



# DOMESTIC VIOLENCE

## INFORMATION & REFERRAL CENTER

A Collaborative & Interactive Platform  
for Domestic Violence Agencies

Powered by W.O.M.A.N., Inc. & Force by Design

# WHO WE ARE & WHAT WE DO



- **24 Hour Domestic Violence Support Line**
  - 1979 – 25-30 calls per month
  - 2010 – 24,000 calls per year



# WHAT IS THE DVIRC?



The Domestic Violence Information and Referral Center (DVIRC) is an online interactive community network that provides a safe space for member domestic violence service providers to share, network, and access updated information on services available in the Bay Area and beyond. It aims to ensure effective and appropriate resources and referrals can be offered to domestic violence survivors, their friends & families.



## WHY JOIN?



- • Members can access domestic violence shelter bed availability
- • Increase visibility of your organization's programs & services – we had over 17,000 hits on the DVIRC in 2015
- • Decrease/eliminate the cost of printed resource guides
- • Access to high quality resource information – hundreds of filterable results
- • Learn/share about local events & opportunities in the community
- • Sharing best practices, training resources, and other information more easily
- • Increase communication & collaboration in the DV community throughout the state
- • Joining is free! You can have access to this valuable resource at no cost to your organization.





# DVIRC HISTORY

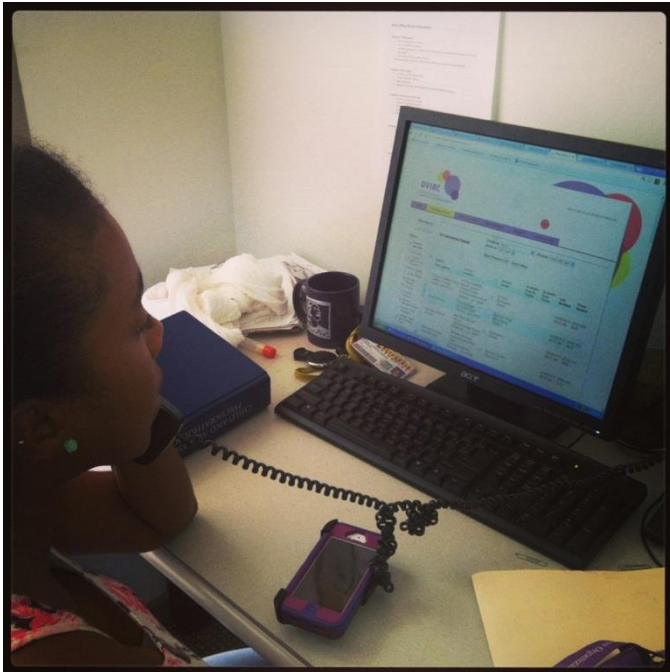
- In 2010, twenty-three DV agencies come together for a discussion about how to use technology to better understand what services were available to survivors and how could agencies enhance communications through a technological platform.
- In 2011, though 23 agencies had been involved in the information gathering state, only 5 agencies signed a letter of agreement to join DVIRC.
- In 2012, the DVIRC grew and within one year, 20 DV agencies had signed on.



# DVIRC HISTORY



March 23, 2013 – DV Support Line  
Volunteers being trained on using  
DVIRC during their volunteer shifts





**DVIRC**

DOMESTIC VIOLENCE  
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# DVIRC STATEWIDE EXPANSION

**Counties Covered:**

**2012**

San Francisco Bay Area (9 counties)

**2013**

Santa Clara

**2014**

Del Norte

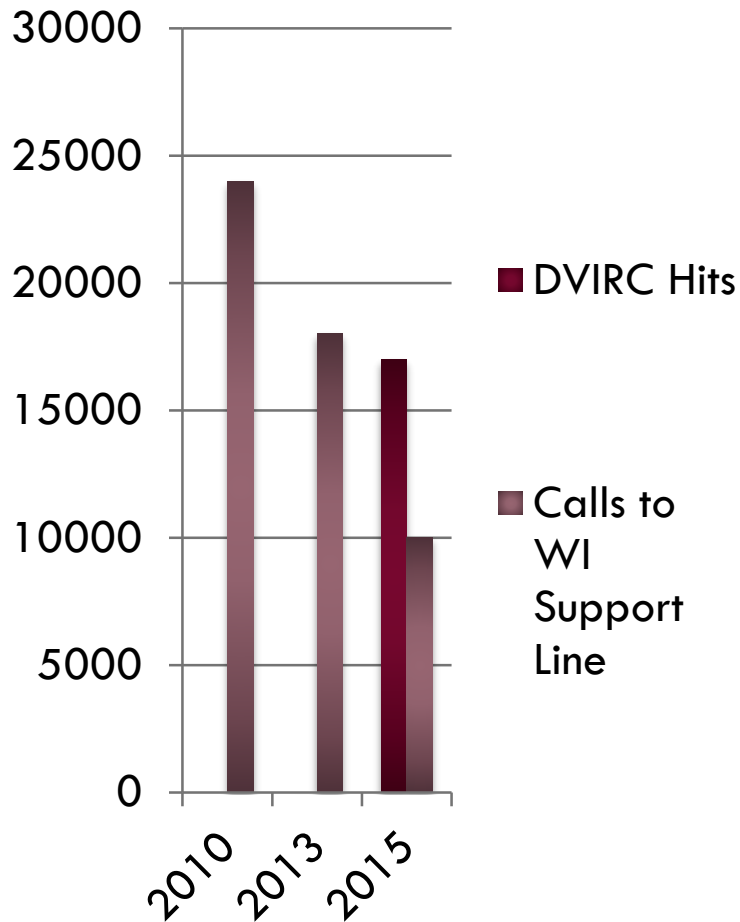
Ventura

**2015**

Los Angeles



# DVIRC IMPACT



## 2010

- Received 24,000 calls

## 2013

- 34 Member agencies
- Received 18,000 calls

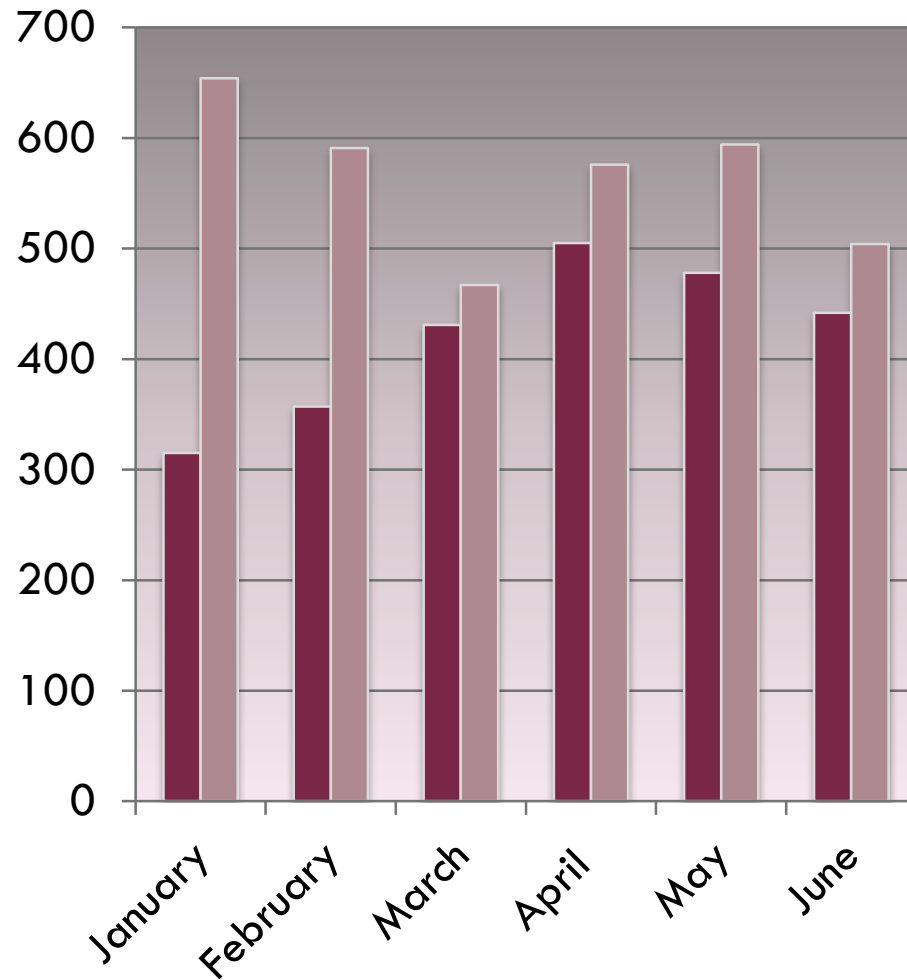
## 2014

- Creation of Analytics Report
- 16,000 hits on DVIRC
- Received 10,000 calls





# 2014

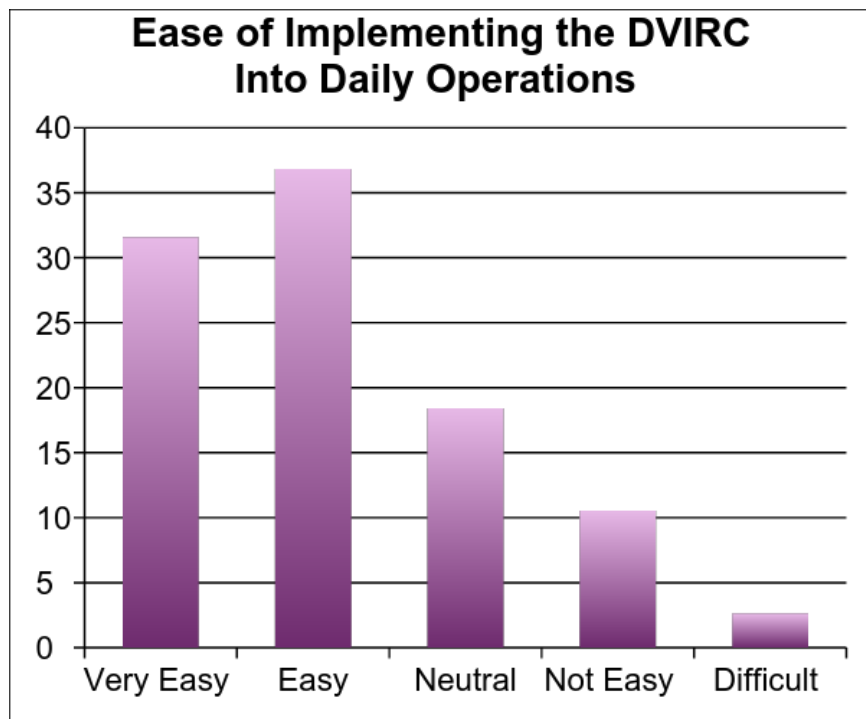


- Total DVIRC Hits for DV Shelter Bed Census
- Total CL Calls to WI



# 2014 End of Year Survey Results - Use of the Program

- Most participants have seen a **steady amount of DVIRC usage** at their agency (69%) in the past six months. 22% have seen an increase of usage during that time period and only 8% have seen a decrease.
- Participants have found it **Very Easy or Easy to implement** the DVIRC into their day-to-day operations.



## Successful Methods of Implementation

- Make or check on daily updates (i.e. space)
- Use to find referrals and/or resources
- Use while on crisis line

*“We open the DVIRC each morning and use the resource to assist callers and other agencies for information.”*

*“We use the DVIRC all the time to get referrals and information to survivors of Domestic Violence.”*

*“As the helpline is the one shop stop for resources within the agency, we have included training on how to use DVIRC website to our Helpline training. So when anybody in the agency needs information DVIRC can provide, Helpline staff provide them the relevant information. “*

Q. In the past six months, have you seen an increase, decrease or steady amount of DVIRC usage at your agency?  
Q. Our agency has found it easy to implement the DVIRC into our daily operations.

# DVIRC IMPACT ON FIELD



- Technology can build a stronger, coordinated network of domestic violence service providers.
- The DVIRC has made a positive impact in case management and goal setting
  - 80% of member agency representatives who took our 2014 DVIRC check-in survey said they saw a significant positive impact on their agency's functions
    - Respondents also reported the DVIRC helps them:
      - Save time & improve efficiency when contacting shelters.
      - Use and access relevant information with ease.
      - Feel better prepared to assist callers.
      - Familiarize new staff/volunteers to the Bay Area agencies.
      - Share pertinent information and resources to other agencies in the network.

# NEXT STEPS



- Update & clean existing resources
- Working with Force by Design on improvements to the backend of the system
- Continue strategy to recruit DV agencies (How best to scale the DVIRC)
- Continuing collaborations & communication with existing member agencies
- Explore ways we can become more accessible to ESL advocates – we are currently working on translating our handouts & brochures in Spanish.



# Website Overview

DVIRC

DOMESTIC VIOLENCE  
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## ○ Finding Resources

- Filterable results & keyword search
- DV Shelter availability

## ○ Saved Resource Lists

## ○ Saved Filters

## ○ Community

- Get Ideas
- Get Answers
- Reference Documents
- Calendar of Events

WELCOME VOLUNTEERS WOMAN INC

Home Find Resources Resource Lists Saved Filters Reports Community

Run Search Clear all Filters

Filters:

- Services offered
- Service hours
- Languages spoken
- Age population served
- Office Location

Keyword search:  Run Search

Group by: None Display: Advocate View Show as: List View

500 resources found Save Resource List Save Filters

Agency	Service Location	Service Detail	Available Beds for Family	Available Beds Single	Last Modified	Phone Number
<a href="#">New Agency</a>						
24-Hour Oakland Parent Teacher Children Center (24HOPCC)	24 Hour Oakland Parent Teacher Children Center 4700 International Blvd. Oakland, CA 94601	<input type="checkbox"/> 24 Hour Emergency Shelter	0	0	07/28/2015 09:12 AM	(510) 534-6030
24-Hour Oakland Parent Teacher Children Center (24HOPCC)	24 Hour Oakland Parent Teacher Children Center 4700 International Blvd. Oakland, CA 94601	<input type="checkbox"/> College Scholarships			08/06/2015 08:43 AM	(510) 534-6030
24-Hour Oakland Parent Teacher Children Center (24HOPCC)	24-Hour Oakland Parent Teacher Children Center, Fruitvale District office 3500 E. 9th Street Oakland, CA 94601	<input type="checkbox"/> 24-Hour Children Center Service			08/06/2015 08:44 AM	(510) 261-0162
7 Tepees Youth Program	7 Tepees Youth Program 3177 17th Street San Francisco, CA	<input type="checkbox"/> The Learning Center			08/06/2015 08:50 AM	(415) 522-1550

# RESOURCES ON DVIRC



- Children's Resources
- Disability
- **DV Resources**
  - Advocacy
  - Batterer Resources
  - Crisis Line
  - Peer Counseling
  - Case Management
  - Outreach
  - Restraining Orders
  - Shelters
  - Support Groups
  - Therapy
  - Advocate Training
- Counseling
  - Peer Counseling (Family & Individual)
  - Peer Support Groups
- Educational Workshops
- Employment Services
- Health Services
  - Mental Health
  - HIV/AIDS Resources
- Housing Resources
  - Shelters
  - Transitional Housing
  - Financial Support
- Financial Aid /Financial Guidance
- Food/ Clothing
- Immigrant Resources
- Law Enforcement/Criminal Justice
- Legal Services
- LGBTQ
- Parenting Skills
- Pet Care & Shelters
- Senior Resources
- Sexual Assault/Rape
- Sex work/Trafficking
- Substance Abuse Resources
- Teen/ Youth Resources
- Transportation
- Victim Services
- Volunteer Opportunity

# DVIRC MEMBER AGENCIES

## **San Francisco**

Arab Cultural and Community Center (ACCC)  
Asian Women's Resource Center/Gum Moon Women's Residence  
Asian Women's Shelter  
Asian Pacific Islander Legal Outreach  
APA Family Support Services  
Bay Area Legal Aid  
Community United Against Violence  
Donaldina Cameron House  
Homeless Access Project/SF Home  
Jewish Family and Children's Services – Dream House  
Justice and Diversity Center  
Legal Aid Society - Employment Law Center  
Riley Center – Saint Vincent de Paul Society  
Safe Start  
San Francisco Department on the Status of Women  
San Francisco Sherriff's Department; Survivor Empowerment Program  
Victim Services Division  
Volunteer Legal Services Program/BASF  
W.O.M.A.N., Inc

## **Ventura County**

The Coalition for Family Harmony, Oxnard

## **Los Angeles**

Shepherd's Door  
Good Shepherd Shelter  
Rainbow Services

## **Alameda County**

A Safe Place  
Alameda County Family Justice Center  
Building Futures with Women and Children  
DeafHope  
Family Violence Law Center  
Shalom Bayit  
Narika  
Safe Alternatives to Violent Environment (SAVE)  
Ruby's Place

## **Sacramento County**

My Sister's House  
WEAVE

## **San Mateo County**

Community Overcoming Relationship Abuse (CORA)

## **Santa Clara County**

Asian Americans for Community Involvement (AACI)  
Maitri  
Next Door Solutions to Domestic Violence  
Support Network For Battered Women, YWCA  
Community Solutions  
NISA

## **Del Norte County**

Rural Human Services Harrington House, Crescent City





# DVIRC FUNDERS

*the* W O M E N ' S  
FOUNDATION  
*of* CALIFORNIA



blue  of california  
foundation

Blue Shield of California Foundation is an Independent Licensee of the Blue Shield Association

The David B. Gold Foundation





“Usually clients needing shelter need to make multiple calls to many shelters to determine if bed space is available. With the DVIRC, we are able to give clients a list of shelters with possible space, saving them the time and frustration of calling every shelter in the area.” - Nazgol, *Alameda County Family Justice Center*

“The DVIRC helps us to increase communication and collaboration in the domestic violence community throughout the state. We are able to share best practices, get training resources, and have access to many resourceful documents in the community tab.” - Patricia, *Next Door Solutions*

"The DVIRC is a one stop shop that provides a myriad of information...It is a relief to have immediate online access to continually updated resources." - Lisa, *Shalom Bayit*



## DVIRC CONTACT INFORMATION

(415) 969-6761

[dvirc@womaninc.org](mailto:dvirc@womaninc.org)



○ Questions?

○ Concerns?

○ General thoughts?

