

Women's Services, Inc.

Envisioning Communities Free from Violence.



Changing Lives:

Inspiration from Trauma Interventionists

Annual Report
FY 2019-2020

“ When we are
physically,
mentally, and
emotionally
present...

we are uniquely
positioned to
connect with
survivors of
violence.

When we are present
and not just going
through the motions,
we can more
effectively respond
to survivors' needs
and challenges.

This is how we
CHANGE

”

Shelter/Hotline

Women's Services, Inc. (WSI) first opened the doors of The Greenhouse in 1978. For more than 40 years WSI has provided a safe haven for the women and children of Crawford County who are in crisis due to domestic and sexual violence or who find themselves homeless for other reasons. Shelter provides a safe and supportive environment for women and children to heal physically and emotionally from the traumas they have experienced.

When our county shut down due to the Coronavirus sweeping our country, Women's Services took quick action to safe guard the health and wellbeing of its service recipients, staff, and volunteers. We quickly limited the number of staff present in the building at any one time and made it possible for many staff to work remotely. In the shelter, we limited one household per room and asked everyone to wear masks when outside their room. When the call for additional shelter beds were needed, we used local motels. We suspended in-person gatherings and quickly embraced virtual formats so the work could continue. We stockpiled needed supplies, developed protocols for safe distancing and cleaning, and instituted as many of the CDC recommendations as feasible. Along with community partners, our hotline staff agreed to host a Warm Line for Covid-related calls. This local resource proved invaluable during the first two months of the pandemic crisis.

All of this was made possible due to the dedicated staff and volunteers of Women's Services and through the generosity of local stakeholders. Having received some significant and unexpected financial gifts in the spring, we were able to incur additional expenses and meet the needs of a community in crisis.



Shelter/Hotline

80

**Women & Children
Served in Shelter**

3,336

Shelter Nights

175

**Crisis Calls
Fielded by Paid &
Volunteer Staff**

86

**Warm Line Calls
on the Hope Line**

2,991

**Hours of Service
Provided by
Volunteers**

Every day I go to work at Women's Services I am giving someone hope who thinks there is no hope left.

Patti Prince, Shelter Manager

I've been blessed to see the changes in people's lives by the work we do. From helping a hotline caller have hope to the struggling, homeless Mom who finally finds safe, sustainable housing.

Brenda Adams, Day Manager

I enjoy working in the shelter to see how it changes people's lives. Evenings after they arrive they say, "How am I ever going to make it?". With the encouragement of all the employees, in no time they realize there is nothing to stop them.

Kate Miller-DeRoss, Night Manager

Children and their antics make working in the shelter fun.

Shanile McPherson, Housing Coordinator

I enjoy working in the shelter because I get the chance to help women and children during a challenging time in their own lives.

Melisa Middendorf, Assistant Night Manager

I love working with the women in the shelter because it gives me the opportunity to help make their memory of staying here a good one.

Dina Lanagan, House Mother

Counseling & Therapy

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, growth, and safety. Counseling focuses on several things: the educational component of the dynamics and effects of abuse; crisis intervention; sorting out feelings of confusion and helplessness; and the implementation of safety planning and support.

Therapy is also available for those who wish to process their trauma in a more in-depth manner. With our therapist, the individual can begin to work through a timeline of their trauma, explore the emotions from that trauma, and also learn how to deal with triggers and the life-long effects of traumatic events.

Individuals exposed to violence are more likely to develop social, emotional, psychological, and/or behavioral problems than those who do not witness 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. This is just one of many reasons why counseling and therapy services are critically important for individuals who have witnessed violence or find themselves in past or current abusive relationships.

During this recent health crisis, staff has continued to find ways to meet with service recipients to provide these life-saving services. Identifying work-a-rounds and other innovative ways to maintain contact with counseling clients has been a hallmark of our Counseling Team in the last six months.



Counseling and Therapy

788

Women & Children
Domestic Violence
Service Recipients

6,489

Individual & Group
Counseling Hours

448

Women & Children
Sexual Violence
Service Recipients

1,731

Individual
Counseling and
Therapy Hours

2,692

Group Counseling
Hours at SCI
Cambridge Springs

I feel like the impact of the work I/we do here can't always be seen right away, but it has a ripple effect. With a little patience and a lot of hope I have seen my work create ongoing change. That's why it's important and worth it.

Meg Lenherr, Therapist

I enjoy my job because I am able to: reach out to the community, advocate the possibilities of change by speaking up and show my commitment -by never giving up on someone.

Debbie Carr, Titusville Coordinator

I have always enjoyed working at WSI but since I have been doing counseling and groups at the prison I have enjoyed it even more. I love being able to work with the inmates, to watch and be a part of the most injured people starting to heal, grow, and become whole again, is the most rewarding job I could ask for.

Deb Olivieri, Counselor/Advocate Prison Outreach

I enjoy counseling survivors of domestic violence and sexual assault because I consider it a privilege to hear their stories and support their healing efforts.

Ashley Elliott, Counselor Advocate Specialist

Legal & Medical Advocacy

We provide individual advocacy services which means the service recipient and the advocate work together in the community and/or with other agencies to assist that individual by strengthening their autonomy and self-determination. Individual advocacy includes problem-solving methods like identifying barriers to safety and completing goals; developing safety checking and planning skills; providing options; increasing self-esteem and self-awareness; validating feelings; and improving and implementing skills in decision making, parenting, self-help and self-care.

The purpose of Women's Services Medical Advocacy Program ("MAP") is threefold. First, we provide trainings for health care providers to improve their response to domestic and sexual violence victims seeking medical treatment. Second, we assist companies and organizations with drafting and implementing workplace violence policies and procedures. And three, we help individual service recipients navigate the medical environment while ensuring agreed upon protocols are followed and implemented properly by the medical professionals they come into contact with.

Women's Services Legal Advocates provide assistance and support to survivors of domestic violence and sexual assault as they go through the criminal or civil legal system. Advocates discuss the legal process and provide information that will help survivors make informed decisions about whether to engage in the court process. During the pandemic, our Legal Advocates worked closely with the Commonwealth Judges to ensure that survivors had access and advocacy services for Protection from Abuse Orders, Crisis Intervention, Police and Sheriff protections, etc.



Advocacy

368

**Systems and/or
Medical Advocacy
Contacts**

176

**Protection from
Abuse (PFA's)
Petitions were Filed
and 97 Final Orders
were Granted**

**7 Sexual Violence
Protection Orders
(SVPO) were filed
and 3 Final Orders
were Granted**

10

**Cases where Guns
were Relinquished
by Order of the
Judge**

One of the reasons I enjoy working here is our staff and our board. When my times have been rough the staff has been like family. I can go to anyone of them to talk and process. We have trust and respect, even if we do not always agree. Our board treats all of us like we matter, that we are important. I work here at Women's Services because of our staff and board, they are my inspiration.

Rose Hilliard, Medical Advocate

I like working as the legal advocate because every day is different and I feel like I am able to make a difference in the lives of people who may feel like their situations are hopeless and I am able to connect them with the services they need. And in that way, I am giving them hope that tomorrow is a new day and there is light at the end of this tunnel.

Donnarae Morrison, Legal Advocate

Being a Legal Advocate is my heart's passion. It is my privilege to help domestic and sexual violence victims of all ages break the cycle of abuse by providing them a menu of tools to choose for their journey

Dee Munhall, Titusville Legal Advocate

Prevention 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. In 2019, more than half of Pennsylvania's counties experienced lethal incidents of domestic violence. By year's end 112 people died - 46% of whom were killed by a current or former intimate partner, and 57% were killed with a firearm. Many more survive violence and are left with permanent physical and emotional scars. Violence also erodes communities by reducing productivity, decreasing property values, and disrupting social services.

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 by the participants in our prevention education programs.

Women's Services offers presentations that educate the public on the signs and causes of abuse as well as how to prevent abuse and protect themselves in moments of crisis. Presentations provide information on the specific patterns of domestic and sexual violence, the interpersonal dynamics of abuse, and the inherent dangers employers and their employees face every day in the workplace. Last year, Women's Services provided fewer programs to schools and the community due to the pandemic but still managed to reach nearly 9,000 individuals.

During this difficult time, staff embraced virtual means of providing our vaunted programs to students. Over the summer months, staff continued to transfer much of our curriculum into a digital format that would be found relevant and exciting by young and old.



Prevention Education

172

Elementary School
Abuse Prevention
Programs Reaching
3,796 Students

125

Middle School
Abuse Prevention
Programs Reaching
2,343 Students

142

Senior High School
Dating Abuse
Prevention
Programs Reaching
2,493 Students

8

Education Programs
Reaching 292
Community
Members

I really enjoy providing primary prevention programs to people of all ages, especially those with disabilities, and elementary and pre-school children. I love their honesty and their willingness to consider other viewpoints. They see the world in different ways. It's challenging, and I always learn something new.

When I talk with abuse victims/survivors who have disabilities or are children, it is an amazing feeling to see the look on their face when they realize that I believe them, and when I tell them that they were not responsible for what happened to them. It is an honor to do this work.

Connie Graham, Education Specialist I

There is nothing more satisfying than teaching children that they have a right to be safe.

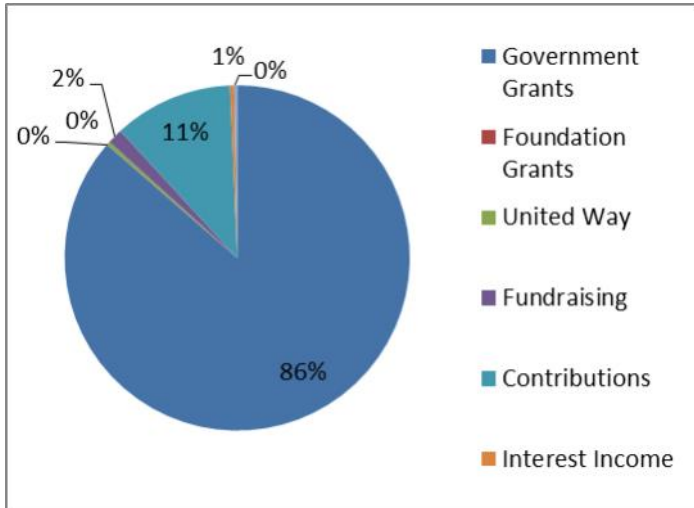
Vicki Wood, Director of Special Projects

I work at Women's Services because I want to play a part in making my community safer. I value my work with teenagers and youth because I believe that many of them are just looking for an adult who will listen to them and treat them with respect.

Mady Kahler, Education Specialist II



FY: 2019/2020 Financial Summary

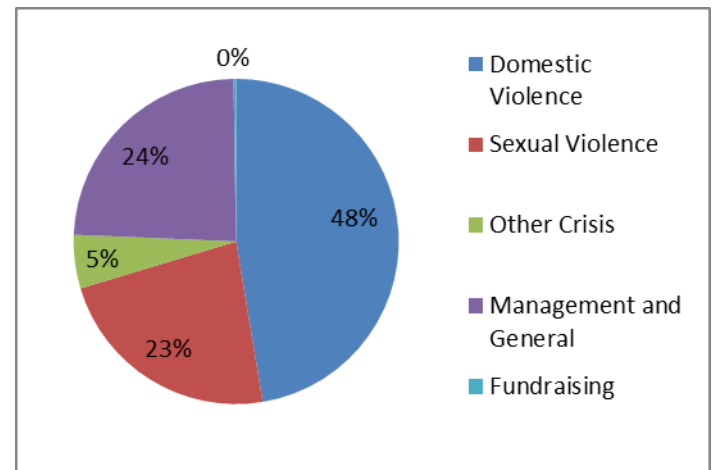


Revenue and Support

Govt. Grants	\$1,090,084
Foundations	200
United Way	4,142
Fundraising	17,964
Contributions	141,013
Interest Income	4,877
Other Income	3,607
Total Revenue & Support	\$1,261,887

Expenses

Domestic Violence	\$ 606,165
Sexual Violence	293,644
Other Crisis	68,044
Management & General	308,278
Fundraising	3,170
Total Expenses	\$ 1,279,301



Net Assets, beginning of the year	\$ 686,858
Net Assets, end of the year	\$ 686,691

	2020	2019
Current Ratio	3.78	5.18
Days Cash on Hand	47.35	37.36
Receivable Days	71.11	64.68
Payable Days	3.48	3.02

Current Ratio = Current Assets/Current Liabilities

Days Cash on Hand = (Cash/Total Operating Expenses-Depreciation)*365

Receivable Days = (Receivables/Revenue w/out Donor Restrictions)*365

Payable Days = (Payables/Program Services Expenses)*365