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**Women's Services**  
2018-19 Annual Report

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# OUR VISION

As a human services agency dealing with issues of sexual violence, domestic violence and homelessness, Women's Services, Inc. is involved in the private and personal matters of peoples' lives. We are committed to respecting the privacy and integrity of those who come in contact with us, and to keeping all aspects of their relationship with us confidential to the fullest extent possible

We respect and promote the right of service recipients to self-determination and assist them in identifying and pursuing their goals.

We provide services in a manner which is culturally competent and respectful of social diversity.

**We envision communities  
free from violence.**



# HOPE Defined:

To want something to happen or be true; to expect with confidence.

## Synonyms:

- Ambition
- Anticipation
- Aspiration
- Belief
- Concern
- Confidence
- Desire
- Expectation
- Faith
- Goal
- Optimism
- Promise
- Prospect
- Wish



*A message from the  
Executive Director*

*Inspiring hope in others is a core value of Women's Services. You might even say we are "merchants of hope." Why do we place such a high value on hope? Hope is often the only thing between us and the abyss. As long as we have hope, we can recover from anything and everything.*

*Hope is a feeling that bounds not from our brains, but from our hearts. Hope lays dormant until it's amazing strength is beckoned, supplying us with an absolute conviction that we will overcome.*

*It is the steadfast determination of the rape victim who fights for justice in a legal system that still continues to blame the victim instead of the perpetrator. It is a little girl who was sexually abused for many years by multiple family members who goes on to counsel victims of sexual abuse as an adult. It is the person who despite years of abuse at the hands of their spouse, works in a shelter and counsels other abuse survivors. It is educators who toil before countless audiences to reach others in the hope that their efforts will one day lead to peace and safety.*

*It is this very hope which champions the survivor, even in the bleakest of times. Thank you to all who labor on behalf of this organization. You give us hope...and hope is what sustains us!*

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

Desmond Tutu

# Our Teams

## Administration

Bruce Harlan	Executive Director
Julie Hunter	Marketing & Media Supervisor
Melanie Reynolds	Fiscal Coordinator
Karen Smith	Fiscal Assistant
Vicki Wood	Special Projects Director

## Counseling

Meg Lenherr	Counselor/Advocate Specialist
Corrine Livingston	Therapist
Deb Olivieri	Counselor/Advocate
Jennifer Wellington	Counselor/Advocate-Titusville

## Shelter

Brenda Adams	Day Manager
Dina Lanagan	Support Staff
Shanile McPherson	Night Manager II
Kaitlyn Pershing	Support Staff
Patricia Prince	Shelter Manager
Christina Smith	Night Manager I
Alicia Weed	Support Staff

## Education

Connie Graham	Education Specialist I
Shayna Morrison	Education Specialist II
Tiffany Cubbon	Counselor/Advocate-Titusville
Mady Kahler	Education Specialist III and Community Outreach Coordinator

## Advocacy

Rose Hilliard	Medical Advocate
Donnarae Morrison	Legal Advocate
Dee Munhall	Legal Advocate-Titusville
Ebony Baxter	Trauma-Informed Community Organizer



# Counseling Statistics

788

Adult Victims of  
Domestic Violence

7,758

Individual and Group  
Counseling Hours

411

Adult Victims of  
Sexual Assault

4,787

Individual and Group  
Counseling Hours

73

Child Victims of  
Domestic Violence  
and Sexual Assault

175

Individual Counseling  
Hours



## Deb's Story

I have been providing counseling and group programming at the prison for incarcerated women on topics such as: *Adult Survivors of Childhood Sexual Abuse*, *Healthy Boundaries*, *Forgiveness After Trauma* and *Resilience After Trauma*. In January, 2018, I first met Cindy, who was 22 at the time, and has been in jail since she was 19 years old.

When she was in her early teens, she was sexually abused by her cousin and when she told her mother, she was told she shouldn't tell anyone about it. She learned to cope by becoming hypersexual. Being hypersexual was her way of trying to regain control of the power she lost when she was sexually abused.

She had a sexual relationship with a 32-year old man when she was 17, looking for someone to care about her and care for her. She truly believed this man loved her. She soon found out that he didn't. Because she was fearful of losing this relationship, she ended up committing a crime he pressured her into.

Cindy said "I threw away my freedom, my family, my future dreams, all for a guy who had preyed on me since I was 14. I had no self respect, self worth or hope. I truly believed that everyone was better off without me and that I didn't deserve happiness. But after I met Deb, my life completely changed. I know now that I do deserve to be happy and have a life. It's also okay to close doors on negative people and to have boundaries with people. I never realized how much trauma and abuse I had been through. I truly believed my relationships were healthy, when in fact they were emotionally and physically abusive.

I've forgiven my mom for telling me to keep my abuse a secret and not getting me the proper counseling that I really needed. I've also forgiven myself for committing my crime and hurting my family. I have learned so much from all the groups I have attended and I will now carry with me these healthy coping tools for the rest of my life. Deb helped me get back my self worth and self confidence. I wake up everyday knowing that I am worth it and I do deserve to be happy."

# COUNSELING

*We provide supportive counseling and therapy 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 healing, happiness, growth, and safety.*

*Individuals exposed to violence are more likely to develop social, emotional, psychological, and/or behavioral problems than those who do not experience violence. Traumatic experiences can make individuals feel isolated. Our job at Women's Services is to make sure that no one feels like they have to go through this journey alone.*



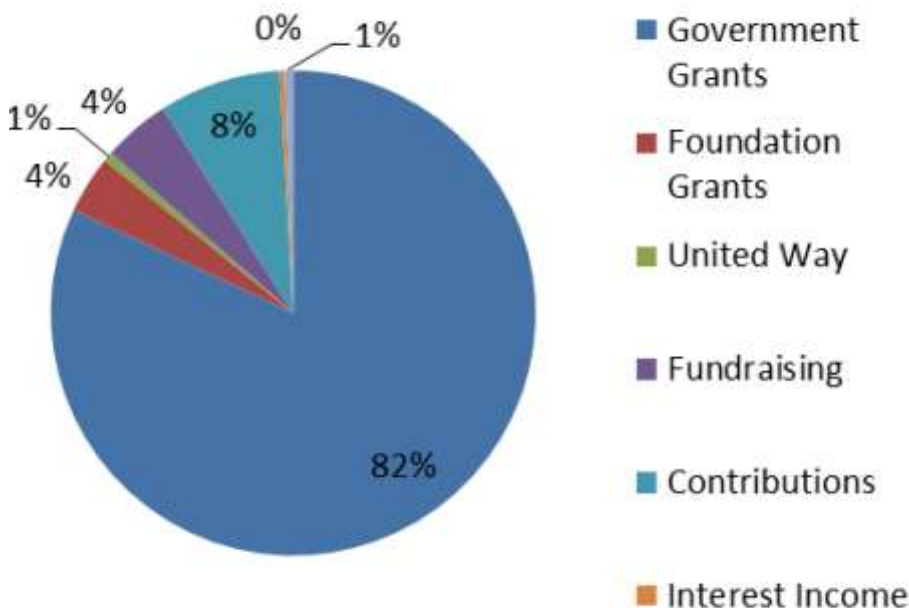


## Revenue and Support

Governments and Grants	\$1,060,798
Foundation Grants	49,600
United Way of Western C.C.	8,208
Fundraising	58,250
Contributions	105,026
Interest Income	4,536
Other Income	<u>7,373</u>

**Total Revenue and Support** **\$1,293,791**

Net Assets, beginning of the year	\$ 656,694
Net Assets, end of the year	\$ 686,858



## Funding Source

Federal	45%
State	34%
Local	21%

## Pass Through Agency

PCADV	32%
PCAR	14%
PCCD	33%
Other	21%

Current Ratio

Days Cash on Hand

Receivable Days

Payable Days

Current Ratio = Current Assets / Current Liabilities

Days Cash on Hand = (Cash / Total Operating Expenses) x 365

Receivables Days = (Receivables / Unearned Revenue) x 365

Payable Days = (Payables / Program Expenses) x 365

*Women's Services is a member of the National Network of Domestic Violence (PCADV), the National Coalition Against Rape (PCAR), and the National Center for the Victims of Crime Act (VOCA) and the National Commission on Crime and Delinquency.*

*Women's Services receives support from the National Commission on Crime and Delinquency.*

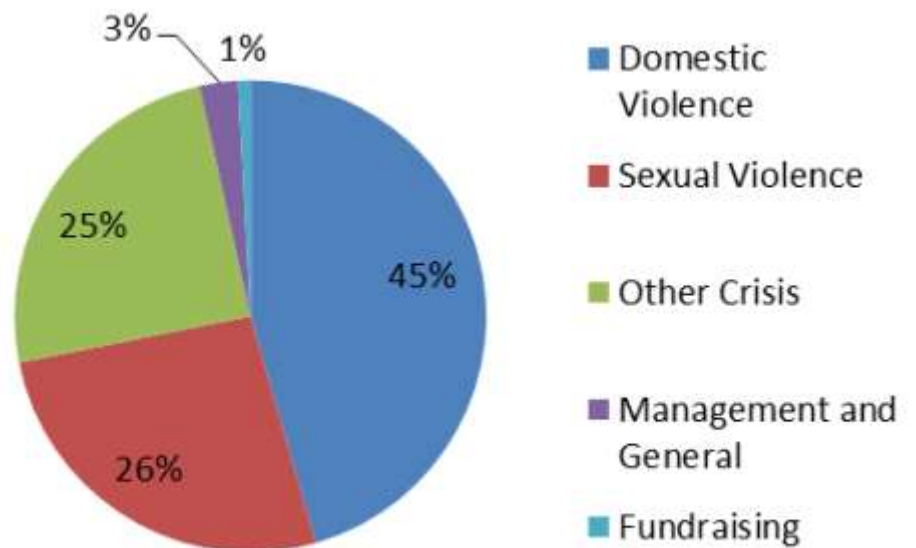


# ADMINISTRATION

## Expenses

Domestic Violence	\$587,839
Sexual Violence	340,022
Other Crises	318,844
Management and General	33,963
Fundraising	<u>10,824</u>

**Total Expenses** **\$1,291,492**



2018	2017
4.38	7.12
73.54	64.93
33.68	53.44
8.23	5.49

nt Liabilities

erating Expenses – Depreciation) \* 365

restricted Revenue) \* 365

ervices Expenses) \* 365

of the Pennsylvania Coalition  
(ADV) and the Pennsylvania

substantial funding through the  
administered by the Pennsylvania  
frequency (PCCD).



# Shelter Statistics

114

Women and Children  
Fleeing Domestic  
Violence Sheltered  
for

5,037  
Nights

41

Women and Children  
Homeless for Other  
Reasons Sheltered  
for

856  
Nights

155

Homeless Women and  
Children Sheltered  
for

5,893  
Nights



## Carol's Story

**J**ail, me in jail! I never thought I would end up in a place like that, not me. Growing up I was pretty much a straight forward, honest person. Not that I was perfect, but if you do something illegal I now believe it will come back to bite you. As I am walking away after three months of confinement, and I do mean literally walking because there is no one to give me a ride. The only place I know to go is The Greenhouse. I pray that they will take me in.

Do you know how many days I felt down and out? I felt like if I gave up no one would care. Well the staff at The Greenhouse cares. They walked with me through those times day after day and night after night. If it weren't for their listening ears and gentle nudging I am not quite sure where I would be right now. Many nights I sat up with the Night Manager until five am, just because I couldn't process what I had been through years ago. It seemed to be haunting me and I kept rehashing it, reliving it and was just stuck in a rut. The ladies at The Greenhouse offered me help with this but I wanted my independence and that meant I did not want to depend on anyone else, ever again.

Counseling to me didn't make any sense because it was the past and yet I lived with it every moment. I just kept thinking there are others that need that assistance more than me. I am a fighter and I will survive. One long night, you know the dark ones that go on and on, I was talking with one of the ladies and she encouraged me to talk about my abuse and what I had been through. I said you just don't understand and she said "try me." She did understand because she had been through her own torturous abuse and had come to Women's Services for help many years ago. It was a ray of hope that shone through the darkness and for the first time I could see daylight. It was at that moment that I knew I didn't just want to survive but thrive.

Today I have a job, new friends and my own home. I am proud of my journey now and grateful for all the support and hope the people who work at Women's Services gave me.

# SHELTER

*We first opened the doors of The Greenhouse in 1978. For more than 40 years Women's Services has provided a safe haven for the women and children of Crawford County who are in crisis due to domestic violence, sexual violence or homelessness.*

*When a woman is planning to leave a violent relationship, there are many reasons why a shelter is her only option. It may not be safe for her to stay with friends or family members because the abusive partner is aware of these locations. Or, she has become so isolated from a support network that there is nowhere else to go for help.*

*Shelter provides a safe and supportive environment for women and their children to heal physically and emotionally. Shelter support services can help a woman and her children get back on their feet to lead lives without violence or the fear of violence.*



# Education Statistics

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772

Prevention Programs  
In the Schools

4,530

Students Reached

6

Training Programs

228

Professionals Trained

39

Community Education  
and  
Awareness Programs

503

Community Members  
Trained



## Jennifer's Story

Last year, one of the middle schools where I was scheduled to teach our abuse prevention program decided to divide the boys and girls into two groups. The girl's group went smoothly with lots of good discussions and appropriate behavior. The boy's classes were a little bit larger and after my first day of teaching the boys, I was beginning to question the wisdom of this division. The boisterous boys were even more vocal, the quiet boys seemed more intimidated and most of the boys did not seem to be worried about saying something that was "inappropriate".

One boy in particular was very verbal in the beginning of the week about his "rights" to control his girlfriend. He was a true ring leader and his comments made the boys laugh and join in. The teacher had a talk with him and encouraged him to tone it down and listen. Mr. Miller wanted him to stay in the class and maybe have his own "aha" moment.

As the week went on, the boys settled down. They continued to ask very blunt and awkward questions and continued to be very honest about what they thought was true. Little by little the quieter boys started to speak up. By the fourth day, all the boys worked diligently in groups to talk about how they could help a friend who was experiencing abuse. Their responses were thoughtful and unique. So I asked the class, "who can tell the most important thing you learned this week?" Hands shot up, but none quicker than my trouble maker. Though I worried what he might say, I was impressed that he was participating so I called on him. He simply said in a very serious tone, "I learned that it is NEVER the victims fault." The class was silent.

This moment is exactly what we hope for when we talk about changing the culture in our schools to decrease violence. I seriously wanted to run over and hug him, but instead I asked his consent for a "high five."

He grinned and consented.

# EDUCATION

*Violence is a serious public health problem in Crawford County. From infants to the elderly, it affects people in all stages of life. Violence erodes communities by reducing productivity, decreasing property values, and disrupting social connections.*

*One of the most effective forms of prevention is education. Exposure to information and training results in learning and increased awareness that leads to mobilization.*

*We offer presentations that educate individuals and groups on the signs and causes of abuse and we teach people how to protect themselves and how to safely intervene when they see violence occurring nearby. Every year, Women's Services provides hundreds of programs to schools, community members and First Responders in order to further our vision for communities free from violence.*



# Advocacy Statistics

394

Systems Advocacy  
Contacts

710

Hours

15

Criminal Court  
Accompaniments

250

Final Protection Orders  
Issued

445

Civil Court  
Accompaniments

40

Medical Advocacy  
Accompaniments



## Julie's Story

All of us at Women's Services are Advocates. Both paid and volunteer staff provide active support to survivors who need and ask for our assistance. Sometimes that support is reflected in accompaniment to court or to the hospital but sometimes it is as simple as a conversation between two people sharing a cup of coffee.

The letter highlighted below was written by a woman staying in The Greenhouse to one of our staff members. At first, the staff member couldn't recall their encounter, but then remembered how proud she had been of receiving the letter and how she had been able to share some of her personal trauma to show her that her situation wasn't hopeless and there was every reason to believe that she could come out on the other side.

The former service recipient is now an independent working woman who is happy, healthy and thriving. It may not seem to us in the hundreds of little moments and interactions we have with guests and clients that we are having an impact or making a difference, so when we receive something like this, it gives us hope that we are, indeed, helping. And yes, the staff member took the trip!

*Dear Julie,*

*It only took three words from you before I became very comfortable talking with you. You are one of the first people I wanted to speak with whenever I heard any news. Thank you so much for being there and helping me. You even taught me something new about the meaning of my own name. You gave me hope by telling me your story and I will forever cherish it. I will keep you updated on everything that goes on in my life. But please know you made an impact on my life. I love you and will miss seeing you everyday. By the way, please go on that trip!*

*Love you!*

# ADVOCACY

*We provide accompaniment and assistance to survivors of domestic and sexual violence as they navigate various systems in our community.*

*Our Legal Advocates discuss the legal process and provide information that will help survivors make informed decisions about whether or not to engage in the court process. It is our priority to support survivors in whatever decisions they make about engaging with the legal system and to assist them in identifying their rights and options as a crime victim.*

*Beyond accompaniment services, our Medical Advocates provide trainings for health care providers to improve their response to domestic and sexual violence victims seeking medical treatment. Also, they assist companies and organizations with drafting and implementing policies and procedures to prevent sexual harassment, workplace violence and other related issues.*





The Staff and Board Directors wish to thank all of our volunteers and stakeholders for their continued support of this organization. Thoughtful and unselfish are two words that come to mind when we think of you. Whether it's an in-kind donation of clothing or household items, a cash donation, participation in one of our annual fundraising events, or simply reading our email blasts or newspaper articles, your support is vital to the ongoing success of this organization.

It is difficult to imagine our success as an organization these past 42 years without thinking of you.

Thank you!

## MISSION STATEMENT

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

Women's Services

