

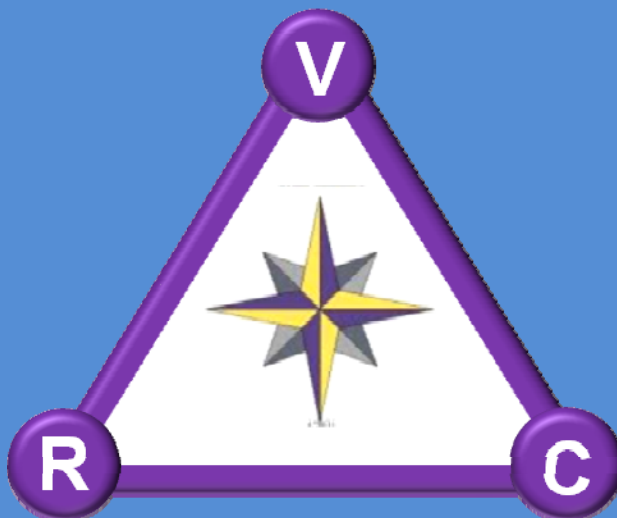


# The Gateway Center

FOR DOMESTIC VIOLENCE SERVICES

# The Gateway Center at One Year

## “Is it working?”





# What makes the Gateway Center Special?

- ❖ Co-location of community-based services, criminal justice services, and civil legal assistance
- ❖ Public, published, known address improves access to and visibility of services
- ❖ Safe, welcoming, “homey” center supports help-seeking and reduces trauma.
- ❖ On site child care makes services easier to access for parents.
- ❖ Additional access point for restraining orders through video-conferencing.

*We can tell it's working because of...*



# Volume

Year One (9/9/10 to 8/31/11):

- 2,000 Unduplicated Survivors
- 750 Unduplicated Children

Most Survivors come to the Center more than once:

- 4,500+ service visits
- 1,000 support group visits
- 1,400 visits to childcare

Gateway Center Staff

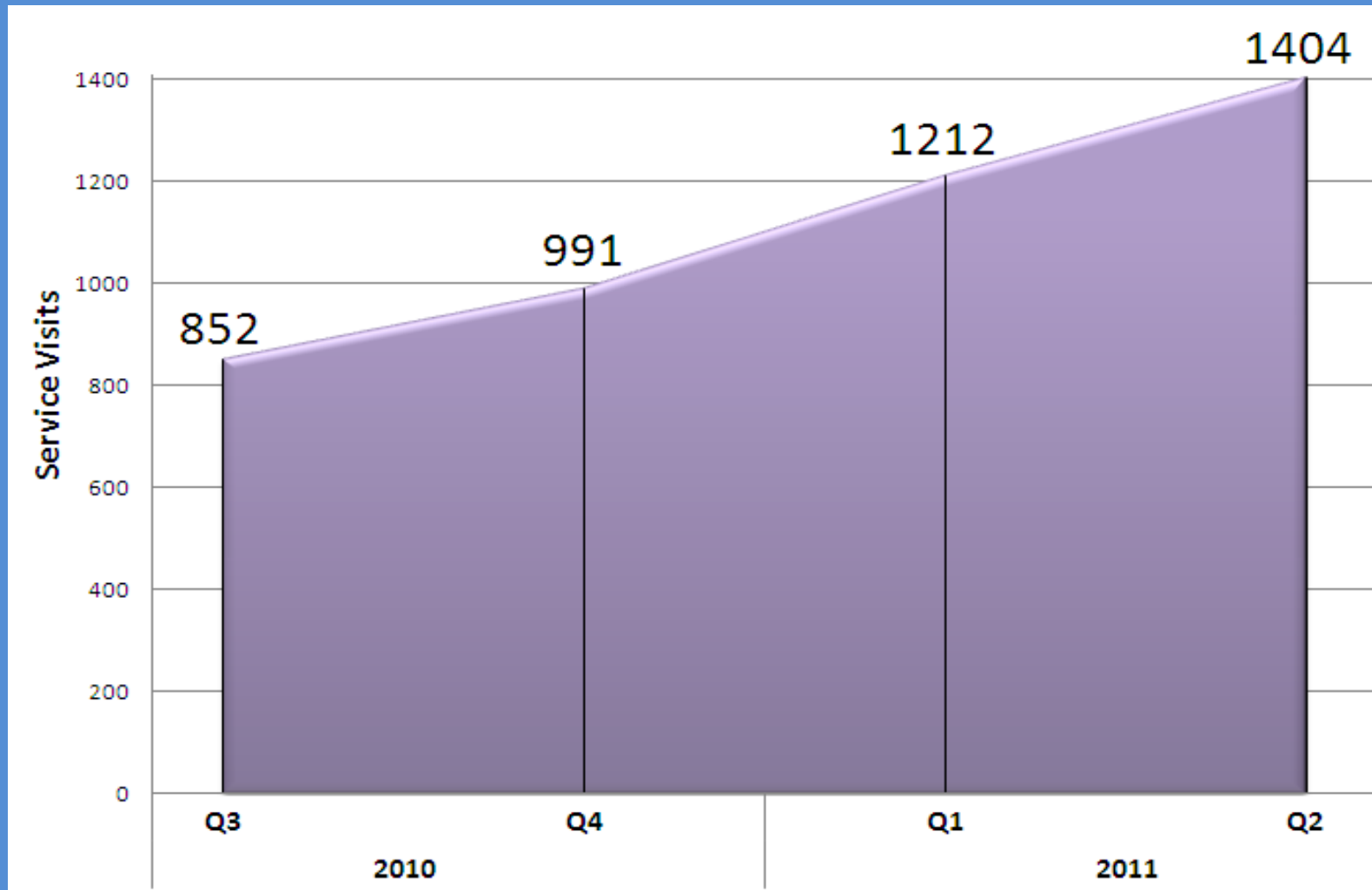


**Gateway Staff  
managed almost  
7,000 visits in 1 Year!**

*We can tell it's working because of...*



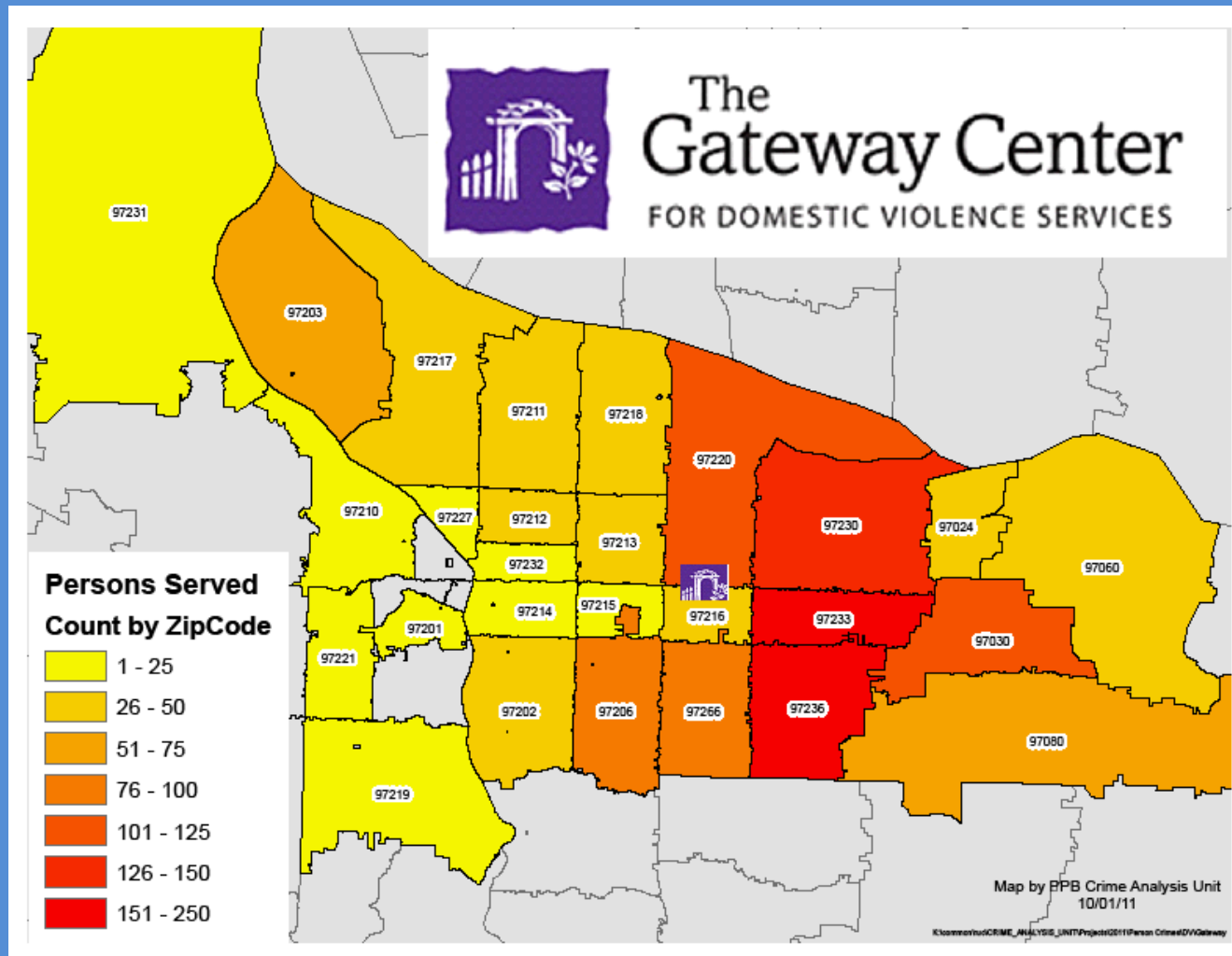
# Volume



We can tell it's working because of...



# Geographic Diversity



*We can tell it's working because of...*



# Cultural Diversity

**Participants come from a variety of cultures:**

- **49% Caucasian**
- **21% Latina**
- **16% African-American**
- **6% Asian/Pacific Islander**
- **3% Native American**
- **5% Other**

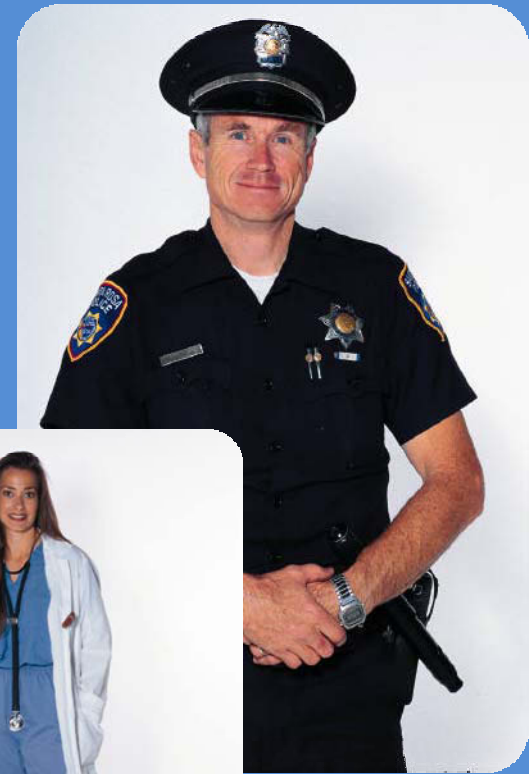


*We can tell it's working because of...*



# How participants learn about the Center

- **50%** from service providers
- **20%** from friends and family
- **20%** from law enforcement
- **10%** Other





We can tell it's working because of...

# How participants learn about the Center



**PORTLAND POLICE BUREAU**  
**VICTIM/COMPLAINANT INFORMATION FORM**

Arrested Person \_\_\_\_\_ DOB \_\_\_\_\_  
Case Number \_\_\_\_\_ Citation Number \_\_\_\_\_  
Incident Date \_\_\_\_\_  
Court Appearance Date \_\_\_\_\_  
Criminal Charge(s) \_\_\_\_\_  
Officer's Name/DPSST# \_\_\_\_\_

**District Attorney – Misdemeanor Intake Unit**  
Justice Center, Room 358  
1120 SW 3rd, Portland, OR; 503-988-3860

**PPB Detectives – Felony Cases**  
503-823-0400

**Services & Restraining Order Applications**  
Gateway Center for Domestic Violence Services  
10305 E. Burnside St.  
Portland OR  
503-988-6400

**Restraining Order Information**  
Multnomah County Courthouse  
1021 SW 4th, Room 211B  
Portland, OR; 503-988-3022

**Juvenile Court – Intake**  
Donald E. Long Home/JDH  
1401 NE 68th  
Portland, OR; 503-988-3460

**District Attorney – Juvenile Unit**  
503-988-3472

**ADULT ARREST – PERSON TAKEN TO JAIL**  
**Felony Crime:** A person has been arrested and taken to jail. PPB Detectives and/or the District Attorney's Office will contact you regarding the case. You may contact the District Attorney's Office Felony Intake Unit at 503-988-3270.

**Misdemeanor Crime:** A person has been arrested and taken to jail. You must contact the District Attorney's Office Misdemeanor Intake Unit at 503-988-3860 prior to 11:00am the next business day or the criminal charges may be dismissed.

**Domestic Violence Crime:** A person has been arrested for Assault, Menacing, Violating a Restraining Order, etc. and taken to jail. Please contact the District Attorney's Office Domestic Violence Unit at 503-988-3873 prior to 11:00am the next business day or the criminal charges may be dismissed.

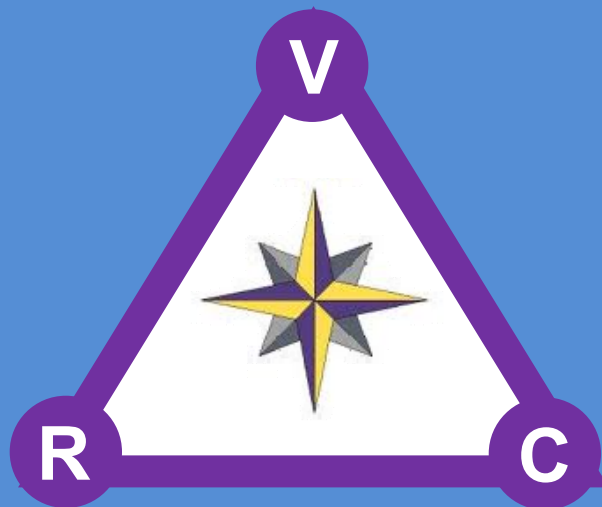
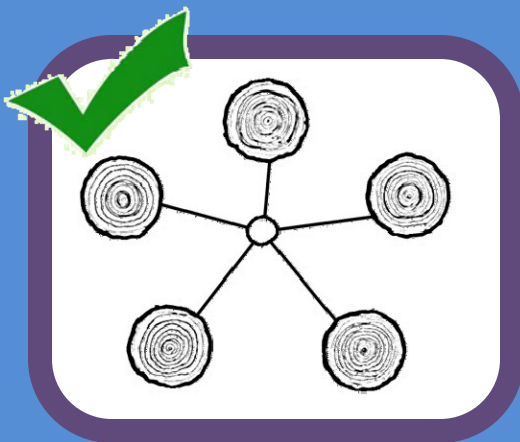
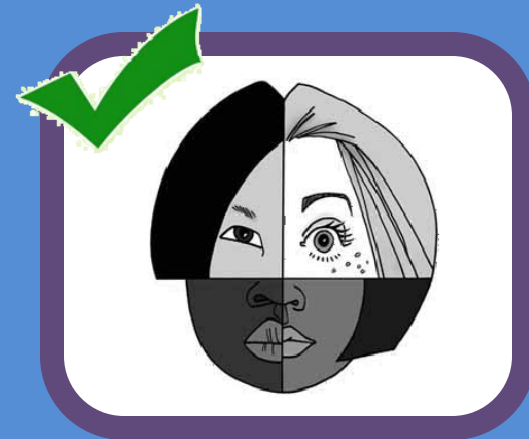
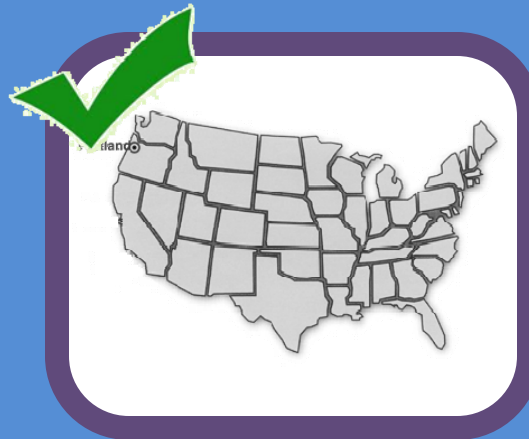
County Courthouse, 1021 SW 4th St., Room 804, Portland OR.

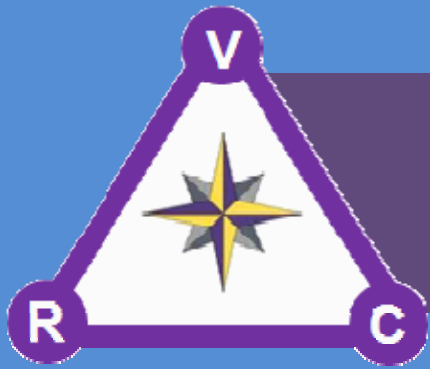
Drop in 9-4

Communications Unit-CHO/Oct2018



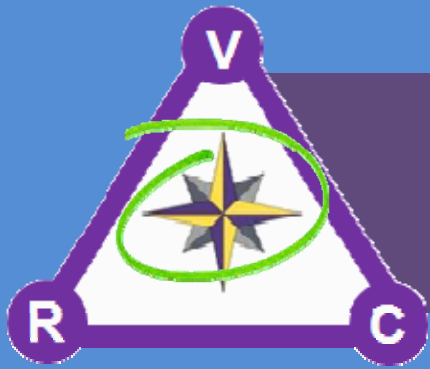
# The Gateway Center at One Year It is working.





# Why does it work?





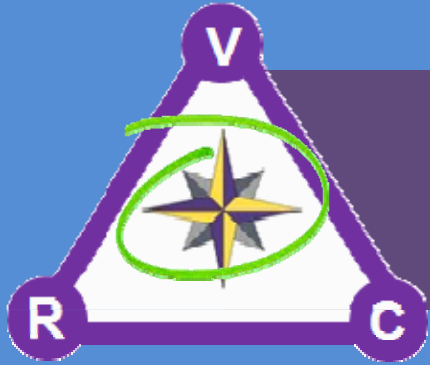
# Why does it work? **Navigators**

All participants  
meet first  
with a navigator  
(advocate)



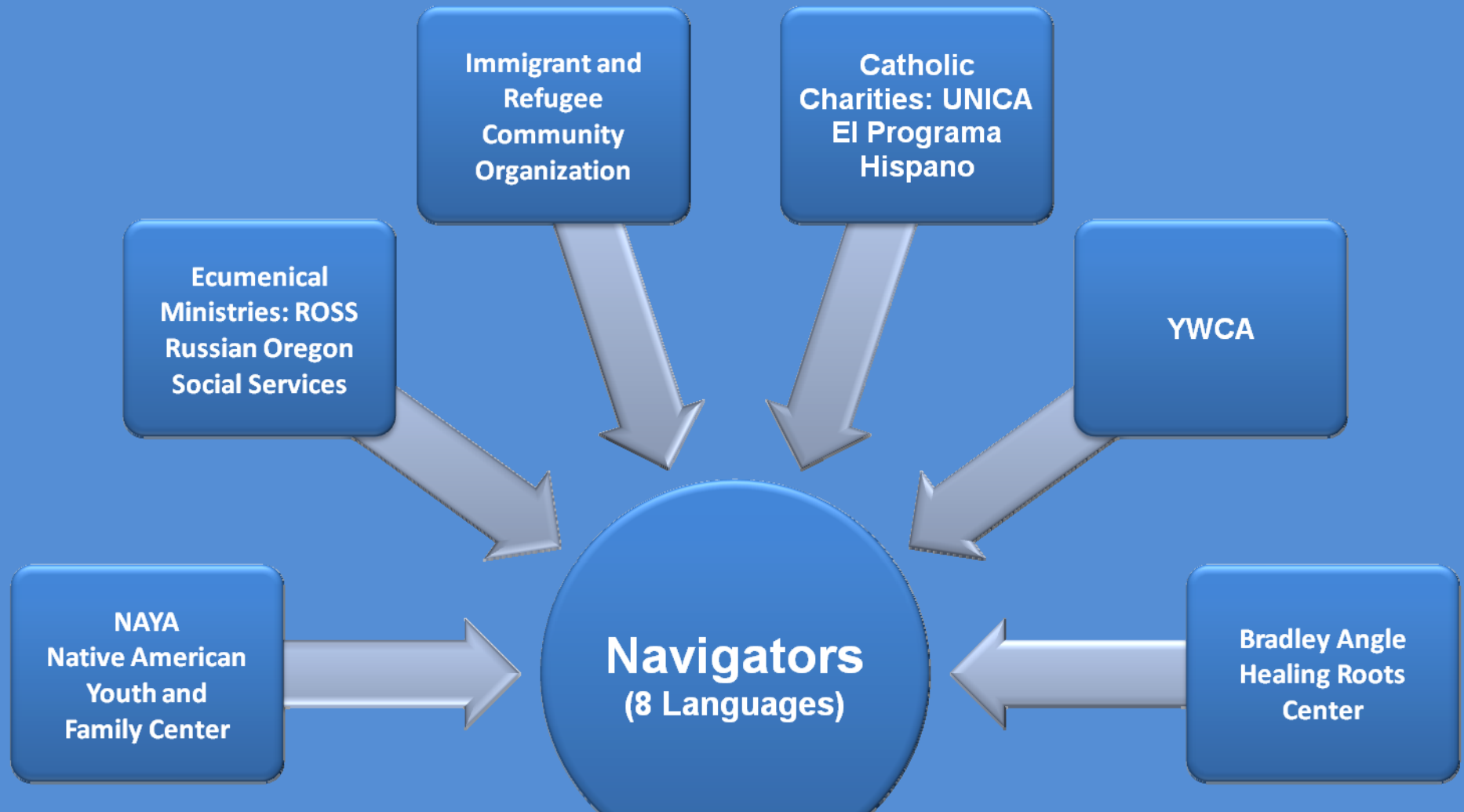
Help participants  
access other  
services in the  
building &  
elsewhere.

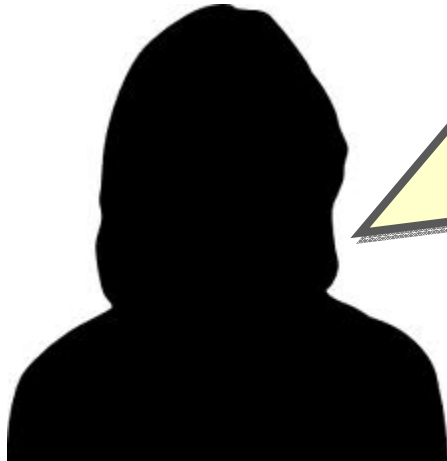
Provide:  
Safety planning  
Danger assessment  
Needs assessment



# Why does it work?

## Navigators

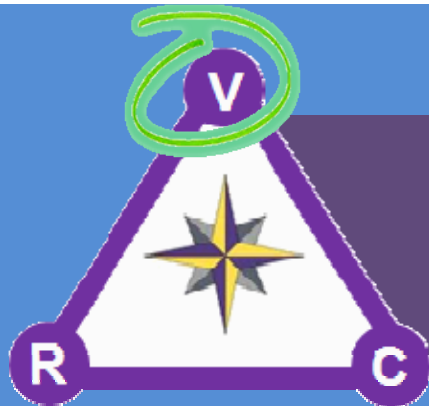




*“I was a little apprehensive when I walked in today. However, my navigator put me at ease and really seemed to understand. Thank you.” ~ October 21, 2010*

*“The navigator I met with was really helpful. She explained things clearly that I didn’t know and helped me understand all the paperwork. She made me feel comfortable with the whole process.”  
~ July 27, 2011*





# Why does it work?

## Variety of Services

**DHS Self-sufficiency**  
TANF, OHP, domestic  
violence grants

**VOA Home Free**  
Child and teen advocacy  
and support groups

**The Multnomah County  
Office of LASO**  
Civil legal assistance

**Life Works NW**  
mental health and A & D  
assessments and short-term  
counseling

**District Attorney's Office**  
Help with prosecution and  
criminal justice

**DVERT  
(Domestic Violence  
Enhanced Response  
Team)**

**SARC**  
Advocacy and support  
for sexually trafficked teens

**PPB DVRU  
(Domestic Violence  
Reduction Unit)**

Multnomah County  
**Sherriff's** Office  
Provides an FSO for  
security

Multnomah County  
Circuit Court  
Restraining Order  
Applications

**ARMS**  
spiritual support services



*"I am so glad that Gateway provides all services (legal aid, domestic violence grant and restraining order) in one place. It makes it easier and less stressful than having to go to downtown."*

*~ November 23, 2010*

*"This facility is amazing! I didn't know what to do or where to turn and this [place] helped with everything."*

*~ January 13, 2011*







# Why does it work?

## Restraining Orders

- **557** Restraining Order Applications were filed in the first year (24% of those filed in Multnomah County in same period)
- **90%** of Gateway Applications are Ordered by the Judge (compared to 85% of all filed)
- **16%** of the Restraining Order Applications are Interpreted (higher than downtown)
- Gateway Center follows up with applicants to notify when orders are served and if hearings are set





*"I got information about what a restraining order does and then I received help to file a restraining order. While I was here everybody was very friendly and nonjudgmental and willing to help me. Thank you." ~ September 30, 2010*

*"Before I went through a lot to obtain a restraining order. It was much easier today. The staff is so warm and friendly. Thank you so much for your support. I am very grateful." ~ March 18, 2011*



*"My navigator made me feel relaxed and safe even when filling out a restraining order which is stressful. Thank you." ~ April 7, 2011*

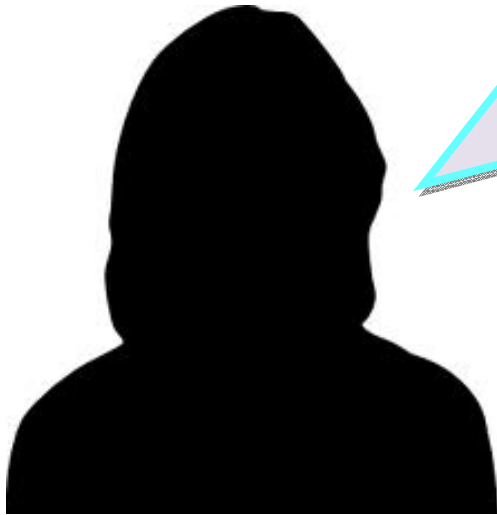




# Why does it work? Childcare

- The Child Care is extremely warm and easy to access.
- Mothers are very supported by this feature.
- Funding provided by the **Portland Children's Levy** makes this critical service possible.





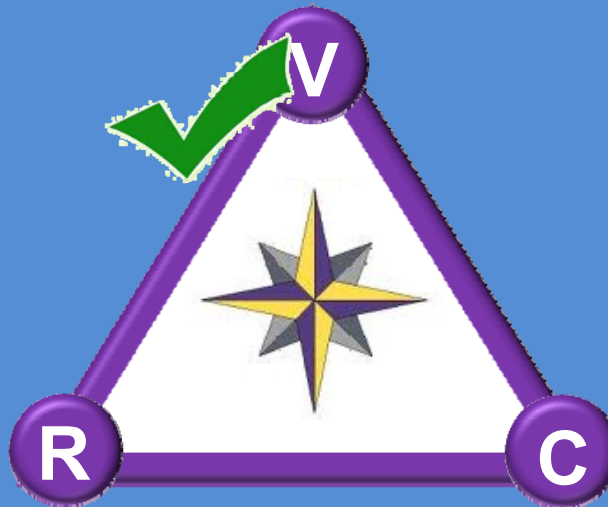
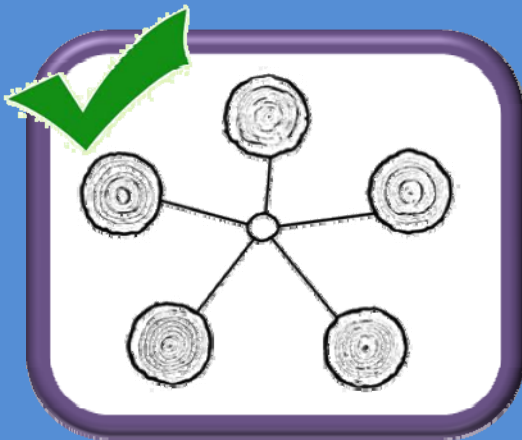
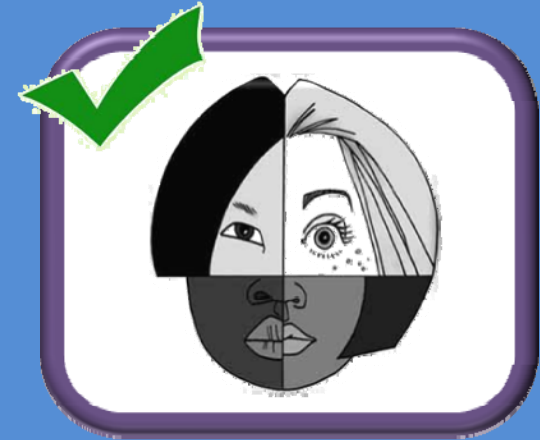
*“Thank you. Good visit. It was my children’s first time in child care and they loved it.” ~ November 17, 2010*

*“I truly appreciate everyone’s understanding and being so caring about my situation. Having the childcare really helped distract my child and made it easier for me to continue with the process.”  
~ May 11, 2011*



# The Gateway Center at One Year

It is working.



*We can tell it's working because of...*



## Evaluation – It's working!

Aggregate Evaluation Data thru August 31, 2011

- **95%** Say “I am better able to make informed decisions about my situation.”
- **99%** Say they were satisfied with their experience at the Gateway Center.
- **98%** Say “I know more about resources that may be available and how to access them.”
- **99%** Say they were treated with respect and felt welcomed at the Gateway Center.



# Finding Hope

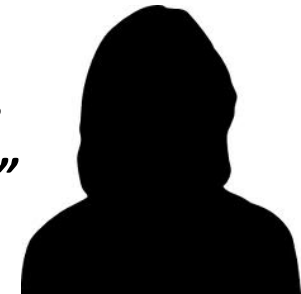


***“This is the first time that I have felt like there’s actually people that can help my situation. The staff was good to me and much appreciated.”***

*~ January 20, 2011*

***“I am extremely happy that I have finally got the help that I have been needing. I really feel much better and able to breath again.”***

*~ January 29, 2011*

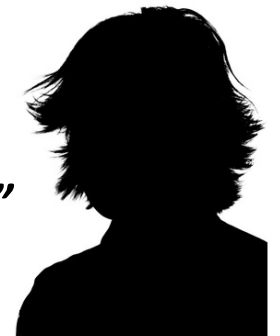


***“You made me feel as if there is some light at the end of my tunnel.”***

*~ May 3, 2011*

***“With each visit, I feel closer to getting back on track. Gateway is wonderful in all aspects. I’m grateful and feeling empowered. Thanks!”***

*~ March 14, 2011*



# The Gateway Center at One Year

It IS working!

