

**THANK YOU CRISIS CENTER CORPORATE PARTNERS:**



# Crisis Center

## 2014 Annual Report

*Honoring 30 years of empowering individuals and families to achieve lives free of domestic violence.*



**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**

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 Rebecca Gale, LCSW, EAGALA, Therapist  
 Tamara McNay, LPC, Internship Coordinator/Therapist  
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 Lisa Frize, MA, NCC, Therapist

**Shelter Staff**  
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 Nicole Springstroh, Advocate  
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 Rachael Williams, Advocate  
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**THANK YOU CRISIS CENTER DONORS (Recognizing gifts of \$1,000 or more):**

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**BUSINESSES/COMMUNITY PARTNERSHIPS:**

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ADA-ES	Pathway Transport
ARC Thrift Stores	Pax Christi Parish
Bellco Credit Union	Perry Park Country Club
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Bubbles Liquor World	Red Hawk Ridge Ladies Golf Club
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**GRANTS/FOUNDATIONS:**

18th Judicial District/VALE	Nordstrom, Inc.
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Douglas County	State of Colorado/CACFP
Douglas County Dames Fund	State of Colorado/DVP
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John G. Duncan Charitable Trust	Verizon Wireless HopeLine Grant
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**LETTER FROM THE EXECUTIVE DIRECTOR**

As many of you might remember, the Crisis Center experienced a \$200,000 loss of government funding in 2012. As we ended 2014, and with an incredible amount of effort in fundraising and donor engagement, the Crisis Center has yet to completely overcome the impact of this decrease in funding.

It is clear; the Crisis Center must do something innovative and entrepreneurial to create new, unrestricted and sustainable funding sources. To that end, the Crisis Center has been researching how social enterprise works to assist nonprofits in sustainable funding. Through this research, the Crisis Center looks to participate in a year-long social enterprise development training, with the ultimate goal of a new business enterprise that generates at least 20% of the Crisis Center's annual operating income, provides job readiness opportunities to those needing that kind of assistance and creates an additional public face for the Crisis Center.

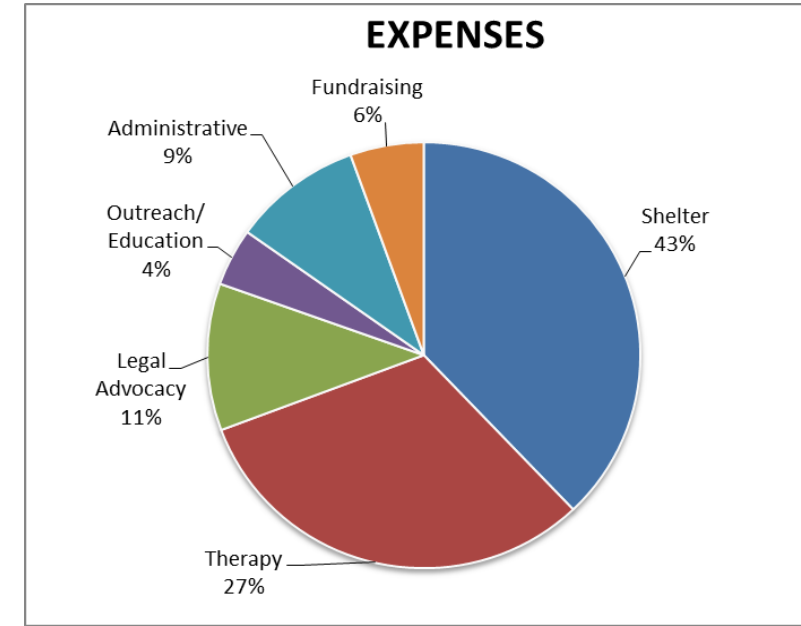
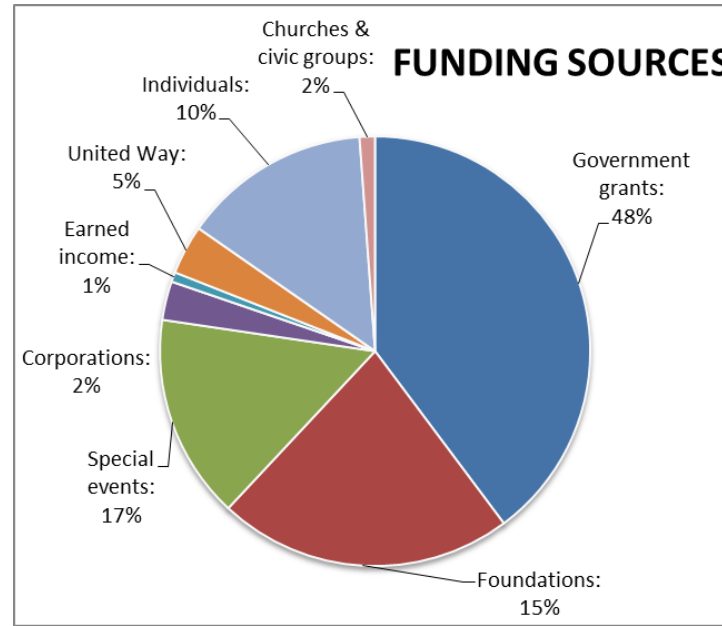
As we look toward innovation in our funding sources, we have also taken this opportunity to audit all of our direct service programming. These audits have allowed us to research best practices in treatment and healing programming for victims of domestic violence. There will be changes in some of our programs; specifically, the shelter program will have a new component that provides options for creating a safe environment outside of the traditional shelter setting. This will include longer and more intensive client case management support and advocacy outside of the traditional shelter setting.

You, our constituents, have shown great faith and support in us and I am so thankful for your on-going and increased financial support. As we move forward, we will communicate with you to get your input on business options, to hear any concerns you might have and to allow for your feedback. Please feel free to contact me with any questions you might have.

This is an exciting time for the Crisis Center and with 30 years of incredible impact toward creating a world free of violence, these innovative steps and your vital support will be the key to our continued success.

Thank you,  
Jennifer Walker, Executive Director

**FINANCIAL SUMMARY:** The Crisis Center received \$1,287,277 in operating revenue in 2014. We spent \$1,449,295 to effectively run our agency last year. While we are proud that 85% of revenue directly supports the mission through client programs and services, we are continually cultivating and increasing relationships with donors and funders, as well as researching social enterprise options to create unrestricted, sustainable funding for the agency.



**EVALUATION RESULTS:** All of our programs and services are evaluated through monthly reporting, client surveys, case notes and follow up contacts. The success of our programs and services is evident in the following 2014 client survey data:

**Shelter clients:**

- 98% felt safe while in shelter
- 93% developed better coping skills
- 94% would recommend the program/services to others
- 95% felt supported by the choices they made while in shelter
- 95% have a safe, supportive network to remain violence free

**Non-residential clients:**

- 95% know more ways to plan for their safety
- 84% are more self-sufficient than before engaging in services
- 83% understand that the violence they experienced was not their fault
- 87% are better able to set limits and boundaries with people in their lives
- 87% believe their emotional health has overall improved
- 90% can identify and utilize coping skills when feeling overwhelmed

**For those with children in services:**

- 86% are able to interact with their children in a healthier way
- 85% have seen a positive change in their children
- 62% have children positively engaged at home and in school

*"When I realized I was being abused I called the domestic violence hotline and they referred me to the Crisis Center. I am forever grateful because I get support in person in a safe place and have been learning so much. I am stronger with ongoing support from counselors and peers who understand and really care. It has given me hope. Thank you all."*

-Crisis Center client

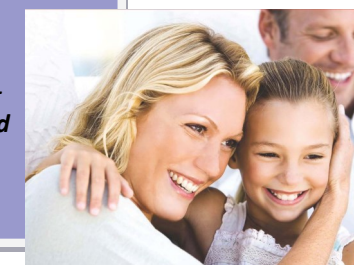


*"It has been a very empowering experience with the Crisis Center always having the knowledge and support readily available when needed. They are always accepting of an individual's situation in order to have the therapy reflect what is most needed at that time. It has been a huge help just to have those struggles acknowledged."*

-Crisis Center client

*"I encourage you to move past the pain and into the light provided by the Crisis Center. The love, insight, classes, group and individual sessions will make all the difference. Invest in yourself and the future will be beautiful. You will be stronger, safer, and smarter than you can possibly imagine from where you started at the beginning."*

-Crisis Center client



**SUMMARY OF SERVICES:** Programs provided by the Crisis Center include a 24-hour crisis line, an emergency shelter, residential and non-residential therapy, legal advocacy, case management, outreach and domestic violence education. **In 2014, the Crisis Center:**

- Received **4,324** crisis, information and referral calls
- Provided **7,403** nights of safe shelter to **279** adults and children
- Provided **7,406** legal advocacy and counseling contacts
- Served **327** legal advocacy clients and **241** non-residential therapy clients
- Educated **4,864** community members through community and technical assistance presentations
- Utilized **137** regular volunteers, who provided **4,929** hours of service



**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.

