



eliminating racism  
empowering women

**ywca**

greater harrisburg

**strong alone...**  
**strong alone...**

**116th annual report**  
**ywca of greater harrisburg**  
**2009 - 2010**

**fearless together**  
**fearless together**



# a year of hope

a message from the ceo and board president

Dear Friends and Supporters,

Last year our letter to you began with a reminder of how the fiscal health of our region, state, nation and sadly the entire world was adding to the number of people in crisis. While the economic outlook has not yet turned the corner to the degree that we would like, there are a few signs that give us hope that we may have endured the worst of times.

The YWCA of Greater Harrisburg has been deep in the trenches protecting the less fortunate – women, children and families who continue to face the perils of being victimized, homeless, jobless, hungry, and bullied. Our committed staff, along with many others, learned some very painful lessons about how a state budget impasse can literally hold an agency captive for months on end. As a result, we made a concerted effort to be proactive in communicating with our elected officials, and to ensure that the needs of the most vulnerable members of our community were in front of the decision makers. We made a point of keeping all stakeholders informed, on a regular basis, about the impact of inaction on our community safety net.

Despite the adverse conditions, we can safely say that over the course of this fiscal year we provided 18,700 individuals with direct services. We did this with the assistance of dedicated staff and board members, community partners and considerable faith in the fact that the community would stand beside us as we awaited word from the State.

While we were forced to exercise patience in some areas, the YWCA was very fortunate on many other fronts. We received funding to provide Supported Employment. A five-year, \$1,562,500 grant from the U.S. Department of Health and Human Services has enabled us to hire five dedicated staff to work with individuals who have a dual diagnosis of mental health and substance abuse to provide comprehensive services to chronically homeless consumers who need additional support and services to find and maintain employment. A second, similar grant from the Pennsylvania Commission on Crime and Delinquency resulted in the hiring of two staff to assist individuals at risk of incarceration with securing employment. Additionally, Highmark Blue Shield committed \$100,000 in support of a major overhaul of the swimming pool at Camp Reily. Thanks to this gift and the support of local foundations and individuals, the pool will be completely renovated and will be available to low-income, inner-city children for decades to come.

We have learned much in the past year that will enable us to continue to move forward. We've learned how to streamline processes and to work smarter. We've learned that collaboration and partnership are essential. And most importantly, we've learned that our community recognizes the value of the programs and services we offer, and that it supports us in difficult times. For that we thank you!



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.

## management

Tina L. Nixon • Chief Executive Officer

Dwayne M. Milbrand • Vice President, Administration & Finance

George Payne • Vice President, Programs

Pamela B. Rhoads • Vice President, Resource Development



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## childcare services

The YWCA's three child development programs provided a safe, quality learning environment for 286 children during the 2009-2010 fiscal year.

### childcare centers

The Grace M. Pollock Child Development Center, located on the East Shore in Harrisburg, and Kids on Campus, located on the West Shore in Enola, provide full-service childcare for children 6 weeks old through age 5 as well as before and after school programs for children in kindergarten through age 12. A before and after school program for children in kindergarten through 4th grades is also provided at the Sylvan Heights Science Charter School in Harrisburg. The Grace M. Pollock Child Development Center also offers drop-in childcare for families who participate in employment programs, life skills classes, or other YWCA programs. Fifty-six children were provided with drop-in care during the 2009-2010 fiscal year.

The integrated curriculum for our early learning programs combines personal and social skills, literacy, communication, science, math, art, music, and gross motor activities that contribute to increased social and emotional development, increased cognitive skills, and improved school readiness. Children enrolled in our before and after school programs receive homework help, computer time, and enrichment activities that broaden their experiences in order to improve proficiency in intellectual, creative and physical skills. All learning opportunities and activities are in line with Pennsylvania's Early Learning Standards. All of our centers are licensed by the Pennsylvania Department



of Public Welfare (DPW) and participate in Keystone STARS, a state program of continuous quality improvement for early learning centers.

### camp reily

The spacious property at Camp Reily offers a variety of opportunities for outdoor exploration and growth. Children ages 5-12 years old participate in arts and crafts, sports and recreation, science and nature activities, and swimming. Last year, over 100 children from Dauphin, Cumberland, Perry, Lancaster and Lebanon Counties participated in activities at Camp Reily.

Keystone Family Services provides care and support for children and families who are experiencing behavioral challenges, physical or mental disabilities, or poverty. Twenty-five places at Camp Reily are reserved for these special needs children.

### club and camp ophelia

The Club and Camp Ophelia programs developed by Cheryl Dellasega, Ph.D. use an arts-based curriculum to help elementary and middle school aged girls overcome relational aggression. Directors establish a safe environment where the girls learn alternatives to relationally aggressive behaviors (bullying) and experience positive peer interactions. High School mentors and program directors lead the girls through a series of activities which help promote healthy relationships and build self esteem. Last year 42 preteen girls, five high school mentors and two directors participated in Club and Camp Ophelia.



top - the YWCA's three childcare facilities offer affordable, educational daycare, before and afterschool programs and drop-in childcare for families who participate in YWCA programs.

left - last year over 40 preteen girls attended Club and Camp Ophelia, an arts based program developed to build self-esteem and overcome aggression.



## 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 3,408 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 1,885 calls in fiscal year 2009-2010. All services are free and confidential and are available to women, children and men.

### counseling

The YWCA is dedicated to empowering those who have been affected by domestic or sexual violence and offers short term counseling services within a supportive, non-judgmental, and informational framework. Individual counseling was provided to 2,157 clients in fiscal year 2009-2010. Group counseling services were provided to 634 participants in 2009-2010.

### accompaniments

Accompaniment to hospitals, police stations, court proceedings, and to other service providers is available to victims and their non-offending significant others 24 hours a day. On-site staff at Harrisburg and Hershey hospitals are available 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 1,804 clients in 2009-2010.

## domestic violence shelter

We offer shelter for domestic violence victims and their children fleeing abuse. The 30-day shelter is designed to provide safe and secure housing for battered victims and their children. Residents of the shelter meet with a case manager who assists them in developing individualized goal plans. **Two hundred thirty-one** women were provided shelter for **2,733** nights and **109** children received shelter for **2,124** nights.

## housing and relocation assistance

The VIP department also offers relocation and rental assistance for victims of domestic violence. Relocation assistance provides one-time financial assistance in order to quickly relocate a victim 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 a case manager to promote financial independence.

## prevention education programs and professional trainings

Prevention Education Services provide training and awareness events throughout Dauphin and Perry Counties. A broad array of professional trainings is available to personnel in legal systems, medical facilities, social and human services, mental health services, as well as students and school personnel. Programs and trainings were provided to over **22,000** individuals in 2009-2010.



left -Children's counseling sessions cover topics that include family relationships, learning about "who I am," hands are not for hitting, body rights, feelings and emotions, coping skills, child safety plans, and transitions.

below - VIP Prevention Education is available to school students and school-related groups focusing on healthy relationships, teen-dating violence, stalking, body rights, and other sexual/domestic violence related issues.







## 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 Works employment counselors, and budgeting classes taught by local bankers. Last year, the YWCA housed 189 women and 54 children in the emergency shelter for a total of 5,824 nights. Of those whose whereabouts were known when they left the YWCA, 93% 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, lifeskills classes, and more, help residents achieve self-sufficiency. Last year the YWCA served 59 women and 41 children in the Transitional & Bridge housing programs for a total of 12,835 nights. Ninety-three 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, most of the residents in the SRO program are older, disabled and on a fixed income. Last year, the YWCA housed 24 women in SRO for 6,768 nights. 92% 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, the 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 then maintained.

Last year the YWCA staff worked with twelve households in which at least one member was significantly and permanently disabled for a total of 7,118 nights. 100% of program graduates maintained their housing for a year or more.



## who am i?

My name is Yolanda, and I am a 35-year-old single mother of four. I was raised by my grandparents, since my father's drug addiction did not allow him to be present and on those rare visits with my mother I was sexually assaulted by her boyfriend.

At the age of 13 I found acceptance on the streets of Philadelphia. I turned to drugs and adapted to lawlessness of the land. By the age of 18 I found myself homeless with two toddlers and an infant. By the time I was 20 years old I was fully addicted to crack cocaine and my children were removed from my custody. Over the next 12 years drug addiction drove me to prostitution, and one night a man tried to kill me. I fought with all that was in me and ran for my life. In moment of hopeless desperation I cried, 'God help me!' Instantly I was granted a moment of clarity and checked myself into treatment.

During my treatment I enrolled in YW Works and the C.E.E.E.D. programs to prepare me for the work force. I utilized all of the resources the programs provided and as a result, I went back to school, secured a job and moved into transitional housing at the YWCA. Six months later my children were returned to me and I secured an apartment for my family and in May of 2009 I attended my college graduation ceremony. It was one of the proudest moments of my life!

Not only did the YWCA give me the tools to redirect my life, but also they have empowered me to change my family's legacy. So, who AM I? I am a survivor!



## economic & neighborhood development

Empowering members of the Greater Harrisburg area and surrounding communities remains the driving force behind the Economic and Neighborhood Development (END) department. END programs address the needs of the community through outreach efforts, employment readiness services, and collaborations that support community development.

Outreach is conducted at local soup kitchens, homeless shelters, and on the streets. Last year END staff reached **889** individuals seeking employment readiness services through the YWCA and the Center for Employment, Education and Entrepreneurial Development (CEEED). In addition, thousands of individuals were involved in END facilitated community development, collaboration and projects that promoted civic action.

### employment readiness

Employment readiness services are provided through the YW-Works program for homeless and underserved members of the community, Supported Employment programs for individuals with dual diagnosis (mental health and substance abuse) challenges, and Homeless Veterans Reintegration programs for homeless veterans throughout South Central Pennsylvania. These programs provide career development, employment readiness training, case management, transportation to work and access to supportive services. Last year these programs enrolled and provided **481** individuals with direct services.

## community development

Community development efforts are offered at the Center for Education, Employment and Entrepreneurial Development (CEEED) located in the South Allison Hill Weed and Seed program offices. The CEEED provides assessment, referral, and direct support to members of the community. Last year, the CEEED connected with 356 members of the community and 139 clients enrolled in a variety of YWCA programs. The South Allison Hill Weed and Seed program highlights the YWCA's commitment to establishing diverse and proactive communities that support safety, equality, and opportunity for all. Through these programs, the YWCA hosted the National Night Out, Community Weed and Seed Team meetings and the Multicultural Festival, unifying thousands of individuals in the community.



Above - END offers a Homeless Veterans Reintegration program for homeless veterans in South Central Pennsylvania.



Left - Through the YW Works program, all clients receive five days of training in pre - employment job readiness skills on topics ranging from business ethics to interviewing techniques. Clients are then assigned a career coordinator to further explore potential training and educational opportunities or to connect them with employers in the Greater Harrisburg area. Once placed, the career coordinator provides retention services and support for up to a year.



## legal center

The YWCA of Greater Harrisburg is the sole provider of free and comprehensive services for victims of domestic violence in Dauphin County. In January 2000, the Dauphin County Commissioners initiated a pro se “self representation” system revoking public funding for legal assistance for victims of domestic violence. As a result, direct legal representation and advocacy services for our community’s victims were severely compromised. The YWCA responded to this need by establishing the Legal Center.

Our specially trained legal staff has the expertise to work with clients in crisis and to ensure that individuals are not further victimized in the court system. As a result of this expertise, victims are given a voice in the courtroom, and the free, specialized legal assistance available to them at the Legal Center results in a more empowering experience in the legal system. Through our appellate work, we strive to serve the needs of our immediate client base while also making long term systemic changes that impact victims statewide.

### pro-bono services

Today the Legal Center offers legal assistance to victims of domestic violence and sexual assault in civil legal matters including:

- divorce
- custody
- spousal support
- protection from abuse
- immigration



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

### 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 2009, the Legal Center provided **35** trainings to **1,181** participants.

“I have never had to file a PFA before, so I was very thankful to be represented by an attorney who made me feel at ease through the court process. I am thankful to my attorney for her professionalism, support, and concern for her client. She kept me informed at all times and I was very pleased. I work for the State and when the next United Way Campaign comes around, I plan to make a payroll deduction to the YWCA so that I can in some way thank you for all your assistance – it was a hard situation to go through and I am ever so grateful for your legal assistance and professionalism. Thank you.” – Legal Center Client, 2009.

In Fiscal Year 2009-2010 the Legal Center provided services to **1,714** victims of domestic violence, stalking, dating violence, and sexual assault.

## Pursuit of Justice

### 2009 Purse Auction

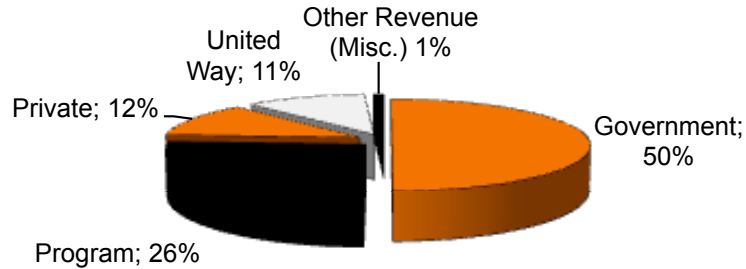
On December 4, 2009, the Legal Center's Advisory Board hosted its Second Annual “Pursuit of Justice” Purse Auction, featuring dozens of designer purses and accessories.



The evening was highlighted by a live auction, with guest auctioneer, Steven V. Turner, Esquire auctioning off several high-end handbags, such as Burberry and Kuba. Guests enjoyed live music provided by The Steve & Doug Trio. The event raised over \$11,500 with all the proceeds benefiting the Legal Center.



# financials



## REVENUE

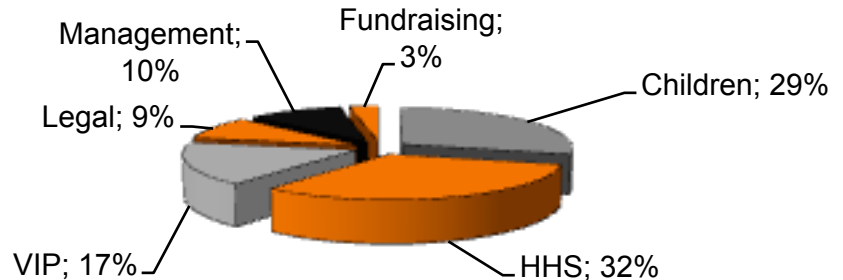
GOVERNMENT	50%	\$2,743,636
PROGRAMS	26%	\$1,441,004
PRIVATE	12%	\$678,487
UNITED WAY	11%	\$601,261
OTHER REVENUE (MISC)	1%	\$20,628

**TOTAL REVENUE & OTHER SUPPORT 100% \$5,485,016**

## EXPENSES

CHILDCARE	29%	\$1,474,244
HOUSING & HOMELESSNESS SERVICES	32%	\$1,630,027
VIOLENCE INTERVENTION & PREVENTION	17%	\$889,216
LEGAL	9%	\$463,838
MANAGEMENT	10%	\$544,202
FUNDRAISING	3%	\$156,189

**TOTAL OPERATING EXPENSES 100% \$5,157,716**



# boards

## association board

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Cheryl Sakalosky • Immediate Past President  
Janice Moore • President Elect  
Dr. Kim S. Phipps • Vice President  
Juliann M. Kullman • Treasurer  
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Cari Longyear  
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Jamie Reed  
Sue Rothman  
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Ellen Warren  
Debra Yates

## junior board

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Kimberly J. Crisp  
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Twila Glenn  
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Elizabeth Laribee  
Kathryn Wix Rauch, Esquire  
Lissa Richards  
Kate S. Ryall  
Nicole F. Stezar, Esquire  
Toni L. Theis  
Kelly Hoover Thompson, Esquire

## 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



Program Partner

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