



Crisis Center



What We Did ... How You Helped ... Where We Go From Here

ANNUAL REPORT | 2017

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

Crisis Center Update

2017 has been a year of change for the Crisis Center. After a long time on the market, we finally sold our administrative office building in Castle Rock and were able to begin capital improvement renovations to our emergency shelter location. We moved in to the renovated building in February 2018 and installation of the elevator was completed in March.

At the end of 2017, due to budgetary constraints, we made the difficult decision to lay off two employees from our development team. While this decision was difficult, it was made in the best interest of the future of the agency. None of our direct service client programs were affected by this change, as those positions are funded through 2018 by government grants. The shortfall in our projected year-end 2017 budget was due primarily to two factors: a large collaborative event that chose to support a different charity this year, and a change in direction for a couple of our large foundation funders. While we try our best to project year-end income in our budget, changes in timing, focus, priorities and lack of unrestricted income to charitable organizations makes it a moving target throughout the year.

We continue to remain diligent in our cultivation of individual donors and have seen positive results in retention and additional dollars over the past five years. Cumulatively, we've seen a 45% increase in donors who give above \$500 and a 59% increase in dollars from those donors.

To ensure continual growth in our annual Gala event and corporate partnerships, our 2018 Gala is taking on a new look. We are excited to partner with the Vehicle Vault in Parker to give our guests a unique experience with the Vehicle Vault's fabulous collection of rare and exotic automobiles from all over the world.

New in 2018, we have launched a monthly giving club for donors who commit to giving on a quarterly, monthly or weekly basis. The Purple Ribbon Club currently has 14 members, and we hope to double that throughout 2018.

We look forward to the remainder of 2018 by serving our clients in the most effective way through our emergency shelter, therapy, legal advocacy and community-based advocacy programs, as well as having our administrative and development staff all in one primary location. We look to our community, our current supporters, and new constituents to help us continue the life-saving work we do on a daily basis. Thank you for your ongoing support and commitment to making a difference in the lives of the adults and children affected by domestic violence in our community.

Sincerely,



Jennifer Walker
Executive Director



VOLUNTEERS

The Crisis Center currently utilizes about 200 volunteers a year and engaged 36 new volunteers in 2017. Volunteers have many roles at the agency, including answering the crisis line, on-call advocacy, providing childcare, community outreach and event support. Last year volunteers provided over 3,300 hours of service to the Crisis Center, which is the equivalent of approximately two full-time positions or \$60,000 in salaries. 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 \$20,000 in salary.

BOARD OF DIRECTORS

In 2017, 100% of Crisis Center board members contributed financially to the agency, giving or raising over \$86,000.

Craig Sammons, President
CFO, Sky Ridge Medical Center

Michael Prendergast, Past President
CEO, Vista Petroleum

Heather Harcourt, Vice President
Private consultant, Mountain Point Clinical Consulting

Michele Duncan, Treasurer
Insurance Advisor, Arch Insurance

Tim Moore
Chief Deputy, Douglas County Sheriff's Office

Marsha Alston
Youth Services Program Manager, Douglas County Youth Initiative

Lisa Stull
Owner/Therapist, Comprehensive Counseling Solutions

Elayne Spinder
Managing Director, Market Research, Charles Schwab

Jason Christiansen
Nonprofit professional

Lori Nebelsick-Gullett
Psychometric Consultant, NG Consulting

Kathie Shandro
RE/MAX Real Estate Professional

Diane Cookson
President, UC Health Highlands Ranch Hospital

Krista Tushar
Senior Counsel, Riggs Abney Neal Turpin Orbison & Lewis

Terry Shadwick
Founder, BarnLight Capital

MANAGEMENT STAFF

Jennifer Walker, MPA, Executive Director
Jody Curl, MA, Director of Programs
Amy McCandless, Director of Development
Shelley Reader, Program Manager

****NEW ADDRESS****

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303-688-1094 (admin) • 303-688-8484 (crisis line)
www.thecrisiscenter.org

"I have had a life time of abusive relationships and I always blamed myself. The Crisis Center helped me to understand the cycle of abuse and helped me to understand it wasn't my fault."

MARIE'S STORY

Marie (*name changed for confidentiality*) is a 32-year-old single mother of two. Marie experienced emotional, sexual, verbal and physical abuse for six years during her marriage. Approximately two years ago, Marie was referred to the Crisis Center after calling the police to report physical abuse at the hands of her husband. Marie did not engage in services at that time, stating that she thought she could “get through it by herself.” Later, she found herself experiencing nightmares, feeling hypervigilant during normal activities, such as grocery shopping, and realized that she could not process her experience alone. Marie reached out to the Crisis Center again, completed the intake process and began working with a clinician to receive therapeutic services.



Marie's goals for therapy are to work toward re-building her self-esteem, process her domestic violence experience, and being a better mom to her two young children. Although Marie has been engaged in services for only a short time, she has made progress toward her therapeutic goals. Marie states that she feels an increased sense of inner-strength and resolve when confronted with legal situations involving her ex-husband, as well as when she is faced with conflict at work. She is processing her domestic violence experience to recognize relationship patterns to work toward the possibility of developing healthy relationships in the future. Marie is also developing strong self-care routines including participation in martial arts, journaling and painting. She understands that maintaining these self-care routines will help her stay regulated when confronted with conflict or triggering situations. Marie is actively engaged in the therapeutic process and now wishes to engage her children in therapy with the Crisis Center as well. She is highly motivated and states that one day she wishes to volunteer for an agency such as the Crisis Center to help other women who are facing the same trauma that she is working to overcome.

CRISIS CENTER PROGRAMS & SERVICES

- Our **24-hour crisis line** is answered by trained advocates who provide crisis intervention, counseling, advocacy and referrals.
- Our **7-bed emergency shelter** is for those in imminent danger from a violent perpetrator. We provide daily essentials, case management, therapy, safety planning, referrals to community resources and other vital resources with a focus on enhancing the client's safety and well-being.
- The **Community Advocacy Program (CAP)** is an-evidenced based advocacy intervention focused on helping victims protect themselves and their children from further violence, and generating and mobilizing community resources that a victim reports needing.
- 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 self-sufficiency.
- **Legal Advocates** provide information and assistance about legal options including protection orders, child custody issues, legal separation, etc., and supports clients through the civil and criminal processes.

In 2017, your support helped the Crisis Center:

Respond to	Provide	Provide shelter to	Provide therapy to	Assist	Serve a total of
1,614	1,401	85	295	258	638
calls to our 24-hour crisis line	nights of safe emergency shelter	adults and children feeling domestic violence	adults and children traumatized by domestic violence	clients with legal advocacy services	domestic violence victims in our community

LETHALITY ASSESSMENT PROGRAM

Implementation in 2016 of the Lethality Assessment Program (LAP) by the Crisis Center and Douglas County law enforcement agencies allows law enforcement to identify victims of intimate partner violence who are at the greatest risk of being killed. Based upon the victim's assessment, the officer will immediately contact the Crisis Center and encourage the victim to speak with the Crisis Center advocate to address any immediate concerns and plan for safety. This real-time intervention by law enforcement and the Crisis Center proves to have positive impact on victim safety and ultimately saves lives.

Specific to our community, as reported by law enforcement agencies in Douglas and Elbert Counties, there were approximately 800 domestic violence related calls in 2017; approximately 60% of the domestic incidents police respond to involve a highly lethal offender with a violent history showing great risk for homicide and/or bodily injury to the victim. While the current call to police may not be lethal, the LAP assessment shows the lethal history of the offender. It is also important to note that approximately 70% of Crisis Center clients have never reported the abuse to law enforcement. Of the calls received by the Crisis Center, approximately 30% of victims are now receiving services.

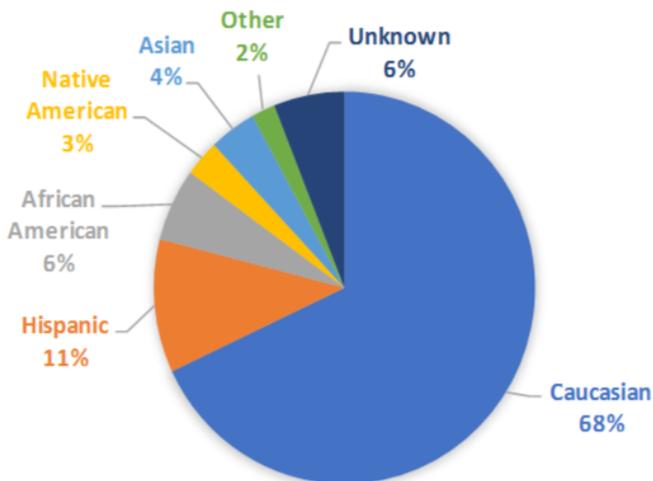
In Douglas County, currently 400 officers have received training and use the 11-question assessment to understand and respond effectively to the victim in a highly lethal relationship. To expand this model throughout the State of Colorado, the Crisis Center has presented at two state-side conferences to police, DA's Offices, probation officers and system/non-system-based victim advocates. Now, several other counties are considering implementing this model.

LETHALITY ASSESSMENT:



Empowering Police to
Empower Victims

CLIENT DEMOGRAPHICS & OUTCOMES



 While a significant percentage of clients reported “unknown” or “undisclosed” income, more than half (52%) of new adult victims served reported an annual income of less than \$30,000.

Outcomes from client surveys show positive results in both our emergency shelter and non-residential programs, with an average overall satisfaction of 95%.

Specifically, clients stated the following:

- 91% gained knowledge about community resources
- 94% know more ways to plan for their safety
- 95% are more hopeful about their future
- 96% are more self-sufficient than before engaging in services
- 93% understand the violence was not their fault
- 85% stated their overall emotional health and well-being have improved
- 95% stated their parenting skills have improved and they are able to connect with their children in a healthier way

“After nine months of marriage, I knew he was dangerous. The only problem was I was about to give birth any day now. I had to hang on until I had the baby and then I could get out. There were times the abuse was so tormenting such as waking up to find him holding a knife to my swollen pregnant belly threatening to end both my life and that of our unborn child. I thought, how can this be me? I have a master’s degree; I am a strong, independent woman!”

FINANCIAL REVIEW

The Crisis Center received \$1,174,793 in support and revenue and spent \$1,339,723 in expenses in 2017. 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 recently conducted an internal audit of service vendors to determine costs savings and we are combining service locations with anticipated savings of approximately \$75,000 annually. We remain diligent in our mission, and 83% of our funds go directly back to client programs and services.

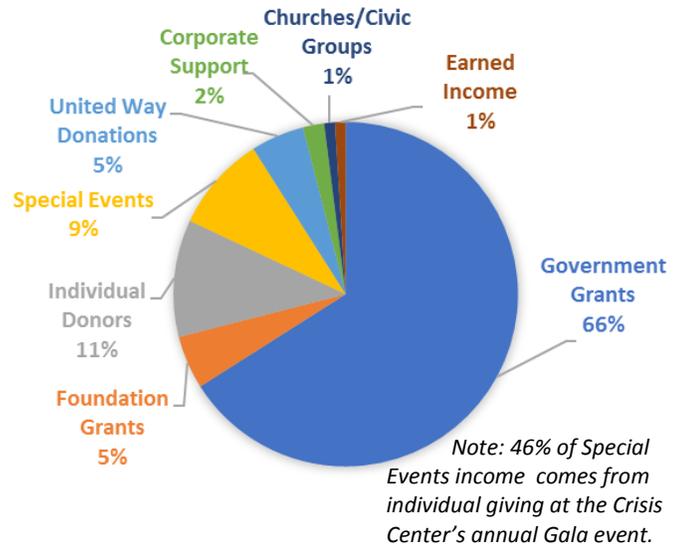
ASSETS

Current Assets:	
Cash and cash equivalents	\$ 326,158
Restricted cash	2,446
Accounts receivable	200,980
Promise to give	114,601
Inventory	2,170
Total Current Assets	646,355
Property And Equipment:	
Land	5,970
Building and improvements	1,570,326
Furniture and equipment	109,961
	1,686,257
Less: accumulated depreciation and amortization	(376,597)
Construction in progress	181,596
Net Property and Equipment	1,491,256
TOTAL ASSETS	\$ 2,137,611

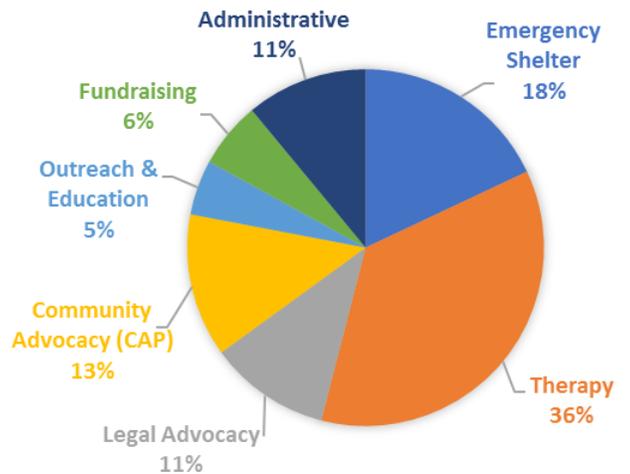
LIABILITIES AND NET ASSETS

Current Liabilities:	
Accounts payable and accrued liabilities	\$ 142,613
Current portion - capitalized lease obligation	3,747
Total Current Liabilities	146,360
Long-term Liabilities:	
Long term portion - capitalized lease obligation	19,320
Line of credit	120,204
Total Long-term Liabilities	139,524
Total Liabilities	285,884
Net Assets:	
Unrestricted	1,737,126
Temporarily restricted	114,601
Total Net Assets	1,851,727
TOTAL LIABILITIES AND NET ASSETS	\$ 2,137,611

OPERATING REVENUE



OPERATING EXPENSES



SILVER SENTRY SOLUTIONS, INC.

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, we will be developing a for-profit business, Silver Sentry Solutions, Inc., with a focus on providing daily money management services to senior citizens and their loved ones.



The Crisis Center will eventually gain a financial benefit in unrestricted and sustainable dollars from the revenue generated by this business. We are currently seeking social investors and funders to support the business development phase of this business.

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 ANNUAL CORPORATE PARTNERS:



Castle Rock Adventist Hospital
Littleton Adventist Hospital
Parker Adventist Hospital
Porter Adventist Hospital
Centura Health.



2017 Individual Donors:

Mike & Tammy Abramovitz
Heather Aley & Chris Dreiling
Frank & Marsha Alston
Darla & Chris Beckley
Patty Bishop
Estate of Russell Bloom
Gary & Angela Bond
John & Alexandra Booth
Amy Bremner
Tim & Betty Jo Brenner
Curt Carey
Jason Christensen
Kenneth Claiborne
Diane Cookson
Jody & Darren Curl
Timothy Dumler
Michele Duncan
Audrey Elling
Melissa Farnsworth
Shawn Fitzhugh
Lisa Frizell
Victoria Gates
Barb Gay
Debbie Gertie
Jason & Carrie Golden

Mike & Pam Golden
Lance Goodwin
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Donald Hansen
Heather Harcourt & Mike Polomoscanik
Crystal Hathaway
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Kerry Hill
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Lou & Tanis Hutchison
Nadine Jusczyk
Adam Kevil
Kristin Kubitschek
Nicole Landrum
Garry & Annette Lawrenz
Gail Manning
Dan & Amy McCandless
Kirk McCarty
Kati McCormick
Leon & Cheryl McGovern
Megan McGuire

Holly McMahon
Jessica McWhirt
Claire Meier
Meyers Family
Ella Mae Mills
Tim & Karen Moore
Andrew Mulder
Mayra Navarro
Lori Nebelsick-Gullett
Stan & Dorothy New
Jim Peif
Kerry & Susanne Phelps
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Vickie Rutkowski
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Carol Swinehart
Curtis Thompson
Robert & Judith Thompson
Krista Tushar & Mike Rohr
Justin & Anita Vaughn
Charles & Barbara Verble
Victor Villarreal
Greg & Jennifer (Walker) Wolgamott
Robert Wareham
Linda Watson
Julie West
Elizabeth Wilder
Lynn Williamson & Bob Axelson
Mike & Jennifer Wilson
Jim & Carolyn Youngs
David & Cindy Yourtz
Mark Zimmerman

2017 Grants & Foundations:

18th Judicial District/VALE
Denver Foundation
Douglas County
Nathan & Florence Burt Foundation
Isle, Charles, & Peter Dalebrook Fund

John G. Duncan Charitable Trust
Sadako K. Judd Private Foundation
Mile High United Way
Nordstrom, Inc.
Rhue Enterprises

Richard Lumsden Foundation
State of Colorado/DVP
State of Colorado/ESG
State of Colorado/VOCA
TJX Foundation

Town of Castle Rock
Town of Parker
Verizon Hopeline Grant
Virginia Hill Charitable Trust

2017 Corporate & Community Partners:

1st Bank of Douglas County
American Sub Contractors Association
Arapahoe County Public Airport Authority
Bellco Credit Union
Bubbles Liquor World
Castle Rock Imports
Castle Rock Rotary Club
Centura Health

Council and Arts, Science and Culture
CRG-Castle Rock
Epiphany Lutheran Church
Evergreen Lutheran Church
Goddard School
Highlands Ranch Rotary Foundation
IREA
Merrick & Company

Mountain Pine Woman's Club
MW Golden
New Hope Presbyterian Church
North Canyons Development
Orion Architectural Systems
Parker Payless Liquors
Perry Park Country Club

Rotary Club Of Denver SE Foundation
Rotary Club of Parker
Sky Ridge Medical Center
Spring Valley Women's Golf League
St. Luke's United Methodist Church
Tour de Ladies
Van der Jagt Law Firm

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 newly launched 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:

Marsha & Frank Alston · Matthew & Rochelle Belobraydic · Dr. Ernie & Millie Bennett · Angela & Gary Bond · Victoria Gates · Julie Johnson · Kathleen Miller · Tim & Karen Moore · Heather Orr · Lori Perry · Ralph & Karen Roberts · Craig & Jill Sammons · Charles & Barbara Verble · Greg & Jennifer (Walker) Wolgamott