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| Centura Health                   | Highlands Ranch Rotary Club             | Rocky Vista University       | Van der Jagt Law Firm             |

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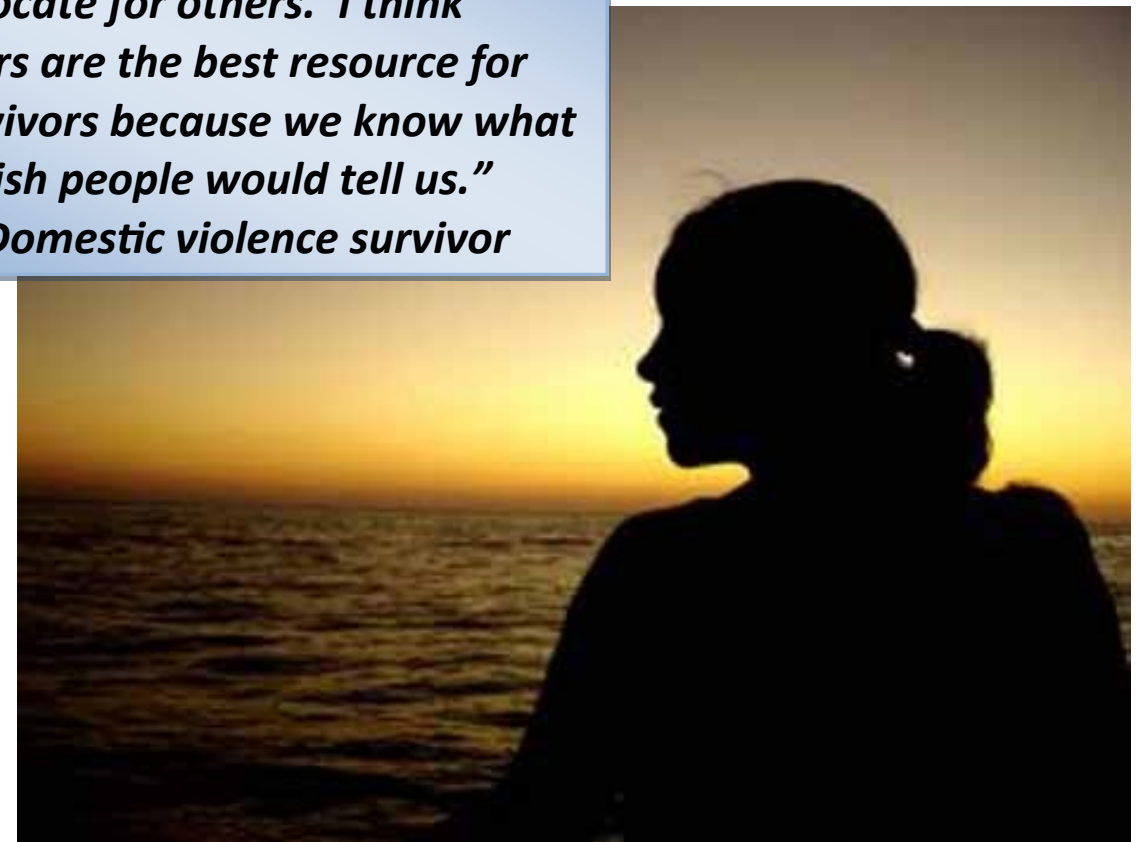
**MANAGEMENT STAFF:**

Jennifer Walker, MPA, Executive Director  
 Jody Curl, MA, Director of Programs  
 Amy McCandless, Director of Development  
 Robin Wilton, Business Manager  
 Anne Hellstrom, LPC, Clinical Program Manager  
 Shelley Reader, Shelter Program Manager

**THANK YOU CRISIS CENTER CORPORATE PARTNERS:**



***"I am not at all shy about what happened to me and I have become an advocate for others. I think survivors are the best resource for other survivors because we know what we wish people would tell us."***  
***-Domestic violence survivor***



# 2015 Annual Report

## Crisis Center

**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) • [www.thecrisiscenter.org](http://www.thecrisiscenter.org)

**LETTER FROM JENNIFER WALKER, EXECUTIVE DIRECTOR**


Over the past year, the Crisis Center staff and Board of Directors have worked hard to implement new and innovative programming and funding options for our agency. Throughout the year, we have communicated with you the significant changes we believe will positively impact the agency. These changes allow the Crisis Center to provide the most innovative approach to client services as well as develop a social enterprise business, serving the dual purpose of generating unrestricted, sustainable income and furthering our mission; all of which helps set the Crisis Center apart from functioning in the “traditional” ways as a non-profit organization.

In July 2016, the Crisis Center direct service staff were trained in a new model of intervention called the Community Advocacy Project (CAP). This intervention takes our advocates into the communities we serve (Douglas, Elbert, and Arapahoe Counties), meeting clients where they live, work and have their most natural resources. While the Crisis Center will maintain two emergency shelter bedrooms (up to eight beds), this new model shows great promise for enhanced safety, housing and employment opportunities for our clients. Our therapy, legal advocacy, community outreach and education services will continue as they have in the past.

Additionally, in January 2015, the Crisis Center was chosen to participate in the Social Enterprise Exchange, an 18-month program providing vital hands-on instruction specific to the development of a social enterprise that will ultimately provide nimble funding streams for the Crisis Center’s annual operating budget and reserve dollars. The business we are developing will provide an array of services to senior citizens facing life transitions offering support for daily money management, medical bill management, and estate executorship; and providing referrals for other services including downsizing, packing, remodeling for aging in the home, etc.

Lastly, the Crisis Center and local law enforcement will be working together closely as we begin to utilize an assessment tool that helps us understand the true lethality risk of a victim by their offender in a domestic violence call. The Lethality Assessment Program (LAP) has shown significant safety enhancements for victims of domestic violence and decreases in domestic violence related homicides. This greater collaboration with our local police and our “in the moment” support of a victim will positively impact the safety of everyone and the overall health of the community we live and work in.

Through all these changes and transitions, we remain diligent in our mission. As always, our ultimate goal is to increase safety, self-sufficiency and well-being of those we serve. We are confident that the shift in our shelter program, along with the new and innovative opportunities we are pursuing for a social enterprise, will indeed help us accomplish this goal. We cannot do this work alone, and we thank you for your continued faith in us and dedication to our mission of serving those impacted by domestic violence.

Thank you,  


Jennifer Walker, Executive Director

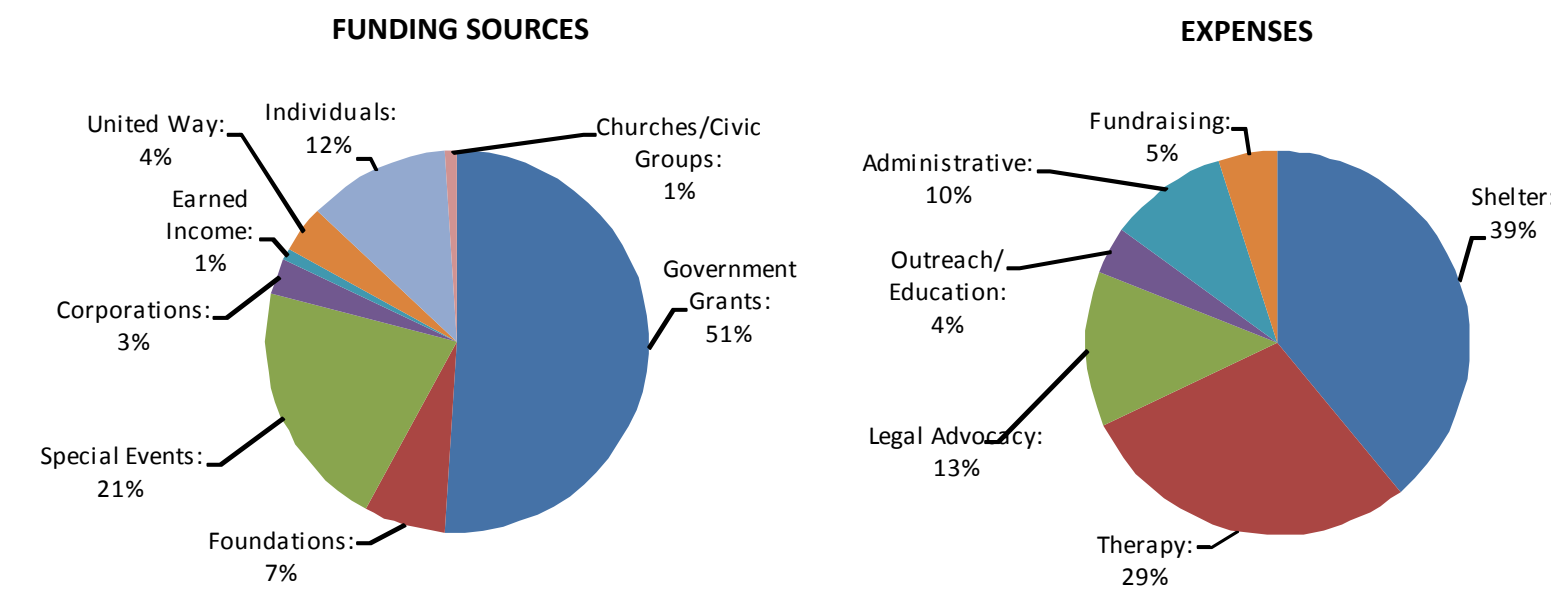
**“Humans are amazingly resilient and capable of bearing terrible things and still finding ways to heal.”**  
 -Domestic violence survivor

**SUMMARY OF SERVICES:** The Crisis Center provides emergency shelter, individual and group therapy, legal advocacy, a 24-hour crisis line, case management, outreach and domestic violence education. In 2015, the Crisis Center:

- Responded to 4,300 crisis, information and referral calls
- Provided emergency shelter and residential therapy services to 224 adults and children
- Served 334 legal advocacy clients and 199 non-residential therapy clients
- Educated 4,992 people through community outreach/technical assistance presentations
- Utilized 150 regular volunteers, who provided 5,209 hours of service

**“It takes a massive amount of time to regain your self worth, and I know that I will never allow anyone to undermine that again.”**  
 -Domestic violence survivor

**FINANCIAL SUMMARY:** The Crisis Center received \$1,315,459 in income and spent \$1,435,212 in expenses in 2015. We understand that our current financial situation is concerning, however, we continue to work diligently so that 85% of our funds go directly back to client services. Our cultivation of individual donors over the past three years has yielded positive results in retention and additional dollars, specifically from 2013 to 2015, we’ve seen a 64% increase in donors above \$500 and an 88% increase in dollars over \$500.



**EVALUATION RESULTS:** In addition to gathering data on agency outputs, the Crisis Center administers client surveys and assessments to measure outcomes and the impacting change in clients.

- Of clients who completed an exit survey upon leaving shelter:**
- 86% reported they received information about domestic violence and safety planning as a result of individual, group and advocacy services that were provided during their stay
  - 86% reported that had developed better coping skills
  - 94% reported that they had increased knowledge of community resources
  - 87% reported they received the services needed to become violence free and more self-sufficient

- Of non-residential therapy clients:**
- 97% reported stronger understanding of domestic violence
  - 87% reported an improvement in their overall emotional well-being
  - 84% reported an increase in self-sufficiency
  - 86% believed they had enhanced their parenting skills

**“The first key moment is realizing that you are strong enough to move on.”**  
 -Domestic violence survivor

**CLIENT DEMOGRAPHICS:** The Crisis Center strives to meet the needs of all domestic violence victims regardless of their background. All of the services we offer are free to clients and meet best practices of trauma informed care.

