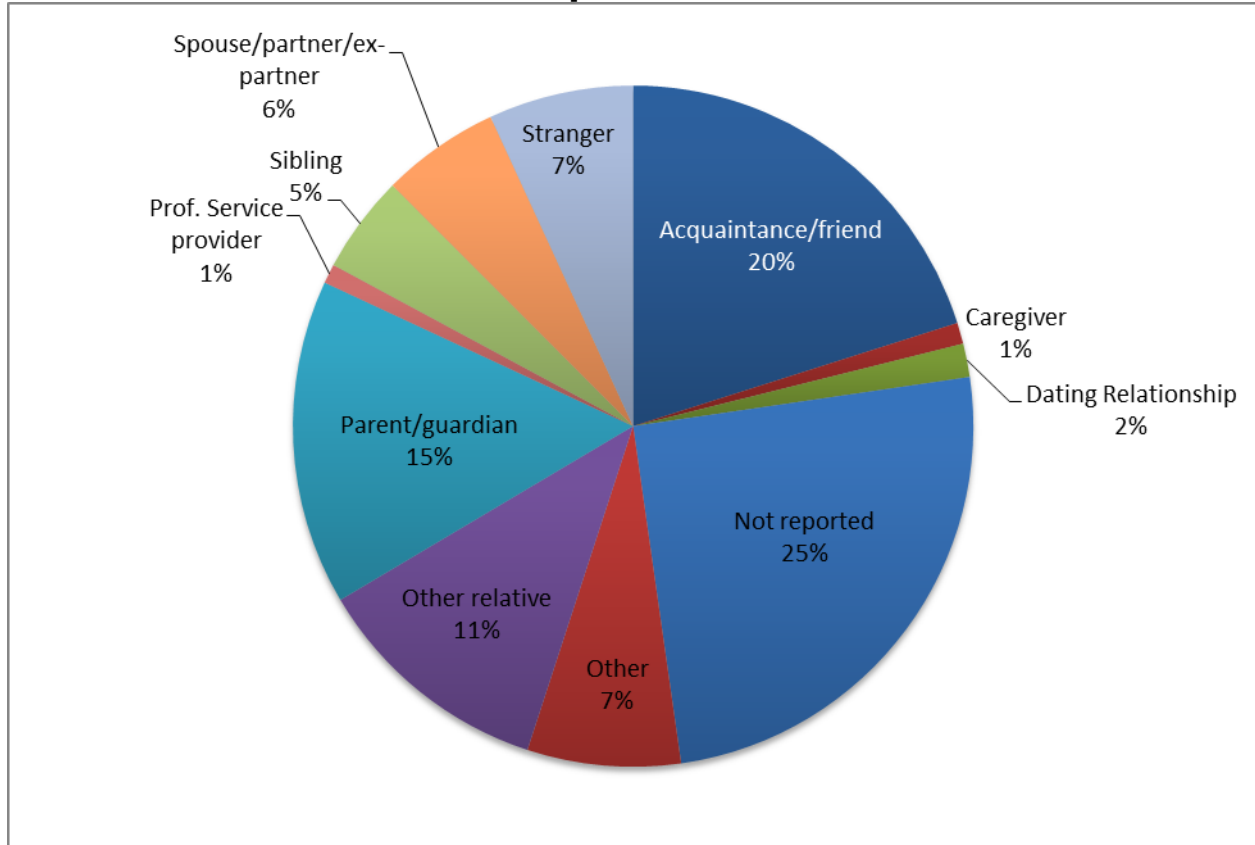
Offender Relationship to Victim: Domestic Violence



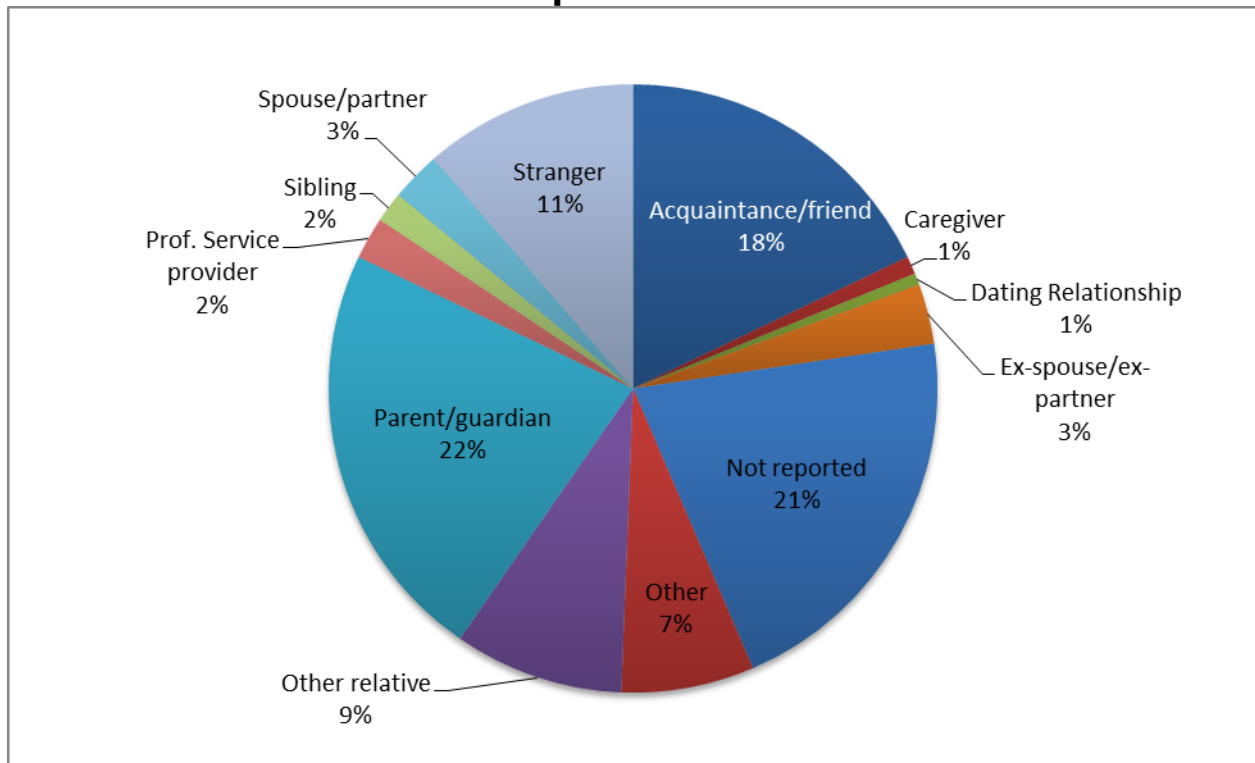
*Offender relationship to client is not optional for STOP grant recipients.

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 2014

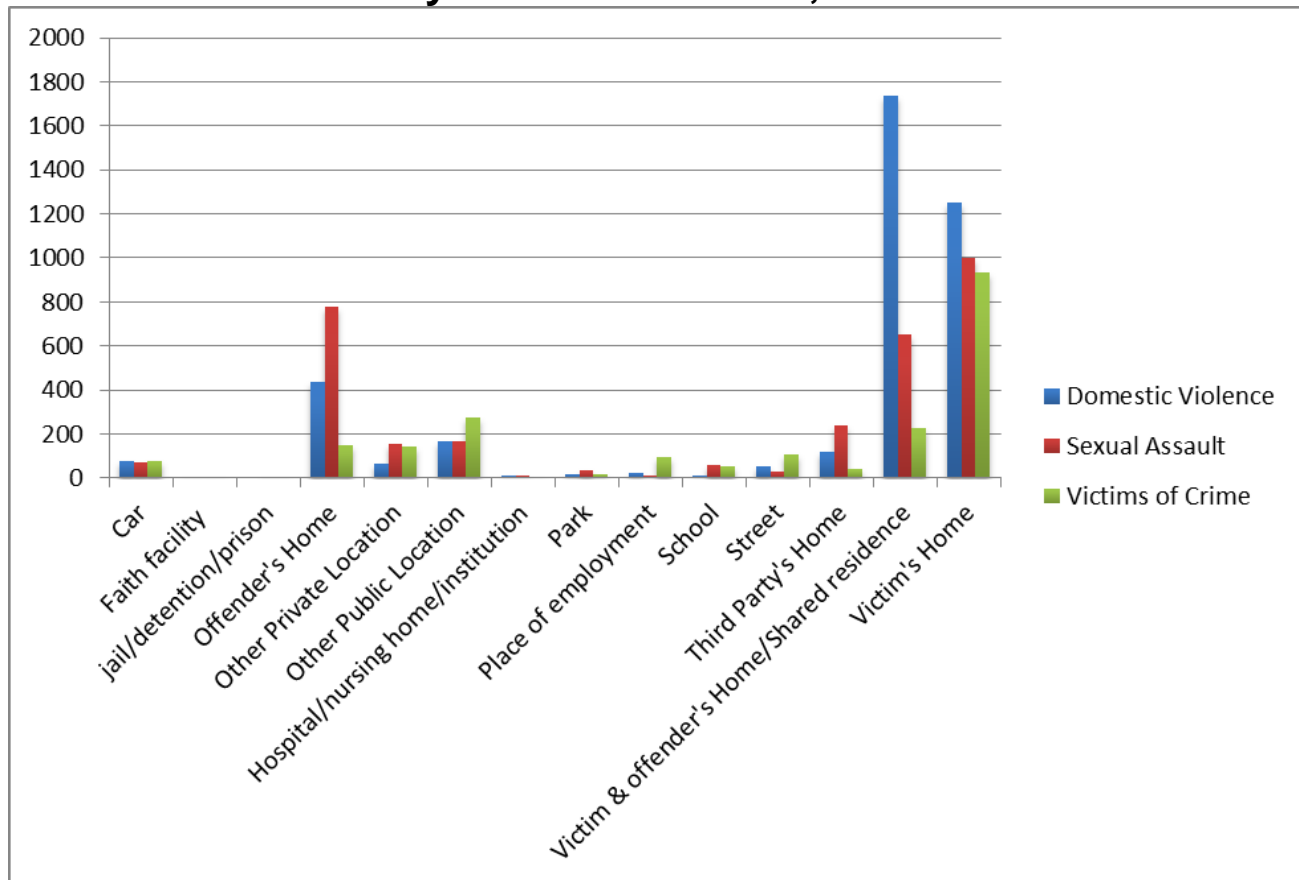
County	Domestic Violence	Sexual Assault	Victims of Crime
Adams	50	12	3
Asotin	2	65	23
Benton	340	167	76
Chelan	268	74	50
Clallam	312	138	38
Clark	589	366	99
Columbia	32	10	2
Cowlitz	449	220	160
Douglas	94	25	47
Ferry	48	45	18
Franklin	209	45	58
Garfield	1	7	1
Grant	221	94	13
Grays Harbor	122	189	17
Island	7	6	5
Jefferson	149	43	30
King	659	1584	507
Kitsap	423	182	70
Kittitas	36	10	14
Klickitat	56	14	25
Lewis	74	108	18
Lincoln	43	10	15
Mason	143	81	20
Okanogan	108	51	61
Pacific	51	30	19
Pend Oreille	-	3	2
Pierce	257	316	224
San Juan	52	17	17
Skagit	41	47	9
Skamania	3	5	1
Snohomish	52	837	403
Spokane	812	420	109
Stevens	136	67	105
Thurston	280	398	185
Wahkiakum	17	12	-
Walla Walla	135	49	63
Whatcom	433	100	66
Whitman	52	36	12
Yakima	273	163	84
Out of state	167	139	42

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 2014

Location	Domestic Violence	Sexual Assault	Victims of Crime
Car	78	68	74
Faith Facility	1	4	5
Hospital/Nursing Home/Institution	8	13	5
Jail/Detention/Prison	-	3	3
Offender's Home	437	780	146
Other Private Location	63	156	142
Other Public Location	166	169	274
Park	19	36	15
Place of Employment	21	10	96
School	11	56	51
Street	53	31	104
Third Party's Home	120	236	42
Victim & Offender's Home/Shared Residence	1,740	650	228
Victim's Home	1,253	1,002	931

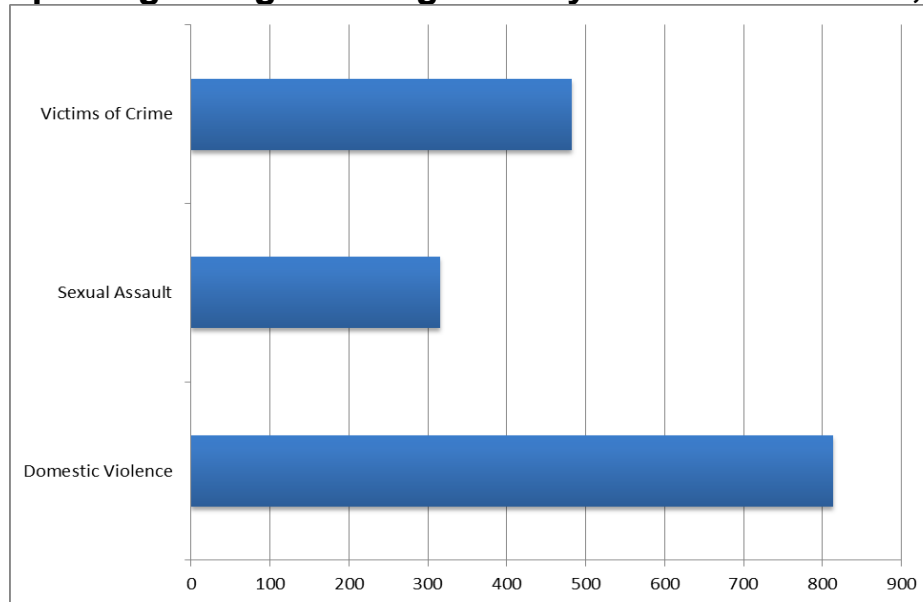
Primary Offense Location, SFY 2014



Clients Reporting Refugee/Immigrant/Asylum Seeker Status, SFY 2014

Program	Yes	No	Not Reported
Domestic Violence	813	4,754	8,275
Sexual Assault	316	3,799	3,626
Victims of Crime	482	1,552	1,379
Total	1,611	10,105	13,280

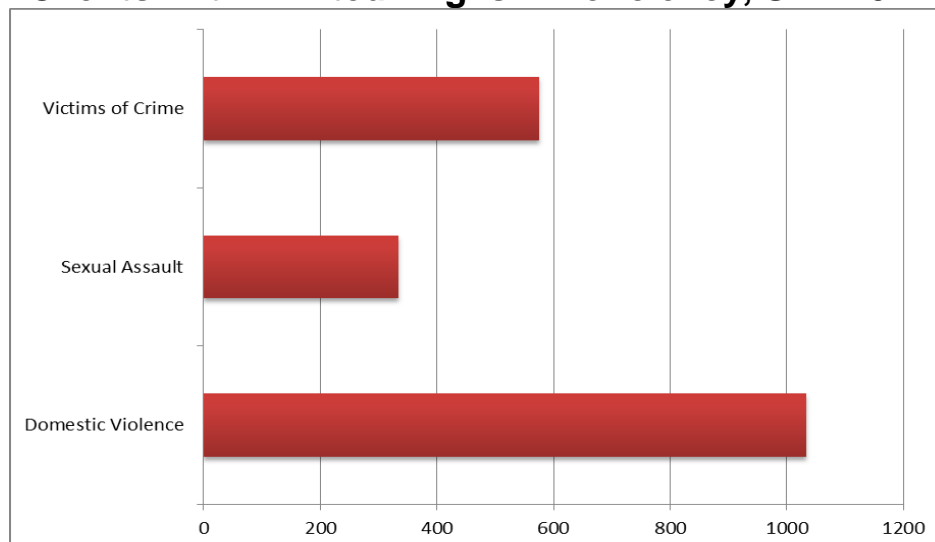
Clients Reporting Refugee/Immigrant/Asylum Seeker Status, SFY 2014



Clients With Limited English Proficiency, SFY 2014

Program	Yes	No	Not Reported
Domestic Violence	1,034	5,915	7,252
Sexual Assault	334	3,731	4,589
Victims of Crime	575	1,614	1,339
Total	1,943	11,260	13,180

Clients With Limited English Proficiency, SFY 2014



Client's Primary Language, SFY 2014 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	14	22	-	Mandarin	-	7	-
Amharic	-	2	-	Hmong	-	1	-
Arabic	2	8	-	Mixtec	-	1	-
Cantonese	-	-	3	Mongolian	-	4	-
Chamorro	-	1	-	Nuer	-	1	-
Chinese	1	2	268	Polish	-	1	-
Chuukese	-	1	-	Portuguese	2	2	3
Czech	-	-	1	Punjabi	1	8	2
Dutch	-	1	-	Romanian	-	4	-
Farsi	1	1	1	Russian	2	10	2
French	1	3	1	Samoan	-	1	-
German	-	1	1	Spanish	277	744	173
Hindi	-	10	-	Swahili	2	-	1
Hungarian	-	1	-	Tagalog	6	22	3
Indonesian	1	2	-	Taiwanese	-	1	-
Japanese	4	8	-	Thai	1	1	-
Kikuyu	1	1	-	Ukrainian	1	-	-
Khmer	3	8	3	Urdu	1	1	-
Korean	11	25	88	Vietnamese	2	8	6
Laotian	-	-	1	Yoruba	1	-	-
Mam	-	24	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

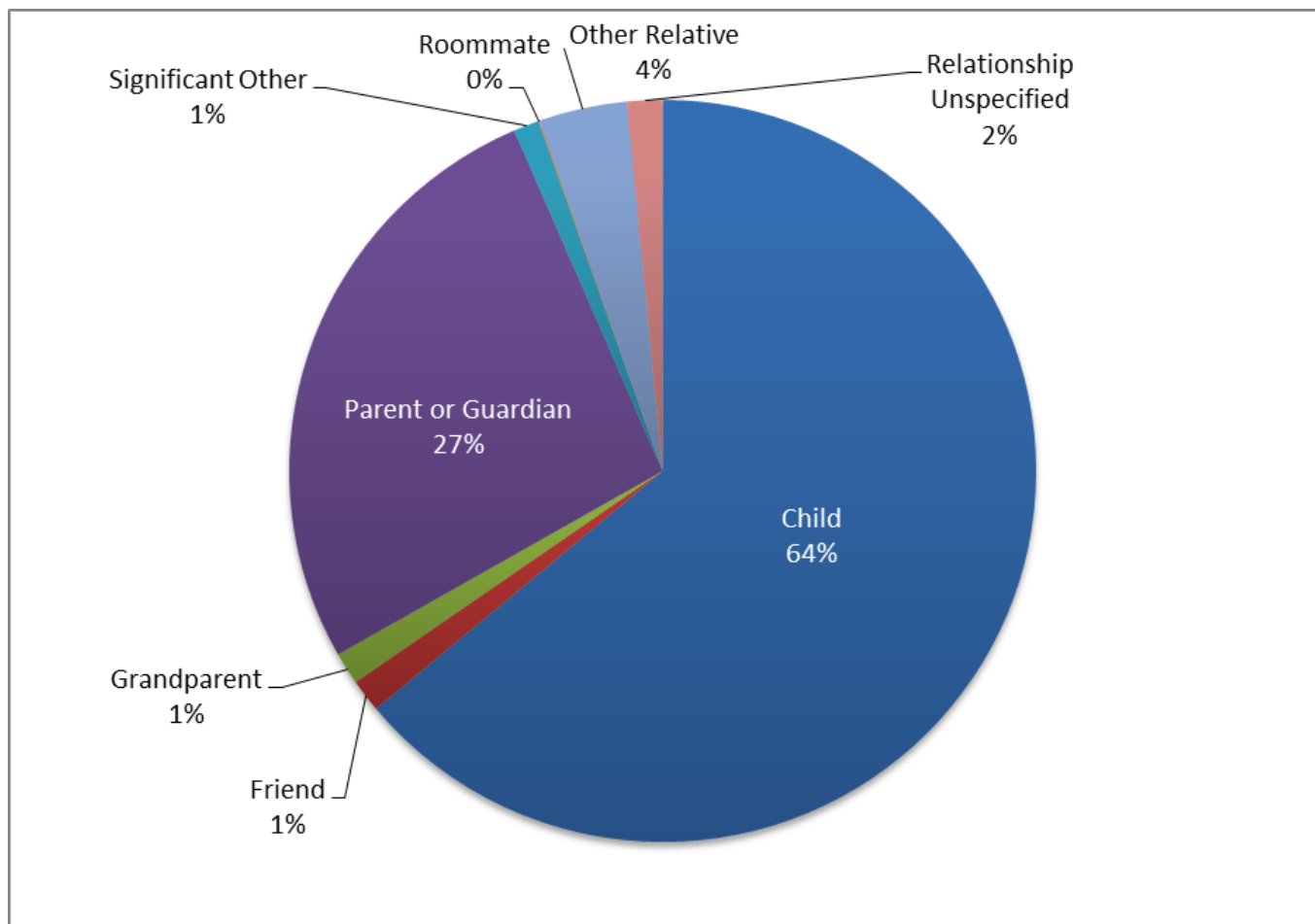
The following section will look at secondary victims and secondary victim services – services provided to the family members, friends, or partners of crime victims. Any number of secondary victims may be associated with one client intake in InfoNet.

**In SFY 2014, Advocates Served
10,619 Secondary Victims
as Reported Via InfoNet**

Secondary Victim Relationship To Client, New Intakes, SFY 2014

Relationship to Client	Domestic Violence	Sexual Assault	Victims of Crime
Child	6,230	132	104
Friend	N/A	123	22
Grandparent	N/A	127	15
Parent or Guardian	N/A	2,491	211
Significant Other	N/A	62	51
Roommate	N/A	2	3
Other Relative	N/A	316	70
Relationship Unspecified	N/A	90	65
Total	6,230	3,343	541

Secondary Victim Relationship, All Crime Types Served SFY 2014



Domestic Violence Secondary Victim Services, SFY 2014

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Activities - Individual or Group	17,683.23	9,827	1,566
Advocacy - Group	2,859.75	1,464	400
Advocacy - Individual	9,503.93	11,314	1,043
Emergency DV Shelter-DV Shelter or Safe Home	3,831.31	2,807	2,612
Hotel/Motel	297.00	362	337
Total	34,175.22	25,774	5,958

Sexual Assault Secondary Victim Services, SFY 2014

Service	Total Hours	Total Contacts	Unduplicated Clients Served
Core Services			
General Advocacy	5,908.63	14,300	3,692
Legal Advocacy	8,182.78	16,237	2,899
Medical Advocacy	1,030.00	1,841	1,047
Specialized Services			
Medical Social Work	1,074.71	1,230	616
Support Groups	391.75	268	63
Therapy	3,770.22	5,236	583
Community Responding Activities			
Consulting with others on behalf of client	8.00	13	7
Culturally/Linguistically Appropriate Support and Assistance	58.5	44	21
Support/Accompaniment through Service Delivery and Criminal Justice Systems	.25	1	1
Therapy	2	2	2
Total Sexual Assault Services	20,426.84	39,172	8,931

Victims of Crime Secondary Victim Services, SFY 2014

Service	Total Hours	Total Contacts	Total Secondary Victims Served
Advocacy	1,697.16	3,083	702
Community Responding	59.25	12	12
Crisis Intervention	156.45	280	226
CVC Assistance	74.66	227	176
Emergency Financial Assistance	7.08	19	15
Information and Referral	203.02	602	366
Legal Advocacy	1,586.26	2,187	555
Medical Advocacy	100.48	218	198
Support Groups	28.50	20	10
Therapy	70.50	91	30
Total	3,983.36	6,739	2,290

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 2014, Advocates Received
119,833 Hotline Calls**

All Hotline/Crisis Intervention/Information & Referral Calls SFY 2014

Program	Crisis Intervention	Information and Referral	Both	Total
Domestic Violence	14,479	41,363	42,560	98,402
Sexual Assault	1,873	9,576	3,283	14,732
Victims of Crime	327	4,877	1,495	6,699
Total	16,679	55,816	47,338	119,833

Total Hotline/Crisis Intervention/Information & Referral Contacts

Program	SFY 2008	SFY 2009	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014
Domestic Violence	42,189	72,565	81,584	97,297	90,760	83,844	98,402
Sexual Assault	22,059	25,433	25,915	29,394	27,780	16,667	14,732
Victims of Crime	3,869	4,121	6,147	5,981	7,594	6,755	6,699
Total	68,117	102,119	113,646	132,672	126,134	107,266	119,833

Total Hotline/Crisis Intervention/Information & Referral Contacts

