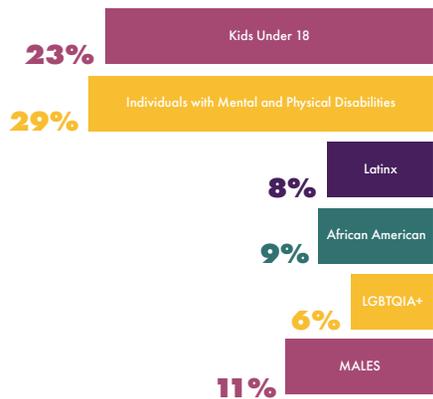




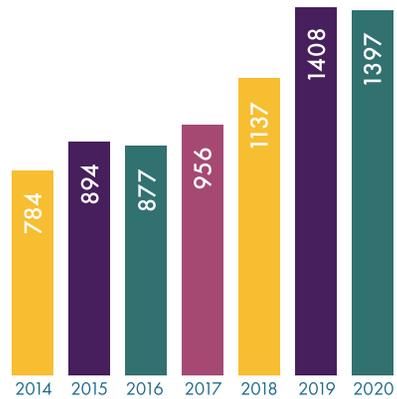
2019-2020 Annual Report

Imagine a world free of violence

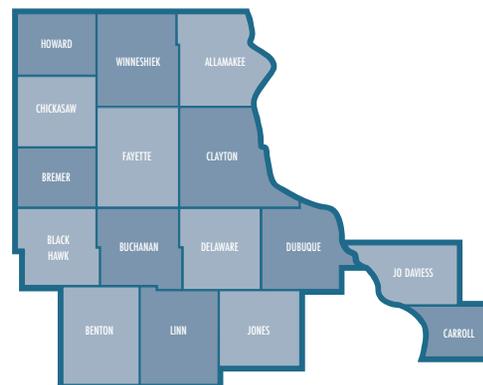
WHO WE SERVE



2014-2020 | GROWTH OF CLIENTS SERVED



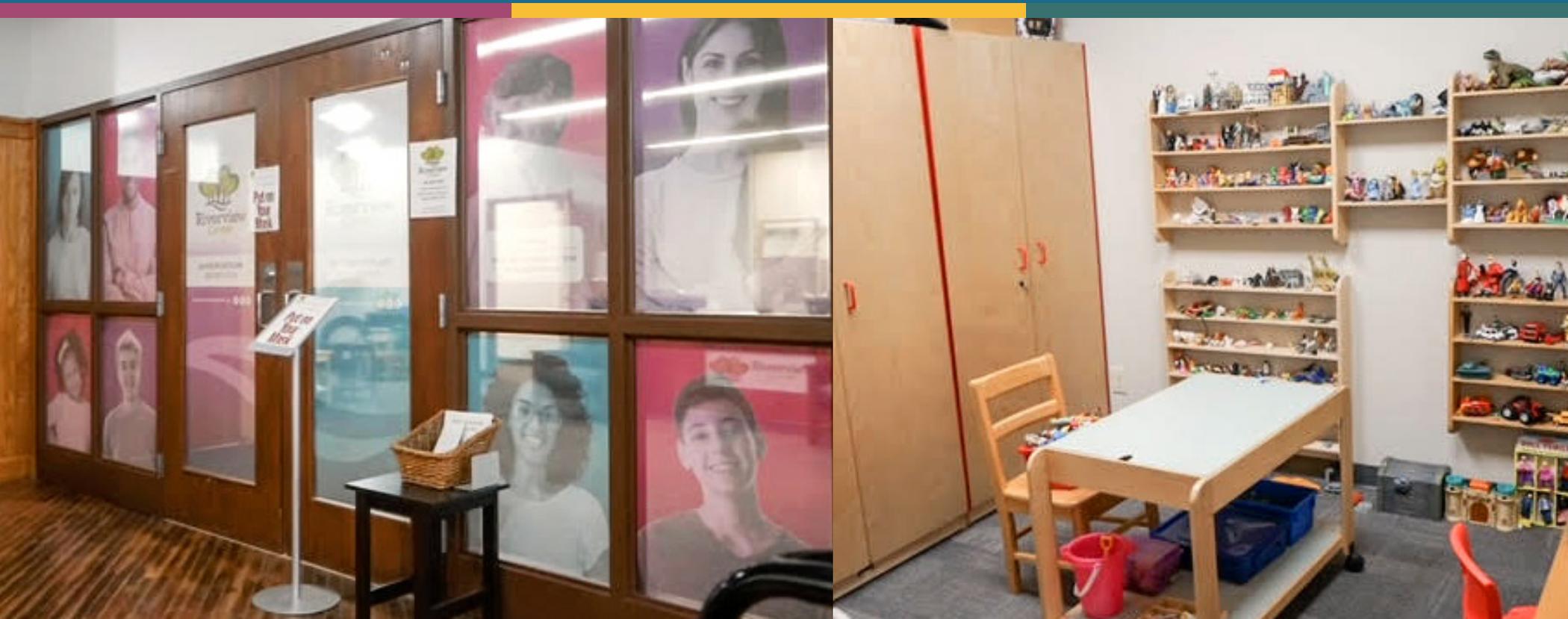
SERVICE AREA



OUR HISTORY

For the past 28 years, we have been offering the healing and justice survivors of sexual violence deserve, free of charge. Regardless of means, our clients have access to high-quality, professional services, including 24-hour crisis counseling and advocacy at hospitals and police stations; legal, medical, and social service advocacy; therapy/counseling; professional trainings; and education. By providing choices, we empower survivors to decide how we can best serve their needs on their road to healing. We serve Jo Daviess County, IL (1992), Carroll County, IL (1996), Dubuque County, IA (1997), Delaware and Buchanan Counties, IA (2005). In 2010, Riverview Center worked with CHOICES Domestic Violence Program, serving Jo Daviess and Carroll Counties in Illinois, to fold those services into Riverview Center. As of July 1, 2013, we were chosen to serve 11 additional counties through Iowa's restructuring of victim services, including Allamakee, Benton, Black Hawk, Bremer, Chickasaw, Clayton, Fayette, Howard, Jones, Linn, and Winneshiek Counties.

Mural on Cover by Allison Poster





Joey Taylor
Executive Director
Riverview Center

In a year of many highs and lows, our staff and the services they provide never wavered. Their dedication to access and equity continued as the pandemic began and persisted. Innovation and the anticipation of the needs and barriers of survivors connected more survivors than ever with services in the second half of 2019 – and fueled the new service delivery options we made available to connect with survivors during the pandemic.

Throughout mandatory shelter-in-place orders and other restrictions, as essential workers, our staff continued to provide in-person, 24/7 crisis support. Phones continued to be answered. Sessions continued with survivors through new confidential telehealth platform options. Survivors had support to overcome isolation and find healing, despite the pandemic taking hold and life as we know it virtually changing overnight. Dedicated outreach to rural areas and marginalized communities continued through Zoom meetings and Facebook Live events to align with survivors' new normal. Despite it all, survivors continued on their personal journeys toward healing.

This annual report shares data but, more importantly, it tells a story. Each number represents an individual with unique needs and challenges who found the courage to seek help. It also signifies a dedicated staff member who never once hesitated during a global pandemic. This piece is dedicated to all of the aforementioned. It is an honor to work in this space with each of you every day.



On the move

Survivors deserve safe, inviting spaces to heal and move forward after abuse. Galena and Dubuque have relocated to better meet the needs of survivors.



The power of believing

Artist: Riverview Center Clients and staff

Take a moment to read through these survivors' experiences, and truly consider the power of believing... believing a survivor can make all the difference.

1,397

Total Survivors Served

"Riverview is a great resource and we continue to be thankful for the support and assistance they provide."

COLLEGE STUDENT

19,519

Hours of Service

"The team did not have any incidences last year because of the training."

COACH AFTER BYSTANDER INTERVENTION TRAINING

1,370

Survivor Support and Crisis Line Calls, I/R NonClients

"I have learned a lot about healthy relationships. I will always remember people can go to you to get help."

AT-RISK YOUTH

24,242

Awareness/Prevention Attendees

"I am so thankful for you. I didn't know what to do in this situation to help her."

SCHOOL PRINCIPAL

3,014

Professional Training Attendees

"I learned so much from you."

ADMINISTRATOR AFTER HOSPITAL TRAINING

6,606

Systems Work / Community Meetings Attendees

"We refer to you whenever we can because of the high praise from our clients that used Riverview services in the past."

PRIVATE ATTORNEYS

ADVOCACY

Recovery looks and feels different for each survivor. Advocacy has many dimensions, but is rooted in assisting each survivor in their individual healing process. Self-determination and autonomy, feeling heard and validated, and social support are important factors in healing that our advocates can provide.

Advocates provide information for survivors for all available options – survivors determine their plan of action.

Legal Processes – It is a survivor’s legal right, as the survivor of a crime, to have an advocate by their side as they navigate the criminal justice system.

Medical Accompaniment – Advocates can provide support at the hospital should the survivor decide to receive medical care following sexual abuse or assault.

Social Service Support / Basic Needs – Trauma can impact any or all aspects of someone’s life. Riverview Center’s advocates discuss potential needs with survivors and coordinate with other community agencies to ensure all of their needs are met.



Our Annual Duck Derby on the Galena River to support survivors

OUTREACH SERVICES

All survivors deserve access to support after assault/abuse, including those who:

- Live in rural areas
- Are college students
- Identify as LGBTQIA+
- Identify as a person of color
- Speak a language other than English
- Are immigrants
- Are incarcerated
- Are differently abled

We provide services at confidential spaces in schools, libraries, churches, prisons, other social service agencies and other locations to meet survivors’ needs.



THERAPY/COUNSELING

Therapy and counseling support is available for survivors when they want it – whether the abuse occurred last night or decades before. Service plans are based on survivor’s strengths and goals, and are guided by the survivor’s vision for their healing, at their pace.

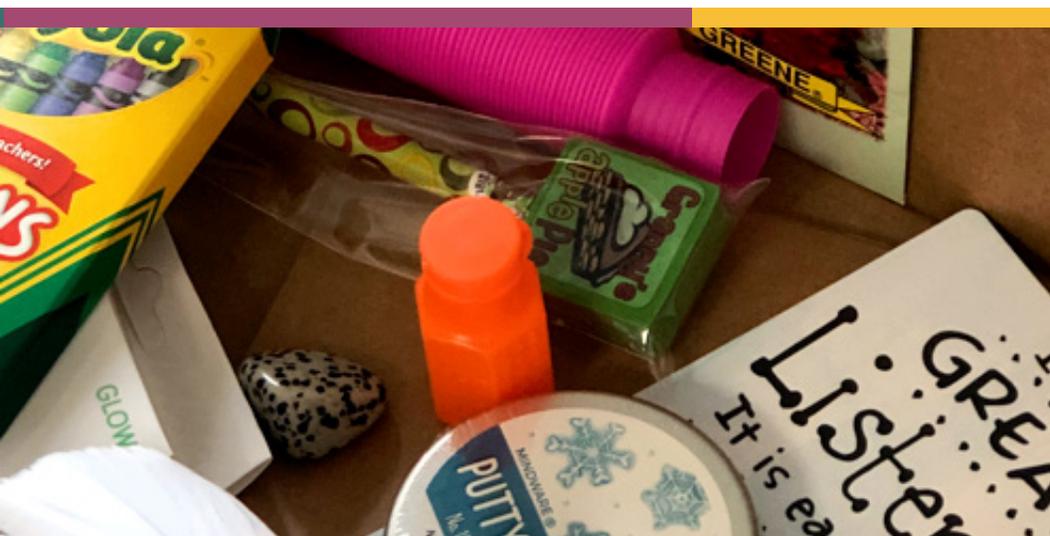
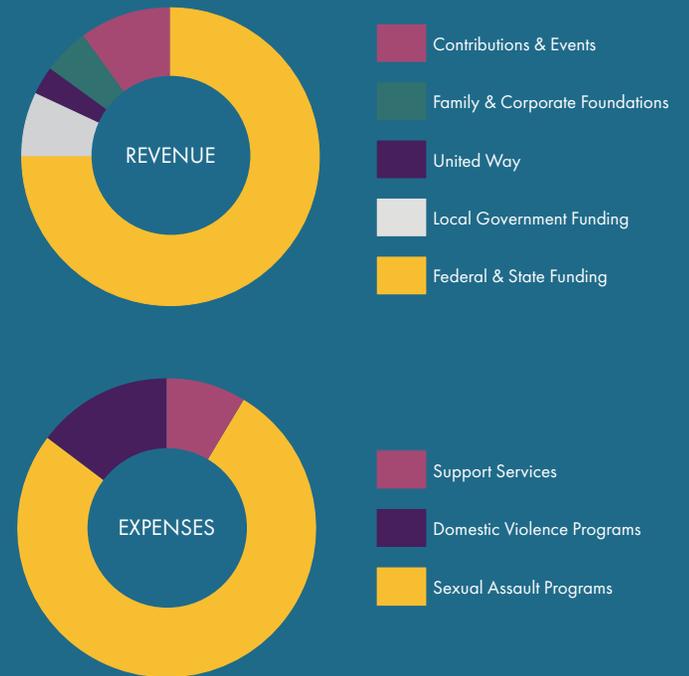
EDUCATION & PROFESSIONAL TRAININGS

People of all ages and backgrounds can play a vital role in keeping their communities safe. Riverview Center’s staff engage with schools, businesses, faith communities, social services agencies, and more to provide education on a wide variety of topics.

VOLUNTEER OPPORTUNITIES

Volunteers provide essential valuable support for survivors. Riverview Center works to utilize volunteers’ skills to engage them in all aspects of our work to meet the needs of survivors, to address exclusionary systems, to create safe and inclusive spaces, and to prevent violence for generations to come. To change lives today, please call 319-349-1949.

FIANCIAL IMPACT



Facilitate healing

To continue critically needed services for children during the current pandemic, Riverview Center therapists created and mailed sensory boxes to strengthen remote services and facilitate healing between telephone and secure web-based, trauma-informed crisis mental health services.



When COVID happened, we had to change the way we serve survivors. EMDR was not set up for Telehealth. Ideas began to The only answer was to find a way.

The survivor has complex PTSD as a result of multiple sexual assaults from the age of 5 to 39, in addition to other physical and emotional abuse. She was visibly anxious and unsure that she could trust me. She had been to therapy before and also tried to cope with things on her own. She was avoiding so many possible triggers such as business, restaurants, and even navy blue towels.

At our fourth EMDR session, she was very excited and smiling. She took out a navy blue towel. She had purchased three just because now she could. She had avoided them for 34 years and was able to purchase them after 3 sessions. She said, "OK, Let's go! What's next?"

"Ok, let's go! What's next?"

OUR BOARD

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Optum Housecalls

Kelly Wenzelman
Cottingham & Butler



Helping Survivors Through Six Locations Serving 16 Counties

Cedar Rapids
118 3rd Avenue SE
Suite 500
Cedar Rapids, IA 52401
319-540-0080
Serving Linn, Benton,
and Jones Counties

Decorah
1111 South Paine Street,
Suite F
Decorah, Iowa 52101
563-380-3332
Serving Allamakee,
Chickasaw, North Clayton,
Howard, North Fayette, and
Winneshek Counties

Dubuque
1789 Elm Street
Suite C
Dubuque, IA 52001
563-557-0310
Serving Dubuque, Delaware,
and South Clayton Counties

Waterloo
100 East Park Avenue
Suite 200
Waterloo, IA 50703
319-939-9599
Serving Black Hawk,
Buchanan, South Fayette,
and Bremer Counties

Galena
11358 Industrial Park Drive
Suite 2
Galena, IL 61036
815-777-8167
Serving Jo Daviess County

Mount Carroll
855 South Mill Street
Suite 200
Mount Carroll, IL 61053
815-244-7704
Serving Carroll County