

July 1, 2005 through June 30, 2006

Annual Report

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A Year at a Glance: Advocates - What Doesn't Break Us Makes Us Strong!

By Jennifer Quitugua, Advocacy Manager

It is hard to believe that we are at that time of the year when we need to remember and get used to writing and saying 2007. Where does the time go? If you ask me, it is moving too fast.

We may not like the fact, but time stops for no one. The only thing we have control over is what we do with our time. As I reflect back on the year, I appreciate what brought us here and what we learned to make things better in the Advocacy Program.

There is no longer a revolving door into and out of the Advocacy Program. We learned many hard lessons on the reasons behind the revolving door phenomenon, one of which was that advocates/staff were experiencing vicarious traumatization (VT). Once VT was addressed we were able to retain our advocates. This allowed us to build a solid foundation that better enabled us to meet the demands of people needing advocacy services, be it in the medical or legal arenas, or on the 24-hour crisis, information and referral line.

I have been fortunate to be working with very dedicated and compassionate advocates, many of them being with the program for over four years. They provide the stability and continuity critical to maintaining the quality of work expected of them whenever called upon.

This year I was put to the task of stepping out of the box and looking at how the work in advocacy might be done differently. Funding limitations necessitated the cut of the day-time Client Advocate at the first of the year. Prior to Sharon's departure, it was vital that she cross-train On-call Advocates on the tasks performed during the week in the office. These tasks consisted of many of the important things that support the daily running of the program, like data entry, filing, mailings, and other program support activities.

The plan was to train On-call Advocates on all aspects of the program so that when needed I had only to call in an advocate to work in the office during a portion of their shift. On paper, it looked doable; the crisis line was covered by our On-call Advocates anyway. This required planning and coordinating by everyone to make it work. Like I said, on paper it looked like it could be done.

We know that over the last few years the number of contacts on our crisis line has steadily declined, though the amount of time spent on these contacts has remained the same or has increased. Some suggested reasons for the decrease in client contacts could be from forces beyond the control of the program, such as the Forensic Nurse Examiner's Service (FNES) program at Tacoma General Hospital not running at full capacity over the last couple of years, the introduction of Rape, Abuse, and Incest National Network's (RAINN) on-line hotline early this year, and then there's the obvious — people are just not calling.

So what have we learned during this year? The Advocacy Program did not break. The work of the program continued. The advocates in the program all jumped in and did what

(Continued on page 6)

Therapy Program Update

By Stephanie Sacks, Clinical Director of Therapy Services

This year SACPC's Therapy Program served 49 clients for 1,373 scheduled individual therapy sessions, and 28 additional clients through support and psycho-educational groups totaling 120 group contacts. Our individual numbers are lower than in years past due to not replacing a 32-hour per week therapist position. While we deeply regret not having the funding to serve as many clients as in the past, we are very glad that our group numbers are increasing. Our monthly drop-in support group and our monthly psycho-educational group began primarily to meet the needs sexual assault survivors have for normalization, peer support and information. However, as the number of clients we can see in a timely fashion has lessened due to decreased resources, we have found many clients rely on the groups (along with the crisis line) to provide some support while they wait for therapy services. While these groups do not meet the need for professional therapy, we feel fortunate we can offer clients some assistance while we work toward increasing our therapy staff in the future.

To this end we are looking into using more interns and volunteer therapists to help meet the demand for services while also providing training and experience for professionals who can continue to

use the acquired skills in treating sexual assault victims throughout their careers.

We are finding more and more that we cannot even begin to do this work on our own. Many clients we see in the Therapy Program have private insurance, yet have been told by various other mental health providers in different settings that their sexual assault/abuse issues cannot be addressed there.

We find that a good number of our therapy clients have medical coupons. Many of these clients have been abused and now have PTSD and depression severely enough that social security considers them disabled, yet they can't get mental health therapy paid for to address those issues. Where is the hope in that?

At times it is easy for survivors of sexual assault to get discouraged. At times it is easy for SACPC to get discouraged as we see the number of clients we are able to reach drop. When I meet with a sexual assault survivor even in the darkest of times there is hope. Hope is what allows someone to reach out for help, to come into therapy, to pick up the phone and schedule an appointment. Helen Keller once said, "Although the world is full of suffering, it is also full of the overcoming of it." But without resources to provide assis-

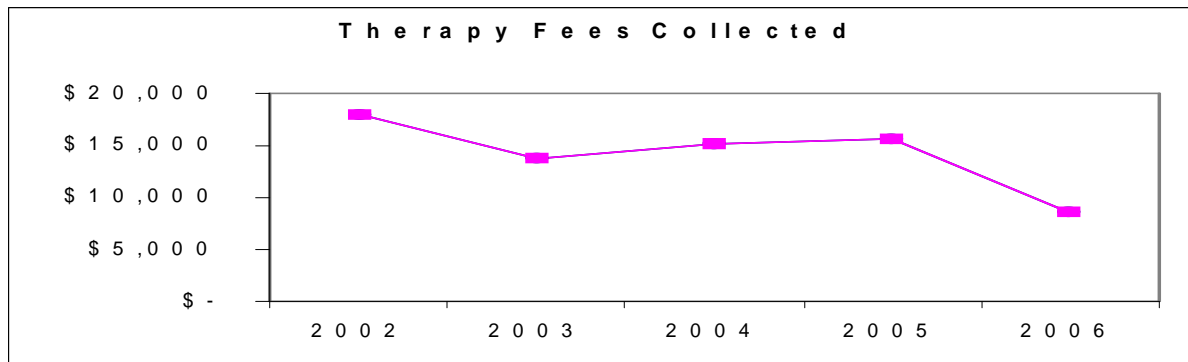
tance, I fear that we will meet survivor's courage with empty hands.

Have you heard of vicarious trauma? It is the cumulative impact on helpers who work with traumatized individuals. It is difficult to hear day in and day out the ways that people who are supposed to love, care for and protect children humiliate, degrade and abuse them instead.

Many people ask, "How can you do that work?" It is difficult-- but these days I find that most vicarious trauma I experience comes not so much from the client's stories, painful as they may be, but from the lack of support I feel from systems and the community to provide the needed support and resources for these victims.

This fiscal year we saw 44 percent fewer therapy clients in individual therapy sessions than the year before. Mind you, we still provided 1,373 therapy sessions for 49 clients (17 of which were new), and 98 more were added to the waiting list. Survivors had the courage to reach out, but we served fewer. Why? Not enough resources. We continue to provide the services we can and clients wait often times longer than is reasonable. We provide a valuable service and clients appreciate it. But we increasingly ask ourselves, "How can we continue at this rate?"

[Please see graphs below and on



Kids 'N' Prisoners 'N' Bikers, Oh My!

By Penni Maples, Education Director

Come on and follow me down Education's Yellow Brick Road.

The road is lined with kids! Thousands of them! Kids in middle school who learned about bullying and sexual harassment this year. High school kids who learned about bullying, sexual harassment, boundaries, sexual assault, acquaintance rape, and rape drugs. College students who also learned about sexual assault, boundaries, acquaintance rape, and rape drugs as well as sexual assault and alcohol on campus. Several who appeared on stage in the "Vagina Monologues" with me.

Look! Up ahead, there are clusters of adults. We educated them regarding all the things we taught the kids, as well as harassment in the workplace, elder sexual abuse, child abuse and abuse of people with disabilities. Many of them attended one of our 33-hour Basic Sexual Assault Awareness Trainings provided three times this year. Some of them attended the trainings we did at TACID so they can better support and protect their disabled children.

See all those people standing at attention over by the Tin Man? They are from Fort Lewis and McChord. We worked closely with the military when the new directives for Sexual Assault Response programs came down from the Department of Defense. We also serve on the Sexual Assault Review Team at McChord. Those other people in uni-

form are from the Lakewood and Tacoma Police Departments. We collaborated with them and provided trainings to help them in their work with sexual assault and domestic violence victims.

That young lady chasing after Toto is Salena, our Hispanic Outreach Liaison. She has done a lot of work with the Hispanic community. She has also educated and collaborated with the Puyallup Tribe.

No, that's not OZ across the bridge. It's actually a women's prison. Kathy spent almost every Friday over there working with inmates. She helped them understand the impact of sexual assault and abuse on their lives and how they can take back control. Many of them now have the tools and passion to protect themselves and their children. This has become a very emotional and rewarding project.

That's not really a lion, who just got his courage, roaring. It's bikers! Lots of bikers riding for kids! We helped a group of very caring motorcycle enthusiasts develop a Washington State Chapter of Bikers Against Child Abuse (BACA). They just received their temporary charter and you'll soon be seeing (hearing?) them do all they can to give abused

kids the courage they need to get through their ordeal.

The people up there with the scarecrow? They are all the many human service agencies we collaborated with this year. We may not be in Kansas, but we sure work well together.

One year on the Yellow Brick Road, over three hundred and seventy presentations to almost 10,000 people, most of them

Munchkins.

Kathy and I have so many more hopes and dreams for what we can do on this side of the rainbow. But right now I have to click my heels together and repeat, "There's not enough funding, there's not

enough funding." ☀



Sincere efforts have been made to assure the accuracy of the donor records, which start on page 6. Please accept our apologies for any inaccuracies or omissions. Please help us to update our records by calling (253) 597-6424 ext. 10. Thank you. ☀

What will be your legacy? Every day our lives are enriched by the work of charitable, nonprofit organizations. Through them, we make a difference as we fight disease, preserve our environment, help the needy, nurture our children, grow spiritually, and enrich and brighten our world. Our donors and the contributions we receive from them are vital to our agency and its services. Through your will, you can continue to give back to your community beyond your lifetime, but it's possible to even increase your income and charitable giving (at the same time) while living. A financial planner, lawyer, accountant, or insurance agent can help you plan your gift and can tell you about possible tax benefits to your heirs. Please know you make a difference to this agency. Thank you for your support.



The Work of SACPC

By Jan Karroll, Board President and Carolee Wynhoff, Executive Director

* The work of this agency began with the thoughtful development of a Mission Statement which reflects the intent of agency work and provides the foundation for all subsequent development of our work endeavors. This statement is reviewed periodically, and most certainly in conjunction with the development of each on-going Strategic Plan.

The Strategic Plan is currently developed every three years to assure that community needs, consistent with the Mission Statement, are identified and that goals are set with intent to

accomplish meeting those needs. Though time consuming, members of the Board and staff appreciate this

intense time of working together. Every study requires dialogue and the sharing of ideas, thus continually improving the understanding of our unique and mutual roles in serving this agency.

Strategic planning encourages us to 're-think' what we believe and analyze how we might have the greatest impact, given our resources and experience. The evaluative process involves an in-depth assessment of our current work, the quality advocacy, therapy and educational programs now in place serving the community. Assuring the effective continuation of these existing programs along with the necessary

leadership and administration are our on-going priorities.

Further assessment identifies areas in which we would like to grow and expand. Program and budget requirements are projected to anticipate the necessary resources. Subsequent financial plans are developed to support this vision. The resulting gift and challenge of this process are the prioritization we are inevitably required to address to best meet community need and provide the necessary leadership required of SACPC as the Washington

State Certified Sexual Assault Program for Pierce County. SACPC's largest assets reside in the dedication of our staff and Board members. This is difficult and challenging work. Yet, we attract willing professionals who apply their

time, energy, passion and vision to this much needed area of work. We trust that a review of our Strategic Plan provides readers with a sense of the commitment on the part of the Sexual Assault Center of Pierce County to make a difference in the lives of individuals and a better community for us all.

We invite you to review our new Strategic Plan in full at our website: www.sexualassaultcenter.com. We welcome your questions and comments via e-mail to

carolee@sexualassaultcenter.com, or addressed to Carolee's attention at the agency's address.

In the short-term, funding presents our greatest challenge. We have expert staff, we have experience, we work well with collaborative and partnership agencies/affiliations, and we have so much we'd like to do and see so much that needs to be done. While we hope to someday work ourselves out of a job, that isn't foreseeable at this point. We are annually forced to "pare down" our desires to "what's funded", while trying to compensate staff fairly and grow programs and staff at levels that look to be sustainable. The investment of our donors is always a factor in these decisions.

If you support our agency and its work, we thank you. If you don't and you're looking for a good investment in the lives of Pierce County citizens, won't you join us? We need you and know that together we can accomplish more than either of us can alone.

Please mark your calendars for June 7, 2007 and plan to attend our Open House. Programs will

in-

SAVE THE DATE

Thursday, June 7, 2007

Open House at SACPC

independently demonstrate the work they are performing within our community and the results of that service delivery. Staff and Board members will be on site and would love the opportunity to dialogue with you about our mission and work. Won't you join us? ☀

* Excerpt from the letter composed by our Board President, Jan Karroll, at the time the Strategic Plan was developed and released to our community in 2006.

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was necessary to make it work. The more established advocates were there for the newer advocates to guide them in this work and the less seasoned advocates were shadowing the more experienced ones.

Advocates are now better trained in providing clients more support involving legal advocacy services. Legal advocacy work is not just delegated to me and my availability. The program now has the resources and training to have more advocates assist in obtaining protection orders and accompanying clients to court proceedings when needed.

Because our advocacy resources were stretched, we had to be very selective on what events to attend this year and how we wanted and needed to staff those events. Fortunately we did not have to say no to many of them. What we did was decrease the number of advocates at the events. While this was a doable plan, it was not the best way to staff events, especially larger events. Advocates found that often people coming up to the table needed more time from them than was available.

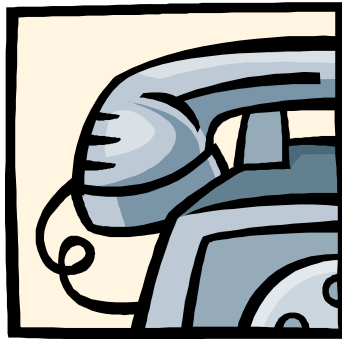
I, too, have found that being the only Advocate in the office Monday through Friday is very limiting. The lack of a full-time Client Advocate in the office limits what SACPC can do for those needing

advocacy services through calling the administration line or just dropping into the office. Yes, we can direct these individuals to call our crisis line, but we know best practices are to attend to these needs immediately. The many tasks that support the smooth running of the program then piled up.

The program at its current state is in a reactive mode as we attend to immediate and emergent needs of sexual assault victims requesting our services. There has been no time to be proactive and plan for future growth. The idea of using On-call Advocates for program

support was insufficient since they were busy working directly with clients. I feel that the Advocacy Program rose to the occasion by

not breaking without a Client Advocate. We have discovered, or rediscovered, that at the core of the program is the solid foundation made up of very dedicated, committed and compassionate individuals. They are not here for what they get in financial compensation, but rather for the inherent benefits one receives by doing this very important work.



Much appreciation goes out to all our established advocates: Tina, Allen, Matty, Valerie, Tamikkai, Paulette, Mary and Cathie. Please know that you are the pillars of the program. A heartfelt welcome goes out to all our newer advocates: Salena, Linda, Jackie, Melanie, Cathy, Lisa, Carolyn, and Velma. It is through all their efforts that the program handled over 2,500 contacts this year, of which about 125 were crisis intervention, 1,500 were information and referral, 500 required general support, 225 medical and 175 legal advocacy.

As the Advocacy Manager, I know that the program can continue doing its work without added resources. We've proven that. The last twelve months have shown us the challenges faced without a daily Client Advocate. Knowing just how much more we can do and how many more people we can support and help justifies reinstatement of this full-time Client Advocate position. We have learned a great deal and have better-trained advocates and look forward to the additional support — we now know we need it! ☀

(July 1, 2005—June 30, 2006)

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