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Castle Rock Bible Church	Direct TV	MW Golden	St. Luke's United Methodist Church
Castle Rock EDC	Evergreen Lutheran Church	New Hope Presbyterian Church	Tour de Ladies

Grants/Foundations:

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Mile High United Way	State of Colorado/CACFP	Town of Castle Rock	Zonta Club of Douglas County
Nathan & Florence Burt Foundation	State of Colorado/DVP	Town of Parker	

HELP MAKE A DIFFERENCE

The Crisis Center relies on gifts from our generous donors to help provide programs and services at no cost to our clients. You can help make a difference by giving today at www.ColoradoGives.org/CrisisCenter or by joining us at one of our upcoming events. Visit our website at www.TheCrisisCenter.org for event dates and to sign up for our monthly e-newsletter.

BOARD OF DIRECTORS

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Anne Hellstrom, LPC: Clinical Program Manager
Shelley Reader: Shelter Program Manager
Robin Wilton; Business Manager

*"I am no longer the person I was when I stayed with my husband. I am stronger, more confident and I am ready to move forward to my future with my kids."
—Crisis Center client*

ANNUAL REPORT

2016



Crisis Center

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

YEAR IN REVIEW

While the implementation of the Community Advocacy Program and the Lethality Assessment Program have enhanced the well-being and safety of those we serve, we can't forget how important our emergency shelter, therapy and legal advocacy programs continue to be.

In 2016, the Crisis Center:

Responded to **2,204** crisis, information and referral calls

Provided **3,454** nights of emergency shelter to **156** adults and children

Assisted **240** legal advocacy clients

Provided individual and group therapy to **151** clients

Educated **6,292** individuals through community outreach and technical assistance presentations.

"I don't know how my life would be if I didn't come here. The Crisis Center was my only hope and changed my life."
-Crisis Center client

P.O. Box 367 · Castle Rock, CO 80104
Admin: 303-688-1094
24-Hour Crisis Line: 303-688-8484
www.thecrisiscenter.org

LETTER FROM THE EXECUTIVE DIRECTOR

One of the great things about being a non-profit is the ability to adjust and expand existing programs to best meet the ever-changing needs of a community. I often equate our work with liquid insulation: filling in the holes that sometimes exist as the community changes and grows. Throughout 2016, we communicated with you the significant changes that have helped us fill in these holes, supporting our clients in the way they say they need it the most.

In July 2016, Crisis Center direct service staff were trained in a new model of intervention called the Community Advocacy Program (CAP). This intervention takes our advocates into the communities we serve (Douglas, Elbert, and Arapahoe Counties), meeting clients where they live, work and have existing resources. Clients that have participated in CAP report increased self-confidence, greater positive impact from other resources and stronger trust in their own instincts. Many of these clients have participated in the Douglas County Cares collaborative, which has helped them find housing or stay in their own homes. One challenge of the CAP program is marketing it to potential new clients. While we continue to promote it in churches, libraries, doctors offices, etc., we know there are still individuals in our community who would benefit from this program, who do not yet seek out the service.

Since implementation in August 2016, the Crisis Center and Douglas County law enforcement have seen great success with the Lethality Assessment Program (LAP). LAP is a collaboration between local law enforcement and the Crisis Center where officers utilize an assessment tool which shows the lethal risk of a victim by their offender in a domestic violence call. From August to December 2016, Douglas County law enforcement responded to 205 domestic violence calls where the assessment was completed. Of those, 105 (51%) scored as being victimized by a highly lethal partner. Crisis Center staff spoke with 77 victims, offering them shelter, safety planning and follow up services. Approximately 35% of the clients we spoke to are now involved in on-going services with the Crisis Center. Given that national LAP data shows significant safety enhancements for victims of domestic violence and a decrease in domestic violence related homicides, we know we are saving lives.

Through all these changes and transitions, we remain diligent in our mission – filling the gaps for the most vulnerable people in our communities. As always, our ultimate goal is to increase the safety, self-sufficiency and well-being of those we serve. 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,



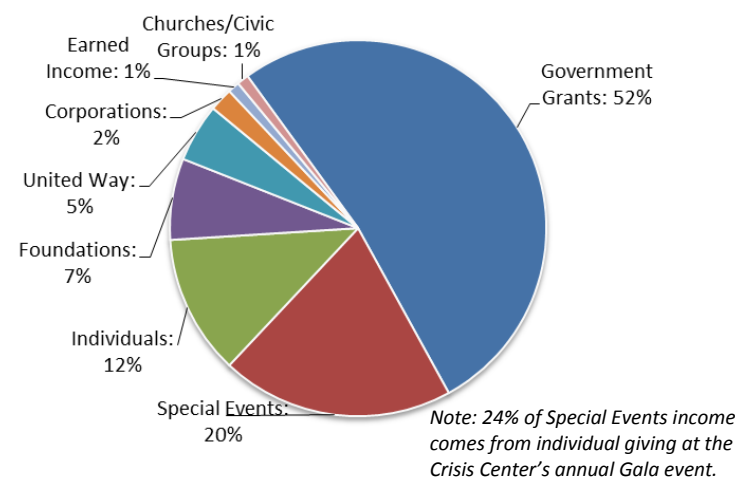
Jennifer Walker, Executive Director

"A year ago I was lost and confused. Today I am stronger and able to concentrate. Through the counseling and education, I have been able to develop some understanding of what happened and how to prevent a reoccurrence. For the first time in a year, I can hold thoughts and feel excited about my future. I am grateful for everything the Crisis Center has provided." -Crisis Center client

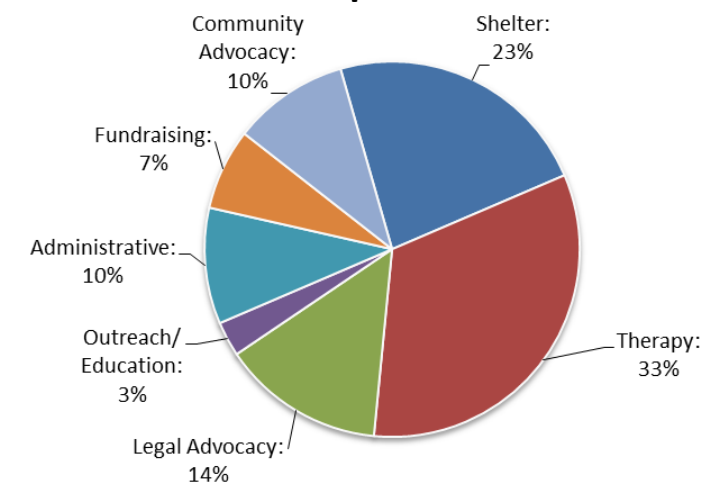
FINANCIAL REVIEW

The Crisis Center received \$1,303,614 in income and spent \$1,388,835 in expenses in 2016. While we continue to rely heavily on government funding, our focus remains on building relationships with our individual and corporate donors and collaborative partners. We acknowledge the deficit in funding and are working on strategies to increase sustainability. We remain diligent in our mission so that 83% of our funds go directly back to client programs and services.

Funding Sources



Expenses

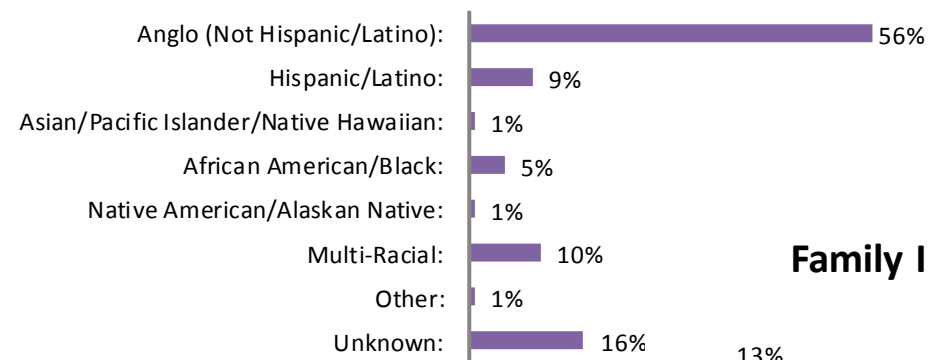


Cultivation of individual donors over the past four years has yielded positive results in retention and additional dollars. Cumulatively from 2013 to 2016, we've seen a 38% increase in donors who give above \$500 and an 81% increase in dollars from those donors.

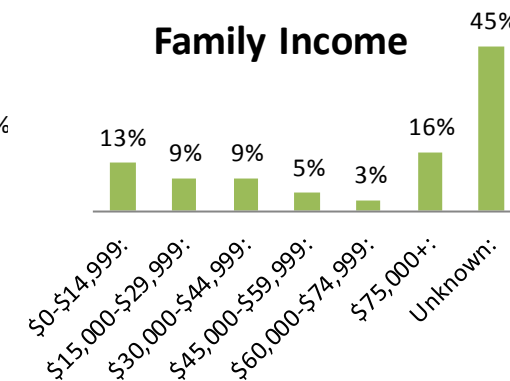
Additionally, the Crisis Center completed the Social Enterprise Exchange, an 18-month program providing vital hands-on instruction for the development of a social enterprise. Through this process, a new for-profit business, Silver Sentry Solutions, Inc., has been incorporated. A five-member board of directors and a goal to provide daily money management services to senior citizens and their loved ones was launched in April 2017. The Crisis Center is the only stakeholder, so we will eventually gain a financial benefit in unrestricted and sustainable dollars from a portion of the revenue generated by this business.

CLIENT DEMOGRAPHICS

Client Ethnicity



Family Income



"I thought that the Crisis Center would only help my daughter with her trauma from domestic violence. I was so happy that I was also offered therapy as a single dad and love it!" - Crisis Center client

CLIENT OUTCOMES

Outcomes from client surveys show an average overall satisfaction score of 92%. Specifically:

- 90% stated they developed better coping skills
- 86% have a safe support network to remain violence-free
- 96% felt staff was respectful and culturally sensitive to their needs
- 98% state they know more ways to plan for their safety
- 89% feel more self-sufficient
- 80% have seen a positive change in their children