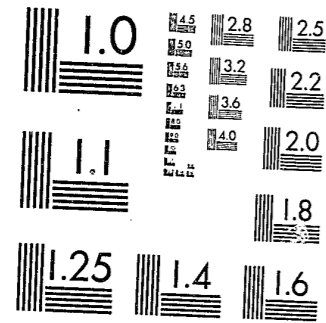


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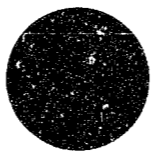
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Family Violence Final Report  
Lansdowne Mental Health Center

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In September of 1979, the Lansdowne Mental Health Center--with the help of a grant from the U. S. Law Enforcement Assistance Administration--initiated a program to tackle the problem of intra-family violence in Boyd, Carter, Elliott, Greenup and Lawrence counties in Kentucky. The primary objective of the project was to unite a variety of existing community agencies to form a network to provide services to both the victims and perpetrators of family violence. Lansdowne also hoped to increase community awareness of this tragic problem and consequently promote an understanding of it.

Today, the Lansdowne Mental Health Center is pleased to report that growing numbers of persons are making use of the services available to them, and there is a growing awareness of the family violence problem in the region we serve. (Also, Lansdowne has found a way to continue to provide family violence services despite the end of financial support from LEAA. A small \$35,000 grant has been obtained from the National Institute on Alcohol and Alcohol Abuse, enabling the center to continue delivering counseling, referral and advocacy services. Additionally, a number of other community agencies and individuals have agreed to assume a portion of the outreach efforts initiated during the life of the LEAA grant, including the speaker's bureau.)

In short, the center has succeeded in organizing a variety of agencies, convincing them of their responsibility to participate in a community-based network serving the victims and perpetrators of family violence. The reasons for Lansdowne's success are the types and variety of activities undertaken under the LEAA grant and the high rate of utilization--by both victims and

perpetrators--of services made available as a result of the LEAA award. For example, during the 18-month life of the grant, Lansdowne responded to 707 telephone inquiries from victims and perpetrators of family violence and provided 396 face-to-face consultations--figures far in excess of anticipated levels. Other community agencies report similarly-high levels of demand once the availability of services was publicized.

It should be noted that Lansdowne and the individuals and organizations aiding it in its family violence efforts succeeded despite the center's location in a region marked by provincialism. Specifically, Lansdowne serves five Appalachian counties in eastern Kentucky. Here, great numbers of people accept without question that it is a man's right to beat his wife.

Still, the purpose of this report is not so much to discuss the difficulties of life in the Appalachian South as it is to summarize the activities undertaken and tasks performed as part of Lansdowne's LEAA-sponsored family violence program. This is accomplished below and in the pages which follow.

#### The Final Report

Lansdowne's family violence team consisted primarily of a project director, a trainer (responsible for all training and some public education efforts), a criminal justice system specialist (responsible primarily for working with the courts and law enforcement agencies and providing advocacy and education services), an outreach worker (responsible for working

within the local community action agency) and a social worker (responsible for case management, advocacy, education and counseling services). It was bolstered by the Lansdowne Mental Health Center's nine-person crisis team, whose members responded to the majority of emergency calls. The family violence program was highlighted during its first 18 months of operation by a number of events and items:

#### The Center's Relationship With the Local Community Action Agency

A portion of the funding awarded to Lansdowne by LEAA actually was provided by the Community Services Administration. As a result, much of the center's activities were concentrated in providing help to individuals served by the Northeast Kentucky Area Development Council, the community action agency whose catchment area parallel's Lansdowne's.

Unlike other community action agencies in the country, Northeast's activities were (and still are) limited to serving the elderly through nutrition and senior citizen center-type projects, to serving children through Headstart programs and to providing winterization services to low-income families. When Lansdowne's family violence team met with Northeast personnel, this issue of a limited target population was discussed. Northeast requested, and Lansdowne agreed, that the family violence effort should be concentrated in the area of elderly services and among children served in the Headstart programs. Northeast also requested, and Lansdowne again agreed, that the individual serving the community action agency population

should be stationed in the center's Carter County office, which is a few miles west of the development council's home base.

Lansdowne employed an individual as a family violence outreach worker, placed him in the center's Carter County office (located in the city of Grayson) and identified his priorities: first, the elderly population; and, second, the Headstart students. He began his efforts by structuring his schedule so that he could visit each of Northeast's senior citizen centers on a weekly basis to meet with the development council's staff and to discuss family violence issues and specific cases. While at the senior center, he also accepted referrals of individuals needing help. (Requests for help were accepted on a 24-hour-a-day basis through the center's regional help line, with the outreach worker serving as a back-up person in situations involving clients of Northeast.)

On a scheduled basis, the outreach worker--with the help of an individual designated as Lansdowne's family violence trainer--provided workshops for Northeast employees on family violence topics. Among the subjects covered: what constitutes family violence; the signs of abuse; intervention techniques for use in abuse cases; the services available for abused individuals; and referral procedures. Employees working with elderly persons were trained first, then individuals employed within the Headstart programs and finally all other development council workers.

Presentations on family violence topics also were held by Lansdowne's family violence outreach worker and trainer at all of Northeast's senior citizen centers and for the parents of youngsters enrolled in Headstart programs.

#### The Center's Relationship With the Criminal Justice System

One of the highlights of Lansdowne's work with the criminal justice system was the establishment with the Ashland Police Department of the chaplain's project as a means of plugging the service gap in our region. Specifically, the police department requested that the center provide mental health professionals to ride with police officers on all shifts to aid them in responding to family violence and other emergency calls. The center, because of fiscal constraints, was unable to comply.

The idea of training area ministers in crisis intervention techniques and utilizing them as volunteers in certain situations was proposed, and both Lansdowne and the police department liked the idea. Ministers were recruited for the effort, and the family violence trainer conducted training sessions. The chaplain's program continues today, although the LEAA grant has expired.

Perhaps one of the more difficult aspects of working with the criminal justice system was establishing a strong working relationship with local judges. This was overcome in part by setting semi-weekly meetings with the judges to discuss specific cases as well as services provided.

Another key to working with the criminal justice system was in establishing a strong referral network, with rapid follow-up work by family violence team members.

## The Referral Network

The family violence program at Lansdowne received a large number of clients through the referral network established between various community-based agencies. (This network allowed for referral both to and from these organizations.) Among the agencies participating in this effort and the referrals made include:

- The Bureau for Social Insurance and the Bureau for Social Services.

During the 18-month life of the grant, 148 persons were referred to these two bureaus by Lansdowne. Investigations were conducted by BSS (as the law requires) and financial aid was offered by BSI, when it was applicable and available. In turn, both agencies referred a total of 37 individuals to the family violence project at the center. These persons were offered counseling, placement and assistance in locating other services.

- Safe Houses. The family violence project utilized existing shelters in various parts of the state. A total of 14 women were placed in safe houses (out of a total number of 41 referrals) during the 18-month life of the LEAA grant. Follow-up was accomplished on a periodic basis to insure advocacy and assistance to the women.

- Police Departments. Referrals to the center's project by local police departments totaled 44 during the 18-month project. Lansdowne, during the LEAA project, referred 32 individuals to police departments for help.

- The Court System and Prosecuting Attorneys. Formal referrals to the court system by the center equalled 35 in 18 months. Formal referrals by the court to the center totalled 22 during the grant.

- Attorneys. Referrals to the project by attorneys totalled 17 during

the life of the grant. Referrals by project staff to attorneys equalled 54.

- Mental Health Centers. Because the family violence project is based in the region's mental health center, an excellent referral system existed between the project and mental health therapists. During the LEAA-sponsored program, 239 individuals were referred between the project and other center staff.

- Miscellaneous. Referrals to the family violence project also were received through private physicians (4), media exposure (20), family and friends (53) and self (4). The family violence project referred victims and perpetrators to a number of other services, including private physicians, hospitals, health centers and other family violence programs.

## Contacts

The success of Lansdowne's family violence project lies in part with the steady and continued dialogue by staff members with other community agencies. During the life of the LEAA grant, contacts numbered:

- Law Enforcement Agencies. These totalled 127.

- Judicial System. These equalled 186 in 18 months.

- Hospitals and Health Departments. The total for this was 25.

- Bureau for Social Services/Social Insurance. This total was 161.

- Men's Organizations, Women's Groups and School Systems. These equalled 57.

- North Kentucky Area Development Council. The total number of contacts was 64.

- Miscellaneous Contacts. These equalled 218, and included the YWCA, attorneys and ministers.

#### Miscellaneous

Other highlights and notable accomplishments of Lansdowne's family violence program include:

- A resource manual. Family violence team members developed a manual listing the availability of services within the region, including contact persons and telephone numbers. The manual was placed in the Lansdowne crisis service office, for use by help line workers, family violence team members and all other center employees.
- A family violence problem. A booklet describing the family violence problem in the Appalachian region was written by a Lansdowne staff member and published with the help of contributions from Ashland Oil, Inc., and the Playboy Foundation. The booklet has been adopted for use as a text in a class entitled "Violence in the Family" at the National College of Education, Evanston, Illinois. Additionally, over a thousand copies of the publication have been distributed in the state of Kentucky.

#### Progress Made Toward Stated Goals and Objectives

The specific objectives set by Lansdowne in its original grant application--and accepted by LEAA--are listed below. Also inserted is a summary of the progress made toward those objectives during the 18-month life of the grant.

Objective One: Provide 10 training programs to police. This objective was far exceeded. The center's family violence trainer met on numerous occasions with the watch commanders of the Ashland Police Department--the major police force in our area--for information/training sessions. Additionally, small-scale workshops were held at least quarterly for all Ashland police officers at roll-call sessions. The trainer also rode with each patrol crew for an entire shift, responding to family violence calls with them and providing information/training to them between dispatches. One final training session for police was held on March 24, 1981. (A complete list of training sessions is available upon request.)

Objective Two: Provide five training programs to criminal justice system officials. This objective was met. Among the training sessions were: a three-day session held on November 5, 1979, for probation and parole officers working in Boyd, Carter, Elliott, Greenup and Lawrence counties (the title of the session was "Criminal Justice/Treatment Interface". A complete list of training sessions held is available upon request.)

Objective Three: Provide two training programs for area clergy and members of the local ministerial association. This objective was exceeded. Among the training sessions held: a session for members of the Ashland Area Ministerial Association on February 12, 1980; and a final workshop for ministers on March 10, 1981. (A complete list of training sessions is available upon request.)

Objective Four: Provide two training sessions for private physicians and emergency room staff. This objective was met. Included in the workshops

offered were: a group session for the medical staff of Louisa Community Hospital in Lawrence County. (A complete list of training sessions is available upon request.)

Objective Five: Appear on nine radio and television programs promoting the availability of family violence services and increasing the awareness of the family violence problem. This objective was exceeded. Among the appearances were: a "magazine type" feature presented in October, 1979 on "An Inside Look," a 30-minute program presented each Saturday at 7:30 p.m. on WSAZ-TV (the topic was the family violence problem in our region and the inception of Lansdowne's program); an interview of family violence team members on WSAZ-TV's noon news program on January 29, 1980; an interview program on April 11, 1980, on WOWK-TV's "Morning Magazine"; a three-day series on family violence in January, 1980 on WOWK-TV's "Morning Magazine". (Note: Total media contacts during the life of the project were 25.)

Objective Six: Distribute six feature articles to area newspapers promoting the availability of family violence services and increasing the awareness of the family violence problem. This objective was exceeded. Copies of a number of these articles are inserted in the appendix of this report. (Note: Total media contacts during the life of the project were 25.)

Objective Seven: Establish a speaker's bureau. A speaker's bureau was established during the first month of operation of the program. Letters were written to the presidents of all organizations operating in the five counties Lansdowne serves, outlining the availability of speakers on family

violence topics. Among the groups who requested speakers were women's clubs, church groups, charitable organizations, Rotary clubs, Lions clubs, organizations for professional men and women. (A complete list of public presentations is available for inspection.)

Objective Eight: Provide case-by-case consultation with every school district on incidents of family violence. This service was initiated early in the family violence project, with family violence team members contacting representatives of each school district and explaining the availability of services. This contact was followed by a personal letter--written to these representatives--reiterating information presented by the family violence team members. Another letter--this one reminding school system personnel of the availability of services--was mailed at the halfway point in the program.

Training sessions for teachers on the recognition of abuse cases and the help available for victims and perpetrators also were held. Among the sessions: workshops on January 23, 25, 28 and 30 (of 1980) at Russell High School.

Objective Nine: Provide three training seminars to bar association members. Throughout the 18-month life of the LEAA grant, Lansdowne's family violence services personnel attempted to schedule inservice training sessions for attorneys. Because of the lack of interest, and the refusal of the local bar association to permit such information to be presented at the group's regularly-scheduled meetings, the center initiated efforts to educate lawyers on a one-on-one basis. Also, Lansdowne, with the help of attorneys employed by the Northeast Kentucky Legal Services, prepared an informational packet mailed to all lawyers in the region. The packet con-

tained a personal letter to each lawyer, a brochure describing the family violence services available within the region, a brochure entitled "family violence and the law" and a pamphlet describing the family violence problem in the region. The information packet was mailed on February 27, 1981.

Objective 10: Answer 405 telephone inquiries about family violence issues. During the 18 months of the LEAA-sponsored project, a total of 707 telephone contacts were recorded. That figure is 302 above the center's projection.

Objective 11: Make contact with at least 100 victims of intra-family violence. Total contacts during the LEAA project equalled 396--296 more than the original objective.

Objective 12: Establish within three months of operation procedures for referring children for day care services. These procedures were written and are on file in Lansdowne's crisis services office as part of the family violence resource manual.

Objective 13: Establish within three months of operation procedures for acquiring emergency medical care for victims and perpetrators of intra-family violence. During the first quarter of operation, family violence staff members contacted each of the three hospital emergency rooms operating within the five-county area. All offered their support, and procedures for the referral of persons for emergency treatment were established. Additionally, procedures for referrals to health departments in outlying counties for family planning and non-emergency medical care were set.

Objective 14: Establish an active victim/advocacy program.

Advocacy services were available through the life of the LEAA project and continue today. Policies and procedures for these services are contained in the family violence resource manual.

Objective 15: Establish within one month of operation procedures for securing emergency transportation for victims of family violence.

During the first quarter of operation, a petty cash fund for use in providing emergency transportation services for victims of family violence was established. Local taxi companies agreed to cooperate in this effort, as did bus lines. Funds to pay these business firms were donated by a church group, with the promise of on-going support.

Objective 16: Establish a chapter of Parents Anonymous. This proved to be among the more difficult objectives to fulfill, primarily because of the hesitance of clients to participate in the organization. However, a Parents Anonymous chapter finally was established--with the help of an Ashland-area Jaycees group--during the final quarter of the program's operation.

Objective 17: Establish within 12 months of operation an active women's self-help group. This was one of the more difficult objectives to meet, since victims showed a hesitance to participate in a group process. Their fear was that "someone" would discover they were battered women. The counseling staff attributed this to the fact the center is located in a small town. However, during the final six months of the LEAA project and during the current NIAAA-backed effort, a self-help group is on-going. The group meets at the Ashland YWCA.



Objective 18: Establish within two months a system to provide legal representation to victims. Throughout the life of the project, legal help was provided through referral to Northeast Kentucky Legal Services or referral to private attorneys.

Objective 19: Establish within three months procedures for acquiring emergency financial assistance. Procedures for acquiring emergency financial assistance were developed and are on file at Lansdowne's Boyd County office.

Objective 20: Establish within first month an advisory council. An advisory council was established. A list of its members is inserted in the appendix of this report.

Objective 21: Hold monthly advisory council. Monthly advisory council meetings were held throughout the life of the LEAA-sponsored project, with one exception--a meeting was canceled because of heavy snow.

Objective 22: Contact within the first three months of operation each component of the criminal justice system. During this time period, the criminal justice system was contacted on a once-a-week or bi-weekly basis.

Objective 23: Establish within six months of operation an on-going diversion program for family violence offenders. A diversion program was established.

Objective 24: Contact within the first three months of operation each component of the social services system. The Kentucky Bureau for Social

Services, the primary social service organization in our region, was contacted on a once-a-week basis during the first three months of the project. Among the services this agency agreed to provide include: assistance with transportation, advice, referral, counseling and community education.

Objective 25: Contact at least once each month each component of the criminal justice system to assure the continued flow of information. This was accomplished on a once-a-week or bi-weekly basis during the life of the LEAA-sponsored project.

Objective 26: Contact at least once each month each component of the social service system. This was accomplished on a once-a-week or bi-weekly basis during the life of the LEAA grant.

Objective 27: Be available to provide advocacy counseling for victim/witness referrals. Family violence staff members were available for advocacy counseling throughout the life of the project. This included accompanying victims to court proceedings.

Objective 28: Within two months of the inception of the program, operate an on-going case management system in the FIVCO area. Responsibility for case management rested with the social worker employed under the LEAA grant. A case management system was initiated within a few weeks after the program became operational.

Objective 29: Provide consultation to social service agencies on a case-by-case basis. Within two months of the inception of the family violence program, local social service organizations were contacted by family violence

team members, and representatives of those agencies agreed to participate in the center-sponsored effort to combat the problem. Throughout the life of the LEAA grant, conversations surrounding each organization's role in the project continued as specific questions arose. A strong cross-referral mechanism was established and continues to function.

Objective 30: Evaluate at least every 90 days the progress made on family violence cases. Throughout the life of the LEAA grant and under the current program, family violence cases handled at Lansdowne are evaluated every 90 days through "quality assurance" mechanisms. During the LEAA project, a member of the family violence team participated in these reviews. Family violence team members participate now on a rotating basis, as do all other staff.

FURTHER INFORMATION ABOUT LANSDOWNE'S FAMILY VIOLENCE PROGRAM MAY BE FOUND IN THE QUARTERLY REPORTS SUBMITTED TO THE U.S. LAW ENFORCEMENT ASSISTANCE ADMINISTRATION, IN THE APPENDIX TO THIS DOCUMENT OR BY WRITING PROJECT DIRECTOR, FAMILY VIOLENCE, LANSDOWNE MENTAL HEALTH CENTER, P.O. BOX 790, ASHLAND, KENTUCKY 41101.

**END**