



Crisis Center

2021 ANNUAL REPORT

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

Given the past two years of adjusting to a global pandemic, the Crisis Center has found its groove. What we have learned over the past two years is exciting and has shaped how our services are and will continue to be provided.

We learned that sheltering clients in local hotels is a far more trauma-informed environment and we will continue to utilize our current shelter space and hotels for emergency shelter. We also learned that extending emergency shelter beyond 21 days allows clients and advocates to make greater strides toward long-term safety and healing. We continue to provide daily essentials for living, advocacy, case management and therapy to those that are in our shelter facility and partner hotels. We are grateful for the collaboration with these hotels and continue to be impressed with the exceptional support of the hotel staff in working with us and our clients to maintain confidentiality and safety.

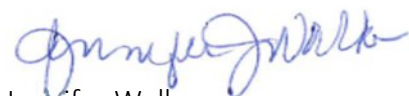
We learned that having tele-services has increased client engagement in therapy and community-based advocacy. Adult clients are more easily able to access virtual sessions when they can't attend in person. This kind of consistent engagement promotes faster healing and increased well-being. Therapy for younger children continues in-person, given the types of therapeutic interventions used. We will continue to offer both in-person and virtual services to best meet the needs of those we serve.

We learned that creating an employee hybrid work schedule benefits Crisis Center employees. As with many businesses during COVID-19, the Crisis Center has not been immune to employee attrition. Being able to provide a hybrid working option has been helpful in our recruitment efforts and in the retention of current employees.

The last big thing we learned is just how incredibly generous people continue to be. Our 2021 Future for Families Gala raised over \$200,000 and individual donors were extraordinarily generous. This, along with American Rescue Plan funds, has given the Crisis Center increased dollars for client needs, like housing assistance, car repairs and other unique expenses; continued funding for emergency shelter hotel services and overall financial stability that the Crisis Center has not experience since 2011.

We are incredibly grateful for your confidence in us. It is only with your on-going support that we are able to continue to work towards creating a world free of violence.

Sincerely,



Jennifer Walker
Executive Director



BOARD OF DIRECTORS—2022 Members

In 2021, 100% of Crisis Center board members contributed financially to the agency, giving or raising over \$100,000.

Michele Duncan, Past President
Insurance Underwriter, Hudson Insurance Group

Tim Moore, President
Seven Stones Chatfield, Grounds Keeper

Barb Gay, Vice President
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Christine Harris
Therapist, self-employed

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Physician, Women's Health Care Associates

Wendy Pacheco
Research Consultant

Jeff Galgano
Retired, FullSpeed Automotive

Darren Weekly
Captain, Douglas County Sheriff's Office

Jen Routon
Real Estate Agent, Madison and Company Properties

Lisa Neal-Graves
LMNG Innovations

MANAGEMENT STAFF

Jennifer Walker, MPA, Executive Director
Jody Curl, MA, Director of Programs
Amy McCandless, Director of Development
Joanna Corbin, Program Manager
Michelle Gagnon, Clinical Manager
Alyson Plummer, Business Manager

CRISIS CENTER SERVICES IMPACTING LIVES



24-HOUR CRISIS LINE: Answered by trained staff who offer crisis intervention, information, support and referrals.



EMERGENCY SHELTER: Provides safety for those in imminent danger. Clients receive assistance with daily essentials, therapy, advocacy, safety planning and access to other community resources.



THERAPY: Master's level clinicians provide individual and group therapy for adults and children with the goals of assisting clients in gaining an understanding of how the violence has impacted them; healing from trauma; safety planning and working towards greater well-being.



LEGAL ADVOCACY: Provides information and assistance through the civil legal process including protection orders, child custody issues, legal separation, immigration issues, support at hearings, and offer attorney and other referrals as needed.



COMMUNITY-BASED ADVOCACY: Helps clients protect themselves and their children from further violence by utilizing the community resources that clients report needing and working towards the client's desired goals.



OUTREACH, EDUCATION & PREVENTION: Programs include expert testimony, case consultation, technical trainings for individuals working in the Criminal Justice System and educational training and workshops for schools, churches, businesses, and other community groups.

In 2021, we provided direct service to 390 unduplicated adults and children impacted by domestic violence; 34% of adults utilized more than one service.

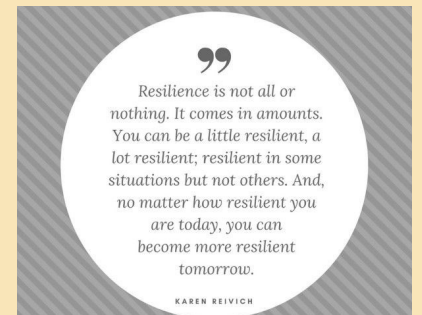
Specifically, we:

- Responded to 1,067 calls to our 24-hour crisis line
- Provided 2,027 nights of emergency shelter to 62 adults and children
- Provided individual and group therapy to 124 adults and children
- Provided legal services to 248 clients
- Provided community-based advocacy to 108 clients
- Reached 1,788 community members through 40 education, outreach and prevention activities.

All direct services are free to clients and meet best practices of trauma-informed care and confidentiality.

Outcomes from both our emergency shelter and non-residential programs are positive, with an average overall satisfaction of 94%. Specifically, clients stated the following:

- 90% gained knowledge about community resources
- 100% know more ways to plan for their safety
- 90% are more hopeful about their future
- 100% are more self-sufficient than before engaging in services
- 93% understand the violence was not their fault
- 87% stated their overall emotional health and well-being have improved



The Crisis Center administers client surveys and assessments to gather data on agency outputs and measure outcomes. This information assesses satisfaction with services provided, professionalism of staff, and impact of services received.

MONIQUE'S STORY

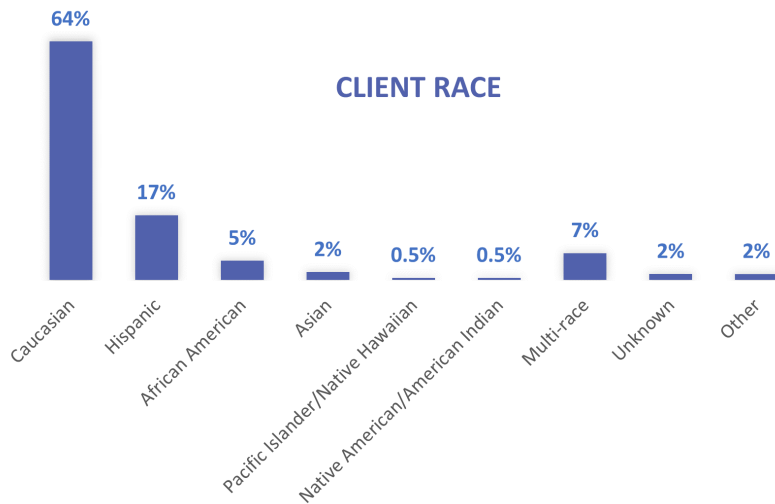
(Name changed for confidentiality.) I never thought I would find myself in the position I am in today. I waited to get married to break the cycle of abuse I grew up in. I made sure the man I married was caring, calm and what I considered incredibly stable. I would have never guessed that his mental health would decline and he would eventually become the complete opposite of what I had married. **He slowly became selfish, secretive, controlling and moody over the years.**



Because the change in my husband was so gradual, I don't think I realized the level of abuse I began tolerating or letting slide through the years. I went about being the mom I wanted to be and avoided my husband as much as possible. **Then the pandemic hit and like so many, being forced to occupy the same space for such a long time, our world came to a sudden halt.** His mental illness started to affect us daily. He became aggressive and spent hours delving into conspiracy theories and hate on the internet. His anger with both myself and my child became unbearable. He left because we could no longer have a rational interaction. He accused me of placing his life in danger, stealing and colluding with fictional government agencies. His outbursts were so vile and scary that he terrified my daughter and myself. And as awful as it was, I stayed for the uncertainty I was terrified of if I were to leave him.

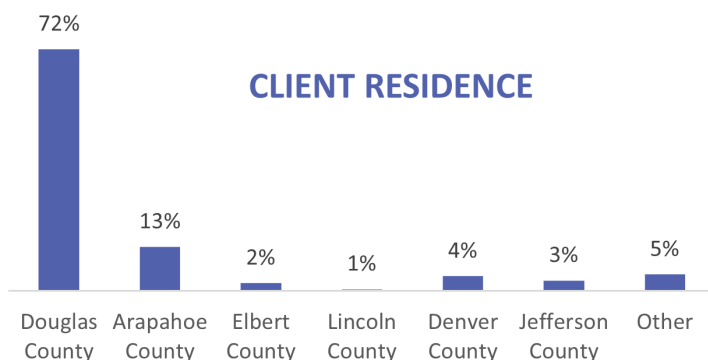
I am not entirely free of his anger. I still wake in the night fearful of his threats of violent behavior. Like so many, we have ties that will never be severed. But with the help of therapy from the Crisis Center, I feel safer in my home and able to advocate for myself better. It's a slow process but I am so very grateful for the support I am receiving. I am learning to have a better relationship with my daughter and myself. **When I felt the most afraid, the Crisis Center was there to help me.**

CLIENT DEMOGRAPHICS



"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



2021 FINANCIAL REVIEW

Despite early concerns related to funding during the continued COVID-19 pandemic, the Crisis Center was grateful to have received support from specific COVID-19 funding opportunities which helped us close our fiscal year with a positive financial outcome in both 2020 and 2021. **Specifically in 2021, receiving \$1,573,868 in support and expending \$1,402,818.** While we continue to rely on government funding to support our direct service program staff, our focus remains on building relationships with our individual and corporate donors, collaborative partners and private foundations to increase unrestricted donations. Cultivation of individual donors has yielded positive results in retention and additional dollars. Our 2021 Gala event exceeded budget and produced record-breaking revenue for the agency.

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

The Crisis Center remains diligent in our mission, with 78% of our funds going directly back to client programs and services.

ASSETS

Current Assets:

Cash and cash equivalents	\$ 477,761
Prepaid expenses	4,852
Accounts receivable	1,030
Government grants receivable	166,059
Promises to give	95,301
Inventory	7,507
Total Current Assets	752,510

Property And Equipment:

Land	5,970
Building and improvements	2,002,942
Furniture and equipment	181,679
	2,190,591
Less: accumulated depreciation and amortization	(642,439)
Net Property and Equipment	1,548,152

TOTAL ASSETS \$ 2,300,662

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts payable and accrued liabilities	\$ 53,764
Current portion - capitalized lease obligation	6,922
Total Current Liabilities	60,686

Long-term Liabilities:

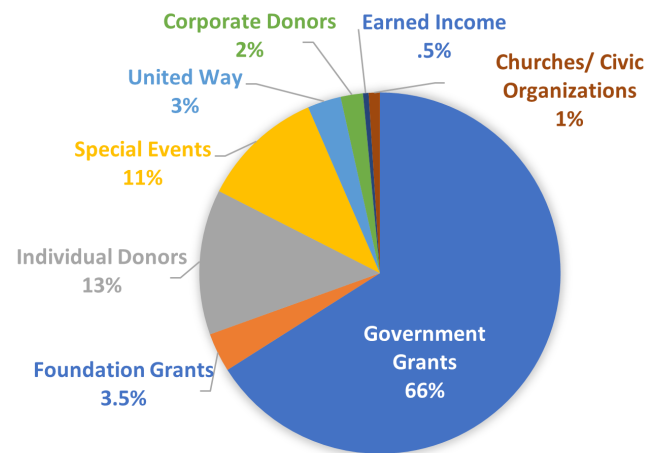
Long term portion - capitalized lease obligation	19,035
Total Long-term Liabilities	19,035
Total Liabilities	79,721

Net Assets:

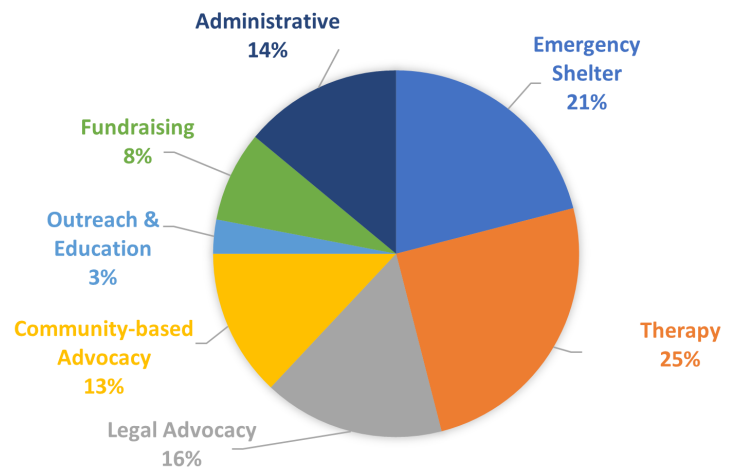
Without donor restrictions -	
Undesignated	1,860,281
Board designated operating reserve	243,064
Total Without Donor Restrictions	2,103,345
With donor restrictions	117,596
Total Net Assets	2,220,941

TOTAL LIABILITIES AND NET ASSETS \$ 2,300,662

2021 OPERATING REVENUE



2021 OPERATING EXPENSES



You can help make a difference in the lives of the adults and children we serve. All services are free and confidential. Give today at www.ColoradoGives.org/CrisisCenter.

RECOGNIZING DONORS

THANK YOU TO OUR ANNUAL CORPORATE PARTNERS:

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. We apologize in advance for any inadvertent omissions from this list.



INFINITE PEAKS HOLDINGS



2021 Corporate & Community Partners

1st Bank of Douglas County
Advance Auto Parts
Arapahoe County Public Airport Authority
ARC Thrift Stores
BT Construction
Castle Pines Village Garden Club
Castle Rock Imports, LTD
Centura Health
Cherry Creek Valley Rotary Club of Parker
CoBank
Core Electric Cooperative
CRG-Castle Rock, LLC
Infinite Peaks Holdings, LP

MW Golden
NeighborShare
New Hope Presbyterian Church
Point of Reference, Inc.
Polsinelli
Rotary Club Of Castle Rock
Rotary Club of Parker
Sky Ridge Medical Center
South Metro Denver Chamber
Trimble Cares Colorado
Vectra Wealth Management
Zonta Club of Douglas County

2021 Grants & Foundation

18th Judicial District/VALE
State of Colorado/DVP
State of Colorado/ESG
State of Colorado/VOCA
Douglas County
Town of Castle Rock
Town of Parker
City of Littleton

Mile High United Way
Isle, Charles & Peter Dalebrook Fund
Odyssey Group Foundation
Robert & Mary Jane Smith Foundation
Sadako K. Judd Private Foundation
Sunstate Equipment Foundation
The Arthur J. Gallagher Foundation
Union Pacific Foundation

2021 Individual Donors (\$500+)

Alan & Ellen Qualls	Don Toussaint	John R. Berschied Jr.	Ralph & Karen Roberts
Ali & Peter Ferguson	Edward & Eileen Law	Jordan Abramson	Ray & Lisa Decker
Alyson & Eric Plummer	Elayne Spinder	Julie Chandler	Rebekah Bullard-Lief
Amy & Dan McCandless	Elizabeth & Ryan Baker	Justin & Anita Vaughn	Richard Higgins
Ana Davison	Elizabeth Campbell	Kathleen Sandal-Miller	Rick & Susan Schmitz
Arthur Lehl	Elizabeth Milton	Ken McIntyre	Robert & Joan Tinnin
Audrey Elling	Elizabeth Stanley	Kimberly Carlson	Robert & Judith Thompson
Barb Gay	Ella Mae Mills	Krista Tushar & Mike Rohr	Robert & Marilyn Olislagers
Barb Sholis	Ellen Santilli	Kristen Padberg	Robert & Mary Satrom
Becky Beall-Moore	Gail Schoettler	Lance & Christie Goodwin	Robert Thompson
Belisario & Anita Cabanilla	Garry & Annette Lawrenz	Laura Cashman	Roxy Hahn
Bert Hanson	Gwen Balk	Laurie K. Francisco	Shelley Derstadt
Blake Walliser	Greg & Jennifer (Walker) Wolgamott	Lisa Stull	Sonja & Brian Poling
Bryn Massman	Greg Staffelbach	Lori Nebelsick-Gullett	Stan & Dorothy New
Camille Johnson	Gretchen Carpenter	Lori Perry	Sue & Greg Quirk
Cari Silvey	Heather Land Estate	Lou & Tanis Hutchison	Susan Thayer/ Thayer Reality Group
Carolyn Eisenbrandt	Helena Chum	Lynn & Michael Mares	Thomas Mair
Catrina & Scott Bubier	Holly McMahan	Lynn Williamson & Bob Axelson	Thomas Sickler
Christine Harris	Jason & Carrie Golden	Mark & Malasa Williams	Tiffany Sharpe
Colleen H Andrus	Jason Richardson	Merlin Klotz	Tim & Karen Moore
Craig & Ann Woodruff	Jeanne & Byron White	Meyers Family	Tricia Mestas
Craig & Jill Sammons	Jeff & Megan Galgano	Michael & Martha Henshaw	Trish & Michael Seibert
Crea Fusco	Jim & Carolyn Youngs	Michael Cafagno	TT & Elizabeth Marquardt
Curtis & Sally Thompson	Jody & Darren Curl	Michele Duncan	Vaneece Harris Family Trust
Dana Kinslow	Jody Veeder	Mike & Pam Golden	Vickie Rutkowski
Daniel Benson	Joe Johnson	Mike & Suzanne Kalac	Victoria & Mitchell Gates
Daniel Crawford Trust	John & Monica Denler	Montie & Cynthia Lehman	Wanda Ford
Darcey DeRose	John & Sandy Fraser	Paul & Lois McKeag	Wendy & Antonio Pacheco
David Richardson	John Archer	Paul Narduzzo	William Siegele
Diane Stiver	John Moriarty		