



2021 PROGRAM OUTCOMES

2021 was a year of both challenges and successes for Laura's House. As the COVID-19 pandemic continued, we remained committed to addressing the growing incidence of domestic violence and ensuring access to our services. Our 24-Hour Crisis Intervention Hotline, Emergency Shelter, and Transitional Living Center operated without interruption, while our non-residential therapeutic counseling, case management, and legal advocacy services are now offered both in-person at our Domestic Violence Advocacy Center (DVAC) and Domestic Violence Resource Center (DVRC) sites and remotely through tele-health and online platforms. The availability of virtual services has been a resounding success, providing access to those with health, child care, and transportation challenges and expanding our impact and reach.

We also strengthened our prevention/education and community outreach activities by producing our series of Community Conversations webinars addressing a wide range of important topics regarding domestic violence and community safety, providing online H.E.A.R.T. teen dating violence workshops to reach students despite school closures, and offering Healthy Families, Unpacking Family Systems, and After Abuse multi-part courses to help survivors and families maintain their safety and strengthen family relationships despite the stressors of the pandemic.

In 2021, we successfully provided our direct services to a total of **5,620** persons – **an increase of 26%** from the previous year – and reached **10,399** through our prevention/education and community outreach efforts. Moving forward, Laura's House will continue to provide valuable and impactful services that help domestic violence survivors achieve safety, offer educational and outreach programs that build community awareness, and remain focused on our ultimate goal to end the epidemic of abuse so that people of all backgrounds and circumstances can live safe and violence-free lives.





24-HOUR CRISIS HOTLINE

The Hotline offers immediate assistance for individuals and families dealing with domestic violence, providing the first point of entry to our services along with resources, referrals, and safety planning.

Laura's House assisted 3,993 callers through 5,998 calls to the Hotline.



EMERGENCY SHELTER AND TRANSITIONAL LIVING CENTER

Our **Emergency Shelter** provides up to 45 days of housing, case management, and supportive services for abused men, women, and children who are fleeing domestic violence and would otherwise be homeless.

The Emergency Shelter served 174 individuals (69 women, 1 man, and 104 children) with 3,746 bed days.

3,704 units of support services were provided to Emergency Shelter residents.

Our **Safety Net Motel** program offers short-term housing to individuals and families awaiting entry into our Emergency Shelter or other safe lodging.

The Safety Net Motel program served 133 individuals (72 women and 61 children) with 605 bed nights.

Our **Transitional Living Center** provides six to twelve months of continued housing following Shelter residency to help clients establish self-sufficiency and secure permanent housing.

The Transitional Living Center served 15 individuals (7 women and 8 children) with 2,488 bed days.

The Emergency Shelter and Transitional Living Center operated at limited capacity in 2021 due to the COVID-19 pandemic.

Our **Emergency Shelter** achieved the following client outcomes:

- **59%** of adults and children secured safe housing and moved out of abuse (36% declined to share their exit destination and 5% required a safety transfer).
- **78%** of adults increased their knowledge of co-dependency and cognitive coping skills.
- **83%** of adults increased their capacity to leverage skills and community resources to achieve self-sufficiency.
- **88%** of adults improved their self-esteem and cognitive coping skills.
- **80%** of adults exhibited improved parenting attitudes, skills, and behaviors.
- **67%** of children exhibited improvement in post-traumatic stress symptoms, anxiety, and depression.
- **50%** of children demonstrated improved social functioning.
- **83%** of families completing an exit survey rated their experience at the Shelter as Excellent or Very Good.



COMMUNITY OUTREACH

We conducted or participated in **221** in-person and virtual events and activities (including our **Community Conversations, Healthy Families, Unpacking Family Systems,** and **After Abuse** webinars) reaching **7,412** individuals in Orange County and throughout California and the U.S.



DOMESTIC VIOLENCE RESOURCE AND ADVOCACY CENTERS

Our non-residential direct services (including therapeutic counseling, case management, legal advocacy, and life skills education) are provided at our **Domestic Violence Resource Center** in Aliso Viejo and our **Domestic Violence Advocacy Center** in Garden Grove. Both sites are centrally located and offer “one-stop” access to effectively meet the needs of our clients.

COUNSELING SERVICES

*We provided therapeutic counseling and case management (both in-person and virtually) to **715** new and ongoing clients (607 women, 24 men, 81 children, and 3 unidentified).*

- **3,926** individual and family counseling sessions were conducted.
- **179** clients received comprehensive case management services through **538** case management sessions.
- **2,158** Personal Empowerment Program (PEP) group service units were provided.
- **713** psycho-educational/life skills group service units were provided.
- **174** alternative therapy activity service units (including EMDR, Sand Tray, Anxiety Reduction Techniques, Art, and Play) were provided.

LEGAL ADVOCACY SERVICES

*We provided legal advocacy services (both in-person and virtually) to **650** clients (618 women, 30 men and 2 unidentified) including consultations, assistance with temporary restraining and child custody orders, court accompaniment, safety planning, and referrals to other legal services.*

- **5,821** units of legal advocacy services were provided.
- **958** hours of volunteer service were donated by Orange County attorneys and legal interns to assist our clients.
- On a scale of 1 (lowest) to 5 (highest), the overall satisfaction rate of Legal Advocacy clients was **4.25**.



CHILDREN'S PROGRAMS

At the Emergency Shelter, **98** children participated in our Therapeutic Pre-School and Kids Club after-school programs and received child care while their parents participated in program activities.

1,303 direct service units were provided at the Shelter.

At the Domestic Violence Resource Center and Domestic Violence Advocacy Center, **54** children received on-site child care while parents accessed counseling and legal advocacy services and **56** participated in individual or family counseling.

963 direct service units were provided at our non-residential service sites.



H.E.A.R.T. – HEALTHY EMOTIONS & ATTITUDES IN RELATIONSHIPS FOR TEENS

Our H.E.A.R.T. youth dating violence prevention workshops reached **2,987** tweens, teens, and young adults through **111** workshops held virtually for **41** different schools, detention facilities, churches, and community organizations.

We also assisted **72** youth through our H.E.A.R.T. Chat tele-health assistance service.



MAN.KIND OC

Although in-person Man.Kind OC workshops were suspended due to the pandemic, program leaders evaluated the outcomes from 2020 and revised the curriculum for a relaunch in 2022.

VOLUNTEER PROGRAM

546 community volunteers provided **11,446** hours of assistance to Laura's House. Their efforts are equal to the service of **5.5** full-time employees. According to the Independent Sector, the monetary value of our volunteer support is **\$311,311**.