Uncovering the Facts: Learning from the Data

Henrico County Domestic and Sexual Violence Needs Assessment 2011 Report
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Executive Summary

Henrico County Division of Police entered into a collaboration with five other local and county agencies in 2009 to achieve the following goal:

*Develop and implement more effective police, court, and prosecution policies, protocols, and services surrounding domestic and sexual violence.*

To achieve this goal, the Division of Police hired a temporary employee under county personnel class Management Specialist I, informally known as Domestic Violence Project Assistant (DVPA). The DVPA conducted a thorough needs assessment of the current policies, protocols, orders, and services available to adults (age 18 and older), whether victim or offender affected by domestic and sexual violence, in the County of Henrico. This needs assessment was conducted using the following methods:

- Examination of participating agencies’ data
- Site visits to agencies concerned with addressing domestic and/or sexual violence
- Analysis of local media articles relating to domestic and sexual violence
- Analysis of underserved populations
- Creation of a comprehensive resource guide relating to domestic and sexual violence service providers currently available to Henrico County residents
- Review of protocols and procedures addressing domestic and sexual violence currently used in neighboring jurisdiction, in the Commonwealth of Virginia, and nationally

The DVPA developed a V-STOP Steering Committee to:

*Assess the current domestic and sexual violence related policies, protocols, orders, and services in Henrico County. This will be accomplished by collecting, compiling, and analyzing data in order to identify needs and gaps and offer recommendations for more effective policies, protocols, orders and services.*

This process began in December of 2009 and continued through March 2011.

This report includes demographic information for Henrico County and a complete assessment of the current policies, procedures, and services available within Henrico County for its residents pertaining to domestic and sexual violence. Important issues such as underserved populations in Henrico County, why they are underserved, and what the county can do to better reach those populations are also addressed. Additionally, public perception is examined via media analysis.

This report examines Henrico County’s response to domestic and sexual violence on three levels.
Domestic and Sexual Violence

Domestic Violence Definitions

Legal (defined by the Virginia Code 16.1-228) Definition
"Family abuse" means any act involving violence, force, or threat, including but not limited to any forceful detention, which results in bodily injury or places one in reasonable apprehension of bodily injury and which is committed by a person against such person's family or household member.

"Family or household member" means (i) the person's spouse, whether or not he or she resides in the same home with the person, (ii) the person's former spouse, whether or not he or she resides in the same home with the person, (iii) the person's parents, stepparents, children, stepchildren, brothers, sisters, half-brothers, half-sisters, grandparents and grandchildren, regardless of whether such persons reside in the same home with the person, (iv) the person's mother-in-law, father-in-law, sons-in-law, daughters-in-law, brothers-in-law and sisters-in-law who reside in the same home with the person, (v) any individual who has a child in common with the person, whether or not the person and that individual have been married or have resided together at any time, or (vi) any individual who cohabits or who, within the previous 12 months, cohabited with the person, and any children of either of them then residing in the same home with the person.

Advocacy Definition
Virginia Sexual and Domestic Violence Action Alliance uses the following definition of domestic violence:

"Domestic violence is a pattern of abusive behaviors used by one individual intended to exert power and control over another individual in the context of an intimate or family relationship."

The pattern of abusive behavior may be criminal or non-criminal and include physical abuse, sexual abuse, stalking, destruction of property, animal cruelty, psychological and emotional abuse, threats, intimidation, spiritual abuse, isolation, and economic deprivation. Domestic violence can happen to anyone, of any race, gender, ethnicity, age, sexual orientation, and socio-economic status. Violence can occur regardless of relationship status; it can occur amongst couples living together, married, separated, or even in a dating relationship.

Sexual Violence Definition
According to the Center for Disease Control, “Sexual violence is divided into three categories: 1) use of physical force to compel a person to engage in a sexual act against his or her will, whether or not the act is completed; 2) attempted or completed sex act involving a person who is unable to understand the nature or condition of the act, to decline participation, or to communicate unwillingness to engage in the sexual act, e.g., because of illness, disability, or the influence of alcohol or other drugs, or because of intimidation or pressure; and 3) abusive sexual contact” (CDC, 2007).
V-STOP Project Participants

Domestic Violence Project Assistant

The Domestic Violence Project Assistant (DVPA) used many different methods and research techniques to assess the current climate of domestic and sexual violence in Henrico County. A fifteen-month assessment of the current domestic and sexual violence-related policies, protocols, orders, issues, and services in Henrico County was conducted. After the data was collected and compiled, a comprehensive report was written, and a Microsoft Power-Point presentation was created to coincide with the report.

The roles and responsibilities of the Domestic Violence Project Assistant included:

- Examining police, prosecution, and court data
- Identifying needs and gaps specific to domestic and sexual violence services in Henrico County
- Compiling quantitative and qualitative data and analyzing the results
- Visiting and collecting data from shelters, medical facilities, mental health agencies, social service departments, and other relevant entities
- Organizing and updating information regarding available resources
- Creating a steering committee and planning committee meetings
- Developing recommendations for policies, protocols, programs, and services to respond to domestic and sexual violence in Henrico County

V-STOP Steering Committee

Using the six agencies from the memorandum of understanding, the DVPA created a V-STOP Steering Committee. Seven additional agencies were included to offer their unique perspectives on domestic and sexual violence in Henrico County. Their responsibilities included:

- Attending and participating in seven steering committee meetings
- Providing guidance on the overall strategic direction
- Approving project deliverables
- Providing feedback on research findings
- Assisting in the resolution or clarification of issues that arise
- Providing guidance and resources
- Contributing statistical data for the research
- Reviewing findings and editing the final report prepared by the DVPA
What is a Needs Assessment?

A needs assessment is a systematic process used to obtain accurate data relative to an individual, group, organization, or community. Needs assessments are critical to the development of appropriate programs, policies, and strategies to meet the needs of a particular community, and should be conducted when there are potentially fulfillable needs within the community. Needs assessments also provide information on pre-existing services, how the community views those services, additional services required, and recommendations for improvements. The needs assessment process consists of four phases: planning and organizing, data collection, summarizing the results, and sharing the results.

This assessment is a “gap” analysis, which is an examination of the deficit between what does exist and what should exist to best support victims and offenders of domestic and sexual violence. This needs assessment identifies current community strengths, resources, and assets, as well as weaknesses, challenges, concerns, and conditions. It will also assess the community’s capability to meet the needs of the targeted population. This report examines how Henrico County responds to and provides for domestic and sexual violence victims and offenders.

This community needs assessment utilized blended research techniques of quantitative and qualitative data. Quantitative data used for this report included agency demographics: county, state, and national statistics, census reports, police reports, and labor surveys. Qualitative data collection for this report included site visit interviews, steering committee meeting discussions, literature reviews, and a media analysis. Quantitative and qualitative data are complimentary and together provide a clear picture of the current domestic and sexual violence climate of the county. Qualitative data answers questions that quantitative cannot answer. For example, quantitative data can show how often something occurs, while qualitative data can describe why something occurs.

The needs assessment outlined in this report gathered data from the steering committee agencies, community organizations, and pre-existing statistical data. Steering committee members are from both county and community organizations. Members have experience working with or have contact with both offenders and/or victims of domestic and sexual violence. They are familiar with both the current domestic and sexual violence situation as well as the desired outcomes. Community organizations, included in the site visits, serve populations that were examined through this needs assessment.

Gaps in services were identified when a statistically significant number of agencies recognized the same discrepancy in services. Additionally, gaps were determined when more than three primary service providers indentified the same gap. Some gaps in services that were related to one another were combined for the purpose of this report, as was their statistical significance.

This report does not draw conclusions about how to meet the needs of victims and offenders. It offers recommendations to possible solutions or services that could be provided to the targeted populations. It will also propose possibilities that Henrico County could consider to better serve individuals affected by domestic violence and sexual violence.
Formal Needs Assessment Process

Goal Setting
- Identify Data Collection Goals
  - How will data be used?
  - Who is the intended audience?
  - What specific issues will be researched?
  - Define time period to be researched

Define Data Collection Methods
- What category of questions will be researched?
- What methods of information collection will be used?
  - Interviews, surveys, etc.

Define Acceptable Types of Data
- Statistical data
- Qualitative versus Quantitative Analysis
- Incidence Rate versus Prevalence Rate

Define Data Collection Plan
- Identify individuals, organizations and references to be included in Data Collection
- Define the minimum and maximum amount of data to be collected in order to ensure valid research results

Data Collection
- Collect Data

Analysis
- Identify gaps in collected data
- Determine if gaps can be filled through additional research
- Compare collected data with documented community, state and national data

Reporting
- Document findings and submit to identified audience
Community Profile

A community is commonly known as a group of people in a given geographical location. It can also be any group sharing something in common, such as locale, government, experience, interests or goals. People who share race, socio-economic status, ethnicity, or religious beliefs could also be defined as a community.

A community description or profile is a written account and analysis that describes a community. It can include a community’s geography, demographics, history, a brief description of the community’s local governing structure, important businesses, other commerce, schools and universities, and a list of hospitals. A community description or profile is a useful tool as a means to get to understand a particular community, its assets, and challenges. Additionally, it may show a community’s strengths and shortcomings, which can be used to answer some research questions, and can be used to generate new ones.

Demographics are characteristics of a population used in research. Demographics can be used to compare different populations, track trends over a period of time, or to analyze a given group. It is important, for the purpose of this report, to examine Henrico County’s demographics, which illustrate population growth and trends. These growth trends directly correlate to potential gaps in services for domestic and sexual violence. If a certain population is growing and services do not develop to accommodate it, then gaps in service may arise. If service providers do not examine the geographic area they serve, they might be providing erroneous services, which is considered to be another gap in service.

Henrico County

Henrico County is located in the Commonwealth of Virginia. Founded in 1634 as one of Virginia’s eight original shires, Henrico County is one the oldest counties in the United States. Positioned in the Richmond-Petersburg region, Henrico County is a portion of the Richmond Metropolitan Statistical Area. It borders Richmond on the west, north, and east, and constitutes approximately one third of the metropolitan region. Henrico County has five magisterial districts: Brookland, Varina, Three Chopt, Tuckahoe, and Fairfield.
Henrico County covers 245 square miles. The estimated population in 2009 was 305,580 people, an increase of 11.6% from the 2000 United States Census. The median family income is $59,298. Ten percent of Henrico County’s population is foreign born, and nine percent of the population speaks a language other than English at home.

The racial composition of Henrico County has changed since 2000. The racial makeup of the county is shown in the table at right. Females account for 53% of the populations, while males account for 47%.

Twenty-four percent of the population was under the age of 18, seven percent under the age of five. The older adult population (age 65 or older) makes up 12% of the total (see table at left). Thirteen percent of the population older than five is disabled.

Seven and a half percent of Henrico County’s population was arrested last year, compared to four percent in the Commonwealth of Virginia, and five percent in the United States. Three percent of all Henrico County’s criminal arrests were for violent crime. This is lower than the state (5%) and higher than the national percentage (1%). Henrico County’s crime rate was 35.02 per 100,000 people in 2009.

**Current Community Assets**

Community assets or resources are anything within the community that can be used to improve the quality of life for that community’s citizens, and are the foundation for more effective community improvement efforts. These resources could be people living within the community, a physical structure or place (such as schools, hospitals, churches, or libraries), or businesses which stimulate the economy and provide jobs. The following is an illustration of Henrico County’s assets for domestic and sexual violence interviewed for this report. For further information on the following services see the Community Resources pdf. on Henrico County Division of Police’s website.
Henrico County Asset Map

Non-profit organizations
- Commonwealth Catholic Charities • Hilliard House • Safe Harbor • YWCA • Flagler House
- Home Again • Daughters of Zelophehad • SPCA
- Offender Aid & Restoration
- VA Domestic/ Sexual Violence Action Alliance

Citizen’s Associations
- Frank D. Manners and Associates, Inc.
- Domestic Violence Interventions, Inc.
- Deaf and Hard of Hearing Community Counseling Center

Local Institutions
- Commonwealth Catholic Charities
- Hilliard House
- Safe Harbor
- YWCA
- Flagler House
- Home Again
- Daughters of Zelophehad
- SPCA
- Offender Aid & Restoration
- VA Domestic/Sexual Violence Action Alliance

Schools and Colleges
- Henrico County Public Schools
- University of Richmond
- J. Sergeant Community College
- Virginia Commonwealth University

Health Services
- Henrico Doctor’s Hospital
- St. Mary’s Hospital
- VCU Medical Center
- Department of Health
- CrossOver Ministry
- Fan Free Clinic
- Glenwood Medical Center

Social Groups
- Social Services
- Department of Social Services
- Victim/Witness Assistance Program
- Henrico Workforce Center
- SCAN
- Community Corrections Program
- Mental Health Services
- Henrico CASA
- ChildSavers
- Department of Health

Churches
- First Unitarian Universalist Church of Richmond
- Metropolitan Community Church
- Unitarian Universalist Church Glen Allen

Individual Level
Private Therapy
Private In-patient Therapy
- Frank D. Manners and Associates, Inc.
- Domestic Violence Interventions, Inc.
- Deaf and Hard of Hearing Community Counseling Center

Legal Services
- Circuit Court Clerk’s Office
- Commonwealth’s Attorney’s Office
- 14th District Court Services
- Juvenile and Domestic Relations Court Clerk’s Office
- Magistrate’s Office
- Central Virginia Legal Aid
- Virginia Poverty Law Center

Community Agencies
- Division of Police
- Sheriff’s Office
- Animal Protection Unit
- CICF
- VINE

Recreational Groups
- Clubs
- Cultural
- ROSMY
- Hispanic Chamber of Commerce
- Refugee and Immigration Services

Schools and Colleges
- Henrico County Public Schools
- University of Richmond
- J. Sergeant Community College
- Virginia Commonwealth University

Social Groups
- Henrico Doctor’s Hospital
- St. Mary’s Hospital
- VCU Medical Center
- Department of Health
- CrossOver Ministry
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- Magistrate’s Office
- Central Virginia Legal Aid
- Virginia Poverty Law Center

Community Agencies
- Division of Police
- Sheriff’s Office
- Animal Protection Unit
- CICF
- VINE

Recreational Groups
Underserved Populations

During the second steering committee meeting (March 1, 2010), the site visit survey tool was finalized (see Appendix A). Part of this tool was designed to identify citizenry who are underserved in Henrico County relative to the resources for domestic and sexual violence victims and offenders. With the changing demographics in the county and the blending of different cultures and groups, it is important to identify citizens who are not receiving the same level of services as offered to other citizens.

This survey was given to the thirteen steering committee agencies, which have the most experience with Henrico County citizens experiencing domestic and sexual violence. The following citizens were determined, by steering committee agencies, to be underserved in Henrico County:

- Older Adults
- Offenders
- Persons with Disabilities, physical and intellectual
  - Blind and Deaf as a subset
- Persons with Substance Abuse issues
- Children and Adolescents as Secondary Victims
- Men
- Persons with Mental Disorders
- Lesbian, Gay, Bi-sexual, Transgender, (LGBT)
- Immigrants and Refugees (People with limited English Proficiencies)
- College Students

From this list of underserved populations, the steering committee created a list of agencies that serve these populations (see Appendix B) to offer insight into ways Henrico County can improve the level of services provided. Over one hundred site visits were conducted with seventy-five agencies throughout the greater Richmond area. These agencies were visited and asked the standard survey questions. Their responses are used in the subsequent sections.

for final approval to be examined as an underserved population.
Children and Adolescents as Secondary Victims

Participating agencies surveyed feel that, domestic and sexual violence can affect more than just the victim and the offender. Witnessing violence or being exposed to a violent environment could have negative repercussions on children and adolescents. Children and adolescents react to abusive environments in different ways, depending on their age, personality, coping skills, and frequency of exposure. When exposed to violence children and adolescents are more likely to develop social, emotional, psychological, and/or behavioral problems than children or adolescents living in non-violent households.

Service Providers

Currently, children and adolescents exposed to violence are served by the following agencies: Greater Richmond Stop Child Abuse Now (SCAN), ChildSavers, Henrico Court Appointed Special Advocates (CASA), YWCA of Richmond and Safe Harbor. The YWCA of Richmond and Safe Harbor provide counseling for children who are exposed to domestic and sexual violence. Henrico County Child Protective Services (CPS) investigates when child abuse or neglect is suspected.

Greater Richmond SCAN provides support services and educational classes to parents and children who have experienced violence. ChildSavers provides outpatient mental health services for children and families. Henrico CASA community volunteers are appointed by a Juvenile and Domestic Relations Court judge to advocate for children who are abused or neglected. For a more detailed description of each agency please see the accompanying resource guide on the Division of Police website.
Statistics
In calendar year 2009:

- Henrico County Division of Police’s:
  - Officers responded to 17 calls regarding child victims of domestic violence
  - Domestic Violence Coordinator served 10 adolescents and approximately 300-400 students through educational workshops at three schools

- Greater Richmond SCAN Child Advocacy Center served:
  - 349 parents and 219 children at high risk of experiencing child abuse and/or neglect
  - 240 victims of severe physical or sexual abuse, 16 of their non-offender parents
  - approximately 15,000 through public education and Families Are Magic (FAM) program

- Henrico County Child Protective Services served 1,030 children

- ChildSavers served approximately 500 patients from the Greater Richmond Area

- Henrico’s Court Appointed Special Advocates (CASA) Program was appointed on 249 cases
  - 36 of these cases reported domestic violence between adults

- The YWCA of Richmond served (under the age of 18):
  - 125 children requiring emergency shelter care
  - 23 hotline callers
  - 39 clients counseled for domestic violence and sexual assault
  - 13 hospital accompaniments for domestic violence and sexual assault victims

- Safe Harbor served:
  - 143 children with counseling services
  - 38 hotline callers under the age of 18
  - families in the shelter or community center with 200 hours of child care services
  - Safe Harbor’s Court Advocacy Program served:
    - 70 children as secondary victims

Gaps in Services
Fact: 66% of surveyed child and adolescent service providers identified a lack of services available for children and adolescents as secondary victims.

Fact: Of the agencies whose primary population is not centered on children or adolescent, 41% felt that service providers are either over burdened, or that there are no services currently available.

Discussion: While there are services available for children as primary victims of abuse, secondary victims may be overlooked. Referrals could be made to ChildSavers or SCAN’s FAM program. Referrals could also be made to the YWCA or Safe Harbor for services for children or adolescents as secondary victims. Henrico County CPS will take a report or make referrals when a child witnesses violence.
College Students

According to the agencies surveyed, college is a time for young adults to establish their independence, form relationships, assume more responsibility, make adult decisions, and often engage in their first intimate relationships. College students, on their own for the first time, are left to make decisions without guidance. This can lead to risk-taking behaviors such as binge drinking, recreational drug use, and unsafe sex. These behaviors may also lead to violence.

Domestic Violence

Surveyed participants felt that college students may not be aware of the signs of verbal and emotional abuse, nor do they have enough relationship experience to know that abusive behavior is abnormal or unhealthy. College students may feel trapped in an abusive relationship by peer pressure, fear of being alone, or other social forces present in a closed, isolated environment such as a college campus. Victims fear admitting or acknowledging the abuse, and the offenders often do not recognize that their behaviors are wrong.

Sexual Violence

Participating agencies indicated that young women on college campuses are especially at risk of sexual assault and abuse, though young men can also be victimized in similar settings. Many victims choose not to report out of a feeling of shame, guilt, or embarrassment, especially male victims. Some may not report or seek care because they are confused as to what constitutes sexual assault, or feel that they are partially to blame for the attack. Other victims may not report because they do not want to get a classmate in trouble, or fear their peers’ reactions to their accusations against the offender.

Colleges and Universities Statistics

Three local colleges were identified as being the most influential on Henrico County residents: Virginia Commonwealth University, the University of Richmond, and J. Sergeant Reynolds Community College. According to the 2000 U.S. Census, there were 13,581 Henrico County residents in college. This does not take into consideration college students who rent an apartment in Henrico County while they attend school.

In calendar year 2009 (unless otherwise noted):

- Virginia Commonwealth University (VCU)
  - VCU Police had three domestic/sexual violence related arrests
  - VCU Counseling Center saw 25 cases of sexual violence and 83 cases for interpersonal violence
- University of Richmond
  - University of Richmond Police had 8 instances of sexual assault reported on campus.
- For the fiscal year 2009, University of Richmond’s Counseling and Psychological Services (CAPS) saw 512 students:
  - Of those, 15 reported experiencing sexual assault
  - Nine reported experiencing violence in a relationship
- J. Sergeant Reynolds Community College
  - 11,890 Henrico County residents attended for the 2008-2009 academic year
  - There were no reported incidents of domestic or sexual violence for 2009

**Gaps in Services**

**Fact:** The three colleges surveyed have perceived feelings of isolation and exclusion from Henrico County. Most of the college agencies were not aware of the services that county agencies provide; nor do they communicate with county agencies, except for police during the course of an investigation.

**Recommendation:** Law enforcement, advocacy agencies, medical service providers, and mental health agencies could consider forming a partnership with surveyed colleges to exchange information and increase public awareness on college campuses.

**Discussion:** Colleges provide a variety of programs and services but are limited in their capacity to provide comprehensive domestic and sexual violence services. Henrico County agencies can supplement college provided services through counseling, support groups, and batterer’s intervention program (BIP) groups for offenders.

Students away from home for the first time can become isolated from their personal support network and resources. They may not always be aware of the services available in the area surrounding their college; therefore, they may not seek out services. Some may decide to seek services on campus, through their campus’s counseling services or campus police.

By establishing a greater presence on college campuses, Henrico County agencies can work to increase awareness of domestic and sexual violence amongst college students by:

- Providing literature
- Participating in campus events
- Offering training or guest speakers for college classes, events, staff, faculty, and police.
Persons with Disabilities

Some participating organizations felt that persons with disabilities are overlooked when considering domestic and sexual violence victims. They are more vulnerable because of their disability and could be reliant on their offender for personal care or mobility. They may be subjected to the same violence or abuse that non-disabled victims are. Their disability can compound the abuse that they may experience.

Victims with disabilities may not be able to physically defend themselves, leave an abusive environment, or access services. Disclosing their abuse may not be possible because the offender may be present at doctor’s appointments, during psychiatric care, for physical therapy, or while other services are being provided. Some victims would rather stay with an abusive caregiver than enter institutional care. They may be more reticent to leave their home, especially if it has been modified to accommodate their disability.

Domestic and sexual violence providers often do not address issues of disability, nor do disability organizations address issues of domestic and sexual violence. Emergency shelters may not be appropriate for victims with disabilities; as they may require help with personal care or other needs, such as sign language interpreters, wheelchair capabilities, Braille, or transportation assistance.

Service Providers

Agencies that serve people with disabilities and participated in this assessment include: Virginia Department of Blind and Visually Impaired, Virginia Department for the Deaf and Hard of Hearing, and Deaf and Hard of Hearing Community Counseling Center. The Virginia Department for the Blind and Visually Impaired provides specialized services that help persons who are blind and visually impaired in Virginia attain employment and independent living. They offer job training, life skills classes, and training to interested community members or agencies. The Virginia Department for the Deaf and Hard of Hearing works as a liaison between such persons and the hearing world. They provide training to the community, interpreters, and skill set training on proficiencies they need to function in the hearing world. The Deaf and Hard of Hearing Community Counseling Center provides confidential counseling for persons who are deaf and hard of hearing.

Statistics

According to the 2000 United States Census, there were 37,156 disabled residents living in Henrico County.

- In calendar year 2009, the Virginia Department of Blind & Visually Impaired served:
  - 6384 blind and visually impaired individuals and their families statewide
- In fiscal year 2009, the Virginia Department for the Deaf and Hard of Hearing:
  - 2,484 requests for interpreter services for 192 state courts, 109 state and local agencies, and other organizations statewide
  - Operated Virginia Relay, the state’s telecommunications relay service, which ranks 13th in the nation for the number of calls handled annually
The YWCA provided:
- 15 disabled victims with emergency shelter
- Seven disabled victims with counseling
- 132 hotline callers who identified themselves as physically or intellectually disabled

Safe Harbor’s Court Advocacy Program served:
- 11 petitioners identified as having a disability

Gaps in Services

**Fact:** 100% of agencies surveyed who provide services to the disabled in Henrico County suggest that there is a lack of awareness amongst county agencies on how to assist disabled victims. These agencies also identified a lack of knowledge about domestic and sexual violence amongst disability service providers.

**Recommendation:** Disability service providers and county agencies, including law enforcement, advocacy groups, offender service providers, and victim service providers should engage in continuous cross training/education for all employees and new hires. This cross-training should include information, resource, and service provider referral sharing.

**Discussion:** Effective service provision to victims with disabilities requires sensitivity to their needs and an awareness of issues unique to them. Disability service providers may be unaware of the symptoms of domestic or sexual violence or the proper referrals to make. Disability service providers could provide training to county agencies on the proper and most effective ways to serve these populations; an example would be training on guided walking for the blind. In some cases, it would be most appropriate for domestic and sexual violence service providers or mental health providers to refer victims to counselors who specialize in disability assistance.
Older Adults

Agencies, participating in this needs assessment, felt that domestic and sexual violence share common characteristics, regardless of the victim’s age. Offenders may target those that they feel are unlikely or unable to retaliate, or who the offender perceives as weak. Offenders include spouses, former spouses, intimate partners, adult children, grandchildren, other family members, or caregivers. Domestic violence in later life can exacerbate a victim’s declining health.

Domestic and sexual violence in later life, according to Lisa Furr of the Central Virginia Task Force on Domestic Violence Later in Life, is “a pattern of coercive control and abuse of an older person, usually women but can include men, (aged 50 and older) in a trusted, ongoing relationship that is based on the power and control dynamic.” Domestic and sexual violence service providers may handle these cases, but often they go unreported.

Older adult victims may choose not to report abuse for many of the same reasons younger victims do: fear, shame, isolation, and the belief that there are not services available. Similar to disabled victims, older adult victims may not want to report because they are dependent upon their offender for care. They may have health problems that limit their functioning and independence. Victims may not want to leave an abusive environment because they worry who will care for them or that they do not want to be moved to a nursing home.

According to the 2000 U.S. Census Report, nearly 77 million people in the United States are age 50 or older. As of 2009 twelve percent of the population of Henrico County is 65 or older. Henrico County’s older population is rapidly increasing, faster than neighboring counties in the greater Richmond area.

TEAM Henrico

Together Every Adult Matters (TEAM) Henrico is a cooperative of agencies and citizens who work together to end domestic violence in later life through interagency cooperation and communication, education, outreach, and agency support. They meet monthly to discuss public awareness initiatives and cases.

Interagency Workgroups

Henrico Investigators are a collaboration between the Department of Social Service-Adult Protective Services (APS), law enforcement (economic crimes and special victims unit), and the Commonwealth’s Attorney’s Office. Participants meet quarterly to discuss the most appropriate ways to investigate and potentially prosecute APS cases.

The Central Virginia Task Force on Domestic Violence in Later Life

In 1998, the Central Virginia Task Force on Domestic Violence in Later Life (DViLL) began a local partnership that serves the greater Richmond area. Through grant funding, this group works to increase awareness of and response to older adult victims of domestic and sexual violence. It provides training and resources to law enforcement, older adult service providers, domestic and sexual violence programs, other criminal justice agencies, and other community partners.
The Central Virginia Training Alliance to Stop Elder Abuse, Neglect, and Exploitation

The Training Alliance began in 2006 and was one of ten nationwide grant recipients to be awarded funding to establish a three-year pilot program to train criminal justice professionals. It provides law enforcement, prosecutors, and judges training on the local, state, and national level. It also reviews current policies and protocols in order to improve the investigation, prosecution, and adjudication of elder abuse, neglect, and exploitation cases. In 2008, it was awarded additional funding for continued outreach, to conduct a needs assessment, and to expand the training offered.

Statistics
For calendar year 2009:

- Henrico County Adult Protective Services (APS) responded to:
  - 650 complaints of elder abuse
  - 606 requests for adult services
- Henrico County Division of Police responded to calls concerning:
  - Six older adult victims of domestic violence
  - 15 older adult victims of sexual violence
  - Approximately 12 older adult victims aided by the Domestic Violence Coordinator
- The Central Virginia Task Force on Domestic Violence in Later Life provided statewide:
  - 134 meetings and 25 trainings for 590 people, including law enforcement officers, judges, and prosecutors
- Safe Harbor
  - Served at least 40 persons over 50
    - 29 in their community counseling program
    - Six in the shelter program
    - Five in the court program
  - Served 29 persons over 50 in their hotline program
- Safe Harbor’s Court Advocacy Program
  - Assisted 28 survivors age 60 and older
- YWCA served the following older adult victims (aged 59 and older):
  - One older adult victim received emergency shelter
  - 27 hotline callers
  - Four older adult victims for domestic violence and sexual assault counseling
Gaps in Services

**Fact:** 100% of older adult service providers identified a lack of domestic and sexual violence-related resources for older adults as a gap in service.

**Fact:** 19% of other surveyed agencies also identified a lack of adequate resources for older adult victims as a gap in service. Specific services identified include:

1. Shelter beds for people with mobility issues
2. Support groups that address older victims’ special needs
3. Services that address the multiple needs that elder victims have in addition to domestic and sexual violence
4. Services for victims who are dependent upon the offender
5. Opportunities for older victims to gain an understanding of domestic and sexual violence and what services are available to them
6. A heightened sensitivity among service providers to the needs of older victims

**Recommendation:** Victim and domestic violence service agencies could explore developing and implementing additional services not currently available for older adult victims.

**Discussion:** Service providers could investigate the need for support groups for older adult victims. Training materials for such programs are available, through the DOVES (Domestic Older Victims Empowerment and Safety) Program, that address issues of domestic abuse later in life. They offer group facilitation guides as well as a manual for housing and emergency shelter.

A coordinated system response may be needed in some older adult cases of domestic/sexual violence, utilizing agencies that might not necessarily work together, such as domestic and sexual violence services providers, adult protective services, mental health services, and older adult services providers, especially for issues of limited mobility or victims that require more extensive care.

TEAM Henrico, Older Battered Women’s Task Force, and agencies providing services for older adults could partner to offer and strengthen a coordinated response to older adult victims of domestic and sexual violence. Training is also currently available through state agencies for any county agency that is interested in the unique needs of older adult victims.
Immigrants and Refugees

Responders to this needs assessment indicated that immigrant and refugee victims, regardless of immigration status, face additional obstacles when they experience domestic or sexual violence. Language/cultural barriers, fear of authority, and threats of deportation or separation from their children, combined with the power and control dynamic of an abusive relationship, makes leaving the offender exponentially more difficult for immigrant victims.

Victims may remain in abusive relationships because the victims lack the financial means to support themselves. These victims may feel that the abuse is a family matter and should not involve outside aid, or that services are only available to citizens or those legally in this country. They may not feel comfortable seeking aid from someone who does not understand their language or culture. Some victims may need to rely on their children to act as interpreters on their behalf. Without a neutral translator, they may not want to disclose the abuse with their children present, especially to law enforcement agencies.

Commonwealth Catholic Charities Refugee and Immigration Services and Virginia Hispanic Chamber of Commerce provides immigration services, employment assistance, advocacy, and other services. For a more detailed description of the services that these agencies provide, please see the accompanying resource guide on the Division of Police website.

Statistics
For calendar year 2009:

- Commonwealth Catholic Charities Refugee and Immigration Services served approximately 300 Henrico County refugee and immigrant residents
- Safe Harbor’s Court Advocacy Program served 38 petitioners who identified themselves as immigrants

Gaps in Services
Fact: 88% of surveyed agencies identified a lack of culturally competent services and information for immigrant and refugee victims of domestic and sexual violence.

Discussion: Victim, offender, and domestic/sexual violence service providers should consider public service announcements geared toward immigrants and refugees. These victims may be unaware that they are eligible to gain permanent residency under the Violence Against Women Act (VAWA). Information on domestic and sexual abuse and VAWA should be translated into other languages and distributed in places that immigrant victims may see them, such as: Hispanic bodegas, Asian markets, free clinics, or on buses. Immigration and refugee service providers suggested that the best way to reach the Hispanic community is through medical treatment services. Providing the local free clinics with training on the dynamics of domestic and sexual violence, and information on local service providers, would better serve this population.

In order to make reporting easier, a translator should be used so that victims do not need to use their children as interpreters and might be more inclined to discuss their abuse, and whenever possible, agencies should translate their forms and brochures describing available services for victims.
Lesbian, Gay, Bi-sexual, Transgender (LGBT)

Surveyed organizations identified gaps in services for lesbian, gay, bi-sexual, transgender, (LGBT) people, families, and communities. There is a lack of scholarly information available regarding domestic/sexual violence as it relates to the LGBT population, for both victims and service providers. There is difficulty in tracking statistics for the LGBT population, as not all victims are willing to disclose their sexual orientation or the gender of their offender.

Due to homophobia (fear of LGBT people) or heterosexism (discrimination or prejudice against LGBT people) LGBT intimate partner relationships are often kept secret and exist “in the closet” away from public scrutiny. Offenders use this marginalization to further victimize through manipulation, exploitation, oppression, control, isolation from friends, family, and services, or to convince victims that violence is a normal part of LGBT relationships. Offenders can also project this bias onto traditional domestic and sexual violence service providers to discourage victims from accessing services.

Organizations that typically serve the LGBT population do not have the capacity to serve the needs of domestic/sexual violence victims. Conversely, organizations that serve domestic/sexual violence victims do not typically meet the unique needs of the LGBT population. LGBT organizations typically serve as advocates for the LGBT community and address issues of inclusion, hate, violence, and discrimination. Currently, there are no LGBT-specific services for individuals experiencing domestic and/or sexual violence in the Greater Richmond area.

While LGBT victims could avail themselves of traditional domestic/sexual violence services, there is a perceived layer of social stigma attached to sexual orientation that makes accessing services more difficult for some victims. These services typically support heterosexual victims; therefore an LGBT victim might feel judged because of their relationship type or sexual orientation. Some victims may choose not to access services for fear that they will need to disclose their sexuality and will be judged or denied services.

In 2006, the Marshall-Newman amendment was passed by the Virginia General Assembly, which banned all legal recognition of same sex relationships in the state. This has made it even more difficult for the LGBT population to access services. Services providers have indicated however, that Henrico County is one of the few jurisdictions that consistently issues protective order for same-sex or gender-variant domestic violence victims, and will adjudicate same-sex offenders.

LGBT Service Providers

Currently, there are no county agencies that provide assistance specifically to adult LGBT residents of Henrico County. For the purposes of this report three churches that are supportive of LGBTs and one organization that serves LGBT youth were surveyed.

Individuals experiencing same-sex violence, looking for support in an open and understanding environment, could contact the following LGBT-friendly churches: First Unitarian Universalist Church of Richmond, Metropolitan Community Church, and Unitarian Universalist Community Church of Glen Allen. ROSMY, an organization for LGBT youth, offers support groups and social activities. For more information about these agencies please see the accompanying resource guide pdf. on Henrico County Division of Police website.
Statistics
In calendar year 2009:
Safe Harbor served:
  • 2 shelter clients identified as LGBT
  • 1 community counseling client identified as LGBT
Henrico County Division of police responded to:
  • less than 5 calls to the Domestic Violence Coordinator from LGBT

Gaps in Services
Fact: 100% of the LGBT organizations surveyed identified an absence of domestic and sexual violence services specific to LGBT victims.
Fact: 24% of additional surveyed agencies identified a lack of domestic and sexual violence services for LGBT victims.
Discussion: The dynamics of an LGBT relationship can be different than that of a heterosexual one. Henrico County agencies should strive for a coordinated effort amongst service providers to meet the needs of LGBT victims. LGBT victims may not feel as though traditional service providers are sensitive to their needs or that they will be respected due to their sexual orientation. Policies should be created that are LGBT–friendly, including documents that are relationship- and gender-neutral. Materials that do not specify the gender of the victim or offender should be used.

Some LGBT victims would feel more comfortable with a LGBT service provider. These service providers do not feel that they are equipped to help with domestic/sexual violence-related issues. Some agencies provide services for the LGBQ population, while others are not equipped, or do not differentiate services for LGBT from those for heterosexual victims. County training events could be offered that are open to any agency wishing to attend, including LGBT-friendly service providers, and LGBT churches.
Men

Survey participants suggest that male victims may suffer the same types of abuse as female victims, and may be subjected to the same level of violence. Men may be reluctant to fight back because of the belief that men should not hit women. Traditional gender roles can also contribute to a lack of male domestic/sexual violence reporting. The pervasive “macho” mentality may leave a male victim feeling emasculated for "allowing" the abuse to occur, even if the situation is life threatening.

Many men are reluctant to report the abuse out of fear or embarrassment that they will be mocked and ridiculed. There is a dearth of reliable statistical data due to the lack of reporting. Until recently, there have been very few resources, funds, or responses from services providers to address violence against men. Even when men decide to report, they can be left feeling their complaints are not taken seriously. Men are also less likely to seek medical attention for their injuries, participating hospitals report three times more female victims.

Statistics

- The YWCA, for fiscal year 2010 (July 2009 - June 2010), had:
  - 48 boys under the age of 18
  - 124 hotline calls from men
  - 3 men received clinical services
- For calendar year 2009, Safe Harbor saw:
  - 1 adult male client in their shelter program
  - 20 men in the court advocacy program
  - 4 in the community counseling program
  - 58 men through their hotline program
- The Henrico County Division of Police responded to calls for service from:
  - 27 male victims of domestic violence
  - 11 male victims of sexual violence
  - approximately 50 men assisted by the Domestic Violence Coordinator
- St. Mary’s Hospital conducted 3 sexual assault exams for male victims

Gaps in Services

Fact: 71% of surveyed agencies indentified male victims underreporting and not accessing services.

Discussion: Due to the small number of victims reporting abuse, there is a perceived absence of services for male victims due to the lack of public awareness of services available to male victims. Both Safe Harbor and the YWCA, will provide services for men choosing to access those services. Through their hotel program, both service providers can provide temporary housing for male victims of domestic violence.

Henrico County should strive to raise awareness of violence against men, through public service announcements on local television, radio stations, and newspapers. By raising awareness, men might feel encouraged to report and take advantage of the services that are available.
Persons with Mental Disorders

Mental disorders can be defined as psychological, emotional, or behavioral problems that may require intervention. According to Henrico County Crisis Intervention Team training materials, “mental disorders can cause a serious impairment to a person’s ability to function in one or more of the major domains of life such as: work, interpersonal relationships, financial, independent living, physical health and wellness, legal, or spiritual.” Types of mental disorders include: mood disorders, thought disorders, personality disorders, substance abuse, anxiety disorders, eating disorders, disassociative disorders, and developmental disorders.

Victims may be hesitant to seek services for fear that they will be discredited due to their mental illness. According to mental health service providers, they may not address issues of domestic or sexual violence, if a victim’s mental illness seems more pressing. Offenders may not be held accountable for their abusive behaviors if it seems to be a result of mental illness. It would be beneficial to both victims and offenders if both issues, mental health and domestic and/or sexual violence are addressed as co-occurring and treated simultaneously.

Crisis Intervention Team (CIT) Program

In July of 2009, Henrico County was awarded funds from the Virginia Department of Criminal Justice Services (DCJS) and the Department of Behavioral Health and Development Services (DBHDS) to start a crisis intervention training program. Henrico County CIT establishes a partnership between public safety agencies (Police, Fire, and Sheriff’s Office) and Henrico County Mental Health and Developmental Services. Through the CIT Program, Henrico County hopes to decriminalize behaviors associated with serious mental illnesses. The goals of CIT are to:

• Provide immediate response by specially trained responders
• Afford a sense of dignity to individuals in crisis
• Reduce the likelihood of physical confrontation
• Decrease arrest and use of force
• Identify underserved populations and link these citizens with care
• Provide a therapeutic location or protocol for assessment that is not in a law enforcement or jail setting

Henrico County’s CIT Program recognizes that all agencies respond to mental health crises in their own way; however, through this training they hope to develop a consistent, integrated, high quality response for the community, family members, and consumers of mental health services. This training consists of DCJS-accredited 40-hour classes that train first responders to provide the highest level of service to people in crisis. This training consists of classroom education, interactive simulation, site visits to service providers, and role-playing exercises to practice responses. Henrico County CIT has begun a Mobile Response Team (MRT), which consists of a mental health worker riding along with a CIT training officer and responding to calls for service.
Mental Health Providers

Mental health services are currently provided by private therapists as well as Henrico Mental Health and Developmental Services (HMHDS). HMHDS provides short-term outpatient services, psychiatric services, long-term care for people with intellectual disabilities and other mental illnesses. It also provides substance abuse and mental health services in the county jails, and operates a 24-hour crisis line for people in mental health or substance abuse crisis. HMHDS does not usually address issues of domestic or sexual violence. They refer these clients to Safe Harbor or the YWCA, who are better able to assist victims. However, HMHDS does provide emergency mental health services for victims or offenders in crisis.

Statistics

- Henrico Area Mental Health and Developmental Services performed 1,500 emergency mental health evaluations in 2009

Gaps in Service

Fact: 51% of surveyed agencies recognized the co-occurrences of mental illness and domestic and sexual violence in victims and offenders.

Recommendation: CIT training should address domestic and sexual violence-related issues related to mental illness.

Recommendation: CIT Training should extend to Community Corrections probation officers, Victim/Witness advocates, and hospital security.

Domestic and sexual violence victims or offenders may have co-occurring mental health issues and may not have access to services, or be aware of services.

The Henrico County Crisis Intervention Training Program could be easily adapted to include a section on responding to domestic/sexual violence crisis. Many of the principles would be the same. Having probation officers, Victim/Witness advocates, or hospital staff who are CIT-trained would be useful so that they can respond to victims or offenders in crisis without having to involve law enforcement.
Persons with Substance Abuse Issues

Many cooperating agencies and organizations felt that substance abuse (involving either alcohol or drugs) is a risk factor for domestic or sexual violence however; there is no causal relationship between substance abuse and domestic or sexual violence. Victims as well as offenders misuse and abuse substances. Substance abuse tends to exacerbate abusive behaviors. For offenders, it can lower inhibitions and make a person more likely to resort to aggressive behaviors. For victims, it inhibits the ability to protect themselves. Substance abuse can also be used during the after effects of domestic or sexual violence to self-medicate feelings of guilt (offenders) or depression (victims).

Victims may be less likely to report incidents of domestic and sexual violence if substance use or abuse is an aggravating factor. They may feel that their partner is not responsible for the abusive behaviors because they were under the influence of substances. Victims may feel that they are partially to blame, if they were also under the influence. Victims may be reluctant to call law enforcement, especially when illegal substances are involved.

Private treatment and rehabilitation facilities, as well as the Henrico County Community Corrections Program’s Drug Court Program, primarily address substance abuse in Henrico County. Drug court serves non-violent felons appearing in Henrico County Circuit Court for show cause hearings who have been evaluated and found to be substance (cocaine, heroin, alcohol) dependant. The drug court provides strict supervision combined with appropriate treatment services. Drug court staff feels that many of their participants are victims of domestic and sexual violence. Several have been convicted of misdemeanor domestic assault. Drug court does not accept participants who have been convicted of felonious assault or sexual violence charges.

Statistics

- Henrico County Community Corrections Program’s Drug Court Program
  - Served approximately 95 offenders

Gaps in Service

Fact: 66% of surveyed agencies identified substance abuse and domestic/sexual violence as co-occurring.

Recommendation: Substance abuse agencies and domestic violence service providers should coordinate services for victims and offenders.

Discussion: There is no dual program that addresses both domestic and/or sexual violence and substance abuse. Addiction service providers may not address issues of domestic or sexual violence, as their priority is addressing substance abuse. There is a misconception that if substance abuse issues are addressed effectively, the abusive behaviors will end.

Domestic and sexual violence service providers need to partner with substance abuse service providers, such as Drug court, to help victims address issues of violence that might be a root cause of their substance abuse. Offenders who are known to have substance abuse issues could be sentenced to both the Batterer’s Intervention Program and substance abuse treatment.
Offenders
Abusive acts of violence are used to intimidate and control intimate partners or family members. Some service providers feel that offenders may justify and make excuses for their abusive behavior, deny responsibility for their actions, or blame the victim for pushing them to the point of abuse. There may be some factors that cause one to be more prone to abusive behaviors, such as substance abuse, unemployment, or financial difficulties.

Domestic Violence Offenders
There are few service providers for domestic and/or sexual violence offenders, and most that are currently available are usually court-ordered. Most Batterer’s Intervention Programs (BIP) address issues of responsibility, building healthy relationships, and improving communication. BIP groups are usually court-ordered sanctions and are offered as an alternative to incarceration. The groups focus on intimate partner relationships and the impact of abuse within those relationships. Henrico County has three certified batterer’s intervention programs, which accept both court-ordered and self-referred clients. These programs offer treatment focused on intervention and behavioral change.

Another option for domestic violence offenders is anger management classes, which are not the same as BIP groups. Anger management is not meant to address domestic violence issues, as it lacks the intimate partner relationship component. These classes do not address issues of power and control, accountability, and responsibility.

Gaps in Service
**Fact:** 100% of surveyed offender service agencies indentified anger management classes as not being appropriate for domestic violence offenders.

**Recommendation:** Henrico County judges should consider ordering all domestic violence offenders to report to Community Corrections for an assessment to determine appropriate referrals.

**Discussion:** Offenders are better served in a BIP group. All domestic violence offenders need to be in a Batterer’s Intervention Program (BIP). BIP groups address the issue of power and control within relationships, while anger management does not. Most BIP providers operate on a sliding scale; if an offender cannot afford a BIP group then incarceration should be an option. These offenders are not best served in anger management classes. Currently Commonwealth Catholic Charities offers a BIP group for women, which is underutilized.

Sexual Offenders
A sexual offender is someone who has committed a crime that is sexual in nature; this can include sexual assault, rape, or molestation. Offenders may be their victim’s friend, relative, date, co-worker, next-door neighbor, or simply a casual acquaintance.
Some jurisdictions use assessment tools to determine risk and supervision level. Others try to treat sex offenders through behavioral modification therapy, which uses reward and punishment systems to reinforce new behaviors. Others use applied behavior analysis, which utilizes aversion therapy. Other states (California, Florida, Georgia, Iowa, Louisiana, Montana, Oregon, Texas, and Wisconsin) utilize chemical castration, which involves the administration of medications to reduce libido and sexual activity. This process is reversible if treatment is stopped.

Sexual violence offenders in Henrico County are served through state and local probation offices. These offenders are under strict supervision and may be court ordered to sex offender counseling and support groups. These programs stress offender accountability and confront sexually deviant thoughts. In certain cases, sex offenders may be required to register with their local jurisdiction for monitoring.

Gaps in Service

Fact: Virginia Department of Corrections - Community Corrections Program identified that finding housing upon release from jail can be difficult for approximately five and ten percent of sexual offenders.

Discussion: Offering these offenders a work release program could be a consideration. They would be incarcerated overnight in jail but be allowed to work in the community, and probation would be aware of their whereabouts for monitoring purposes. Currently, under the Henrico County Sheriff’s Office Work Release program, participants must maintain full-time employment, have reliable transportation, and must pay ten dollars a day for room and board in the jail.

Older Adult Offenders

Older adult service providers have indicated that abusive relationships can be exacerbated by the offender’s own physical and mental decline, substance abuse, medication misuse, dementia, Alzheimer’s disease, or other cognitive impairments.

“Reverse domestic violence” occurs when one partner is victimized early in the relationship and in turn becomes the offender in later life. This role reversal is a source of revenge/retribution for the earlier victimized partner. This is different from “late onset of domestic violence,” which refers to the development of domestic violence later in a relationship, usually due to mental decline.

Older adult offenders tend to minimize or deny abusive acts; they may attempt to justify any injuries or signs of neglect, making domestic abuse difficult to detect. For example, offenders may exert dominance over the victims by making it more challenging for older adult victims to care for themselves, thus forcing them to be dependent on the offender.
LGBT Offenders

Collaborating agencies indicated that domestic and sexual violence does occur in LGBT relationships. Same sex domestic violence is often confused with “mutual battering” because it is between two men or two women who are perceived as equals. Same sex domestic and sexual violence occurs at the same rates as for heterosexuals, with many of the same power and control dynamics. A distinguishing dynamic in same-sex intimate partner violence is that offenders can use their partner’s sexuality against them by threatening to disclose their sexuality.

Gaps in Services

Discussion: Law enforcement, victim service providers, offender service providers, domestic/sexual violence advocates, and mental health service providers should consider using gender-neutral terminology when working with all clients, to increase sensitivity to the needs of LGBT clients and increase outreach to this population.

All agencies could benefit from training that focuses on the needs of victims of same-sex intimate partner violence, and to increase LGBT awareness. Law enforcement, victim and offender service providers, and advocacy groups should work together to develop ways to identify primary aggressors in same-sex relationships. Heterosexist language (assuming that the offender is male and the victim is female) should be removed from policies, protocols, documentation, and forms.

Disabled Offenders

Partnering agencies reported that disabled offenders can be abusive as a result of their disability, and declining physical health. Victims may feel responsible or pity for the offenders and will not leave despite the abuse, especially if there is no one else to care for the offender.

Intellectually and developmentally disabled offenders may have additional difficulty in recognizing or changing their abusive behaviors. They might not recognize that violence in a relationship is wrong or that there are alternatives. Their disability, in and of itself, could cause anger, frustration, and volatile reactions. These offenders may require psychological evaluation and services.

Discussion: Intellectually and developmentally disabled offenders should be referred to Henrico County Crisis Intervention Team for assistance. This would be especially beneficial if the abuse was a result of the offender being in mental health crisis.
Quality of Life Gaps in Services

Through site visit surveys, over 50% of agencies identified quality of life gaps in services as a serious problem and contributing factor to domestic and sexual violence. Quality of life gaps in services include: employment, education, job training, child care, companion animals, transportation, and housing. It is important to note that there are many quality of life gaps in services that prevent victims from reporting abuse or seeking services and these same gaps can prevent or hinder offender accountability. While these gaps present a sizeable challenge, it is important to recognize these barriers.

Employment, Education, or Job Training

As was previously identified financial difficulties can lead to abuse or violent behavior in some relationships. As of July 2010, according to the U.S. Bureau of Labor Statistics the unemployment rate in Henrico County was 7.1%.

Victim service providers feel that victims might be reluctant to leave an abusive situation due to the lack of employment. Some victims may lack the necessary job skills to obtain a job with a livable wage and free job training and/or educational opportunities may be limited. Therefore, they may be dependent on their offender. Offender service providers feel that offenders will find it more difficult to change abusive patterns without gainful employment. Financial strains can also contribute to abusive behaviors; employment can instill a sense of accountability and responsibility.

Child Care

A hindrance to finding gainful employment could be a lack of affordable quality child care. Child care, in Henrico County, is primarily provided through private day cares. Henrico County Department of Social Services may provide vouchers for day care to those who cannot afford child care. The waiting list for these vouchers is long and vouchers cannot be obtained in an emergency situation.

Victims who could find employment may not be able to earn enough to afford child care in addition to their other living expenses, thereby linking their financial dependence to the offender. They do not want to leave without their children, so they stay in an abusive relationship. Offenders may be suffering under the financial stress of affording child care, as well, which can lead to abusive behaviors. Families who are affected by violence may be under financial duress which could be alleviated if both parents work.

Companion Animals

Pets bring joy and comfort to many people; for victims of domestic and/or sexual violence, pets can be a barrier to leaving an abusive environment. Some agencies interviewed felt that pets could potentially be used by offenders as a means to control, intimidate, or force a victim’s cooperation. Victims may choose to stay in an abusive relationship, than leave their pet behind. In Henrico County, victims are encouraged to contact the Division of Police Animal Protection Unit if there are instances of animal abuse. They also work with local animal shelters and rescue groups to find temporary housing.
If victims do not want to contact police, they may contact local domestic and sexual violence service providers for services. The three local shelters (YWCA, Safe Harbor, and Hanover Safe Place) work with Richmond SPCA to provide temporary shelter through their Sheltering Animals for Abused Families Program. The SPCA will house a companion cat or dog for up to 90 days for active residents of these shelters.

**Statistics**

In calendar year 2009:

- Richmond SPCA found emergency housing for six companion animals.
- Henrico County Division of Police- Animal Protection Unit responded to approximately 21,000 calls for service.
- Currently, 17 states in the United States include protections for pets on family violence protective orders; Virginia is not one of these states.

**Gaps in Service**

**Fact:** Companion animals were not a population considered in the survey tool utilized, eight agencies independently identified pets as a barrier to victims leaving an abusive situation.

**Discussion:** To ensure that companion animals are not a barrier to services local domestic and sexual violence programs encourage victims to contact them; they work with local animal shelters to find safe housing for pets. In the interest of addressing all of a victim’s concerns, victim service providers may consider adding questions about the presence of pets and their welfare during intake questionnaires or risk assessments.

**Transportation**

Many of the participating agencies felt that a lack of reliable public transportation is a hindrance for victims or offenders to access services. For many services the onus is on the victim or offender to get themselves to the service provider, which is even more challenging for those without private vehicle, especially in cases of emergency or for after-hours services. This lack of adequate public transportation greatly affects those living in the county with little to no income.

Henrico County purchases bus services every year from the Greater Richmond Transit Company (GRTC). According to a GRTC study approximately eight percent of all GRTC bus riders live in Henrico County, with approximately 52,000 GRTC riders riding within the county limits. Bus service coverage in Henrico County is limited; currently there is no service in the northern part of the county, in Varina, the Short Pump area, and insufficient service in eastern Henrico County. Bus service is also limited by the hours of operation in Henrico County. Service runs Monday thru Friday from 7:00 a.m. until 7:00 p.m. There is no service, in Henrico County on the weekends or on government holidays.

As evident by the map on page 39 many of the domestic/sexual violence programs and service providers are located near bus lines (within a quarter mile radius). The hours of bus operation make accessing services difficult. The bus is a viable option for those needing to access services during normal business hours, it can be difficult to use in cases of emergencies or accessing services after 7 p.m. Safety planning for individuals who are public transportation dependent is a challenge, due to its limited service, long waits, open area bus stops, and numerous transfers.
Bus transportation experts proposed changes to the bus service routes that would optimize bus routes and decrease the wait between buses. Presently, extending bus service hours or additional routes are not currently a consideration due to financial constraints.

**Gaps in Services**

Currently, there are no domestic or sexual violence specific agencies in eastern Henrico County. Many victims residing in eastern Henrico County may not have transportation to travel to the western part of the county for services.

**Housing**

Almost all interviewed agencies identified that there is a lack of affordable and safe housing in Henrico County. Victims who choose to leave their abusive relationship, may not want to go to a shelter; however, they cannot afford to live on their own. While there are transitional homes, which are residency programs with support services, available to Henrico County residents, there is a long waiting list for those services. Low income housing is provided by Richmond Redevelopment and Housing Authority (RRHA).

**Transitional Housing**

Transitional housing refers to temporary housing for homeless, displaced, or individuals and families in crisis. These facilities may also offer job training, counseling, financial planning, and other life skills and support services. Transitional housing and its accompanying programs are a bridge from crisis to self sufficiency. Residents usually remain in the program for up to two years, during which time they reestablish their independence and plan for their future.

Transitional housing can be critical for domestic and sexual violence victims. Many victims do not want to leave an abusive relationship because they have no where to go. They could go to an emergency shelter for up to 30 days; however, they may not have anywhere to go after that times period. Transitional home offer additional options for individuals or families in distress.

Two transitional homes in Henrico County were interviewed for this report: St. Joseph’s Villa’s Flagler Home and Hilliard House. Both facilities address issues of domestic and sexual violence, in addition to issues of homelessness, substance abuse, and other mental health issues. They require program participants to establish goals, and actively work to achieve them, during their stay with the program, which is around eighteen months. For more information please see the accompanying resource guide on the Division of Police website.

**Low Income Housing**

RRHA serves approximately 10,000 residents in 4,100 public housing units and, through its public housing program, and provides subsidized housing in more than 3,200 units. Public and low income housing is available to low income families and individuals. Eligibility is determined by the following: income, age, disability, citizenship, and number of family members.

RRHA also provides other quality of life services such as: home-ownership opportunities; employment/ job skills training, and support programs for the elderly.
Agencies

Agencies are organizations that act on behalf of someone else; for the purposes of this report victims or offenders of domestic and/or sexual violence. These agencies may provide direct services to victims or offenders. If they do not provide direct service, they may support other agencies that do provide direct services. Domestic and/or sexual violence agencies, in Henrico County, include:

- Public Safety Agencies
  - Henrico County Division of Police
  - Henrico County Division of Fire
  - Henrico County Sheriff’s Office

- Domestic/Sexual Violence Service Providers
  - Safe Harbor
  - YWCA of Richmond
  - Hanover Safe Place

- Victim Service Providers
  - Henrico County Victim/Witness Assistance Program
  - Virginia Department of Corrections Victims Advocate
  - Criminal Injuries Compensation Fund (CICF)
  - Virginia Sexual and Domestic Violence Action Alliance
  - Virginia Attorney General’s Office Domestic Violence Initiative

- Mental Health Service Providers
  - Henrico County Mental Health and Developmental Services
  - Crisis Intervention Training (CIT) Program

- Offender Service Providers
  - Henrico County Community Corrections Program
  - Virginia Department of Corrections-Correctional Program

“Henrico County agencies strive to have a quick response time for victims and offenders.”

-Victim Service Provider

Agencies self categorized themselves into the above categories for the purposes of this needs assessment.
Public Safety

Public safety agencies are public employees whose primary responsibility is to protect and serve the citizens in the jurisdiction where he or she is working. These professionals are often trained to be first responders in emergencies.

Henrico County Division of Police law enforcement officers responds calls for service. Henrico County Division of Fire responds to fire and medical emergencies in Henrico County. Henrico County Sheriff’s Office provides security for county jails, courthouses, and judges. They also serve civil process and court ordered documents; such as summonses, subpoenas, injunctions for protection against domestic violence, and arrest orders/writs of bodily attachment.

Henrico County Division of Police Domestic Violence Coordinator

In order to improve the services for victims of domestic violence, Henrico County Division of Police has on staff a Domestic Violence Coordinator (DVC), to serve county residents affected by domestic violence, and to strengthen the county’s response to victims of Domestic Violence.

The DVC’s responsibilities consist of:

- Conducting training for law enforcement officers on responding to domestic and sexual violence
- Offering education and outreach to Henrico County citizens or organizations
- Providing follow up services on domestic violence cases investigated by the Division of Police
- Coordinating police response to domestic violence issues through planning, analyzing, and evaluating the services provided by Henrico County
- Co-chairing the Fatality Review Team

Henrico County Division of Police Sex Offender Investigator

Henrico County Division of Police had previously hired a sex offender investigator (SOI) who monitored sex offenders in Henrico County to ensure that they are complying with the regulations of the Virginia State Police Sex Offender and Crimes against Minors Registry and their conditions of the probation or parole. The SOI also maintained records for all sex offenders upon their release from jail. The SOI also conducted home and work visits of sex offenders with Virginia State Police. All exposures, peeping tom, and suspicious persons calls for service of a sexual nature were assigned to the SOI. This investigator obtained warrants for violations of registry and probation and parole violations.

Additional roles included: daily reviews of domestic calls for services, liaison with Virginia State Police, Department of Corrections, and Division of Probation and Parole regarding the sex offender registry, and assisting the Domestic Violence Coordinator with programs and events. This position has since lost funding and has been discontinued, and with it the extra supervision of sex offenders in Henrico County.
Richmond Police Department Domestic Violence Enforcement Response Team (DVERT) Program

In November 2008, the Richmond Police Department began tracking all domestic violence cases and protective orders in the city of Richmond. They track all felonious domestic violence cases, misdemeanor cases with serious injuries, second domestic violence incident within six months, or the third incident within one year. They also gather additional evidence such as pictures or medical records for the case. They make contact with the victims, which may or may not result in an investigation. They would also notify the Commonwealth Attorney’s Office of any suspended time the offender may have for prior assaults. All DVERT cases are referred to the Department of Social Services for review.

The goal of this program is to raise awareness on domestic violence for both the police department and the public. The police department also hopes to build partnerships within the community and reduce the number of domestic assaults with this program. They have formed strong working relationships with the Commonwealth’s Attorney’s Office, local domestic violence shelters, local hospital staff, and social workers.

As of last quarter for October 2010, felony domestic assaults are down 17.7%. Misdemeanors domestic assaults are up 6.6%. Richmond Police Department encourages neighboring jurisdictions, including Henrico County, to establish a similar database, in order to send a strong message to domestic violence offenders that the Richmond Metropolitan area does not tolerate domestic violence.

Statistics

- Henrico County received approximately 390,000 calls for emergency services in 2009
  - 5,974 were domestic violence related
  - 407 were sexual violence related
- Henrico County Division of Police
  - 21,723 criminal arrests, and 50,000 traffic arrests were made
    - 1,149 were domestic violence related
    - 95 were sexual violence related
    - There were 36 rapes
    - There were 16 homicides
      - 8 were domestic related
- The Domestic Violence Coordinator responded to:
  - 212 victims of domestic violence
- Sheriff’s Department
  - 525 Protective Orders were served by the Sheriff’s Department
  - There was an average of 1,214 inmates in Henrico County jails per month in 2009.
    - 62 convicted of simple assault against a family member
    - 7 convicted of sexual battery
    - 5 convicted of violation of a protective order
**Strengths**

- The Division of Police employs a Domestic Violence Coordinator to assist with domestic violence calls for service, connects victims with resources, and provides education and community public awareness. For example, the DVC organizes the annual Style Weekly special advertising insert on domestic violence.
- The Division of Police have a strong response to domestic and sexual violence calls, and have more training on domestic and sexual violence than neighboring areas.
- The Division of Police’s investigators are dedicated and progressive in their response to domestic and sexual violence, and agencies feel that they can trust their response.

**Gaps in Services**

**Fact:** 65% of surveyed domestic violence service providers identified more collaboration and communication is needed between law enforcement officers and domestic and sexual violence service providers.

**Recommendation:** Law enforcement and domestic and sexual service providers should partner and engage in continuous cross training.

**Discussion:** In order for law enforcement officers and domestic and sexual service providers, to form a working relationship, they must learn each other’s roles to develop trust. These are two professional groups that historically have not worked together often. In order to provide victims with comprehensive services, cooperation with these two groups is necessary.

Also identified by agencies surveyed, was a perception that law enforcement officers lack sensitivity towards cultures, races, ethnicities, and sexual orientations. Law enforcement officers are required to have two hours of cultural diversity continuing education credits every two years, to address these issues.
Domestic/Sexual Violence Service Providers

Domestic and sexual violence service providers, provide assistance and services to victims and their families regardless on when the last violent episode occurred. These services may include emergency shelter, support groups, court advocacy, mental health services, or referrals. A victim does not need to cooperate with law enforcement or prosecution in order to receive services.

Domestic Violence Service Providers

In Henrico County, residents are served by three domestic violence service providers, Safe Harbor, Richmond YWCA, and Hanover Safe Place. Safe Harbor is located in Henrico County and primarily serves Henrico County residents. Safe Harbor handles primarily intimate partner violence, and does not currently address issues of sexual violence.

In addition to temporary emergency shelter, Safe Harbor offers services in their community center for victims as well as their children. For victims, they offer counseling and support groups in both English and Spanish. For children they offer individual counseling as well as play therapy. They also offer case management for families.

Sexual Violence Service Providers

Currently, Richmond YWCA is the only service provider that addresses issues of sexual violence. The Richmond YWCA offers individual counseling, support groups, child services, and temporary emergency shelter. Hanover Safe Place is also located outside the county, and offers counseling, support groups and temporary emergency shelter.

Statistics

In calendar year 2009, Safe Harbor provided:

- approximately 3,200 nights of shelter in 2009 to 32 adult and 29 child survivors
- Safe Harbor turned away over 90 survivors due to lack of shelter space
- Assistance on over 925 hotline calls
- Supportive services to 148 adults and 91 child survivors of domestic violence
- Training to nearly 4,000 persons on topics related to domestic violence and services

In the calendar year 2009, The Richmond YWCA served:

- 323 crisis calls from Henrico County residents
- 7 adults and 14 children in their emergency shelter
- 24 in domestic violence counseling for Henrico County residents
- 7 in sexual violence counseling for Henrico County residents
- 1 Henrico County resident with hospital accompaniment

For the fiscal year 2010, Hanover Safe Place served:

- 105 hot line calls from Henrico County residents
- 19 in sexual assault counseling
- 14 with advocacy services
Strengths

- Safe Harbor has a strong presence in the community and provides a comprehensive and adequate response for victims.
- Henrico County supports its domestic and sexual violence service providers financially.

Gaps in Services

Fact: 100% of the domestic violence service providers felt that they were limited by their lack of shelter space for victims.
Fact: 19% of additional surveyed agencies identified a lack of shelter space for Henrico County domestic violence victims

Recommendation: With the support of Henrico County, Safe Harbor should explore possibilities for additional shelter space.

Discussion: There are currently eight beds available in Henrico County’s only shelter; this does not meet the identified need. Currently, shelter space is available in one magisterial district, which may mean that not all areas of the county are adequately served.

There are minimal supportive services for victims of sexual violence in Henrico County. With the advent of RHART, immediate services are provided for victims. On-going services are primarily provided by Richmond YWCA for the entire Greater Richmond Area.
Victim Services Providers

In addition to domestic or sexual violence service providers, there are agencies that provide additional service for victims. These agencies provide advocacy services, court services, financial assistance, and referral services. For the purpose of this needs assessment five victim services agencies were interviewed, on both the state and local level.

Henrico County Victim/Witness provides services to any victim or witness of a crime that occurred in Henrico County, University of Richmond, or Richmond International Airport. They also provide services to any Henrico County resident that was victimized elsewhere. For more information about Victim/Witness please see the accompanying resource guide on Henrico County Division of Police’s website.

Victim/Witness Danger Assessment

Victim/Witness Assistance Program performs a danger assessment for victims they serve. Victims fill out a questionnaire, their answers are scored, and results are then categorized into one of four danger levels:

- **Variable Danger**: Victim/witness advocates engage in routine safety planning and monitoring
- **Increased Danger**: Safety planning, monitoring, and increased awareness are crucial
- **Severe Danger**: Assertive safety planning, high level of supervision, and consultation with judges
- **Extreme Danger**: Victims are in serious danger, Victim/witness advocates take decisive action to protect victims, which includes calling for other service provider help

(See Snider, Webster, O’Sullivan, & Campbell, 2009)

Other victim service providers include: The Virginia Department of Corrections who have a Victim Service Advocate (VSA) who keeps victims apprised of inmates’ incarceration statuses. Criminal Injuries Compensation Fund (CICF) pays the unreimbursed expenses of victims who suffer personal physical injuries, emotional injuries, or death as a result of a crime. Virginia Sexual and Domestic Violence Action Alliance operates a twenty-four hours hotline in Virginia for victims of domestic and sexual violence that links victims to services in their area. Virginia Attorney General’s Office Domestic Violence Initiative supports legislation to combat domestic and sexual violence. For more information about these agencies and their programs please see the resource guide on Division of Police website.
**Victim Services Statistics**

In calendar year 2009:

- Henrico County Victim/Witness served 4,097 Henrico County victims and witnesses
  - They aided 1,664 domestic violence victims
  - They aided 633 victims with Protective Orders
  - They aided 58 stalking victims
- Virginia Sexual and Domestic Violence Action Alliance received 41 hotline calls from Henrico County residents
- Virginia Attorney General’s Office Domestic Violence Initiative, estimates that they aided, approximately 50-70 Henrico County residents

In fiscal year 2010:

- CICF received 65 claims for compensation from Henrico County residents
  - 11 domestic assault claims
  - 1 stalking claim
  - 12 sexual assault claims

**Gaps in Service**

**Fact:** There is a perceived lack of services outreach amongst service providers after trial for victims who have utilized the criminal justice system.

**Discussion:** Safe Harbor’s Court Advocacy program has demonstrated that it provides outreach to victims accessing the criminal justice system, regardless of court involvement of outcomes. Without this role, Victim/Witness would need to provide referrals to victims after trial, and only for those who participate in the criminal justice system.
Offender Services

Offender services in Henrico County are provided by county and state agencies, as well as private organizations.

Henrico County Community Corrections Program

Individuals who are arrested on domestic and sexual violence charges could be court ordered to pre-trial supervision prior to trial. Pre-trial services supervise defendants who are bonded and awaiting trial or sentencing. Pre-trial service officers do not discuss the case with the defendant. Services such as anger management or batterer’s intervention program are provided at the request of the defendant or the courts.

Offenders who are found guilty of domestic and sexual violence charges could be sentenced to post-trial community corrections supervision. Community Corrections Probation Officers supervise offenders on three different levels: administrative, standard, and comprehensive, according to MOST/OST assessment scores, which reflect offender risk level/needs. All offenders are supervised in accordance with court ordered sanctions and services. In addition, referrals are made to services to address offender needs, even when not so ordered by the court.

“Henrico County Community Corrections Program provides effective services, intensive supervision, appropriate referrals, and has a positive relationship with Henrico County judges.”

-Offender Service Providers
Administrative level supervision is assigned to those who are considered low risk/need, thus supervision focuses on referrals to services and verification of completion of services. An initial face to face contact is required and thereafter collateral contacts with service providers or offenders. Standard supervision is assigned to those who are medium risk/needs and it require monthly face to face contacts and every other month collateral contacts once offenders have been compliant for 90 days with services. Comprehensive supervision is assigned to those considered to be high risk/need which requires face to face contacts weekly until they are fully connected with services and thereafter every other week contacts.

The majority of sexual violence offenders are sentenced to state probation for monitoring. Henrico County Community Corrections Program supervises those convicted of misdemeanor sex crimes such as indecent exposure. These offenders are seen by one probation officer who is familiar with the unique needs of sex offender, potential referral sources and can provide a more intensive supervision.

**Domestic Violence Probation Officer**

In October of 2009, Henrico County Community Corrections Program hired a Domestic Violence Probation Officer (DVPO), through V-STOP grant funding. The DVPO is an experienced probation officer, who has worked with many domestic violence offenders. The DVPO responsibilities include: Juvenile and Domestic Relations Court probation intakes, conducting risk assessments, and providing intensive supervision for high-risk domestic violence cases.

The advantage to having a DVPO is that one person specializes in difficult domestic violence cases. This person is well versed in the cycle of domestic violence, and is better equipped to hold offenders accountable, which in turn increases public safety. The DVPO can also connect batterers with services quicker, since they are very familiar with the offender service providers in the area.

**Virginia Department of Corrections- Community Corrections Program**

Felony sexual violence cases are usually seen in Henrico County Circuit Court, are sentenced to active or suspended incarceration. Upon release offenders are sentenced to state supervision, usually for two to five years. The primary goal of community corrections is public safety and offender accountability. Probation connects offenders to services, including sex offender treatment programs. Occasionally, for more intensive cases state probation will require an offender to wear an ankle monitor.
Offender Service Providers

One of the potential referral sources is batterer intervention programs (BIP). Henrico County has three certified program groups: Commonwealth Catholic Charities, Frank Manners and Associates, and Domestic Violence Initiative.

All three programs offer support for batterers, with very different approaches to their BIP program, which allows for diversity and help better serve their clientele. They also provide different group times, locations, and in some cases groups in Spanish. Each BIP group addresses the unique issues of Henrico County and its offenders.

In order to ensure the quality of a BIP curriculum, there are Virginia Standards for Batterer Intervention Programs, which have minimum requirements that programs must meet. All services provided by BIP groups are aimed at changing the batterer’s behaviors, while hold them accountable for their behavior, and protecting victims. This certification gives consistency amongst providers, whether their approach is academic or therapeutic.

BIP groups recognize that not all batterers are appropriate for a batterers’ intervention group. Another potential referral source is the Department of Social Services’ Fatherhood Initiative Program which began in 2003. This twelve-week program addresses the following six issues in each of their sessions:

1. Effective interpersonal communication
2. Personal accountability
3. Forgiveness and patience
4. The stages of manhood
5. Male support systems
6. Power and control issues in intimate relationships

While the program’s title gives the connotation that this program is a fatherhood support group, however, parenting issues are rarely addressed. The program believes that by addressing an offender’s personal issues and interpersonal relationship skills/communication, it will in turn create a healthier environment for children. Participants do not necessarily need to be fathers in order to benefit from this program. The program accepts men of all ages, through the court system, child protective services referrals, mental health referrals, self referrals, from friends/relatives or word of mouth. This program does not follow a set curriculum, but offers a safe, friendly, and supportive environment to address issues of male emotional health.

Offender Aid and Restoration (OAR) of Richmond provides services for all adults with criminal convictions from local, state, or federal incarceration. They provide employment counseling, support services, job placement, housing assistance, parenting education, support groups, and mentoring support. They also provide case management for those who require it.
Offender Services in Henrico County

- During the calendar year, Henrico County Community Corrections Program DVPO served:
  - Domestic Violence Cases- 401
  - Supervision Level
    - Administrative-103
    - Standard- 170
    - Comprehensive- 18
    - High Standard- 44
    - Transferred Out/Out of State- 80
  - Referrals
    - Batterer’s Intervention Program- 254
    - Anger Management- 277
    - Fatherhood Initiative- 27
    - Substance Abuse Education- 149
    - SCAN Parenting Classes- 13
    - Mental Health- 39
- During the fiscal year 2009, Henrico County Community Corrections Program Pre-Trial served:
  - Charges
    - Domestic Violence- 134
    - Violation of Protective Order- 29
    - Sexual Violence- 19
    - Stalking- 9
- During the calendar year 2009, Commonwealth Catholic Charities served:
  - Batterers’ Intervention Program
    - Level 2 (Certified 24 Session Batterer Intervention Program)
      - 172 clients, 79 from Henrico County
      - 70% from Henrico County successfully completed the program
    - Level 1 (12 Session Batterers’ Intervention Program)
      - 68 clients, 47 from Henrico County
      - 89% from Henrico County successfully completed the program
  - Anger Management Program
    - 261 clients, 178 from Henrico County
    - 66% from Henrico County successfully completed the program
  - Since its inception in 2003, the Department of Social Services’ Fatherhood Initiative has had 262 men successfully complete their program, with only 2 incidents recidivism
Gaps in Service

**Fact:** 56% of offender service providers identified a lack of services in the jail for domestic violence as a gap in service.

**Fact** An additional 14% of surveyed agencies also identified a lack of services for domestic violence offenders in county jails.

**Recommendation:** Henrico County Sheriff’s Office and the Department of Social Services Fatherhood Initiative should consider collaborating to provide services for domestic violence offenders while they are incarcerated.

**Discussion:** Programs, such as the *Fatherhood Initiative Program*, could be brought into county jails. This program’s open format lends itself to the transitional nature of the jail population. Inmates can attend sessions intermittently, or attend community sessions upon release. The program could be offered one day a month, inmates would likely attend out of boredom. With the program casual and friendly format, offenders might attend programs after their release.

Since the Fatherhood Initiative is a part of the Department of Social Services, they would also provide inmates information on other services available to them (food stamps, housing, etc).
Systems

Issues of domestic and sexual violence are not only addressed by service providers, but also systems comprised of agencies that work together for an integrated response. Systems are usually comprised of many different facets that work together for a desired outcome. Each entity may have different responsibilities and purposes, however; they all share the same goals. Domestic and sexual violence systems work to provide victim safety and offender accountability for individuals accessing services. Systems that respond to domestic and sexual violence in Henrico County include:

- The Legal System
- The Medical System
- The Advocacy System
- Fatality Review
- The Protective Order Process
- I-CAN!
- Juvenile and Domestic Relations Court Criminal Justice Network
- Sexual Assault Response Teams
Legal System

The Henrico County legal system consists of the Commonwealth Attorney’s Office, defense attorneys, judges, the court houses (Juvenile and Domestic Relations Court, General District Court, and Circuit Court), Magistrate’s Office, and Fourteenth District Court Services Unit. These agencies work together to interpret and enforce the law, both criminally and civilly.

Attorneys

The Commonwealth Attorney’s Office represents the County of Henrico and its citizens. Beyond preparation and trial for criminal cases, the Commonwealth Attorney’s Office advises law enforcement agencies.

A defense attorney's role in the justice system is to defend people charged with crimes. Offenders can obtain their own defense attorneys, if they can afford to do so. Those who cannot are assigned court-appointed defense counsel. Attorneys in good standing with the Virginia Bar Association potentially could be appointed to criminal cases for indigent defendants.

Pro-bono legal assistance for Henrico residents may be provided by Central Virginia Legal Aid Society (CVLAS) and the Hunton and Williams Church Hill office. CVLAS provides free legal aid for low income individuals (125% below the federal poverty level) with civil cases. Hunton and Williams Church Hill office provides free legal assistance on protective orders for individuals. They also provide legal assistance for those whose income is too large to be eligible for CVLAS’s assistance. They may provide representation for those seeking an uncontested divorce or guardianship, and those with housing problems. The Virginia Poverty Law Center’s domestic and sexual violence attorney provides legal consultations to local and state agencies.

In 2010, the Henrico County Victim/Witness Assistance Program established a Pro-Bono Protective Order Program for victims of domestic violence seeking assistance with protective orders. Due to the traumatic nature of domestic violence and the confusion of the court system, these victims may require legal representation to assist them through the protective order process. The Victim/Witness Pro Bono Protective Order Program works with local private practice attorney volunteers to help victims obtaining permanent protective orders.
Courts

Henrico County has three courts: Juvenile and Domestic Relations Court, General District Court, and Circuit Court. Sexual assault cases amongst non-intimate partners are seen in General District Court for preliminary hearings. Domestic violence preliminary cases are heard in Juvenile and Domestic Relations Court. The trial of felony cases with sufficient evidence are held in Circuit Court.

The clerk’s office, in all three courts, oversees the court’s schedule, and maintains court documents and paperwork. Fourteenth District Court Service Unit provides supervision and services to the County of Henrico Juvenile and Domestic Relations Court. They also assist in matters of protective orders, custody and visitation issues, child/spousal support, and refer juvenile offenders to community based services.

The Magistrate’s Office provides an unbiased review of complaints brought to the office by law enforcement officers, sheriff’s deputies, and private citizens. They issue search warrants, subpoenas, arrest warrants, summonses, and set bail. They also issue emergency protective orders for victims of domestic and/or sexual violence.

Henrico County Domestic Violence Docket

In September of 2010, Henrico County began a Domestic Violence Docket, with the hope of expediting the court process in the Juvenile and Domestic Relations Court for domestic violence cases. The goal is for victims to be seen in court before they have a chance to reconcile with their offender. The courts felt that a long gap between the arrest date and the hearing increases the likelihood that victims will recant. A domestic violence docket could cut the wait for a court hearing to about 30 days in order to prevent reconciliation and recanting. Currently, only one judge utilizes the domestic violence docket. At the time of this report, the success of this docket is unknown and cannot be determined due to its recent establishment.

Evidence Based Prosecution

Evidence base prosecution (EBP) is best practices, utilized by neighboring jurisdictions to prosecute domestic violence cases, regardless of victim cooperation. EBP assumes that the victims will not cooperate, and the case becomes dependent on the first responding officer as a witness to provide corroborating evidence. The key to successful evidence based prosecution in domestic violence cases is proper and thorough documentation. These cases can take months to prosecute. The more detailed and accurate an officer can be in their initial report the more successful evidence based prosecution becomes. Thorough documentation includes: the emotional state of the victim, defendant, children present, any other witnesses, photographs of all physical injuries for both the victim or defendant, and the conditions of the crime scenes.
It is critical that officers obtain the defendant’s statement without regard to its apparent relevance to the case as, this statement will later provide the court with the defendant’s version of what occurred. Photographs of the crime scene are also useful along with, pictures of any injuries that were sustained. Physical evidence that should be collected includes: all weapons (including guns, knives, and household items), any torn or bloody clothing, clumps of hair, etc. Another key component to evidence based prosecution are hearsay exceptions, which can include excited utterances, spontaneous statements, or 9-1-1 calls.

Some advantages to EBP include: increased court efficiency, fewer nolle prossed cases, and a decreased reliance on the statements of victims who are prone to recanting their initial statements. EBP requires a team approach to prosecuting domestic violence cases. Law enforcement and the Commonwealth’s Attorney’s office must work together and be committed to this process to see positive results. For optimal results Victim/Witness programs should act as a liaison between the victim and the commonwealth’s attorney. EBP promotes victim safety and offender accountability. Offenders will know that they will be prosecuted, regardless of victim involvement.

**Legal Services Statistics**

For the calendar year 2009:

- Henrico County Juvenile and Domestic Relations Court saw
  - 2,239 were misdemeanors
  - 745 were felonies
- Henrico County General District Court handled 10,400 criminal cases
- Henrico County Circuit Court handled 6,500 criminal cases
- Henrico County 14th District Court Service Unit had a total of 571 permanent protective order complaints
  - 567 were petitioned
  - 4 were resolved/diverted
- Henrico County Magistrate’s Office issued 1,301 emergency protective orders and 72 stalking protective orders
  - Hutton and Williams’ Church Hill office aided 29 Henrico County residents through their Women’s Advocacy Program, which provides pro-bono protective order assistance
  - Central Virginia Legal Aid Society provided 92 Henrico County residents with pro-bono legal aid

**Gaps in Services**

**Fact:** Both the court system (including judges, commonwealth attorneys, and court services units) and Victim/Witness Assistance Program identified a gap in time between domestic violence arrests and trial dates as a reason for victims recanting, and therefore a gap in services.

**Fact** An additional 18% of surveyed agencies also identified this lapse in time as a gap in services.
**Recommendation:** Domestic violence docket personnel should track the effectiveness of the docket and identify measurable outcomes.

**Discussion:** The current domestic violence docket should be studied. Data should be gathered on the average number of days between the arrest date and the court date, as well as how often do victims recant. According to data collected by Henrico County Victim/Witness Assistance Program, currently there is approximately 93 days between the date of offense and the initial court date, with 54 cases continued.

To reduce victims recanting, evidence based prosecution should be utilized, it can remove the victim entirely from the process, and successful prosecution can still occur.

![Pie chart showing victims' testimony]

When victims chose to testify during their trial only 47% remained consistent, according to Henrico County Victim/Witness Assistance Program data gathered for this report.
Medical Services

The medical system can be divided into three categories for domestic and sexual violence: forensic medical services, emergency and hospital care, and on-going low-income medical care.

### Forensic Nurse Programs

It is important that sexual assault and domestic violence victims seek medical care, regardless of their decision to make a complaint with law enforcement. There may be health or illness concerns that should be addressed with a medical professional.

A forensic nurse is trained to collect evidence to be used by law enforcement and the Commonwealth’s Attorney during a criminal prosecution. Forensic Nurses utilize a Physical Evidence Recovery Kit (P.E.R.K) to recover such evidence for both domestic and sexual violence incidents. If the victim is considering making a report or feels that he or she may want to file a police report in the future, they are encouraged to go to the emergency department, where a forensic nurse can discuss the available options with them. The forensic nurse will conduct an assessment for the purpose of documenting any injuries. In addition, photographs will be taken of the injuries and in cases of domestic violence a safety assessment and plan will be conducted. Currently, in Henrico County P.E.R.K. exams are performed at Bon Secours St. Mary’s Hospital, Virginia Commonwealth University Medical Center, and on a limited basis at Henrico Doctor’s Hospital’s Forest Campus.

“Bon Secours forensic nurse program provides excellent services for victims of domestic and sexual violence.”

-Victim Service Provider

### Emergency and Inpatient Hospital Care

Sexual and domestic violence victims may also require emergency or inpatient hospital care. Most victims who choose to seek medical care do so from the emergency room at hospitals. They will be treated there for any outstanding injuries that require immediate attention. The emergency room provides initial treatment for a broad spectrum of illness or injuries. Both VCU Medical Center and St. Mary’s Hospital performs a domestic violence assessment upon hospital admission. This screening is a set of standard questions that all patients are asked regardless of illness or injury to determine if the victim is in a violent relationship. If necessary the hospital social worker may make referrals for services for domestic and/or sexual violence victims.

From the emergency room the victim may be sent to a forensic nurse or for more extensive care in other areas of the hospital. There are three local area hospitals that accept patients both in their emergency rooms and for inpatient care: Bon Secours St. Mary’s Hospital, Virginia Commonwealth University Medical Center and Henrico Doctor’s Hospital.
Virginia Commonwealth University Medical Center Intimate Partner Violence Awareness Program

In 2010, VCU Medical Center’s Injury and Violence Prevention Program (IVPP) launched its Intimate Partner Violence Awareness Program. This program utilizes the Virginia Department of Health’s Project Radar Program, as well as training sections created by IVPP staff. IVPP’s Intimate Partner Violence Awareness Program is voluntary hospital training for staff on signs of intimate partner violence, danger assessment screening for patients, and the potential community referrals that hospital staff could make for victims of intimate partner violence. This training also addresses the issues of LGBT and older adults intimate partner violence. The program’s goals are to raise hospital and community awareness concerning intimate partner violence, and to connect victims with services once they leave the hospital.

Low Cost Medical Care

Socio-economic status influences health care, as victims of a higher socioeconomic status may seek care in a private practice setting. Not all victims can afford primary medical care. Lower socioeconomic status victims may lack insurance or the means to pay for medical services. They may also be ineligible for Medicaid and Medicare. Often the uninsured turn to free clinics for their medical, dental, pharmaceutical, and mental health needs. Free clinics are private, nonprofit, community-based, or faith-based organizations that provides compassionate, quality health care at little or no charge to low-income and/or uninsured people. These clinics are usually volunteer-based and rely on health care professionals and partnerships with for-profit health care service providers to donate their time, services, or supplies. For Henrico County residents, there are three low cost medical care clinics available: CrossOver Ministries, Glenwood Medical Center, and Fan Free Clinic.

Henrico County Department of Health, in collaboration with Virginia Department of Health, provides medical care for those who cannot afford traditional primary care. They provide medical care for adults and medical and dental care for children. They also have a maternity and family planning clinic, and assist eligible families with the Women, Infants, and Children (WIC) Program. The Department of Health has a bi-lingual nurse on staff who does community outreach with the Hispanic community.
Medical Services in Henrico County

In the calendar year 2009:

- P.E.R.K exams and Forensic Nurse Services
  - St. Mary’s Hospital
    - 24 adult sexual assault exams for Henrico County residents
    - 10 adult physical assault exams for Henrico County residents
  - Virginia Commonwealth University Medical Center
    - Performed 6 P.E.R.K. exams for Henrico County residents
    - Performed 8 domestic violence exams for Henrico County residents
  - Criminal Injuries Compensation Fund paid for Henrico County 48 P.E.R.K exams

- Hospital Care
  - VCU’s Injury and Violence Prevention Program’s Intimate Partner Violence Awareness Program conducted 3 trainings

- Low Income Medical Care
  - CrossOver Ministry
    - Served over 4,000 people with 21,850 patient visits.
    - 53% of CrossOver patients do not speak English
  - Glenwood Medical Center
    - Served 2,060 patients

- Fan Free Clinic served:
  - 715 Henrico County residents in the medical clinic
  - 368 residents in their HIV outreach services
  - 73 residents with HIV case management

- Henrico County Department of Health
  - Served approximately 1,000 Henrico County residents

Gaps in Services

Discussion: Health care providers can be one of the first resources that victims of domestic/sexual violence access for assistance following an assault. Health care providers have a unique opportunity to intervene in an abusive situation in a non-confrontational manner. Because of their unique position in our society, health care providers need to be aware of local domestic and violence sexual service providers in order to make referrals.

Virginia Department of Health’s Project RADAR provides healthcare professionals with training on acknowledging, assessing, and responding to domestic violence in the medical care environment.
Central Theme
Hospital-based supportive services are lifelines for survivors of sexual and/or intimate partner violence.

Introducing supportive services to survivors of intimate partner and sexual violence early provides hope and healing
(Concept)

Intimate partner and sexual affects us all, and we all must be part of the solution.
(Call to action)

The first of its kind regional collaboration focuses on meeting survivors of intimate partner and sexual violence where they are
(Execution)
Advocacy

An advocate is someone who speaks or acts on behalf of someone else. Advocates offer support, compassion, and understanding. They may be volunteers or paid employees of an agency who have received specialized training. For the purposes of this report most advocates work on behalf of victims to connect them with service providers as well as to facilitate open communication with other agencies. Through community referrals, the advocate may be able to secure more forms of assistance than a victim would be able to alone. Advocates are familiar with local services and providers, and can make referrals accordingly.

RHART (Regional Hospital Accompaniment Response Team)

In November 2009, the greater Richmond area (Chesterfield County, Hanover County, Henrico County, and City of Richmond) domestic violence service providers (YWCA, Safe Harbor, and Hanover Safe Place) teamed together to create a hospital advocacy volunteer program. The Regional Hospital Accompaniment Response Team (RHART) is an emergency companion services program for people who have experienced domestic and sexual violence. Hospital accompaniment volunteers respond to local area hospitals (Bon Secours hospitals and VCU Medical Center) to provide domestic and sexual violence victims with support, crisis intervention, advocacy, and referral information, both during the forensic exam as well as after. Volunteer advocates connect victims with additional domestic/sexual violence services, including long-term counseling, court advocacy, and emergency shelter.

Safe Harbor’s Court Advocacy Program

Safe Harbor, the local domestic violence service provider, felt that they were not connecting with as many victims as they potentially could to provide services and referrals. Since the agency’s inception there has always been a court advocacy program to support victims who are seeking a protective order, due to their pre-existing relationship with Henrico County’s Juvenile and Domestic Relations Court. Until recently this program had been sustained with volunteers and interns, in Henrico County. In 2009 Safe Harbor received V-STOP stimulus funds and hired a full-time bi-lingual, bi-cultural court advocate.

Safe Harbor court advocate participates in court intakes for protective orders, accompanies petitioners to court hearings, and provides support throughout the process. The advocate meets with victims to provide information on court proceedings, safety planning, referrals for services with Safe Harbor and other community agencies. The advocate also provides follow-up services after the court proceedings. The Safe Harbor court advocate and Victim/Witness advocates work together to provide comprehensive, seamless, multi-disciplinary support to victims.

“The RHART Program is an asset to domestic and sexual violence victims.”
- Offender Service Provider
**Sexual Assault Advocate**

Through grant funding, Chesterfield County Police Department has developed a new sexual assault advocacy program. The police sexual assault advocate serves a dual purpose: to work with law enforcement and to work with sexual assault victims. The sexual assault advocate also developed a training curriculum for law enforcement officers on the dynamics of sexual assault and sexual assault victims.

The sexual assault advocate works with sexual assault victims (age 18 and older) through hospital accompaniment with law enforcement, community referrals, and acting as a liaison with law enforcement officers and the victim. The advocate answers any questions that may arise; even months after an investigation is over. Having a sexual assault advocate provides a holistic approach to law enforcement and sexual assault investigations.

With the addition of a sexual assault advocate, Chesterfield County Police has initiated a new investigation system. The initial interview is done at the hospital, where preliminary information is gathered. A more extensive interview is done at a later date to give the victim time to process what has happened to them and to compose themselves. The police sexual assault advocate may attend this second interview, as they have developed a rapport with the victim. Because the sexual assault advocate also represents the police department, they are not bound to the same levels of confidentiality that traditional advocates are.

**Advocacy in Henrico County**

**RHART**

Since its inception RHART responded to:

- 228 calls
  - Intimate partner violence- 87
  - Sexual violence- 127
  - Both intimate partner and sexual violence- 14
- Gender
  - Male- 9
  - Female- 202
  - Transgendered- 1
- Age
  - Under 18- 37
  - Age 19-24- 57
  - Age 25-39- 71
  - Age 40-55- 36
  - Over 55- 2
• Locality
  • Chesterfield County- 27
  • Hanover County- 17
  • Henrico County- 53
  • City of Richmond- 59
  • Out of Area- 27
• Responses Involving Law Enforcement- 148

Safe Harbor’s Court Advocacy Program
Since October of 2009 the Court Advocacy Program served:
  • 481 Survivors
  • Gender
    • 461 women
    • 20 men
  • Relationship to offender
    • 413 Current or Former Partner
    • 59 Other Family Member
    • 8 Dating Partner
    • 1 Acquaintance
  • 452 requested and received follow up services

Gaps in Service
Fact: 80% of surveyed agencies identified a lack of services for victims of sexual violence.

Recommendation: Henrico County Division of Police and Safe Harbor could consider utilizing a sexual violence advocate to address the needs of sexual violence victims.

Discussion: While there are many services that advocate for the needs of domestic violence victims, there is a lack of services that advocate for the needs of sexual violence victims.

An overwhelming number of agencies interviewed identified a lack of services for sexual violence victims. Therefore, Henrico County may find it beneficial to employ a sexual violence advocate. This advocate responds to the unique needs of sexual violence victims. This position cannot be combined with Henrico County Division of Police Domestic Violence Coordinator. Sexual violence victims require their own advocate who address their unique needs.

Safe Harbor is Henrico County’s primary domestic violence service provider. By becoming a dual program, serving both domestic and sexual violence, Safe Harbor could better serve Henrico County victims.
Fatality Review

Virginia General Assembly enacted Virginia Code 32.1-283.3 (C), which provides: “Any county or city, or combination of counties, cities or counties, and cities may establish a family violence fatality review team to examine fatal family violence incidents and to create a body of information to help prevent future family violence fatalities. The team shall have the authority to review the facts and circumstances of all fatal family violence incidents that occur within its designated geographic area.” This code authorized the establishment of fatality review teams and the data collection surrounding domestic homicides. Both the state and counties have established fatality review teams, in Virginia.

Office of the Chief Medical Examiner's Virginia Family and Intimate Partner Homicide Surveillance Program

The state fatality review is conducted by the Office of the Chief Medical Examiner (OCME), which collects, analyzes, and publishes trends on domestic homicide for the entire Commonwealth of Virginia. The OCME reviews patterns, factors, and demographics associated with domestic homicide including: homicide rates, gender, age, race/ethnicity, and weapons used. The goal of these reports is to help form policies and recommendations that prevent domestic violence. In 2010, OCME published “Family and Intimate Partner Homicide: A Ten-Year Review of Family and Intimate Partner Homicide in Virginia, 1999-2008”, which examines domestic homicide trends for the last ten years for all of Virginia.

Henrico County Fatality Review Team

Henrico County formed a multi-disciplinary Henrico County Family Violence Fatality Review Team in March of 2001. Membership consisted of: law enforcement, court staff, magistrates, attorneys, probation officers, social workers, health professionals, mental health providers, victim services providers, batterer intervention providers, and school personnel.

Henrico County Family Violence Fatality Review Team examines the circumstances of past and future family violence fatalities, makes recommendations that arise out of these fatality reviews; and increases coordination and communication among agencies, departments, and systems.

The Henrico County Family Violence Fatality Review Team reviewed 22 fatalities occurring between July 1997 and June 2004. The team produced a report with their findings, several recommendations, and accomplishments, which was printed and distributed throughout the county. They plan on conducting another review once they have accumulated enough cases. This report can be found of Henrico County Division of Police website.

“Henrico County has its own dedicated Fatality Review Team”

- Offender Service Provider
Henrico County’s Processing of Domestic Violence Cases
**Protective Order**

A protective order may be issued under circumstances of stalking, sexual assault, serious bodily injury, and domestic violence. To be eligible for a family abuse protective order (in cases of domestic violence), the offender must be:

- A spouse
- A former spouse
- Someone with whom the victim has a child in common
- Someone with whom the victim cohabits
- A family member defined in Virginia Code Section 16.1-228

A protective order helps protect the health, safety, and well being of the victim and his or her family/household members. Protective orders can be obtained without charge and do not require an attorney to file. They are valid and enforced across the country in every city and state, as part of the Full Faith and Credit clause. In Virginia there are three types of protective orders:

- Emergency Protective Orders (EPO) (Virginia Code Section 16.1-253.4)
- Preliminary Protective Orders (PPO) (Virginia Code Section 16.1-253.1)
- Permanent Protective Orders (PO) (Virginia Code Section 16.1-279.1)

**Emergency Protective Orders** can order the offender/stalker from contacting the victim or their family/household member at home or work by phone or e-mail. An EPO can only be issued by the magistrate’s office; it can be requested by either law enforcement or the victim. In domestic violence cases an EPO can be granted if the magistrate or law enforcement believes that an act of domestic violence has occurred and probably will occur again. If an EPO is granted by the magistrate, a copy is given to the victim. The offender will be served with a copy of the order outlining the conditions of the order. After this copy is served the EPO is considered in effect. An EPO lasts 72 hours after being issued. When court is not in session orders may be extended until 5:00pm the next business day that the court is in session.

If a victim wants to extend a protective order, he or she must go to the intake office of the Juvenile & Domestic Relations Court, before their EPO expires, to obtain assistance in filing a petition for a **Preliminary Protective Order**. A victim does not need to have an EPO in order to receive a PPO. A judge will decide whether or not to grant a PPO based on the victim’s sworn statement. If issued by the judge, this protective order lasts 15 days. It differs from an EPO in that a PPO may grant exclusive possession of the home and/or cars jointly owned to the victim. It can also grant temporary custody of the children, as well as any other measures the court deems necessary to ensure the victim’s protection. As with an emergency protective order, the victim is given a copy of the PPO. Law enforcement or the Sheriff’s Office will serve the offender with the order, which is then considered in effect. At the PPO hearing, a date for the permanent protective order hearing will be set.

A **Permanent Protective Order** can legally order an offender/stalker to stop the abuse, stalking, or threatening behavior. A PO can also grant permanent custody of children, possession of the home, or use of cars jointly owned. The order might require the offender to go to treatment or counseling. A PO may have other conditions to ensure the victim’s protection.
Unlike emergency protective orders and preliminary protective orders, permanent protective orders also allow the respondent to attend and present evidence. During the PO hearing, the victim and offender must describe what happened. If a judge grants a final order of protection, it can remain in effect up to two years. Only a judge can change or dismiss a permanent protective order, once it has been issued.

According to Victim/Witness data captured these are the approximate of protection orders granted in Henrico County for 2010.

### Protective Orders and Court Advocacy

Currently in Juvenile and Domestic Relations Court, victims petitioning for protective orders are connected to community services through Henrico County Victim/Witness Assistance Program and Safe Harbor’s Court Advocacy Program. These follow up services increase victim safety and the likelihood that a victim will not drop the protective order. These advocates address any issues that may arise with the protective orders or the court process for victims choosing.
Protective Orders in Henrico County

For the calendar year 2009:

- The Magistrate’s Office issued 1,301 emergency protective orders and 72 stalking protective orders
- 14th District Court Service Unit had a total of 571 permanent protective order complaints
- For the calendar year 2009 there were 767 new preliminary protective orders cases, and 758 new permanent order cases
- According to data gather by Henrico County Victim/Witness Assistance Program, for this reporting period, about 30% of victims they assist obtained an emergency protective order.

Gaps in Services

Discussion: There are few legal options for victims in a dating relationship. Currently, Virginia does not allow victims who are in dating relationships but not cohabitating to obtain an emergency protective order. Non-governmental and non-profit agencies that serve Henrico County residents should consider supporting legislation that broadens the scope of protective orders to include dating relationships, as many other states currently do.
I-CAN

Another recent innovation that is available to Henrico County residents is I-CAN! (Interactive Community Assistance Network), which helps Virginians fill out family abuse protective order petition forms. I-CAN! is a free Internet-based service that assists users in creating a properly formatted petition for a Preliminary Protective Order in Virginia. Users are guided through a series of questions online; their answers are then inserted in the appropriate court forms. A video guide, “Marie” guides users through the system by reading all the information on the screens and prompting users to answer specific questions. These forms can then be printed and taken to Juvenile and Domestic Relations Court Services Unit for filing. These forms must be brought to the courthouse in order for the protective order to be filed. I-CAN! is also available in Spanish, however, the forms will be printed in English.

Gaps in Service

Discussion: According to Fourteenth District Court Intake to date no Henrico County resident has used I-CAN! system for protective orders. Promotion of the I-CAN! System can be accomplished, by distributing information in the community.

Juvenile and Domestic Relations Court Criminal Justice Network

During the course of this needs assessment it became apparent that agencies need a forum to address issues they might have with the current system and an opportunity to learn the role of other agencies. Therefore, in May of 2010, Henrico County Division of Police and Community Corrections Program established a networking group for agencies and service providers of domestic and sexual violence. The purpose of this coordinated response is to give agencies a chance to address any questions, issues, or challenges they may have about the Juvenile and Domestic Relations Court system or any agencies involved, and to share information. These meetings also raise awareness of services being offered to Henrico County residents. These quarterly meetings provide an opportunity for education on new programs, initiatives, or policies that may affect domestic and sexual violence victims and offenders and their respective service providers. Each agency can update other service providers on new services or programs they are offering.

“The J&DR Criminal Justice Networking Meetings increases communication and cooperation and are beneficial for all agencies involved”

- Offender Service Provider
Sexual Assault Response Team

In 2009, the Virginia General Assembly passed legislation for the creation of sexual assault response teams (SART) in Virginia. Commonwealth’s Attorney Offices were tasked to coordinate a multi-disciplinary response to sexual violence for their communities. In Henrico County, the following agencies make up the Henrico County SART Team: Henrico Division of Police, Henrico County Victim/Witness Assistance Program, Commonwealth’s Attorney Offices, and forensic nurses from Bon Secours St. Mary’s Hospital.

Sexual Assault Response Team (SART) is a collaboration and multidisciplinary response that provides intervention to sexual assault victims, as they interact with the criminal justice process, while staying offender focused to ensure accountability. SART teams’ goals are to mitigate the effects of sexual assault for victims, and to prevent victim blaming and further trauma for victims. Sexual Assault Response Teams work to raise awareness on sexual assault within the criminal justice system, as well as the general community.

SART teams can be used as prevention efforts as well as a reactionary measure. They can provide prevention education, support policies and protocol changes, and raise awareness in the community. SART teams may also provide trainings to service providers.
Prevention Services
Overwhelmingly, agencies surveyed identified a lack of primary domestic/sexual violence prevention education and services in Henrico County as a gap in service. Primary prevention focuses on preventing both victimization and perpetration.

Prevention services, in Henrico County, include: workshops, educational programs, and public awareness campaigns with the intent to change behaviors that may lead to a decrease in domestic and sexual violence. Most of the agencies felt that prevention efforts would be most appropriate in the schools (elementary, middle, and high schools). Henrico County offers prevention services through Henrico County Mental Health and Developmental Services Prevention Services, Henrico County Division of Police, and the Division’s Domestic Violence Coordinator. Two of the local colleges surveyed participate in the Virginia Domestic and Sexual Violence Action Alliance’s Red Flag Campaign.

Henrico County Mental Health and Developmental Services Prevention Services
Henrico County Prevention Services provides a variety of services to promote healthy behaviors, choices, lifestyles, and to reduce risk taking behaviors for youth. These programs address issues of substance abuse, mental health concerns, teen pregnancy, delinquency, and violence. Their evidence-based programs include: Connect, Families and Schools Together (FAST), Safe Dates-Creating Healthy Teen Dating Relationships, and Preparing for the Drug Free Years.

Their programs Connect, FAST, and Safe Dates all address topics relating to the prevention of domestic and sexual violence. FAST is only being utilized in one elementary school. Currently, Prevention Services provides speaker bureaus, or parent workshops in five out of nine high schools, four of twelve middles schools, and five of forty-five elementary schools.

Safe Dates
Safe Dates is the only dating abuse/healthy relationship prevention tool for both male and female students in high-schools currently utilized by Henrico County Prevention Services. Safe Dates is an interactive program, which strives to educated adolescents on the difference between caring, supportive relationships and abusive, controlling, and manipulative behaviors. In 2006, Safe Dates was selected for the National Registry of Evidence-based Programs and Practices (NREPP), and received high ratings on all criteria.

Henrico County Division of Police
Henrico County Division of Police offers many crime prevention programs. They offer home security programs, business security programs, neighborhood watch groups; they also work with local apartment managers. The Division of Police’s Police Athletic League (PAL) teaches participants aspects of a healthy relationship throughout their program. In an effort to prevent child sexual abuse, the Division of Police organizes a yearly Halloween event, for registered sex offenders so that they will not be home during trick-or-treating hours.
**Henrico County Division of Police Domestic Violence Coordinator**

The Division of Police Domestic Violence Coordinator (DVC) provides domestic violence education to Henrico County schools and agencies. The DVC provides educational workshops for smaller groups, and makes referrals for larger group speaking engagements. The DVC also works with other prevention service providers to achieve a more comprehensive educational experience.

The DVC also coordinates a yearly dating and domestic violence symposium at Hermitage Technical Center. School faculty and staff have formed a partnership with Henrico County Mental Health and Developmental Services, the Division of Police, and Safe Harbor to educate students about dating and domestic violence. Symposium workshops consist of guest speakers and community resource information. Students learn how domestic and dating violence directly relates to their technical center classes including: Cosmetology; Criminal Justice; Emergency Medical Technician; Medical Systems Administration; Legal Systems Administration; Nurse Aide; Sports Medicine; and Veterinary Science. After completing the symposium workshops students should be able to:

- Recognize the signs of domestic and dating violence
- Identify community resources available to help
- Identify forms of abuse
- Identify key components of a healthy relationship and communication
- Recognize the prevalence and dangers of domestic and dating violence

In 2008, Henrico County was the recipient of the National Association of Counties (NACO) 2008 Achievement Award Winner for this program.

**Virginia Domestic and Sexual Violence Action Alliance Red Flag Campaign**

Virginia Domestic and Sexual Violence Action Alliance Red Flag Campaign is a public awareness prevention campaign that addresses issues of dating violence on college campuses. The campaign uses a “bystander intervention” strategy, which encouraging friends, peers, faculty, and other campus community members to say or do something when they suspect dating violence in a friend’s, classmate’s, or student’s relationship. They address violence in racially diverse couples, heterosexual, and homosexual relationships. Currently, the Red Flag Campaign is being used on University of Richmond and Virginia Commonwealth University’s campus.

**The Green Dot Strategy**

The Green Dot Strategy utilizes peer and cultural influence as a primary prevention for domestic and sexual violence. This program is designed to target all community members, who could be potential bystanders to violence, and strives to engage them into action. The program believes that peer influence, through bystanders, can create a lasting cultural change, which will ultimately reduce instances of domestic and sexual violence. This program consists of raising awareness, education on violence, and role-playing that incorporates these principals. The theory behind the program is that if more people are willing to intervene in potentially violent situations, violence will decrease. This intervention is considered a Green Dot. By changing the cultural norm violence will be less tolerated within any given community.
Gaps in Service

**Fact:** Despite the aforementioned services 40% of surveyed agencies identified a lack of public awareness and prevention services in the community. 24% of surveyed agencies specifically identified a lack of prevention efforts offered in middle and high schools.

**Recommendation:** Administration for middle and high schools located in Henrico County, not currently utilizing Prevention Services, should consider collaborating with Henrico County Mental Health and Developmental Services Prevention Services to bring prevention programs into their schools.

**Recommendation:** Employers located in Henrico County should promoting public awareness on domestic and sexual violence.

**Discussion:** Prevention efforts are the key to ending domestic (dating) and sexual violence, and promoting healthy relationships. Prevention efforts can save the county money and resources in the long run, but more importantly it will save lives. Public awareness and prevention efforts can best reach the community through schools and the workplace.

Schools prepare their students for college and life beyond, by providing their students the skills they need to be successful. Healthy relationship and domestic and sexual violence awareness education will be beneficial to students, even after they leave school.

Local domestic and sexual violence service providers should consider providing area business with training on domestic and sexual violence. Employees may be more likely to contact services after attending training or a workshop. Supervisors would be in a better position to help employees after training, knowing how to spot signs of abuse. Local domestic and sexual service providers could provide area businesses with resources, which can be included in newsletters, employee communications, and orientations. Public service announcements can also be displayed in public areas such as break rooms and bathrooms.
Public Perception

Impact of Domestic and Sexual Violence in the Workplace

The effects of domestic and sexual violence can be felt in the workplace with medical, emotional, personal, economic, and professional consequences. Harassment may even occur within the workplace, and may threaten workplace safety for all employees. Companies that do not attempt to protect their employees may be subject to legal liability. Employers should be made aware of OSHA general clause, which requires them to reasonably protect their employees and ensure their safety.

Employers, who provide health insurance to their employees, will see an increase in medical costs for victims of domestic and/or sexual violence. These employees may use the emergency room more often; visit physicians or walk-in clinics more often, may be hospitalized more often, use more prescription drugs, and use more sick leave than persons not experiencing violence. They may also miss work due to court appearances. The average costs of these expenses can be thousands of dollars, which means that employers pay the medical costs of many domestic violence incidents.

Domestic or sexual violence does not only affect a victim’s workplace performance, it can also affect the offenders. They may be so preoccupied with their partner’s whereabouts that they use their workplace time and property to call, text, email, or even physically go to check that their partner is where they should be. Their preoccupation can lower workplace performance, lead to excessive tardiness, or absences. They may also miss work due to a domestic or sexual violence arrest.

Domestic or sexual violence in the workplace becomes even more difficult, if the victim and offender work for the same company. Companies with policies on violence may have an easier time addressing these issues than those who do not. It is important not to deny the victim’s right to employment, while maintaining their safety.

Gaps in Service

**Fact:** Only one local top ten employer (defined by Henrico County Economic Development Authority), who responded to our requests, has a policy specifically about domestic and sexual violence, and few have violence in the workplace policies.

**Fact:** Henrico County does have a policy on workplace violence, but does not have a specific policy on domestic and/or sexual violence for its employees.

**Recommendation:** Employers’ human resources departments in Henrico County, including county government, should enhance their current workplace policies to include domestic and sexual violence.

**Discussion:** Employers are encouraged to collaborate with domestic and sexual violence service providers to develop policies regarding domestic and sexual violence for their employees. These agencies can help ensure victim safety while, protecting employers from potential legal consequences.
Media Analysis

Mass media can be a mirror to life in the United States. It is an omnipresent force in today’s society, with twenty-four hour news coverage. The media is constantly reporting and commenting about many social issues. Mass media has the power to sway public opinion surrounding important social issues.

A media analysis will usually show the public opinion on a given issue or the role of non-profits or government agencies serving those social issues. The analysis should show how often the core issue is front page news or a leading story. For non-leading stories a media analysis should show where or how the issue is covered. Not only are news articles and reports looked at, but also letters to the editor, advertisements, and special interest pieces.

Data gathered from a media analysis is both qualitative and quantitative. Qualitative data includes identifying and summarizing popular public opinions. While quantitative data includes how many articles are covering the issue, time of year coverage is at its greatest, or which media outlet has the most coverage.

The media can be an important tool for non-profits or county government organizations to educate the public on important social issues. A media analysis should also offer suggestions on how existing coverage of important issues could be improved to draw attention to issues or highlight certain organizations surrounding the issues.

Methodology

A media analysis is used to gauge how a local area perceives a social issue, in this case domestic and/or sexual violence. In order to narrow the scope of this media analysis, articles were limited to those that occurred during the calendar years 2008 - 2010. While Henrico County, Virginia was the primary focus of this media analysis; articles involving Henrico County residents, or significant cases from neighboring areas were also analyzed. Articles pertaining to state domestic violence or sexual violence laws or policies were also looked at because they might affect Henrico County residents.

Newspapers (local, state, alternative, and from neighboring areas) were examined, both online and in local libraries. Local television news stations archives were also searched. (See Appendix II) In pursuance of gathering an adequate article sample, a comprehensive key search terms list was create in both English and Spanish. (See Appendix II) Each news outlet was searched using the same key terms. These terms encompasses areas of domestic violence, sexual violence, and related issues.

The articles were then evaluated using the following parameters:

- media coverage per month
- what news section each article appeared in
- the overall topic of each article
- the locale the article is written about
- which news outlet covered the story
- who reporters went to for quotes or comments
- article type (news, opinion, events)
Conducting a Media Analysis

- Identify Core Issues and search terms
  - Gather different media presentations from a variety of media sources.
  - Create a list of news sources which will be the focus of the media analysis.
- Set the time frame to be examined.
- Examine each source for similar ideas, portrayals, ideas, and keywords.
- Determine overall impression the media conveys on a certain issue.
- Write analysis presenting methodology, analytic process, and conclusions.
**Media Analysis Findings**

Media coverage for the year 2008–2010 covered a wide variety of topics relating to domestic/sexual violence and other forms of violence against women. The following is an analysis of media content for the calendar years 2008 - 2010 for Henrico County, Virginia.

**News Topics**

By far domestic homicide received disproportional print media coverage. There were only 8 domestic homicides in Henrico County in 2008 and yet there were 44 articles published and 9 television news stories pertaining to local domestic homicide. It would seem that due to its sensational nature, domestic homicide is more newsworthy than other forms of violence against women and their families.

While television news covered both domestic homicide and sexual assault almost equally, print media’s sexual assault coverage was less than half of domestic homicide’s coverage. Very little media attention was given to domestic violence, stalking, and sexual violence, even on their respective awareness months. While CBS’s Channel 6 does not keep news story archives, they do have links to relevant health and wellness websites about domestic and/or sexual violence.

There was very little coverage on victims’ rights or advocacy in both television and print news sources. Very few media outlets included any mention of emergency contact information for victims of domestic and/or sexual violence. The only mention of victim’s services providers were fundraising events or events held by service providers mentioned in community calendars.
Quote Sources

In order to give news stories and articles credibility, reporters contact credible sources for quotes and to ascertain their opinions on issues of domestic and/or sexual violence. Quote sources are from various places including: victims and their friends and family, victims’ advocates, and public officials. Public officials are comprised of commonwealth attorneys, or government officials. Law enforcement officers were also contacted as resources, and well as academic experts. Offenders, their families and attorneys were also quoted in some articles. Fifty-one percent of news stories did not have a quote, while 11% of articles contained quotes from multiple sources.

Time of Year

Print media and television media did not show consistent spikes in media coverage, nor were the spikes consistent across the three years.

Despite the fact that January is stalking awareness month, there were not any articles on stalking. Most articles in January (both print and media) were dedicated to domestic/sexual violence victim’s rights and gun control laws. It should also be noted that both 2008 and 2010 were election years and a significant portion of media coverage was dedicated to presidential and gubernatorial candidates’ positions on domestic and sexual violence.

April is sexual assault awareness month and there was little coverage in the print media and no coverage of any sort in television news. The same held true for October, despite the fact that it is domestic violence awareness month.

Local Media Sources

It is also important to note which news outlets covered domestic and sexual violence issues. The Richmond Times Dispatch covered the most domestic violence and/or sexual violence issues or cases (70%). It is also the most prominent local news paper. An interesting note was how many newspapers from outlining areas include articles about Henrico County, 26 different news sources covered Henrico County cases.
Local specialized newspapers were also examined. This included Spanish news papers, papers that cater to the African- American/Black population, Lesbian/Gay/Bisexual/Transgender newspapers. There was very little domestic and or sexual violence media coverage in any of these newspapers.

The Richmond Free Press, which mostly focuses on issues in the African- American/Black population, had five articles relating to local domestic/ sexual violence events. A significant amount of their domestic violence coverage was dedicated to celebrity cases; including Rhianna and Chris Brown, the murder of Jennifer Hudson’s family by her ex-brother-in-law, and Tiger Woods’ infidelities. These high-profile cases had many months worth of coverage and analysis. The Spanish paper Centro de Richmond, which ended in 2010, predominately covers cases that involved Hispanics; therefore, there was only one article on domestic and/or sexual violence. None of the local LGBT newspapers carried any articles about domestic and/or sexual violence. Nor was there any information for victims on where they could turn for help.

**News Section**

It is also important to note that only two articles were front page stories. Four percent were in the front section. Most of these articles and news stories were in the State or Local section. Articles that were found in online archives; and the original print location could not be determined were classified as online.

NBC’s Channel 12 had the most news coverage relating to domestic and/or sexual violence. CBS’s Channel 6 and Fox’s Channel 35 do not keep an archive of their news stories. No news stations had significant coverage on domestic and/or sexual violence. Most stories were short news clips about a local case. None of the television news stations carried any emergency contact information or resources for victims or offenders.
News Coverage Type
Most of the news stories for both print and television were news articles or special features. Many of the articles/stories were a summary of the circumstances. Most cases that were covered extensively by print news were briefly mentioned in television news. There were not any news stories that were consistently covered by both media sources.

Gotcha! Magazine
In February 2010, Richmond Times-Dispatch began a weekly publication, of local jurisdictional arrest photos along with the suspect’s charges. This magazine is sold at local area convenience stores and gas stations. All of the suspects included in the magazine are presumed innocent. Under the Freedom of Information Act (FOIA), Henrico County must comply, and provide them with information on all adult offenders, who have committed crimes not involving juveniles.

This magazine has received mixed reviews. Channel 12 conducted a survey on their website asking participants; “Are you willing to pay one dollar to see pictures of men and women arrested in central Virginia?” Seventy percent of respondents answered “No”, however, with circulation of over 6,000 magazines weekly, there is an obvious fan base. For this report, steering committee members were asked their feelings about Gotcha!, and there were concerns for victim’s safety as a result of this magazines. Some members felt that this periodical could potentially escalate violence, by shaming and embarrassing the offender.

Safe Harbor Public Media
In 2009, Safe Harbor has been conducting media outreach to increase awareness of domestic violence, encourage victim reporting, and educate on the services available particularly at Safe Harbor. To date Safe Harbor has had 19 media appearances.
Style Weekly
Since 2005, Henrico County has worked with Style Weekly to publish an annual insert to raise awareness on domestic violence. In this special advertisement insert, there are warning signs and symptoms of domestic violence, as well as local, state, and nation referral sources and resources. In 2006, the Virginia Press Association named this collaborative insert as Best of the Best and Best in Show for the Education and Churches category.

Conclusion
This content media analysis shows how the local region perceives domestic and sexual violence issues in Henrico County. Local media coverage should reflect crime occurrences in Henrico County. There is a disjoint between sexual/domestic violence incidences in Henrico County, and what is reported. Crime trends do not match reporting trends.

Discussion
Analysis of local media trends allows for suggestions to be made to improve media relations and representation. The media can be a tremendous asset in raising awareness on social issues, if a partnership can be formed. The media can also increase exposure to victims’ services and emergency contact numbers. It would be beneficial to stress to the media why it is important to include victim services, service provider contact information, and emergency contact numbers in articles relating to domestic and/or sexual violence.

The more community awareness there is for victim services, it increases the likelihood of someone utilizing those services. It would not require more effort on their part, including emergency numbers at the end of all related stories increases awareness of services available. As an alternative, an advertisement can be added to the community bulletin board section for victims’ services.

It would be advantageous to send out reminders in January about stalking awareness month, in April about sexual assault awareness month, and in October about domestic violence awareness month. Not all victims are aware that they are being victimized. Articles outlining acts that are considered stalking, sexual assault, or domestic violence may increase victims’ responsiveness. Media outlets can balance their coverage with more victims’ services information.
Conclusion

Continued communication, collaboration, and cross training is essential to provide the highest level of service to victims and offenders. Efforts in these areas will enhance and unify the existing domestic and sexual violence services. While agency and system cooperation is important, without community awareness and involvement, domestic and sexual violence issues cannot be adequately addressed. A successful, community-based approach could become a catalyst for change, within Henrico County, by improving service consumption amongst both victims and offenders. While the changes that agencies and systems may make better serve the community, the community is also the systems’ and agencies’ partners in addressing issues of domestic and sexual violence.

Communication

Communication is necessary to ensure all service providers are aware of the community’s needs and resources available. Through continued communication comprehensive services can be provided. New ideas, program, and best practices can be discuss for possible implementation. Service providers and community members are kept abreast through open and regular communication and networking.

Collaboration

Collaboration can occur on many levels, co-workers working together to optimize their own agency’s services, agencies working together to strengthen a system’s performance, and systems working together to ensure that the community is well served. Most agencies have collaborating partners that they work closely with, however, by collaborating with outside agencies or ones that have not traditionally been partners, new ideas and services may form.

Cross-Training

The goal of cross-training is to raise awareness and understanding of the role each agency plays, this in turn build stronger working relationships and trust. Through cross training service providers understand other service provider’s job, limitations, and methods. This improves system response, streamlines services provided, and increase efficiency.

The recommendations throughout this report strongly support continued communication, collaboration, and cross-training. This will not only benefit the agencies serving domestic and sexual violence, but also victims and offenders. Services that benefit victims and offenders can reduce incidents of domestic and sexual violence, which improves the quality of life in Henrico County.
Appendix A

V-STOP Needs Assessment Site Visit Survey

Organization Name: __________________________________________________________

Name of Organization Representative: __________________________________________

Representative’s Title: ________________________________________________________

1. How many years has the organization been in the area?
   - Less than a year
   - Less than 5 years
   - 5-10 years
   - 10-15 years
   - 15-20 years
   - More than 20 years

2. Please choose the category that best describes your organization:
   - Sexual Assault Service Provider
   - Domestic Violence Service Provider
   - Health Care Provider
   - Hospital
   - Behavioral/Mental Health Service Provider
   - Family Support Center
   - Public Safety Agency
   - Social Service Agency
   - Legal Services
   - Correctional Program
   - Substance Abuse Program
   - Violent Offender Program
   - Other

3. Who is your organization’s target population?
   ________________________________________________________________

4. What is the average length of stay for clients?
   ________________________________________________________________

5. Does your organization have a waiting list? How long is the waiting list?
   ________________________________________________________________

6. To what extent does your organization work directly with survivors of Domestic Violence?
   - Never
   - Rarely
   - Sometimes
   - Frequently

7. To what extent does your organization work directly with survivors of Sexual Assault?
   - Never
   - Rarely
   - Sometimes
   - Frequently

8. How many Henrico County residents did you organization serve in 2009?
   ________________________________________________________________
9. How many Henrico County residents does your organization expect to serve in 2010?

10. Where do clients get referred to?

11. Does your organization use a screening tool? Are there exclusionary criteria for admission?

12. What is your referral process for Henrico County residents?

13. What specialized training does your staff receive for domestic violence and/or sexual assault victims and/or offenders?

14. Does your organization follow up with clients who have completed program? Do you provide them with services?
15. In your opinion what services are available to victims and/or offenders of domestic violence and sexual assault in Henrico County?

<table>
<thead>
<tr>
<th>Domestic Violence Service</th>
<th>Sexual Assault Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Service Provider</td>
<td>Not available in Henrico County</td>
</tr>
<tr>
<td>Crisis Line</td>
<td>Crisis Line</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>Emergency Shelter</td>
</tr>
<tr>
<td>Support Group</td>
<td>Support Group</td>
</tr>
<tr>
<td>Court Advocacy</td>
<td>Court Advocacy</td>
</tr>
<tr>
<td>Hospital Accompaniment</td>
<td>Hospital Accompaniment</td>
</tr>
<tr>
<td>Counseling/Mental Health Services</td>
<td>Counseling/Mental Health Services</td>
</tr>
<tr>
<td>Legal Service</td>
<td>Legal Services</td>
</tr>
<tr>
<td>Employment Service</td>
<td>Employment Service</td>
</tr>
<tr>
<td>Child Care</td>
<td>Child Care</td>
</tr>
<tr>
<td>Transportation Services</td>
<td>Transportation Services</td>
</tr>
<tr>
<td>Prevention Services</td>
<td>Prevention Services</td>
</tr>
<tr>
<td>Services in Other Languages</td>
<td>Services in Other Languages</td>
</tr>
<tr>
<td>Counseling for Children</td>
<td>Counseling for Children</td>
</tr>
<tr>
<td>Mediation Services</td>
<td>Mediation Services</td>
</tr>
<tr>
<td>Housing</td>
<td>Housing</td>
</tr>
</tbody>
</table>

16. What do you see as gaps in services for domestic and/or sexual violence victims and/or offenders?

___________________________________________________
_______________________________________________________________________________
17. In your opinion what domestic violence populations are not receiving services in Henrico County and why do you feel they are underserved?

<table>
<thead>
<tr>
<th>Population</th>
<th>Is this population underserved?</th>
<th>Reason they are underserved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Citizens</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>People with disabilities</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>People with substance abuse issues</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>People with mental illness</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Adolescents</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Children</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Men</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Lesbians</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Gay</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Transgender</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Limited English Proficiency</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Immigrants/Refugees</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Rural Residents</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>American Indian</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Asian American</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Black/African American</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>College Students</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Other: _________________</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

18. In your opinion what sexual assault populations are not receiving services in Henrico County and why do you feel they are underserved?

<table>
<thead>
<tr>
<th>Population</th>
<th>Is this population underserved?</th>
<th>Reason they are underserved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Citizens</td>
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<td>Children</td>
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<td>Men</td>
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<td>Lesbians</td>
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<td></td>
</tr>
<tr>
<td>Transgender</td>
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<td></td>
</tr>
<tr>
<td>Limited English Proficiency</td>
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<tr>
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<tr>
<td>White/Caucasian</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>College Students</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Other: _________________</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
19. Are there any limitations to the services you provide?
________________________________________________________________________
________________________________________________________________________

20. How does your organization define program success?
________________________________________________________________________
________________________________________________________________________

21. What do you feel your organization’s greatest strengths are?
________________________________________________________________________
________________________________________________________________________

22. What do you feel your organization’s weaknesses are and how could you overcome them?
________________________________________________________________________
________________________________________________________________________

23. What do you see as a strength in Henrico County’s response to domestic/sexual violence?
________________________________________________________________________
________________________________________________________________________

24. What do you see as a weakness in Henrico County’s response to domestic/sexual violence?
________________________________________________________________________
________________________________________________________________________
Appendix B

Additional Service Providers Interviewed

- Henrico County Mental Health Prevention Services
- Henrico County Judges
- VCU Center on Aging
- Henrico County Adult Protective Service
- Criminal Injuries Compensation Fund
- Hanover Safe Place
- The James House
- Office of the Medical Examiners Fatality Review
- Virginia Dept of the Deaf and Hard of Hearing
- Greater Richmond SCAN (Stop Child Abuse Now)
- Virginia Attorney General’s Office
- Central Virginia Legal Aid
- University of Richmond CAPS
- J. Sergeant Reynolds Police
- VCU Police
- Richmond SPCA
- Henrico Doctor’s Hospital Forensic Nurse
- Domestic Violence Intervention Inc.
- Frank Manners and Associates
- Hilliard House
- Deaf and Hard of Hearing Community Counseling Center
- Glenwood Medical Center
- Chesterfield Community Corrections Services
- Metropolitan Community Church of Richmond
- First Unitarian Universalist Church of Richmond
- Richmond Redevelopment & Housing Authority
- Virginia Domestic and Sexual Violence Action Alliance
- Henrico County Drug Court
- CrossOver Ministries
- Henrico County Mental Health Emergency Services
- Goochland County Commonwealth Attorney Office
- Henrico County Community Corrections Program Pretrial Services
- Regional Hospital Accompaniment Response Team
- Safe Harbor Court Advocate
Appendix C

Media Sources Used for Content Media Analysis

(Search Dates 1/1/2008 – 12/31/2010)

- The Daily Press
- The Washington Post
- The Virginian-Pilot
- Richmond Times Dispatch
- The Free Lance Star
- PR Newswire
- Style Weekly
- Richmond Magazine
- Chesterfield Observer
- Richmond Free Press
- Centro de Richmond
- Henrico Personnel Update
- Henrico Citizen
- News Virginian
- Stafford County Sun
- Fire Engineering
- The Cavalier Daily
- The Roanoke Times
- The News and Advance
- Skirt Magazine
- The Gazette Virginian
- Virginia Lawyers Weekly
- The Eagle Tribune
- The Salem News
- The Mechanicsville Local
- NACO County News
- Belle Magazine

Key Search Terms for Content Media Analysis

(Search Dates 1/1/2008 – 12/31/2010)

- Abuse + boyfriend
- Abuse + girlfriend
- Abused Women
- Intimate Partner Violence
- Manslaughter
- Manslaughter + boyfriend
Key Search Terms in Spanish for Content Media Analysis

- Violencia Domestico (en el hogar)
- Agredir Sexualmente
- Agresion Sexual
- Homicidio Domestico
- Violacion
- Acoso
- La Pareja Intima
- Femicidio
- Violencia Sexual
- Orden de restricción
- Orden de protección
- Domestic Violence
- Sexual Assault
- Domestic Homicide
- Rape
- Stalking/Harassment
- Intimate Partner
- Murder of Women
- Sexual Violence
- Restraining Order
- Protection Order
This project is supported by grant #10-A6091VS09 through the Department of Criminal Justice Services (end statement here if VSDVVF) from funds authorized by the federal (Victims of Crime Act or Violence Against Women Act) awarded to Virginia by the U.S. Department of Justice