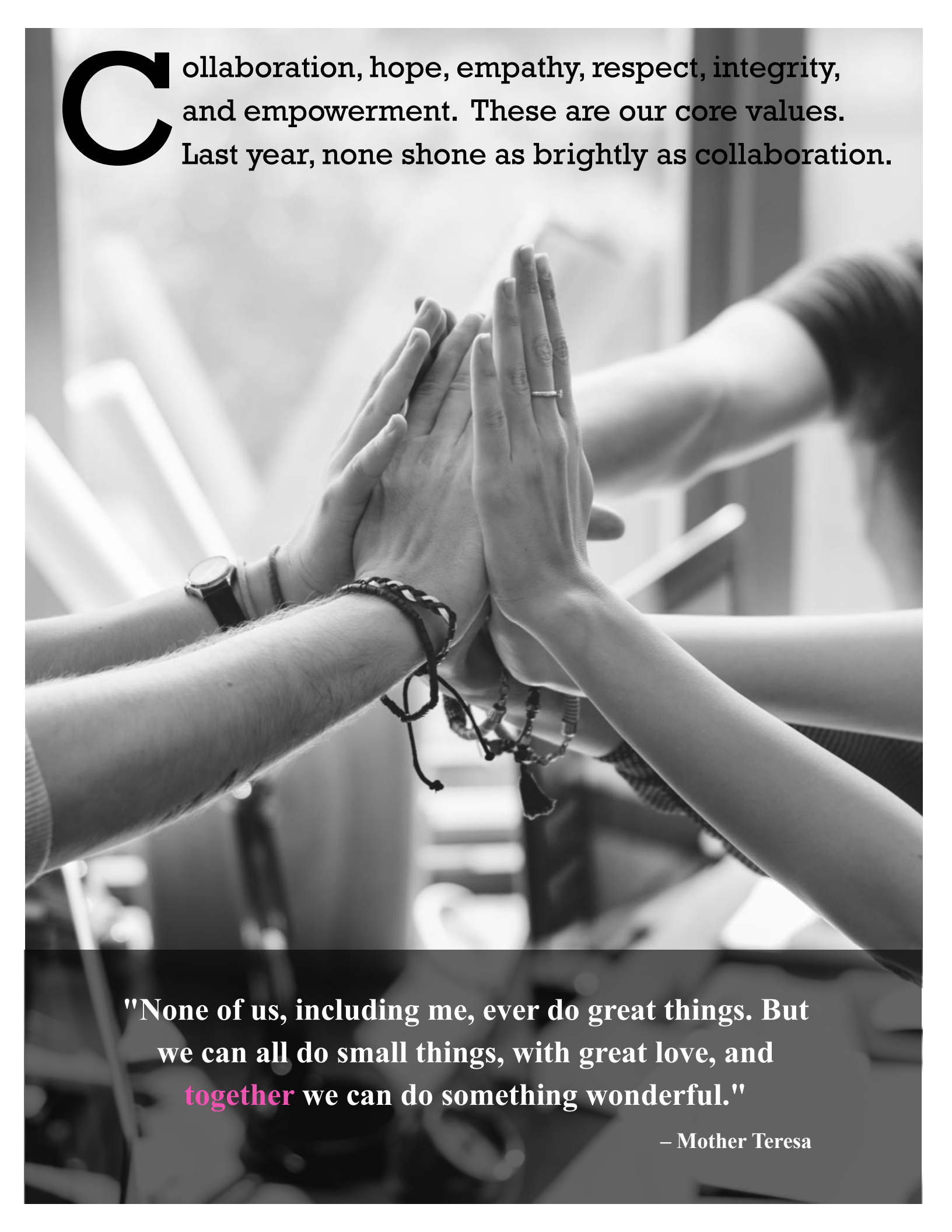


Women's Services, Inc.

Annual Report 2017-18





Collaboration, hope, empathy, respect, integrity, and empowerment. These are our core values. Last year, none shone as brightly as collaboration.

"None of us, including me, ever do great things. But we can all do small things, with great love, and **together** we can do something wonderful."

– Mother Teresa

From the Executor Director...

Last year began with a grand experiment. We decided to scrap our hierarchal organizational structure in favor of a team approach. Each major focus of service would become its own autonomous team that operated interdependently with the other teams: administration, advocacy, counseling, education, and shelter. Each team would be led by a Team Leader who would be accountable to their team members, other Team Leaders and to the Executive Director. After a bumpy start, the teams hit their stride, developing goals and implementing action plans. Many of the goals reflected a strong desire to build collaborations with community partners. Energized and empowered, staff spread out over the county joining, participating, and leading in numerous community initiatives including: Courageous Conversations, Peace 4 Crawford, Food for Thought, Suicide Prevention Task Force, System of Care Leadership Team, Open Table, Housing Coalition, Community Council, Safe Kids, Link, Crawford County Health Initiative Coalition, N.A.A.C. P., Overdose Prevention Coalition, St. James Haven for Men, Meadville Neighborhood Center, My Meadville, Emergency Management, Disaster Crisis Outreach and Referral Team, Keystone Crisis Intervention Team, and the AM Rotary Club of Meadville. This collaborative spirit was especially on display in Titusville where our advocates in that community worked closely with the YWCA, the Titusville Housing Collaborative, and other entities to provide a comprehensive package of services to victims of violence. From prevention programs to counseling and advocacy services, staff worked closely with community partners to give Eastern Crawford County residents the services they need and deserve. As if to acknowledge this herculean and collaborative effort throughout the region, Women's Services was named Large Nonprofit of the Year by the Meadville-Western Crawford County Chamber of Commerce. It was indeed an exciting year and laid the foundation for an even busier and more impactful year in 2018/2019.



The Advocate looked at her and said in a soft, compassionate voice, “You did nothing wrong, you survived.” The rape victim replied,

“Yes I did and I will continue to survive!”

Advocacy

Individual advocacy is defined as active assistance to victims to secure services. Assistance may be in the form of preparation, accompaniment, and emotional support. Also, Advocates will speak on their behalf when requested and in partnership with the victim/survivor,

Systems Advocacy encompasses personal contacts made for the purpose of effecting policy and /or procedural change in order to improve a system's response to survivors of violence.

122

Medical Systems'
Advocacy Contacts

297

Legal Advocacy
Contacts

Medical Advocacy

Last year, the Medical Advocate worked closely with a dozen patients as they received services through the two hospitals in Crawford County. Additionally, she followed up with hospital personnel on all referrals to ensure quality services and fidelity to established protocols. She worked closely with other Women's Services staff to ensure that established protocols were practiced when they responded to hospital calls. She worked closely with medical personnel to incorporate assessment, documentation and referral tools into the Emergency Medical Record (EMR) that facilitate screening for Intimate Partner Violence (IPV), including Best Practice Alerts (BPA), and Progress Note templates with prepopulated elements to help integrate IPV assessment and facilitate consistency in assessment. Lastly, she routinely updated Women's Services staff on issues relevant to medical advocacy best practices, hospital changes in policies, and state and federal regulations, etc.

Legal Advocacy

Legal Advocacy continues to expand as allied professionals rely more heavily on our services. In recent years, we have established a Legal Advocate position in our Titusville office. The Advocate there provides accompaniment and advocacy services for domestic violence victims in Eastern Crawford County. Her expertise in working with rurally isolated victims has been a boom to our program. Legal Advocates stationed at the Courthouse remain very busy assisting victims with crisis counseling, safety planning, and PFA petitions. Their goal as advocates is to offer victims much-needed assistance, options, and resources in a time of crisis. This requires getting to know what victims need, what their greatest concerns are, and developing a trusting relationship with them so they feel comfortable sharing their stories. Our Legal Advocates have to be skilled in active listening techniques, know how to ask clarifying questions and do all of this with empathy and understanding.



After each school program, we offer a “Quiet Time” to give students an opportunity to address personal concerns. Last year, staff heard **568 student concerns** involving family and relationship issues, physical abuse, and sexual violence.

Education

Violence is a serious public health problem in the United States. From infants to the elderly, it affects people in all stages of life. One of the most effective ways of preventing violence is through education. Exposure to information and training results in learning and the adoption of skill sets that leads to mobilization by participants.

476

Prevention Programs
In the Schools

4,062

Students Reached

19

Community Education and
Awareness Programs

414

Community Members
Trained

Every year, the Education Team spends a lot of time in schools talking with students about abuse and healthy relationships. There is great value to our programs; we are reminded of that daily throughout the school year by words and actions of students, teachers and various school staff. Experience has taught us, however, that children, especially small children, cannot stop child abuse if an abusive person is persistent. Adults need skills to be able to deal with the abuse of a child when it happens. More importantly, adults need skills to prevent abuse from happening in the first place. As such, we now have three staff members trained in a curriculum called “Parents In The Know.” This curriculum was developed by Pittsburgh Action Against Rape. Although it’s called “Parents In The Know,” the program is really a primary prevention strategy that any adult could use to make their neighborhood safer for children. It’s a program we would like to see widely implemented across our region. Topics for the program include:

- How to take action when another adult acts inappropriately with a child or children, or does not respect the child’s boundaries.
- Becoming comfortable talking with children about their bodies and development.
- How to recognize and respond to questionable behaviors that another adult may be exhibiting toward a child.
- How to talk with children about respectful relationships, boundaries, age-appropriate sexual development, sexual abuse prevention and healthy sexuality.

Another exciting new initiative launched last year was a program called, “Coaching Boys into Men.” As part of the program, athletes completed a pre and post-season survey. The findings were as follows:

- Students were more likely to identify abusive behaviors as serious after completing the program and
- Students were more likely or highly likely to intervene in an abusive situation.

BUSINESS ANALYSIS TEAMWORK
VALUE PARTNERSHIP EFFECTIVE
ME INFORMATION TRUST MARKET
ACHIEVEMENT BRAINSTORMING VISI
RAND STRATEGY MANAGEMENT

COLLABORATION

CREATIVE SALES LEADERSHIP
ESTMENT MANAGEMENT SUPPORT
SUCCESS SKILLS PEOPLE ACTIO
DATA KNOWLEDGE TECHNOLO
INANCE INNOVATION MOTIVATIO

"Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results." – Andrew Carnegie

The Teams

Board of Directors

Mari Mullen,
President

Frank Coppola,
Vice President

Marcia Metcalfe
Treasurer

Beth Gildea
Secretary

Ann Areson

John Brautigam

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Doris Foster

Vickie Harbaugh

Marcia Metcalfe

Nancy Sheridan

Marian Sherwood

Rob Smith

Elizabeth Spadafore

Valerie Waid

Susan Wycoff

Marcia Yohe

STAFF

Administration

Bruce Harlan

Executive Director

Julie Hunter

Marketing & Media Supervisor

Melanie Reynolds

Fiscal Coordinator

Karen Smith

Fiscal Assistant

Vicki Wood

Special Projects Director

Education

Connie Graham

Education Specialist I

Tiffany Cubbon

Counselor/Advocate-Titusville

Shayna Morrison

Education Specialist II

Brynya Bowden

Community Outreach Coordinator

Advocacy

Donnarae Morrison

Legal Advocate

Dee Munhall

Legal Advocate-Titusville

Rose Hilliard

Medical Advocate

Shelter

Patricia Prince

Shelter Manager

Christina Smith

Night Manager I

Shanile McPherson

Night Manager II

Brenda Adams

Day Manager

Dina Lanagan

Support Staff

Ebony Baxter

Support Staff

Alicia Weed

Support Staff

Alicia Foster-Scales

Support Staff

Counseling

Meg Lenherr

Counselor/Advocate Specialist

Corrine Livingston-Morian

Therapist

Deb Olivieri

Counselor/Advocate

Jennifer Wellington

Counselor/Advocate-Titusville

Envisioning communities free of violence.



FY 2017/18 kicked off with a midnight visit from a local police officer, and young mother and her three small children. The family had just been through a horrific domestic dispute. The Shelter staff member brought them inside and said, “It’s okay, you’re safe now!”

Shelter

Emergency safe space is available on a 24 hour a day, 7 days a week basis, for short-term stays subject to capacity availability, suitability under intake guidelines, and available resources. Special emphasis is given to victims of domestic violence and women and children who are homeless for other reasons.

175

Women and Children
Sheltered

4,189

Shelter Nights

106

Fleeing Domestic
Violence

69

Homeless for
Other Reasons

It is sometimes hard to put into words how much change can take place within a year's time. The changes the shelter staff have been through this past year have been both challenging and rewarding. Changes include everything from new staff and staffing positions to renovations and policy shifts. The ability to transition in a comfortable manner isn't always possible. Each person brings a unique perspective and approach to problem-solving that makes for a wonderful well-rounded team.

We sheltered 175 women and children this past year, each with their own unique set of challenges to overcome. Outcomes for our shelter guests were mixed. Approximately 25% of our guests secured permanent housing. Another 25% of shelter guests exited our program without leaving any forwarding contact information. Of the remaining 50%, some returned to their abusers (not uncommon), some moved on to other programs, some were exited for unsafe behaviors (drugs, violence, etc.), and some left to double-up with friends.

Attendance at our weekly support groups remained strong. Several group members have made great progress and moved on to other things. Some former group members have decided to come back as volunteers. In addition to providing support to one another, the groups engage in craft-making and use the funds from selling their crafts to participate in various social outings. Last year the group attended an awareness event at Niagara Falls and took in a concert at the Crawford County Fair. At the concert, it was quite enjoyable to see the women transported back in time to their younger days acting like 16-year old school girls, laughing, dancing, and singing along.

Not only do we do what we can to help others, we thrive on the help of others. Community groups, businesses, Allegheny College sports teams, Bonner students, and sororities, have all helped us and continue to help us in many ways. We have a great group of volunteers from last year's volunteer training class who have also been vital in helping us provide services.



The college student was confused, scared and angry. She didn't understand how the assault could have happened. She thought she had done everything right to stay safe. The Counselor reassured her and said, "It wasn't your fault."

Counseling

Counseling and therapeutic services are offered to past and present victims of domestic violence and survivors of sexual abuse, including adult survivors of child sexual abuse. This includes support and educational groups that are designed to empower survivors and to assist them in making choices in their lives that will allow for happiness, growth, and safety.

6,842

Individual and Group
Counseling Hours

105

Child Victims of Domestic
Violence and Sexual Assault

639

Adult Victims of
Domestic Violence

308

Adult Victims of
Sexual Assault

The counseling team has been busy this past year identifying new assessment tools, streamlining and digitizing client files, improving case management discussions and decision-making processes, improving counselor coverage in our satellite office in Titusville, creating a suicide intervention protocol, improving safety planning interventions, and visiting sister agencies to identify best practices. Also, the Counseling Team decided it wanted to create and update information and fact sheets on domestic violence, sexual violence, safety planning and trauma in order to share all of the good resources they use with colleagues within the agency.

Our relationship with Allegheny College continues to expand. In addition to seeing an influx of college students seeking counseling for relationship violence, one of our counselors conducts Active Bystander training to students on campus. Also, this counselor conducts a number of workshops related to dating and intimate partner violence. The trainings, individual therapy sessions, and advocacy for students going through the

aftermath of an assault is not only directly tied to the student's ability to be successful academically, but impacts their ability to live long and healthy lives as young adults, supportive friends, and most of all... Survivors.

One of our Counselors is actively engaged in providing services to the inmates at SCI Cambridge Springs. Her clientele at the prison is steadily growing. In addition to individual counseling with approximately 60 inmates, she is conducting six different types of groups. Four of these groups are drop-ins and on-going. Each group has about 18 participants. Topics range from domestic violence to childhood sexual abuse to self-esteem to grief to everything in between. The other two groups are called "Adults in Trauma" which are designed to help group participants understand the impact their individual trauma has had on them. These are 16-week groups with 12 women in each group. These groups are so successful, a waiting list of several dozen inmates had to be created.

STAKEHOLDERS FY 2017-18

individual

Abe and Mitzi Stewart-Finton
Alice Deckert and Mike McGrath
Allura Barnhart
Amy Mouch
Amy Weaver
Amy and Dave Rectenwald
Andrea Diaz
Andrew Walker and Brooke Martin
Anita Swecker
Ann Areson and Greg Dauber
Anne Finney
Anne Kleffel
Anne and David Hotchkiss
Ashley Michalak
Barb Riess and Ken Pinnow
Barbara Emig
Barbara and Sam Spencer
Benjamin Haywood
Beth and Mark Gildea
Beverly Lake
Bob and Bobbie Santora
Bob and Kathy Moss
Bonnie and Carl Terry
Brenda Schoonover
Brian Miller
Brian and Carol Lindsay
Brooke and Kylie Beck
Bruce and Nancy Kern
Cameo Behr
Carol Morse
Carole Hoffman
Charles and Joan Swick
Chris and Heather Weibel
Christian Maher and Aarron Hunsinger
Christine Lang
Christopher and Lori Soff
Claire Jurs
Clare Cottrill
Clifford Willis
Connie and Gary Maine
Corinne and Rich Chafey
Courtney Learn
Craig Small and Carol Beers
Cynthia Thompson
Dan Trace
Dana and Scott Yeager
Danielle Candela
Danielle English
Darcie and Matt Duda
Dave and Rosanne Rust
David and Sarah Roncolato
David Crowe and Mary Ann Daniels
Deborah Kirkpatrick
Deborah Loglisci
Denise and Anthony Johnson

Diana and John Brautigam
Dianne Eakin
Don Goldstein and Marcia Metcalfe
Donna Cessna
Donny Fabela
Doris Foster
Douglas and Deborah Smith
Dr. Jack Chaney
Dr. John and Pat Pulito
E. Claire Petruso
Edward and Diane Horneman
Edward and Suann Cronin
Eileen and John Michaels
Elisabeth Smith and Mariana Silva
Elizabeth Ozorak
Elizabeth Rivers
Elizabeth Spadafore
Emma Lou Ziegler
Erin Free
Erin Smith
Estelle Reisner
Francine and Paul Huber
Frank Coppola
Gene and Donna Lewis
George and Teresa Roland
Gerard Rau
Glen Wurst and Fran Orfino
Gregg and Allison Gordon
Gregory and Deborah Knowles
Hallie Mariacher
Heidi and Heath Fallin
Huntington Christie
Ivelitza Garcia
Jack and Patricia Storey
Jacqueline and Roger Gildea
Jacquelyn Johnson
Jacquelyn and Stanley Kondrot
Jake Slease
James and Wendy Meyer
Jamie Kimmel
Jamie Marks
Jan Hyatt
Janine Sickafuse
Jay and Bernadette Verno
Jayme Ferry
Jean and Jack Young
Jeanne Mercier
Jeffrey Hershelman
Jenna Reynolds
Jennifer Barger
Jennifer and Matthew Adams
Jess Sweitzer
Jim and Mari Mullen
Jim and Michelle McCarney
Jim and Rusty Gordon
Joan Leonheart
Joan Sommers

John McGlenn
John Patterson
John and Ashley Miller
John and Peg Brown
John and Rebecca Stansfield
Jon and Dana DeArment
Joy Kasbee
Joyce and Edward Schwindt
Judi and George Cujas
Judy Jones
Julie Wilson and Joe Tompkins
Karen Palmer
Karrah Kightlinger
Kate Costanzo and Lindsay Henry
Kathe and Donald Cairns
Katherine Powell
Kathleen Mosbacher
Kathleen and Vaughn Copeland
Katie Burdick
Kay and David Anderson
Kelly Lucas
Kenneth Unice
Kirsten Peterson and Edward Walsh
L. Sayre
Larry and Susan Guerrieri
Lauren DeArment
Laurie Schrecengost
Lawrence and Judith Newhook
Lawson and Meredith Smart
Lena Ciabattoni and Mary Lynn Mauri
Linda Bollensen
Linda and David Wetsell
Lisa and Doug Lang
Lon and Rhonda Sippy
Lori and James Lang
Lucy and John Nesbitt
Lucy Ann Schall
Lyle and Sandra Mook
Lynn and Guy McUmbur
Marcia and Frank Yohe
Marcia Findlay and Doug Mehan
Marian Sherwood
Mark and Hannah Cosdon
Mark and Jodie Kilburn
Mark and Joy Sherry
Mark and Laurie Whitney
Mark and Rachael Schreiber
Martha Consla
Mary Button
Mary Alice Kirkpatrick
Mary and Lloyd Michaels
Mary Ann Brown
Meghan and Tye Cressman
Michael and Kelly Mahoney
Mike Keeno
Molly Caruso
Nancy Frank

individual

Nancy McCloske
Nancy Price
Nancy Sheridan
Nate and Andrea Holland
Pam and Scott Curtis
Pamela Smith
Pat Chechak
Pat Ferrey
Patrick Wiley
Paul Shok
Paul and Deb Dickey
Peter and Janice Pless
Rachael Norman
Ranhee Pyo
Reagan McClellan
Rebecca Myers
Rhonda Powell
Richard and Danielle Lang
Richard Friedberg and Courtenay Dodge
Richelle Swem
Robert Humphreys
Robert and Marlene Stainbrook
Robert and Nancy Smith
Robert and Patricia Bailey
Rodney and Stephanie King
Roger Willis and Christine Norwood
Rose Harvey
Roxanne and Michael Turnbaugh
Ruth and Bill Bywater
Scott Kowalke and Lisa Whitenack
Shanna and Robert Hodgson
Sharon Dale
Sharon Rehatchek
Shelley Hillwig
Steve and Bobbi Kightlinger
Steve and Crystal Sada
Susan Black
Susan Wycoff
Suzanne DeArment
Tammy Mott
Taylor Hinton
Thomas and Max Brocklehurst
Tom and Darcie Lucas
Tom and Judy Griffin
Tracey Pulito
Tracy and Rich Bowden
Travis Spaid
Trevor Kriner
Vickie and Keith Harbaugh
Vickie Leanne Jones
William Dross
William and Deanna Harrison
Yetivemarie & William McComas
Yvonne Phelps

business

Active Aging
Active Network, LLC
Acutec Precision Aerospace, Inc.
Aella Salon & Spa
Ainsworth Pet Nutrition
Allegheny College
Allegheny College WARC 90.3 FM
Alpha Chi Omega
Alpha Chi Omega Foundation
AmazonSmile Foundation
American Legion Auxiliary
Animal Welfare of Allegheny
Anonymous
Bethesda Children's Home
Blooming Valley UMC
Brookside Yoga LLC
Carroll's Nursery
Channelock Inc.
Christmas Cookie Club
Cochranton Presbyterian Women's Assoc.
Conneaut Lake Garden Club
Coppola Enterprises, Inc.
Crawford County Medical Society
Crawford County RSVP
Cressman & Erde, LLC
Eat'nPark Hospitality Group, Inc.
Edinboro University Victimology Class
EMJ, Earle M. Jorgensen Co.
ERA Richmond Real Estate
ERIEBANK
Ernst Conservation Seeds Inc.
Eventbrite, Inc.
F/F Outreach
Fallowfield UMC Women
Fine Print
First Baptist Church
First Presbyterian Church of Meadville
Fraternal Order of Eagles, Aerie 429
GFWC Meadville Woman's Club
Girl Scout Troup 36771
Grace United Methodist Church
Greenleaf Corporation
Griffin Motor Company
Hagan Business Machines
Hamlin Chapel United Methodist Women
Harm Jan Huidekoper VFW Post 2006
Harmonsburg Presbyterian Church
Harmonsburg United Methodist Women
Hartstown Presbyterian Church
Highmark Blue Cross
Highpoint Tool and Machine
Hill Barth & King
James H. Cross Co.
Lake Church
Linesville Presbyterian Church
Maplewood High School
Marquette Savings Bank
McGill, Power, Bell & Assoc., LLP

McKinsey & Co.
Meadville AM Rotary
Meadville BPW
Meadville Cardiology Associates
Meadville Garden Club
Meadville Lions Club
Meadville Market Authority
Meadville Medical Center
Meadville Obstetrics & Gynecology
Meadville Ophthalmology Associates
Meadville Pain Management
Miss Lovely P
Morton-Moore Insurance Agency Inc.
Mt. Hope UM Parsonage
Network for Good
New Richmond United Methodist Church
Northwestern REC
Optical Filters USA LLC
Our Lady of Lourdes
Palmiero Toyota Scion
Pepicelli Youngs and Youngs
Peter's Heat Treating Inc.
Pine Grove United Methodist Church
Pipeline Systems, Inc.
Pleasantview Alliance Church
PNC Bank
PNC Foundation
Project Linus
Sandvik Coromant
Service Steel Aerospace
Seton Catholic School
Shafer Law Firm
Shimmy Mob
Shorts Tool & Mfg., Inc.
Sons of the American Legion-Squadron 205
St. Mark's UCC Women's Guild
State Correctional Institute
Stone Methodist Church
SURJ
The Benevity Community Impact Fund
The Country Club
The djb Group
The Pymatuning Sportsmen's Club
ThyssenKrupp Materials NA
Townville Lions Club
Townville United Methodist Church
Tri County Developers
Trinity Evangelical Lutheran
Trinity Lutheran Church
Unitarian Church
United Way of Erie County
United Way of Western Crawford County
Verizon Telecom Pioneers
Vernon Central Hose Company
Watson Run Presbyterian Church
Wesbury United Methodist
Westford United Methodist Women
Why Not Us?
Yarde Metals, Inc.
Zonta Club International

“Hope is being able to see
that there is light despite all
of the darkness.”

Desmond Tutu



Women's Services



MISSION STATEMENT

**PROVIDING HOPE AND RESOURCES FOR THOSE
AFFECTED BY VIOLENCE AND ADVOCATING TO END IT.**