



Crisis Center



“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

ANNUAL REPORT | 2018

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

Crisis Center Update

Over the past three years, the Crisis Center has made significant shifts, with a focus on best practices for those we serve. Analyzing client feedback and outcomes is always at the heart of the decisions we make. With substantial planning and implementation, the Crisis Center has had one of its most successful years as an organization.

At the beginning of 2018, the Crisis Center moved all program and administrative staff into one primary building. This has been instrumental in the positive outcomes for those we serve; 22% of our adult clients participate in at least two direct service programs. With all program staff in one primary location, collaboration between direct service staff is stronger, allowing for a continuum of care that better supports the client in increasing safety and meeting their goals. The enhancement of a client's safety, well-being and healing is success to the Crisis Center.

Additionally, with location consolidation and the difficult decision to lay off two non-direct service employees in 2017, the Crisis Center has seen an operational cost savings. For the first time in seven years, the Crisis Center ended 2018 in a strong financial position. Because of this, the Crisis Center Board of Directors implemented a Board Designated Reserve account to be used for capital improvements and financial emergencies. This positive financial impact allows the Crisis Center to be nimble and successful in meeting its mission to end domestic violence.

Lastly, success at the Crisis Center comes from you; our supporters trusting us as we made these significant changes. Without your faith in us, the most vulnerable in our community might not have gotten the advocacy, therapy and safe shelter they needed to be safe, independent and violence free. They wouldn't have been able to stop the generational cycle of violence with their children. Your trust in the decisions we made is so appreciated.

As we look forward, we continue to implement thoughtful strategies that best support those we serve. It is through your continued support that we are able to make these plans a reality. Our goals for 2019 include developing a pet shelter for shelter clients and implementing tele-therapy and advocacy services for individuals in the rural areas of our community, as well as those with limited access to transportation.

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

Sincerely,



Jennifer Walker
Executive Director



VOLUNTEERS

Last year, the Crisis Center utilized 102 volunteers who provided 3,807 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, clinical interns generate over 1,500 hours of volunteer work each year, the equivalent to over \$28,000 in salary. *To learn more about volunteering with the Crisis Center, please contact us at info@thecrisiscenter.org.*

BOARD OF DIRECTORS — 2019 MEMBERS

In 2018, 100% of Crisis Center board members contributed financially to the agency, giving or raising over \$100,000.

Krista Tushar, President

Senior Counsel, Riggs Abney Neal Turpin Orbison & Lewis

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

Psychometric Consultant, NG Consulting

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

Kathie Shandro

RE/MAX Real Estate Professional

Diane Cookson

President, UC Health Highlands Ranch Hospital

Christine Harris

Therapist

Barb Gay

President, Watson and Company, Inc.

Becky Beall-Moore

Finance and Nonprofit Professional

Krystie Kania

Loan Officer, First Bank-Douglas County

Michelle McLeod

Clinical Transformation/Population Health, UC Health Integrated Network

MANAGEMENT STAFF

Jennifer Walker, MPA, Executive Director

Jody Curl, MA, Director of Programs

Amy McCandless, Director of Development

Shelley Reader, Program Manager

Stephanie Fitzsimmons, Clinical Manager

Alyson Plummer, Business Manager

PO Box 631302 • Littleton, CO • 80163

Admin: 303-688-1094

24-Hour Crisis Line: 303-688-8484

www.thecrisiscenter.org

KATIE'S STORY

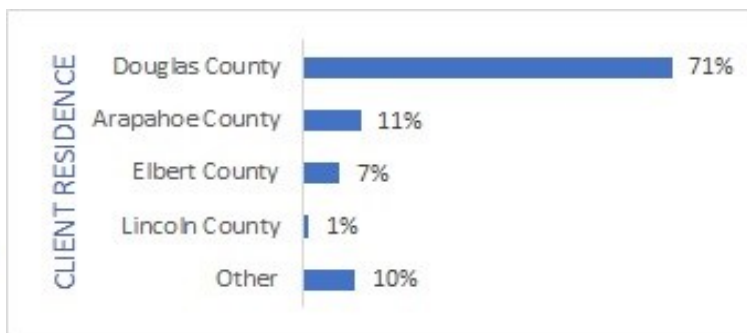
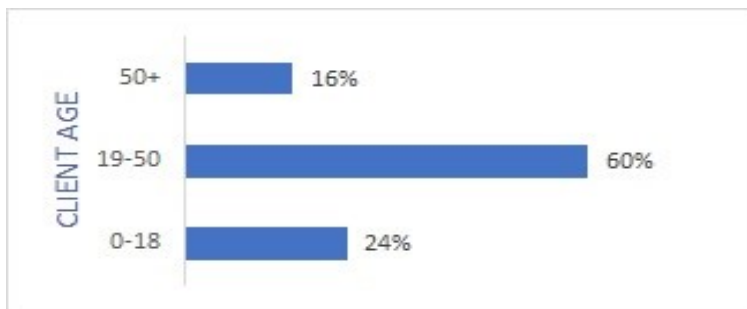
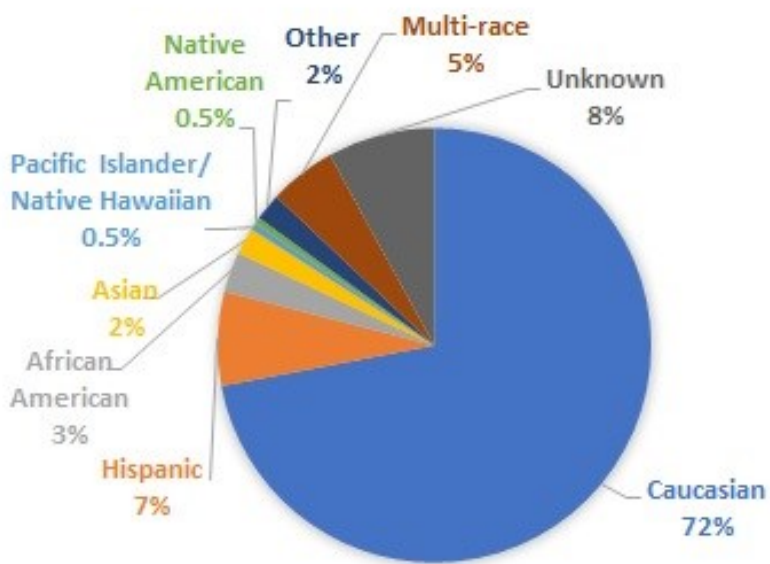
Katie* came to the Crisis Center following a three-year abusive relationship. Katie's relationship with her perpetrator fueled a rift between Katie and her family as he used familiar domestic violence tactics by using power to keep control over her. He belittled her, abused her verbally, and continued to isolate her from people who would have been a positive support or intervening influence. Katie had accumulated significant debt while her partner used her income for his increasing alcohol abuse. Eventually Katie left the relationship after verbal abuse and control tactics escalated into physical violence.



Katie struggled overcoming some of the negative patterns that the domestic violence relationship had taught her. Much like other Crisis Center clients, Katie had great instinct and connection to her feelings but had learned to mistrust them after suffering continuous attacks on her competence and intelligence. Katie gained insight to her own process through cognitive behavioral therapy and had great success in finding connection points between her thoughts, feelings and actions. Boundary work was also helpful for Katie and she quickly learned that confrontation could be done in a healthy and caring way when people were willing to listen to each other.

Katie's trauma symptoms were diminished as she transformed from a victim struggling with hyper vigilance into her own thoroughly contentious courtroom advocate. Within a few months Katie had worked off her debt and was considering enrolling in college while working full time. Katie mended relationships with supportive family members and reconnected with friends who later became her roommates. Katie began sharing her experience and was surprised by how many people in her world reached out to share similar stories or ask for help and advice. Katie is now using her story as an agent of change in the struggle against domestic violence. (*Name changed for confidentiality; story provided with permission of client.)

CLIENT DEMOGRAPHICS



\$ While a significant percentage of clients (41%) reported “unknown” or “undisclosed” income, one-third (33%) of new adult victims served reported an annual income of less than \$30,000.

“Before the Crisis Center, I was hurt, anxious and fearful. I was divorced, but my ex was still causing me to feel anxious, fearful, intimidated and worthless. My therapist helped me to find myself again; healing from an unhealthy marriage and equipping me with ways to set boundaries and stand up for myself. I am leaving counseling feeling stronger than ever. I am no longer afraid, and my ex no longer has power or control over my life. I feel confident and amazing. I feel like I found myself again!” - Crisis Center client

OUR SERVICES IMPACTING LIVES

In 2018, the Crisis Center served a total of 546 unduplicated victims of domestic violence; 22% of whom utilized more than one Crisis Center 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.

2018 IMPACT: The Crisis Center responded to 1,967 calls to our 24-hour crisis line.



Our **7-bed emergency shelter** provides safety 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 to help enhance safety and well-being.

2018 IMPACT: The Crisis Center provided 1,151 nights of safe shelter to 63 adults and children fleeing domestic violence.



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

2018 IMPACT: The Crisis Center assisted 90 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.

2018 IMPACT: The Crisis Center provided therapy to 315 adults and children impacted by domestic violence.



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

2018 IMPACT: The Crisis Center assisted 234 clients with legal advocacy services.



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 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.

2018 IMPACT: The Crisis Center reached 5,031 community members through outreach, education and prevention activities.

POSITIVE CLIENT OUTCOMES

Outcomes from 2018 client surveys show positive results in both our emergency shelter and non-residential programs, with an average overall satisfaction of 92%. Specifically, clients stated the following:

- 94% gained knowledge about community resources
- 93% know more ways to plan for their safety
- 90% are more hopeful about their future
- 90% are more self-sufficient than before engaging in services
- 87% understand the violence was not their fault
- 84% 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

"I came out of a domestic violence situation a few years ago that I thought I would never leave. Verbal, physical, mental abuse had me trapped. I fled finally, a spur of the moment decision that in all likelihood, saved my life. I'm so thankful to have a place and people to help me talk about what happened." - Crisis Center client

FINANCIAL REVIEW

In 2018, the Crisis Center received \$1,343,076 in support and revenue and spent \$1,239,432 in expenses. For the first time in seven years, the Crisis Center ended 2018 with a positive financial outcome and expects the same results to continue into 2019.

The Crisis Center Board of Directors has implemented a Board Designated Reserve account that will intentionally work toward building a 90-day reserve (25% of the annual operating budget) by setting aside up to 5% of excess cash each quarter 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.

While we continue to rely heavily on government funding to support our direct service program staff, our focus remains on building relationships with individual and corporate donors, collaborative partners, and foundations to increase unrestricted donations. **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	\$ 124,405
Prepaid expenses	632
Accounts receivable	147,552
Promises to give	67,927
Inventory	4,125
Total Current Assets	344,641

Property And Equipment:

Land	5,970
Building and improvements	1,986,683
Furniture and equipment	111,677
	2,104,330
Less: accumulated depreciation and amortization	(438,266)
Net Property and Equipment	1,666,064

TOTAL ASSETS

\$ 2,010,705

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts payable and accrued liabilities	\$ 36,015
Current portion - capitalized lease obligation	4,318
Total Current Liabilities	40,333

Long-term Liabilities:

Long term portion - capitalized lease obligation	15,001
Total Long-term Liabilities	15,001

Total Liabilities

55,334

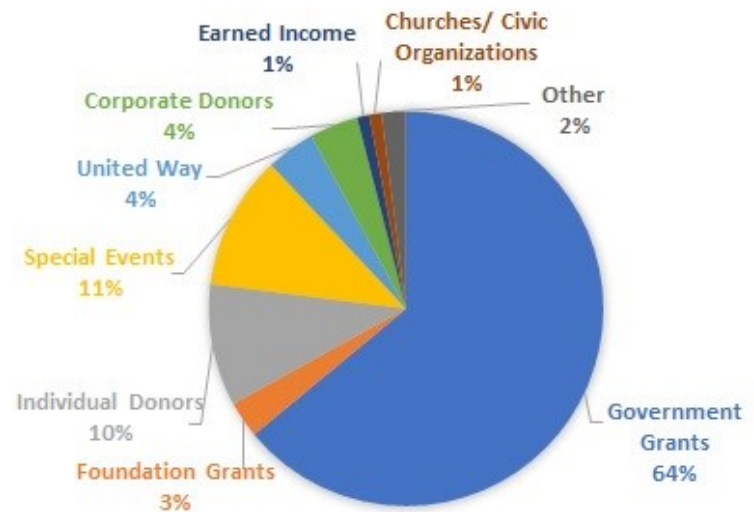
Net Assets:

Without donor restrictions	1,887,444
With donor restrictions	67,927
Total Net Assets	1,955,371

TOTAL LIABILITIES AND NET ASSETS

\$ 2,010,705

OPERATING REVENUE



Note: 48% of Special Events income comes from individual giving at the Crisis Center's annual Gala event.

(Other includes copier lease refund, insurance claim, and termination of unemployment trust account.)

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.



INFINITE PEAKS HOLDINGS



Castle Rock Adventist Hospital
Littleton Adventist Hospital
Parker Adventist Hospital
Porter Adventist Hospital



2018 Individual Donors (\$500+)

Kristin Ahn
Heather Aley & Chris Dreiling
Darian Barrett
Katie Barton
Devin Bateman
David & Patty Bishop
Angela & Gary Bond
John & Alexandra Booth
Tim & Betty Jo Brenner
Scott Bubier
Annie Butler
Elizabeth & Dave Campbell
Beverly Carr
Helena Chum
Ruth C. Clark
Becky Cookson
Diane Cookson
Teresa Cooper
Jody & Darren Curl*
Steve & Jeane Dole
Michele Duncan
Dave Effler
Audrey Elling
Shawn Fitzhugh

Wanda Kay Ford
Robert Galop
Victoria & Mitchell Gates*
Barb Gay
Lori Nebelsick-Gullett
Ramy Hanna
Donald Hansen
Mark Harkleroad
Beth Hicks
Kerry Hill
Jim Humphrey
Lou & Tanis Hutchison
Erin Hutchison
Andy Jenkins
Russ & Lee Ann Kane
Jason Kelly
Wesley King
Garry & Annette Lawrenz
George Leimbach
Bryan Massman
Amy & Dan McCandless
Holly McMahan
Janiece McNichols
Meyers Family

Ella Mae Mills
Tim & Karen Moore*
Angie Morris
Leanne Naso
Stan & Dorothy New
Kerry & Susanne Phelps
Nancy Phillips
Cheryl & Michael Porter
Becky & Rick Realsen
Richard & Tika Rhodes
Ralph & Karen Roberts*
Rebecca & Randy Rupp
Craig & Jill Sammons
Kathleen Sandal-Miller*
Ellen Santilli
Robert & Mary Satrom
Ed & Marian Savitsky
Steve Shandro
Trish & Michael Seibert
Bill & Diane Siegele
Michael Spencer
Greg & Jill Staffelbach
Lisa Stead
Diane Stiver

**Current Purple Ribbon Club Member*

Nancy & Scott Stockton
Carol Swinehart
Lisa Terry
Robert & Judith Thompson
Curtis & Sally Thompson
Kip Travis
Jack Tryon
Krista Tushar & Mike Rohr
Justin & Anita Vaughn
Jody Veeder
Charles & Barbara Verble*
Neil Walton
Julie & Randy West
Tom & Diana Wiens
Elizabeth Wilder
Teresa Wilkins
Lynn Williamson & Bob Axelson
Mike Wilson
Sharon & Robert Winders
Todd Wingert
Greg & Jennifer (Walker) Wolgamott*
Craig & Ann Woodruff
Jim & Carolyn Youngs
David & Cindy Yourtz

2018 Grants & Foundations:

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

Douglas County
Town of Castle Rock
Town of Parker

Mile High United Way
Isle, Charles, & Peter Dalebrook Fund
Nordstrom, Inc.

Sadako K. Judd Private Foundation
Sunstate Equipment Foundation
Verizon Hopeline Grant

2018 Corporate & Community Partners:

105 West Brewing Company
Alamo Drafthouse, LLC
Arapahoe County Public Airport Authority
ARC Thrift Stores
Arch Insurance group
Bevy's Liquor World (frmlly Parker Payless)
Bubbles Liquor World
Cars for Charity, Inc.
Castle Pines Village Garden Club
Castle Rock Bible Church

Castle Rock Chili Cook-Off
Castle Rock Imports, LTD
Castle Rock Rotary Club
Centura Health
First Bank-Douglas County
First United Methodist Church
Goddard School
Health One
Highlands Ranch Rotary Foundation
Infinite Peaks Holdings, LP

IREA
Legend Partners
MW Golden
New Hope Presbyterian Church
Nytech, Inc.
Peak Beverage Catering, Inc.
Perry Park Country Club
Rocky Vista University
Rotary Club of Parker
Salesforce

Security Properties Real State
Sky Ridge Medical Center
Spring Valley Women's Golf League
St. Mark Catholic Church
The Arthur J. Gallagher Foundation
TIC-Denver District Charities
Tour de Ladies
University of Colorado Health
Wind Crest Retirement Community