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# THE HAVEN

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Annual Report 2019-2020

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**Table of Contents**

FY 19-20 Highlights/Reflections	2
Initiatives – Focusing on PERMA-V	3
Data Analysis/Decision Making	8
2020-2021 Priorities/Goals	9
Challenges	11
Campus Collaborations	12
Fiscal Information	14
Personnel	16
Professional Service/Recognition	16
Appendix	18
Diversity and Inclusion Plan	20

## **FY 19-20 Highlights/Reflections of Year**

During the 2019-2020 academic year The Haven continued strengthening core advocacy services to students who have experienced sexual misconduct and/or sexual harassment. Sexual misconduct includes sexual assault, relationship violence, sexual exploitation, and stalking. This year marked the 5<sup>th</sup> anniversary of The Haven services on campus, which was a celebratory milestone. The Haven Director focused on highlighting the impact student volunteers have had on The Haven's mission, training partner offices on the Sexual Misconduct Response Protocol, collaborating with W&M offices in anticipation of the new federal Title IX guidance/regulations, coordinating the Let's Get Consensual campaign with the Sexual Violence Specialist in the Office of Health Promotion, and improving volunteer training and management with the addition of The Haven's new Graduate Assistant. In addition, highlights from The Haven Director this year include:

- Documented 103 care reports (confidential and non-confidential) and provided outreach and advocacy services to those individuals.
- Completed 216 appointments with students.
- Tracked 76 visits with volunteer Confidential Advocates at The Haven resource center until the center closed on March 6 and did not reopen for the semester due to COVID-19.
- Served as an advisor to 5 students going through a Title IX investigation.
- Conducted 26 training and public awareness events across campus.
- Implemented a robust 32-hour volunteer training program for approximately 35 volunteers.
- Implemented the recruitment and selection process of new volunteers, adding 15 new volunteers for the fall, 2020.
- Planned and implemented an event to celebrate The Haven's 5<sup>th</sup> anniversary bringing students, staff, faculty, and alumni together during Homecoming weekend.
- Trained and supervised The Haven's first graduate-level intern.
- Strengthened the capacity of volunteers to adequately respond to survivors of sexual and intimate partner violence utilizing a trauma-informed model.
- Collaborated with other university offices to improve campus response and prevention initiatives.

Focusing on overall system response and monitoring the sexual misconduct infrastructure across campus continues to be a high priority. Continuous training on the Sexual Misconduct Response Protocol reinforces that the whole campus community has a responsibility to empathically respond and to ensure timely health and safety resources for students. The Haven completed its first year with the addition of a Graduate Assistant. This position improved the capacity of The Haven to develop well-trained volunteers, manage more outreach initiatives, and build structures and systems

to provide dynamic trauma-informed services as a key part of the sexual misconduct prevention and response system at William & Mary.

### **Initiatives – Focusing on P(positive emotion)ERMA-V**

**Trauma-Informed Advocacy** has been implemented as a core value of The Haven's mission. A trauma-informed model includes five components: 1) providing information to survivors about the traumatic effects of assault/abuse, 2) creating an environment of respect that fosters personal agency, 3) offering opportunities for connection, 4) focusing on survivors' strengths, 5) cultural responsiveness and inclusivity. This model has become the basis for The Haven's assessment of visitor satisfaction. In addition to understanding visitor satisfaction, The Haven collects data on each visit. The Haven tracks "type of visitor," "age (if known)," "reason for visit," and "type of violence experienced," in addition to the number of visitors each day. See graphs in Appendix I.

The number of visits to The Haven decreased by 9% (76 total visits) compared to the 2018-2019 academic year, but this is largely due to COVID-19 and students leaving campus. In fact, comparing the number of total visitors in March 2019 and March 2020, the Haven saw an increase in visitors by 8% (76 in 2020 compared to 63 in 2019). It appears that The Haven would have exceeded the number of visits compared to last year had the campus stayed open. Data entry practices are a crucial component of volunteer training and continued monitoring of volunteer data collection is needed to mitigate inconsistent data entry, which can result in a lower recorded numbers of visits to The Haven. The Director of The Haven responded to 103 (87 in 2019) care reports (confidential and non-confidential) this academic year and had 216 (214 in 2019) appointments with students. This is an 8.4% increase over last year. This trend seems to reflect an increased utilization by students of the professional faculty/staff over the peer-based volunteers. This may be due to student's higher level of need beyond "support" when accessing The Haven's services.

Trauma-Informed Advocacy services provided by The Haven relate to Seligman's Theory of Well-being/PERMA(V) in the areas of relationships, meaning, and vitality. The relationship between survivor and advocate cannot be understated. After a trauma, trusting another person with the bio-psycho-social impact of such an event is very difficult. The Haven Confidential Advocates seek to start where the survivor is and create a positive relationship built on mutual respect and personal agency. Often, survivors will draw significant meaning from their personal experience and engage in other efforts across campus to raise awareness and prevent sexual and intimate partner violence. Finally, The Haven strives to improve physical and mental well-being in the aftermath of a traumatic experience by normalizing the trauma response and connecting students to acute or long term care providers.

**The Haven's 32-hour volunteer training program** has two components: 1) a 16-hour core training program that must be completed before volunteers can start taking shifts in The Haven, and 2) an additional 16 hours of training comprised of monthly continuing

education sessions and educational opportunities. Approximately 35 volunteers attended the core training at the beginning of fall semester 2019. Sophomores, juniors, and seniors are eligible to become Haven volunteers and continue in their role until resignation or graduation. The following core training, continuing education, and self-care events occurred this past year:

- 08/27/19 – CEDU: Haven Volunteer Core Training kick-off
- 08/31/19 – CEDU: Haven Volunteer Core Training
- 09/01/19 – CEDU: Haven Volunteer Core Training
- 10/19/19 – 5th Year Anniversary Celebration Event
- 11/21/19 – CEDU: Forensic Nurse Coordinator, Beth Walters, FNE
- 12/08/19 – Self-Care: Art with Steve Prince & Brunch
- 02/05/20 – CEDU: Haven Volunteer spring semester kick-off
- 02/27/20 – CEDU: Safety Planning and Risk Assessment
- 03/26/20 – CEDU: All Volunteer Meeting – Managing COVID-19
- 04/16/20 – CEDU: LGBTQI Barriers to Service with Shawn McNulty
- 04/22/20 – CEDU: Trauma to Prison Pipeline with Kate McCord
- 04/30/20 – Self-Care: Senior Celebration and New Volunteer Welcome

The volunteer training program relates to Seligman's Theory of Well-being/PERMA(V) in the areas of positive emotion, engagement, relationships, meaning, accomplishment, and vitality. Student volunteers commit a substantial amount of time being trained on Trauma-Informed Advocacy and campus and community resources. There is a high level of engagement and experiential learning throughout the training program in order for volunteers to connect with the seriousness and responsibility of their role and to establish boundaries and self-care skills. Many positive relationships are built among volunteers and between volunteers and the Director of The Haven. Many volunteers find meaning through The Haven by belonging to a group that serves a bigger purpose across campus. Being a Haven volunteer provides students with a sense that they are positively impacting the William & Mary community, not only with the individual lives they touch, but feeling they are part of addressing a larger societal issue that impacts campuses across the nation. They contribute to helping visitors feel they are believed, seen, and heard and that William & Mary is a place they belong, despite having experienced trauma. One of the core training elements in The Haven volunteer training program is self-care. It is critically important that The Haven volunteers practice self-care techniques, as their role can be emotionally burdensome, and learn tools and techniques to strengthen their self-care routines. These tools carry over into many other aspects of the volunteers' lives contributing to their overall happiness and satisfaction. Having good self-care skills will be invaluable well beyond their time at William & Mary. The quotes below from a selection of Haven volunteers illustrate the significance of their experience related to "positive emotion."

- *"This is the best experience I've had [during] my time here at William & Mary"*
- *"Just that hands down it has been one of my most meaningful evolvments during college and I will reflect fondly back on the time that I spent with Liz and the other volunteers."*

- *“Best part of my college career!”*
- *“It’s one of my favorite things that I had the opportunity to do in college! I feel like the resources that I learned about at The Haven can translate into helping people from many different aspects of my life.”*
- *“So many. It has made me a more informed member of the W&M community and has given me the skills and training to be able to support my peers both in and out of The Haven. It has given me the tools to talk about sexual assault and misconduct in an educated way and hopefully I will be able to apply these skills after my time in college.”*
- *“It taught me so much about dealing with friends in an empathetic, constructive way, about helping people find resources, about being more kind, understanding, and considerate. It has helped me in innumerable ways in being a better person, and filled me with knowledge that my peers need and may have trouble accessing.”*
- *“A major positive impact has been just being part of a community of individuals with similar passions about issues of sexual assault and violence. In a college environment, this has been both encouraging and empowering.”*

**The Haven Advisory Board** is comprised of 4-6 William & Mary students with at least 2 semesters of confidential advocate service experience at The Haven. The function of The Haven Advisory Board is to 1) provide input to policies and procedures related to the functions and operations of The Haven and its volunteers, 2) assist with managing the day to day operations of The Haven including scheduling, maintaining supplies and resources, marketing, awareness programming, providing a welcoming and clean space, and volunteer management and recruitment, 3) recruit and select members of The Haven Advisory Board when there are vacancies, and 4) provide input to and implement a strategic plan that advances the mission of The Haven. The Haven Advisory Board meets weekly.

The Haven Advisory Board role relates to Seligman’s Theory of Well-being/PERMA(V) in all areas, particularly “positive emotion.” Students on the Advisory Board have the opportunity for high levels of satisfaction, engagement in meaningful change on campus, belonging to a community of like-minded students, and creating long-lasting professional and personal relationships. They hold a leadership role with other volunteers and students at large which contributes to a sense of accomplishment.

**Survivor-Centered Initiatives**, beyond The Haven’s Trauma-Informed Advocacy services, are important to foster healing, connection, and belonging. The Haven seeks to go beyond a “crisis response” and provide opportunities for survivors that contribute to improved health and well-being. Trauma from sexual and intimate partner violence can last months or years and as students navigate the aftermath of trauma, opportunities on campus for continued healing and support are important. “Horizon” is a student-led, peer-based social group for students who have experienced sexual assault that began in the fall of 2016. The four core values of Horizon are: 1) Peer-Based, 2)

Self-Determination, 3) Survivor Autonomy, and 4) Connection. The purpose of Horizon is to build social and emotional well-being through connection and support with other survivors. Horizon is not a group facilitated by licensed or clinical therapists and does not intend to replace the need for, and benefit of, professional therapeutic interventions. HORIZON is facilitated by trained students who are also survivors, under the supervision and guidance of the Director of The Haven. This academic year we had very low participation in Horizon, particularly due to COVID-19 in the second semester.

The Haven also offers an art therapy group facilitated by a licensed art therapist and the Director of The Haven. The group is offered to students who have experienced trauma and lasts between 8 and 10 weeks. For some, traditional talk-therapy can feel limiting and/or re-traumatizing. More and more, opportunities that are arts-based are being explored as another avenue for survivors of trauma to heal, connect, and feel grounded. The group was conducted in both the spring and fall semesters. Nine (9) students participated in the group (even as we moved the group online due to COVID-19) and it continues to be highly successful.

Survivor-centered initiatives relates to Seligman's Theory of Well-being/PERMA(V) in all areas. Survivors lack opportunities to connect with others who have had similar experiences. Experiencing trauma can feel isolating and lonely. Engaging in activities with others who can relate can increase well-being and positive emotions. Providing opportunities for engagement that ground trauma survivors can be very powerful and provide meaning and belonging. Often survivors feel like they are not alone after engaging in positive relationships with others and feel accomplished in engaging in an activity that connects them to nature, the arts, and the outdoors which expands physical and mental health outlets.

**Collaboration with the Sexual Assault Prevention and Response Infrastructure** continues to be an integral part of The Haven's efforts. Routinely, the Director of The Haven met with the Sexual Violence Prevention Specialist, attended weekly Student Success staff meetings, attended monthly Compliance and Equity Office staff meetings, and attended weekly Collaborative Title IX meetings. The Haven Director collaborated with the Dean of Students Office, Office of Compliance and Equity, Office of Health Promotion, W&M Police, Counseling Center, Student Health, Student Leadership Development, First Year Experience, and Residence Life throughout the year. In May 2020, the Department of Education's Office of Civil Rights (OCR) released new Title IX rules under the leadership of Secretary of Education, Betsy DeVos. The new rules have a substantial impact on policies and procedures across universities nationwide. A coordinated effort to implement new policies and procedures are currently underway and The Haven is assisting the Compliance and Equity Office in this large task.

The collaboration with the sexual assault prevention and response infrastructure relates to Seligman's Theory of Well-being/PERMA(V) in the area of relationships. Strong professional relationships support long-term job satisfaction and also improve collaboration, trust, and accountability. This is especially critical when addressing

serious issues such as sexual and intimate partner violence, stalking, and harassment/discrimination.

**Public Awareness of The Haven Services** continues to be a priority. The Haven Director and Graduate Student conducted 26 in-service trainings or public awareness events this academic year with a variety of staff, faculty and students. Highlights include:

- Sexual Assault Response Protocol Training with the Division of Student Affairs
- Student Affairs Policy and Protocol Training for new employees with the Vice President of Student Affairs office
- Training with Student Health on PERKs
- Training the Counseling Center's staff and interns
- Training the Athletic Department staff on Haven services
- Training at VIMS on Gender-based harassment/discrimination
- Developed and presented "Going the Distance: Healthful Relationships During - and Long After! - the Pandemic"
- Collaborated with the Virginia Campus Task Force to host a virtual "Take Back the Net," the first virtual Take Back the Night in Virginia
- The Haven services with Student Conduct Council & W&M Connects Mentors through Office of Community Values and Restorative Practices
- Fall and spring orientation, "Making a Tribe Choice," with Office of First Year Experience, including training OADs and OAs.
- Study Abroad Pre-departure Orientation Panel in the Fall
- Campus Connect Suicide Prevention Gatekeepers Training
- Law School: Conduct, Care, & Title IX Presentation
- Guest Lecturer at W&M Law School, in Health Psychology class and Peer Leadership class
- Guest Speaker for Green & Gold Lunch Series with the Women's Network
- Tabling at Fear 2 Freedom Event

Public awareness of Haven services relates to Seligman's Theory of Well-being/PERMA(V) in the areas of relationships, meaning and positive emotion. To achieve culture change that will reduce the perpetration of sexual and intimate partner violence, we must establish relationships with the whole campus community and promote community-level culture change. Part of that change includes "meaning," the belief that we all impact the type of climate we have on campus and that we are all integral in preventing sexual and intimate partner violence. Each individual sees the larger "we" and believes in creating a community that does not tolerate sexual and intimate partner violence. This culture change can result in increased levels of satisfaction and overall happiness, which is related to "positive emotion."



## Data Analysis/Decision Making

The Haven Director completed an assessment plan as part of a required activity within the Division of Student Affairs. Assessment is at the core of program planning and is an essential element in program improvement. In alignment with the Division of Student Affairs' strategic objectives, three areas of The Haven's functions will be assessed as followed.

(Outcome 1) Learning/developmental - Survivors who visit The Haven will be better prepared to choose their next steps

Results:

This year, The Haven revised the Visitor Assessment to reduce the overall number of questions to improve completion of the survey. In addition, The Haven added hard copy paper assessments for distribution in person, as well as the online assessment. To date, a total of 24 visitors have taken the survey reducing the ability to draw any confident conclusions. Survey completion will always be difficult considering the population and it is understandable visitors would be less inclined to provide feedback after a traumatic experience. It appears that reducing the number of questions and providing an optional hard copy assessment has not made a difference in increasing survey completion. With that said, 93% of visitors strongly agreed or somewhat agreed that they felt more prepared to choose their next steps. Additional results from the Haven Visitor Feedback Survey can be found in Appendix II.

(Outcome 2) Admin/Operational - The Haven Confidential Advocate can identify appropriate resources and options for survivors

Results:

- 27 volunteers completed The Haven Core Training assessment after completing the training in September 2019.
- The average score was 86% correct, consistent with last year's average (83%).
- Volunteers scored highest on information and resources related to: providing all visitors information on The Haven's confidentiality policy, prohibiting the removal of visitor data from The Haven, trauma-informed services, alcohol and perpetration, Avalon services, communication skills, risk assessment, accommodations, PERK collection window, and following the emergency protocol.
- Volunteers scored lowest on the role of the Compliance and Equity Office and updates to the Title IX procedures, the Domestic Violence Law Clinic, and understanding anonymous PERKs.
- Due to the closure of the college in March due to COVID-19 and the fact that volunteers were no longer able to serve in their role as Confidential Advocate, the Haven Core Training Post-Assessment was not administered.

(Outcome 3) Diversity/Inclusion - The Haven confidential advocate is respectful of visitors' personal identities and diversity

Results:

To date, a total of 24 visitor's haven taken The Haven Visitor Assessment survey reducing the ability to draw any confident conclusions. With that said, below is the percent of visitors who "strongly agreed" or "somewhat agreed" to the following questions about respecting visitors' personal identities and diversity:

- My cultural background was respected 100%
- My religious or spiritual beliefs were respected 100%
- My sexual orientation was respected 100%
- My gender identity/expression was respected 100%
- The challenges I face as an international or undocumented student was understood 75%
- My physical or mental health differences were treated with compassion 100%

In addition, this year we asked the volunteer Confidential Advocates demographic questions in order to determine if the volunteer pool is representative of diverse students. The following data is our baseline and our goal is to increase the diversity of The Haven by 10% by fall 2020 with the addition of new volunteers.

- 3% of volunteers identify as transgender or genderqueer
- 48% of volunteers identify as lesbian, gay, bisexual, or questioning
- 31% of volunteers identify as people of color
  - 7.5% identify as Black or African American

Please see more detailed data in Appendix II.

### **2020-2021 Priorities/Goals**

The mission of The Haven is to produce a dynamic trauma-informed resource center at William & Mary for individuals affected by sexual violence, intimate partner violence, stalking and/or other gender-based discrimination to foster empowerment, autonomy, connection, and healing.

Goals for the upcoming academic year include:

1. 80% of visitors to The Haven will strongly agree or somewhat agree that they feel more prepared to choose their next steps.

Action steps:

- Create social media posts in order to encourage visitors to provide feedback on Haven services by December 31, 2020
- Create a follow-up email template for volunteers to use in order to solicit feedback from visitors they personally assist by September 15, 2020

- Continue to administer the assessment electronically and in hard copy format for use in-person by May 1, 2021
- Implement The Haven 16 hour Core Volunteer Training by August 31, 2020
- Implement The Haven 16 hour Continuing Volunteer Education Series by May 1, 2021

This goal directly relates to supporting the Division Strategic Framework Goal of “Personal Well-being” by understanding how well The Haven is addressing the physical, social, and emotional well-being of the students who have experienced sexual and intimate partner violence.

2. Volunteers will score 90% correct on both The Haven Core Volunteer Training assessment immediately after the core training and on the post-assessment administered in spring 2021.

Action steps:

- Implement The Haven Core training (16 hrs). The core training includes the following subject areas: trauma-informed care, self-care, grounding skills, SV/IPV definitions and statistics, risk assessment, safety planning, rape myths, crisis response, communication, bio-psycho-social impact of trauma, boundaries, Haven policies and procedures, confidentiality, Title IX reporting, accommodations, and on/off campus resources.
- Implement The Haven Continuing Education Series (16hrs). The CEU Series includes the following subject areas: diversity and inclusion, barriers with underserved populations, forensic nursing, criminal and civil legal options, advanced Title IX training.
- Implement volunteer training assessment tool via Blackboard at the conclusion of the Haven volunteer core training and again at the end of the spring (2021) semester.

This goal directly relates to supporting the Division Strategic Framework Goal of “Integrated Learning, Leadership Development, and Community” by improving critical thinking skills, encouraging reflection, applying leadership skills to practice, discovering meaning and purpose, upholding values and standards important to the university, and developing relationships with individuals of diverse backgrounds and identities.

3. 85% of visitors to The Haven will "strongly agree" or "somewhat agree" to the questions in the domain of "cultural responsiveness and inclusivity" as measured by the Haven Visitor Assessment.

Action steps:

- Implement The Haven Core training (16 hrs). The core training includes the following subject areas: trauma-informed care, self-care, grounding skills, SV/IPV definitions and statistics, risk assessment, safety planning, rape myths, crisis response, communication, bio-psycho-social impact of trauma, boundaries, Haven policies and procedures, confidentiality, Title IX reporting, accommodations, and on/off campus resources.
- Implement The Haven Continuing Education Series (16hrs). The CEU Series includes the following subject areas: diversity and inclusion, barriers with underserved populations, forensic nursing, criminal and civil legal options, advanced Title IX training.
- Recruit Haven volunteers who represent the diversity of the campus.
- Partner on training with offices who promote diversity and inclusion.
- Implement volunteer training assessment tool via Blackboard at the conclusion of the Haven volunteer core training and again at the end of the spring (2021) semester.

This goal directly relates to supporting the Division Strategic Framework Goal of “Community” by teaching students to work collaboratively with diverse people to identify and achieve shared goals; to encourage genuine involvement by individuals of diverse backgrounds, identities, abilities, perspectives, and life experiences in all aspects of campus life; and to communicate the expectation that members of the campus community treat one another with civility, empathy, and respect at all times and in all contexts.

### **Challenges/Opportunities for Innovation**

There were obvious challenges this semester as the nation grappled with a global pandemic. The Haven had to quickly adjust by moving its services to an online/virtual platform. Luckily, The Haven was equipped with software to make this transition smooth. Zoom, 10to8.com, Mitel Connect, and Microsoft Teams became essential for remote work and continued advocacy with students. The number of students seeking services decreased, but those who did need continued advocacy were able to meet with The Haven through alternative platforms. Based on anecdotal observation, The Haven recognized an increase in family abuse cases as students transitioned back to unsafe home environments. Due to the lack of privacy for students at home, many of them felt uncomfortable connecting online with The Haven, so email or phone became a more common method of communication. While The Haven volunteer Confidential Advocates could no longer serve their peers, the Director and Graduate Assistant continued to provide continuing education and self-care sessions to them over Zoom. It became obvious that students began to struggle with oversaturation of online communication, which is a concern moving forward in the fall as virtual meetings and trainings become the norm. Opportunities to work more collaboratively arose during this time. The Haven partnered with several offices, including the Office of Health Promotion, Center for Student Diversity, and the Counseling Center to present a virtual program to W&M

students called *“Going the Distance: Healthful Relationships During - and Long After! - the Pandemic”* which was attended by approximately 20 students. Take Back the Night is a signature event for Sexual Assault Awareness Month in April. Student organizations that had planned significant events/programs for April were disappointed those plans were cancelled due to COVID-19. As an alternative, The Haven collaborated with the Virginia Campus Task Force to host a virtual *“Take Back the Net,”* the first virtual Take Back the Night in Virginia. Over 100 students across the Commonwealth participated along with 10 universities who provided staff to host and support the event. This particular innovation in the spring confirmed the power of collaboration and flexibility across institutions and resulted in the ability to give survivors a voice even when we could not be together in person.

### **Campus Collaborations**

Current Office Collaborations:

- The most significant collaboration The Haven participated in this year was with the Virginia Campus Task Force (a committee of survivor advocates and health promotion professionals in Virginia who work at colleges/universities) to host a virtual *“Take Back the Net,”* the first virtual Take Back the Night in Virginia.
- Another significant collaboration was with the Office of Health Promotion to implement a campus-wide Consent Campaign. The *“Let’s Get Consensual”* Campaign ran from orientation through the fall semester and included the topics of: Incapacitation & Consent, Contraception & Consent, Normalizing Consent, Consent in Long Term Relationships, and Coercion. This campaign had a significant social media presence and involved participation from student organizations who focus on health, justice, and sexual violence prevention. In addition to social media and programming, T-shirts, bags, cups, and stickers were part of the strategy to raise students’ likelihood to engage in active and affirmative consent when sexual activity is negotiated.
- The Haven continues to work with the Office of Health Promotion, Alcohol Culture Team, in reviewing student alcohol culture data and improving the training and infrastructure for off-campus events. The workgroup hopes to improve training to students on alcohol safety/responsibilities who hold off campus events with alcohol. Addressing the alcohol culture on campus may have a significant impact on sexual violence perpetration.
- The Haven continues to collaborate with the Office of Community Values and Restorative Practices in implementing restorative justice practices campus-wide. A committee has been established in which The Haven Director participates. The committee is charged with integrating restorative practices campus-wide, from minor disagreements to more serious violations of school policies.
- The Haven has continued to collaborate with the Compliance and Equity Office, Dean of Students Office, Office of Health Promotion, W&M Police, Director of Planning and Assessment, faculty, and students on the Coordinating Committee

for the Prevention of Sexual Assault and Harassment. This includes three sub-committees: Prevention Education, Planning and Assessment, and Policy and Procedure.

- The Director of The Haven is a member of the Fraternity/Sorority Life Sexual Misconduct Prevention Steering Committee. This committee is charged with implementing the recommendations derived from the Fraternity/Sorority Life Task Force on Sexual Assault and Harassment Prevention.
- Healthy Campus 2020 Committee – The Director of The Haven participated as a member of this committee meeting bi-monthly to develop initiatives that support the eight dimensions of wellness. The Haven participated in collaborations with many offices on the committee to improve health and wellness promotion across the campus.
- Collaboration with First Year Experience - The Director of The Haven collaborated with the Office of First Year Experience, Dean of Students Office, and Office of Health Promotion to plan orientation and extended orientation for first year students to ensure understanding of sexual misconduct, student's rights, campus resources, and an increased knowledge of consent and healthy relationships.

#### Future Collaborations:

The Haven will focus on collaboration with the Office of Compliance and Equity and the Dean of Students Office regarding the new Title IX rules released in May, 2020. By the fall, William & Mary must have in place updated policies and procedures that are in compliance with the new rules. This includes an equitable procedure for cross-examination in sexual misconduct investigations. Advisors will now be responsible for cross-examination, likely leading to more lawyers involved in representing students in the Advisor role. While updating the policies and procedures is a huge task itself, implementation of the new procedure is another significant task. Coordination of live hearings and ensuring fairness and safety for the parties involved will take collaboration between offices who have a role in the process. The Haven's input to the Office of Compliance and Equity centers around maintaining trauma-informed procedures and avoiding, where possible, traumatization of the Complainant.

## **Fiscal Information**

Due to COVID-19, expenditures for The Haven were stopped in March 2020 when the university implemented modified operations. Signature programs were not carried out as normal, such as volunteer appreciation events, spring Haven 5<sup>th</sup> year anniversary programs, volunteer training, professional development, and additional program supplies/printing. Over half of The Haven's budget was maintained due to these modifications. Please see Appendix IX for detailed 2019-2020 budget.

Proposed Mission Critical Budget for 2020-2021:

In the spring, as the university responded to the financial impact of COVID-19, The Haven underwent a mission critical budget planning exercise in order to prioritize and identify mission critical services. Personnel and trained peer Confidential Advocates are mission critical services. Without personnel and student volunteers to operate The Haven's core functions, students who experience sexual misconduct have limited confidential services on campus. The Haven is the only service on campus that provides crisis response for survivors of sexual misconduct that is exceptionally knowledgeable about health and safety resources, including PERKs, civil/legal options (i.e. Protective Orders), safety planning, and administrative remedies to assist students with navigating the academic landscape at W&M. Training for peer Confidential Advocates and The Haven's Graduate Assistant is mission critical. The Haven operates with one full-time professional staff. In order to provide accessible and exceptional services, additional staff is essential. The students who are selected for this role must be properly and consistently trained on policy and procedures and on/off campus resources. This includes, at minimum, 32 hours of training per academic year. Coordinating campus-wide sexual misconduct system response efforts are mission critical. This involves training and orienting new staff in the Division of Student Affairs and collaboration with offices who have a critical role in the sexual misconduct response infrastructure. With the newly released Title IX rules issued by the Department of Education's Office of Civil Rights (OCR), this collaboration will be mission critical in order to be in compliance with the new regulations. Training will be essential in order to inform staff, faculty, and students on how W&M will modify its procedures. Providing survivor-centered support programs are very important at The Haven in order to create belonging for W&M students after trauma. The availability of these programs for students impacts retention rates on campus. While these are very important services, they are not mission critical, and can be limited or eliminated for the next fiscal year. The Haven will reduce expenditures in travel, professional development, and programs/training. This includes all food for programming, all travel, and all professional development. Office supplies and printing will be reduced significantly. The Haven conducts significant amount of training in order to ensure properly trained staff and volunteers. The Haven will re-tool the method of training delivery to conduct more online/virtual trainings. This will reduce the costs of printing, site costs, and meals. Investment in software may be needed, but The Haven can likely utilize already

available technology (Blackboard, Zoom, etc.). See Appendix IV for a detailed description of The Haven's 2020-2021 Mission Critical Budget.

Food/Catering \$500

Supplies such as water, coffee and tea are located in the Haven resource center for students who are seeking services. In addition, at times snacks are provided to volunteers during their training sessions. This line item has been reduce to reflect the transition to mostly online training.

Software \$400

Software is needed to assist The Haven in conducting social media efforts and education and training sessions with Haven peer Confidential Advocates as we navigate conducting our core training and continuing training online. In addition, software that allows The Haven to implement online appointment scheduling and awareness events are essential. Subscriptions to Canva, Prezi, and 10to8.com are necessary.

Printing \$300

Printing is needed to make copies of volunteer training program materials, Haven pamphlets and resources, and educational handouts.

Programs and training \$1,100

A bulk of the budget will go to support The Haven's volunteers, ensuring adequately trained staff throughout the academic year. During the trainings supplies, materials, and tools will be provided. In addition, items and activities that provide safety, comfort, and care such as books, journals, therapy comfort toys, mandalas and other therapeutic items will help to reduce trauma and ground students while talking about difficult experiences and learning about university and community resources.

Office supplies \$500

Paper, printer ink, and other general office supplies is necessary for The Haven resource center and the Director in order to carry out the functions of the office.

Volunteer Appreciation \$1,300

At the conclusion of the academic year, The Haven conducts a volunteer appreciation event and provides seniors with acknowledgement of their dedication and service to The Haven and William & Mary.

Parent and Family Council Fund:

The Haven request's funding from the Parent and Family Council totaling **\$2,400** which will support The Haven's volunteer training so that peer confidential advocates have the knowledge and resources to provide crisis support and assistance to survivors of sexual and intimate partner violence. In addition, students seeking a safe space at The Haven rely on items and activities that provide safety, comfort, and care while accessing



services. Supplies and resources such as books, journals, therapy comfort items, mandalas and other therapeutic items help to reduce trauma and ground students while talking about difficult experiences and learning about university and community resources. Finally, funding will support volunteer appreciation events and honor seniors by acknowledging their dedication and service to The Haven and William & Mary.

### **Personnel**

This past academic year, The Haven was staffed by one employee classified as 12-month professional/professional faculty. In addition, The Haven utilized its first Graduate Assistant this year who contributed 20 hours per week during the fall and spring semesters. The Haven utilizes approximately 35 unpaid volunteers who are undergraduate/graduate students.

### **Professional Service/Recognition**

The Director of The Haven has participated in the following committees:

- Coordinating Committee for the Prevention of Sexual Assault and Harassment – The Director of The Haven is a member of this committee that meets monthly. The committee works to support the Title IX Coordinator and Compliance and Equity Office in advancing efforts to address the issues of sexual misconduct response and prevention.
- Prevention, Education, and Advocacy Sub-committee (of the Coordinating Committee) - The Director is the Chair of this sub-committee that meets monthly. This committee focuses on building a campus-wide primary prevention program beyond initiatives for first-year students.
- Planning and Assessment Sub-committee (of the Coordinating Committee) – The Director is a member of this committee that meets as needed to coordinate the Sexual Misconduct Climate Survey.
- Fraternity and Sorority Life Sexual Misconduct Prevention Steering Committee – The Director of The Haven is a member of this committee that meets every other week. The committee is charged with implementing the recommendations derived from the Fraternity/Sorority Life Task Force on Sexual Assault and Harassment Prevention.
- Alcohol Culture Team – The Director of The Haven participates as a member of this committee meeting monthly reviewing student alcohol culture data.
- Restorative Justice Committee – The Director of The Haven participates as a member of this committee meeting monthly implementing restorative justice practices campus-wide.
- Healthy Campus 2020 Committee – The Director of The Haven participates as a member of this committee, meeting every other week to develop initiatives that support the eight dimensions of wellness.

- Campus Connect Training Team – The Director of The Haven participates as a trainer for a suicide prevention initiative aimed at recognizing warning signs for suicide and making appropriate referrals to mental health professionals.
- Virginia Sexual & Domestic Violence Action Alliance Training Institute Faculty
- Virginia Sexual & Domestic Violence Action Alliance Public Policy Committee member
- James City County Alliance on Violence Against Women – The Director of The Haven is a member of this county-wide coordinating committee.

#### Professional Associations:

- NASPA – Director became member in spring 2017
- CAPP - The Campus Advocacy and Prevention Professional Association (CAPP), 2016
- Virginia Sexual & Domestic Violence Action Alliance, Director is a Lifetime Member, 2016

#### Awards Recognition:

- The Director of The Haven received the 2018 Flourishing Award, which recognizes those in the W&M community who demonstrate an intentional commitment to integrative wellness and the core principles of flourishing: positive emotions, engagement, positive relationships, living with meaning/purpose, self-improvement/achievement, and vitality (PERMA-V).

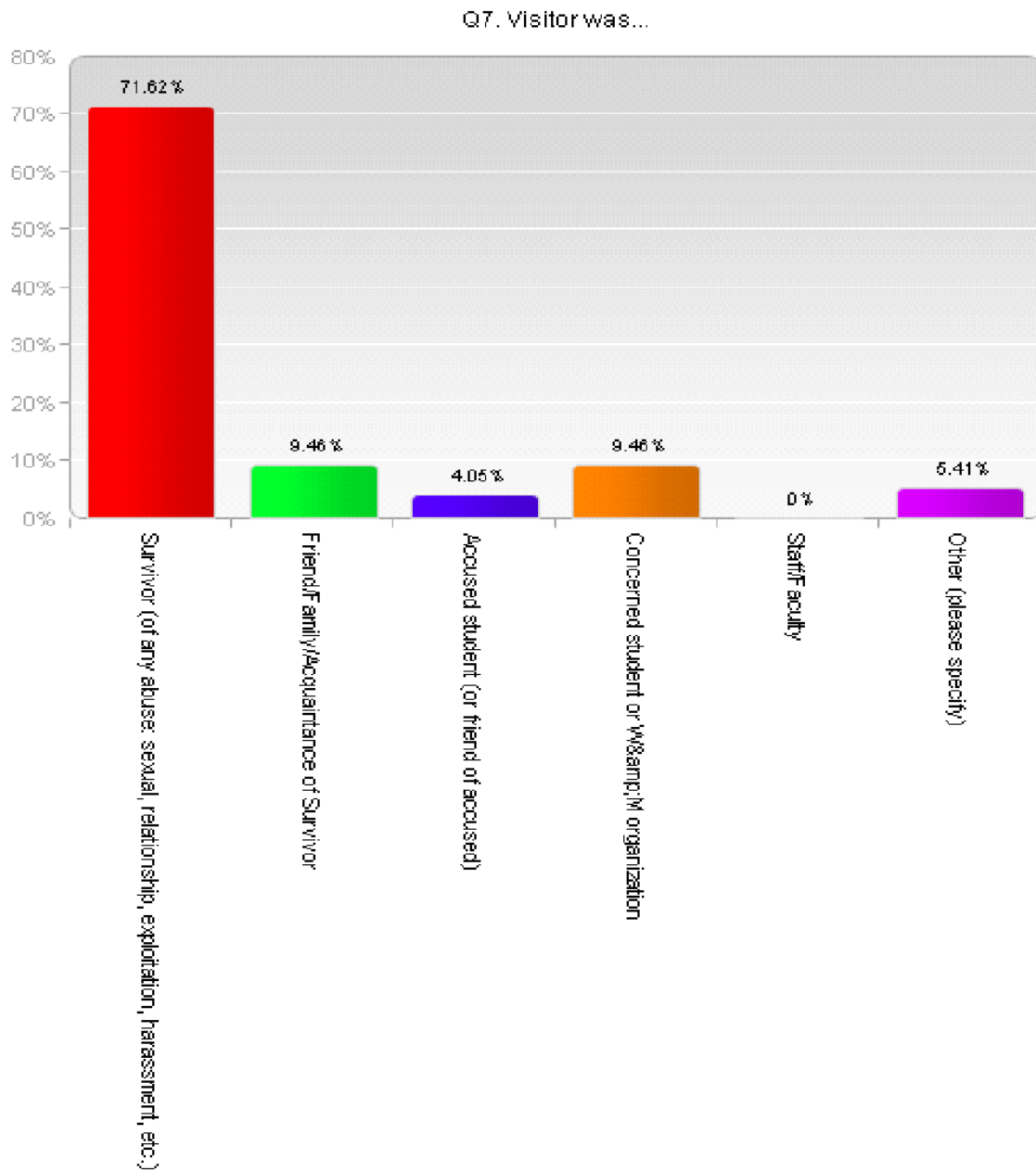
Time of day visitors come to The Haven:

Q4. Time(s) of shift:			
Count	Respondent %	Response %	
9	11.84%	5.81%	11am - 12pm
13	17.11%	8.39%	12pm-1pm
12	15.79%	7.74%	1pm-2pm
24	31.58%	15.48%	2pm-3pm
31	40.79%	20.00%	3pm-4pm
24	31.58%	15.48%	4pm-5pm
15	19.74%	9.68%	5pm-6pm
11	14.47%	7.10%	6pm-7pm
9	11.84%	5.81%	7pm-8pm
7	9.21%	4.52%	8pm-9pm
76	Respondents		
155	Responses		

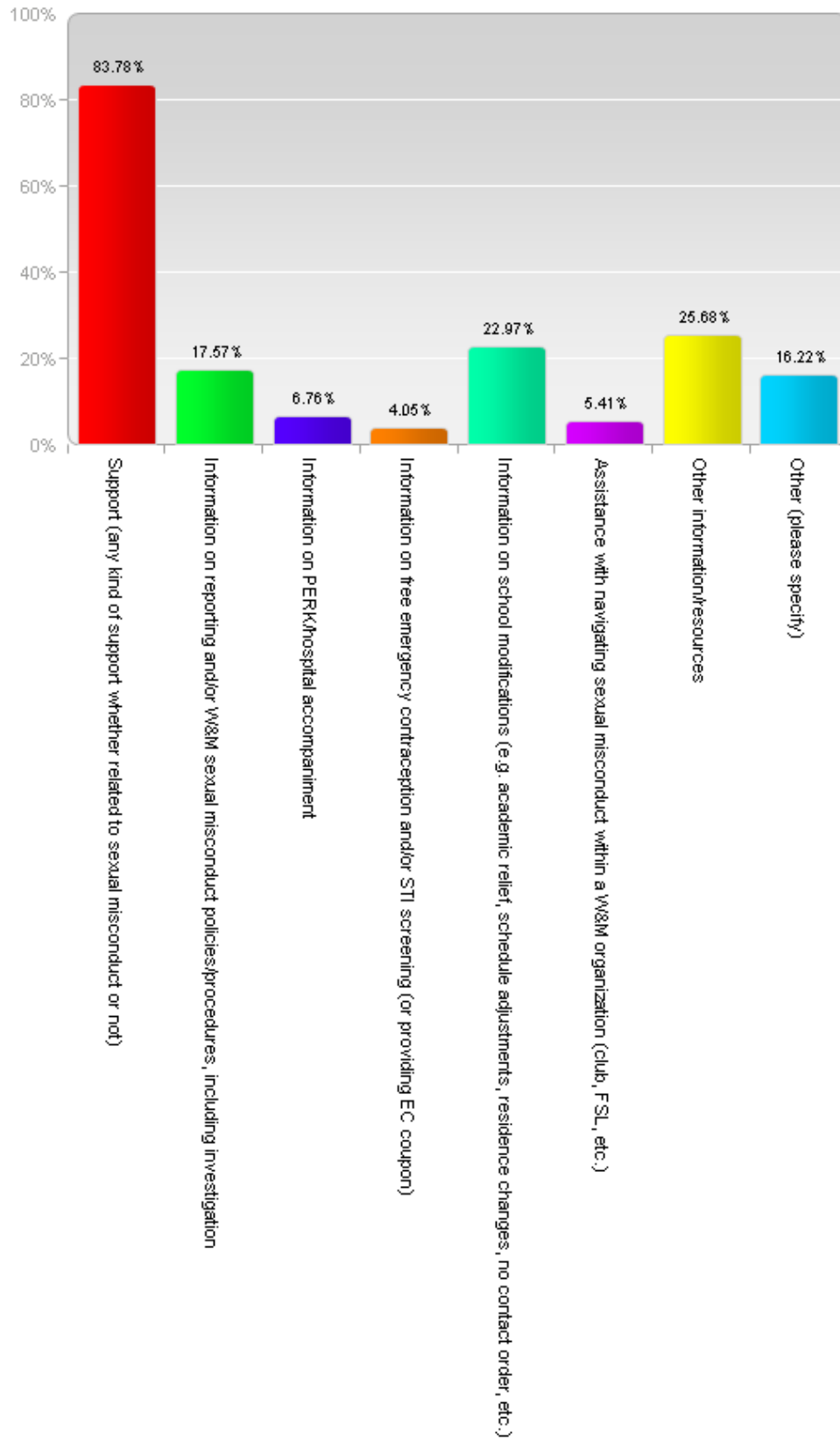
Total number of visitors: August 28, 2019 – March 6, 2020

Q6. Did you have visitor(s) during your shift?		
Count	Percent	
76	100.00%	Yes
0	0.00%	No
76	Respondents	

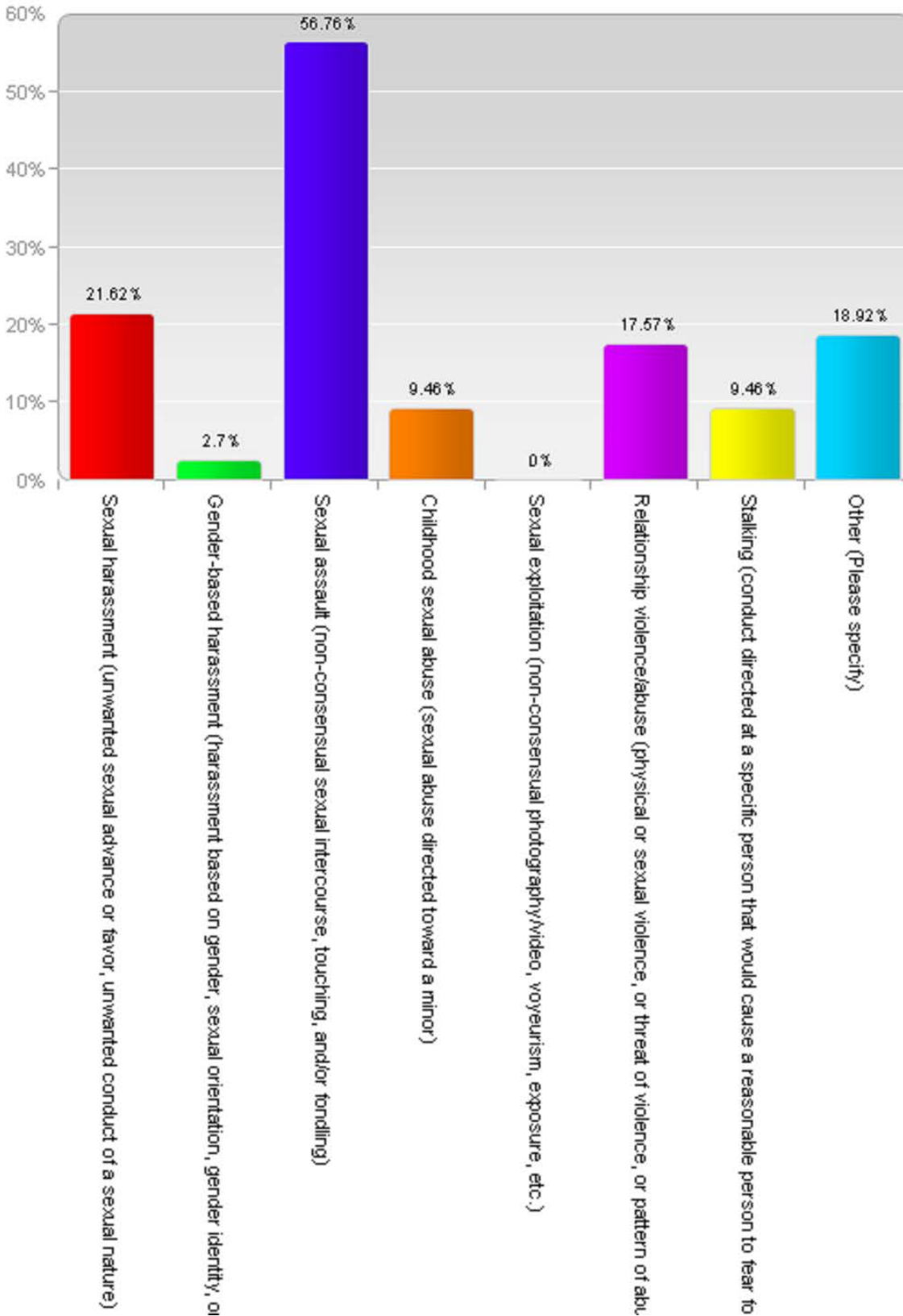
Q7. Visitor was...

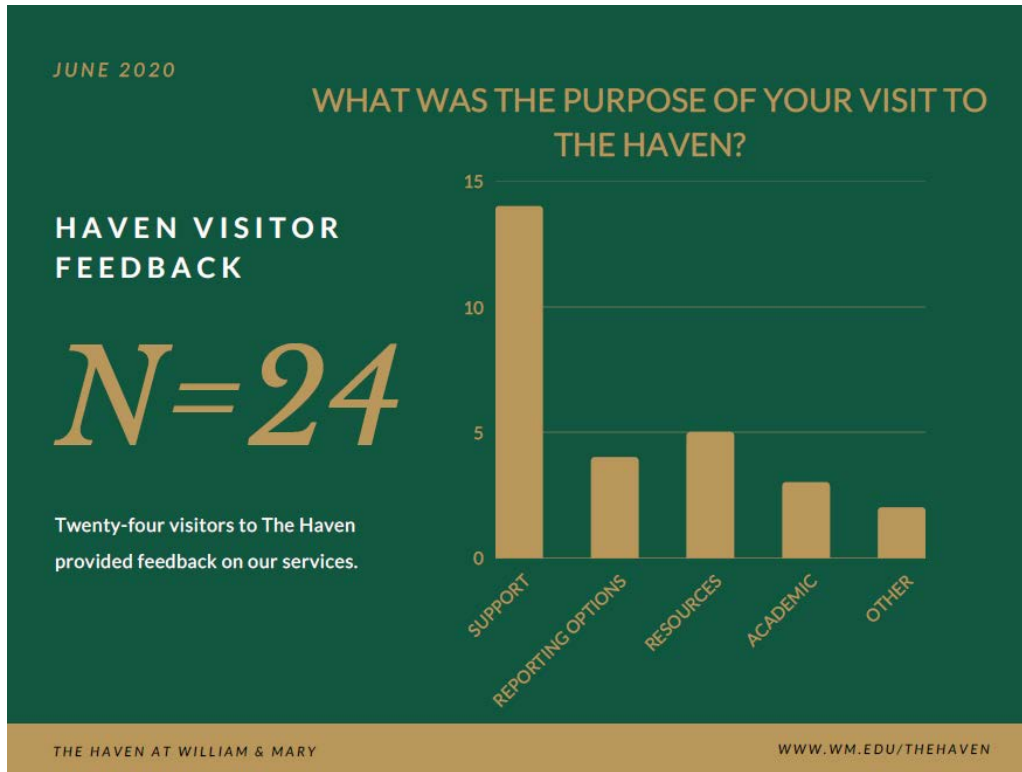


Q9. Reason for visit (check all that apply):



Q10. Type of violence/abuse experienced (either by survivor or told to you by non-survivor visitor):





- JUNE 2020
- ### PRIVACY:
- VISITORS "STRONGLY AGREED" OR "SOMEWHAT AGREED" TO THE FOLLOWING
- HAVEN VISITOR FEEDBACK
- N=24**
- Twenty-four visitors to The Haven provided feedback on our services.
- 84%-MY PRIVACY WAS RESPECTED
  - 77%-I FELT SUPPORTED
  - 94%-I DECIDED WHAT I WANTED TO TALK ABOUT
  - 100%-I WAS TREATED WITH DIGNITY
  - 100%-THE CHOICES I MADE WERE RESPECTED
  - 89%-I FELT CONFIDENT VOLUNTEERS COULD HANDLE DIFFICULT SITUATIONS
  - 88%-VOLUNTEERS EARNED MY TRUST
- THE HAVEN AT WILLIAM & MARY [WWW.WM.EDU/THEHAVEN](http://WWW.WM.EDU/THEHAVEN)

JUNE 2020

**HAVEN VISITOR  
FEEDBACK**

**N=24**

Twenty-four visitors to The Haven provided feedback on our services.

**EXPERIENCE:  
VISITORS "STRONGLY AGREED" OR  
"SOMEWHAT AGREED" TO THE  
FOLLOWING**

- 70%-I LEARNED ABOUT THE IMPACT OF TRAUMA
- 70%-I WAS GIVEN THE OPTION TO CONNECT WITH OTHER SURVIVORS
- 79%-MY STRENGTHS WERE ACKNOWLEDGED
- 93%-VOLUNTEERS WERE KNOWLEDGEABLE ABOUT RESOURCES
- 93%-VOLUNTEERS WERE KNOWLEDGEABLE ABOUT MY OPTIONS
- 94%-I FELT MORE PREPARED FOR MY NEXT STEPS

THE HAVEN AT WILLIAM & MARY [WWW.WM.EDU/THEHAVEN](http://WWW.WM.EDU/THEHAVEN)

JUNE 2020

**HAVEN VISITOR  
FEEDBACK**

**N=24**

Twenty-four visitors to The Haven provided feedback on our services.

**DIVERSITY & INCLUSION:  
VISITORS "STRONGLY AGREED" OR  
"SOMEWHAT AGREED" TO THE  
FOLLOWING**

- 100%-MY CULTURAL BACKGROUND WAS RESPECTED
- 100%-MY RELIGIOUS OR SPIRITUAL BELIEFS WERE RESPECTED
- 100%-MY SEXUAL ORIENTATION WAS RESPECTED
- 100%-MY GENDER IDENTITY/EXPRESSION WAS RESPECTED
- 75%-THE CHALLENGES I FACE AS AN INTERNATIONAL OR UNDOCUMENTED STUDENT WAS UNDERSTOOD
- 100%-MY PHYSICAL OR MENTAL HEALTH DIFFERENCES WERE TREATED WITH COMPASSION

THE HAVEN AT WILLIAM & MARY [WWW.WM.EDU/THEHAVEN](http://WWW.WM.EDU/THEHAVEN)