



# UCSC CARE Impact Report 2019-2020

## CARE's MISSION



UCSC CARE is committed to creating a campus community free from sexual violence, dating/domestic violence and stalking by providing prevention and intervention services, confidential advocacy, and consultation as subject matter experts at every level of the University.

We seek to create a culture of consent and respect on campus, empower survivors, and dismantle norms of violence and oppression. We use a trauma-informed, empowerment approach--placing a high importance on understanding and responding to the diverse and intersectional needs of survivors.

# STAFFING UPDATES

## OUR TEAM



**YESENIA**  
Intake Coordinator



**JAZMIN**  
Advocate



**CAROLYN**  
Advocate



**ALISON**  
Prevention Ed Coordinator



**KELSEY**  
Director

During the last year we recruited, hired, onboarded, and trained an amazing new team

- We added 1 additional full-time Advocate position in September 2019. Funding for this position was supported as a compliance need by Title IX.
- After a year of temporary and contract positions we also welcomed a full-time permanent hire for Intake Coordinator.

CARE was supported by nine student staff members, including two members of the Chancellor's Undergraduate Internship Program (CUIP).

## WE MOVED



The CARE office moved from Kresge to Oakes in August 2019. This is a temporary move as part of the Kresge Renewal Project. We hosted three open houses to share our new space with the community at the start of the academic year.

WE MOVED TO OAKES

**OAKES COLLEGE ROOM 221**  
on the second floor above  
THE WESTSIDE WRITING CENTER



## LEADERSHIP & PARTNERSHIP

Kelsey represented the CARE Leadership Council system-wide as the council co-chair. She also initiated and led the systemwide CARE Needs Assessment, which will provide a critical foundation for CARE's future strategic goals. The Needs Assessment has been delayed in part due to Covid, and is forthcoming.

UCSC CARE staff initiated regular systemwide network call to share best practices with Advocates and Prevention Specialists across the UC system.



Pro-staff participated in policy and implementation workgroups and collaborations

- Co-chairing the Alternative Resolution workgroup, CARE works with Title IX and campus partners to develop innovative and holistic policies and procedures and integrating Restorative Justice practices.
- Other committee work locally and systemwide included: SVSH Policy Revision, Appendix E and F review, Consent Primer workgroup, supporting trauma-informed communications, Santa Cruz County SART, CCRT, and Beyond Compliance.





# PREVENTION EDUCATION AND OUTREACH



## SLUGS CARE

**\* In Fall 2019, our Slugs CARE team educated nearly 6,000 new students.**

Each year, CARE facilitates live, skit-based, peer-to-peer education for all new incoming frosh and transfer students. Lovingly called "Slugs CARE", this mandatory training is designed to empower incoming UCSC students to be active in promoting a consent culture and preventing sexual and relationship violence in their communities.



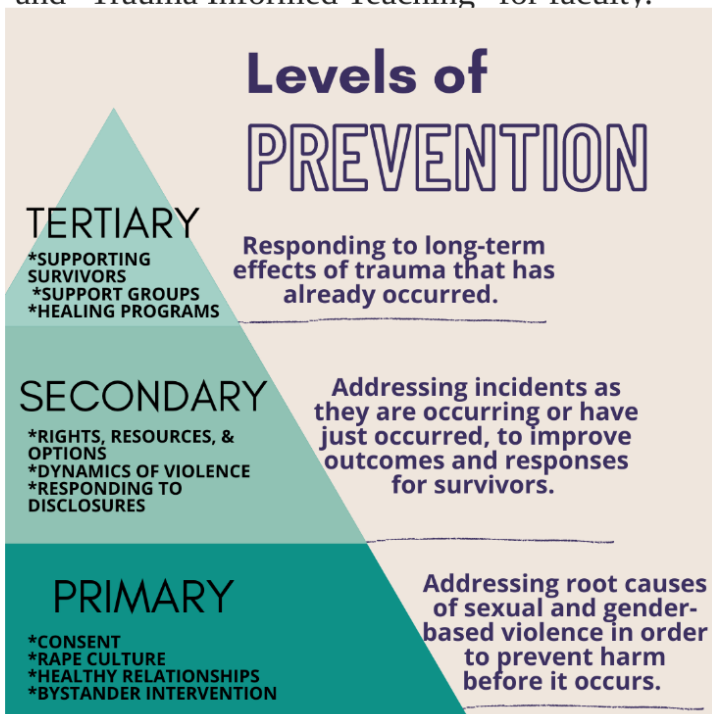
## EDUCATION

The CARE team facilitated 43 educational workshops and trainings and provided community support and tabling at 13 community events.

**\* These efforts reached approximately 2,500 total individuals.**



While CARE hosts many student-facing programs, we also provide training and subject-matter expertise to staff and faculty. Notable examples include "Responding to Disclosures" for CHES staff and "Trauma Informed Teaching" for faculty.



### PREVENTION Programming 2019-2020

TERTIARY	<b>20 Programs</b> <b>95 Participants</b>
SECONDARY	<b>11 Programs</b> <b>583 Participants</b>
PRIMARY	<b>13 Programs</b> <b>1188 Participants</b>

CARE could not make this level of engagement and programming possible without the dedication of our student intern team.





# PREVENTION EDUCATION AND OUTREACH

Rooted in Resilience

# SURVIVOR SPEAK OUT PROJECT

## SEXUAL ASSAULT AWARENESS

In partnership with the Women’s Center, our intern team adapted all SAAM events to online formats for remote engagement. With the theme “Rooted in Resilience” the month culminated in The Survivor Stories Project, publishing stories and creative projects to empower survivors to share their stories. View the e-booklet on our website.



I am Resilience,  
I am Courage,  
I am Strength,  
& I am Hope.

An excerpt from "I am Hope" by Samantha Lynn Murray



## OUTREACH AND ONLINE ENGAGEMENT

Distribution of a monthly newsletter began in January with original content, prevention and support columns, and information about upcoming events. This newsletter reaches nearly 1000 subscribers.

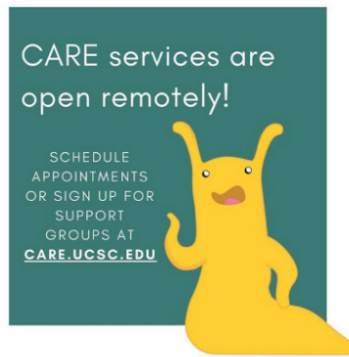
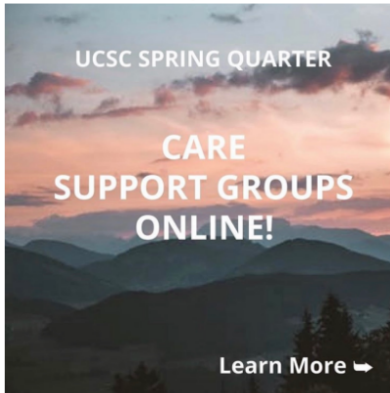
Interns focused on developing social media - in particular, Instagram - and grew our social media presence by at least 30%.

This created a solid foundation for staying connected and keeping the community informed, and continuing educational programming when we went fully remote Spring quarter. We adapted quickly and hosted 3 virtual workshops over Zoom in Spring.





## ADVOCACY & SUPPORT SERVICES



### SUPPORT GROUPS

CARE began drop-in survivor support groups hosted by Advocates and campus partners. These groups are psychoeducational and aim to develop coping skills and build community among survivors. We hosted 16 sessions and served 45 survivors.

### REMOTE SERVICES

Due to Covid, we transitioned to fully remote services in March. This took a significant amount of work to develop robust internal policies, and ensure technology and privacy needs. Advocates hold all appointments remotely over zoom, phone, or email (per clients' safety and access needs).

### CLIENT SURVEYS

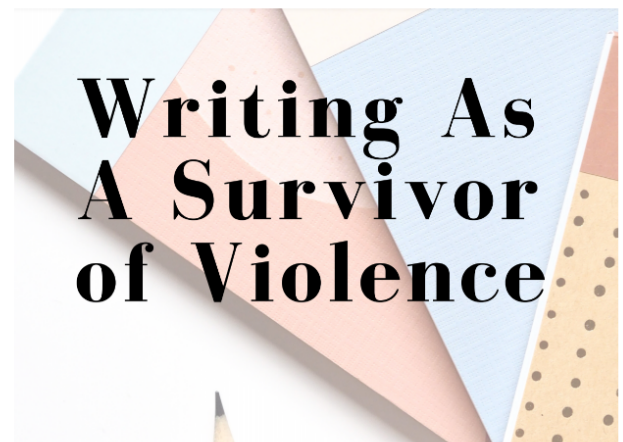
We developed and implemented a quarterly client feedback survey. These evaluation surveys help us identify strengths and areas for improvement of our services based on survivor experiences.

## CAREful CONVERSATIONS



### COMMUNITY SUPPORT

Our Community Support Intern Team provided support at 6 campus partners' events last year. This includes providing peer-to-peer support, responding to disclosures, and information about resources. They also established partnerships with other campus resource centers in order to host drop-in support sessions for various compass populations. Although these efforts were disrupted by strike activity and Covid, **we are proud of their accessible and intersectional work.**



### HEALING RESOURCES

CARE created a multitude of resources to support self-directed and holistic healing for survivors.

These include:

- \* Writing as a Survivor of Violence Workbook
- \* Self-Care Inventory Workbook
- \* Community Support Grounding Activity Book
- \* CARE Catcher Games.

These can be found on our website Resources page.



# ADVOCACY & SUPPORT SERVICES

CARE Advocates provide **free** and **confidential** services for students, staff, and faculty at UCSC impacted by sexual assault, dating violence, and stalking. We believe and support all survivors. An Advocate works one-on-one with a survivor and follows their lead to identify services, options, and support that are meaningful to them.

**We know that survivors are experts of their own experiences.**



## ADVOCACY SERVICES

From July 1, 2019 to June 30, 2020 CARE Advocates provided 2225 services and over 1500 hours of direct service. While we saw a similar number of individuals the prior year, this is a 72% increase in both the number of services and time spent for each individual, indicating that **increased capacity allows us to better meet the complex, ongoing needs of survivors.**

CARE supported a similar number of clients compared with the prior year. Through Fall and Winter quarters CARE experienced a 15-20% increase in clients served over prior years, there was a reduction in students, faculty and staff accessing CARE services for the first time due to Covid during Spring 2020. However, as we increased accessibility to remote services, we have again seen an upward trend in services.

## CLIENT DEMOGRAPHICS

267 INDIVIDUALS SERVED

### AFFILIATION

- 240 Undergraduates
- 9 Graduate Students
- 8 Staff and Faculty
- 6 Alums
- 4 Community Members

### RACE

- 1 Native American
- 26 Asian
- 13 Black or African American
- 49 Hispanic or Latinx
- 8 Pacific Islander
- 78 White or caucasian
- 32 Other
- 57 Declined to answer

39% Disclosed a disability

45% Identify as LGBTQ+

5 International students

• For privacy reasons CARE does not collect data on immigration status

### GENDER IDENTITY

- 195 Women
- 21 Men
- 28 Non-Binary and Gender Non-Conforming
- 3 Trans
- 19 declined to answer

## TYPES OF SERVICES

### ACCOMMODATIONS & SUPPORTIVE MEASURES - 169

Providing assistance or changes that enable a survivor to remain successful and safe in their school or work environment.

### ACCOMPANIMENT - 118

Going with a survivor to interviews, court hearings, appointments, Title IX meetings, hearings, etc.

### ADVOCACY - 278

Acting as a liaison for a survivor with Title IX, Law Enforcement, Student Conduct, professors, employers, etc.

### CASE PREP - 55

Work the advocate does individually to prepare and support a survivor's process. This may include reading investigative reports, preparing court documents, etc.

### CASE MANAGEMENT - 1171

Services, communications, and meetings to provide ongoing support to a survivor including case updates, ongoing emotional support, preparation for participation in processes, etc.

### CRISIS INTERVENTION - 231

Counseling that focuses on immediate needs, safety, understanding rights and options, and coping strategies.

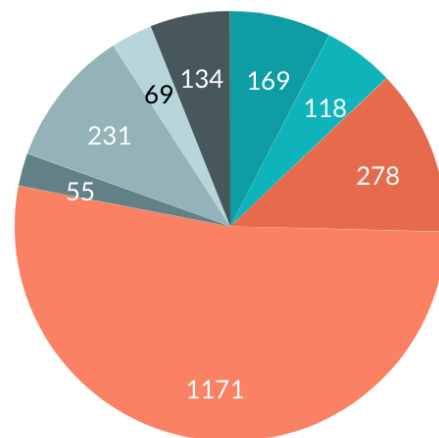
### REFERRALS - 69

Ensuring a survivor has access to additional resources on and off campus. Often done as a warm-handoff.

### SAFETY PLANNING - 134

Developing an individual safety plan that centers the survivor's own experience and needs.

## 2225 Total Services Provided



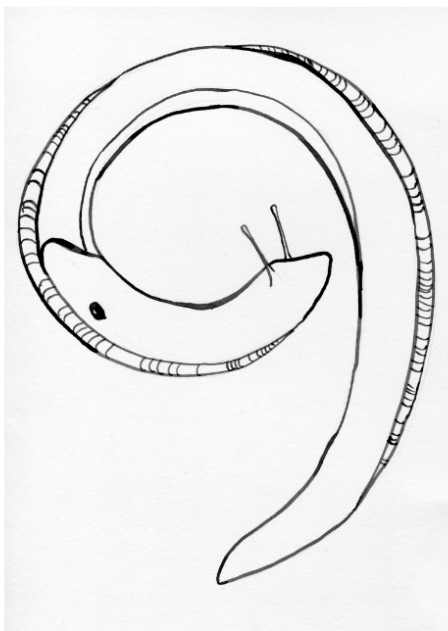
- Accommodations (7.6%)
- Accompaniment (5.3%)
- Advocacy (12.49%)
- Case Management (52.63%)
- Case Prep (2.47%)
- Crisis Intervention (10.38%)
- Referral (3.1%)
- Safety Planning (6.02%)





# ADVOCACY & SUPPORT SERVICES

## TITLE IX SUPPORT AND COMPLIANCE



**\* The Title IX Office supported temporary funding for an additional CARE Advocate position** in order to ensure access to accompaniment, advising, and support services for participants in a Title IX process. With the additional resource capacity this provided, CARE was able to support additional survivors, as well as improve the level of service for survivors. Compared to the prior academic year, CARE Advocates provided a significant increase (+72%) in the services provided.

**\* For individuals being supported through a Title IX investigation process, CARE spends an average of over 30 hours in direct service.**

CARE provides support and consultation on the implementation of new policies and procedures under federal Department of Education regulations. Supporting local and systemwide workgroups, CARE strives to advocate for a trauma informed process. **In June, CARE facilitated a Community Dialogue Session which provided information about the potential impact of the regulations, as well as an opportunity for the community to engage with campus experts on concerns.**

### REPORTING

72% chose not to make a report  
 24% reported to Title IX  
 6% reported to Law Enforcement  
 \*3% reported to both TIX & LE

#### REPORTS

16 Reported to Law Enforcement  
 66 Reported to Title IX  
 (8 Reported to both)

#### SAFETY

- 134 Individual safety plans created  
 - 7 Accompaniments to court for restraining order hearings

"It was reassuring to talk through my situation with someone who has experience dealing with related issues, and have her walk me through options without pushing for any specific agenda. I also felt like she really validated my instincts and feelings about the person I am having difficulty with, and helped me make a decision that was right for my mental health and wellbeing."

### TITLE IX ADVISING

CARE supported 66 individuals who engaged with the Title IX Office

#### TITLE IX PROCESSES

- 34 survivors made a report only and received supportive measures.  
**\*This includes situations where Title IX did not find prima facie.**  
 - 12 engaged in Alternative Resolution  
 - 20 sought Formal Investigation

"Providing that support system for me worked extremely well. The advocate accompanying me to the Title IX office meetings really ensured my safety in that moment and really reflected on how CARE does truly support survivors and those who experience violence."

#### ACCOMPANIMENT

Advocates accompanied survivors to:  
 - 57 Title IX Meetings  
 - 15 Student Conduct and Adjudication meetings  
 - 9 Campus Hearings