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

2019 was a successful year for the Crisis Center. Over the past several years, the Crisis Center made significant changes in programming and downsized its facility footprint. These changes have been instrumental in the innovative support and services that clients receive, as well as in the Crisis Center’s financial sustainability.

In 2019, we were able to provide all employees with salary adjustments for the first time in five years. To honor the dedication and hard work of the Crisis Center team was incredibly poignant and a great example of how exceptional this team is and how successful the Crisis Center has been. We look to continue salary adjustments in the next years as we strive to have every position salary meet fair market value. Because of your ongoing and generous support, we met our 2019 financial goals and continue to grow our operating reserve for emergencies and innovations.

The Crisis Center is steadfast in understanding the unique needs and culture of individual clients. In 2019, we were able to attend several free workshops that have helped expand our understanding of the ever-changing needs and norms of our clients and community. Through these trainings, we have implemented a toolkit specific to Accessible, Culturally Responsive, Trauma Informed services. Our continued focus on understanding diverse, underserved and marginalized communities and meeting their unique needs is vital in helping those we serve overcome barriers to safety and working towards violence free lives.

As we look forward, especially given the unprecedented time of the COVID-19 pandemic, we will continue to utilize tele-therapy and tele-advocacy for client support and services. We will continue to focus on the overall financial health of the Crisis Center and we will ensure that the generosity of those that support us is honored.

We are incredibly grateful for your confidence in us. It is only with your ongoing support that we create a world free of violence.

Sincerely,

Jennifer Walker
Executive Director

VOLUNTEERS MAKING AN IMPACT

Last year, the Crisis Center utilized 75 volunteers who provided 4,073 hours of service, which is the equivalent of approximately two full-time positions or $60,000 in salaries. Volunteers have many roles at the agency, including answering the crisis line, on-call advocacy, providing childcare, community outreach and event support. Along with volunteers, the Crisis Center utilizes graduate students to provide individual and group therapy services to our clients. Annually, interns generate over 1,500 hours of volunteer work each year, the equivalent to $25,000 in salary. To learn more about volunteering with the Crisis Center, please contact us at info@thecrisiscenter.org.

BOARD OF DIRECTORS—2019 Members

In 2019, 100% of Crisis Center board members contributed financially to the agency, giving or raising over $100,000.

Krista Tushar, President
Attorney, Riggs Abney, et al

Craig Sammons, Past President
CFO, Sky Ridge Medical Center

Jason Christiansen, Vice President
Nonprofit professional

Michele Duncan, Treasurer
Insurance Advisor, Arch Insurance

Lori Nebelsick-Gullett, Secretary
Education Consultant, self-employed

Tim Moore
Chief of Operations, Douglas County Sheriff’s Office

Christine Harris
Therapist, self-employed

Barb Gay
President, Watson and Company, Inc.

Becky Beall-Moore
Finance and Nonprofit Professional

Krystie Kania
Assistant Vice President, First Bank-Douglas County

Michelle McLeod
Director, IMA Financial Group, Inc.

Diane Cookson
President, UC Health Highlands Ranch Hospital

Sue Quirk
Administrative Assistant, St. Andrew United Methodist Church

Artie Lehl
Program Manager, Douglas County Housing Partnership

Marsha Alston
Youth Services Program Manager, Douglas County Youth Initiative

Lisa Stull
Owner/Therapist, Comprehensive Counseling Solutions

Kathie Shandro
RE/MAX Real Estate Professional

MANAGEMENT STAFF

Jennifer Walker, MPA, Executive Director
Jody Curl, MA, Director of Programs
Amy McCandless, Director of Development
Shelley Reader, Program Manager
Alyson Plummer, Business Manager
In 2019, the Crisis Center provided direct service to 571 unduplicated adults and children impacted by domestic violence; 31% of adults utilized more than one service. All services offered by the Crisis Center are free to clients and meet best practices of trauma informed care.

CRISIS CENTER SERVICES IMPACTING LIVES

Our **24-hour crisis line** is answered by trained staff who provide crisis intervention, counseling, advocacy, information and referrals.

2019: The Crisis Center responded to **1,551 calls** to our 24-hour crisis line.

Our 7-bed **emergency shelter** provides safety for adults and children in imminent danger from a violent perpetrator. We provide daily essentials, case management, therapy, safety planning, referrals to community resources and other vital resources to help enhance safety and well-being.

2019: The Crisis Center provided **1,297 nights** of safe emergency shelter to 92 adults and children.

**Community-Based Advocates** help victims protect themselves and their children from further violence by utilizing the community resources that a victim reports needing.

2019: The Crisis Center assisted **80 clients** with community-based advocacy.

Masters-level clinicians provide **individual and group therapy** for adults and children affected by domestic violence, with the goals of assisting clients in gaining an understanding of how the violence has impacted them; healing from trauma; and working towards safety planning and greater well-being.

2019: The Crisis Center provided therapy services to **311 adults and children**.

**Legal Advocates** provides information and assistance about legal options including protection orders, child custody issues, legal separation, and supports clients through the civil process.

2019: The Crisis Center assisted **281 clients** in our legal advocacy program.

**Outreach, education and prevention** programs include expert testimony, case consultation, technical trainings for individuals working within the Criminal Justice System and educational workshops for the broader community. Specific to youth and prevention, we continue to partner with Douglas County schools for **The Outrage**, a dramatic, theatrical presentation performed by teens-for teens, which exposes the threats and realities of teen dating violence and sexual assault. This program is part of the curriculum for Douglas County 10th graders, reaching more than 2,200 students annually.

2019: The Crisis Center reached **5,863 community members** through outreach, education and prevention activities.

LOOKING AHEAD

2020 is an exciting year for the Crisis Center. This year marks our **35th anniversary** of serving domestic violence victims in our community. Represented by **coral** and **jade**, the traditional gifts to honor 35 years, both stones symbolize longevity and strength, two traits that are certainly present in the history and work of the Crisis Center and the adults and children we serve.

As we navigate through the COVID-19 pandemic, we have implemented **Tele-Services** to best provide therapy and advocacy services to adults impacted by domestic violence during the pandemic and beyond, as well as for the rural clients in Elbert and Lincoln Counties.

In an effort to keep pets with their owners, we have received funding and have begun work on an internal **pet shelter** for clients with domesticated pets staying in our emergency shelter.
MARGARET’S STORY

Margaret (name changed for confidentiality) came to the Crisis Center after calling our 24-hour crisis line seeking safe shelter for herself and her young boys after a lifetime of physical and emotional abuse. After nearly two months of safe living, therapy and case management, Margaret and her sons are now living violence-free lives away from their abuser. Margaret shared the following statement with the Crisis Center, with permission to share it with others:

“It’s been two years since my boys and I moved out of the Crisis Center’s emergency shelter after a two month stay. Without the support and help we received I truly believe we might have died. My boys have all been in therapy and are now happy and healthy. We have a home with lots of pets. I am legally separated from our abuser and we rarely see him as he moved away. I can never express enough thanks to the people who made all of this possible. My family has been instrumental as well. Thank you Crisis Center staff, donors, and volunteers. I am grateful beyond words. I am able to work and provide a loving home to my children.”

CLIENT DEMOGRAPHICS & OUTCOMES

Outcomes from 2019 client surveys show positive results in both our emergency shelter and non-residential programs, with an average overall satisfaction of 94%.

Specifically, clients stated the following:

- 95% gained knowledge about community resources
- 93% know more ways to plan for their safety
- 89% are more hopeful about their future
- 94% are more self-sufficient than before engaging in services
- 95% understand the violence was not their fault
- 93% stated their overall emotional health and well-being have improved
- 97% stated their parenting skills have improved and they are able to connect with their children in a healthier way

“No one really talks about or acknowledges domestic violence in upper socio-economic demographics, but the impact is just as real and, in some ways, even harder to overcome. The Crisis Center helped me tremendously, but more importantly my son has improved as a result of the resources at the Crisis Center. It is one of the few places my challenges have been understood and supported because domestic violence usually only ends once someone dies.”

– Crisis Center client
2019 FINANCIAL REVIEW

In 2019, the Crisis Center received $1,295,167 in support and revenue and spent $1,302,518 in expenses. For the first time in five years, we were able to provide all employees with salary adjustments and look to continue that in the next years as we strive to have every salary meet fair market value.

We continue to grow our operating reserve by intentionally working toward building a 90-day reserve (25% of the annual operating budget). These funds are restricted to capital improvements, unforeseen and emergent situations, and short-term cash flow shortages.

While the Crisis Center continues to rely heavily on government funding to support our direct service program staff, efforts to build relationships with our individual and corporate donors, collaborative partners and private foundations has yielded positive results in retention and additional dollars with continued growth in our annual Gala event. We remain diligent in our mission with 79% of our funds going directly back to client programs and services.

### ASSETS

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<th>Current Assets:</th>
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<td>Cash and cash equivalents</td>
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<td>Prepaid expenses</td>
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<td>Accounts receivable</td>
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<td>Promises to give</td>
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<td>Inventory</td>
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<td>Building and improvements</td>
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<tr>
<td>Furniture and equipment</td>
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<td><strong>Less: accumulated depreciation and amortization</strong></td>
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<td><strong>Net Property and Equipment</strong></td>
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**TOTAL ASSETS** $2,025,948

### 2019 OPERATING REVENUE

- Government Grants: 64%
- Special Events: 12%
- Corporate Donors: 3%
- United Way: 4%
- Foundation Grants: 3%
- Individual Donors: 11%
- Earned Income: 1%
- Churches/Civic Organizations: 1%
- Other: 1%

### LIABILITIES AND NET ASSETS

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<th>Current Liabilities:</th>
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<td>Current portion - capitalized lease obligation</td>
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<td><strong>Total Current Liabilities</strong></td>
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<th>Long-term Liabilities:</th>
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<tr>
<td><strong>Total Long-term Liabilities</strong></td>
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<td><strong>Total Liabilities</strong></td>
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<th>Net Assets:</th>
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<tr>
<td>Without donor restrictions</td>
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<tr>
<td>With donor restrictions</td>
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<tr>
<td><strong>Total Net Assets</strong></td>
<td>1,948,020</td>
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</table>

**TOTAL LIABILITIES AND NET ASSETS** $2,025,948

### 2019 OPERATING EXPENSES

- Legal Advocacy: 15%
- Therapy: 32%
- Community Advocacy: 13%
- Outreach & Education: 3%
- Fundraising: 7%
- Administrative: 14%
- Emergency Shelter: 16%
RECOGNIZING DONORS

While we only list donors at $500 and above in our Annual Report, the Crisis Center acknowledges and appreciates support from our donors at all levels.

THANK YOU TO OUR CORPORATE PARTNERS:

The Purple Ribbon Club recognizes those donors who have committed to make a quarterly, monthly or weekly contribution to support the work of the Crisis Center. Thank you to our current Purple Ribbon Club members:

Matthew & Rachelle Belobraydic · Dr. Ernie & Millie Bennett · Angela & Gary Bond · Dr. Catrina Bubier · Jody Curl · Victoria & Mitchell Gates · Tim & Karen Moore · Heather Orr · Lori Perry · Greg & Sue Quirk · Ralph & Karen Roberts · Kathleen Sandal-Miller, Ph.D. · Charles & Barbara Verble · Greg & Jennifer (Walker) Wolgamott

2019 Corporate & Community Partners

Angel Concept · Arapahoe County Public Airport Authority · Arch Insurance Group · Bевy's Liquor World · Bubbles Liquor World · Castle Pines Village Garden Club · Castle Rock Imports, LTD.

2019 Grants & Foundation

State of Colorado/ESG · State of Colorado/DVP · State of Colorado/VOCA · 18th Judicial District/VALE

2019 Individual Donors ($500+)

Tammy Abramovitz · Kristin Ahn · Heather Aley and Chris Dreiling · Marsha & Frank Alston · Becky Beall-Moore · Matthew and Rochelle Belobraydic · Ernie and Millie Bennett · Tim & Betty Jo Brenner · Scott Bubier · Annie Butler · Jason Christensen · Helena Chun · Diane Cookson · Becky Cookson · Chad Cox · Jody Curl · Jean T. Dole · Michele Duncan · Dave Effler · Audrey Elling · John and Sandy Fraser · Wanda Ford · Victoria & Mitchell Gates · Barb Gay · Donald Hansen

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Tammy Abramovitz · Christine & Doug Harris · Susan & Don Hicks · Michael Miller · Gerry & Denise Schwartzel · Kristin Ahn · Gary Higbee · Ella Mae Mills · Trish and Michael Seibert · Heather Aley and Chris Dreiling · Kerry Hill · Lori Nebelsiek-Gullett · William (Bill) and Diane Siegele · Marsha & Frank Alston · James & Wendy Holmes · Nick Nicholson · Jenny Skinner · Becky Beall-Moore · Lou & Tanis Hutchison · Robert & Marilyn Olislagers · Elyane Spinder · Matthew and Rochelle Belobraydic · Joe Johnson · Antonio & Wendy Pacheco · Greg & Jill Staffelbach · Ernie and Millie Bennett · Erin Jones · Lori Perry · Diane Stiver · Tim & Betty Jo Brenner · Krystie Kania · Nancy Phillips · Nancy & Scott Stockton · Scott Bubier · Amy King · Alyson Plummer · Elaine Stucy · Annie Butler · Mark & Dana Alan Kinslow · Tom Poulson · Lisa Stull · Jason Christensen · Darian & Brent Lancaster · John Propp · Carol Swinehart · Helena Chun · Edward and Eileen Law · Sue & Greg Quirk · Curtis and Sally Thompson · Diane Cookson · Garry and Annette Lawrenz · Dave Richardson · Rob Thompson · Becky Cookson · Arthur Lehl Jr · Jason Richardson · Krista Tushar & Mike Rohr · Chad Cox · Susan Manfredi · Mike & Deb Richardson · Jody & Steve Veeder · Jody Curl · Lynn & Michael Mares · Ralph and Karen Roberts · Charles & Barbara Verble · Jeane T. Dole · Wes McAndrew · Jennifer Rottler · Julie & Randy West · Michele Duncan · Amy & Dan McCandless · Craig Sammons · Greg and Jennifer (Walker) Wolgamott · Dave Effler · Kirk McCarty · Kathleen Sandal-Miller · Lynn Williamson & Bob Axelson · Audrey Elling · Michelle McLeod · Ellen Santilli · Greg and Jennifer (Walker) Wolgamott · John and Sandy Fraser · Holly McMahon · Robert & Mary Satrom · Craig & Ann Woodruff · Wanda Ford · Janiece McNichols · Ed and Marian Savitsky · Jim & Carolyn Youngs · Victoria & Mitchell Gates · Meyers Family · Gail Schoettler · Mark & Sandi Zimmerman · Barb Gay · Meyers Family · Gail Schoettler · Mark & Sandi Zimmerman