

**EXHIBIT C
CITY OF RENTON
HUMAN SERVICES DIVISION
SERVICE REPORT**

Date Submitted: 4/6/2011

Agency Name: DAWN

Program Name:

Contact Person:

Phone:

Reporting Period:

1st
 2nd
 3rd
 4th

1st Quarter, 2011

3rd Quarter, 2011

2nd Quarter, 2011

4th Quarter, 2011

Or Month:

Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

(please circle)

Service Report

Performance Measure	Annual Goal	Goal This Period	New Units This Period	Cumulative Units 2011
Performance Measure 1 Unduplicated City Clients Served	265	66	162	162
Performance Measure 2 # Client Contacts			145	145
Performance Measure 3 # Hours service	86	21	134	134
Performance Measure 4				

Narrative Report:

Include information such as current trends, program developments, special events, publicity or community education efforts, etc. Be sure to address any discrepancies between the level of services actually provided and performance goals. Attach additional pages as necessary.

DAWN served 27 clients in our community advocacy program, and received 180 calls from 135 clients on our crisis line this quarter.

DAWN Program Report

Housing Program

This quarter the shelter expansion project finished up. We slowly began increasing occupancy with the addition of 4 bedrooms. As anticipated, our turnaway rate has dropped. Finding affordable housing for clients when they are ready to transition from shelter is still a challenge.

In addition to shelter and hotel vouchers, DAWN has 4 apartment units and serves 30 families in permanent housing with advocacy and in unit case management.

CAP and Crisis Line

DAWN completed its first of three advocacy trainings which were revised late last year, and the results have been very positive. We have more volunteers than ever before, and they are engaged on all levels of our work here at DAWN. Crisis Line volunteers take calls from either the CAP office or shelter, which allows them access to staff assistance, and allow for easier access to interpreters. 4 volunteers are available now to provide court accompaniment to survivors, freeing up our legal advocate to assist more clients with legal information.

DAWN also hosted a Support group Facilitation Training for community members and volunteers on best practices and skill for facilitating groups specifically for survivors of domestic violence.

General Agency Updates

DAWN has engaged the services of a software developer to produce a data collection tool for us to streamline how we collect and report information about our client contact.

DAWN is also undergoing a strategic planning process to map out our course for the next 3 to 5 years. We have had meetings with staff, board, volunteers and a focus group specifically for past and current DAWN clients. The comments received from the participants were incredible, especially when asked what success looked like to them. Here are some of the responses:

"I didn't know DAWN existed. I just felt like crap and a friend showed me DAWN online. I wasn't alone!...Counseling and support group made me feel more powerful. I don't have to be silent. That's success to me... I'm a survivor."

"Stopping the cycle. Knowing the next generation, other woman we come in contact with, prevent it from happening again"