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April 2005

# Domestic Violence Services

## A Review of Service Delivery within Mecklenburg County

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## **Executive Summary**

At its 2004 Strategic Planning Conference, the Board identified domestic violence service provision within Mecklenburg County as a priority for review. The Office of Strategic Organizational Improvement has reviewed the current domestic violence services to determine how they can be made more efficient and effective.

The County's Balanced Scorecard performance demonstrates mixed results in this program category. While domestic violence homicides in Mecklenburg County have risen 25% from 2002, per capita Mecklenburg County ranks in the lower 20<sup>th</sup> percentile within the state. In addition, the abused child rate has slightly decreased from 2003 while the violent crime rate has increased from 2002.

In fiscal year 2005, County funding for domestic violence totaled \$1.9 million. Of which, 66% of County funding is spent in intervention, 23% in law enforcement and 11% in emergency residential services. No county dollars were allocated to prevention services.

There are two major domestic violence service providers in Mecklenburg County, each receiving funding from the County, both County funded services of these agencies served the same amount of victims in FY 2004. One provider, the Women's Commission, a County agency, receives 93% of its funding for victim services from the County. The second provider, United Family Services -- Shelter for Battered Women, is a non-profit agency that receives 41% of its funding for emergency shelter from the County. United Family Services also provides an array of additional domestic violence services that are not County funded.

While there are only two major service providers, there is an overlap in the types of services the County funds. Victim counseling, case management and legal clinics are all County funded services provided by both agencies. In addition, within the community there are gaps in services available to domestic violence victims. They include emergency shelter for victims not in imminent danger, transitional housing specifically for domestic violence victims, services for the Latino population and service coordination between the two major service providers.

There are opportunities for the County to eliminate this overlap in funding and help close some of the gaps in services available to the community. Leveraging funds with non-profit agencies will enable the County's funds to fill more of these gaps. With the passing of House Bill 1354 which strengthens domestic violence laws, there are further opportunities within the community to fill these gaps as well, particularly at the state level.

The key conclusions of this study are that the current delivery of services within the County have been funded and structured ad hoc. The County should implement an intentional system design that identifies strategic goals, eliminates gaps and overlaps in service, and better coordinates service delivery.

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## **Domestic Violence Services in Mecklenburg County**

### **Current Status**

Mecklenburg County's Domestic Violence (DV) Protection and Prevention services assist the County in achieving its Community Health and Safety focus area goal of reducing violence and emotional harm. As of FY04, results are mixed. Indicators used to measure this desired result show both slightly positive and negative results.

The abused child rate has decreased 4.2% from 2003. However, the violent crime rate has increased 5% and DV related homicides in Mecklenburg County have increased 25% from 2002.<sup>1</sup> In 2004, 10.6% of all domestic violence related homicides in the State of North Carolina were in Mecklenburg County. Compared to all other counties in the State, Mecklenburg and Wake County rank first in the number of domestic violence related homicides with a total of 8 in 2004. However, when considering population, Mecklenburg County ranks in the lower 20<sup>th</sup> percentile for domestic violence related deaths, with a ranking of twenty four.

### **County Funding**

There are many programs and services in Mecklenburg County offered by various providers to address domestic violence issues (see appendix B). In FY05, Domestic Violence Protection and Prevention services received \$1.9 million in County funding. Of this amount, approximately \$1.2 million was allocated to the Women's Commission for victim and offender services, \$441,082 was allocated to the Mecklenburg County Sheriff's Office for domestic violence enforcement and education, and \$49,000 allocated to the Department of Social Services for domestic violence assessment. One outside agency, United Family Services, received \$215,490 for emergency shelter services.

The following charts illustrate the County's funding for domestic violence services by agency.

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<sup>1</sup> There were six reported DV related homicides in 2002. There were eight in 2004.



Figure 1a

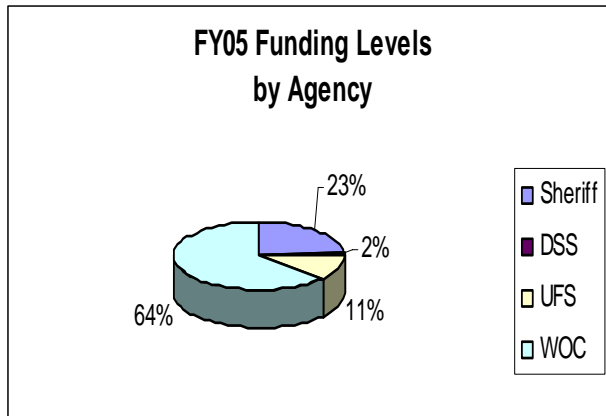
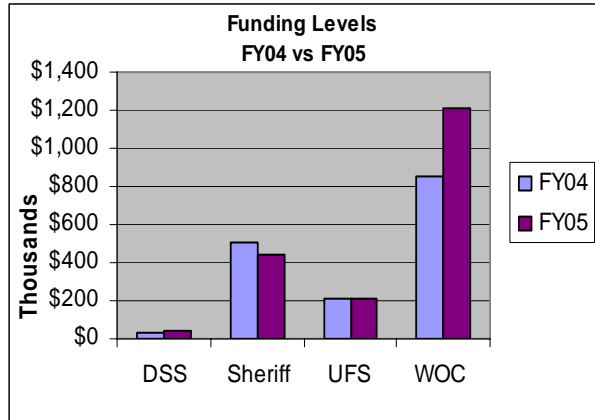
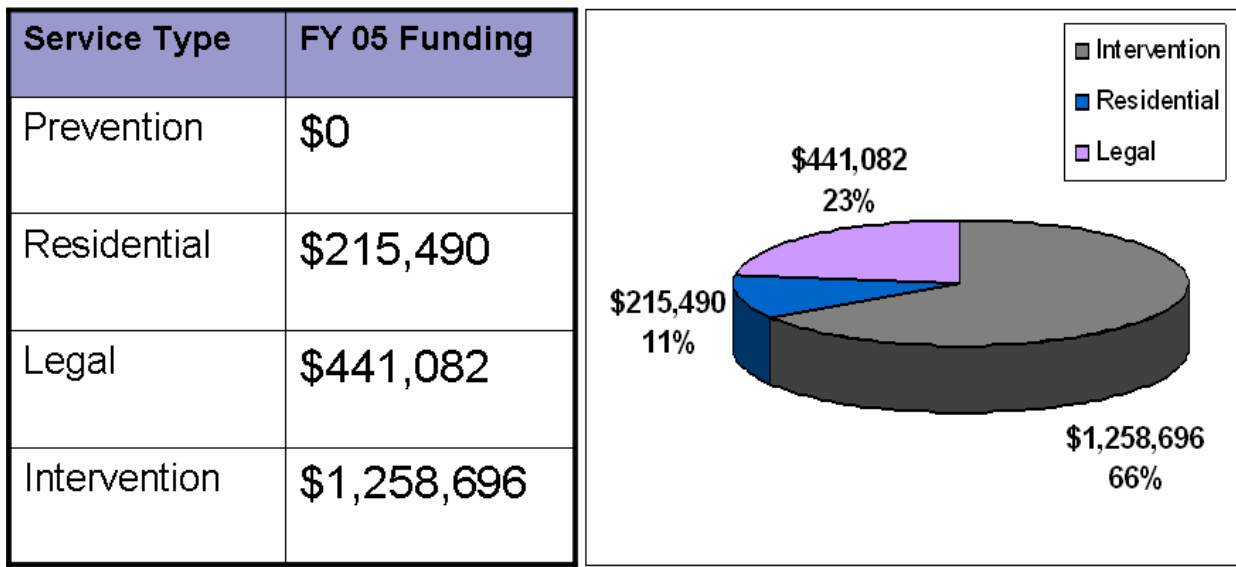


Figure 1b<sup>2</sup>



The following chart illustrates FY05 County funding by service type.

Figure 2



### Performance of County Funded Services

**Shelter for Battered Women:** In FY04, 427 residential and 640 non-residential clients were served at United Family Services Shelter for Battered Women. Of the residential clients who had lived in the shelter a minimum of 2 weeks, 79% reported living in a safer living situation six

<sup>2</sup> The increase for the Women’s Commission is primarily due to the realignment of existing positions to the domestic violence service.

months after leaving the Shelter. This is a slight decrease (5%) from FY03. Also in FY04, 100% of the non-residential clients that received counseling or attended support groups viewed themselves as better educated about the negative effects of domestic violence. This outcome is 18% higher than FY03 result.

**Victim Services:** In FY04, the Women’s Commission Domestic Violence Victim Services demonstrated mixed performance in comparison to FY03. The victim knowledge improvement rate remained consistent from FY03 to FY04. However, the self sufficiency outcome, which includes victims of domestic violence, decreased 25% from FY03 to FY04. It should also be mentioned that the Women’s Commission has modified this measure to include other indicators that can be used to measure evaluate self sufficiency. For example, some participants do not immediately seek employment but return to school to complete their education.

**Domestic Violence Enforcement:** The Mecklenburg County’s Sheriff’s Office Protective Order Paper service rate (93%) indicates that performance of their DV Unit has remained relatively consistent with the FY03 result.

Figure 3

Agency	Outcome	FY03	FY04	Diff
Shelter for Battered Women (United Family Services)	# of residential clients (lived in shelter a minimum of 2 weeks) who reported a safer living situation six months after leaving the Shelter	84%	79%	-5%
Shelter for Battered Women (United Family Services)	Non-resident knowledge improvement rate	85%	100%	+18%
Victim Services (Women’s Commission)	Knowledge Improvement Rate	87%	86%	-1%
Victim Services (Women’s Commission)	Increased Self Sufficiency	40%	30%	-25%
NOVA Program (Women’s Commission)	Recidivism Rate	8%	5%	-4%
Domestic Violence Enforcement (Sheriff’s Office)	Protective Order Paper Service Rate	92%	93%	+1%



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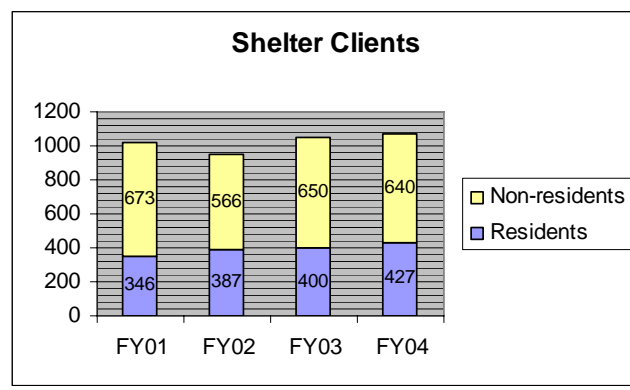
## **Service Overlap**

In reviewing the current service offerings, there are two agencies within Mecklenburg County that offer similar domestic violence services, the Women’s Commission and United Family Services. While each agency has services and programs that are unique, some services such as counseling, case management, children’s programs and legal clinics are direct services that are duplicated between the two agencies.

The Women’s Commission, a County agency, is a resource for displaced homemakers and is a leading provider of domestic violence services. In addition to individual and group counseling, case management, children’s programs and legal clinics, the Women’s Commission offers services such as the batterer’s program, job training, employment assistance, and a full-time bilingual domestic violence counselor to reach the growing Hispanic population.

United Family Services is a non-profit agency that offers an array of services in community building, neighborhood development, counseling and education, crisis intervention and advocacy and economic independence. Serving over 3,000<sup>3</sup> clients in FY04, UFS’ Domestic Violence Services operates the Battered Women’s Shelter, the only shelter in the County for women fleeing abusive relationships, and the County’s 24 hour Domestic Violence Crisis line. In addition to emergency residential services, the shelter offers services to non-residential clients. In FY04, 60% of clients receiving services at the shelter were non-residential clients. Approximately 35% of non-residential clients served at the Shelter were previous residents.

Figure 4



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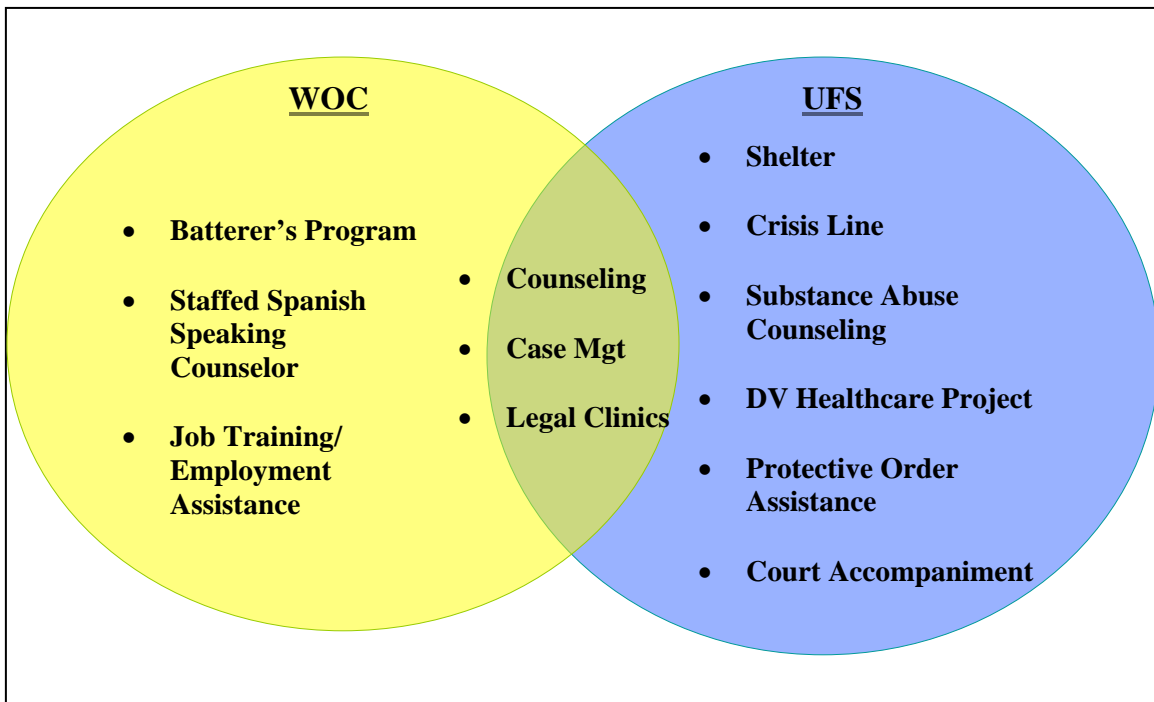
<sup>3</sup> Count may include multiple visits from the same individual.

In addition to providing safe housing, individual and group counseling, children’s counseling, educational groups, case management and substance abuse services are also offered at the shelter. Based on benchmark data from other jurisdictions, it is not uncommon for shelters to offer services outside of safe housing. A 2002 survey conducted by the Violence Working Group of the Injury Prevention Research Center at UNC Chapel Hill reports that 87% of domestic violence programs in North Carolina offer shelter in conjunction with other services such as support groups, educational, life skills, and job training services.

Figure 5 highlights the service overlap of the two agencies. The illustration identifies those services that are unique to the Women’s Commission within the yellow circle labeled WOC. Services that are unique to United Family Services are within the blue UFS circle. The green union represents the overlap in services provided between the two. Both agencies provide individual and group counseling for adult and children, case management, and legal clinics to victims.

Figure 5

**Illustration of Service Overlap**





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There are some advantages to having multiple entry points into the system. However, there is a lack of service coordination between the two agencies. Therefore it is unclear if there is a need for both agencies to provide these services.

### **Community Strengths**

Some of the strengths in Mecklenburg County's domestic violence community include United Family Services' Healthcare Project, the Domestic Violence Advocacy Council's Lunch and Learn Series, awareness marches, the Women's Commission's Hero program for children the Women's Commission's batterers program (NOVA).

The Domestic Violence Advocacy Council's Lunch and Learn is a series of free educational seminars on domestic violence which increases awareness in the community. United Family Services' Domestic Violence Substance Abuse program has received State attention as an innovative program and the Women's Commissions' Hero program has also received State recognition for its intervention strategies. Programmatic enhancements to the Women's Commission's, NOVA program, have added strength to its service delivery, therefore increasing performance outcomes. The Women's Commission reports the recidivism rate of 5% for abusers who go through the program is significantly below state and national averages.

### **Service Gaps & Opportunities**

#### **Emergency Shelter**

The Shelter's current policy does not allow women who are planning an escape from an abusive relationship admission into the shelter. Due to limited bed space, the Shelter for Battered Women has placed priority on accepting victims who are in imminent physical danger. This raises a concern, particularly in the interpretation of immediate physical danger. In FY04, 58 victims who were in abusive relationships were turned away from the Shelter because they were not in imminent danger at the time of seeking shelter. However, reports from the North Carolina Council for Women and Domestic violence Commission indicate that for at least 6 months of the fiscal year, there were no days in which the Shelter was full. In addition, the shelter does not have a waiting list and there is no follow-up of safe housing for individuals turned away for

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residential services. The agency's current policy has impacted homeless agencies that serve women and children such as the Salvation Army Shelter. At least 14% of the residents at the Salvation Army Shelter are victims of domestic violence.

In addition, housing teenaged male dependants at the shelter is determined on a case-by-case basis. At intake, staff consults with the parent to determine if it is safe for the teenage male to reside in the shelter. If not, UFS staff attempt to locate alternate housing for the family. The Shelter has an arrangement with a local motel, in which the motel provides housing facility for such cases at a reduced rate to the Shelter.

### **Lack of Transitional Housing for Victims**

There is a lack of transitional housing in Mecklenburg County, specifically for victims of domestic violence. The YWCA's transitional housing only accepts women without children. Therefore women with children often find themselves remaining homeless or returning to their abusive situation. The Shelter has recently extended its maximum stay from 30 to 45 days to assist victims in this transitional period. Even so, transitional housing is the seamless piece lacking in the community that most victims need for stabilization.

### **Spanish-Based DV Services are Limited as the Latino Population Grows**

With the increasing Latino population, service providers report there has been a significant increase in the amount of Latino women seeking services. However services available for Spanish-speaking victims are limited. The Women's Commission provides the only Spanish speaking domestic violence program, Programa Confianza. Currently, United Family Services has bi-lingual services available only at its court program. United Family Services attempts to address this gap by calling in a translator as needed for victims at the Shelter or contacting the Crisis Hotline. However there are additional costs associated with this service.

### **Opportunities to Improve Service Coordination Exists**

There are definite collaborative opportunities between United Family Services and the Women's Commission. The Women's Commission reports a 2-3 month waiting list to receive services. This includes a 4 week waiting list for individuals to have an initial assessment. However during



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the same time period, United Family Services programs, both residential and non-residential do not have a waiting list and service space is available. At the time of this study, representatives from both agencies were discussing strategies to more effectively coordinate services. However no significant changes or enhanced coordination in services had resulted at the time of this study.

Collaborative opportunities also exist between the domestic violence community, substance abuse and mental health communities. United Family Services and the Women's Commission have reported increases in the amount of victims who are substance abusers. In FY04, 80% of Shelter residents assessed positive for substance abuse. Of these, 75% also assessed positive for mental health issues. To address substance abuse intervention needs, the Shelter provides a full time substance abuse program.

### **State Legislation to Protect DV Victims**

There are new laws currently in place or soon to be adopted in 2005 that will have a significant impact on local domestic violence services. House Bill 1354 passed July 17, 2004 strengthens the current domestic violence laws. There are 20 parts to this new bill and the domestic violence community has already seen an increase in training demands as a result of this bill, which requires mandatory training for law enforcement, judges, court and school personnel.

Although the laws do not place any mandates on the County, the County is a provider of some of the services that are impacted, particularly the Women's Commission's batterer's program, NOVA. Part of the new bill mandates offender treatment as a condition of probation. Depending on the rate offenders are placed on probation, there could potentially be a significant increase in the demand for offender services. Currently, the NOVA program is the only offender program approved by the North Carolina Council for Women and Domestic Violence in Mecklenburg County for court appointments. At this time it is premature to predict the level of impact these mandates will have on local domestic violence service providers.

### **The Role of the Women's Commission**

In comparable counties such as Baltimore (MD), Ventura (CA), Jefferson (KY) and Wake (NC), Women Commission agencies serve primarily as advisory or informational groups whose



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primary goal is to promote women’s issues. Staffing levels in these comparable counties range from purely volunteers to a maximum staff of 9 full time staff positions. With 20 full-time staff persons, Mecklenburg County’s Women’s Commission has taken a non-traditional role with an expanded scope, focusing primarily on domestic violence.

In 13 comparable counties, domestic violence services and programs are provided by non-profit agencies, whose funding sources vary:

- 100% of these counties report that all or some of their domestic violence programs are offered through non-profit agencies.
- 100% of programs receive funding for domestic violence programs from multiple funding sources.
- 31% (n=4) receive some level of County funding.
- 69% (n=9) receive some level of state funding.

Counties such as Fairfax Co, VA and Multnomah Co, OR have organizationally structured their domestic violence services to align with their County’s divisions of Health and Human Services. For each of these counties domestic violence services are coordinated by a Domestic Violence Coordinator.

### **Leveraging Funds**

One of the advantages non-profit agencies have in providing services is the capability to better leverage funds. In Mecklenburg County, County funding for the Women’s Commission domestic violence services represents 86% of the Women’s Commission total budget for domestic violence services. However County funding for United Family Services (UFS) represents only 41.3% of its total budget for the services provided at the Shelter. In addition, there are other DV services provided by United Family Services that does not receive County funding.

The charts below illustrate County dollars versus non-County dollars as a percentage of the Women’s Commission victim services and the Shelter’s budget. As illustrated, the United



Family Services Shelter for Battered Women, a non-profit agency, is more effectively positioned to leverage non-County funding. This ability to cultivate funding from multiple sources enables the Shelter to provide direct services (including residential) to approximately the same amount of victims as the County's Women's Commission, as illustrated in the number of victims served in FY04 (figure 6b).

Figure 6a

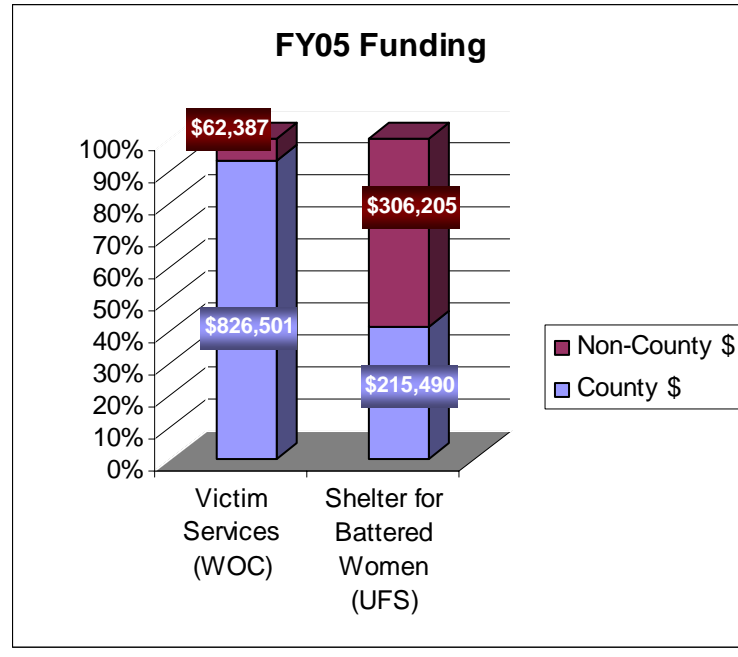
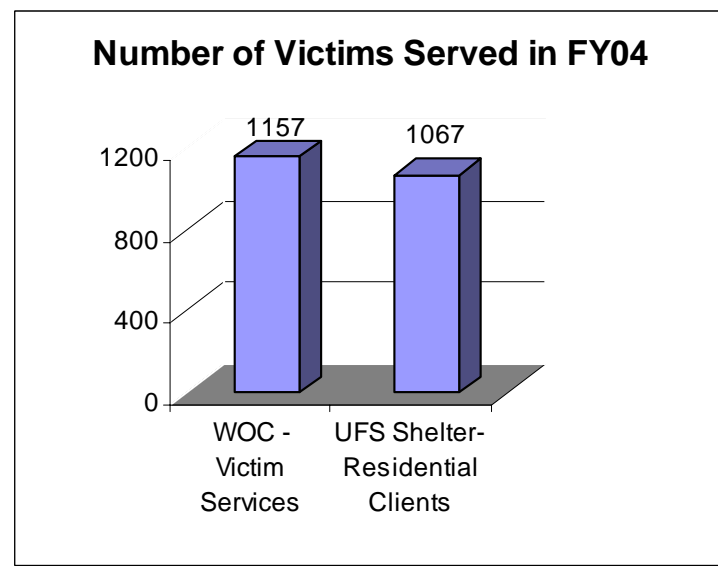


Figure 6b



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## **Recommendations**

### **Implement Strategic Planning & Service Coordination**

It is recommended that the County reevaluate its domestic violence service delivery methods. The current approach appears to have been designed unintentionally with a lack of coordination and strategic goals. The County should consider restructuring its current model and establish a service with domestic violence as its core mission. Based on the current allocation of resources it is possible this could be done without additional funding.

### **Create a Domestic Violence Coordinator Position with Responsibility for DV Services**

Furthermore, a Domestic Violence Coordinator position is recommended to lead the service delivery. This position would be accountable for facilitating the coordination and/or potential consolidation of similar services, plan for and assist with the development of new and expanded services such as prevention services and transitional housing and lead the development of a domestic violence strategic plan.

Additional duties of the Domestic Violence Coordinator may include serving as the County liaison to internal and external agencies providing domestic violence services, monitoring County grants, programs and services, participating in public efforts, and help empower the Domestic Violence Advisory Board to provide community planning to systematically impact domestic violence.

### **Implement a new Corporate Performance Measure**

The new Domestic Violence service should be accountable for the County's domestic violence homicide rate as one of its outcome measures. This would improve the County's ability to track trends in performance and evaluate strategies to enhance results.

It is also recommended that programs with similar services have similar performance measures, and the methodology used to determine the outcomes are consistent. This will allow more accurate comparison of service performance.

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### **Determine the Role of the County in Service Delivery**

The County should determine its role in providing domestic violence services in the community. Should the County choose to continue to offer direct services, the following recommendations are further options the County can explore to close the gaps in current services.

### **Expand the Availability of Emergency and Transitional Housing**

For the safety of victims who are fleeing an abusive situation, the County should consider options for an emergency Shelter to accept all victims who may or may not be in a state of imminent danger. If United Family Services does change its current policy to accept all women who are seeking refuge from an abusive relationship, the amount of beds available at the shelter to accommodate the residents will need to increase. Additionally, when at capacity the Shelter should implement a waiting list and notify those women who are preparing a safety plan when bed space is available.

Another possible strategy the County may consider is soliciting competitive bids for new or additional shelter providers. This would include both emergency shelter and transitional housing, specializing in assisting victims of domestic violence.

### **Develop additional Domestic Violence Prevention Services**

There are very limited domestic violence prevention programs in the County. A component of the new House Bill 1354 includes anti-violence education in schools. Once implemented at the local level this has the potential to expand the amount of prevention services in the County. Currently the County does not fund prevention services (see pg. 3). However there appear to be opportunities for the County to collaborate with local agencies, including schools, to expand the number and scope of prevention programs available in the community.

### **Expand Bi-Lingual DV Services to Meet Needs of a Growing Latino Population**

With the increased Latino population, it is recommended that the appropriate bi-lingual domestic violence services be increased to meet the growing demand. Additional bi-lingual counselors are needed to meet the community's need. At minimum, a bi-lingual counselor is needed on staff at the Shelter.

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### **Perform a Community Safety Audit**

The County could consider collaborating with other local governmental entities to perform a community safety audit. A community safety audit will assess efficiencies throughout the system and help identify where the community (city, county, and state) should allocate resources to ensure efficient service delivery, greater coordination and more effective community response to domestic violence.





## Appendix A

### 2004 Domestic Violence Murders

#### By County

Ranking per Count <sup>1</sup>			Ranking per Capita <sup>2</sup>		
Rank	County	Murders	Rank	County	Murders
<b>1</b>	<b>Mecklenburg</b>	<b>8</b>	1	Chowan	13.84
1	Wake	8	2	Ashe	7.90
2	New Hanover	5	3	Wilson	5.24
3	Forsyth	4	4	Polk	5.21
3	Guilford	4	5	Madison	4.95
3	Union	4	6	Richmond	4.29
3	Wilson	4	7	Sampson	3.14
4	Alamance	3	8	New Hanover	2.89
4	Davidson	3	9	Union	2.68
4	Durham	3	10	Pender	2.23
5	Ashe	2	11	Alamance	2.16
5	Chowan	2	12	Stokes	2.16
5	Johnston	2	13	Davidson	1.95
5	Richmond	2	14	Edgecombe	1.86
5	Sampson	2	15	Chatham	1.83
6	Brunswick	1	16	Columbus	1.82
6	Cabarrus	1	17	Wilkes	1.48
6	Chatham	1	18	Johnston	1.42
6	Cleveland	1	19	Durham	1.25
6	Columbus	1	20	Forsyth	1.24
6	Edgecombe	1	21	Brunswick	1.19
6	Harnett	1	22	Wake	1.11
6	Madison	1	23	Nash	1.10
6	Nash	1	<b>24</b>	<b>Mecklenburg</b>	<b>1.04</b>
6	Orange	1	25	Cleveland	1.02
6	Pender	1	26	Harnett	1.00
6	Polk	1	27	Guilford	0.91
6	Randolph	1	28	Orange	0.81
6	Stokes	1	29	Randolph	0.73
6	Wilkes	1	30	Cabarrus	0.68

<sup>1</sup> Data provided by the Domestic violence Advocacy Council

<sup>2</sup> Per 100,000 population



## Appendix B

### Assessment of Services

Service Continuum			
Prevention	Intervention	Residential	Legal
<ul style="list-style-type: none"> <li>• Heart to Heart</li> </ul>	<p><b><u>Victim</u></b></p> <ul style="list-style-type: none"> <li>• Adult DV and Women in Crisis Program</li> <li>• Case Management</li> <li>• Child Development Community Policing Partnership</li> <li>• Children's Groups &amp; Counseling</li> <li>• Court Accompaniment</li> <li>• Crisis Line</li> <li>• D V Healthcare Project</li> <li>• Educational Groups</li> <li>• Hero Program</li> <li>• Individual Counseling Services</li> <li>• Mecklenburg County Jail DV Programs</li> <li>• Programa Confianza</li> <li>• Protective Order Assistance</li> <li>• Substance Abuse Counseling</li> <li>• Support Groups</li> <li>• TANF/Family Violence Option Partnership</li> <li>• Teen Dating Violence Program</li> </ul> <p><b><u>Offender</u></b></p> <ul style="list-style-type: none"> <li>• Mecklenburg County Jail Domestic violence Program</li> <li>• NOVA</li> <li>• Reach</li> <li>• YAAR</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter for Battered Women</li> </ul>	<ul style="list-style-type: none"> <li>• Charlotte-Mecklenburg Police Department's Domestic violence Unit</li> <li>• Civil and Criminal Courts</li> <li>• Division of Community Corrections</li> <li>• Domestic violence Advisory Board</li> <li>• Domestic violence Advisory Council</li> <li>• Legal Aid of North Carolina</li> <li>• Mecklenburg County Sheriff's Office</li> <li>• Victim Assistance Misdemeanor Unit</li> </ul>

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## Appendix C

### Program Descriptions

Below are brief program descriptions of the services listed in the above table.

#### **Prevention Programs**

**Heart to Heart:** Heart to Heart is a teen theatre troupe that performs educational plays followed by facilitated workshops in schools and other community groups to increase awareness and provide education on domestic violence issues. The performances focus on relationship issues, dating violence, teen issues and violence in the home. Heart to Heart is provided through a collaborative partnership between the Children's Theatre & United Family Services Shelter for Battered Women. The goal of Heart to Heart is to reduce dating violence by providing young people with information about relationship violence, informing them of the subtle warning signs and providing them with resources in the community that they can access if they're in a controlling or abusive relationship.

#### **Victim Programs**

**Adult Domestic Violence and Women in Crisis Program:** Offers direct individual counseling and four-weekly support groups to adult victims of DV, case management, follow-up and information and referral services.

**Case Management:** The Women's Commission and United Family Services provide case management services for victims. In addition to counseling, case management connects the victims to services in the community such as housing, employment and financial assistance to assist in transition. United Family Services conducts a 6 month follow-up to ensure the victim is still living in a violent-free situation, is employed and has utilized the court system. The Women's Commission conducts a similar follow up at 30, 60 and 90 days.

**Child Development Community Policing Partnership (CDCPP):** A partnership between Area Mental Health and the Charlotte-Mecklenburg Police Department that provides crisis stabilization and referral services for children in designated police districts that have been exposed to trauma.



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Children's Groups and Counseling: Provides 90-minute small groups with activities that include art and play therapy, age-appropriate discussion of domestic violence, group therapy, activities, discussion, and education about healthy and unhealthy relationships. Directly addresses the special needs of children from violent homes. Individually assesses each at-risk child, provides one-to-one therapy with children and their mothers, and helps their mothers learn what to expect of their feelings and behavior and how to help them. The goals of the project are to provide an outlet for children to express and process their feelings in healthy ways, develop survival and coping skills, and help improve their mothers' understanding of their needs and issues.

Court Accompaniment: Accompanies clients in civil and criminal domestic violence court. This service is provided by United Family Services.

Crisis Line: A 24 hour crisis line operated by trained personnel to offer information/referrals as well as approval for residential services. TTY services are offered for the hearing impaired. This service is provided by United Family Services.

Domestic violence Healthcare Project: Trains hospital staff at Carolinas Medical Center (CMC) on domestic violence and provides 24 hour services to victims in the hospital setting. Services include safety assessment and planning, photographic injury documentation and resource referral. CMC's Emergency, Trauma and Women services has 24 hour response to reporting DV cases. This services is provided by United Family Services

HERO Program: Offers direct individual counseling, case management and two-weekly support groups to child witnesses of domestic violence and teenagers who have experience dating violence. This service is provided by the Women's Commission.

Individual Counseling: Individual sessions and case management, planning, information and referral provided by the Women's Commission and United Family Services.



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Mecklenburg County Jail Domestic Violence Program: A mandatory program for all female inmates at the Mecklenburg County Jail provided by United Family Services. This program educates and empowers women about domestic violence. Through education and counseling, female inmates learn about the dangers of domestic violence and are encouraged to move toward non-violent relationships. Offers classes and individual counseling and provides the female inmates with domestic violence resources available in the community and links them with them with those community resources upon their release.

Programa Confianza: Offers individual and group counseling to Latin American victims of domestic violence. Also provides case management, follow-up and information and referral services. This service is provided by the Women's Commission.

Protective Order Assistance: UFS staff assists clients in filing for protective orders.

Substance Abuse Counseling and Groups Counseling: Education and group support for domestic violence/substance abuse survivors. This service is provided by United Family Services.

Support / Education Groups: Provides group support for domestic violence survivors. Educational group topics include self esteem, positive thinking, budgeting, repairing credit, creative expression, and parenting. Services are provided by the Women's Commission and United Family Services.

TANF/Family Violence Option Partnership: Assesses TANF (Temporary Aide for Needy Families) recipients to determine if domestic violence has occurred and make appropriate referrals. This service is a partnership between the Women's Commission and the Department of Social Services.

Teen Dating Violence Program: Offers direct individual and group counseling to teen victims of dating violence, serves youth ages 13-18.



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## **Residential**

**Battered Women's Shelter:** The Battered Women's Shelter houses women who are in imminent physical danger from their intimate partner relationships. The Shelter provides a 30 day stay for adult victims and their children. However, depending on individual circumstances, stay may be extended to 45 days. The Shelter has 29 beds and sleeps a total of 35 women and children.

## **Offender Programs**

**Mecklenburg County Jail Domestic Violence Programs:** Mandatory and voluntary men and women programs to educate inmates on domestic violence, its consequences and the effects domestic violence has on victims and children.

**New Options for Violence Actions (NOVA):** A Women's Commission Program that offers direct services to court and DSS ordered adult batterers. Consequences for not successfully completing the program include jail time or termination of parental rights.

**Reach:** Program for teens displaying aggressive behavior toward parents or dating peers.

**YAAR Program:** Offers direct services to teen perpetrators of domestic and family violence services youth ages 13-17.

## **Legal**

**Charlotte Mecklenburg Police Department Domestic Violence Unit:** Detectives and DV Advocates who respond to select DV related incidents and refer to appropriate services.

**Civil and Criminal Courts:** Tries DV related cases, issues 50-B's, ex-parte orders and one-year restraining orders to victims of DV. Protective orders help stop violence while allowing the victim to remain in their home.

**Division of Community Corrections:** Monitors probation for perpetrators of domestic violence cites those in violation back to criminal court for further sanctions.



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Legal Aid of NC: Attorneys represent select victims of domestic violence in civil court.

Mecklenburg County Sheriff's Office: Serves warrants for 50B Protective Orders.

Victim Assistance Misdemeanor Unit: Provides advocacy and support to adult victims of domestic violence in civil and criminal court.

### **Boards/ Advisory Groups**

Domestic Violence Advisory Council (DVAC): Provides outreach to victims and information for domestic violence victims and service providers in the community. The DVAC sponsors domestic violence awareness marches.

Domestic Violence Advisory Board (DVAB): An advisory board to Mecklenburg County and the City of Charlotte. Members of the DVAB are appointed by the City Council and Board of County Commissioners.