

# The Gateway Center

FOR DOMESTIC VIOLENCE SERVICES

September 26, 2012

To: Commissioner Dan Saltzman

From: Martha Strawn Morris, Director

Subject: Accept the Report on Two Years of Operation of the  
Gateway Center for Domestic Violence Services

In October of 2009, the City of Portland entered into an Intergovernmental Agreement with Multnomah County to jointly support the Gateway Center for Domestic Violence Services.

In accordance with the Intergovernmental Agreement with Multnomah County, members of the Gateway Center Advisory Council, in conjunction with the Director of the Center, shall report annually to both the City and County Commissioners.

The Gateway Center for Domestic Violence Services brings together at one-site community-based victim services, criminal justice services and civil legal assistance. The Center is an easily accessible, safe, and welcoming, offering victim's of domestic violence access to resources to ensure their safety and help them to address their own and their children's immediate and longer term needs.

The Gateway Center began operations in September of 2010. In its first two years of operation the Center has served more than 4,149 individual victims of domestic violence and 1,544 children affected by domestic violence.

We recommend that Council accept the report.

Martha Strawn Morris  
Gateway Center

## **TO THE COUNCIL**

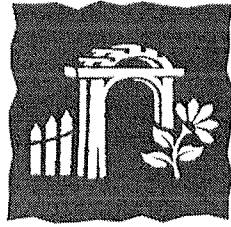
Commissioner Saltzman concurs with the report of the Gateway Center Advisory Council  
and

## **RECOMMENDS**

That the Council accept the report.

Respectfully submitted,

Commissioner Dan Saltzman



# The Gateway Center

FOR DOMESTIC VIOLENCE SERVICES

## Two Year Report to Portland City Council

October 3, 2012

**Opened in September 2010**, an ambitious public-private partnership called The Gateway Center for Domestic Violence Services is a walk-in drop-in Center where victims and survivors of domestic violence can access a wide variety of services at one convenient and accessible location. After two years of operation, the Gateway Center continues to provide vital services to survivors from all walks of life.

The Gateway Center connects survivors with the services and support they need through individualized advocacy provided to every new participant. Many participants find the Gateway Center before they have words to describe what they want or need, thirty percent of all first time visitors indicate they do not know what they need and ask for help “exploring their options”. Our navigators provide information and detailed-explanations to help survivors make informed-choices for themselves and their children.

**Working together, our partners enhance the safety and empowerment of survivors everyday!**

The Gateway Center’s on-site services are at the heart of its success. The on-site partners include:

- City of Portland
- Multnomah County
- Multnomah County Circuit Court
- Multnomah County District Attorney’s Office
- Multnomah County Sheriff’s Office
- Portland Police Bureau
- Legal Aid Services of Multnomah County
- Oregon Department of Human Services
- Volunteers of America Oregon – Home Free
- Volunteers of America Oregon – Family Relief Nursery
- LifeWorks Northwest
- Bradley Angle – Healing Roots Center
- Native American Youth & Family Center
- Ecumenical Ministries of Oregon – Russian Oregon Social Services
- Catholic Charities El Programa Hispano – Project UNICA
- Immigrant and Refugee Community Organization
- YWCA of Greater Portland
- Abuse Recovery Ministry & Services
- NW Impact

## Which services are in highest demand?

All of the services at the Gateway Center are important. The services that are in the highest demand are **civil legal assistance** (including access to restraining orders), **mental health services**, and the services provided by the **Department of Human Services (Self Sufficiency)**. 570 survivors were assisted by Legal Aid Services of Oregon in their Gateway Center Office (which they operate only 2 days a week). 422 survivors were supported through mental health services provided by Lifeworks NW at their Gateway Center Office. 721 survivors accessed the Department of Human Services Self Sufficiency at their Gateway Center Office.

Access to domestic violence **restraining orders** is another heavily-used service at the Gateway Center. 972 survivors applied for restraining orders at the Center in the past year. Multnomah County was the only judicial district in Oregon that had an increase in applications in 2011 over the previous year. There is good reason to believe that increase is a result of the accessibility and advocacy services at the Center.

Further, the Gateway Center, in partnership with the Multnomah County Circuit Court, has developed a new online interactive questionnaire to make the application process easier. The tool, known as **TurboCourt** has transformed a difficult legal process which historically involved completing a 26-page application into a streamlined, user-friendly, process. The resulting forms are easy to read (they're typed!), and will be ready for eFiling when the court's eFiling infrastructure is in place.

Development of the **TurboCourt** questionnaire is a wonderful example of the system improvements that are a direct result of the partnerships and relationships possible because of the collaborations fostered at the Gateway Center.

## How many survivors access the Center?

Year 1 Service Visits: 2030 survivors visited the Gateway Center 4509 times.

Year 2 Service Visits: 2119 survivors visited the Gateway Center 5973 times.

Year 2 brought a both an increase in survivors and a increase in visits to the Center. That means some survivors are coming for increasing number of visits. We believe this may be due to improvements to our descriptions of services and on-site referral processes that we made during year two. More survivors were able to access a wider variety of services during year two.

Average daily visits have increased from 18 in 2011, to 25 in 2012.

## Is the Center reaching a diverse population?

Yes. More than half of participants identify with a minority culture, including

- 15% African American,
- 16% Latina, and
- 2.5% Native American.

More than 25% of all visits were with individuals with limited English proficiency.

**Does the Center offer services for Children?**

Yes. Many children are secondary survivors of domestic violence and at the Gateway Center we help them too. Besides wonderful support services provided through VOA Home Free and therapeutic services provided through Impact NW, our childcare served 794 children over the past year with a total of 1961 visits.

**Does the Center have space for domestic violence support groups?**

Yes. Many agencies facilitate support groups at the Gateway Center. From September of 2011 to August 2012 there were 1961 support group visits at the Center. Our partners tell us their participants love to use the space. We are proud to be a safe and welcoming facility for so many people!

Agenda No.  
**REPORT NO.**  
Title

Accept the Report on Two Years of Operation of the Gateway Center for Domestic Violence Services (Report)

|  |   |
|--|---|
| <p align="center"><b>INTRODUCED BY</b><br/>Commissioner/Auditor:<br/><b>Saltzman</b></p>   | <p>CLERK USE: DATE FILED <u>SEP 28 2012</u></p>   |
| <p align="center"><b>COMMISSIONER APPROVAL</b></p> <p>Mayor—Finance and Administration - Adams</p> <p>Position 1/Utilities - Fritz</p> <p>Position 2/Works - Fish</p> <p>Position 3/Affairs - Saltzman <i>[Signature]</i></p> <p>Position 4/Safety - Leonard</p> | <p align="center">LaVonne Griffin-Valade<br/>Auditor of the City of Portland</p> <p>By: <i>[Signature]</i> Deputy</p> |
| <p align="center"><b>BUREAU APPROVAL</b></p> <p>Bureau:<br/>Bureau Head:</p>   | <p><b>ACTION TAKEN:</b><br/><b>OCT 03 2012 ACCEPTED</b></p>   |
| <p>Prepared by: M. Strawn Morris<br/>Date Prepared: September 27, 2012</p>   |   |
| <p>Financial Impact &amp; Public Involvement Statement<br/>Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/></p>  |   |
| <p>Council Meeting Date<br/><b>October 3, 2012</b></p>   |   |
| <p><b>City Attorney Approval:</b><br/>required for contract, code, easement, franchise, charter, Comp Plan</p>   |   |

|   |
|---|
| <p align="center"><b>AGENDA</b></p>   |
| <p><b>TIME CERTAIN</b> <input checked="" type="checkbox"/><br/><b>Start time: 9:30 AM</b></p>   |
| <p><b>Total amount of time needed: 20</b><br/>(for presentation, testimony and discussion)</p>  |
| <p><b>CONSENT</b> <input type="checkbox"/></p>  |
| <p><b>REGULAR</b> <input type="checkbox"/><br/><b>Total amount of time needed: _____</b><br/>(for presentation, testimony and discussion)</p> |

| FOUR-FIFTHS AGENDA | COMMISSIONERS VOTED AS FOLLOWS: |                                     |      |
|--------------------|---------------------------------|-------------------------------------|------|
|                    |                                 | YEAS                                | NAYS |
| 1. Fritz           | 1. Fritz                        | <input checked="" type="checkbox"/> |      |
| 2. Fish            | 2. Fish                         | <input checked="" type="checkbox"/> |      |
| 3. Saltzman        | 3. Saltzman                     | <input checked="" type="checkbox"/> |      |
| 4. Leonard         | 4. Leonard                      | <input type="checkbox"/>            |      |
| Adams              | Adams                           | <input type="checkbox"/>            |      |