

# Women's Services, Inc.

FY 2012-2013 Annual Report



## Extreme Makeover

A new roof. New vinyl siding. New aluminum doors. New gutters. New window treatment. New decking. New security cameras. New outside lighting. New fencing. New landscaping. New energy efficient indoor lighting. New flooring. New furniture. New appliances. New insulation. New ceilings. New computers. New small business server. Newly painted walls and trim. Wow! That's pretty extreme by anyone's standards. How did we do it? We accomplished this feat over the past five years with the assistance of many individuals, organizations and businesses. We leveraged scarce resources, relied upon community volunteers, bargained and negotiated with vendors, raised funds, secured grants, and did a lot of the work ourselves. Mostly, however, it was accomplished through sheer determination and with a vision and faith that it could be done.

### INSIDE

**EXECUTIVE DIRECTOR**  
*Page 2*

**MARKETING & MEDIA**  
*Page 3*

**EDUCATION & OUTREACH**  
*Pages 4-7*

**MAKEOVERS**  
*Pages 8-9*

**SHELTER SERVICES**  
*Pages 10-11*

**VOLUNTEERS & TESTIMONIALS**  
*Pages 12-13*

**FINANCIAL STATEMENT**  
*Page 14*

# Executive Director's Address

Bruce E. Harlan



**Bruce Harlan**  
Executive Director

**W**hew! What a year. It was such a treat and a privilege to lead this agency through its 35th anniversary year. I had so much fun celebrating with colleagues and community members as we acknowledged three and a half decades of accomplishments and changed lives. Also, I appreciated the opportunity to learn about this organization's rich history, especially from some of the early founders, leaders, and doers. What a remarkable group of individuals. Their insights and foresights are very much a part of this organization today. Their legacy can never be fully measured. After all, how does a community calculate the value of a saved life or a "healed" survivor of domestic or sexual violence? How does a community recognize the value of a homeless person now permanently housed? How does a community realize the long-term benefits of school children learning how to be safe from emotional, physical and sexual abuse? All of these impacted lives are the legacy of so many organizational leaders and all of us should be grateful for their sacrifices and efforts.

Even though we spent much of last year focused on our foundational values, we recognized that our attention had to be forward-leaning, too. To do so, however, a strong physical foundation from which to operate was necessary and important. Hence, the need to pay greater attention to our shelter and offices on Spring Street in Meadville, PA.

***"Create and maintain an environment where creativity and innovation can flourish, where inspiration and aspiration are normal and where excellence is recognized and rewarded."***

*Ken Burnett is an author, lecturer and consultant on marketing and communications for nonprofit organizations worldwide.*

With the same perspective expressed above by Ken Burnett, we are readying ourselves for a future that will demand excellence and innovation. Even though the challenges that lie ahead seem daunting, we will be prepared to meet them head-on. Our "makeover" is extreme because it's comprehensive and addresses fundamental attitudes and beliefs. It involves a vision and a set of core values that will enable us to seize upon the resources and opportunities that become available in the years ahead. I am confident that thirty-five years from now, future community members will find this generation of leaders pretty remarkable, too.

Subsequently, over the past five years we have worked very hard to renovate our property. Our building represents our second most important asset (right after our staff) and it is important that we take excellent care of it. Our facelift is more than cosmetic, however. As you read about all of our activities over the past year, you will quickly realize that this organization is making important changes to its programming, too. Positioning ourselves for the 21st century has become an imperative.

## Board of Directors

Marian Sherwood, President

Marcia Yohe, Vice President

Vickie Harbaugh, Treasurer

Amy Griffin Phillis, Secretary

Ann Areson

Lori Boughton

John Brautigam

Frank Coppola

Carmen Emerson

Doris Foster

Marcia Metcalfe

Mari Mullen

Nancy Sheridan

Janine Sickafuse

Rob Smith

Valarie Bond Waid

Susan Wycoff

Beth Vukmer



**Julie Hunter**  
Marketing & Media Supervisor

*A few of the many logos that didn't make the cut.*



# The Facelift Is Complete

## Women's Services



*Our new logo designed by Denny O'Laughlin.*

Some pretty big changes at Women's Services took place this past year. The biggest change for marketing? A new logo.

For most of our 35-year history, the image of a mother and her young child holding hands were the face of the organization. When Bruce joined Women's Services in 2008, one of the first things we talked about was updating our logo and branding.

We wanted a more modern image that better depicted who we are and where we saw ourselves going. So we embarked on a journey that enlisted the input of every single staff and board member as well as numerous individuals in the community and beyond. You know what they say about too many cooks in the kitchen? Well this might have been the case here as the process took over three years and saw literally hundreds of incarnations and interpretations of what the face of Women's Services should be for the next 35 years.

In the end, with the guidance, wisdom, and expertise of Denny O'Laughlin, the commercial arts instructor at the Crawford County Career and Technical Center, the path we sought to carve for our future and the image that would represent it and us became crystal clear.

An equally big change and one compelled by a little company called Google, was the disclosure of our physical location. Declassifying our location was a huge step in the annals of Women's Services. For our marketing and media efforts, it was a big bonus being able to publicly acknowledge and even advertise our location.

This past year, with both our website and social media pages optimized for mobile platforms we joined the ranks of early adopters (an early adopter is a person or organization that embraces new technology before most others do). A recent study found that out of the 100 top nonprofits (this list includes such heavy hitters as The Sierra Club, PBS, and the ACLU) over 60% of these organizations **have no mobile optimization** at all on their sites. Next on the early adopter horizon ..... text hotline.

This year, in an effort to overcome my terror of public speaking, I became a member of Toastmasters (hence my profile photo). And while my terror has somewhat subsided, I've found that one of the most surprising byproducts of my public speaking is the number of women who approach me after I speak and share with me their own stories of abuse. The other extraordinary effect is that each of them wants to know what they can do to help. And it's not just these women. Once someone finds out where I work, they almost always tell me they want to "do something." And, boy, do they do some really great things as you'll see in the story on page 12. Our community's capacity to give and do seems limitless and we are so grateful to be the beneficiaries of such benevolence.



**Vicki Wood**  
Education and  
Outreach Supervisor

## GETTING BACK TO BASICS: MAKING PREVENTION EDUCATION PRIMARY

Primary prevention is about effecting change in norms and systems at the level of individuals, relationships, communities and the society at large. Real societal change takes about five generations to achieve. When I was first introduced to the idea of primary prevention in 2008 I was excited, but also skeptical. *How is the PE team going to shift our programming from awareness to prevention? How are we ever going to train our staff and Board to understand primary prevention and the role it plays in the lives of those we teach? There is no way a team of three Prevention Specialists can do all the work alone. EXACTLY. THEY CAN'T. It takes everyone at Women's Services and our community working together to end the violence.*

Fortunately, I let go of the skepticism and started to work. I understood that it was important to continue our education/awareness/prevention programs for our younger students -they lay the groundwork. It's important to continue shelter, counseling and advocacy services for victims, but it's vital to think beyond our

current programming and services to make room for MORE. The PE Team began making incremental changes each year toward primary prevention and broadened our scope to effect change at the community and societal levels as well. I also let go of ownership. There is more to prevention than the prevention education component of WSI. As stated above, it takes everyone at Women's Services and our community working together to prevent domestic and sexual violence. Our voices together are powerful. It takes a COMMUNITY to make a community and it takes a community of like-minded individuals working together to make our world safer.

Theodore Roosevelt said, "Do what you can, with what you have, where you are." My annual report this year is a reflection of the passion, enthusiasm, and eagerness I have experienced in myself and witnessed in others (staff, Board, volunteers, and community partners) as we do this important work. We have joined forces in doing what we can, with what we have, and where we are. Please allow me to highlight our accomplishments for the year.

Education Specialist Rebecca Guanzon agreed to lead Women's Services in a two-year grant project enabling us to collaborate with Allegheny College in developing its Sexual Assault Prevention Program. WSI chose the *Bringing in the Bystander® (BITB) Curriculum*. Thirty individuals including Allegheny students, Allegheny staff/faculty and WSI staff were trained to be BITB facilitators. The goal was to train all first-year students with intervention skills. Although our first year numbers were low, little did Rebecca know that she was planting the seed for what is already a successful second year of programming. The interest is going far beyond the first-year students to the basketball team, the football team, the coaches, and spreading out to include community interest as well. Rebecca is now a very familiar face on campus and a valuable resource for the Allegheny community.

The entire PE team attended a two-day Train the Trainers training on mandated reporting this past year and are now qualified to provide those trainings in our community. New laws have increased training requirements for some mandated reporters; including persons who work in educational settings. These new laws and regulations define "mandated reporters" as professionals who, due to their contact or work with children, have special responsibilities to protect children and are required by the Child Protective Services Law to report suspect child abuse. Mandated reporters are of critical importance in the overall child abuse protective effort. Each of these persons are now required to have 3 hours of mandated reporter training every 5 years. Women's Services is scheduled to present trainings for all three of our school districts in Western Crawford County this school year.

Our volunteer program is growing so fast sometimes it seems we can't keep up. Instead of providing just one Counselor/Advocate Volunteer training class, per year, we added an additional training opportunity in the spring, and

## PREVENTION EDUCATION STATISTICS

This year the PE team Presented 826 programs to an unduplicated audience of 4,921 students and adults. The breakdown is as follows:

Preschool:	100 presentations	360 unduplicated audience
Elementary K, 3 & 5:	181 presentations	1,965 unduplicated audience
Middle School:	103 presentations	614 unduplicated audience
High School:	156 presentations	814 unduplicated audience
6th Grade Harassment	58 presentations	736 unduplicated audience
Masculinity and Violence:	116 presentations	192 unduplicated audience
Special Needs:	96 presentations	109 unduplicated audience
Community Education:	16 presentations	131 total audience

The “team” spoke with 365 students after classroom presentations that had a variety of concerns ranging from minor bullying issues to child victimization. A total of 6 mandated reports to Child Line were made (5 sexual assault related cases and one physical abuse-related cases). Forty-four students reported experiencing domestic violence in the home.

I continue to work with those individuals who are unable to attend class but would like to be trained as independent learners. Independent learners gain their Counselor/Advocate training through what is known as “The Binders.” WSI trained 23 individuals through the classroom sessions, and trained 12 Binder students. Many training graduates continue to have an interest in answering the Hotline, but many are volunteering and spreading their knowledge in different capacities, such as co-facilitating WSI’s education group at the county jail; forming a “take care of yourself” group for shelter and domestic violence support group members, public speaking, assisting at information fairs, and assisting the PE team in providing prevention programs.

It has been a goal for years to engage parents in our prevention efforts. Education Specialist, Connie Graham, introduced a new curriculum, *Parent Involvement Program* (PIP) designed by Pittsburgh Action Against Rape (PAAR) to two local agencies this past spring; Laurel Technical Institute and the READ Program. The curriculum provides skills that parents/adults can use to help prevent the sexual abuse of young children. Connie is very interested in continuing this service to the community and welcomes any opportunity to do so.

In the past, the PE team had presented prevention programming to youth at Bethesda Home for Children, but those programs had fallen by the wayside. Rebecca and I re-connected with Bethesda and offered to facilitate psycho-educational groups and/or support groups using the curriculum, “Expect Respect” as a guide. Rebecca Guanzon began a weekly support/educational group (DV and SV) for nine girls ages 14 -17. This group lead to the creation of an additional group (all males), and also an increase in referrals for sexual assault counseling. The professional relationship between our respective organizations has grown tremendously.

WSI’s high school curriculum, Date Abuse Teen Education (D.A.T.E.) has been presented to students in each school district for approximately ten years. Over the years we have tweaked, updated, and turned it upside down and around a number of times. This year we made more official changes to the curriculum placing more focus on reducing victim blaming, increasing bystander skills, and emphasizing empathy.

This year WSI also reaffirmed our relationship with the staff at the Emergency Room at Meadville Medical Center. The ER is under new leadership, Rodger Hunter, and our very own Board member, Valarie Waid. We met with the ER’s new management team to discuss the Sexual Violence Protocol and were notified that approximately



*Attendees (below) of the Neurobiology Training experienced a remarkable program from Dr. David Lisak (above)*



five nurses were enrolled in the sexual assault nurse examiner (SANE) training. Also, Bruce provided two mini trainings to ER staff so they understood our on-call system for domestic and sexual violence victims. And, WSI purchased sweatpants, sweatshirts and flip-flops for those sexual assault victims who were required to leave their clothes behind for investigative purposes.

In recognizing April as Sexual Assault Awareness Month, WSI planned and hosted a professional workshop, *The Neurobiology of Trauma: Transforming Traumatic Experiences*. The keynote speaker was nationally renowned forensic consultant, trainer and lecturer David Lisak. In addition to training on the neurobiology of trauma and issues faced by male victims of sexual assault, the workshop included “Healing Experiences: Reducing Compassion Fatigue.”

Attendees experienced three forms of stress reduction: comic relief, drumming, and movement. WSI received numerous financial sponsorships from local community agencies including a major sponsorship from Highmark which focused on wellness. One hundred-seven people working in the fields of prevention, counseling, social work, psychology, direct services, Child and Youth Services and law enforcement from Crawford, Erie, Armstrong, and Venango Counties attended. In addition to providing an extraordinary workshop at an affordable price so all who were interested could attend, the workshop afforded the participants the opportunity to develop new partnerships with individuals and communities.

WSI, and particularly Prevention Specialist, Matt Capron continues to reach out to male victims as well as male bystanders, trainers, leaders, and potential advocates. Matt added “Counselor” to his work repertoire and has worked with male children and adolescents; incorporating educational lessons, support, male role modeling, and skill/hobby building into his sessions. In addition, Matt has made good use of his “welcoming” personality and provides a “safe male role model” for our Shelter guests. Matt continued to present programming for 7<sup>th</sup> grade boys at Maplewood Middle School and added an additional PENNCREST school, Cambridge Springs Middle School. He welcomed his new sidekick, Family Advocate, Rose Hilliard, who agreed to facilitate the Building and Improving Peer Relationships curriculum with 7th grade females.

### **COUNSELING AND ADVOCACY SERVICES: WOMEN-CENTERED AND EMPOWERING**

As previously noted, effecting change at the community and societal level is part of the solution, helping survivors heal after the fact is essential. Sexual Assault/Domestic Violence Counselor, Deb Olivieri, continues to offer outreach counseling to students in all three school districts, Bethesda, with community members, and males and females at the Crawford County Jail. This year, the number of domestic violence/significant other clients and counseling hours grew tremendously under Deb’s leadership and assistance from additional WSI staff. Although it is fortunate that WSI is reaching people in need of domestic violence counseling, Deb’s caseload started to be unmanageable. Numerous attempts were made to develop a “Counselor/Advocate team.” Unfortunately, due to changes in staff positions, co

## 2012-2013 DOMESTIC & SEXUAL ASSAULT STATISTICS

NUMBER OF SA CLIENTS:		HOURS:	NUMBER OF DV CLIENTS:		HOURS:
Adult Victims	182	849	Adult Victims	679	3,987
Child Victims	44	153	Child Victims	111	745
Significant Others	59	42	Significant Others	20	79
Support Group	136	914	Support Group	215	2,950
<b>TOTAL</b>	<b>421</b>	<b>1,958</b>	<b>TOTAL:</b>	<b>1,025</b>	<b>7,761</b>

complex schedules, and a lack of availability, we ended the year with one Sexual Assault/Domestic Violence Counselor (Deb) and with several staff taking on clients as their schedules permitted. For example, our Shelter Counselor/Advocate staff agreed to assume all requests for domestic violence counseling from shelter guests.

Deb is very enthused about the work she is doing at the Crawford County Jail. She continues to facilitate (often with a volunteer co-facilitator) DV/SV education/support groups on such topics as boundaries, healthy relationships, and grief. And she continues to receive more referrals for individual counseling, both females and males. Deb reports, "The inmates continue to come and participate to the fullest. They have become very supportive of each other. The inmates continually thank me for conducting the group and the individual counseling with them. They seem to be gaining a lot from their experiences in the group." The statistical information above represents the efforts of our Sexual Assault Counselor, Deb Olivieri and the work of several WSI staff.



Our Legal Advocates, Donnarae Morrison and Dee Munhall, have been busy assisting courthouse personnel with victims of domestic and sexual violence crimes who become involved in both the civil and criminal justice system. Since they have become a part of the process surrounding Protection from Abuse (PFA) orders, fewer petitions are being filed. This is a good thing. Some plaintiffs decide not to file after a lengthy safety planning discussion with Donnarae and Dee while others decline to proceed after learning more about the process. Filing a PFA has serious ramifications for plaintiffs. Victims need to be well informed before they file. When victims do decide to proceed with a PFA, Donnarae and Dee assist them at every step in the process; even if they decide at a later date to have their court orders vacated.

In addition to court accompaniment and supportive counseling activities, Donnarae and Dee have been busy meeting with law enforcement personnel at the various police departments throughout the county. Each department has been visited 2-4 times in the past year. This is important because it gives officers an opportunity to address outstanding issues while giving our two legal advocates an opportunity to conduct systems' advocacy. At some of these visits, our legal advocates have accompanied rape victims who were being interviewed by investigating police officers. We cannot stress enough the importance of having advocates present when these interviews take place. Victims truly appreciate the support and knowledge afforded them during these critical moments.



*Hotline Office Before* ↑

↓ *Hotline Office After*





*Conference Room Before*



*Conference Room After*





**Jane Buchanan**  
Shelter Services  
Supervisor

## SHELTER SERVICES:

### CREATING RIPPLES OF HOPE AT THE GREENHOUSE

*Few (of us) will have the greatness to bend history itself, but each of us can work to change a small portion of events. It is from numberless diverse acts of courage and belief that human history is shaped. Each time a man (or woman) stands up for an ideal, or acts to improve the lot of others, or strikes out against injustice, (she or) he sends forth a tiny ripple of hope, and crossing each other from a million different centers of energy and daring those ripples build a current which can sweep down the mightiest walls of oppression and resistance.*

Robert F. Kennedy

Daily (sometimes hourly) the shelter staff encounter barriers; big and small. Sometimes these barriers cause our shelter guests to come to us in the first place. For example, some women become homeless due to unemployment, housing

discrimination, substance abuse, or mental health issues. Many barriers center on the abusive people in her life and her need to get away from them. In these circumstances, finding her affordable, permanent housing away from an abuser is a daunting challenge. Some barriers may seem small and easily overcome but they are barriers nonetheless. These include such things such as helping her get the three dollars she needs to fill a medically necessary prescription, or finding her an auto repairman who will fix her car at a reasonable and/or discounted rate. We view these barriers as an opportunity to get creative and to act in a pro-social and preventative manner. For example, one woman who had been chronically homeless was at risk of losing custody of her young child. After working with The Greenhouse staff for 40 days, she was all set to move into a new apartment when we discovered an outstanding utility bill that threatened to derail her transition. The debt was substantial but not her fault. Unfortunately, she could not get her utility reconnected until the debt was cleared. Without this utility, she could not move into the apartment. It took staff the better part of an afternoon but they managed to find the necessary resources to overcome this barrier. It's been over six months and the young mother and child are still residing in the apartment and, most importantly, are still together.

You see, we view these barriers as an opportunity to challenge our dogged determination and to get creative. In order to improve our chances of achieving success, we spend a lot of time learning more about our community, its various resources, and identifying stakeholders and partners who can assist us with our goals and needs. All of us who work in The Greenhouse want to send out “ripples of hope” in order to achieve what others may think is impossible. Every day, staff invests energy and resources to push back against cultural stigmas surrounding domestic violence. Every day, staff invests energy to meet client needs, such as: making sure a guest has soy formula for her lactose intolerant infant or counseling a distraught woman in the shelter at 3 am while simultaneously answering the 24-hour emergency hotline. Some of our victories are huge and some of them are minor but we celebrate both just as fiercely. Why? Because we know with each expended effort a “ripple of hope” was created, and those ripples ultimately “build a current which can sweep down the mightiest wall of oppression and resistance.”

*The Staff are supportive in many ways. They always lend an ear to listen, they don't offer advice, and they do their best to meet my most basic needs. Not having to worry about the little things makes facing the big things (like regaining control of my life) less stressful and possible. The staff have made every effort to eliminate the obstacles in my path. Their assistance makes it possible for me and my beautiful baby girl to have a brighter future.*

- Shelter Guest

**Total Number of Guests  
Sheltered in The Greenhouse**

**Total Number of Days  
Guests Spent in The Greenhouse**

	11/12	12/13		11/12	12/13
Total Domestic Violence Adults	95	82	Total D. V. Adult Days	2,403	2,522
Total Domestic Violence Children	94	80	Total D. V. Children Days	2,111	2,126
Total Other Crisis Adults	45	24	Total O. C. Adult Days	896	731
Total Other Crisis Children	<u>24</u>	<u>12</u>	Total O. C. Children Days	<u>449</u>	<u>423</u>
	258	198		5,859	5,802

*Adults who are homeless for reasons other than domestic violence are classified as O.C. (other crisis).*

As a friend of mine once said, it’s all about the journey – not the arrival. Subsequently, we celebrate when one of our shelter guests learns how to ride the CATA bus or keeps one of her important social services appointments. While these things may not seem as important as overcoming cancer or obtaining an advanced degree, they hold tremendous value to our service recipients and to the staff and volunteers who provide those services. Vincent Van Gogh said, “Great things are done by a series of small things brought together.” That certainly sums up the combined efforts of so many, many people connected with The Greenhouse.

## **VOLUNTEERS: MAKING A DIFFERENCE**

We currently have 28 active volunteers who have completed the 60-hour counselor/advocate training course. Volunteers contribute to the organization in a variety of important ways. Some volunteers help in the schools assisting with Prevention Education activities. Some help the Legal Advocates at the courthouse with accompaniment and support. A few volunteers staff our 24-hour hotline and respond to callers in crisis. A handful of volunteers help with childcare activities, including supervision, recreation, and counseling support. Lastly, a number of volunteers help with clerical needs, public speaking, and fundraising activities. One of the fastest growing areas of volunteer recruitment has occurred at Allegheny College. A growing number of students have undertaken the training class and become strong advocates for our mission on campus. These students have raised funds, held rallies, and, when appropriate, directed classmates to our counseling services. Also, many students are learning how to safely intervene when they witness a potentially abusive situation.

Women’s Services has grown very dependent on its corps of volunteers. Without their interest, dedication, and commitment, WSI would not be able to maintain its high level of service to the greater Crawford community. Each and everyone of our volunteers is an asset to the organization and we are grateful for their sacrifices on our behalf. *(Read about one of our biggest coordinated volunteer efforts this past year on the following page.)*



## WHAT A DIFFERENCE A DAY CAN MAKE



This past spring, over 30 volunteers from Home Depot and Erie Bank descended on Women's Services emergency shelter, The Greenhouse, for one extremely awesome and inspiring makeover. Even though we've been blessed over the years with businesses, organizations and individuals who have volunteered their time, talent and resources to improve the living environment of our shelter guests, we've not seen anything like the recent effort by Team Depot and Erie Bank.

In just eight hours, volunteers from Home Depot and Erie Bank, Vernon Township Branch, laid new

flooring in all five shelter bedrooms and painted them as well. While that is in and of itself enough to sing their praises and merit a small parade in their honor, they did something else that was above and beyond anything we have ever seen here at Women's Services.

You see, laying flooring and painting while you have 18 women and children staying in the very rooms you're going to remodel, could pose a bit of a problem. However, with the help of Giradat Bus Service, the YMCA, Vernon Township-Roche Park, Valesky's, Hanks, Schwebels, Malady's and Jones Party Magic, Team Depot and Erie Bank solved the problem.


At 8:00 am, a bus donated by Giradat Bus Service transported The Greenhouse guests over to the YMCA for morning activities and arts and crafts. Around noon, the group was transported over to Roche Park where they enjoyed lunch thanks to the generosity of Valesky's, Schwebels and Malady's. After lunch, the group utilized the wonderful amenities of Roche Park including the playground, ball fields, and paved trail. As a special treat, the kids were able to enjoy a bounce house which was donated by Jones Party Magic. At



around 3:30 pm, everyone piled back onto the bus for a trip over to Hanks where they were treated to Hanks famous frozen custard treats. I know! Pretty Cool, Right? The group then returned to Roche Park where they engaged in woodworking crafts with the volunteers. At the end of the day, all of the volunteers, including those who had been working on The Greenhouse makeover, joined The Greenhouse guests at Roche Park for a dinner donated by our friends at KFC.



Not only did The Greenhouse receive some needed TLC, but our guests witnessed and participated in something that fills you with gratitude and reaffirms your faith in humanity.



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“Coming to The Greenhouse was a huge leap of faith for me. The courage and faith I’ve acquired by being here has clearly shown me that the person to place my faith and trust in is myself. I am the deserving one!”

Shelter Guest 2013

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“This community really is lucky to have the Women’s Services center. There are a lot of women who need this type of place to recover from beatings that others and life seem to pass out so readily. I hope and pray they continue the great work they do and all they have to offer. I greatly appreciate the encouragement and the empowerment they have given me.

Shelter Guest 2012

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“This experience has made me a stronger woman—a confident woman. My self-esteem has improved 100%. I can leave here feeling confident heading into life for a new chapter, one that I’m in charge of. Thank you Women’s Services for giving me back my confidence and self-esteem. I missed it.”

Shelter Guest 2012

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“I want to thank all of you, not just for what you did, which was wonderful, but for the warmth and the caring you put into it. You’re all very special people. Thank you for making me feel special too. Nobody’s done that for me in a very long time.”

Shelter Guest 2012

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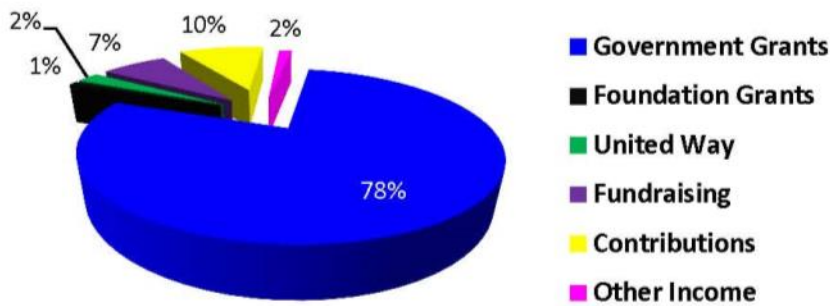
# STATEMENT OF ACTIVITY

7/1/2012 to 6/30/2013

## REVENUE AND SUPPORT

Government Grants	673,210
Foundation Grants	8,035
United Way	20,211
Fundraising	61,968
Contributions	86,031
Other Income	12,512
<b>TOTAL REVENUE &amp; SUPPORT</b>	<b><u>861,967</u></b>

## REVENUE & SUPPORT



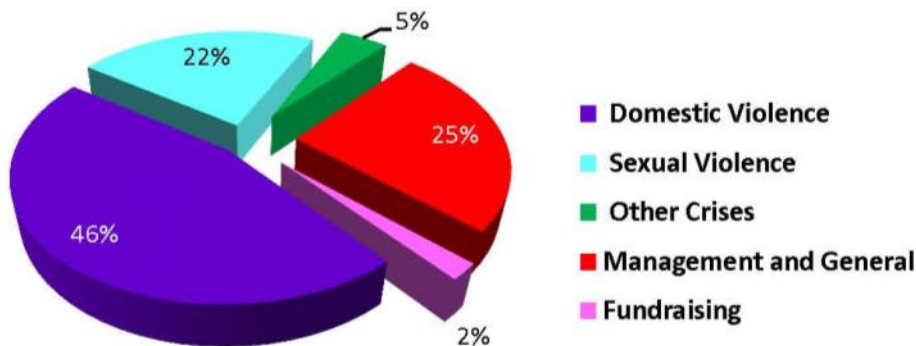
## EXPENSES

Direct Services	
Domestic Violence	401,764
Sexual Violence	195,936
Other Crises	39,995
Management and General	220,403
Fundraising	17,830
<b>TOTAL EXPENSES</b>	<b><u>875,928</u></b>

**Net Assets, end of  
the year 1012:  
\$644,949**

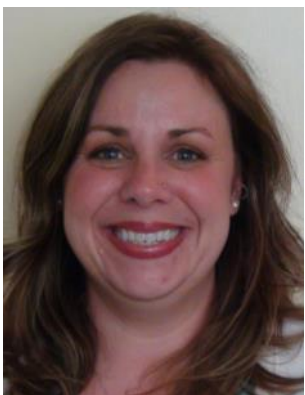
**Net Assets, end of  
the year 2013:  
\$653,309**

## EXPENSES



## STAFF

Bruce Harlan	<i>Executive Director</i>
Julie Hunter	<i>Marketing &amp; Media Supervisor</i>
Carol Stewart	<i>Fiscal Director</i>
Karen Smith	<i>Fiscal Assistant</i>
Vicki Wood	<i>Education Outreach Supervisor</i>
Connie Graham	<i>Education Specialist</i>
Matt Capron	<i>Education Specialist</i>
Rebecca Guanzon	<i>Education Specialist</i>
Donnarae Morrison	<i>Legal Advocate</i>
Dee Munhall	<i>Legal Advocate</i>
Deb Olivieri	<i>Counselor/Advocate</i>
Jane Buchanan	<i>Shelter Services Supervisor</i>
Rose Hilliard	<i>Family Advocate</i>
Tory Hough	<i>Night Manager</i>
Patricia Prince	<i>Night Manager</i>
Kim Raszman	<i>Support Staff</i>
Roseanne Peters	<i>Support Staff</i>
Lisa McFerrin	<i>Support Staff</i>
Krystal Miller	<i>Support Staff</i>
Christina Smith	<i>Support Staff</i>



## MISSION STATEMENT

Women's Services, Inc. strives to meet the needs of the children and adults of Crawford County who are in crisis due to domestic violence, sexual violence or homelessness. Honoring the roots of the organization, we place special emphasis on the needs of women and children.



## Women's Services, Inc.

204 Spring Street  
Meadville, PA 16335

814.724.4637 phone

814.337.4394 fax

814.333.9766 24-hour hotline

[www.womensservicesinc.org](http://www.womensservicesinc.org)

[Facebook.com/womensservicesinc.org](https://www.facebook.com/womensservicesinc.org)

[Twitter.com/WomensServices](https://twitter.com/WomensServices)