



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
MultiCare 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 JUSTICE CENTER

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

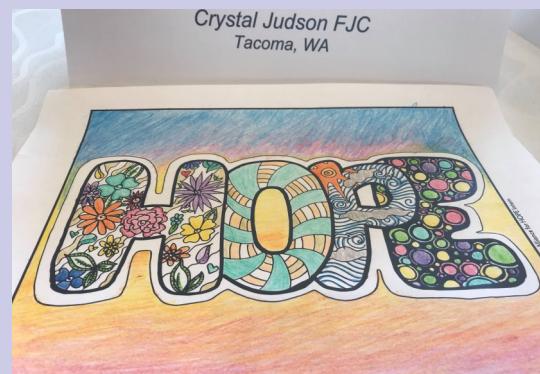
Day One was utilized **268** times to connect survivors and their children to emergency shelter

LEGAL/PROTECTION ORDER

Survivors are able to work one-on-one with advocates, file for a domestic violence protection order at the CJFJC 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 CJFJC
- **865** Petitioners were provided court support
- **46** Legal Clinics were held for survivors

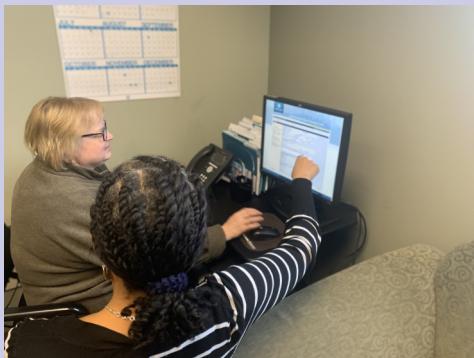
In partnership with Tacomaprobono, access to legal clinics was doubled in 2019



CRIMINAL JUSTICE SERVICES

At the CJFJC, 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 CJFJC **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.

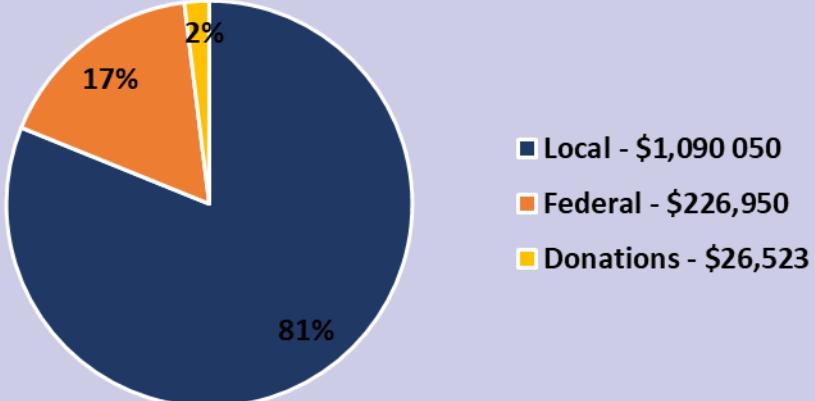
Interns, volunteers and chaplains donated
3,641 hours to support survivors at the
Family Justice Center

We  Our
Volunteers



Volunteer Appreciation Month

2019 REVENUE



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	Dickey's Barbecue Pit
All Saints Episcopal Church	Douglas Wakefield
Amy Heller	Eva Erickson
Barbara Schlotfeldt	First Tee of South Puget Sound
Bert Hazen	Gail Ryan
Carol Saynisch	Geralyn Morris
Children's Museum of Tacoma	Gerry Meisner
Christy Stapleton	GFWC Tacoma
City of Fircrest	GFWC Valley Volunteers
Correen Oleck	Gregg & Nancy McClellan
Courtney Erker	Harbor Christian Center
Craig & Michelle Roberts	ILWU 23
Cry Baby Mafia WA Chapter	James & Jennifer Lobrie
Curtis and Emmajean Haynes	Jared
Darcy Diaz	Joan Jones
Darren Struthers	John & Wendy Huck
Daughters of Norway-Embla Lodge #2	John E. Rollins
Davita	Kathy Martin
Denise Greer	Keith and Norika Jacobsen

Kendra Saathoff
Lady Bug Red Hats
LaRee Rogers
Larry & Gail Talbert
LDS Church-Graham
LeMay Mobile Shredding
Lily Waters
Linda Cochrane & Charles Naubert
Lizanne Padula & Laura Hansen
Lois and Roger Degeest
Lois Bernstein
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Nancy Maio
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Pat Roundy
Lincoln High School Class of '54
Paul & Lita Luvera
Pierce County Council
Pierce County Prosecutor's Office
Point Defiance Zooligical Society
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Rachael Sawyer
Richard Dixon
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Seattle Mariners
Sharon Green
Shine from the Inside
St. Mary's Episcopal Church
Stadium Thriftway
Starbucks
Steven & Renee Van Atter
Susan Adams & Scott Provost
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Tacoma Pierce County Crime Stoppers
Tacoma Rainiers
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