

## COVID-19 VICTIM SERVICES UPDATE

Data Time Frame: March 11-April 24, 2020

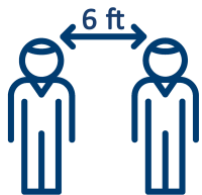
Survey Responses: 30 – **85% response rate**

**YOU ARE NOT ALONE: HELP IS AVAILABLE**

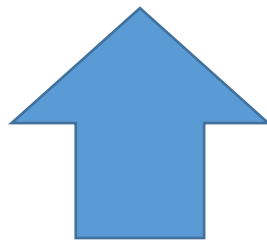
**thehotline.org – 800-799-7233**

### Context

CDVSA 35 Subgrantee Agencies were surveyed asking general questions regarding agency, shelter, telehealth, and children services. This survey is a very brief and small look into their experiences.



Shelters have reduced capacity by **57%** to provide safe social distancing



**60%** of Shelters are using alternative housing to provide safe and healthy support to victims



Hotline calls have increased **52%**



**53%** of shelters responded children in shelter are struggling with online education



Agencies are resilient!  
**24%** of agencies were using telehealth/telephonic services prior to COVID-19. Now **65%** are using it to continue services

How have agencies, on average, felt services have changed since COVID-19?



Increased

*“We are seeing an increase in calls. We now have three lines. Our regular line we always had, our new teen line which is also available for texts as well as calls, and the new community COVID line.”*

No Change

*“We have been working with several individuals to file protective orders online and this seems to be running smoothly.”*

Decrease

*“30% of clients enrolled in services decided to postpone continuing services until they can be seen in person.”*

## How have agencies felt different areas of services have changed since COVID-19?

### Western Region

N=6

Respondent's report:

**Increase:**

- 50% Agency Services (3)

**No Change:**

- 67% Hotline Calls (4)
- 50% Protective Order Requests (3)

**Decrease:**

- 50% Shelter Nights (3)
- 100% Child Advocacy Services (2)

64% Reduction in Shelter Beds

### Northern Region

N=3

100% of respondent's report:

**No Change:**

- Protective Order Violations (3)

**Decrease:**

- Shelter Nights (2)
- Agency Services (3)
- Total Clients Served (3)

46% Reduction in Shelter Beds

### Anchorage Region

N=6

Respondent's report:

**Increase:**

- 50% Alternative Housing (3)

**Decrease:**

- 67% Agency Services (4)
- 50% Total Clients Served (3)

33% Reduction in Shelter Beds

### Southcentral Region

N=8

Respondent's report:

**Increase:**

- 63% Agency Services (5)
- 63% Total Clients Served (5)
- 63% Hotline Calls (5)

61% Reduction in Shelter Beds

### Southeast Region

N=7

Respondent's report:

**Increase:**

- 57% Hotline Calls (4)

**No Change:**

- 71% Protective Order Violations (5)

**Decrease:**

- 72% Total Clients Served (5)
- 57% Agency Services (4)

56% Reduction in Shelter Beds

**80% of Agencies need  
PPE and cleaning supplies.  
Please consider donating  
to your local agency.**

