

Family Advocacy Center

Mission Statement

To provide comprehensive services to victims of domestic violence and sexual abuse, and their families, in a safe, comforting and supportive environment.

Key Services

Victim advocacy services, community outreach & education, professional development

Advocacy Services

Target: 95%

YTD Percent: 100%

Goal:

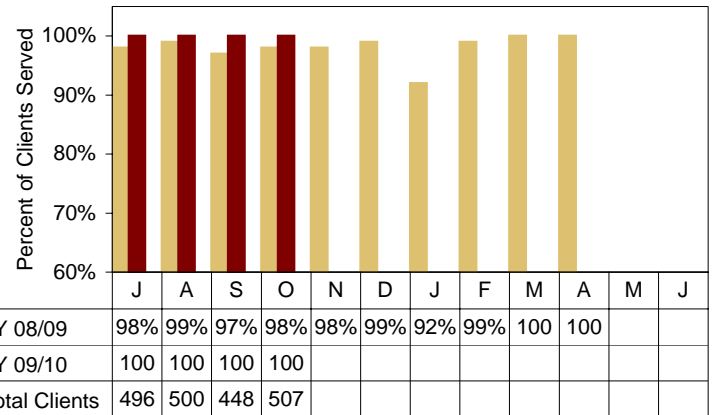
Provide every FAC client with victim advocacy services

Target:

95% or greater of all FAC clients receive at least one advocacy service

Significance:

Reflects city value "We are dedicated to serving our customers" by providing advocacy services to any victim of personal crime who has contact with an FAC advocate.



Customer Satisfaction

Target: 95%

YTD Average: 98%

Goal:

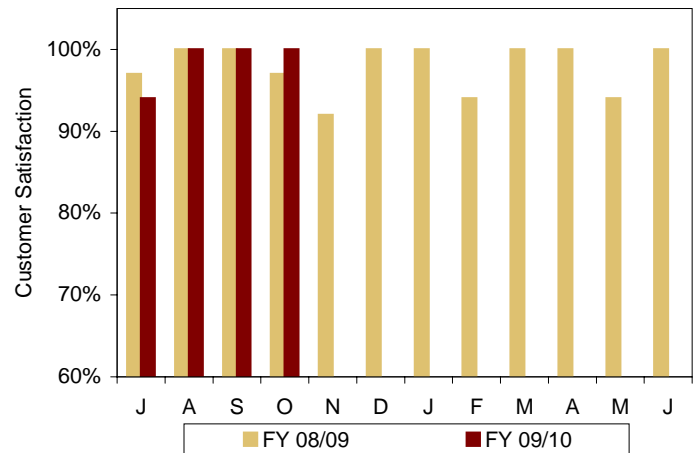
Assess customer satisfaction with FAC advocacy services

Target:

95% or greater of customer satisfaction surveys resulting in a level of agree or strongly agree

Significance:

Reflects city value "We focus on results" by measuring overall client satisfaction with the victim advocacy services provided at the FAC.



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Staff Training

Target: 100%

YTD Actual: 38%

Goal:

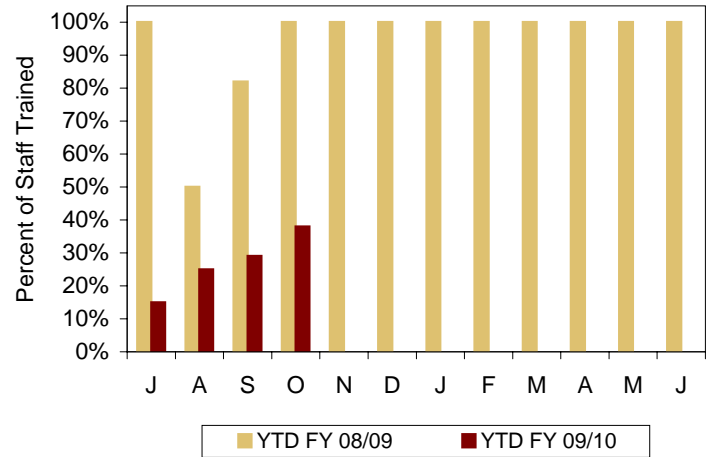
Provide ongoing training opportunities for FAC staff and community partners

Target:

100% of staff will attend a minimum of 8-hours professional development training each year

Significance:

Reflects city values "We value and respect diversity" and "We learn, change and improve" by requiring staff to engage in continuous learning. 4-hrs of training must be diversity related.



Intern Program

Target: 60 hours

YTD Average: 143

Goal:

Maintain intern/volunteer program

Target:

Average of 60 hours of Intern and Volunteer time each month

Significance:

Reflects city value "We Learn, Change and Improve" by providing intern and volunteer opportunities that promote the profession of victim services.

