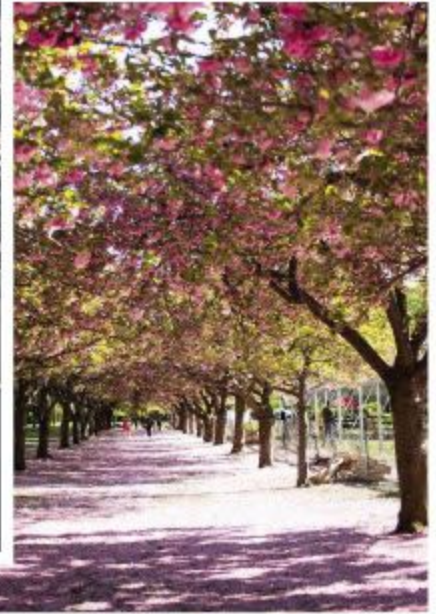


NYC Mayor's Office to
End Domestic and
Gender-Based Violence

2019 Annual Report



MESSAGE FROM THE COMMISSIONER



2019 was an exciting year of growth for us here at the Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV). With our expanded mission, we continued to grow our community and provide critical resources and services for clients, partners, and staff. We are proud to be strengthening our collaborations and building new partnerships to support enhanced data networks and analysis that are the foundation of new training and outreach opportunities and developing programs that serve especially vulnerable populations in our communities. We will continue to identify best practices and innovative approaches to enhance our services for survivors as our top priority remains to ensure continuity of services and unwavering support. Read on to learn about the myriad ways that we will continue to support survivors in New York City!

A handwritten signature in black ink that reads "Cecile Noel". The signature is written in a cursive, flowing style.

Cecile Noel
Commissioner
Mayor's Office to End Domestic and Gender-Based Violence

Client Satisfaction Surveys

To ensure that services provided at the New York City Family Justice Centers (FJCs) continue to be guided by client feedback and needs, ENDGBV developed and launched a standard client satisfaction survey in July 2019. Surveys are offered to every FJC client to provide feedback regarding their visit. The survey asks what services clients received, what they found most helpful about their visit, and if they would recommend the FJC to others. The survey is available in the City's top ten languages, and signs in these languages are prominently displayed in each of the Centers' waiting and reception areas encouraging clients to complete a survey.

ENDGBV issued a report in the fall of 2019 summarizing the initial survey results, which were overwhelmingly positive. From July 1, 2019 - October 15, 2019, clients completed 400 surveys across the five Centers and 98.9% of clients surveyed said they would recommend the FJC to others. Clients frequently used words like safe, helpful, informative, support, and kind to describe what they liked most about the Centers. Below are some direct client quotes from these surveys:

"Very helpful in every aspect. Felt safe, felt taken care of, wonderful experience."

"The staff was extremely helpful, gave me answers to all my questions. Above all they listened. Thank you."

"The thorough information and patience and sincerity of the staff and attorney. Made me feel safe & have hope."

The results of this survey are now available at www.nyc.gov/endgbv.

Salon Outreach

ENDGBV has conducted salon and barbershop outreach since 2013, as a safe and effective way to connect to small business owners, immigrant business owners, and survivors across the City. Staff and patrons often disclose that they know someone in need of Family Justice Center services and are happy to learn about the resources.

Whenever possible, the Outreach team engages local elected officials and community-based organizations (CBOs) to join the events. Team members go door-to-door to hand out ENDGBV promotional items, such as compact mirrors and nail files emblazoned with the NYC domestic violence hotline number and agency website, along with flyers and palm cards with information about the New York City Family Justice Centers. The Outreach team also offers additional training to salon staff in how to recognize and respond to domestic and gender-based violence.

In June of 2019, the New York City Council passed Local Law 39, which formalized and expanded outreach requirements to cosmetologists in three ways: 1) connecting cosmetologists to trainings conducted by ENDGBV; 2) making a toolkit available online that includes information on recognizing signs of domestic violence; and 3) providing information about resources available for domestic and gender-based violence across the five boroughs.



87

Cosmetologists trained

To read more about the Outreach Team's impact and activities, see the [2019 Annual Report on Outreach to Cosmetologists](#).



128

Salons and barbershops reached



645

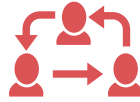
Outreach events City-wide

HEALTHY RELATIONSHIP TRAINING ACADEMY



7,316

Youth reached



326

Workshops conducted

Hands are for Holding

In 2019, Community Educators from ENDGBV’s Healthy Relationship Training Academy (the Academy) continued to grow their close partnership with Gibney Dance and the company’s innovative violence prevention program, Hands are for Holding, which uses dance as a tool for preventing teen dating violence and promoting healthy relationships. The program’s assemblies consist of three performances by Gibney dancers, followed by a discussion, or “talkback,” with a youth dating violence expert from the Academy or ENDGBV community partner Day One. The performances, choreographed by Gibney, depict healthy and unhealthy relationships, and the talkback facilitation, created with Day One, uses examples from the dances to ask students to identify and discuss signs of abusive or unhealthy relationships.

Based on the success of the Hands are for Holding Assembly Initiative, Gibney and the Academy created a more in-depth, multi-week residency program for smaller groups of students who meet over several weeks with an Academy Community Educator and a Gibney dancer to develop peer leadership skills and deepen their understanding of healthy relationships. This year, the Academy facilitated two residencies at University Neighborhood High School and Brooklyn International High School. The residencies begin with a Hands are for Holding assembly followed by an opportunity for the Academy and Gibney to engage young people in an exploration of dance and healthy relationships with themselves, their peers and the community. During the 2019 residencies, the high school participants were encouraged to demonstrate elements of healthy relationships through movement, drawings and technology based on activities and open conversations. Gibney and the Academy created a reflective space for the participants to recognize ways they can make change within themselves and their community, including understanding the importance of vulnerability to engage in and develop healthy relationships.

Trauma Training for City Agencies and CBOs

In 2019, ENDGBV’s Training Team added a series of trainings on trauma to help City agencies and service providers city-wide identify and respond to gender-based violence, as well as implement trauma-informed and culturally responsive practices in their work.

These new trainings, as with all ENDGBV training curricula, are based on peer-reviewed research and evidence-based adult learning techniques:

- Trauma-Informed Interviewing
- Engaging Trauma Survivors
- Trauma Responsive Practices: A Holistic Approach
- Addressing Secondary Trauma

The signature training, Trauma Responsive Practices: A Holistic Approach, explains neurobiological responses to trauma and their implications for service provision. The training aims not only to shift client engagement, but also encourage changes in policies and procedures that support clients and staff simultaneously. This training is also rooted in the framework of systems of oppression, which prepares service providers to:

- Recognize that oppression creates and perpetuates trauma, including barriers to services for marginalized groups who experience trauma;
- address potential gaps in services; and
- manage expectations and make referrals that are culturally responsive to the needs of the clients they serve and staff they employ.

The team is working to integrate important research on early prevention of trauma and help service providers reflect on practices that support resilience, healing, and post-traumatic growth through continued updates in 2020.



220

Total trainings conducted



4,534

Participants reached



52

Trauma trainings conducted



1339

Participants trained on trauma

16 Days of Activism

This year the ENDGBV Policy Team was proud to lead New York City's 2019 16 Days of Activism Against Gender-Based Violence ("16 Days of Activism") with the NYC Commission on Gender Equity (CGE). 16 Days of Activism is an annual campaign founded by the Rutgers University Center for Women's Global Leadership Institute that links local and global activism by mobilizing activists, government leaders, students, academia, and the private sector throughout the world to raise awareness and call for an end to gender-based violence (GBV) within their communities. The campaign, which the City has participated in since 2015, runs 16 days each year from November 25 (International Day for the Elimination of Violence against Women) through December 10 (International Human Rights Day), to highlight that GBV is a fundamental human rights violation that must end.

NYC's 2019 campaign expanded the "women and girls" focus of the global campaign, recognizing the need to end GBV against all people, regardless of their ability, age, ethnicity/race, faith, gender identity or expression, sexual orientation, and immigration or socioeconomic status. This broader focus was reflected in ENDGBV's November 25th kickoff event, where Mariame Kaba, acclaimed researcher and activist, and Rising Ground's STEPS to End Family Violence (STEPS) raised awareness of the needs of criminalized survivors, using an intersectional lens to highlight an often overlooked population that is disproportionately impacted by GBV. Other key events coordinated by the Policy Team included ENDGBV's second annual art exhibit, Responsive Communities, which provided a platform for diverse artists to explore how families, neighborhoods, and other networks support survivors navigating their healing journeys, and a closing event on December 10th co-hosted by the Department for the Aging (DFTA) that used panel discussions and dance to reflect the experiences of another often unseen population, elders impacted by GBV. Many of ENDGBV's community-based organization partners also hosted events in honor of 16 Days of Activism throughout the City, further broadening the campaign's reach, and were supported in their efforts by the City's updated 16 Days of Activism action kit, which provides individuals, communities and organizations the tools they need to rally to eradicate GBV within their communities.

Expanding our Focus

In 2019, the Research and Evaluation Team expanded the scope of our activities to align with ENDGBV's expanded the responsibilities that include intimate partner and family violence, as well as sexual assault, stalking, and human trafficking.

Research Reports and Summaries

While continuing to work on intimate partner violence, the Research and Evaluation Team collected data around family violence, stalking, and sexual violence to establish an understanding of how these issues affect New York City residents. The Research and Evaluation team released several reports and summaries across these areas:

- [A Foundation Report: Family Violence](#): An overview of the issue of family violence, including local crime statistics and data from the New York City Family Justice Centers.
- [A Foundation Report: Stalking](#): An overview of the issue of stalking, including national and local statistics, as well as a discussion of New York City prevention and intervention strategies.
- [Creating Pathways: Enhancing Systems' Responses to Sexual Violence - Summary Report](#): A summary of the April 2019 conference on New York City's healthcare, law enforcement, legal, and advocacy communities' response to sexual violence.

Impact of ENDGBV Work

In 2019, ENDGBV released [Survey Findings from the New York City Healthy Relationship Training Academy](#), a report on the Academy's TechnoLove workshop. That workshop focused on the intersection of technology in society, teen dating violence, and healthy relationships. Based on an analysis of pre and post workshop surveys, the report revealed that TechnoLove workshop participants' knowledge and attitudes around teen dating violence, healthy relationships, and technological abuse significantly improved.

Other Statistics and Data

ENDGBV released several other fact sheets ([Annual Reports and Fact Sheets](#)) and community-level data ([Community Board Snapshots](#)) during 2019.

Releasing these reports publicly on ENDGBV's website, along with data on NYC Open Data, allows agencies and community-based organizations to use this information to develop and garner support for new programming.

All publications can be found at www.nyc.gov/endgbv, and data from all ENDGBV research publications are available on [NYC Open Data](#).

Immigration Legal Services Initiative

A domestic violence survivor's immigration status can be a major barrier to their reaching out for help. An immigrant survivor may feel trapped in an abusive relationship because of immigration laws and fears of deportation, language barriers, social isolation, and lack of financial resources. To provide critical support to immigrant domestic violence survivors in their own communities and in their own languages, ENDGBV and the New York City Human Resources Administration (HRA) launched the Immigration Legal Services Initiative in January 2018 with funding through the Domestic Violence Task Force. The program embeds legal and domestic violence resources in targeted communities with large, underserved immigrant populations and high levels of domestic violence, providing holistic legal assistance that meets victims' linguistic and cultural needs. This initiative establishes a technical-assistance partnership between organizations with expertise in domestic violence and immigration law (either Sanctuary for Families or Urban Justice Center), and six immigrant-serving community-based organizations (Nuevo Amenecer, Puerto Rican Family Institute, Barrier Free Living, the Caribbean Women's Health Association, El Centro del Inmigrante, and the Violence Intervention Program). By enhancing immigrant-serving CBOs' abilities to identify and support immigrant survivors in an environment where trust has already been established, this program seeks to enrich the assets within survivors' own communities and reduce some of the obstacles to creating safety. At the close of 2019, this collaborative initiative served over 400 clients.

ENDGBV partners with the Mayor's Fund to Advance New York City (the Fund), a 501(c)(3), not-for-profit corporation that serves as the primary vehicle for New York City's business, foundational, and philanthropic communities to contribute to public programs and enhance the City's ability to serve its residents. Critical programs and initiatives are made available through the generous support of private funding partners secured by the Mayor's Fund, including:

- **The Robin Hood Foundation:** supporting the immigration legal services programs at the Bronx, Brooklyn and Queens FJCs.
- **The Brooke Jackman Foundation:** supporting the Brooke Jackman Family Literacy Program, a multi-lingual literacy program for survivors and their children available at all five FJCs.
- **The Chapman Perelman Foundation:** supporting technical assistance by Columbia University Medical Center (CUMC) to the FJC Mental Health Program, which, in partnership with NYC Health + Hospitals, provides on-site clinical psychiatric services and psychotherapy treatment to FJC clients.
- **The Jerome Chazen Fund to Address Domestic Violence:** supporting the creation of a web-based toolkit for educators, parents and caregivers to facilitate their engagement with children ages 5-11 on topics related to healthy relationships.
- **Hachette Book Group:** supporting the Grab and Go Book Program and other literacy initiatives at the FJCs.

In collaboration with the Mayor's Fund, ENDGBV also received funding via the Office on Victims of Crime's "A Pathway to Justice, Healing and Hope: Addressing Polyvictimization in a Family Justice Center Setting Demonstration Project" grant program. The program was implemented at the Queens Family Justice Center in partnership with Safe Horizon, the New York City Alliance Against Sexual Assault, Voces Latinas, the Mount Sinai Sexual Assault and Violence Intervention Program and the Urban Institute. These funds supported a three-year demonstration project to develop and test a polyvictimization screening tool for use in FJC model settings. The program allowed for the provision of ongoing trainings for partner agencies on how to deliver trauma-informed services, and the incorporation of trauma-informed design into physical spaces.





From celebrating our Advocates of New York to Denim Day, to salon outreach and observing 16 Days of Activism, ENDGBV is proud to support and enjoy the support of our community partners.



