



CRYSTAL JUDSON

Family Justice Center

2019 Annual Report

LETTER FROM THE CENTER DIRECTOR

Dear Friends of the Crystal Judson Family Justice Center:

2019 was a year of growth and change at the Crystal Judson Family Justice Center. We had originally written this letter at the close of 2019 and had a goal of finalizing and sending out the annual report in early April. That did not happen. 2020 took our work by storm and demanded that we come together and collectively adapt our care to continue to serve survivors in our community in a different way. We are proud of the work accomplished in 2019, but felt it incumbent that we also address the here and now.

The Crystal Judson Family Justice Center was built on the goals of providing a safe location where survivors' needs are met, where families thrive and hope is realized. These continue to be foundational goals. With that said, we have taken a hard look at how we have been providing care and leadership, and we recognize that not all survivors have been able to thrive and find hope in our community. We recognize the intersectionality of oppression and violence and believe Black Lives Matter. We recognize that our work must center the experience of survivors and, in doing so, must give intentional time and focus to serving communities which have been marginalized. We are committed to do this work; it is whole life work. As we look back at 2019, yes, it is a year we are proud of, but we know now it was a launching pad pushing us into 2020 – a year we will forever mark in our agency's history for how it challenged us to continue to grow, adapt and do more.

As you read this annual report, you will see examples of the exciting changes we undertook in 2019, including the expansion of how we identify and support survivors of non-fatal strangulation, the blossoming of our Survivors' Wellbeing Programming and the expansion of our Outreach Program which found new and dynamic ways to provide survivors access to confidential advocacy.

We thank you for taking the time to review this report and urge you to join us as we work toward a community solution to end domestic violence.

Sincerely,

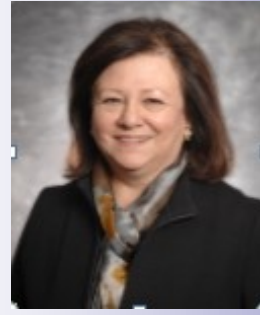
Craig Roberts
Director



**Catherine Ushka, Chair
Tacoma City Council
2018 to Present**



**Connie Ladenburg
Pierce County Councilmember
2017 to Present**



**Lois Bernstein, Senior VP
Community Services
MutliCare Health Systems
2011 to Present**



**Marty Campbell
Pierce County Councilmember
2019 to Present**

Crystal Judson Family Justice Center Executive Board



**Robert Thoms
Tacoma City Council
2014 to Present**

COMMUNITY PARTNERSHIPS

Alliance for Hope International • Associated Ministries • Bonney Lake P.D. • Catherine Place • City of Tacoma Neighborhood & Community Services Department • Community Health Care • Day One Washington • Department of Child Support • Department of Social & Health Services • Fircrest P.D. • Good Samaritan Behavioral Health • JBLM Family Advocacy Program • Kindred Souls Foundation • Korean Women's Association • Lakewood P.D. • Milton P.D. • National Family Justice Center Alliance • Our Sisters' House • Pacific Lutheran University • Pierce County Animal Control • Pierce County Prosecuting Attorney's Office • Pierce County Sheriff's Department • Pierce County Superior Court Clerk's Office • Pierce Youth Outreach • Puyallup P.D. • Rebuilding Hope/SACPC • Tacoma Animal Control • Tacoma Community College • Tacoma Family Medicine • Tacoma Police Department • Tacoma Probono • University of Puget Sound • University of Washington/Tacoma • University Place P.D. •

CRYSTAL JUDSON FAMILY J

OUTCOMES

In 2019, community members turned to the Crystal Judson Family Justice Center for support 11,214 times.

99% of clients reported they knew how to connect with services in the future

98% of clients reported feeling better able to handle their situation

96% of clients reported being able to access the services they needed

93% of clients identified a safety plan

On average, clients accessed **3** programs per visit

71 friends and family members received education on how to support their loved one who was being abused

JUSTICE CENTER PROGRAMS

MAKING A DIFFERENCE IN 2019

The Crystal Judson Family Justice Center has **9** programs, **9** onsite partner organizations and **39** co-located professionals working together to support a healthier and safer community.

COMMUNITY ADVOCACY

Onsite crisis intervention services are available, on a walk-in basis, in a welcoming environment. Survivors meet with an advocate to develop safety plans, receive domestic violence education and identify options to connect to other services within the CJFJC and the community. Friends and family services offer victim's loved ones the opportunity to learn more about domestic violence and how to support their loved one.

- **2,552** walk-ins had same day access to advocacy
- Follow up care was provided **4,116** times

Confidential community based advocates provided **9,714** hours of one-on-one in person care at the center



PIERCE COUNTY DOMESTIC VIOLENCE HELPLINE

Advocates assist survivors, community members and other callers with safety planning, domestic violence education and referrals to services.

- **8,662** callers had real time access to advocates

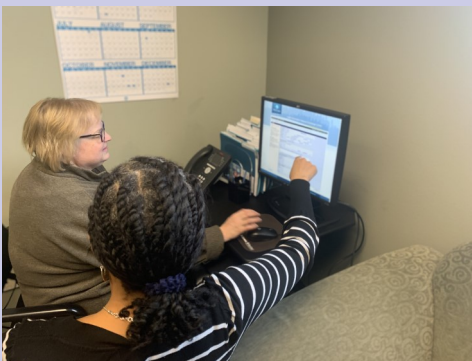
Day One was utilized **268** times to connect survivors and their children to emergency shelter

LEGAL/PROTECTION ORDER

Survivors are able to work one-on-one with advocates, file for a domestic violence protection order at the CJFC and receive in-depth education on how to incorporate the protection order into a larger safety plan. This program also provides court support in Domestic Violence Protection Order Court and assists survivors in coordinating the service of orders. Serving the civil legal needs of survivors, this program partners with Tacomaprobono to provide clients with access to legal clinics, limited representation in family law and protection order proceedings.

- **449** Temporary orders for protection were filed with assistance from advocates working from the CJFC
- **865** Petitioners were provided court support
- **46** Legal Clinics were held for survivors

In partnership with Tacomaprobono, access to legal clinics was **doubled** in 2019



CRIMINAL JUSTICE SERVICES

At the CJFC, victims of domestic violence can access the Pierce County Prosecuting Attorney's Domestic Violence Unit (both misdemeanor and felony) and the Pierce County Sheriff's Domestic Violence Unit.

- The Pierce County Sheriff's Domestic Violence Unit provided investigation and follow-up on **3,323** domestic violence reports
- Prosecuting Attorney Victim Witness Advocates provided support and education to **2,035** victims in criminal proceedings

The Prosecuting Attorney Domestic Violence Unit grew-adding **3** staff members

SURVIVOR WELLBING

Survivors are provided ongoing care in their journey of healing through support groups and one-on-one counseling. The CJFJC, in partnership with Good Samaritan Behavioral Health and Catherine Place, offer free, low barrier access to mental health care.

- Counseling and support group services were accessed **242** times

The Survivor Wellbeing program launched **2 new services**: Art Circle, in partnership with KWA, and Artist in Residence, supporting survivors in telling their stories and healing through art.



OUTREACH

Supports a healthier community by providing education to help build awareness around domestic violence and increase knowledge of services throughout the community.

Presentations were provided throughout the community on topics including intimate partner violence, how to support a survivor and healthy relationships.

Outreach advocacy was provided to people filing for protection orders in the Superior Court Clerk's Domestic Violence Protection Order Office and on police reports.

- **128** Presentations were attended by **1,334** community members
- **171** Victims were provided outreach in Pierce County Superior Court Clerk's Office
- **3,839** calls were made to listed victims on police reports

Outreach to listed victims on police reports increased by **440%** offering access to confidential community based services

VICTIM SUPPORT SERVICES

Funded through charitable grants and donations from the community, Victim Support Services provides essential stop gap services to survivors and their children to increase their safety and ability to connect to care.

- Survivors accessed food services at the CJJC **5,937** times
- Toiletries were provided **528** times
- **67** nights of emergency shelter was provided
- Transportation assistance was provided **631** times
- Winter Shop served **42** survivors and **124** children

In partnership with Kindred Souls Foundation, **367** survivors' pets were provided food and medical care



FINANCIAL SERVICES

Providing direct onsite access to safety net services including DSHS and DCS. The Financial Services program provides education on survivors' rights and provides direct connection to specialists in the field.

- Financial services were addressed **1,421** times with survivors

This year survivors had same day access to DSHS Financial Specialists on **155** days

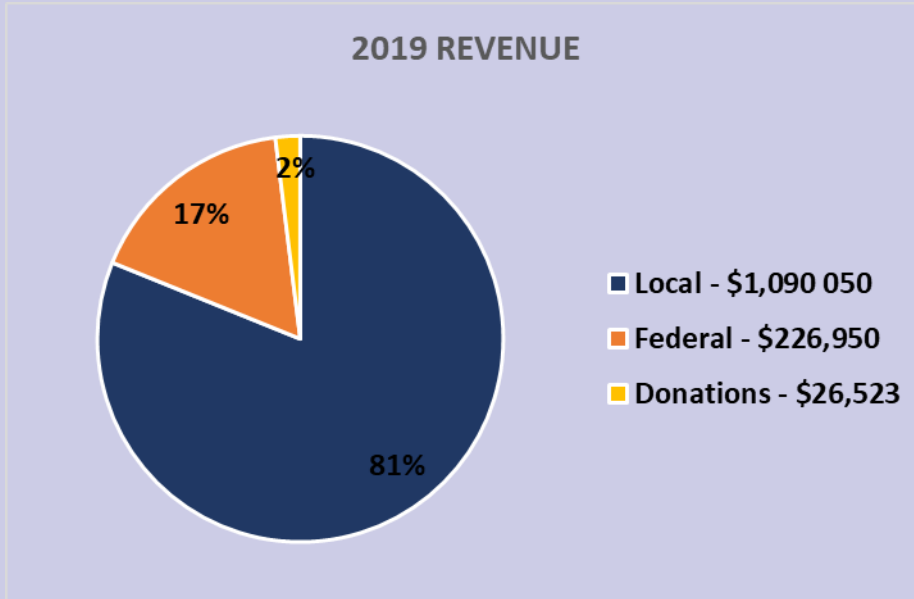


VOLUNTEER & INTERNSHIP PROGRAM

Volunteers and interns are an integral part of the CJFJC team.

- Volunteer Chaplains provided caring services to **626** survivors and companions
- **8** interns worked in the Community Advocacy, Outreach, Helpline and Legal programs, gaining first hand experience supporting survivors.

Interns, volunteers and chaplains donated **3,641** hours to support survivors at the Family Justice Center



THANK YOU TO OUR DONORS

When it comes to improving the safety and well-being of our community, we recognize and embrace the saying “it takes a village.” In that spirit, we would like to acknowledge the hard work and dedication of our donors and community partners, many of which are listed below. Thank you for all you do. We value our donors and look forward to collaborating with others.

We strive to ensure that all 2019 donors are recognized in this report and apologize for any errors or omissions.

Abi McLane
All Saints Episcopal Church
Amy Heller
Barbara Schlotfeldt
Bert Hazen
Carol Saynisch
Children's Museum of Tacoma
Christy Stapleton
City of Fircrest
Correen Oleck
Courtney Erker
Craig & Michelle Roberts
Cry Baby Mafia WA Chapter
Curtis and Emmajean Haynes
Darcy Diaz
Darren Struthers
Daughters of Norway-Embla Lodge #2
Davita
Denise Greer

Dickey's Barbecue Pit
Douglas Wakefield
Eva Erickson
First Tee of South Puget Sound
Gail Ryan
Geralyn Morris
Gerry Meisner
GFWC Tacoma
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Gregg & Nancy McClellan
Harbor Christian Center
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Lady Bug Red Hats
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Pierce County Prosecutor's Office

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Tacoma Sunrise Rotary
Tapco Credit Union
The Al & Georgia Meier Foundation
The Grand Cinema
Tim and Carole McCarthy
Tira Davies
The Cleaning Authority
Trader Joe's
Tricia Donovan
Tulalip Tribe
Vino Aquino
William Meyers
Women's Resource Northwest
Yoko Ichikawa Rondon



This image shows the words used most frequently in 2019 by the survivors we served when providing feedback on their experience at the Center.



Call Us:
Helpline: (253) 798-4166
Toll Free: (800) 764-2420
TDD: (253) 798-4620



Visit the Center:
718 Court E
Tacoma, WA 98402



Website:
www.aplaceofhelp.com