



Crisis Center

2013 Annual Report

Mission:

The Crisis Center exists to end domestic violence through advocacy, education, and prevention; while helping communities live free of violence.

PO Box 367, Castle Rock, CO 80104

303-688-1094 (Admin)

303-688-8484 (Crisis line)

thecrisiscenter.org

From The Executive Director

As some of you might know by now, the Women's Crisis & Family Outreach Center has changed its name to the Crisis Center. The new name is simple, easily stated and still reflects our mission. More importantly, we believe it widely opens our doors to the greater community. For example, along with the traditional families we assist, we also serve male and transgendered victims of intimate partner violence. The feedback we have received from these populations is that they thought twice about making the brave phone call for assistance because of our old name. They made assumptions about our willingness to help them and thus, may have remained in a violent, unsafe relationship or living environment.

While the Crisis Center will have the same mission regarding family violence, we are working on educating our supporters, clients, and the broader community that what happens in the home, we will see in the world. Family violence is a gateway crime. All the goodness of humanity; giving, kindness, empathy, as well as the depravity has a foundation in each of our homes; where we grow up, how we are taken care of by others. We need everyone to make this important connection and understand that the work we all do to create safe, healthy families will change the world.

The counties we serve are and will continue to grow and change. The Crisis Center is actively analyzing this growth and is focused on enhancing our programming, outreach and collaborations to meet the ever changing needs of our community.

One thing is always clear in the work of the Crisis Center and will be even more important in the future...we can't do this without you! Our Board Members, volunteers, staff, community partners and most importantly, our individual and business supporters all are essential participants in the safety, self-sufficiency and health of the families we serve. It is my greatest wish that you will continue to be part of the success of the Crisis Center. Your action around the issue of family violence is vital to a safe community. On behalf of thousands of people we serve, thank you for a successful 2013.


Jennifer Walker, Executive Director

Summary of Services

Programs provided by the Crisis Center include a 24-hour crisis line, a 28-bed emergency shelter, residential and non-residential therapy, legal advocacy, case management, outreach and domestic violence education.

In 2013, the Crisis Center:

- Received **7,551** crisis, information and referral calls
- Provided **5,805** nights of safe shelter
- Served **246** adults and children in shelter
- Provided transitional services to **72** adults and children
- Provided **11,147** legal advocacy and counseling contacts
- Served **380** legal advocacy clients
- Served **284** non-residential therapy clients
- Educated **3,885** community members through community presentations and technical assistance presentations
- Utilized **399** volunteers, who provided **5,544** hours of service

"This place has changed my life and given me the courage to move forward."

-- Crisis Center client

"I couldn't be where I am right now without them. It was a long, tough road and I am through that tunnel."

-- Crisis Center client

"It is a safe and healthy environment that my children can come and express themselves and receive help with any issues and coping skills."

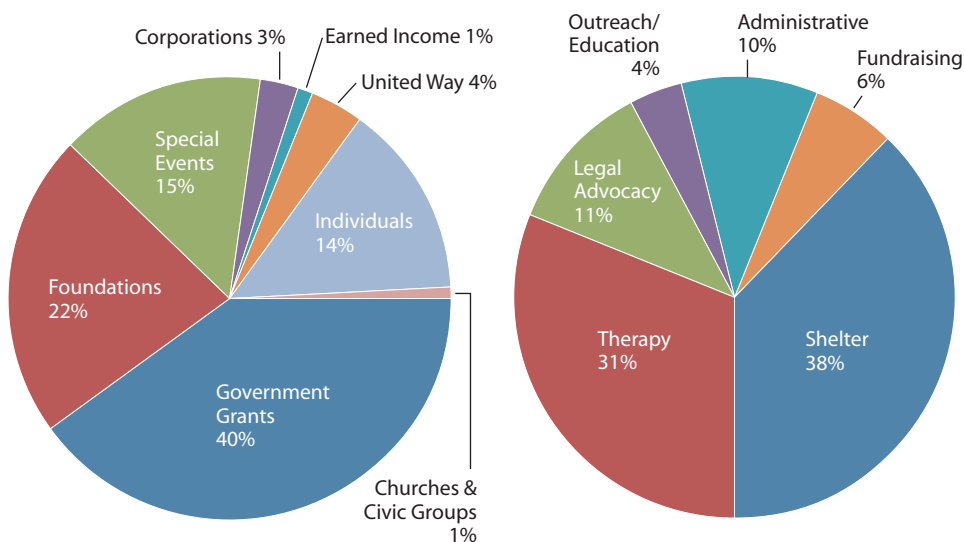
-- Crisis Center client

"I'm learning that my past hurts, but the pain does not have to haunt me forever."

-- Crisis Center client

Financial Summary

The Crisis Center received \$1,358,131 in operating revenue in 2013. We spent \$1,448,358 to effectively run our agency last year. We continue to work diligently to be good stewards of our donor's dollars, and are proud that 84% of revenue directly supports the mission through client programs and services. However, we are still overcoming a significant loss of approximately \$200,000 of government funding from 2012. Due to the generous support of the James Clark Estate, we were able to partially overcome the deficit in 2013.



Funding Sources

Expenses

Evaluation Results

The Crisis Center continually evaluates all agency programs through statistical monthly reporting using client surveys, case notes, and follow-up contacts. Using these tools, we are able to compare our outcomes with pre-set goals and objectives in order to ensure we are best meeting our client's needs. We are pleased to be able to share positive results from our 2013 shelter, transitional, and non-residential data.

Responses from exiting **shelter clients** show:

- 99% felt safe while in shelter
- 95% did not return to their perpetrator
- 95% increased their knowledge of domestic violence through individual counseling or group experiences
- 93% believed they are more self-sufficient as a result of our shelter services
- 94% developed better coping skills
- 95% increased their knowledge of community resources
- 92% learned more ways to plan for their safety
- 100% felt they would achieve their goals as a result of services received at shelter

"I am allowed to feel safe and not judged."

-- Crisis Center client

Of clients continuing in our **transitional program** after shelter:

- 90% avoided homeless or returning to another shelter
- 90% avoided returning to a violent relationship
- 50% were employed or in school
- 100% were able to keep children in the non-offending parent's home

Responses from our **non-residential client** surveys show:

- 96% knew more ways to plan for their own/their child's safety
- 90% of adult clients and 86% of child clients believed they have identified coping skills that help when they are feeling overwhelmed
- 95% believed they now have a stronger understanding of domestic violence and how it impacts their children
- 85% reported that they are better able to set limits/boundaries with people in their lives
- 99% felt the Crisis Center welcomes individuals and families from all cultures
- 100% would recommend the Crisis Center if they had a friend who needed services

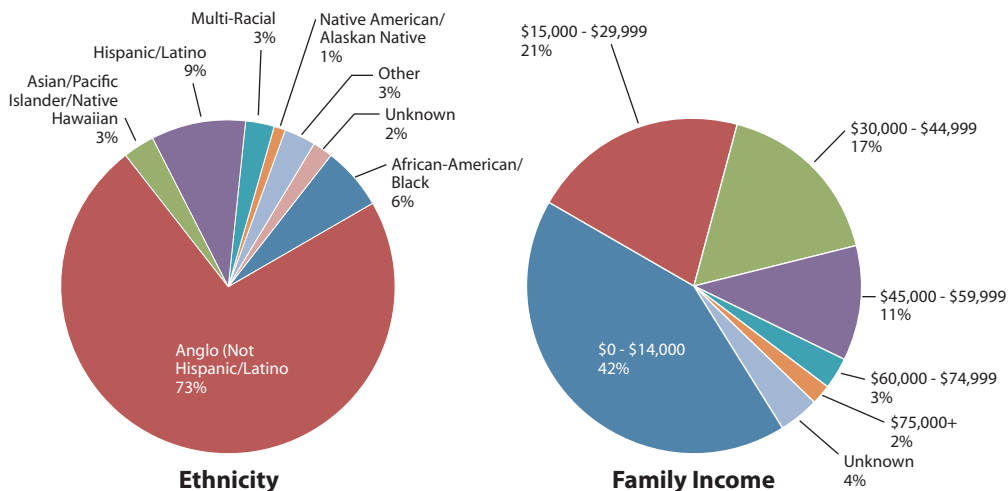
Additionally, 87% believed they are now more self-sufficient.

Client survey data shows:

- 37% have a bank account
- 31% have their own vehicle
- 35% have a cell phone
- 45% are employed or in school
- 39% have secured independent housing

Client Demographics

The Crisis Center provides programs, services, and community outreach to anyone requesting services on a non-discriminatory basis. We have always been an inclusive organization, one that strives to meet the needs of all domestic violence victims regardless of their background, ethnicity or income level.



Board of Directors

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 Richard Rhodes
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Crisis Center Staff

Management Staff

Jennifer Walker, MPA, *Executive Director*
 Jody Curl, MA, *Director of Programs*
 Amy McCandless, *Director of Development*
 Robin Wilton, *Business Manager*

Development Staff

Heather Orr, MA,
Special Events & Grant Coordinator
 Lynn Adams, MA, MFA,
Marketing & Outreach Coordinator
 Laura Armstrong, *Volunteer Coordinator*
 Leeanne Berry, *Administrative Assistant*

Legal Advocates

Marjorie Sayers, MA, *Legal Advocate*
 Tracy Corsi, *Legal Advocate*

Therapy Staff

Anne Hellstrom, LPC,
Clinical Program Manager
 Kristen Kuntzman,
Clinical Primary Advocate
 Stephanie Fitzsimmons, LPC, *Therapist*
 Rebecca Gale, LCSW, EAGALA, *Therapist*
 Tamara Milner, LPC, *Therapist*
 Ellen Sloan, LPC, *Therapist*
 Katie Schuh, MAMFT, *Therapist*
 Lisa Frize, MA, NCC, *Therapist*

Shelter Staff

Tiki Derrickson, *Shelter Program Manager*
 Heidi Dale, *Advocate*
 Jenny Dunn, *Advocate*
 Monica Horton (Bodhi), *Advocate*
 Sonya Love, *Advocate*
 Sarah Paliwoda, *Advocate*
 Shelley Reader,
Co-location/Transition Advocate
 Nicole Springstroh, *Advocate*
 Paula Stack, *Advocate*
 Frankie Valdez, *Advocate*
 Kim Zeszutek, *Advocate*
 Ami LoMonaco, *Advocate*
 Erin Melville, *Advocate*
 Audrae Lucero, *Advocate*

Thank You Crisis Center Corporate Partners



Castle Rock Adventist Hospital
 Littleton Adventist Hospital
 Parker Adventist Hospital
 Porter Adventist Hospital



The Crisis Center is committed to ending violence 365 days a year. With your help, and a pledge of \$365, we will be one step closer to ending domestic violence in our community. Visit our website at thecrisiscenter.org to make your pledge and tell us your reason for ending violence.

Thank You Crisis Center Donors (Recognizing gifts of \$1,000 or more)

INDIVIDUALS

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 Amy Blackwell
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