

Willow Domestic Violence Center of Greater Rochester, Inc. - Andie Burkey

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Organization Profile

Organization Name	Mail Address
Willow Domestic Violence Center of Greater Rochester, Inc.	PO Box 39601, Rochester, NY 14604

Exec. Name	Contact Name	Phone	Email
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Mission/Vision Willow's mission is to prevent domestic violence and ensure every survivor has access to the services and supports needed along the journey to a safe and empowered life.

Willow's vision is a community free from domestic violence, where healthy relationships thrive.

Receive County Funds? YES - Residential Services Agreement (Emergency Shelter)
Non-Residential Services Agreement (Court, Counseling, Prevention Education, and Mobile Advocacy)
Eviction Prevention Pilot Initiative 2.0
Enhanced Court Advocacy (TANF-eligible clients)
Improving Criminal Justice Response To Domestic Violence - Willow

Div. of Corp. N/A? no

Proposal Information

Project Name Launching a Multi-Disciplinary Family Justice Center in Monroe County

Summary Willow is requesting \$1,522,097 for "Launching a Multi-Disciplinary Family Justice Center in Monroe County" (Proposed Project). Over a decade's worth of research demonstrates that a Multidisciplinary Family Justice Center (MFJC) – having multiple service providers "under one roof" – increases efficiency in service provision and behavioral health supports, reduces survivor recantation, and increases public safety through stronger prosecution of offenders. This Project is a logical leap in the evolution of our coordinated community response to domestic violence: the launch of a co-located MFJC in Monroe County, NY. This Project will involve three main activities:

- Engaging national MFJC consultants and local consultants for assistance with program design, implementation, and evaluation.
- Collaborating with a wide cross-section of agencies and systems in legal, law enforcement, medical, housing, children and social services.
- Tapping into and expanding on existing internal resources at Willow in order to effectively implement a MFJC.

COVID-19 severely impacted survivors of domestic violence in Monroe County, NY. Willow experienced an uptick of 18% in outreach to the 24-hour Hotline from March 2020 through December 2020. This increase has remained consistent through 2021 and 2022. In many ways these past few years have focused in on crisis support and meeting basic needs for safety, housing, food, and health – and we anticipate that our community will be unpacking, and healing from the trauma for many years to come. This Project is an innovative, long-term, and trauma-informed solution to bring back and improve Monroe County's public health and public safety.

Workforce/Economic?	Health/Safety?	Infrastructure/Sustainability?
no	yes	no

Description Willow Domestic Violence Center of Greater Rochester, Inc. (Willow) is requesting \$1,522,097 over 4 years for the Project titled, "Launching a Multi-Disciplinary Family Justice Center in Monroe County." Funds will transform existing relationships into formal partnerships, leveraging and expanding current resources to meet the unique needs of families impacted by domestic violence in Monroe County. The MFJC model is national best practice and our community's logical next step to improve public safety, public health and wellness for families. It brings together law enforcement, prosecutors, medical, mental health and survivor advocacy services.

Willow will prepare for a MFJC model with support from the Family Justice Center Alliance at Alliance for Hope International (Alliance). The Alliance is part of a national agency that consults with organizations to assess community readiness for a multidisciplinary model, as well as support strategic planning and capacity building (survivor focus groups, benchmarking, logistics, sustainability). Through a series of phone consultations, emails, in-person visits, and meetings with Willow and participating agencies over the first several months of this Project, the Alliance will develop recommendations and a strategic plan for implementation.

During the first year of the Project period, Willow anticipates hiring new staff to implement the Project including: the MFJC Director, MFJC Welcome Advocate, MFJC Navigator, MFJC Mobile Case Manager, and Mobile Advocate (located at PIC). The Director will coordinate services and partnerships, while other team members will play critical roles in directly delivering these services in coordination with partner agencies.

Willow anticipates a cost-per-affected-resident of \$761.05 over the life of the Project. As with all of Willow's services, there will be no cost to the survivor for use of the MFJC. Willow has a robust history securing and managing grant funding for over forty years. Willow will continue to secure additional financial support for this Project beyond 2026, including support from public and private grants.

Willow's Evaluation Team with support from Coordinated Care Services, Inc. (CCSI), will monitor and evaluate Project deliverables. Willow's Evaluation Team includes members of the Executive, Programs, Grant, Database teams, as well as the Project partner agencies. Monitoring and evaluating outcomes will go beyond the tangible number of client activities at the MFJC to monitor larger trends in the Greater Rochester community. Willow will continue to measure trends around domestic violence related 911 calls, Domestic Incident Reports (DIRs), Orders of Protection, domestic violence homicides, and outcomes for criminalized survivors. Some trends will be more challenging to quantify such as a decrease in stigma, increase in community awareness, and understanding of domestic violence. If other MFJCs are any indication of our potential local outcomes, there will be transformational systemic change.

The ultimate goal of this Project is to provide seamless wraparound services for domestic violence survivors. Additionally, this Project aligns with and helps address Bring Monroe Back long-term goals around public health and public safety.

Willow is seeking to enhance behavioral health supports for survivors of domestic violence, including children, through this Project. According to a study conducted at Willow by the University of Rochester Medical Center, 80% of children in Shelter showed signs of post-traumatic stress disorder. Without acknowledging and addressing the traumatic impact of domestic violence, children are at risk for ongoing, long-term physical health and mental health concerns. This Project will extend Willow's Counseling services to develop trauma-informed referral networks with Bivona, the PIC team and private therapists. For over twenty years, Willow has provided individual counseling and support groups for adult survivors of domestic violence seeking wellness and safety. In 2021, long-time collaborators Willow and RESOLVE of Greater Rochester, Inc. (RESOLVE) announced a merger, which expanded staff clinical expertise and mental health services within Willow. Willow's Counseling Services utilize the Survivor Transition Model (STM), an evidence-informed 'promising practice' short-term therapy model which helps disrupt intergenerational abuse and facilitate healing.

Willow will strengthen the quality and availability of social services in Monroe County through this Project. No one agency can provide the full range of legal, medical, behavioral, and social services needed to address the complex needs of domestic violence survivors. Referrals and collaboration with community partners are essential. However, Willow has observed a lack of follow-through on referrals to community resources due to barriers such as a lack of trust, access, and affordability which has only been exacerbated by COVID-19. Approximately 20% of the families in Willow's Emergency Shelter experience significant challenges and barriers in accessing and utilizing community services. A co-located multidisciplinary center will remove major barriers in providing wraparound services and increase community referral utilization.

A MFJC can help promote understanding, collaboration, and ultimately safety for domestic violence survivors and Monroe County at large. The MFJC will facilitate and streamline information-sharing on high-risk cases to prevent and reduce violent incidents, as well as foster shared understanding of the nuances and complexities of domestic violence to help prevent dangerous outcomes. According to the 2021 Family Justice Center Framework Impact Report, Family Justice Centers contributed to a 90% drop in domestic violence homicides in the City of San Diego, a 75% reduction in domestic violence homicides in Alameda County (CA), and a 51% drop in Brooklyn (NYC). Additionally, the report indicated Family Justice Centers increase the prosecution of offenders. A Family Justice Center also provides the opportunity for Willow to co-locate and partner with local organizations doing restorative justice work with domestic violence survivors. Put simply, MFJCs create safe and just communities.

While domestic violence impacts all demographics, disparities in survivor experience and outcomes result from race, sexuality, gender, ability, and other social determinants. Incidents of domestic violence are compounded by the interconnected pandemics of COVID-19, institutional and structural racism, mental health crises, and elevated levels of trauma throughout our community deepening inequities that have existed for decades. To address barriers in accessing the MFJC, the Mobile Case Manager and Mobile Advocate will be available to meet with survivors where they are in the community, which will be critical for survivors that are disabled, low-income, single parents, or otherwise historically underserved.

Company Strengths Willow has led our community's response to domestic violence for over 40 years, serving over 8,000 survivors and reaching over 15,000 people each year in the Greater Rochester region. Willow partners with Monroe County DSS, DA's Office, Sheriff's Office, Family Court, Probation, and is a founding member of the Rochester/Monroe County Domestic Violence Consortium. Willow is a member of the NYS Coalition Against Domestic Violence, the National Coalition Against Domestic Violence and the LGBTQ Domestic Violence Service Providers Network. Willow CEO Chairs the NYS OPDV Finger Lakes Regional DV Council, and serves on the NYS Governor's Task Force on Domestic Violence. Willow is the only domestic violence service provider licensed by NYS OCFS to provide a continuum of residential and non-residential services for survivors of domestic violence in Monroe County. All Willow services are confidential and free and include: a 24/7 Crisis and Support Hotline, a 49-Bed Emergency Shelter, Children's Program, Pet Program, a 44-unit Housing Services Program, Court Advocacy, Prevention Education, Counseling and Mobile Advocacy.

Willow seeks to collaborate, not to compete, with other providers, as demonstrated through the wealth of formal and informal partnerships that Willow supports each year. In 1983, Willow co-founded the Rochester/Monroe County Domestic Violence Consortium (DVC) and continues to support the DVC's work in coordinating a community-wide response to domestic violence. Many of Willow's Project partners are long-time members of the DVC and have worked closely with Willow for decades. With a documented history of successful community collaborations, Monroe County contracts, and a solid history of public and private grant management, Willow is well qualified to build and support this Project.

Community Resources Willow has already done the preliminary work of reaching out to community partners and agencies to gather "buy in." There is great momentum and collaboration among partners to drive this Project forward including: The District Attorney's Office, Monroe County Sheriff's Office, Rochester Police Department, Person-In-Crisis (PIC) Team, The Legal Aid Society of Rochester, Bivona Child Advocacy Center, Children Protective Services, Society for the Protection & Care of Children, the HEAL (Healing through Health, Education, Advocacy, and Law)Collaborative at the University of Rochester Medical Center, SAATHI of Rochester (advocacy group for South East Asian survivors), Survivors Advocating For Effective Reform (local survivor-led advocacy group), and the Rochester/Monroe County Domestic Violence Consortium.

Willow has time-honored and well-worn pathways with these community partners, yet they require attention to continue to be effective in meeting the unique and complex needs of domestic violence survivors. Willow has successfully co-located with the Legal Aid Society at the Monroe County Hall of Justice for 25 years, the HEAL Collaborative at Strong Memorial Hospital for 6 years, and other community partners such as Child Protective Services and the Person in Crisis Team within the past 5 years. Additionally, Willow has worked with the DVC since 1983 and continues to take a leading role with active participation in all DVC committees including: the Criminal Justice committee, the Education committee, the Legislative Advocacy committee, the Diversity & Inclusion committee, the Executive committee, and the High Risk Team.

An important component of these proposed partners providing resources (such as having staff on-site at the multidisciplinary center) will be signing a Memorandum of Understanding (MOU) so expectations and responsibilities are clear and mutually agreed upon. Whenever possible, Willow will work with agencies that are certified minority and/or women-owned and prioritize engagement with service providers focused on specific underserved populations.

This Project maximizes community resources by removing siloes and streamlining service delivery. Confidentiality is often cited as a barrier to collaboration, as service providers are bound by client confidentiality and do not share information without informed consent. In practice that has led to barriers in communication, lack of coordination, and perceived unwillingness to partner. A multi-disciplinary team "under one roof" would allow professionals to work together with information sharing privileges. When information is shared responsibly and with the survivor's consent, everyone benefits: survivors don't have to tell their story repeatedly, a potentially re-traumatizing experience; service providers can act in a timely and informed manner; and most importantly, survivors receive the services, guidance, and advocacy they need to enhance their wellness and safety. This Project intends to not just leverage but unify community resources and partners

Audience The primary target population for this Project is survivors of domestic violence in Monroe County. Domestic violence survivors are a vulnerable and underserved population. The majority of domestic violence survivors who come to Willow have experienced high levels of trauma. More than 1/3 of adult residents in Willow's Emergency Shelter report being abused as a child, 29% witnessed domestic violence growing up, 11% report being raped by a person other than their abuser, 18% report past suicide attempts, 32% report histories of mental health disorders, and 48% report alcohol or substance abuse. The need is greater now than ever in Willow's 40+ year history and this trend will continue as survivors cope with the compounded trauma of abuse and isolation due to COVID-19. In 2020, reports of DV in Rochester were 3.6 times the statewide rate (excluding NYC), and rates in Monroe County were 1.6 times the statewide rate. National research estimates that 70% of incidents are never reported due to safety risks and fear of stigma. The latest U.S. Census Bureau data shows Rochester at #3 in overall poverty among the nation's 75 largest metropolitan areas. With high poverty, high crime, demographic inequities, few housing options, and overburdened health, legal, and service systems, there are limited resources for survivors and their complex needs.

The secondary target population for this Project is professionals and community partners in Monroe County. Each and every community partner is a first responder to domestic violence because the issue is so pervasive. Equipping partners with tools and resources to recognize and respond to domestic violence, and refer to Willow, will have a lasting ripple effect for our community.

Cost 1st Year	Cost All Years	Residents 1st Year	Residents All Years	FT Employees	PT Employees
\$230,555.00	\$1,522,097.00	200	2,000	5	1
Volunteers					
1					

Staffing President and CEO, Meaghan de Chateaufieux, will act as a staff liaison between Willow and Project partners. Meaghan has been with Willow for nearly 10 years and CEO for 4 years. In her role, Meaghan leads the Willow team in ensuring access to services and convenes community partners, stakeholders, survivors and providers in a coordinated response to family violence. Meaghan holds a Masters degree in Political Science from the Maxwell School at Syracuse University.

All new Willow staff (to be hired) will have the credentials, experience, and education required by their position in compliance with NYS OCFS regulations and expectations of project partners. The MFJC Director will be primarily responsible for coordinating and implementing services with community partners. The MFJC Welcome Advocate, MFJC Mobile Case Manager, MFJC Navigator, and Mobile Advocate (at PIC) will play critical roles in delivering direct services. As with our other direct service programs, Willow will utilize an unpaid intern from a local college or university.

The Family Justice Center Alliance, a program of Alliance for HOPE International (Alliance), has decades of experience consulting with organizations like Willow. The Alliance is a leader in support and quality standards of Multidisciplinary Family Justice Centers.

Coordinated Care Services, Inc. (CCSI) has 35 years of experience in project management. Staff includes clinical psychologists and researchers. Willow has worked closely with CCSI Evaluators, and other local consultants who are considered experts in their field, on past projects and proposals.