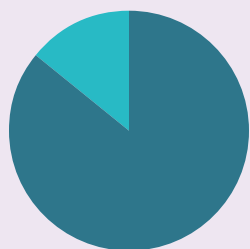


INSIGHTS THAT SHAPE HOW WE SERVE

CLIENT SERVICES IN Q2 2026 | JAN 1 – JUNE 30, 2026

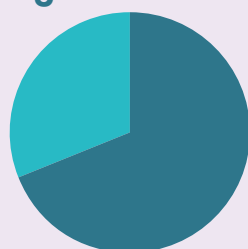
WHO WE ARE SERVING IN 2026

Gender



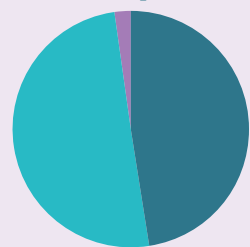
85% Female
14% Male

Age



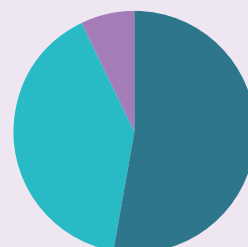
66% Ages 25-55

Ethnicity



46% Hispanic/Latino
53% Non-Hispanic/Latino
1% Client prefers not to answer

Race



53% White
40% Black, African American, or African
7% Other/client prefers not to answer

WHAT THIS MEANS: Our services reach survivors facing the greatest barriers to safety and support. Their continued reliance on our programs highlights the urgent need for accessible, culturally responsive services that promote safety, stability, and equitable access to resources.

HOUSING STABILITY

353 Client Survivors Stayed at One Safe Place Houston in Q2

In 2026, 506 Client Survivors Have Stayed at OSPH

EMERGENCY HOUSING IN Q2

280 total client survivors

- 131 adults
- 149 children

Avg stay: 35 days

TRANSITIONAL HOUSING IN Q2

73 total client survivors

- 30 adults
- 43 children

Avg stay: 63 days

As families stay longer to find safe housing, fewer OSPH apartments remain available for survivors in crisis, underscoring the need for expanded housing options. In 2026, we have had a **92% turnaway rate** for survivors looking for safe housing.

Children and Youth at One Safe Place Houston



506 survivors have lived at One Safe Place Houston YTD 2026

- 232 adults
- 274 children

54% of residents were children

Children make up over half of those affected by domestic violence, shaping how we plan for safety, programming, staffing, and space. This means housing and safety must center families. Our on-site counseling, childcare and K-5 Houston ISD school partnership are vital supports that keep children learning at our One Safe Place Houston campus while helping mothers pursue employment, education, and long-term stability.

Rental Assistance and Client Support

Q2: **112** adults received rental assistance in our Independent Housing Program
YTD: **127** adults received rental assistance in our Independent Housing Program

These figures represent unique survivors and households served. Due to limited funding available for rental assistance, HAWC was only able to add nine new clients during the quarter. Most survivors need comprehensive, flexible support to secure and maintain safe housing. Stabilization needs are increasingly complex as survivors rebuild after violence.

In Q2, **116** clients received assistance with rent, deposits, furniture, food, and other necessities.

WHAT THIS MEANS: Longer stays in Emergency and Transitional Housing are limiting capacity for new families. With children comprising a large share of those housed, family-centered stabilization remains critical. Increased requests for rental assistance and essentials reflect the need for comprehensive housing support.

HOTLINE AND CRISIS RESPONSE

Q2 11,716	9,059	708	YTD 24,457	17,466	1,240
Total Calls	Calls Answered	Live Chats	Total Calls	Calls Answered	Live Chats

Total hotline demand remained high across both quarters, with 12,741 calls in Q1 and 11,716 in Q2. Calls answered increased significantly from 4,801 to 9,059, reflecting improved capacity to connect survivors to immediate crisis support.

Changing Nature of Hotline Calls

- More domestic violence-related calls
- More high-risk situations
- Increased need for immediate safety planning and crisis intervention

Crisis Response Activity

Q2 175	YTD 310
Hospital Accompaniments	Hospital Accompaniments

WHAT THIS MEANS: Year-to-date trends show rising safety needs and system strain, with more high-risk domestic violence calls and sexual assault hospital accompaniments. This reflects the increasing complexity of cases reaching OSPH and reinforces the need for rapid response, coordinated planning, and frontline capacity.

ECONOMIC EMPOWERMENT

Q2 261	YTD 265
Individuals Served	Individuals Served

Economic Empowerment participants often require long-term support to build savings, advance education and employment goals, and achieve financial stability. Continued engagement by existing clients, combined with staffing shortages and a waitlist, limited new enrollments in Q2 despite strong demand.

WHAT THIS MEANS: Economic Empowerment services are essential to helping survivors overcome financial barriers and maintain long-term safety and independence. Sustained participation reflects both the complexity of clients' needs and the ongoing demand for comprehensive financial stability support.

COUNSELING

Q2 499	YTD 728
Clients	Clients

Trauma-support demand remains high in 2026, with counseling reaching 499 unduplicated clients in Q2, reaching 63% of 2025's total halfway through 2026.

Group Therapy and Community-Based Support

- 40+ group sessions weekly for both adults and children
- Offered at One Safe Place Houston, in community locations, and virtually to increase clients' access to trauma support

WHAT THIS MEANS: Counseling served 556 clients in Q1 and 499 more in Q2. This growth reflects increasing demand for trauma support and continued reliance on both individual and group services. Year-to-date, counseling remains one of the most utilized services, highlighting the need for ongoing investment in trauma-responsive programming.

LEGAL SAFETY AND ADVOCACY

Q2 173	YTD 309
Clients received legal advocacy	Clients received legal advocacy

Primary Legal Needs

- Protective orders
 - Custody
 - Lease Terminations
 - Divorces
 - Crime Victims' Assistance
- A significant portion of legal advocacy demand originates from crisis-driven referrals, including the Domestic Assault Response Team and partners that identify cases as high-risk.*

Critical safety service tied to high-risk cases.

- Long-duration, high-intensity cases
- Requires coordinated response

WHAT THIS MEANS: Legal advocacy plays a central role in survivor safety. Many clients are identified through crisis response programs, requiring urgent, coordinated, long-term support.

*Q2 and year-to-date (YTD) data show escalating demand and complexity across all services, with longer housing stays, rising safety risks, high crisis response volume, and heavy use of trauma, legal, and economic supports. **Survivors are arriving with layered, family-centered needs that require coordinated, long-term stabilization.***