



Crisis Center

ANNUAL REPORT | 2019

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

PO Box 631302 • Littleton, CO • 80163
Admin: 303-688-1094
24-Hour Crisis Line: 303-688-8484
www.thecrisiscenter.org

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

VOLUNTEER
you can make a difference!



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

CRISIS CENTER SERVICES IMPACTING LIVES

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.



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.

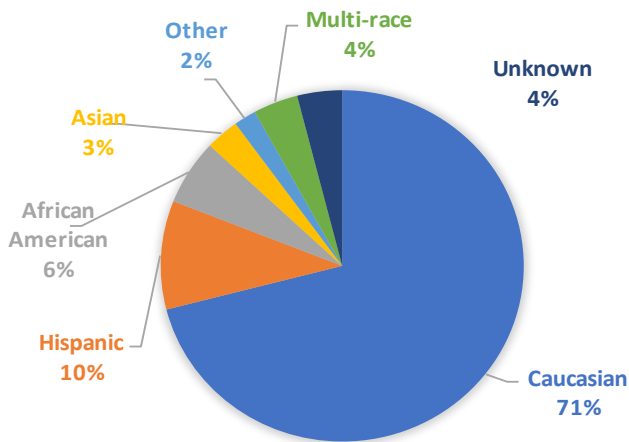
MARGARET'S STORY

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



"Statistics are human beings with the tears wiped away." - Paul Brodeur

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

Current Assets:

Cash and cash equivalents	\$ 182,539
Prepaid expenses	1,540
Accounts receivable	139,902
Promises to give	70,000
Inventory	4,557
Total Current Assets	398,538

Property And Equipment:

Land	5,970
Building and improvements	2,002,942
Furniture and equipment	125,051
	2,133,963
Less: accumulated depreciation and amortization	(506,553)
Net Property and Equipment	1,627,410

TOTAL ASSETS

\$ 2,025,948

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts payable and accrued liabilities	\$ 62,926
Current portion - capitalized lease obligation	4,974
Total Current Liabilities	67,900

Long-term Liabilities:

Long term portion - capitalized lease obligation	10,028
Total Long-term Liabilities	10,028

Total Liabilities

77,928

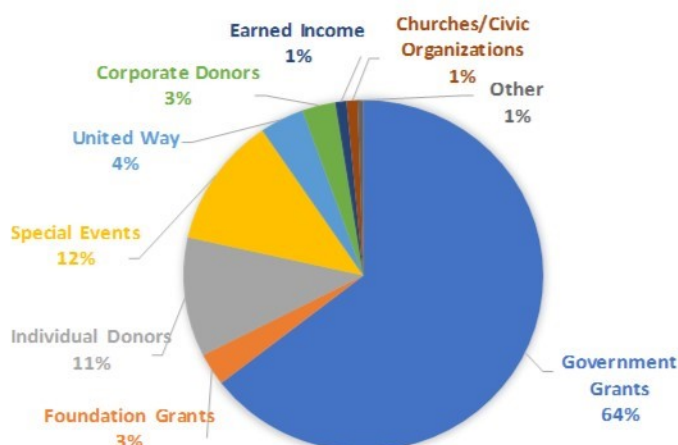
Net Assets:

Without donor restrictions	1,878,020
With donor restrictions	70,000
Total Net Assets	1,948,020

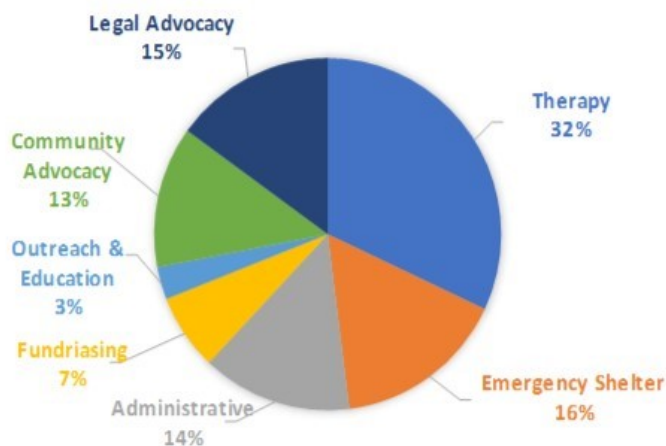
TOTAL LIABILITIES AND NET ASSETS

\$ 2,025,948

2019 OPERATING REVENUE



2019 OPERATING EXPENSES



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:



2019 Corporate & Community Partners

Angel Concept	Centura Health	Mountain Pine Woman's Club	Security Properties Real State
Arapahoe County Public Airport Authority	CRG-Castle Rock Outlets	New Hope Presbyterian Church	Sky Ridge Medical Center
Arch Insurance group	Evergreen Lutheran Church	Nytech Heating & Cooling, Inc.	Spring Valley Women's Golf League
Bevy's Liquor World	First Bank of Douglas County	Perry Park Country Club	The Arthur J. Gallagher Foundation
Bubbles Liquor World	Grace Chapel	Rocky Vista University	University of Colorado Health
Castle Pines Village Garden Club	Infinite Peaks Holdings, LP	Rotary Club of Cherry Creek Valley	
Castle Rock Imports, LTD.	IREA	Rotary Club of Parker	

2019 Grants & Foundation

State of Colorado/ESG	Douglas County	Bayer Foundation	Isle, Charles & Peter Dalebrook Fund
State of Colorado/DVP	Town of Castle Rock	Denver Broncos Community Grant	Sadako K. Judd Private Foundation
State of Colorado/VOCA	Town of Parker	Douglas County Community Foundation	Union Pacific Foundation
18th Judicial District/VALE	Mile High United Way		

2019 Individual Donors (\$500+)

Tammy Abramovitz	Christine & Doug Harris	Michael Miller	Gerry & Denise Schwartzel
Kristin Ahn	Susan & Don Hicks	Ella Mae Mills	Trish and Michael Seibert
Heather Aley and Chris Dreiling	Gary Higbee	Lori Nebelsick-Gullett	William (Bill) and Diane Siegele
Marsha & Frank Alston	Kerry Hill	Stan & Dorothy New	Jenny Skinner
Becky Beall-Moore	James & Wendy Holmes	Nick Nicholson	Elayne Spinder
Matthew and Rochelle Belobraydic	Lou & Tanis Hutchison	Robert & Marilyn Olislagers	Greg & Jill Staffelbach
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Tim & Betty Jo Brenner	Erin Jones	Lori Perry	Nancy & Scott Stockton
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Annie Butler	Amy King	Alyson Plummer	Elaine Stucy
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Becky Cookson	Garry and Annette Lawrenz	Dave Richardson	Rob Thompson
Chad Cox	Arthur Lehl Jr	Jason Richardson	Robert and Judith Thompson
Jody Curl	Susan Manfredi	Mike & Debi Richardson	Krista Tushar & Mike Rohr
Jeane T. Dole	Lynn & Michael Mares	Ralph and Karen Roberts	Jody & Steve Veeder
Michele Duncan	Wes McAndrew	Jennifer Rottler	Charles & Barbara Verble
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Audrey Elling	Kirk McCarty	Kathleen Sandal-Miller	Lynn Williamson & Bob Axelson
John and Sandy Fraser	Michelle McLeod	Ellen Santilli	Greg and Jennifer (Walker) Wolgamott
Wanda Ford	Holly McMahon	Robert & Mary Satrom	Craig & Ann Woodruff
Victoria & Mitchell Gates	Janiece McNichols	Ed and Marian Savitsky	Jim & Carolyn Youngs
Barb Gay	Meyers Family	Gail Schoettler	Mark & Sandi Zimmerman
Donald Hansen			



Purple Ribbon Club

A group of generous donors who have pledged to make a monthly or weekly contribution to the Crisis Center. No amount is too small to make a large impact on the lives of others.

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 & Rochelle 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*