

SAFE | 2020

Year-end performance overview

April 1, 2020 through March 31, 2021

In response to the COVID 19 pandemic, SAFE attended in new ways to the safety and health of survivors, staff and volunteers and adjusted all services to maximize access. In FY2019, a majority of SAFE services were in person. In 2020, SAFE quickly modified our service delivery models with 59% of clients receiving services virtually and 32% receiving services through a hybrid of in-person and virtual services. All training and education programming pivoted to virtual.



21,744*

SAFEline contacts
• 17,962 calls
• 3,252 chats/texts
• 530 walk-ins*

* 11% increase from FY 2019

* includes face-to-face and Bridge to Safety



6,373*

youth and adults served
* 4% decrease from FY 2019



97,811*

bed nights/days of care

* 4% decrease from FY 2019



69,850*

service units

* 11% increase from FY 2019



15,417

community members/
professionals participated in

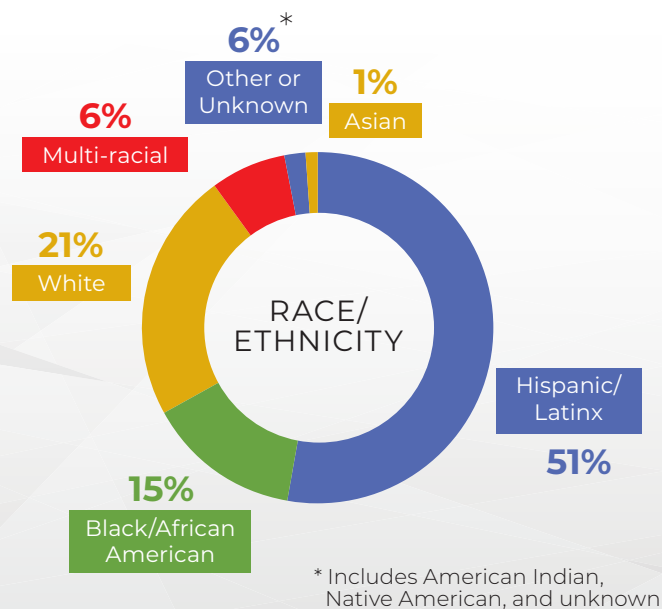
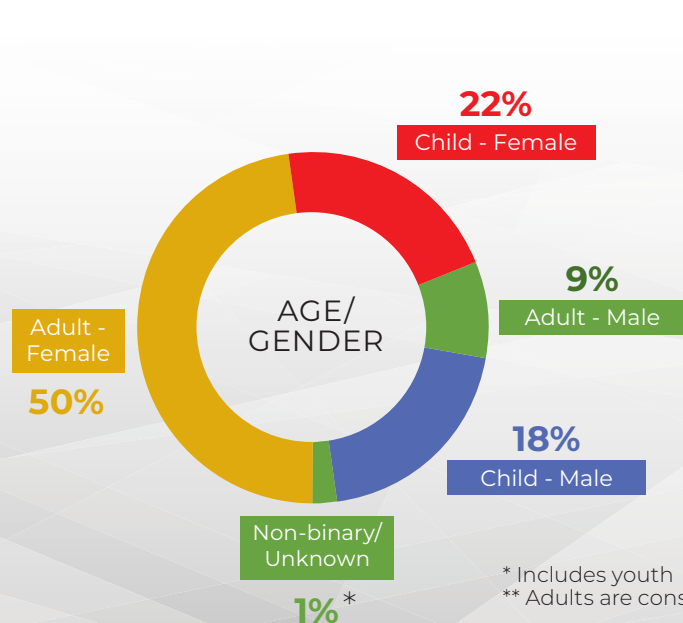
1,004*

trainings/presentations

* 28% decrease from FY 2019

62% of clients disclosed more than one type of victimization.
27% of clients received services from more than one SAFE program in FY20.

Who we serve



SAFE services

**The COVID 19 pandemic caused many SAFE programs to adjust their output projections throughout the year. Projections thus are not included within this performance report.

SHELTER/HOUSING	FY2019	FY2020	FY 2020 Service Delivery Model
Emergency Care Cottage: youth served	77	78	In Person
Teen Parent & Early Childhood Program: children and youth served	34	42	In Person
Transitional Living: older teens served	31	28	In Person
Supervised Independent Living: youth exiting foster care served	15	13	In Person
Rathgeber Village: total youth served	141	157	In Person
Rathgeber Village days of care	17,259	13,994	In Person
Foster and Adopt in Austin: children placed	46	36	Hybrid
Foster and Adopt in Austin: days of care	5,324	8,260	Hybrid
Family Shelter: adult survivors and their dependents served	637	670	In Person
Supportive Housing at Grove: adults and youth served	202	202	Hybrid
Grove Boulevard: bed nights	81,905	75,557	In Person
Youth and Adult Rapid Rehousing: total households	20	76	Hybrid
Youth and Adult Rapid Rehousing: adults and youth Served	115	170	Hybrid

SAFE operates licensed housing services at our Rathgeber Village and housing for individuals and families at our Grove campuses

GROVE CAMPUS HOUSING OPPORTUNITIES



RATHGEBER VILLAGE LICENSED HOUSING OPPORTUNITIES



PREVENTION AND EDUCATION	FY2019	FY2020	FY 2020 Service Delivery Model
Community Education: people reached	4,839	1,961	Virtual
Deaf SHARE: people reached	577	580	Virtual
Disability Services: people reached	4,124	3,347	Virtual
Expect Respect: people trained and educated	10,629	6,556	Virtual
Expect Respect: individual and group participants	816	392	Virtual
SAFE Futures DV and parenting classes: people reached	889	1,009	Virtual
SAFE School (K-12) : children who attended	159	99	Hybrid
Strong Start (including Fatherhood Services): at risk children and parents benefiting from parent education	1,590	1,454	Virtual
SAFE Institute: people reached	1,342	440	Virtual

ADVOCACY AND FACE-TO-FACE SUPPORT	FY2019	FY2020	FY 2020 Service Delivery Model
Community Resource Advocacy: adults and children impacted	826	892	Hybrid
Counseling/Therapeutic Services: adults and children served	1,427	1,027	Virtual
Grove Place Apartments: people who received support	150	233	Hybrid
Health Services: people served	359	373	Hybrid
Legal Services: people served	657	502	Hybrid
Peer Support: youth and adult survivors supported by survivors	301	331	Virtual
Planet SAFE: child exchanges or supervised visitation	1,058	595	In Person
SAFE CARES: victims of sex trafficking served	192	119	Hybrid
Sexual Assault Forensic Nursing: Responses	612	598	Hybrid
Sexual Assault Victim Advocacy: medical accompaniments/advocacy	628	558	Hybrid
Volunteer Services: number of volunteers	1,322	241	Hybrid
Volunteer Services: number of volunteer hours	34,155	10,773	Hybrid



Outcomes

SAFE is committed to measuring the impact and effectiveness of services through outcome measures. These indicators typically focus on safety for our clients and the community, prevention of abuse and violence, and transformative relationships that support survivor healing and reclaiming power. During FY20, we found it was even more pertinent to measure how our services impacted survivors while they faced additional and compounding disruptions to housing, finances, education, parenting, health, safety, and relationships due to the global pandemic and historic winter storms. Below is a snapshot of our results:

- **98% of youth in Rathgeber Village residential services reported feeling safe.**
 - Providing an atmosphere for children and youth that promotes felt safety reduces the immediate fear associated with trauma.¹ Our Children's Shelter staff utilize the evidence-informed Trust Based Relational Intervention (TBRI) model, which focuses on felt safety.
- **93% of adults receiving Family Shelter, Counseling or Community Resource Advocacy indicated increased safety as a result of services.**
 - Research depicts that domestic violence programs are effective in increasing survivor's felt sense of safety.²
- **99% of adult counseling clients reported an increased ability to manage the effects of trauma.**
 - Trauma-informed intervention supports survivors to restore a sense of control and well-being.³ Our counselors utilize multiple evidence-based or evidence-informed modalities to support survivors in managing the effects of their trauma and regain power.
- **90% of foster or adoptive families expressed feeling prepared and confident to effectively care for children placed in their home.**
 - Children in foster care enter placements with amplified social and emotional needs, placing a high demand on the foster parents providing their care.⁴ Foster and Adopt in Austin trains prospective foster and adoptive parents in TBRI to equip them with the tools needed to support children placed in their home.
- **93% of SAFE Futures parents reported feeling more confident in creating a safe and nurturing family environment, and 74% of parents receiving Strong Start services demonstrated an increase in protective parenting factors.**
 - Providing parent education equips caregivers with knowledge and skills to enhance family well-being, while allowing children to thrive.⁵
- **89% of Community Resource Advocacy (CRA) clients reported they were able to obtain or maintain stable housing.**
 - Survivors facing housing insecurity do so with elevated danger and risks which increases their need for safe housing options.⁶ SAFE's CRA program assists survivors in obtaining and maintaining housing, supporting them as they transition to independence from an abusive partner.
- **63% of Supportive Housing residents and Rapid Rehousing clients increased income within 1 year and/or at program exit.**
 - When poverty and intimate partner violence intersect, survivors often feel powerlessness to leave an abusive situation.⁷ SAFE's housing programs assist survivors in gaining financial independence to increase their self-efficacy.

"SAFE and UT Charter provided support for youth attending school both virtually and in-person during the pandemic. While other youth in the community struggled during the past school year, we have 11 students graduating, the highest number of graduates in SAFE's history."

– **Yvette Rouen, Vice President of Residential and Support Services**

1. Purvis, K. B., Cross, D. R., & Sunshine, W. L. (2007). Disarming the fear response with felt safety. The Connected Child, New York: McGraw-Hill.

2. Bennett et al. /Journal of Interpersonal Violence, Vol. 19 No. 7, July 2004

3. Sullivan, C. M., Goodman, L. A., Virden, T., Strom, J., & Ramirez, R. (2017, August 17). Evaluation of the Effects of Receiving Trauma-Informed Practices on Domestic Violence Shelter Residents. American Journal of Orthopsychiatry.

4. Trudy Festinger, Amy J.L. Baker, The quality of evaluations of foster parent training: An empirical review, Children and Youth Services Review, Volume 35, Issue 12, 2013, Pages 2147-2153

5. Child Welfare Information Gateway. (2019). Parent education to strengthen families and reduce the risk of maltreatment. Washington, DC: U.S. Department of Health and Human Services, Children's Bureau.

6. Transforming Our Coordinated Entry Systems to Increase Survivors' Access to Housing Options, Kris Billhardt, National Alliance for Safe Housing January, 2021

7. Goodman et al. / When Crises Collide