

# Mayor's Office for Victims' Rights

*Strengthening the City's Response to  
Victims and Survivors*



Public Safety & Neighborhood Services Committee

May 8, 2025

Hearing: Special Victims Unit, SFPD



[sf.gov/MOVR](https://sf.gov/MOVR)



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49 South Van Ness (secure location)

# MOVR'S OMBUDS ROLE:

## DIRECT ENGAGEMENT TO UNCOVER SYSTEM ISSUES

Two (2) staffers on-boarded in February 2025 for SHARP (1) and MOVR (1) - 5 FTE total

Unduplicated clients: 64 (2025)

Types of cases: domestic violence, sexual assault, youth violence, non-fatal shootings, labor trafficking, traffic violence, elder abuse, child sexual exploitation, prejudice-fueled incidents, and dog bites.

Proactive outreach with direct service providers, departments.

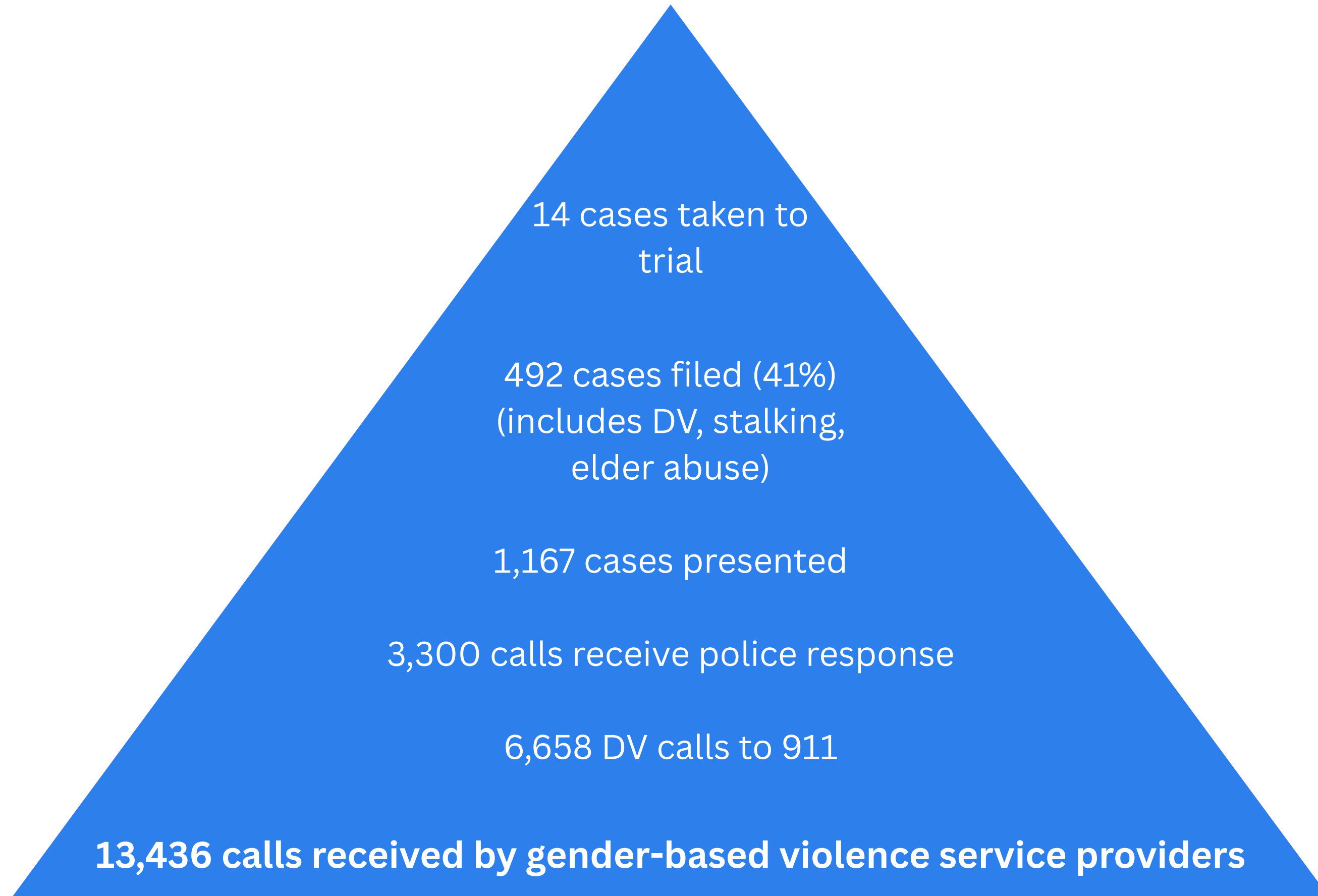
Annual survey of city departments and direct service organizations regarding unmet victim/survivor needs.



**FINDINGS FROM 2025  
FAMILY VIOLENCE  
COUNCIL REPORT**

**NGOS SERVE AS FIRST RESPONDERS**

| Category          | Reported Cases    | Arrests | Prosecutions |
|-------------------|-------------------|---------|--------------|
| Child Abuse       | 4896              | 248     | 131          |
| Elder Abuse       | 8327              | 200     | 12           |
| Domestic Violence | 6,658 (911 calls) | 1,618   | 492          |



# THE FACTS

## DOMESTIC & INTIMATE PARTNER VIOLENCE

- 54% of violent crime not reported.
- 41% of California women and 26% of men experience physical intimate partner violence, sexual violence, or stalking in their lifetimes.
- Nationally, DV alone costs \$8.3 billion in expenses annually, a combination of higher medical costs (\$5.8B) and lost productivity (\$2.5B).
- 8 million days of paid work are lost as result of DV.

## SEXUAL ASSAULT/ RAPE

- More than 2 out of 3 sexual assaults go unreported.
- In San Francisco, estimated 38.1 individuals experience rapes/sexual assaults for every 100,000 persons.
- Nation-wide, 54% of transgender and gender non-conforming people reported physical or coercive violence from a partner.

## IMPACTS ON YOUTH

Victims of teen dating violence and sexual assault are more likely to suffer from:

- psychiatric and mental health disorders
- poor academic performance
- drug and alcohol abuse in adulthood
- attempted suicide

## CHILD ABUSE

In California, 2024, 1.3 million estimated survivors of child abuse. 428,815 reported survivors. 46,568 substantiated survivors – 127 per day

105 fatalities

Total economic burden incurred by California for lifetime costs of survivors of child abuse and neglect in 2024: **\$16.8B**

How many children could be sent to preschool for that same amount? **1.29 million**

SF Bay Area has some of the highest rates of commercial sex exploitation of children in the country.

## ELDER ABUSE

- 75% increase (men) and 35% increase (women) in nonfatal assaults involving seniors over past 20 years
- In California alone, >200,000 cases of reported elder and dependent adult abuse per year - for every case known to programs and agencies, 24 are unknown.
- APS receives more than 15,000 reports of abuse per month in California
- Research estimates 1 in 10 older adults living in their homes experience elder abuse annually
- Language needs compound the isolation and/or inability to access help.

# SYSTEMIC ISSUES

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## IMPACT ON VICTIMS/ SURVIVORS

### ISSUES:

#### Operational Challenges

- Triaging Issues: Lack of clear guidance, leading to misdirection (“Go to another station”), and insufficient time to contact victims.
- Delays in Response: Limited availability of personnel (“No one to send right now”), vague reassurances (“They’ll get to you, just wait”), and investigations taking too long—sometimes beyond a victim’s lifetime.

#### Training & Policy Gaps

- Insufficient Training: Lack of understanding regarding violations and criminal activity (“Not a violation/not a crime”).
- Outdated Policies: Need to review and update Department General Orders (DGOs), craft new protocols in certain areas.

#### Resource & Accessibility Concerns

- Language Access: Inadequate support for Limited English Proficiency (LEP) victims and survivors.
- Staffing Issues: In addition to understaffing, turnover rates and difficulty in retaining subject matter expertise based on experience.

## SYSTEMIC ISSUES

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## IMPACT ON VICTIMS/ SURVIVORS

### IMPACT ON SURVIVORS:

- **Delayed Assistance:** Survivors experience prolonged wait times before receiving help, delaying critical support
- **Escalation of Trauma:** Existing trauma is compounded due to inadequate or untimely intervention
- **Heightened Risk:** Increased vulnerability to danger and a higher likelihood of retaliation
- **Discouraged Reporting & Cooperation:** Fear and uncertainty create a chilling effect, discouraging survivors from reporting or engaging in investigations

# STAFFING SVU AND...

- Recruitment focus.
- Embedding advocates or social workers with SVU response.
- Prestige rotation with eye on sustainability of assignment, incentives to stay and build.
- Explore and implement best or promising practices nationally.

**RECOMMENDATIONS**

# QUESTIONS

