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

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

- **Finding Resources**
  - Filterable results & keyword search
  - DV Shelter availability

- **Saved Resource Lists**

- **Saved Filters**

- **Community**
  - Get Ideas
  - Get Answers
  - Reference Documents
  - Calendar of Events
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 WOMEN’S FOUNDATION of CALIFORNIA

The David B. Gold Foundation

Blue Shield of California Foundation is an Independent Licensee of the Blue Shield Association
“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
Questions?
Concerns?
General thoughts?