### 24-Hour Crisis Hotline

- **2,337** Callers Assisted through **3,077 Hotline Calls received.** (12.4% increase in the number of hotline callers & 22% increase in number of calls received)

### Emergency Shelter and Transitional Housing Programs

- **257** (94 women, 2 men & 161 children) were served through the comprehensive Emergency Shelter Program. (31% increase over previous year)
- **115** (62 women, 1 man & 52 children) additional were served through Safety Net Motel program. (4.5% increase in the total additional served)
- **249** Safety Net room nights and **556** total bed nights. (21.9% bed night increase)
- **8,161** Emergency Shelter Bed Days. (48.6% increase from previous year)
- **7,374** Units of Support Services were provided to Emergency Shelter Clients. (51% increase from previous year)

**Emergency Shelter Client Outcomes:**
- 89% increased their knowledge of co-dependency and anger management.
- 78% increased their capacity to leverage skills and community resources to achieve self-sufficiency.
- 74% of child victims exhibited improvement in post-traumatic stress symptoms, anxiety and depression.
- 93.9% of families leaving the program and completing an exit survey rated their experience in the shelter program as Excellent or Very Good. (83% increase from previous year)

### Counseling & Legal Services

- **434** New intakes/registrations for counseling services took place.
- **626** New and ongoing clients participated in counseling services (516 Women, 24 Men, 1 Transgender Female to Male & 84 Children). (7% increase from previous year)

**Counseling Services provided to both new and ongoing clients through 2018 are as follows:**

- **2,740** Individual/Family Counseling Sessions took place. (26% increase from previous year)
- **1,874** Personal Empowerment Program service units were provided. (15.8% increase from previous year)
- **410** Psycho-Educational/Life-Skills Group service units were provided. (13.5% increase from previous year)

**Legal Advocacy Services:**

- **1,187** Clients received legal services (1,070 female & 117 male). (18% increase from previous year)
- **7,077** Units of service were provided (consults, document prep, court support etc.). (6.8% increase from previous year)
- **3,795** Volunteer hours were provided by **23** interns and **10** attorneys to this program. (26.6% increase)
Outreach/Networking

252 Events, information tables and activities. (15% increase in events/activities with a 199% increase in persons reached)

33,479 community members reached

Children’s Programs

At the Shelter 165 children participated in the Therapeutic Pre-School, Kid’s Club after-school program and childcare while their mom’s participated in program activities. A total of 3,761 direct service units were provided.

At the CRC and DVAC non-residential service sites, 267 children received on-site childcare while parent attended group, legal appointment and/or individual & family counseling. A total of 1,852 hours of childcare were provided. (This reflects an overall 45.4% increase in children served through this program from last year and a 85% increase overall in support services provided.

432 unduplicated children served within this program

H.E.A.R.T.
Healthy Emotions & Attitudes in Relationships for Teens

441 Workshops have been held at 80 different schools, detention facilities, churches and community organizations reaching 13,157 teens. (35% increase in number of workshops held, a 23% increase in locations served and a 4% increase in number of teens reached)

13,157 teens reached

Volunteer Program

413 Volunteers provided 14,823 hours to support our various services and programs throughout the agency. These hours provided are equivalent to 7.2 full-time equivalent employees and according to the Independent Sector Value, the dollar value of these hours is $372,004.

14,823 volunteer hours

Volunteer Value = Hours provided are equivalent to:

7.2 full-time employees