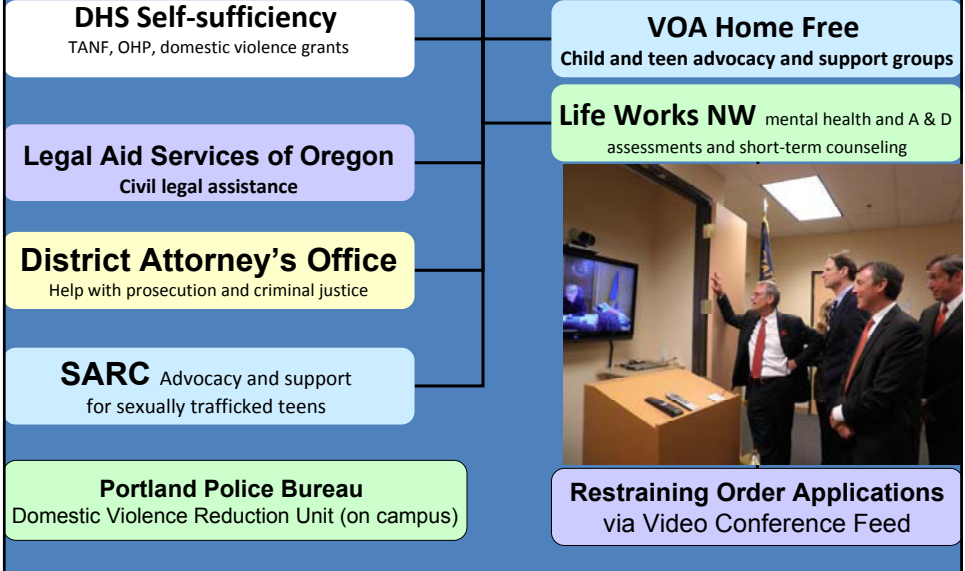




The
Gateway Center
FOR DOMESTIC VIOLENCE SERVICES



Services Onsite



Culturally-specific Services



Navigator (advocacy) services are provided by five culturally-specific agencies and one majority culture agency.

Between navigators and administrators 8 languages are spoken at the Gateway Center. (Interpreters are used for other languages).

- Participants' come from a variety of cultures:
- 40% Caucasian
 - 19% Latina
 - 16% African-American
 - 6% Asian/Pacific Islander
 - 4% Native American
 - 15% Other



Snapshot of Recent Participants' Feedback

From 9/8/10 through 10/11/10:

- there have been 303 visits by 177 unique participants
- In the 217 feedback forms that have been collected participants said the following

- 92%** said they had **new ideas about how to stay safe**
- 94%** said they **knew more about available resources** and how to access them
- 97.5%** were **satisfied with their experience** at the Center
- 99.5%** said the **Center was welcoming** for themselves and others from their cultural community
- 100%** said they were treated with respect by staff and partners at the Gateway Center

"My navigator was super helpful. She had a very welcoming and comforting vibe. I really like how she treated me with respect and most of all dignity instead of like a helpless victim."

"Everything was more than great. I love what you staff does and all the services and assistance offered. You all made getting through my situation easier."

"I feel very safe & comfortable coming here and feel everyone is cheerful and willing and wanting to help me."

"I am pregnant and very scared. Being away from my husband frightens me, but he has been violent and I need to be safe. I'm glad I came here for help today."

"I had an incredible and warm experience where I felt supported, respected and helped. Thank you for being here. "