



Prince George's County
**Family
Justice
Center**SM

— An Initiative of the Circuit Court —
Changing Lives, Restoring Hope

2016 Annual Report

Collective Impact



The Honorable Sheila R. Tillerson Adams
Administrative Judge of the Circuit Court
for Prince George's County

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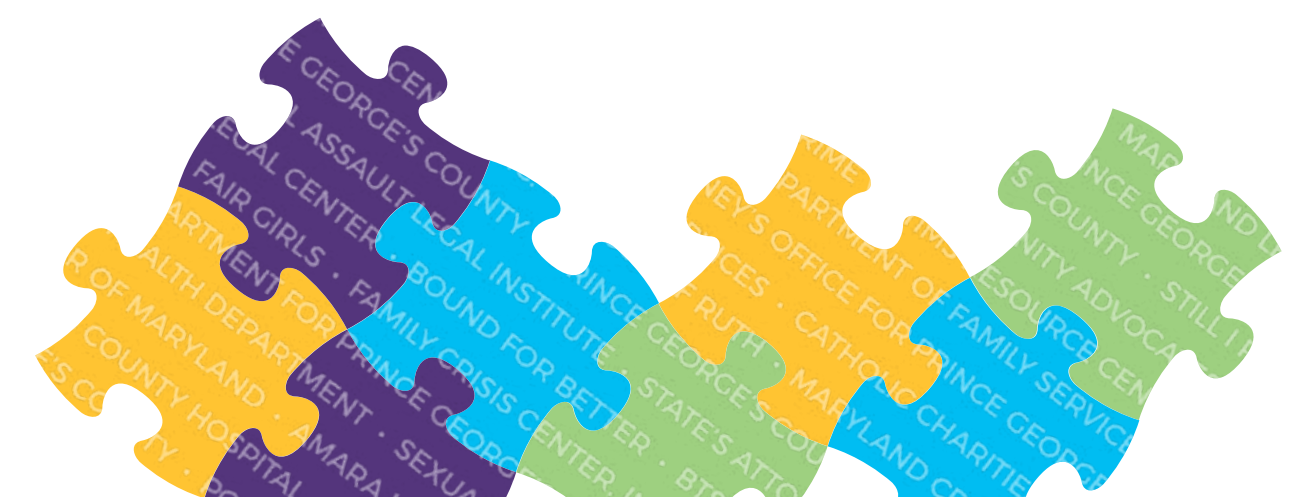


The Prince George's County Family Justice Center, an initiative of the Circuit Court, was established to improve the system's response to those who have been impacted by domestic violence, sexual assault, human trafficking and elder abuse. With more than 20 on-site partners, a full array of co-located services are provided through a coordinated, collaborative and holistic advocacy model. This approach enhances a survivor's access to critical resources and streamlines the process by bringing services together in a practical way, one that makes the path to safety for survivors and families more clear.

Identified as a best-practice, this new and innovative model enables local government and private community based organizations to collaborate and provide coordinated case management services designed to address the immediate and more systemic social welfare needs frequently required by survivors in the aftermath of abuse.

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Vision

We aim to transform our community by providing life changing options to those impacted by family violence. Our integrated, comprehensive and sustained continuum of services will empower people to find hope and restoration in their lives.

Mission

Our mission is to serve the needs of citizens impacted by domestic violence, sexual assault, human trafficking and elder abuse, in a caring and compassionate environment by delivering comprehensive client-centered and survivor-driven options from all service partners.

A Message from the Director

It's hard to believe the doors of the Prince George's County Family Justice Center (PGCFJC), an initiative of the Circuit Court, have been open for one year. Time flies when you're working hard getting things done!



The past months have been marked by growth, development and advancement toward improving Prince George's County response to survivors of domestic violence, sexual assault, human trafficking and elder abuse. Our on-site partnerships have increased from 19 to 22, to include Maryland Legal Aid for the provision of comprehensive civil legal assistance, Amara Legal which focuses its resources on survivors of human trafficking and forensic medical exams for survivors of sexual assault provided by Prince George's County Hospital Dimensions Healthcare System, Domestic Violence and Sexual Assault Unit. These services have led to the establishment of a fully holistic and comprehensive service facility. Moreover, efforts are underway to further enhance services to address the unmet need for mental health care.

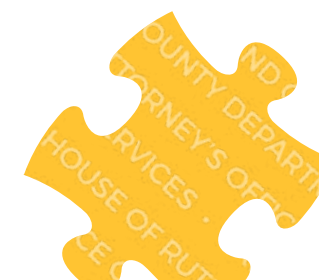
In addition to the services, much of the PGCFJC's success is attributed to the dedicated and highly skilled team of on-site partners and volunteers who have not only maximized our capacity to assist survivors, but have done so in a seamless and client-centered approach. Victimization resulting from domestic violence, sexual assault or human trafficking is typically one of many problems survivors frequently encounter. In fact, the majority of the clients who sought services at the PGCFJC met with multiple partners who worked together to address each clients' individual and specific needs. This approach typifies the concept of **collective impact, the commitment of organizations from different sectors to agree to a common agenda for solving a specific social problem using a structured form of collaboration**. As a result of their collective efforts, more than 1,300 survivors received services in 2016.

The PGCFJC has also benefited from the tremendous outpouring of support received from state and local government agencies, elected officials, community-based organizations, civic groups, churches and the countless number of individuals who have generously contributed to the vision and mission of the center. Many of these contributions can be seen throughout the facility in the beautifully appointed lactation room, the visionary life size wall mural created by Ms. Mavis Turner and the hands of gifted children, and the donation of new office equipment, appliances, books and bookcases for the children's library, client care bags and general office supplies. We appreciate each and every contribution and are most grateful for this support.

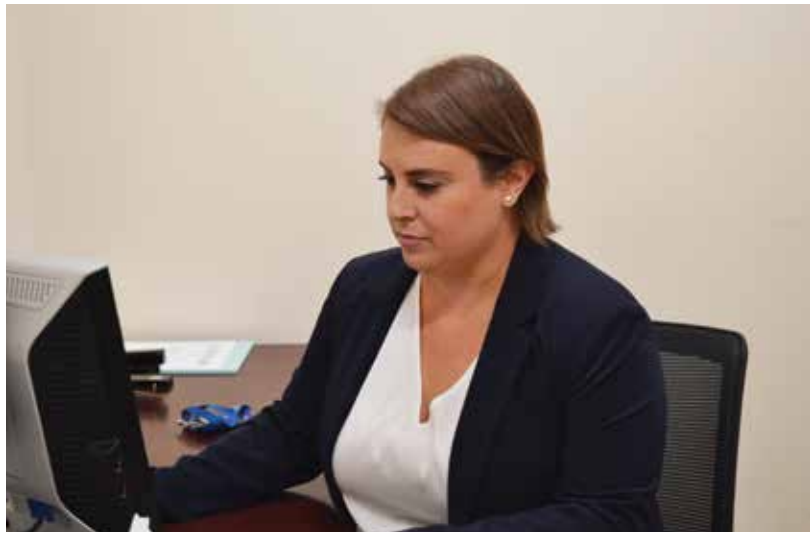
As the PGCFJC moves forward, we will continue to provide trauma-informed care and client-centered services to the Prince George's County community and serve as a refuge for survivors of domestic violence, sexual abuse, human trafficking and elder abuse. The reverberating energy of community, commitment and care will remain the nucleus of PGCFJC and an advocate for citizens that are often overlooked or under emphasized.

We're excited about the opportunities that awaits the PGCFJC and will continue to build upon these successes with your ongoing support, volunteerism and new strategic partnerships!

Denise C. McCain
Director
Prince George's County Family Justice Center



The Team



“Coming together
is the beginning.
Keeping together
is progress.
Working together
... Is success.”

- Henry Ford



Our Partners

On-site partnering organizations include:

COMMUNITY-BASED

- Amara Legal
- Bound for Better
- BTST Services
- Catholic Charities
- Community Advocates for Family and Youth (CAFY)
- Courtney’s House
- Dimensions Prince George’s County Hospital (DV/SAC)
- Fair Girls
- Family Crisis Center, Inc.
- House of Ruth
- Maryland Crime Victims Resource Center, Inc.
- Maryland Legal Aid
- Sexual Assault Legal Institute (SALI)
- Still I Rise, Inc.
- The NEHE Foundation
- The Next Step (TNS)
- Women’s Law Center of Maryland

PUBLIC GOVERNMENT

- Office of the Sheriff for Prince George’s County
- Prince George’s County Department of Family Services
- Prince George’s County Department of Social Services
- Prince George’s County Health Department
- Prince George’s County Police Department
- State’s Attorney’s Office for Prince George’s County



Trauma-Informed, Client-Centered & Survivor-Driven Service Delivery Approach



We are client-centered and survivor driven ... This allows us to hear their voice, understand their silence, honor their courage, and respect their right to make their own (informed) decisions.

– Denise C. McCain

The Prince George’s County Family Justice Center provides services through a client-centered and survivor-driven approach. The focus is on advocacy (safety planning, crisis counseling, court accompaniment), social services (housing assistance, financial assistance) and basic support (medical assistance, clothing, transportation). Criminal justice services are also offered including law enforcement assistance (restraining orders, enforcement, warrants, criminal investigations). The intermediate outcome is an increase in service and safety to individual victims and their families.

Client Quotes

“It was comforting that they are behind me. That they answered all of my questions with a welcome attitude. They gave me hope.”

“I was able to get everything done at one time. Keep up the good work.”

“My intake specialist was comprehensive and spoke to specific and general needs with options for safety.”

“I was able to get more information face to face.”

“It was such a blessing. Everyone was so nice and so resourceful. Nothing (to improve) it is an awesome program. THANK YOU!!!”

“Sentry mucha confianza encellos por quererme.”

“Thank you. God Bless you all. Thank you for being my angels and changing my life. Thank you to Ms. Bobbi. That God protect you in his hands and placing you in my life and being my angel. Thank you very much.”

“I got a lot of information which I had been needing for a long time. Lt. Barba was very helpful and showed all seriousness about the situation.”

“I was welcomed and did not feel rushed or hurried. I was politely lead from one person to the next where again I was treated respectfully, professionally and did not feel rushed. Concern and assistance seemed genuine. Thank You so grateful for your services and the convenience of them. You’re doing amazing things here and making a difference in the world.”



Client Story: Sharon Harley

South Carolina native Sharon Harley has always helped others. For many years, her home served as a safe haven for domestic violence victims and throughout the years she provided outreach and support for those in need. Ms. Harley continued her ministry when she moved to Prince George's County and formally founded Run and Shoot Evangelical Ministries and the Burchie Edmond Harley Center of Hope, Refuge and Restoration Center, named after her late mother and son who battles multiple illnesses.

However, in 2015, the roles were reversed. Ms. Harley needed help.

After ending a tumultuous relationship with her perpetrator, Ms. Harley was contacted by **Lt. Matthew Barba**, Prince George's County Police Department, who was interested in speaking with her after hearing about various domestic allegations against her by the perpetrator. Lt. Barba used the number he received from the perpetrator but no one answered so he left a message. She returned the call and after the conversation, Lt. Barba learned Ms. Harley was the victim and offered the services of the Prince George's County Family Justice Center, an initiative of the Circuit Court. At the time, she decided not to use them, however, after another incident with the same abuser, she accepted the offer.

"What the enemy uses to do you harm with, God truly will turn it into your good," Ms. Harley stated. "All the things I had trouble getting for protection for myself by doing it on my own at the courthouse, I got, instantly, at the Center."

Since coming to the Prince George's County Family Justice Center, Ms. Harley has attended seminars, formed relationships with stakeholders and had partners accompany her to court dates. But, most importantly, Ms. Harley credits Lt. Barba for making the phone call that changed her life.

"The biggest support I got from [the Prince George's County Family Justice Center] was from Lt. Barba," said Ms. Harley. "He called me back one day to see how I was doing. His care is what got me here. If you'd been through what I've been through, countless times over at the court and nobody seemingly wants to be there to help you out. But this one person calls you back, that one time to say, 'Are you sure? I just want to check on you. Please know we are here. If you need anything, you can call.'"



She adds, "that concern was enough to trigger me to make that call. What do I have to lose? Everything. What do I have to gain? Everything."

Ms. Harley remains a leading advocate for the Prince George's County Family Justice and encourages victims of domestic violence to visit the Center as they provide an array of resources and a cadre of professionals to identify and assist with their needs.

"I'm grateful that the Center exists," she firmly stated.

"Just because I'm not black and blue doesn't mean I'm not suffering. I'm not hurting."

- Ms. Sharon Harley

Client Story: Anna Johnson

Since the age of 18, Ms. Anna Johnson has been a victim of domestic violence. Her years of unhealthy relationships stemmed from low self-esteem as a child and ended with her last abusive relationship. While brief, it was the worst she had ever experienced which led her to the Prince George's County Family Justice Center (PGCFJC), an initiative of the Circuit Court.

In the beginning of 2015, Ms. Johnson filed charges against her abuser at the Circuit Court for Prince George's County. Months later, Ms. Johnson, having continuously sustained mental, physical, financial and emotional abuse at the hands of her perpetrator, filed charges – again. However, this time, it was different.

In addition to the restraints imposed by the Court on the abuser, Ms. Johnson received assistance from Ms. Bobbi Harvard, **Community Service Advocate for the Office of the Sheriff**, a partner at the Prince George's County Family Justice Center. Ms. Harvard walked Ms. Johnson through the intake process, assisted her in connecting with other PGCFJC resources and answered any questions asked.

Through the years, Ms. Harvard remained in contact with Ms. Johnson. During a routine conversation, Ms. Harvard inquired about Ms. Johnson's interest in participating in the Prince George's County Family Justice Center's Stay In Touch (SIT) program, a self-empowering support group for survivors of domestic violence. Participants in the program receive in-depth support from a staff of certified specialists who are dedicated to helping participants effectively address their urgent care needs and to design a practical timeline to regain their independence. Ms. Johnson decided to join the program.

"Each session has a different topic and it's helping me to work through some things. It's also a benefit because I get to interact in a group setting with other survivors and [it] actually gives me better insight

into other things I may not have realized on my own," states Ms. Johnson. "Since abuse is not only physical but verbal, I can now [understand] someone else's situation, even though it might be different from mine. [I see] how much pain and stuff that they went through [in] their circumstances even though their abuser didn't fit the profile of mine."



In addition to the SIT program, Ms. Johnson receives support from family, meets with her therapist regularly and attends other support groups. Now, at age 33, the mother of two is in the process of reestablishing her life by reaffirming her faith and giving back to the community by working with survivors of domestic violence.

"There's a lot of hope," says Ms. Johnson. "There are a lot of resources out there. I really wish I would have known about the majority of them a long time ago because it would have saved me a lot of pain but there's a lot of resources," she adds. "It's a difficult situation to get out of but there's hope and there's a lot of survivors."

And she's one of them – a true survivor!

"It's a difficult situation to get out of but there's hope and there's a lot of survivors."

- Anna Johnson

Reflections

What a thrill it is to celebrate the Prince George's County Family Justice Center's (PGCFJC's) first year anniversary.

When I became coordinating judge of the Family Division, one of the most pressing issues was how best to serve the thousands of residents filing for protection yearly in Prince George's County. The goal was not only to protect parties who had been abused, but also to prevent abuse in the first place. After much research, the Family Justice Center model was determined to be one of the most innovative and effective means of ensuring that survivors have access to a full panoply of services and service providers collaborate daily in providing coordinated services while sharing ideas and strategies to eliminate abuse. The Honorable Sheila R. Tillerson Adams, Administrative Judge of the Circuit Court for Prince George's County, was fully on board and on June 6, 2011, she issued the initial administrative order establishing the Task Force to establish a Family Justice Center, which I had the honor of chairing. Our Family Division director at the time, Lionel Moore, was deeply committed, and he and I spent untold hours planning, organizing, implementing, speaking, encouraging and promoting the vision of a Family Justice Center.

The initial Task Force meeting was held on June 16, 2011. For two days (October 27-28, 2011), the Task Force held a strategic planning meeting with more than 35 community partners in attendance. The group unanimously concurred that in addition to domestic violence, we would take on the issues of human trafficking and sexual assault. Later, we added elder abuse. Six initial strategies were adopted to move towards opening. The task force created four committees: Operations (led by Lionel Moore); Volunteers (led by Rev. Linda Thomas); Sustainability (led by Jennifer Jones); and Law Enforcement (led by Lt. Col. Mark Roccapiore of the Prince George's County Office of the Sheriff and by Judge Ada Clark-Edwards, who at the time headed the domestic violence unit of the State's Attorney's Office of Law Enforcement). Judge Adams and I addressed the County Council on several occasions. We met with members of the community, the Prince George's County Executive's office and many others to foster a collaborative effort to collectively take on the issues of domestic violence, human trafficking, sexual assault and elder abuse. During the 2012 legislative session, at the request of County Executive Rushern L. Baker III, the County Council passed the bill which authorized the County to borrow money to cover, among other projects, the Prince George's County Family Justice Center.

Prince George's County's Central Services Deputy Director Floyd Holt and Associate Director John (Jack) Sloan worked closely with us to find and design the physical location. After considering various locations, we agreed upon our current space, which was ideally located and able to accommodate the many partners we contemplated joining us. Judge Adams' consummate leadership ensured that the space was beautifully and securely designed. Megan E. Bryant, under the direction of Jack Sloan, worked tirelessly on every detail of the construction.

In late May 2016, Denise C. McCain was hired as director of the PGCFJC. Shortly after, our grand opening was held on June 9. Under Ms. McCain's extraordinary leadership, the PGCFJC's accomplishments during the first year of operation, many of which are noted in this annual report, have been outstanding.

There are many individuals and organizations who have contributed to this extraordinary Center, including, but not limited to, the members of the Task Force, our partners in the PGCFJC, our wonderful volunteers, all those who supported the establishment and ongoing operation of the PGCFJC, those who have made referrals, and those who have accessed the services. Thank you all!



The Honorable Cathy H. Serrette
Associate Judge of the Circuit Court
for Prince George's County

The Honorable Sheila R. Tillerson Adams
Administrative Judge of the Circuit Court
for Prince George's County



Year In Review

OPERATIONAL DEVELOPMENT

- Purchased 17 new computers and phones
- Secured new grant funding
- Hired PGCFJC Service Coordinator & Intake Specialists
- Developed Centralized Intake System
- Recruited & Trained 65 Volunteers

PROGRAM DEVELOPMENT

- Added New On-Site Partners
- Established Stay in Touch (SIT) Program – After-Care Support Group
- Established a Children's Library
- Created Human Trafficking Screening & Protocol
- Conducted 1st Annual Volunteer Appreciation Luncheon

CAPACITY/TEAM BUILDING

- Developed & Implemented:
- PGCFJC Advocacy Model
 - 18-Month Strategic Plan
 - Marketing Plan
 - SWOT Analysis
 - Completed Operations Manual
 - Conducted 32 Cross-Training Sessions



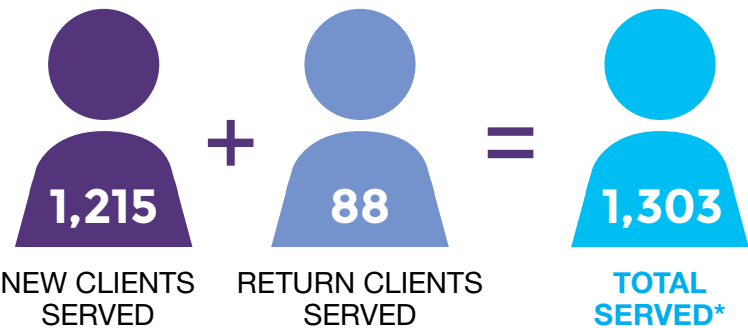
OUTREACH & MARKETING

- Created PGCFJC logo, brochures and marketing materials
- Hosted "Purple Lights Night" sponsored by the Prince George's County Sheriff's Office
- Featured in *The Daily Record* Maryland Family Law Publication and *The Washington Post*
- Conducted interviews on La Mera Mera – Spanish Radio Talk Show and WHUR-96.3 HD2



By The Numbers

CLIENTS SERVED



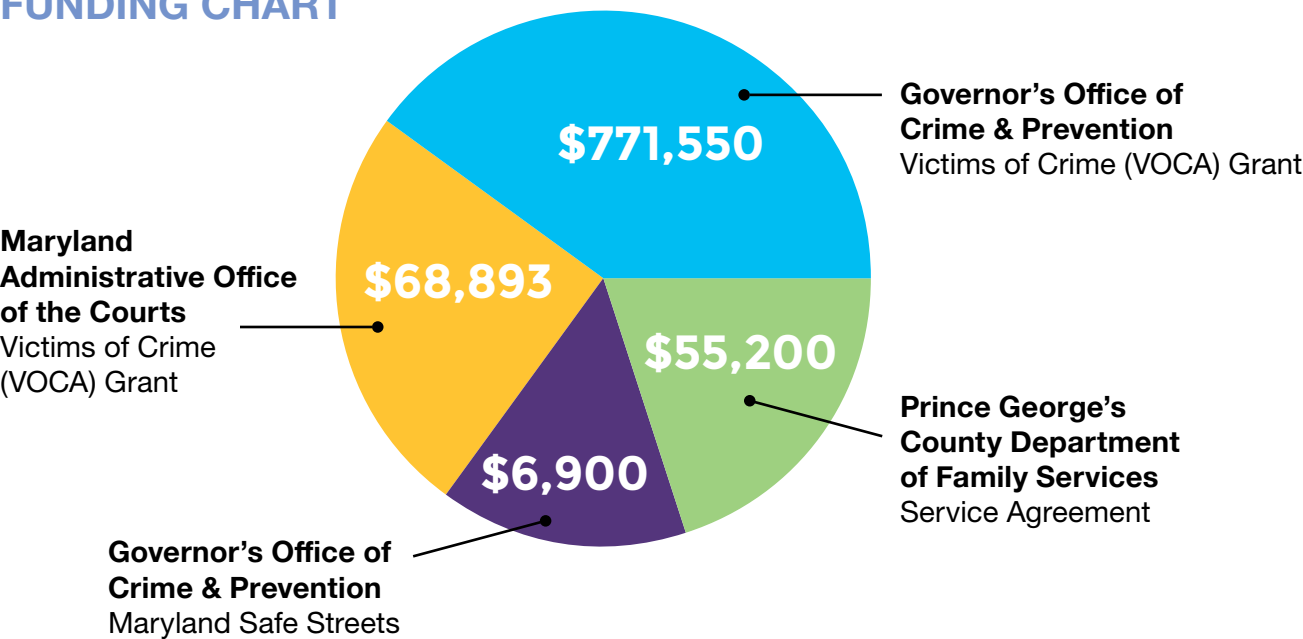
**47% clients sought assistance with criminal investigations or applications for charges.*

HOW WE COMMUNICATED



**unable to fully serve and referred to external agencies for assistance.*

FUNDING CHART



Thank You!

- Alpha Kappa Alpha Sorority, Inc., Iota Gamma Omega Chapter
- American Beauty Temple #476
- Eight O'Clock Coffee/TaTa Global Beverages
- Fear 2 Freedom
- Governor's Office of Crime Control & Prevention
- Le Detroit Baptist Church, Women's Fellowship Ministry
- Les Gemmes, Inc., Capital Metro Area Chapter
- Sasha Lorienne, Visual Artist
- Maryland Administrative Office of the Courts
- Maryland Federation of Business & Professional Women's Club, Inc.
- Mavis Turner Art Studio
- "More Than Conquerors"
- National Harbor Chapter, Jack and Jill of America, Inc.
- New Life Changing Christian Center, Inc.
- Prince George's County Alumnae Chapter Delta Sigma Theta Sorority, Inc.
- Prince George's County Department of Family Services
- Sisters4Sisters, Inc.
- Standard Business Furniture
- WHUR, 96.3 Howard University Radio
- Zonta International, Club of Mid-Maryland

VOLUNTEER PROGRAM

The Prince George's County Family Justice Center benefits from the generous contribution of community volunteers who expand our capacity to serve survivors in a safe, warm and client-centered environment.

