



facing the future

eliminating racism
empowering women

ywca

greater harrisburg

**117th annual report
ywca of greater harrisburg 2010-2011**

facing the future

a message from the ceo and board president

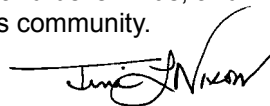
Dear Friends and Supporters,

Paula could not go to work without the YWCA childcare center, which provides transportation for her daughter to and from school every day; Ebelyn took ESL classes and obtained her GED. Jasmine went from homeless addict to 18 months clean and living in permanent housing; she regained custody of her 2 young daughters and is currently seeking employment. Harry, one of the first veterans in the YWCA program, has achieved all his goals over a 2-year period. He got clean, took classes in Social Work at HACC, sustains permanent housing and transportation and a well-paid job at the New Cumberland Defense Depot.

These are some of the lives we touch on a daily basis. You are a stakeholder in our local community and in this organization. Your commitment to both means the difference between success and failure for the 18,000 women, children and men we serve each year; women like Paula, Jasmine and Ebelyn, and men like Harry, to whom we provide a diverse range of high quality, comprehensive services that remove the obstacles to achieving sustainable housing and employment, build self-esteem and the ability to maintain healthy relationships.

Facing the future means focusing even more on programs that impact and empower young women. We continue to expand our Club Ophelia program, which addresses the most common issues faced by adolescent girls. We continue to build a foundation for healthy relationships and self-esteem with extensive Prevention Education programs in schools and the one-day GirlTalk youth summit. In 2012 we will also relaunch TechGyrls, an after-school program that develops critical thinking and problem solving skills and gives girls the confidence to use technology tools. Facing the future also means responding to the changing needs of a diverse community: Helping our children get ready for kindergarten; helping our veterans find jobs; empowering women and girls to make healthy choices; providing support to victims of domestic violence and sexual assault.

Thank you for your interest in this agency. Thank you for your trust and belief in us, and in our ability to do the work we do. And most of all, thank you for being active, engaged members of this community.



Chief Executive Officer



Board President

mission

The YWCA of Greater Harrisburg is dedicated to **eliminating racism, empowering women** and promoting **peace, justice, freedom** and **dignity** for all.



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management

Tina L. Nixon • Chief Executive Officer
Dwayne M. Milbrand • VP, Administration & Finance
George Payne • VP, Programs
Pamela B. Rhoads • VP, Resource Development



childcare services

The YWCA's three child development programs provided a safe, quality learning environment for **293** children during the 2010-2011 fiscal year.

childcare centers

The Grace M. Pollock Child Development Center, located in the Allison Hill neighborhood of Harrisburg, and Kids on Campus, located on the West Shore in Enola, provide full-service childcare for children ages six weeks to five years old. Both centers offer before and after school programs for children in kindergarten through age 12. The Sylvan Heights Charter School, located in Harrisburg, also provides before and after school care for children ages kindergarten through 4th grade. All learning opportunities and activities are in line with Pennsylvania's Early Learning Standards. Additionally, all of our centers are licensed by the Pennsylvania Department of Public Welfare and participate in Keystone STARS, a state program of continuous quality improvement for early childhood learning centers. The YWCA encourages continuing education for all staff members. This year childcare staff completed a minimum of 12 professional development hours, exceeding the Pennsylvania state requirement.

The curricula for our early learning programs combines communication and social as well as fine and gross motor skills. Toddlers and preschool aged children have opportunities to experience literacy, math, science, art and music. The combination of these activities contributes to increased social and emotional development,

increased cognitive skills, and improved school readiness. Children enrolled in our before and after school programs receive assistance with homework, as well as computer access and other enrichment activities designed to broaden their experiences.

camp reily

Nestled in the beautiful Fishing Creek Valley, Camp Reily provides children ages 5 to 12 years old the opportunity to explore nature and express their creativity. Campers participate in swimming, arts and crafts, sports and outdoor educational activities. Last summer Camp Reily hosted nearly **100** campers from five surrounding counties. Keystone Family Services provides care and support for children and families who are experiencing physical or mental disabilities, behavior challenges or poverty. **Twenty-five** openings are reserved at Camp Reily for these special needs children.

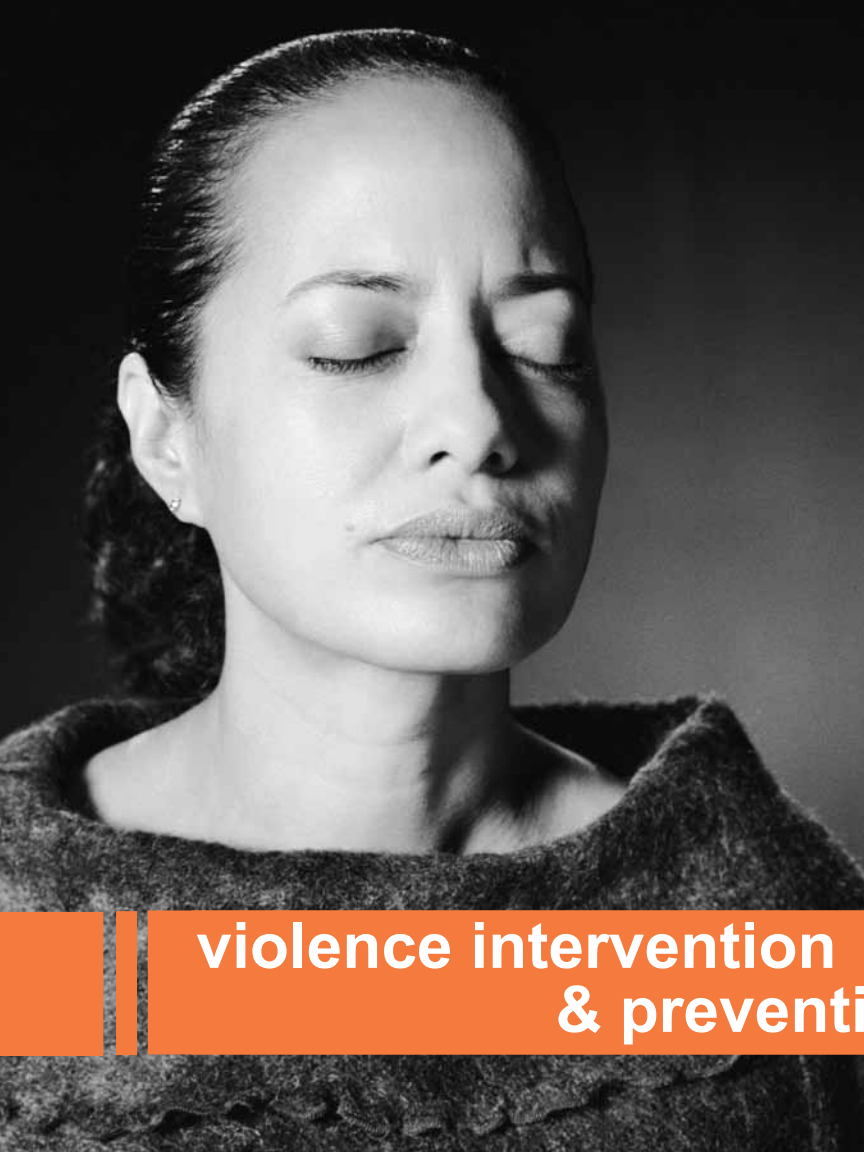
club and camp ophelia

Club and Camp Ophelia are safe environments for middle school aged girls to share their experiences with regard to relational aggression or bullying. Girls learn alternatives to aggressor or victim behaviors through artistic expression. Activities such as journal writing, role-playing and craft projects allow girls to experience positive peer interactions and build self-esteem. Last year **49** girls ages 11-14, three high school mentors and two directors participated in Club and Camp Ophelia programs.



The YWCA of Greater Harrisburg's three child development programs, The Grace M. Pollock Child Development Center, Kids on Campus and Sylvan Heights Charter School participate in Keystone STARS, a state program of continuous quality improvement for early learning centers.





violence intervention & prevention

The YWCA of Greater Harrisburg's Violence Intervention & Prevention Program ("VIP") provides domestic violence and sexual assault services in Dauphin County and sexual assault services in Perry County. Services were provided to **3,347** victims of domestic or sexual violence and their non-offending significant others, and the 24-hour violence/sexual assault crisis hotline (1-800-654-1211) received **1,634** calls in fiscal year 2010-2011. All services are free and confidential and are available to women, children and men.

counseling

Crisis counseling, short-term individual counseling and group counseling services are available to those who have been affected by domestic or sexual violence. Counseling services are based on a supportive, non-judgmental, and informational framework. Individual and crisis counseling was provided to **2,293** clients in fiscal year 2010-2011; group counseling services were provided to **1,202** participants.

accompaniments

Accompaniment services are available to victims and their non-offending significant others 24 hours a day. Advocates help victims access hospitals, police stations, court proceedings, and other service providers. Crisis advocates and counselors are stationed on-site at Harrisburg and Hershey hospitals to meet with victims in crisis. Advocates are also available to assist clients with filing and obtaining emergency Protection From Abuse orders and to accompany victims to night court. Accompaniment services were provided to **1,762** clients in 2010-2011.

domestic violence shelter

A 30-day domestic violence shelter provides safe and secure housing for battered women and their children. Shelter residents meet with case managers who assist them in developing individualized goal plans. **Two hundred fifty-five** women were provided shelter for **3,279** nights and **208** children received shelter for **3,112** nights.

housing and relocation assistance

Relocation and rental assistance programs are available for victims of domestic violence. Relocation funds provide one-time financial assistance enabling a victim to relocate to safe housing. Rental assistance programs are available to victims of domestic violence and provide up to 18 months of financial assistance, during which time victims work with case managers to promote financial independence.

prevention education programs and professional trainings

The Prevention Education Department provides community education, school programming (pre-school through college), professional trainings, and event participation throughout Dauphin and Perry Counties. Programming and trainings cover a wide array of domestic violence, sexual assault and primary prevention topics. **Six hundred eighty-one** programs and trainings were provided to over **20,000** individuals in 2010-2011.

Teresa's Story

On July 5, 2011 an episode of domestic violence turned nearly fatal for Teresa. What began as a fight ended in a house fire set by her boyfriend, with Teresa still in the home. The fire severely burned Teresa and cost her their home, her dog and the insulin she was dependent on as a diabetic. State police in Northern Dauphin County brought Teresa to the YWCA for assistance with rebuilding her suddenly devastated life.

Teresa was hospitalized for her burns and required weeks of care and rehabilitation. The YWCA assisted Teresa with relocation through its Homeless Prevention and Rapid Rehousing Program. Teresa also received support from domestic violence advocates through crisis counseling, court accompaniments and case management. Her ex-boyfriend was charged with attempted homicide, aggravated assault, arson, animal cruelty, and reckless endangerment.

Teresa has since been reunited with her one surviving dog and is housed in a safe location. Teresa will continue to receive weekly supportive services, including rental assistance, as she transitions into a life free from violence.





housing services

The YWCA of Greater Harrisburg's Housing and Homelessness Programs offer a continuum of care for homeless individuals in the Capital Region. Case managers and individualized plans focused on achieving specific goals support clients as they strive for self-sufficiency.

emergency shelter

The YWCA's Emergency Shelter is a safe place for women to recover from the trauma of homelessness and begin to rebuild their lives. For up to twenty-eight days, women and their children live in an apartment-like setting while working with an experienced case manager to find permanent housing. During their stay, residents participate in a series of workshops and life skills classes offered by YW staff as well as community volunteers. Classes include budgeting and credit counseling taught by local bankers, personal health care taught by hospital doctors and nurses, and employment skills taught by YWCA employment counselors. Last year, the YWCA housed **187** women and **64** children in the emergency shelter for a total of **5,994** nights. **Ninety-five percent** of women who left emergency shelter obtained next step housing.

transitional and bridge housing

Transitional and Bridge Housing programs offer six to 18 months of housing for homeless women and their children. Intensive case management, a wide array of enrichment services, employment readiness trainings, life skills classes, and more, help residents achieve self-sufficiency. Last year, the YWCA served **56** women and

30 children in the Transitional & Bridge Housing programs for a total of 20,725 nights. Eighty-one percent of program graduates obtained permanent housing.

permanent housing

The YWCA of Greater Harrisburg offers permanent housing in the form of single – room occupancy apartments, a Section 8 program offered in partnership with the Harrisburg Housing Authority. The only program of its sort in Central PA, many of the residents in the SRO program are older, disabled and on a fixed income. Last year, the YWCA housed 22 women in SRO for 5,622 nights.; 93% have maintained permanent housing for more than six months.

The Permanent Housing Program for Persons with Disabilities (PHD) is a program for men, women and children who are homeless and have been diagnosed with a permanent disability. Housed within the community, PHD clients work intensively with case managers to manage their medical, psychological, educational and social needs, as well as those of their family members. The YWCA subsidizes the household rent while stability is regained and, ultimately, maintained.

Last year, there were 11 households in which at least one member was significantly and permanently disabled. These individuals participated in the PHD program for a total of 6,253 nights. One-hundred percent of program participants maintained permanent housing.

my reflection

One and one-half years ago, I came to the YWCA, a battered, abused victim of human trafficking. I had suffered through extreme degradation and did not know that anyone could or would ever care about me so far from my home. I had run from my captors and reported them to law enforcement. In return for my cooperation the FBI supported me with my immigration status but that was only part of my recovery story.

I came to the YWCA and received counseling and more legal help. When my nightmares became too hard for me to bear, the YWCA helped me to find a Spanish speaking therapist and because I had no money or employment, that therapist donated her services to me. When my immigration status allowed, I received employment encouragement and support from the YWCA and eventually I was able to work. I started in a part-time position but worked very hard. It wasn't long before my employer asked me to take on a full time job. I was so happy!

I am going to school to study for my GED and I am taking ESL classes. My English is better every day. I am very close to being able to leave the YWCA, a proud, self-sufficient woman. When I came to the YW, I did not feel that I could look anyone in their eyes because I did not feel like a worthwhile person. Now I feel that I can do anything if I work hard enough at it. Not only can I meet the gaze of others but I can look at my own face in the mirror with respect and pride.

-Transitional Housing Resident



economic & neighborhood development

Exploring opportunities, gaining independence, and building a supportive and wholesome community are goals nurtured by the Economic and Neighborhood Development (END) Department. Last year END outreach efforts reached over **one thousand** individuals who were homeless, near homelessness, or were dealing with significant challenges.

employment readiness

Skills provided by END include assistance with career exploration, goal setting, finding employment, maintaining a career, veterans housing and self-sufficiency. Last year END provided **882** members of the community with these and other services.

The END Department's YW-Works Team provided employment readiness workshops for homeless individuals and families, fostered growth, self-sufficiency and independence for individuals residing in the YWCA's various housing programs, as well as members of the community.

The YW-VETS Team supports for homeless veterans, including the unique needs of female veterans and veterans with families. The Vets Team provides employment, housing and supportive services in 5 counties while working alongside regional partners as part of a National strategy to eliminate homelessness among veterans by 2015.

The YW-Supported Employment Team utilizes the Evidence Based Practice of Supported Employment to support

recovery and self-sufficiency for individuals with mental health disabilities or complex barriers. The Supported Employment program includes the Ticket to Work employment program for individuals receiving Social Security benefits, development of regional services and national support systems, and peer-to-peer exchanges regarding best practices.

community development

The YWCA continues to take a leadership role within the South Allison Hill and Greater Harrisburg Area through innovative and interactive programs, including membership in the Economic Development Coalition (EDC) and the South Allison Hill Weed and Seed program.

Located in the heart of the South Allison Hill community, the Center for Employment, Education, and Entrepreneurial Development (CEEED) served as a nexus for services provided by EDC members. Last year the CEEED supported **341** members of the community with **181** receiving direct services through END programs. The END Department also provided support for community safety and revitalization through the South Allison Hill Weed and Seed program. Weed and Seed staff coordinated **27** community clean-up and revitalization projects involving **3,389** volunteer hours. Weed and Seed program staff also took a leadership role in conducting the National Night Out and 10th Annual South Allison Hill Multi-Cultural Festival. These events involved over **1,200** members of the community, fostering civic responsibility and an appreciation for neighborhood diversity.



END at a glance

- One hundred and eighty END clients found meaningful employment in-line with their self-sufficiency goals.
- Seventy-four homeless veterans that participated in YW-VETS programs obtained housing.
- The Supported Employment program provided client services that exceeded projected demand by 106%.
- The YW Ride-to-Work averaged 3,339 miles per month.





legal center

The YWCA of Greater Harrisburg is the sole provider of free and comprehensive services for victims of domestic violence in Dauphin County.

The Legal Center was started in 2000 by Randi Blackman Teplitz and was one of the first programs in the state to combine legal services under the umbrella of a victim services program. Since its inception, the Legal Center has grown to four attorneys and two paralegals who have the expertise to work with clients in crisis and to ensure that individuals are not further victimized by the court system. As a result of this free specialized support, victims are given a voice in the courtroom, resulting in a more empowering experience with the legal system.

pro-bono services

Legal Center staff offer victims free legal assistance in civil legal matters including:

- divorce
- custody
- child and spousal support
- Protection From Abuse orders
- immigration

Legal Center staff provide these services, free of charge, to victims of domestic violence, sexual assault, stalking, and dating violence, regardless of gender.

The Legal Center works collaboratively with our community partners: the Civil Law Clinic at the Widener University School of Law, Harrisburg Campus and The Children's Check-Up Center. The Widener Civil Law Clinic accepts referrals from the Legal Center in cases involving debt collection, bankruptcy, landlord/tenant and simple divorce. Legal Center staff includes a legal advocate who is stationed at the Children's Check-Up Center at Hall Manor, the largest low-income housing project in Dauphin County. While there, the Legal Center's bilingual legal advocate has the opportunity to meet with women in a setting away from their abusers.

In Fiscal Year 20100-2011, the Legal Center provided services to **1,827** victims of domestic violence, stalking, dating violence, and sexual assault in **2,136** cases.

training

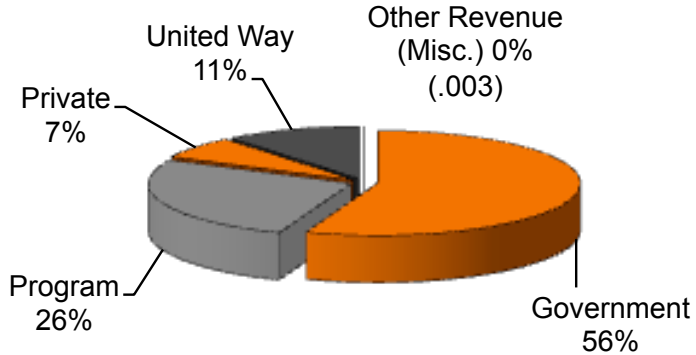
The Legal Center also provides training and technical assistance to attorneys, law students, district magistrates, medical students, high-school students, college and law school faculty and staff, police officers, probation officers, and other community groups on issues relating to domestic violence, sexual assault, stalking, and dating violence. In the past year, the Legal Center provided **32** trainings to **704** participants.

2010 Purse Auction

On November 30, 2010, the Advisory Board hosted the Third Annual "Pursuit of Justice" Purse Auction, featuring dozens of designer purses and accessories available in a silent auction. The evening's highlight was a live auction, with guest auctioneer Steven V. Turner, auctioning off several high-end handbags. The event raised \$18,000 with all the proceeds benefiting the Legal Center.



financials



REVENUE

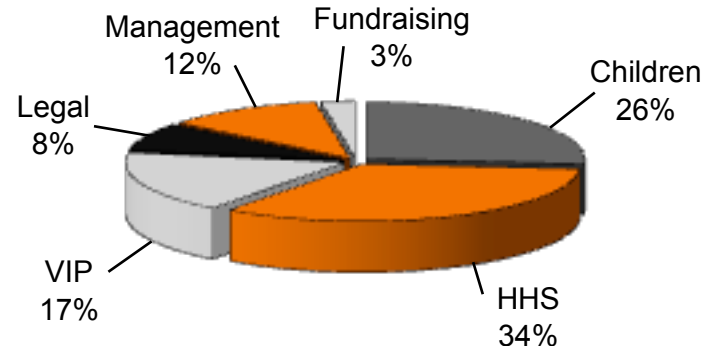
Government	56%	\$3,220,157
Programs	26%	\$1,536,017
Private	7%	\$392,830
United Way	11%	\$627,646
Other revenue (Misc)	0% (.003)	\$21,622

TOTAL REVENUE & OTHER SUPPORT 100% \$5,798,272

EXPENSES

Childcare	26%	\$1,531,269
Housing & Homelessness Services	34%	\$1,966,782
Violence intervention & prevention	17%	\$1,013,290
Legal	8%	\$464,189
Management	12%	\$681,053
Fundraising	3%	\$147,762

TOTAL OPERATING EXPENSES 100% \$5,804,345



boards

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Dr. Kim S. Phipps • President Elect
Juliann M. Kullman • Vice President
Cari Longyear • Treasurer
Mary Ann Kennedy Claraval, Esq. • Secretary

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Ronda Boutcher
Rosemary Browne
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Esmeralda Hetrick
Deidre Lenker
Deborah Pajak
Tonya Ray
Robin Scaer
Anne Shuman
Karen Shustack
Karen Snider
Julie Sullivan
Diane Tokarsky, Esq.
Becky Vogel
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Debra Yates • Vice President
Ann Kroh • Secretary
Erin Hoynes • Treasurer

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Carole Forker Gibbons
Jean Grandon
Mary Kate Henry
Sue Hetrick
Jean King
Deborah Krekstein
Dee Lewin
Melissa Menke
Michelle Piscioneri
Madhavi Ravi Dukkupati
Meg Ream
Tanya Rhen
Jamie Reed
Sue Rothman
Cheryl Sakalosky
Marie Schleicher
Toni Ann Simmers
Ellen Warren

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Kelly Hoover Thompson, Esq. • Vice President
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Sara Firestone
Ashley Fought
Twila Glenn
Tiyenne Greene
Allison Hrestak
Dana Klinepeter
Jolene Leisure
Jessica Lowe
Amy Shuman
Catherine Stetler

YWCA of Greater Harrisburg Locations

John Crain Kunkel Center
1101 Market Street
Harrisburg, PA 17103
(717) 234-7931

Legal Center
114 Walnut Street
Harrisburg, PA 17101
(717) 724-0516

Kids on Campus
1722 Valley Road
Enola, PA 17025
(717) 901-3637

24-Hour Crisis Hotline
1.800.654.1211



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