

MEMORANDUM



TO: Mayor and Council
THROUGH: Andrew Ching, City Manager
Steven Methvin, Deputy City Manager
FROM: Family Advocacy Center Task Force
DATE: March 28, 2021
SUBJECT: Family Advocacy Center Exploration Update

Purpose

The purpose of this memorandum is to inform Mayor and Councilmembers on the status of the Family Advocacy Center Task Force's exploration toward the development and implementation of a Family Advocacy Center (FAC) in the City of Tempe. In brief, it is estimated that a 10,000 square foot facility would incur an estimated one-time cost of \$487,150, and an annual cost of \$276,500. The overall budget estimate over five years is \$1,869,650¹.

Performance Measures

The following performance measures are related to this effort:

- 1.29 Achieve ratings of "Strongly Agree" or "Agree" with responses of "having a better understanding of trauma associated with violence and its impact on the well-being and safety of my family" greater than or equal to 50% as measured in the CARE 7 Trauma Education and Support Services Survey.
- 1.05 Achieve ratings for responses to "When it comes to the threat of crime, how safe do you feel in your neighborhood?" between 80 and 100 on a scale of 0 (not safe at all) to 100 (completely safe) greater than or equal to the top ten percent of national benchmark

Background

On July 23, 2020 Family Justice Commissioner Mary O'Grady presented to Mayor and Councilmembers the Family Justice Commission's (FJC) support of the development and implementation of a FAC in the City of Tempe. During this meeting Chairperson O'Grady reiterated the Family Justice Commission's commitment to support this initiative as presented to Mayor and Council by the FJC on August 10, 2017, and again on April 30, 2019 (see attached memorandums). Following this meeting, staff committed to exploring this initiative and created a FAC Task Force.

Family Advocacy Centers are a national best practice to serving victims of crime. FACs provide trauma-informed services by centralizing all victim assistance to limit the re-victimization of individuals and families. In Tempe, those services are not easily available to those traumatized by crime, as community resources exist in various locations. These services include, for example, coordination with law enforcement and the Department of Child Services, medical services, counseling, interviewing, family support services including supplies such as food and clothing, and appropriate administrative and training facilities. Many cities in Arizona, including the City of Maricopa, have holistic advocacy centers, where all these services are centralized.

Members of the Human Service Department (HSD), Tempe Police Department (TPD), and Arizona State University concur with the Family Justice Commission's position "that having the ability to treat victims in one location where they can meet with investigating law enforcement officers, healthcare providers, crisis

¹ The overall budget estimate may be impacted due to added partners and associated increases in the scope of individuals and families served, as well as annual increases in facility/service costs.

counselors, and victim advocates results in a collaborative response that helps minimize the trauma that the victim may experience and promotes engagement within the criminal justice system.”

To bolster the subject matter expertise of Human Services, Police Department, and FJC personnel, staff and FJC members review the literature, participate in the Arizona Child and Family Advocacy Network, and conducted the following site visits:

- City of Phoenix Family Advocacy Center
- City of Mesa Family Advocacy Center
- Amberly’s Place Family Advocacy Center - Yuma, AZ
- City of Maricopa Family Advocacy Center
- Verde Valley Sanctuary
- Northland Family Help Center - Flagstaff, AZ

City of Tempe Victimization Rates

The FAC Task Force has reviewed victimization rates in the City of Tempe to inform the need, size, scope, and scale for a FAC in the City of Tempe. Table 1 reports three distinct data elements for consideration.

The first is the number of victims per year associated with the FJC’s crimes of interest (See Attachment: FJC Report 2020 Q4 Final.pdf). These crimes are typically most harmful to victims and associated family units. These crimes include assault domestic violence, child crime information, aggravated assault domestic violence, sexual assault, sexual abuse, child abuse, sexual conduct with minor, child neglect, and molestation of a child. While a Tempe based FAC would not be limited to only victims of these crime types, a historical review of these crimes of interest shows approximately 1,800 victims per year could have benefited from a Tempe based FAC².

The second is the number of victims referred to CARE 7 for services on an annual basis. CARE 7 receives referrals from multiple sources including the police department, the CARE 7 crisis response unit, the CARE 7 victim advocacy response unit, courts, and community agencies. Since 2018, when CARE 7 began embedding victim advocates in the Tempe Police Department’s Special Victims Unit, CARE 7 has received an average of 5,125 referrals per year. While not all these individuals may take advantage of the FAC, they are all potential clients.

The third is the number of sexual assault and fondling cases reported to ASU agencies. Specifically, ASU reports an average of 31 sexual assault/fondling cases reported to either the ASU Police Department, the Office of Student Rights and Responsibilities, and its two Health Services on an annual basis.

Table 1: City of Tempe Victimization Rates

Year	FJC Select Offenses - Number of Victims	CARE 7 - Victims Referred for Services	ASU - Sexual Offenses (Rape/Fondling)
2015	1694	Not Available	25
2016	1789	Not Available	37
2017	1798	2402	33
2018	1830	4438	20
2019	1867	5253	38
2020	1926	5685	Not Available
Annual Average	1817	5125	31

A FAC is an ideal resource to provide a trauma informed response and service to victims of these crimes.

² Statistics provided by Tempe Police Department SPARC 1/13/2021

Options for Size, Scope, and Scale

Sustainable funding is the greatest contributor to defining the size, scope, and scale for this endeavor. The Tempe Family Justice Commission's prior research and site visits have identified FACs with minimal startup costs and annual budgets (e.g. City of Maricopa - Maricopa Family Advocacy Center) as compared to more robust FACs in which startup costs and annual budgets reach the million dollar level (e.g. City of Yuma – Amberly's Place).

Staff is viewing this endeavor in two phases (i.e. short term and long term). For the long term, staff is researching options toward a sustainable and permanent location to house the Family Advocacy Center. For the short term, staff is researching the availability and costs associated with renting a facility until the construction of the Human Services facility is completed. This approach will shorten the duration of an FAC implementation, while promoting greater integration with a comprehensive human services response in the long term.

Key components of a FAC include:

- A single facility for all services provided by CARE7, the Tempe Police Department, the Arizona State University Police Department, medical personnel and potentially Arizona Department of Child Safety (DCS) that includes a secure area for victim/advocate/law enforcement interaction
- Administrative offices for CARE7 victim services program, law enforcement officers, medical personnel and DCS staff and supportive services
- Open area for meetings and trainings
- Kitchen/dining area for staff and victim utilization
- Restrooms and shower(s) for victim and staff utilization
- Large storage areas for victim supplies
- Comfortable rooms for children, teen, and adult victims to receive services
- Separate examination rooms appropriate for children and adults
- Special room with equipment to be used for recording interviews
- Two dedicated interview rooms for detectives
- Separate area for counseling services
- Location should be centrally located and conveniently accessible for all our victims
- Facility safety and security
- "Quiet" room for staff wellness

Initial discussion supports office hours of operation set for Monday through Friday, 8am to 5pm. CARE7 victim services program staff, Tempe Police Department Special Victims Unit staff, and ASU Police Department staff (i.e. Detective(s) and victim advocate(s)) will be relocated from their current location to the FAC. A call-in practice will support victims during non-office hours.

Estimated Short Term Budget

Based on the key components of a FAC (listed above), and additional research incorporating subject matter experts from Community Development, IT, Facilities, Honor Health, Housing Services, and other Family Advocacy Center managers, a 10,000 square foot facility is needed for the short term. The initial one-time cost for this facility is estimated at \$487,150. The annual cost estimate is \$276,500. The overall budget estimate over five years is \$1,869,650. The table below provides a greater detailed estimate.

One-Time Cost Estimates

Tenant Improvements (TI)	\$ 332,150
Information Technology (IT)	\$ 55,000
Exam Room Technology	\$ 100,000
Total	\$ 487,150

Annual Cost Estimates

Rent	\$ 170,000
Janitorial/Utility/Maintenance	\$ 59,500
Information Technology (IT)	\$ 7,000
Dedicated Registered Nurse Available on Standby	\$ 40,000
Total	\$ 276,500

Cost Over 5 Years Estimate

Year 1	\$ 763,650
Year 2	\$ 276,500
Year 3	\$ 276,500
Year 4	\$ 276,500
Year 5	\$ 276,500
Total	\$ 1,869,650

A supplemental for this initiative is included in the FY2022 budget process.

Staff Resources

The Human Services Department, Tempe Police Department, and Arizona State University currently have staff to support the FAC. This includes crisis responders, victim advocates, detectives, counselors, and therapy dog. While preliminary, the following shows positions by Department that would be assigned to the FAC.

HSD – CARE 7	Tempe Police Department	ASU Police Department
(1) Victim Advocate Supervisor	(1) Special Victims Unit Sergeant	(1) Special Victims Detective
(5) Victim Advocates	(6) Special Victims Unit Detectives	(1) Victim Advocate
(1) Trauma Therapist		

As ASU has committed to support this initiative, staff are currently working through the details. Preliminary, ASU has offered additional support and resources in addition to the staffing model shown above. This includes connection to researchers toward program evaluation, outcome analysis, and enhanced subject matter knowledge. Further, as funding is necessary for this initiative, ASU has offered to provide grant writing assistance and support.

Honor Health has assisted with cost estimates associated with a dedicated Sexual Assault Nurse Examiner (SANE) available on standby and exam room technology. This data is included in the above estimated budget. Honor Health is open to discussing alternative service models to promote greater cost efficiencies. These conversations will continue.

Additional Partners Needed

Additional opportunities for collaboration include the Arizona Department of Child Safety, and our non-profit partners.

We appreciate your support and interest of staff exploring the feasibility of implementing a City of Tempe Family Advocacy Center. We are available to respond to any questions or receive input at your discretion.

Task Force Members

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