

# ANNUAL REPORT

FISCAL YEAR  
2017-2018

*Healing  
Begins Here*



VICTIM SERVICE CENTER  
OF CENTRAL FLORIDA

# OUR ORGANIZATION

## A LETTER FROM LEADERSHIP

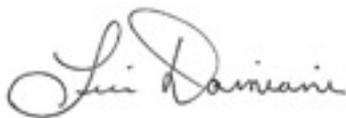
This year was unprecedented as we increased the number of clients we served by 30% overall. Plus, as you might imagine given all the media attention surrounding numerous high profile sexual misconduct cases, we saw a dramatic increase in services we provided to victims of sexual violence which represented 76% of our work compared to only 45% the previous year.

While we had many notable achievements this year, we are most proud to have expanded our existing services beyond Orange and Osceola counties to include accreditation as the Certified Rape Crisis Center (RCC) for Seminole County. Another notable highlight included having our Lead Advocate, Rhonda Wilson, named Victim Advocate of the Year by the Central Florida Victim Services Network. In addition, we enhanced our diversity with additional Spanish speaking therapists and advocates as well as our first male Victim Advocate / Crisis Counselor. And finally, two of our team members were trained and joined the Florida Crisis Response Team and are now qualified to respond to mass casualties as trauma providers.

With sexual violence being at the forefront of national conversation we saw many individuals come forward after years of allowing barriers to block their healing process. I am proud of our staff of professionals for embracing the enormous influx of additional new clients and working to ensure that no victim goes unserved in our community. To meet the surge of sexual violence clients this year, our team created and launched multiple new initiatives including three drop-in group therapy sessions per month for survivors called "Survivor Meet-Up." Additionally, in an effort to reach even more clients and break down barriers to accessing care, we expanded our monthly social media activities to include sessions about trauma, VSC services, and therapy which attracted audiences in the thousands.

We're thankful for our committed Board of Directors, grant funders, individual donors, volunteers, community partners and support network who work collaboratively with us every day to make this life changing work possible. It's because of you we are able to expand, strengthen our partnerships, and transform more lives each year, while helping each client on their healing journey. We are honored to do this work every year, and it is only through your continued support that makes it all possible.

Sincerely,



Lui Damiani, **Executive Director**



Adela Hathaway, **Chairperson**

### EXECUTIVE COMMITTEE

Adela Hathaway, Chairperson  
Amy Bosley, Vice-Chairperson  
Sue Fortini, Secretary  
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## MISSION

To provide individualized services and resources to victims of sexual assault, violent crime, and traumatic circumstances, through crisis response, advocacy, therapy, and community awareness.

## VISION

To transform victims' lives and prevent violence in our community.



# 2017-2018 IMPACT

383

FORENSIC  
EXAMS

2,101

INDIVIDUAL  
THERAPY  
SESSIONS

2,338

CRISIS CALLS  
ANSWERED

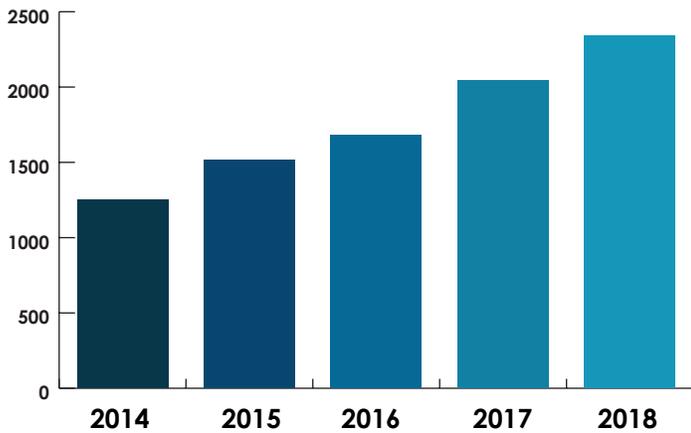
5,934

INDIVIDUALS  
TRAINED

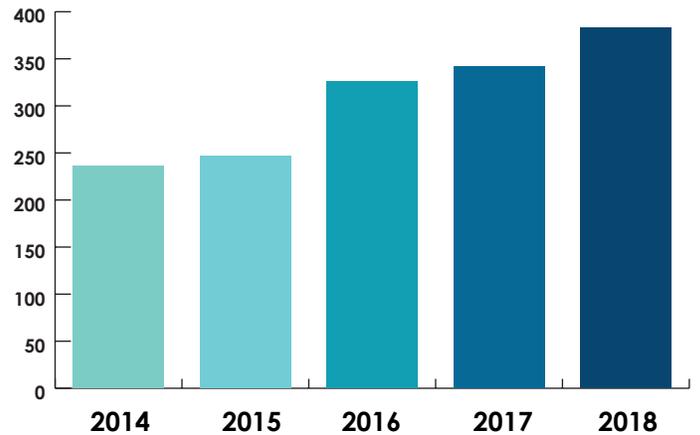
6,288

VICTIMS SERVED

HELPLINE CALLS BY THE YEAR



ACUTE CASES (WITHIN 120 HOURS OF SEXUAL ASSAULT)



24% NON-SEXUAL  
VIOLENCE

76% SEXUAL  
VIOLENCE

\*All data is based off of information volunteered by clients during intake.

# VICTIM ADVOCACY

Our Master's level Victim Advocates provide around the clock emotional support through the 24/7 Crisis Helpline. Additionally, they support VSC clients with crisis care by teaching them grounding and coping skills to cope with their trauma while also providing information and referrals for legal issues, safety planning, or victim compensation. Victim Advocates will accompany clients to court for continued emotional support and extend these services to victims of sexual assault, violent crime, and traumatic circumstances.



You've helped me so much and it means a lot to me. You played a really big part in my life especially because I'm a teen and half of the time I don't know what I'm doing but at least I'll be able to love myself, accept things in a positive way, and know how to cope in a healthy way."

– VSC Client

## TYPES OF SERVICES



Advocacy



Outreach



Crisis Counseling



Safety Planning



Victim Compensation



Therapy



24/7 Crisis Helpline



Prevention & Education



Information & Referral



Injunction for Protection Therapy

## TYPES OF VICTIMIZATION

Assault

Battery

Domestic Violence

DUI/DWI Crashes

Elder Abuse

Fraud

Hit & Run

Home Invasion

Homicide

Kidnapping/False

False Imprisonment

Mass Shootings

Robbery

Sexual Assault

Stalking

Traumatic Events



# VSC STORIES: SEXUAL ASSAULT NURSE EXAMINER

Nancy Moskyok, RN, SANE-A

I became a Sexual Assault Nurse eleven years ago. I was looking for a nursing opportunity that was different from what I had been doing over the seventeen years of my nursing career. Nancy Moyask, RN, SANE-A nursing is a relatively new field so I knew that there would be many challenges. I felt the purpose was to get rape victims out of emergency rooms and into a more protective environment. That made sense to me and the fact that it could improve a client's experience at such an emotional time was something I saw as a positive in a negative situation.

My job as a Sexual Assault Nurse Examiner is to believe and support victims of sexual assault. I show up for them to listen to what has happened to them and to provide them with answers and a path to justice. However, one of the hardest parts of my job is to remain impartial and sometimes I struggle with that.

My natural human reaction is to show compassion for the victim that is in front of me as a client, and there are times that this makes it difficult to remember that it is not my responsibility to determine justice. It is my job to collect and provide the evidence that will assist law enforcement in seeking true justice. It might sound like I am saying being impartial takes away my belief in what the client is telling me, but I am there to support them by gathering the best evidence available. Ultimately, I am not the one who will determine the outcome, the court system will be using forensic evidence that I collect.

Often victims can begin to feel overwhelmed by the evidence collection process, which is why the partnership between myself and the Victim Advocate is crucial, to provide support and answers. I give the victim my patience and offer them breaks to regain composure, and the Advocate will hold their hand. I make sure the patient knows they have control of the exam. They have just been through a very violating experience and this power enables them to begin to have a sense of control again. I explain that although they signed consent forms at the beginning of the exam, if they feel uncomfortable with any part of the exam I will write "declines" and continue on with the exam. As a SANE I listen to their story during the interview and use my education and experience to decide what evidence is necessary to collect. I always proceed with professionalism and compassion, and assurance for every victim that it was not their fault.

During the swab collection the victim has their advocate by their side to encourage them through the process, and I always make sure to be as considerate and sensitive as possible. While collecting photographic evidence, the patient's privacy is given high priority, and I drape the area we are photographing so only what is needed is in the photograph. While our job is to collect evidence, all SANE's will pause to take the time the client needs to process what has happened to them, which the Victim Advocate greatly helps with, also. Aside from collecting evidence, I also provide health education and resources, as well as the choice to take preventative medication including STD preventative medications and Plan B. As part of the discharge process, the client receives complete information about their care and medications, and all questions are answered.

All evidence collected will be sealed with evidence tape, signed, and dated by myself. A complete written report is also included with the evidence to be preserved for future use in the judicial process. If the case goes to court, the patient can expect that as their SANE, I will be there to testify to the court on the collection of the evidence and certify my written report.

The collection process can often be long and tiresome. As a team, the Victim Advocate and I try our best to ease the process and comfort the client. We provide the opportunity for them to shower after, and many have their own clothing collected into evidence so VSC provides them with new clothing. After they have had the chance to shower, there tends to be a noticeable change in the individual. They often have a new sense of respect and dignity about themselves. That moment helps me feel like I've just done the best I can to help this patient start to find a new path.

I was recently watching a news report on a local station that showed a mug shot of a man who was in prison on rape charges, and new DNA evidence had resulted in the charges being dismissed. I knew then that I was really impartial because I was glad evidence was available to clear him. Sometimes the justice system gets it wrong and we need to find and hold accountable the right assailant. However, if I do my job as best as possible, then the victim will be supported and DNA evidence will help convict the accurate assailant.

I often wonder if what I do makes a difference. Often clients thank me for being there for them, and one took the time to hand write a thank you card that she gave to her advocate to give to me. I still have that card. I know I touch lives and at the end of the day that is a great feeling.

# ACUTE SEXUAL ASSAULT CLIENTS

For acute cases, up to 120 hours following a sexual assault VSC offers services including immediate support and advocacy to both reporting and non-reporting victims. Services can include forensic DNA evidence collection by a Sexual Assault Nurse Examiner (SANE) while accompanied by a VSC Victim Advocate, all of which can be accessed through our 24/7 Crisis Helpline (407) 500-HEAL. A VSC Victim Advocate will provide crisis intervention, emotional support, safety planning, and basic needs such as clothing and transportation while remaining completely confidential to the victim. This year, VSC provided acute care to 383 sexual assault victims, a 12% increase from the prior year. At these exam sites, victims were also provided the opportunity to receive prophylaxis for sexually transmitted diseases, in accordance with CDC guidelines, emergency contraception, and basic first aid of minor wounds. The urgency of this intervention is important as some STIs have no symptoms or apparent effect on the body but create a pathway for other deadly diseases to occur. Acute care has a critical impact on the healing of a victim of sexual assault both physically and emotionally.

**383** Acute sexual assault cases



I appreciate the Nurse and Advocate very much. This is a very hard, scary, and embarrassing situation, but they showed genuine concern and empathy and treated me with a great deal of respect. Thank you!"

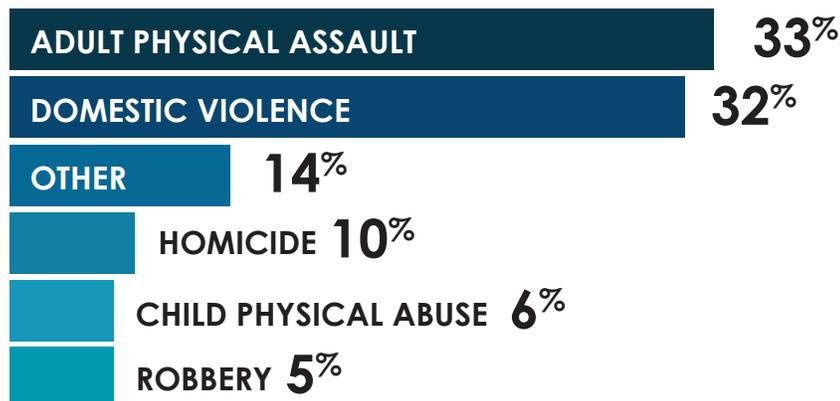
– VSC Acute Sexual Assault Client

## Average response time to sexual assault victim

**39 min** Advocate

**49 min** Sexual assault nurse examiner

## CRIME VICTIM CLIENTS



**12%** Increase in cases from the prior fiscal year

**95%** Of clients went on to receive additional services from VSC

## DEMOGRAPHICS



Average age of acute clients: 27



\*All data is based off of information volunteered by clients during intake.

# ACUTE SEXUAL ASSAULT CLIENTS

2%

Human Trafficking  
Victims

9%

Homeless  
or Transient

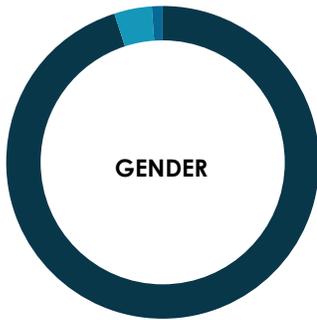
10%

Disabled

50%

Drug/Alcohol  
Facilitated

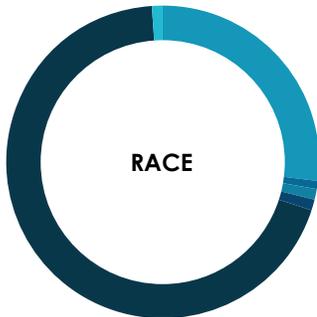
As identified by the victim



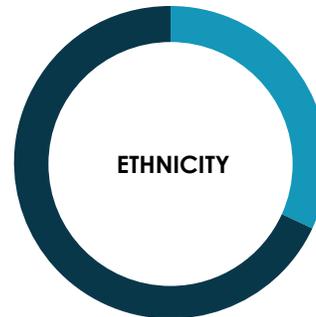
96% • Female  
4% • Male  
>1% • Gender  
nonconforming



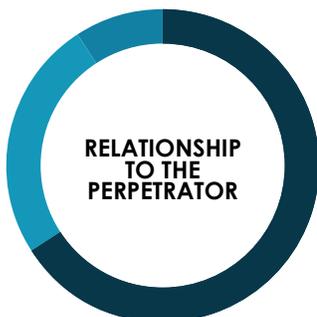
82% • Single  
11% • Married  
6% • Divorced  
1% • Widowed



28% • Black  
69% • White  
1% • Mixed  
1% • Native American  
1% • Asian  
>1% • Pacific Islander



68% • Non-Hispanic  
32% • Hispanic



66% • Acquaintance  
25% • Stranger  
9% • Family



87% • Report  
13% • Non-Report

# THERAPY

The VSC Therapy Department is trauma informed and extensive in its offerings to help clients who need deeper, more intensive healing work beyond the Advocacy program. All therapists are licensed and Eye Movement Desensitization and Reprocessing (EMDR) trained and take a personal approach to providing care to VSC clients. They do this by developing an individualized plan with goals that cater to the specific needs of each client. In 2017-2018 they provided 2411.5 hours of therapy free of charge to victims of crime in Central Florida.



VSC therapy was extremely instrumental in helping me release my past to the past, learn to live in the present and set personal goals for the future. And I can mourn, forgive and accept the little girl that was hurt by others. I can and have forgiven those that did hurt me."

- VSC Individual Therapy Client



This workshop was so beneficial to me because working in a group gives me feedback regarding the way others like me feel. Then I don't feel so alone. I feel connected. The initial negative anxiety felt was so outweighed by the positive thoughts and ideas I learned!"

- VSC Group Therapy Client

## THERAPY SUCCESS STATS



183 Group Sessions



2,101 Individual Sessions



60 Individual sessions were delivered in Spanish

28%

Of Survivor Meet-Up attendees had previously never been to VSC

40%

Of those attendees became long-term VSC clients

## WHAT IS EMDR?

A simple, efficient form of therapy utilizing Bilateral Stimulation (BLS) – usually in the form of eye movements, tapping, or auditory tones in order to accelerate the brain's capacity to process and heal a troubling memory, thought, feeling, phobia, etc. BLS causes two parts of the brain to work in conjunction in order to reintegrate a memory. EMDR helps the brain reintegrate the memory and store it in a more appropriate place in the brain. The client's own brain reintegrates the memory and does the healing.

## GROUPS

- Evolve
- Thrive
- Dialectical Behavioral Therapy
- Reflecting on the Journey
- Surviving the Holidays
- Art of Healing
- Survivor Meet-Up – Orlando, Longwood, and in Spanish



# VIOLENCE PREVENTION EDUCATION AND COMMUNITY OUTREACH



"I never know who is going to be sitting in the audience during my trainings: a witness to a homicide, an adult who endured childhood abuse and neglect, a survivor of a mass shooting, or a victim of sexual assault. Violence affects a significant proportion of the population and I can almost guarantee I will have a victim sitting in that room with me every single time. Violence is predictable, therefore preventable. Through education and prevention, I am breaking cycles of long time violence, changing societal norms, and enlightening and empowering our Central Florida community to make a change to end violence. At the end of one of my Healthy Relationship trainings to an after school Girl Scouts group, a 12 year old girl pulled me aside and said "Thank you, I really needed to hear that today." If I can change the trajectory of one person's life by educating and empowering our community, then Victim Service Center has fulfilled our mission."

**-Natasha McIlmurry, Education Coordinator**

145

**Trainings  
Conducted**

403

**Outreach Events**

5,934

**Individuals Trained**

13,486

**Individuals Provided  
Support and Information**

234,741

**Audience Size Reached**



It is important for Zebra Coalition to partner with Victim Service Center on educational programs in order to develop supportive, safe, and sensitive services for Central Florida victims of sexual assault who identify as lesbian, gay, bisexual, transgender, and queer (LGBTQ)."

**-Heather Wilkie, Executive Director, Zebra Coalition**



Be the Hero- Bystander Intervention, is a very beneficial course for all people, particularly when we live in a world where rape culture is a way of life and the status quo. I really appreciated this course because it gave me more to think about. I plan on being courageous whether it's intervening directly, diverting attention or delegating help from others".

**-Seminole State College Student**

## VOLUNTEER SPOTLIGHT

Erin Hanson volunteers at VSC on Monday mornings in our advocacy department, assisting clients and advocates. When she is not connecting victims to resources, she works at the National Center for Forensic Science at the University of Central Florida (UCF) as a Research Assistant Professor. A large focus of Erin's research involves developing new techniques to improve DNA recovery from sexual assault evidence, which is why she chose to volunteer at VSC— to not only try to help from the research side, but to help actual victims and survivors in her own community.



It has been such an incredible experience to work with VSC and see firsthand, on a personal side, the people impacted by assaults and other traumatic events. In the lab, it's sometimes easy to forget that there are people behind the samples you work on every day. Seeing the number of people that VSC serves every year is eye opening and is extremely motivating to want to continue to help victims and survivors in any way we can. Our lab's motto is 'every victim deserves a voice' and it is an honor to be able to be a part of an organization that works every day towards that same goal."

**-Erin Hanson, Ph.D.**

## PROGRAM IMPACT

2,476

**Total hours  
donated**

619

**Clinical intern  
hours**

\$59,774

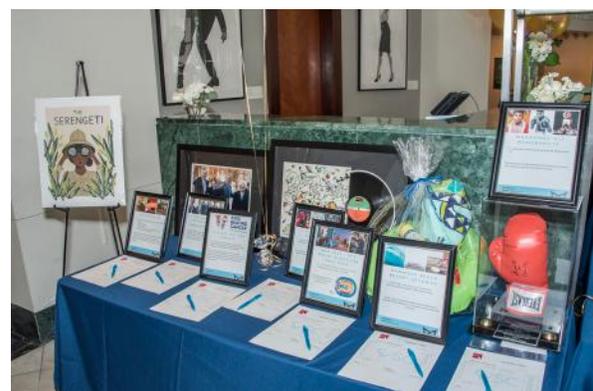
**Financial impact  
through money saved**

# SEXUAL ASSAULT AWARENESS MONTH



## CHEERS TO CHANGE

Cheers to Change: The 5th Annual Cheers to Change Gala was a major success thanks to the support of dedicated volunteers who spend hours organizing the event and committed sponsors like Owens Realty and Dubsdread Catering leading the charge. The Central Florida community came together to "Be The Hero" for victims in need that night, helping VSC raise funds to enhance lifesaving support for victims and to continue the violence prevention program that inspired the evening's theme. Appearances by fictional heroes (Batman), community heroes – our first responders (representation from all law enforcement organizations), and inspiring heroes like Survivor Rachel, who shared why your support makes all the difference to clients like her, made this Cheers the most impactful yet.



# SEXUAL ASSAULT AWARENESS MONTH

## #DENIMDAY

As the leaders of the #DenimDay movement in Central Florida, VSC spreads the word that by wearing jeans on the last Wednesday of April each year, you are taking a stance and standing in solidarity with victims of sexual assault. This year, more than 70 companies registered to receive participation stickers, all three counties VSC serves gave proclamations honoring and participating in the movement, and many Central Florida landmarks turned their lights blue to show that our community will not tolerate sexual violence.

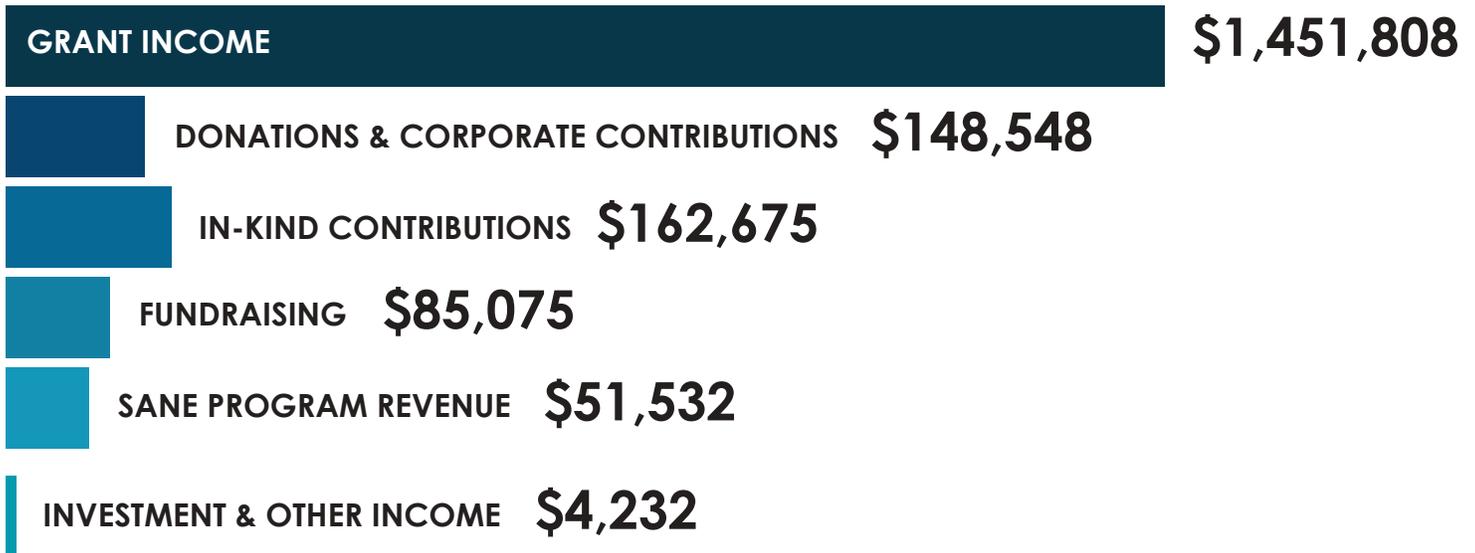
## COMMUNITY PARTNERS

Apopka Police Department  
City of Kissimmee  
City of Orlando  
Community Hope Center  
Department of Children and Families  
Dr. Phillips Center for the Performing Arts  
Harbor House of Central Florida  
Help Now of Osceola, Inc.  
Kissimmee Utility Authority  
Kissimmee Police Department  
Lakeland Police Department  
Lynx  
Ocoee Police Department  
Orange County Community Corrections Probations  
Orange County Comptroller's Office  
Orange County Corrections Department  
Orange County Government  
Orange County Sheriff's Office  
Orange County Supervisor of Elections  
Orlando Economic Partnership  
Orlando Police Department  
Orlando Science Center  
Osceola County Government  
Osceola County Sheriff's Office  
Osceola Library System  
Seminole County Government  
Seminole State College - Student Services  
UCF Direct Connect-East  
UCF Direct Connect-Osceola  
Valencia - Osceola Campus  
YMCA of Central Florida

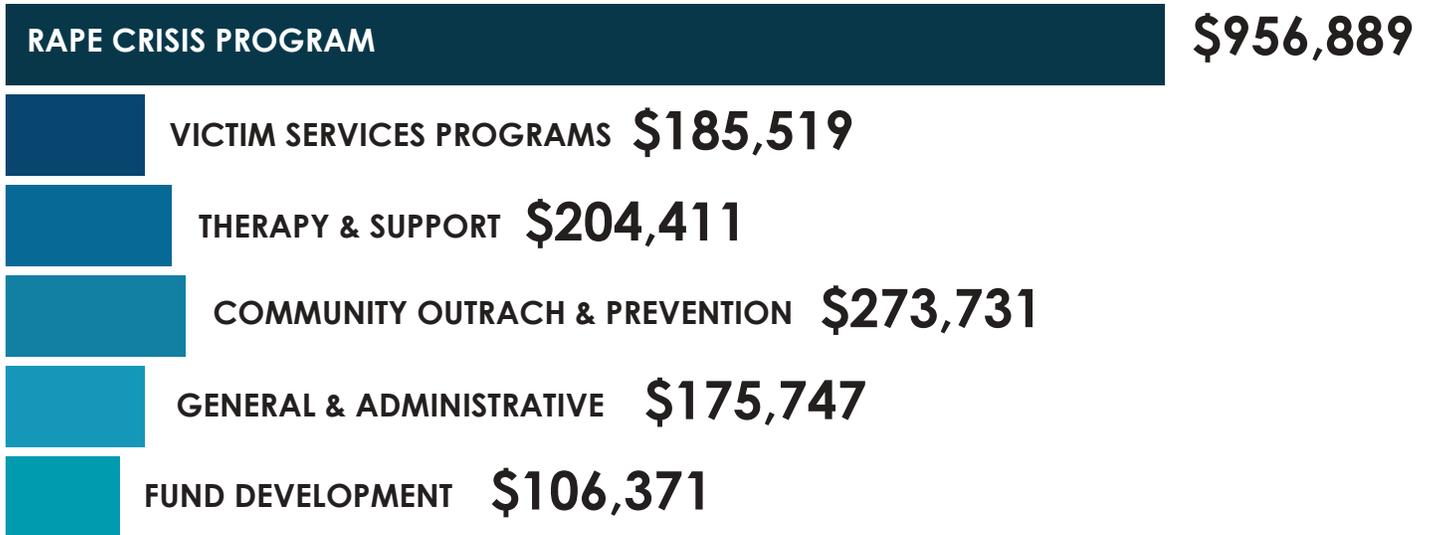


# FINANCIALS

## EXPENDITURES



## EXPENDITURES



She made me feel safe and reassured me that I am not wrong and how I feel is completely normal. I thank you guys for making me feel safe and bettering my coping process."

- VSC Client

# DONORS \$1-\$499

Adela Hathaway**	Danica Morse	Jennifer Stott	LeeAnne Feagan	Rachel Sines
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Diversified Maintenance	Mike and Amy Bosley**	
Donna Dowless	<b>Nancy Moskyok, RN, SANE-A*</b>	

\*Notes a VSC Staff Member

\*\*Notes a VSC Board Member

Because of our supporters we are able to continue to transform the lives of victims in this community, and our appreciation for you is never ending. We strive to report our donation information with 100% accuracy, these numbers may also reflect in-kind donations. If we have inadvertently made an error, please contact us at (407) 254-9415 to allow us to correct it.

## DONORS \$1,000-\$2,499

Alexander Hernandez  
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Yvette Pace

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Beth Kroll  
Bob Vanderweide and Shelby Norwich

Central Florida Women's League  
Florida Hospital

## DONORS \$10,000-\$14,999

Owens Realty Services

Dubsdread Catering

## DONORS \$15,000+

City of Orlando  
Florida Council Against Sexual Violence  
Florida Hospital  
Florida Office of the Attorney General

Kissimmee Police Department  
Orange County Government  
Orlando United Assistance Center  
Osceola County Government

Osceola County Sheriff's Office  
Saint Cloud Police Department  
Westgate Foundation  
Withum

# AVAILABLE 24/7 (407) 500-HEAL

## Appointments Available



Orange County: (407) 254-9415  
2111 East Michigan Street | Suite 210 | Orlando, FL 32806



Osceola County: (407) 483-7386  
100 West Neptune Road | Kissimmee, FL 34741



Seminole County: (321) 972-4465  
600 North Highway 17-92 | Suite 168 | Longwood, FL 32750

[VictimServiceCenter.org](http://VictimServiceCenter.org)