

## 2023 Annual Report

### Vision

Envisioning a community where violence and harm are greatly reduced, and survivors of traumatic experiences are always supported in their recovery.

### Mission

To prevent and treat the harmful effects of traumatic experiences on survivors, families, and communities. We provide effective support and care that is also individualized, culturally inclusive, and compassionate. We serve the larger community through leadership, prevention, education, and advocacy.

### Seattle Location

401 Broadway, Suite 2075, Seattle, WA 98122

### Bellevue Location

UW Factoria Clinic, 13231 SE 36<sup>th</sup> St., Suite 110, Bellevue, WA 98006

### Shoreline Location

Center for Human Services, 17018 15<sup>th</sup> Avenue NE, Shoreline, WA 98155



## Harborview Abuse & Trauma Center (HATC) DIRECTOR'S SUMMARY

Greetings,

2023 was another year of HATC supporting individuals and families through some of the most traumatic experiences in their lives. We served over 4200 members in our community. Our work brought healing and restoration from traumatic stress and abuse, specialized trainings and education to professionals in all healthcare disciplines, and resources aimed at changing norms and behaviors that perpetuate sexual violence and abuse.

Applying an interdisciplinary approach to responding to sexual assault and abuse at the individual, group, community, and institutional levels, our 70+ team of professionals are specially trained in various disciplines.

**MEDICINE    NURSING    EDUCATION    SOCIAL WORK**  
**PUBLIC HEALTH    CHILD WELFARE    PSYCHOLOGY**

In a year marked by unique challenges, Harborview Abuse & Trauma Center continued its unwavering commitment to excellence in therapeutic and medical practice, prevention, and education and training. HATC's 2023 annual report highlights our work and its impact, challenges, and opportunities for improving the wellbeing of survivors and communities impacted by sexual assault, violence, and abuse.

### Achievements

1. **Access to Services:** There was a 29% increase from 2022 in patients receiving therapeutic treatment for traumatic stress and abuse. We were able to reduce our wait list for trauma therapy from one year to less than four weeks. The criteria for admission to trauma therapy was subsequently expanded to include individuals who experienced traumatic stress for up to five years, instead of one year. We observed a 15% increase in people needing support from the impacts of gun violence. Over 3000 professionals from multiple healthcare disciplines participated in prevention, education, and training programs offered by HATC. Sexual Assault Nurse Examination (SANE) services in King County were expanded through a new contract launched in 2023 with UW Medicine Northwest.
2. **Quality of Services:** Of the patients treated for trauma therapy, 98% reported having experienced positive outcomes. During a medical visit, 92% of patients reported feeling their provider listened and responded to their needs. Over 85% of patients stated that they would refer a loved one to HATC for services.

3. **Education and Training:** We served as expert consultants statewide to professionals in clinical social work, child welfare, nursing, and health education.
4. **Community Engagement and Impact:** HATC remained deeply connected to the communities we serve by engaging and partnering with sister organizations, supporting curriculum development for schools and prevention programs, and doing outreach to rural communities impacted by sexual assault and abuse.
5. **Financial Performance:** Despite economic uncertainties, HATC remained financially stable, and there were no disruptions in services. We consistently met performance outcomes expected of grant funders, and we actively managed costs in ways that supported our mission-driven initiatives.

#### Challenges and Opportunities

1. **Access to Diverse Communities:** Disparities in access to our services by diverse communities persisted. Assessing factors that impact the patient experience for Black, Indigenous, and other People of Color (BIPOC), LGBTQ+ patients, and rural communities is a key goal for our future work.
2. **Telehealth Services:** In response to the COVID-19 pandemic, HATC adapted its therapeutic delivery by offering telehealth services to maintain access to our services. Patient feedback showed mixed responses to the benefit of this therapeutic approach, and we are evaluating ways to improve patients' experiences when receiving telehealth services.
3. **Commitment to Excellence:** Performance improvement is at the heart of HATC's mission and vision. We strive for innovation and quality in the development and delivery of services. HATC will institute more quality measures and processes aimed at evaluating and implementing performance improvement activities that enhance patient care and service.
4. **Resource Constraints:** Grant funding comprises 75% of HATC's budget. Funding from grants have not kept pace with inflation and escalating operational costs. Maintaining existing funding and securing additional funding will be crucial to sustaining and growing our program to effectively meet the needs of our community.

Since 1973, when HATC was one of the first in the United States to develop programming that responded to the needs of sexual assault survivors, we have cared for and restored the lives of countless individuals impacted by sexual violence and abuse. As our state grows in population and diversity, HATC is committed to adapting its exemplary services to be more culturally inclusive and relevant to the lived experiences of the patients and communities we serve.

Estella C. Williamson, DSW, MSW, LICSW  
Director  
Harborview Abuse & Trauma Center

# HATC's Reach in the Community



## Geographic Regions Served

- Municipalities – Bellevue, Seattle, Shoreline
- County – King County
- State – Washington State
- National – United States



## Population Demographics = 4221

### Race

- White = 70%
- AAPI = 16%
- Black/African American = 10%
- American Indian/Indigenous = 4%

### Ethnicity

- Non-Hispanic = 76%
- Hispanic = 24%

### Gender

- Female = 74%
- Male = 18%
- Trans = 2%
- Other Identity = 6%

### Age

- Adults 18+ = 76%
- Children <18 = 24%



Confidential – Do Not Distribute

UW Medicine



## Services

### Medical Services

The medical team at HATC provides physical and emotional healing from the trauma of sexual assault and violence. Survivors receive non-invasive medical care by specialized attending physicians, practitioners, nursing staff, medical social workers, and medical assistants. Medical social work services include comprehensive assessment of medical and emotional needs, health education, and referral to collateral resources. HATC's medical services leave survivors with a better understanding of their medical needs, ways to access services, and supports that promote healing and recovery.

### SANE/FNE Services

Sexual Assault Nurse Examiners/Forensic Nurse Examiners (SANE) provide culturally sensitive, developmentally appropriate, trauma-informed, and patient-centered medical care. This includes obtaining a medical history, a detailed report of the assault, a head-to-toe physical assessment, identification/ documentation of injuries, and administering prophylactic medications. SANEs are also trained in medical evaluation of nonfatal strangulation. The SANE team consists of specially trained, on-call nurses. SANE nurses take a 40-hour didactic training for adults and adolescents and an additional 40-hour Pediatric SANE training. Each nurse is paired with a preceptor for 8-10 cases before they work independently. SANEs work closely with Emergency Department social work teams at each location and ensure that survivors of sexual assault receive follow up medical and psychological care. The SANE program also provides consultations to SANEs and SANE programs throughout the state of Washington, with special emphasis on serving rural communities.

### Trauma Counseling Services

The Counseling team consists of social workers and social work assistants specialized in trauma-informed therapeutic treatment that addresses the diverse needs of individuals and families that have experienced abuse, violence, and trauma. The Counseling team offers a range of services that include information and referral, crisis intervention, advocacy, therapeutic intervention, therapeutic case management, and evidence-based trauma focused therapy for children, adolescents, and adults. Mobile advocacy services do focused outreach to high-risk populations and provide navigation services, medical and legal advocacy, and brief intervention. These services are accessible to survivors in clinics, through telemedicine, and at convenient and confidential community-based locations.

## Prevention and Education Services

In an effort to change systems, social norms, attitudes, and behaviors that perpetuate sexual assault and gender-based violence, HATC offers education and prevention services to schools, community organizations, and students throughout Washington state. Our prevention activities and initiatives include developing specialized training and education forums, developing curricula for presentations and workshops, and creating education and training materials used by schools and community organizations.

## Foster Care Assessment Program (FCAP)

The Foster Care Assessment Program is a contracted program that HATC provides for the Washington State Department of Children, Youth, and Families (DCYF). Since 1998, the program has assisted DCYF in determining family reunification and permanency plans for their most complex child welfare cases. When significant barriers to permanency prevent children from returning home or finding an alternate permanent plan, DCYF has relied on the expertise of FCAP evaluators to provide comprehensive assessment and consultation. Through these services, FCAP evaluators make recommendations and provide valuable resources that guide permanency plan decisions made by DCYF social service specialists. FCAP's services have a record of producing positive outcomes for child well-being and permanency, and it has received numerous accolades about its impact from families, DCYF, attorneys, and child welfare community-based organizations.

## CETA/CBT+ Learning Collaboratives

In collaboration with the UW Department of Psychology, HATC receives funding from the Washington State Department of Behavioral Health and Recovery to support the implementation and practice of evidence-based treatment in community behavioral healthcare organizations throughout Washington State. Increasing access to quality, evidence-based mental health treatment for marginalized and under resourced individuals is a central goal of training and consultations provided by the collaborative. The specialized treatments applied in the practice of trauma-based mental health diagnoses are the Common Elements Treatment Approach (CETA) and Cognitive Behavioral Therapy (CBT+). Expert trainers and consultants from community based mental health organizations provide expertise in delivering the highest evidenced-based treatment modalities to survivors of trauma and abuse.

## SANE Training Program

The SANE Training Program has provided evidence-based, comprehensive statewide forensic nurse training since 2000. The program is the only in-person training program available in Washington State. The SANE Training team travels throughout the state, bringing training to metropolitan, rural and suburban regions of the state. The SANE Training Program is also the only program in the state providing Pediatric SANE training. This training is done in partnership with leading child abuse experts and medical providers.

## Medical Clinic's Impact in 2023



Total Served = 596

### Medical Services

- Adult and teen med exams following sexual assaults.
- Pediatric Initials for sexual assault and child abuse
- Case management and mobile advocacy for survivors of sexual assaults



## SANE Services' Impact 2023



Harborview Medical Center  
 Swedish Medical Center – First Hill  
 Seattle Children’s Hospital  
 Valley Medical Center  
 Virginia Mason Medical Center  
 UW Medical Center – Montlake  
 UW Medical Center - Northwest

Appointment/Visit Data	
Visit Type	Number Of Visits
Comprehensive SANE Exams	299
SA Only SANE Exams	280
DV Strangulation Exams	19
ED Non-SANE Exams	232
ED No Exam	49
<b>Total Visits</b>	<b>580</b>

Patient Gender Data	
Gender	Number Of Visits
Female Total	72%
Male Total	24%
Trans Total	4%

Notable Demographic Statistics of SA Cases

- 20% - Highest # of cases by minority group (African American)
- 50% - City of Seattle residents
- 92% - Adult survivors
- 30% - In legal custody at time of exam
- 52% - # of cases unreported
- 40% - Unhoused individuals

**Key Terms:** SA – Sexual Assault, DV – Domestic Violence; ED Non-SANE Exam – Emergency Dept. SA without SANE physical exam; ED No Exam – Emergency Dept. SA leave without medical care. Services provided based on patient’s preference.



## Therapy Services' Impact 2023

### What We Do

- Brief intervention and advocacy
- Therapeutic case management
- Information and referrals services to community-based organizations and service providers
- Trauma-informed therapy using evidenced-based interventions.
- Community-based outreach, advocacy, and service navigation



### 2023 Outcomes

Counseling Appointments - 5230

Total Unique Patients Served – 600  
29% increase from 2022

Services to Patients Impacted by Gun Violence – 156  
15% increase from 2022

Rate of Positive Outcomes from Treatment  
**98%**



### Demographics by Gender

Female – 90%

Male – 8%

Trans/Nonbinary – 2%

### Demographics by Age

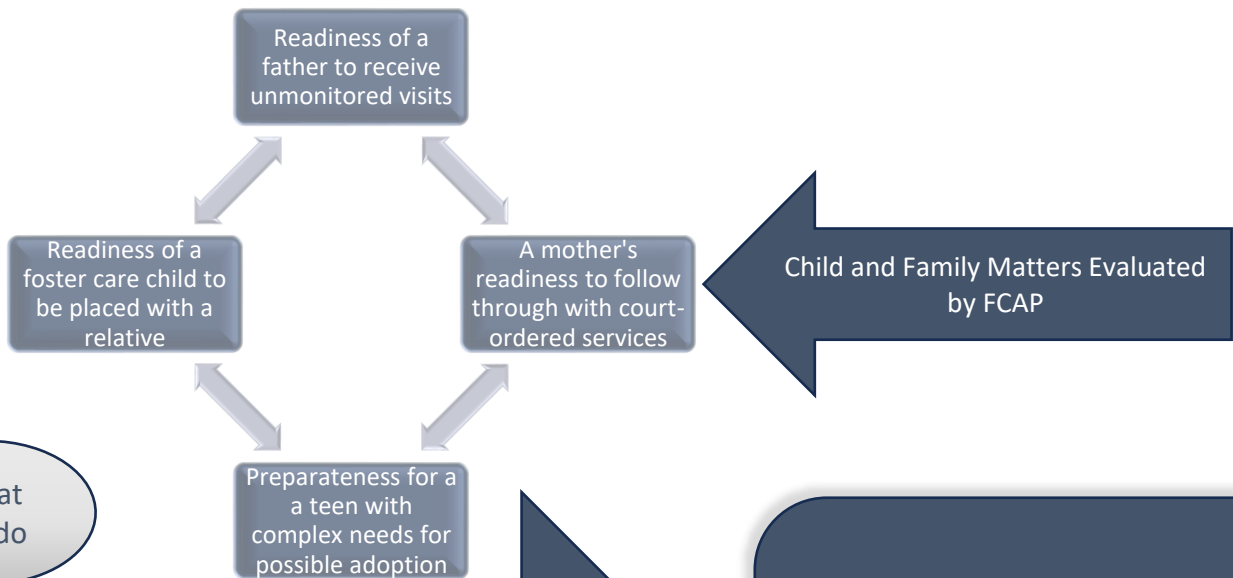
17 and under – 28%

18 and over – 72%

## Foster Care Assessment Program's (FCAP) Impact 2023

### FCAP Goals

1. To evaluate and provide recommendations that promote the physical and emotional health, developmental status, and educational adjustment of children in care of the state.
2. To identify and assist in removing barriers to reunification, adoption, guardianship, and other permanency plans for children in care.



What we do

- Standard Assessments – evaluation of routine DCYF cases that are completed within 28 days.
- Comprehensive Assessments – evaluation of the most complex cases that are completed within 56 days
- Consultations – 45-minute meetings with DCYF social workers before or during FCAP assessment process

### Totals in 2023

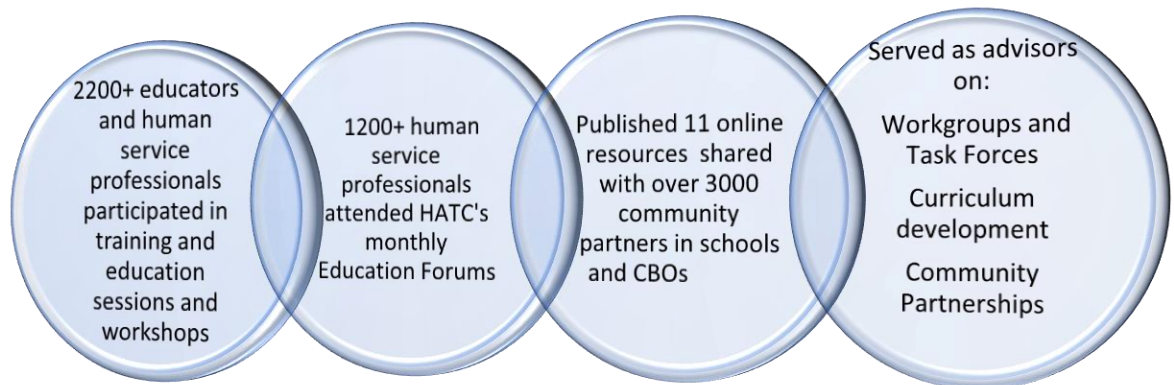
Standard Evaluations – 44  
 Comprehensive Evaluations – 66  
 Consultations - 148

## Prevention and Education's Impact 2023



Applying a philosophy of moving upstream to prevent future incidences of sexual assault and other forms of gender-based violence

## Prevention and Education Highlights



## Projects

Athletes As Leaders®

“All In Project” with the IDD Community

Sexual Assault Awareness Campaign

### Populations Served

- School coaches, teachers, nurses, physicians, administrators
- Children and Teens under the age of 18 in K-12 schools
- Community based human service organizations
- Municipalities (e.g., Seattle Mayor's office)
- Law enforcement
- Professionals of Diverse Disciplines – education, sports, medicine, social work, legal, law enforcement

## Statewide Research and Training Impacts 2023

HATC is the WA  
statewide trainer  
of trauma-  
informed  
therapeutic  
interventions



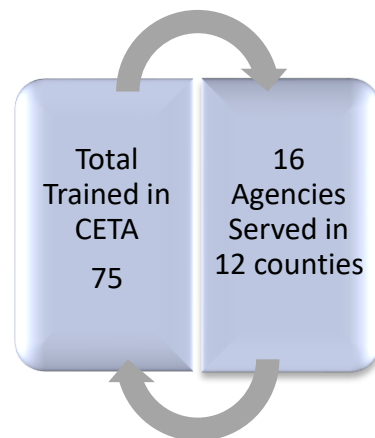
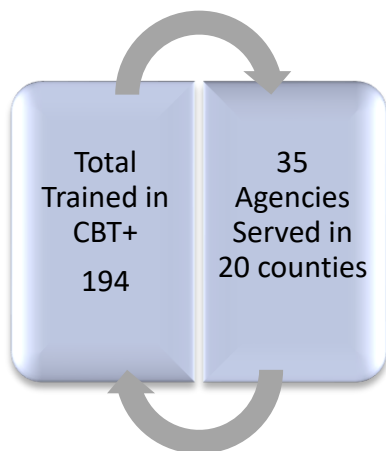
### CETA/CBT+ Learning Collaborative

#### *What is CETA?*

CETA (Cognitive Elements Treatment Approach) is a cognitive behavioral therapy used to treat patients at HATC for anxiety, depression, and posttraumatic stress disorders in adults aged 18 and over. CETA is a **transdiagnostic** intervention that presents greater insight into the intersecting cognitive elements that shape our mental health (i.e. attention, memory/imagery, thinking, reasoning) that subsequent behavioral responses to external stimuli.

#### *What is CBT+?*

CBT+ (Cognitive Behavioral Therapy) is another transdiagnostic cognitive behavioral treatment used in the treatment of anxiety, depression, PTSD, and mild to moderate behavioral issues in youth ages 4-21.



## Statewide Research and Training Impacts 2023



### SANE Forensic Training

- Core SANE Training
- Advanced SANE Training
- Pediatric SANE Training
- Refresher SANE Training
- 24/7 Phone Consultations

#### History

When the SANE Forensic Nurse Exam program launched in the United States, nurses from Washington were trained by SANEs in Oklahoma until Harborview took the helm of establishing a SANE training program within Washington State. Nurses have been trained in SANE/FNE in every community within the State of Washington.

Total Nurses  
Trained  
179

Total  
Trainings  
Offered  
14

SANE Trainings  
were held in 35  
cities and  
towns in  
WA State



## Measuring the Patient Experience



Survey consists of 7 questions about the patient’s interaction with providers and staff during and immediately after appointment.

Available in multiple languages

**Distribution Strategies**

- Physical survey form
- Email
- Text with QR Code

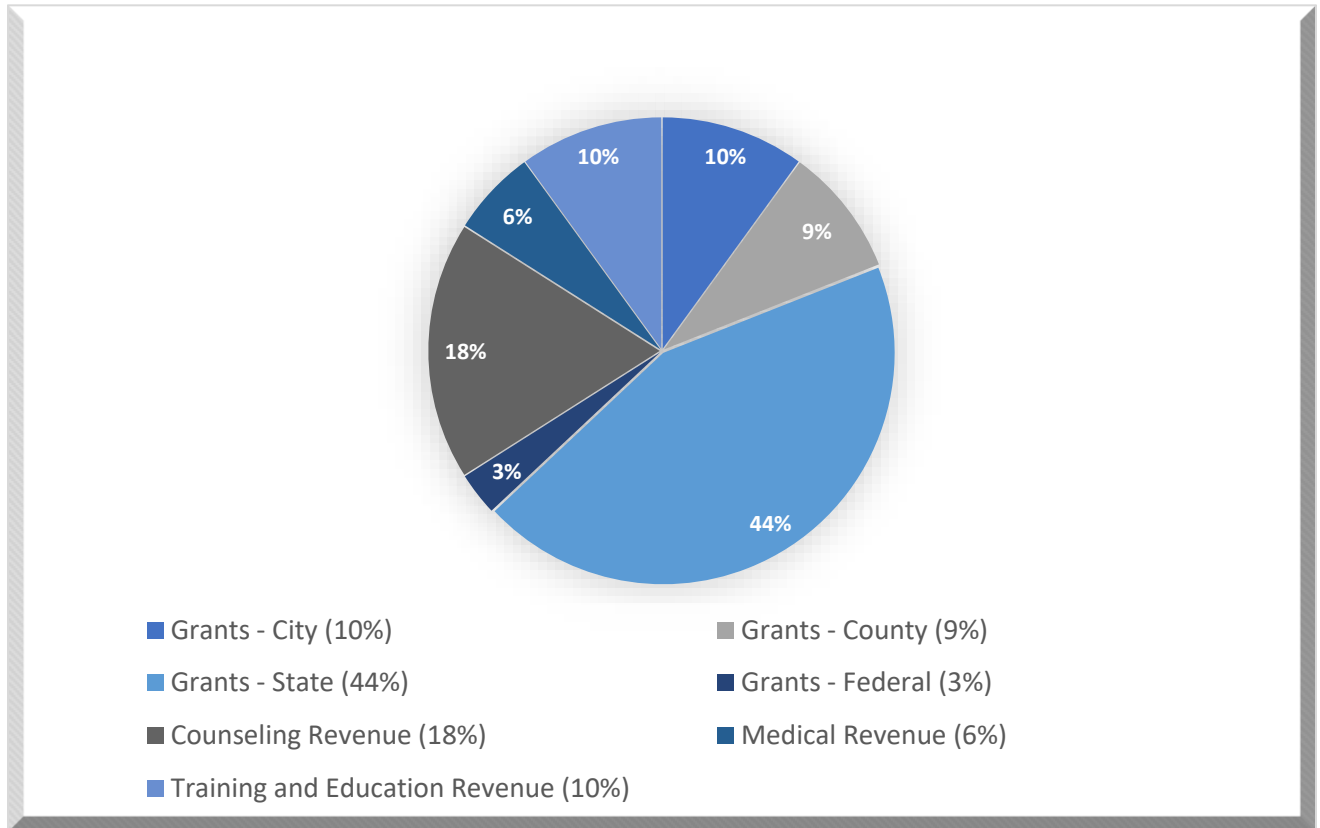
2023 Measures of Quality	Percent/100%
Level of Satisfaction with Provider Listening Carefully During Recent Visit	92%
Level of Satisfaction with Telemedicine Visit	64%
Would Recommend Loved Ones Needing Services to HATC	87%

### Quality Improvement Initiatives Underway

- Increase number of quality measures to better understand the patient experience.
- Establish an advisory board that includes patients and stakeholders from diverse and underserved populations.
- Apply quality improvement activities – interdisciplinary huddles, root-cause-analyses, SBAR (analysis of the **S**ituation, **B**ackground, **A**ssessment, and **R**ecommendation).
- Utilize multiple forms of data analysis for program improvement.

# FINANCIALS 2023

Revenue Total - \$6,050,000



Expenses Total - \$6,469,000

**FY23 Expenses**

Salary & Benefits	96%
Consultant Fees	2%
Supplies & Equipment	1%
Travel	0.70%
Training and Credentialing	0.30%

*“HATC helped me get through this time of my life to find a way back to ‘me’. I’m so grateful.”*

*Patient (2023)*

