

Crisis Support for Domestic Violence Victims

FY 2017 Buncombe County Community Funding

Helpmate, Inc.

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Application Form

Project Name*

Name of Project

Crisis Support for Domestic Violence Victims

Amount Requested*

Amount Requested

\$82,000.00

Service Area*

Which Commissioner Districts are served by this program?

Access a map of Buncombe County Commissioner districts [here](#).

District 1

District 2

District 3

Which county sustainability goal aligns best with the goals of this project?*

Based on the Buncombe County Sustainability Plan, select a Category, Goal & Objective that align with the focus of the project and the specific results that will be achieved.

Access the Buncombe County Sustainability Plan [here](#).

Community > Healthy Environments > Improve and increase opportunities for safe, active living

If applicable, select a second sustainability goal that aligns with project goals.

Result 2 is optional - Select if project aligns with more than one Sustainability Category, Goal & Objective.

Community > Safe, Low-Crime Communities > Provide a comprehensive, collaborative, inclusive criminal justice system

If applicable, select a third sustainability goal that aligns with project goals.

Result 3 is optional - Select if project aligns with more than one Sustainability Category, Goal & Objective.

Project Description

Project Description*

Description of Project

This project will strengthen Helpmate's crisis intervention services to victims of domestic violence and our collaborative work within Buncombe County's Coordinated Community Response. Helpmate's emergency shelter, court support, therapeutic counseling, case management and 24/7 hotline provide critical and life-saving services to people in our community who have been traumatized due to violence in their homes and relationships. We have expanded over the past 2 years to more effectively serve survivors who are reaching out for help in record numbers due to the success of collaborative initiatives. In addition to the free, confidential services offered by Helpmate's trained staff, we also connect survivors to other services such as housing, childcare, employment and financial assistance. In order to continue to prevent domestic violence homicides, Helpmate will expand its emergency shelter to house more victims who are fleeing.

Helpmate holds the philosophy that we can have deeper impact by working in tandem with other service providers. We will continue to provide expertise and leadership to establish the Buncombe County Family Justice Center and will deepen other partnerships, including specialized training to medical providers to enable them to screen and respond to domestic violence. We partner with law enforcement agencies throughout the county to implement the Lethality Assessment Protocol (LAP). When LAP is used, victims are connected by law enforcement at the scene of a domestic violence response call to Helpmate's hotline to provide immediate access to emergency supports. Helpmate has worked with the District Attorney's newly-established Domestic Violence Prosecutorial Unit to improve survivor experience in the court system and to increase witness participation in the prosecution of domestic violence crimes. Helpmate has an embedded expert within Child Protective Services at DSS to ensure our community is equipped to protect the smallest victims among us.

How many people will this project serve?*

State the number of individuals or households in Buncombe County that will be served by this project. Also state the number of people that will experience the desired result. For example, if dropout prevention services are being delivered to 100 students, how many will successfully graduate from high school?

This project will serve 2000 survivors of domestic violence; 1500 will form emergency safety plans.

Helpmate's hotline will field 3000 calls, including 250 LAP calls. 500 Danger Assessments will be administered to determine homicide risk.

Our emergency shelter will serve 180 victims; 70% of sheltered families will report that they exit into a safe location.

450 receive case management; 75% meet 1 of 3 goals.

150 receive emergency counseling; 75% of victims counseled will meet 1 of 3 counseling goals & 75% of participants will improve global functioning and/or decrease anxiety/depression symptoms.

700 survivors will receive civil court advocacy; 350 will be granted order sought through judicial verdict or consent.

300 victims will receive criminal court advocacy; 75 will obtain a guilty verdict or plea.

Describe the people this project will serve.*

Characterize the demographics of the project's target population in terms such as age, gender, income, race, ethnicity, geographic area, etc. Include information about method of referral/recruitment of the target population.

Helpmate's clients are a broad cross-section of Buncombe County in regards to ethnicity and geography. Most survivors served are in 26-40 age range and well below poverty level. Helpmate serves women and men, adults and children. About 400 of those served each year experience a mental health need or substance abuse challenge that co-occurs with the domestic violence. 90% of those assessed are at increased risk for homicide (identified with Campbell Danger Assessment), and more than a third show extreme homicide risk.

Helpmate participates in the eNOugh campaign sponsored by Buncombe County, which publicizes our crisis line. We have a public service announcement which plays on WLOS. We place print materials in other nonprofits and agencies throughout the county and publicize via our website, Facebook page and Twitter as well as through other media.

What key steps will you take to achieve the results of this project?*

Describe the core elements of your implementation plan, including milestones that will take place within the funding timeframe.

In summer 2016, Helpmate will join other nonprofits and governmental agencies to open the Buncombe County Family Justice Center (FJC). At the FJC, Helpmate will partner with Our VOICE to provide coordinated intake services on behalf of the FJC and will provide crisis support, case management, individual/group counseling and hotline services on site. We will continue to provide court support services in the courthouse and our emergency shelter in its current location. After the FJC opens, Helpmate will conduct a capital campaign with the goal of doubling our shelter capacity. Statewide data shows that communities with sufficient domestic violence shelter capacity (11.5 beds per 100,000 residents) are the communities that most effectively prevent domestic violence related homicides.

Describe the evidence of success that backs this project's approach.*

What evidence of success (i.e. evidence-based research, practice model, accreditation, industry standards, and/or other framework) are you using as a basis for your project design?

Helpmate is a member of the NC Coalition Against Domestic Violence, and services align with their publication "Best Practices Manual for Domestic Violence Programs in NC." Research by Sullivan (1999) and replicated multiple times since showed victims who work with advocates "experience less violence over time, report higher quality of life and social support, and have less difficulty obtaining community resources. More than twice as many women receiving advocacy services experienced no violence across the 2 years post-intervention compared with women who did not receive such services." Campbell's research on domestic violence homicide also indicates that contact with advocates is protective against homicide. Buncombe County has gone from being the second ranking county in NC for domestic violence related homicide in 2013 to having zero homicides since; this is in itself promising evidence that our community response is working.

Describe your data collection, tracking, and reporting procedures.*

Explain your methods for documenting project, service and client information. Include a description of any software or other tools utilized.

Helpmate maintains files for every individual served utilizing the Women's Shelter database distributed statewide by the NC Coalition Against Domestic Violence and the NC Governor's Crime Commission. We record numbers served in each of our programs and multiple types of outcomes for each individual served. We participate in the county-wide data tracking being developed as part of the Family Justice Center work. Helpmate's documentation and record retention policies have been informed by the Confidentiality Institute, a national expert on legal requirements of victim service organizations. We also distribute paper client feedback forms to inform service quality.

Explain your technological resources and capacity.*

Explain your current technological strengths and barriers and how this impacts your ability to track data and report outcomes. Who is responsible for adaptation and use of technology within your organization?

Over the past 3 years, Helpmate has invested in technology upgrades to maximize our efficiency. We are currently in the process of adding functionality to our central server and phone system which will allow multi-site connectivity so that services can be provided seamlessly between our shelter, the Family Justice Center, Buncombe County Courthouse and the Department of Social Services. As desktop computers age out, we are replacing them with laptops to build a mobile workforce. We contract with an external IT provider to oversee our computer upgrades, and a separate security company to cover our specialized security needs. The Women's Shelter database can be customized significantly, and we are members of the NC Coalition Against Domestic Violence, which provides access to free technical assistance for needed database customizations.

Organizational Profile

How does the proposed project support your mission and strategic plan?*

State your mission and the date of your most recent strategic plan, and explain how the proposed project helps advance your organizational goals.

Helpmate's mission is to work with our community to eliminate abuse and fear by providing safety, shelter, and support for those who have been victimized by domestic violence. Our strategic plan adopted by the Board of Directors on 7/7/15 articulates the following 5 focus areas for the next 3 years:

1. Programs – Helpmate works collaboratively to provide compassionate and holistic services to meet the needs of survivors, and ultimately to end the cycle of domestic violence.
2. Strategic Partner Alliances – Helpmate has a strong base of community support and actively partners with other organizations to meet its vision.
3. Personnel – Helpmate has the trained and dedicated staff and volunteers it needs to provide services to meet the needs of survivors.
4. Facilities – Helpmate's facilities provide the space needed to serve survivors now and as long as need persists.
5. Resource Development – Helpmate has the annual and capital resources required to provide high quality services.

What expertise/accomplishments do you have that are relevant to the proposed project?*

List your organization's strengths as well as accomplishments from the past 3 years that position the organization to be successful with the proposed project.

Helpmate has served victims of domestic violence in Buncombe County for more than 34 years. We have grown significantly in the past two years, responding to 156% more hotline calls and serving 26% more survivors. We have upgraded technology, trained staff, updated policies and procedures, and restructured staffing patterns to ensure consistency, transparency and efficiency. Our turnover rates are much lower than the average for the field, and we have several members of our team which have been with the organization for over a decade. Helpmate has well-established relationships and a strong reputation with statewide partners and funders, and provided substantial leadership in the collaborative effort to secure Governor's Crime Commission funding for the Family Justice Center. We participate in the Child Advocacy and Services Enhancement project with the NC Coalition Against Domestic Violence to screen for traumatic impacts among children affected by domestic violence.

Describe partners that are critical to the success of your organization.*

List any external partners, intermediaries or advisors important to your success, and describe their role and evidence of their commitment. Describe successful collaborations with these people or groups.

Helpmate's most substantial growth over the past 2 years has been in the number and depth of community partnerships to benefit survivors of domestic violence. We are a key partner in the Family Justice Center, which will co-locate us with nonprofit and governmental agencies. We contract with the Department of Social Services to provide an expert domestic violence consultant for child welfare cases. We work with MAHEC and DHHS on a project to create a statewide model for improving healthcare provider responses to domestic violence. We have memoranda of understanding to coordinate services with Pisgah Legal Services, Homeward Bound and Our VOICE. We have a contract with the SPARC Network to provide victim notification when offenders enter batterer intervention programming. We participate in the coordinated assessment process for the Homeless Initiative. We work with law enforcement to implement the Lethality Assessment protocol, and with the DA's office to prepare victims for court.

Financial Information

Nonprofit financial assurance requirements:

Financial statements, prepared using a recognizable basis of accounting (i.e., modified accrual) and IRS Form 990s must be submitted to Buncombe County annually.

- Organizations with annual revenues of \$300,000 or greater must submit financial statements audited in accordance with generally accepted auditing standards.
- Those with revenues between \$100,000 and \$300,000 must submit financial statements reviewed in accordance with SSARS 19.
- Those with revenues of less than \$100,000 must submit non-disclosure financial statements compiled in accordance with SSARS 19.

All financial statements must be reported on by a certified public accountant and include a full balance sheet, income statement, and cash flow statement.

These requirements are considered minimum requirements. Organizations may submit a higher level of assurance than is required.

IRS Form 990 - Upload Here

Click Choose File to upload a copy of the 990 form you most recently completed.

2013 990.pdf

If your organization does not have a 990, briefly state the reason.

Include a statement of intent to comply with nonprofit financial assurance requirements as listed above.

Helpmate's audit is currently underway and updated tax and audit documents will be available by mid-January.

Financial Statements - Upload here

Click Choose File to upload a copy of the most recently completed financial statements (audit, compilation or review).

2014 Audit Final.pdf

If your organization does not have financial statements, briefly state the reason.

Include a statement of intent to comply with nonprofit financial assurance requirements as listed above.

Helpmate's audit is currently underway and updated tax and audit documents will be available by mid-January.

Complete Budget Worksheet - Upload Here*

Download the budget form [Here](#).

Complete the budget form for this project/program and the overall agency. Save it to your computer, then upload it by clicking Choose File.

Community-funding-budget-form 16-17.xlsx

Budget Narrative*

Describe all differences between current year and proposed year. List all pending funding sources with expected date of notification. Please detail any other information that may help clarify the budget.

Helpmate has expanded services to meet increased demand. Much of this growth has occurred during the current year. Totals for staffing costs in the proposed year reflect a full year of service for positions which were added during this year (and therefore were only budgeted for part of the year). To meet this need, we

have increased revenue from foundation and federal grantors and will raise additional funds from the community.

What (if any) portion of requested funds will be used to support capital expenses?*

Capital projects are defined as those used to acquire or upgrade physical assets such as property, buildings, or equipment. Please detail.

This is not a capital request.

Employee Wages

Please provide information about the wage breakdowns of your employees. Living wage for Buncombe County has been identified as \$11.00 per hour for employees with employer-provided health insurance and \$12.50 per hour for employees without.

Employees with employer-provided health insurance*

List the number of employees in your organization with employer-provided health insurance in each wage category. For salaried employees, use hourly wage equivalents.

\$7.25 - \$10.99 per hour

\$11.00 - \$14.99 per hour

\$15.00 - \$19.99 per hour

\$20.00 - \$24.99 per hour

\$25.00 - \$29.99 per hour

\$30.00 - \$34.99 per hour

\$35.00 - \$39.99 per hour

\$40.00+ per hour

\$7.25 - \$10.99 per hour; 0 employees
 \$11.00 - \$14.99 per hour; 6 employees
 \$15.00 - \$19.99 per hour; 5 employees
 \$20.00 - \$24.99 per hour; 5 employees
 \$25.00 - \$29.99 per hour; 2 employees
 \$30.00 - \$34.99 per hour ; 1 employee
 \$35.00 - \$39.99 per hour; 0 employees
 \$40.00+ per hour; 0 employees

We currently have one vacancy.

Employees without employer-provided health insurance*

List the number of employees in your organization without employer-provided health insurance in each wage category. For salaried employees, use hourly wage equivalents.

\$7.25 - \$12.49 per hour
\$12.50 - \$14.99 per hour
\$15.00 - \$19.99 per hour
\$20.00 - \$24.99 per hour
\$25.00 - \$29.99 per hour
\$30.00 - \$34.99 per hour
\$35.00 - \$39.99 per hour
\$40.00+ per hour

\$12.50 - \$14.99 per hour; 1 employee

Helpmate also employs relief staff, who are temporary employees that provide additional coverage when needed on a PRN basis. Starting wage for these employees will be \$12.50/hr in FY 16/17.