



# Survivor Services Program FY20 Infographic

*This infographic covers the services that were provided to survivors from October 1st, 2019 to September 30th, 2020.*

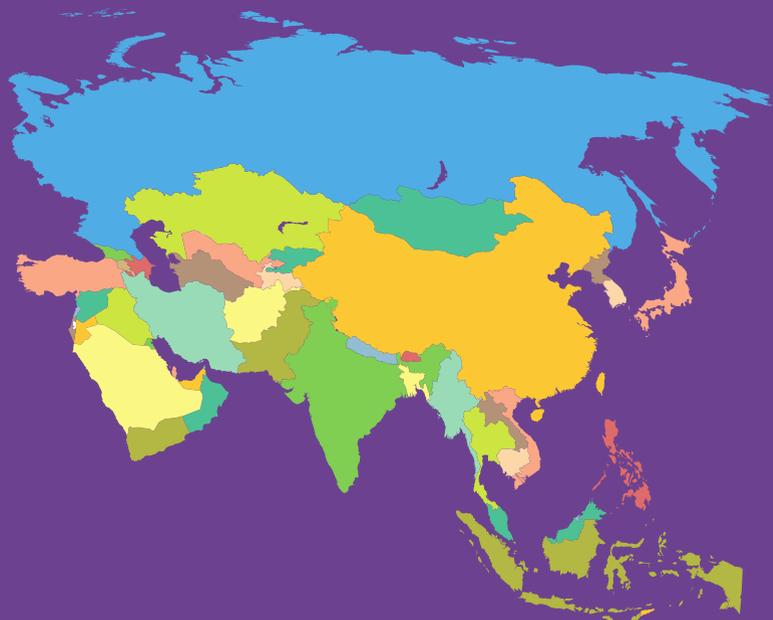


## Total Clients Served:

# 224

## Clients by Languages:

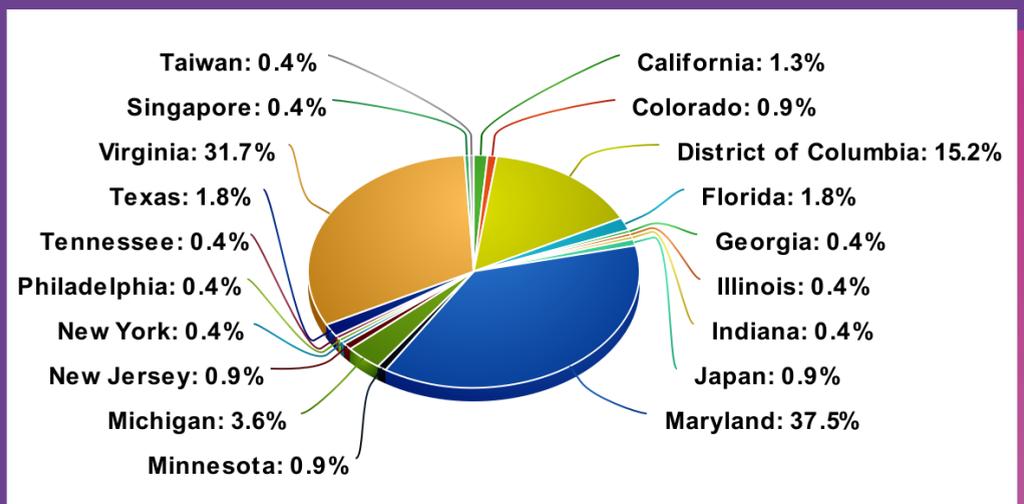
- Arabic
- Bengali
- Cantonese
- Dari
- Farsi
- Hindi
- Nepali
- Indonesian
- Japanese
- Korean
- Mandarin
- Pashto
- Sinhala
- Tagalog
- Tamil
- Thai
- Urdu
- Vietnamese



*We were able to provide services to survivors through our in-house bilingual case managers, advocates and language line.*



## Total Clients Served by States/Countries:





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## Types of Services Provided:

### TRANSPORTATIONS



UBER

**455 Rides**

Provided a total of 455 rides to clients who does not own a car, or has small children, and is unable to make it to court, grocery store, moving or other venue. It has been extremely vital during the COVID outbreak, as public transportation is less available and puts survivors' health at risk.

### FINANCIAL ASSISTANCE

**\$850**



Provided a total of \$850.00 in gift cards to clients for grocery needs.

### GROCERIES DELIVERY BY DVRP STAFF



**16 Families**

Received food from Small Things Matter; Families 4 Families; Cool and Dope; Rockville Gourmet Halah Meat; Humanity First, USA; DMV Halal; Islamic Center of Maryland

We have made calls to over 40 businesses for food donations, masks, menstrual, and other female hygiene products. Additionally, our team has conducted extensive research about where and when free food was being distributed to help alleviate survivors' immediate concerns about feeding themselves and their families.



### DIRECT SERVICES AND COVID

During FY20, our team of 3 Case Managers provided referrals for food resources, rental assistance, unemployment claims, emergency funds, legal resources, translation, and other direct services. Our Case Managers have experienced a sharp increase in our case load on top of navigating virtually. This has been very difficult in the field of DV/SA that is already a highly sensitive space that requires trust and comfort to built among the survivors. We have worked to foster more relationships and seek out more information on grocery and rent programs. Our team has also had to creatively conduct safety planning in this new virtual environment especially to navigate legal matters with the court's limited in person capacity as well as seeking alternative funds for survivors who have had their stimulus checks seized.