



STRONG FOUNDATION FEARLESS FUTURE

YWCA Greater Harrisburg
2011-2012 Annual Report

eliminating racism
empowering women

ywca

greater harrisburg

SHELTER TRANSPORTATION CHILDCARE

mission

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

leadership

Tina L. Nixon • Chief Executive Officer & President
Dwayne M. Milbrand • CFO & VP Administration
George Payne • VP Programs
Pamela B. Rhoads • Executive Vice President

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from the board president

The past year has been an outstanding one for the YWCA Greater Harrisburg as we have worked to build a strong foundation which will propel us into a fearless future. Our region has been experiencing the negative impact of a dismal national and local economy thereby increasing the need for services the YWCA provides to women, children and veterans. Because of your generous support, the YWCA continues to effectively address the needs of over 22,000 clients.

Thank you for your partnership in fulfilling our mission to empower women and eliminate racism. This mission calls for each one of us to continue putting forth significant efforts on a personal and communal level to ensure that the Harrisburg community provides shelter, safety, education, and support for all its citizens.

Some of the highlights of the YWCA's past year include:

- Completion of a strategic plan to guide the YWCA's work for the next four years. The plan articulates a clear vision and accompanying goals and action steps for the future.
- Pledge of a generous matching grant from the Stabler Foundation which allowed us to begin a process of addressing deferred maintenance and facility updates.
- Receipt of a transformational legacy gift which has enhanced the YWCA's long-term financial strength.
- Continued improvements to Camp Reily with facilities, including the pool, improved to accommodate more children. Road



resurfacing will begin in the spring.

- Sponsorship of the annual GirlTalk Youth Summit in Harrisburg to provide young leaders with the tools to envision and chart a course for a promising future.
- Leadership of CEO Tina Nixon at the national level of the YWCA organization. Tina serves on the committee to restructure the work of the YWCA and ensure a voice for all women.

Of course, in addition to these highlights, what we celebrate most are the stories of every woman, child and veteran whose life was touched by the dedicated and compassionate service of our devoted staff. Please continue to support the YWCA Greater Harrisburg as we confidently move forward into the future!

Dr. Kim S. Phipps
Board President, YWCA Greater Harrisburg

child development

The YWCA's daycare centers, before and after school programs and child development programs provide invaluable resources to working parents whose children benefit from the safe, high quality learning environments provided.

The YWCA Child Care Centers are licensed by the Department of Public Welfare, and participate in Keystone STARS, a State program of continuous quality improvement for early childhood learning centers. Breakfast, lunch and afternoon snack are prepared on site and follow state nutritional guidelines.

The Grace M. Pollock Child Development Center is located in the heart of the Allison Hill neighborhood in Harrisburg and last year, provided care to **85** children from 6 weeks old through K5. **Thirty eight** school age children were enrolled in the before and after school program in fiscal year 2011-2012. These students are transported to school each morning and collected each afternoon. They receive help with homework and participate in various enrichment activities, including the award winning Junior Garden, where under the supervision of the Penn Cumberland Gardening Club, they grew a wide array of vegetables and herbs, used to prepare school lunches and snacks.

Eighty one percent of the families with children enrolled in Grace M. Pollock Center receive the Child Care Network subsidy. Due to state budget cuts, **35 families** lost their subsidy this year and were forced to find alternative care for their children.



“My favorite thing about Camp is swimming and playing with friends.”

“We have fun counselors and we get to go on field trips.”

SCHOOL READINESS PEER SUPPORT

Kids on Campus, located at Central Penn College in Enola provides care for 145 children.

Camp Reily is 27 acres of fields and trails, with a basketball court, outdoor chapel, lodge, cabins and a recently renovated swimming pool. A bequest from the late Helen Reily, past board president, the day camp provides children ages 5-12 years old the opportunity to explore nature, be physically active, learn to swim and express their creativity through arts and crafts activities.

This year Camp Reily hosted 38 Kids on Campus campers and 96 Harrisburg children. Twenty five children experiencing physical or mental disabilities, behavioral challenges or poverty were referred and accompanied by Keystone Family Services staff.

Club Ophelia offers middle school aged girls a safe, supportive environment in which to share their experiences with bullying, which range from victim to bystander to aggressor. In this program, girls learn alternatives to aggressor or victim behaviors through artistic expression, such as journal writing, role playing, and craft projects. These positive peer interactions build self-esteem, keep girls out of trouble, and enable them to focus on schoolwork.

The **GirlTalk Youth Summit** is a one-day program for 100 high school girls in 9th through 12th grades from Sci-Tech and Harrisburg High Schools. A student committee selects workshop topics focusing on issues impacting their daily lives such as using social media responsibly, teen dating violence and college and career preparation. Participants develop a vision for their future and the tools to achieve their goals, with the support of their peers and mentors.

The YWCA 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.



"It kind of hit me because stuff similar happened to me and now I'm going to make certain choices for my life to be better."

GirlTalk Youth Summit Participants.

violence intervention & prevention

The YWCA 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.

All services are free and confidential and are available to non-offending women, children and men.

Crisis counseling, individual 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.

Advocates accompany victims and non-offending family members to hospital visits, police stations, court proceedings, and other service providers. Crisis advocates and counselors are stationed at Pinnacle Health and on-site at Hershey Medical Center to meet with victims in crisis. Advocates also assist clients with filing for emergency Protection

From Abuse orders and accompany victims to night court. A 30-day shelter provides safe and secure housing for battered women and their children. Shelter residents meet with case managers to develop and meet individualized goals.

Relocation and Rental Assistance is available for victims of domestic violence and provides one-time financial assistance enabling victims to relocate to safe housing. Victims work with case managers to gain financial independence.

Prevention Education and Professional Trainings enhance community awareness, provide education to pre-school through college students and professional trainings throughout Dauphin and Perry Counties, covering a wide array of domestic violence, sexual assault and primary prevention topics.

The YWCA partners with the PA State Police Academy to train all freshman cadets on victim behavior and domestic violence issues. Trainings are also provided to medical students and staff at Milton S. Hershey Medical Center and in the Pinnacle Health System.

In fiscal year 2011-2012, services were provided to:

3,649 victims of domestic or sexual violence and their non-offending significant others.

1,910 calls were answered on the 24-hour violence/sexual assault crisis hotline. (1-800-654-1211)

2,782 individuals received crisis counseling, group counseling services were provided to **1,318** participants.

1,911 clients were accompanied to court proceedings, hospital appointments, police stations and other facilities.

253 women were provided shelter for **3,360** nights and **149** children received shelter for **1,948** nights.

775 trainings and events were provided to over **22,076** individuals.

SAFETY PLANNING ACCOMPANIMENTS

DOMESTIC VIOLENCE happens here.

Domestic Violence Fatalities in Pennsylvania, 2011

- 119 victims and 47 perpetrators died in 2011
- In Cumberland County, 5 victims and 3 perpetrators died.
- In Dauphin County, 2 victims and 1 perpetrator were killed.
- Motives for these killings ranged from the usual jealousy, retaliation and custody conflicts, to something as trivial as, in one case, a bowl of noodles.
- Firearms were the preferred weapon of choice, accounting for 66% of the fatalities.

* PENNSYLVANIA COALITION AGAINST DOMESTIC VIOLENCE FATALITY REPORT

In 2012, the YWCA Violence Intervention and Prevention Program department was presented with the **Governor's Victim Service Pathfinder Award**, the most prestigious award that Pennsylvania gives to a victim service professional or program.

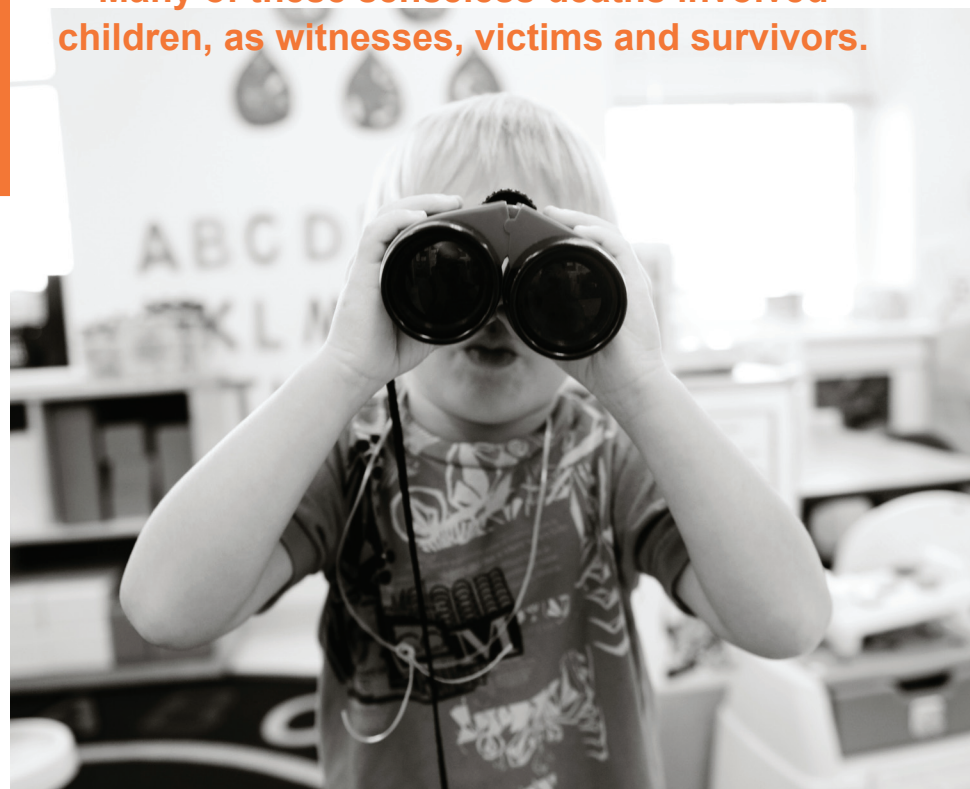
The YWCA was honored for the comprehensive range of empowerment services provided to victims and their non-offending family members, and for innovation in developing professional partnerships with other organizations to offer prevention education trainings. The department's success is testimony to the dedication of our staff in meeting victims' needs.

"I have to see the scars every day, but the emotional ones, I know will never go away."

Victim who was shot in the chest by her ex-boyfriend, who lured her to his home with tears and promises that he would leave her alone if she would just visit him.

Two of a Harrisburg teacher's three children were home when her estranged husband stabbed her multiple times. She fled to the street. He followed her, and as she called for help, he stood over her, pointed a .380-caliber pistol point-blank at her head and fired.

Many of these senseless deaths involved children, as witnesses, victims and survivors.



legal services

The YWCA Greater Harrisburg provides free and comprehensive services for victims of domestic violence in Dauphin County.

The Legal Center opened in 2000 and was one of the first programs in the state to combine legal services under the umbrella of a victim services program, designed to ensure that individuals are not victimized by the court system.

pro-bono services

Legal Center staff offer free legal assistance in civil legal matters including: divorce; custody; child and spousal support; Protection From Abuse (PFA) orders and immigration, to victims of domestic violence, sexual assault, stalking, trafficking and dating violence, regardless of gender.

In collaboration 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 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 YWCA's bilingual legal advocate has the opportunity to meet with women in a setting away from their abusers.

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 Fiscal Year 2011-2012, the YWCA Legal Center provided services to:

1,718 victims of domestic violence, stalking, dating violence and sexual assault, in **2,094** cases and **12** trainings to **234** participants

My baby's father kidnapped my child

I contacted the YWCA Legal Center because my 8-month old baby's father had not returned my child following a visitation. I was concerned because he had a history of mental illness and drug and alcohol addiction. We did not have a formal custody order in place and I felt powerless and lost in the system.

Through his Facebook page I found out that he had taken the baby and fled across the country, where he was staying with family. My Legal Center attorney filed an emergency petition for special relief with the court requesting that the child be immediately returned to Pennsylvania and that sole custody of the baby be granted to me, pending a custody hearing. The court granted the emergency order and authorized law enforcement to enforce the order by taking my child from the father.

My attorney tracked down an address for the father's relatives and contacted the local police department in the other state. The police department agreed to do a well-child check. They confirmed that the child was with his father and relatives, but they refused to take the child.

The Legal Center attorney contacted a Harrisburg City Detective who called the other state's Sheriff's office on my behalf. The Detective and my attorney convinced the officer in the other state to deliver the emergency custody order to my baby's father. In the meantime, he was involved in a car accident with the baby in the car. Thankfully, a bystander called the police and stopped my baby's father from leaving until they arrived. The police arrested him and took my baby into protective custody.

Finally I was told that I could drive to the other state to get my baby back. I still would not have my baby if the YWCA Legal Center attorney hadn't provided support and resources to me. Now my baby is safe with me at home, and the baby's father has been charged with kidnapping.



"I still would not have my baby if the YWCA Legal Center hadn't helped me. I felt powerless and lost in the system"

housing

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



Emergency Shelter is a safe place for women to recover from the trauma of homelessness. For up to twenty-eight days, women and their children live in an apartment-like setting and work with an experienced case manager to find permanent housing. Residents participate in workshops and life skills classes, including financial literacy and credit counseling, personal health care and employment skills. 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 programs offer six to 18 months of housing for homeless women and their children. 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.

The YWCA Greater Harrisburg offers **single room occupancy apartments (SRO)**, a Section 8 program offered in partnership with the Harrisburg Housing Authority. 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, we assisted **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.



Hello. My name is Ina and I am an addict.

I began using drugs at the age of nine. I have had about 35 years of active addiction. I became one of the “living dead” that many of you have seen out on the streets.

I put drugs ahead of anything or anyone who cared about me, including my children. I was homeless for years, begging on the streets of New York to support my habits. I was in a very toxic, abusive relationship. I was one of those people you would cross the street to avoid. Eventually, I hit rock bottom.

My son arranged an intervention and with newly found spiritual strength I took the path of recovery. Following a stay at a detox center I entered a 28-day rehab. I completed an intensive 3-month program at Concept-90, a Gaudenzia program, and then completed 6 months at Evergreen House, a halfway house run by Catholic Charities for recovering addicts.

At the age of 58 I was finally willing to go to any lengths to stay clean. I had all the tools to stay sober, but I was still homeless and I didn't feel ready to be on my own after so many years living on the streets.

I was

referred *“Two years ago I was sick, freezing, starving and I prayed to die every day.”* to the

YWCA and accepted into the Transitional Housing Program.

I responded well to the structured, goal-oriented program and slowly, I began to regain my self-esteem. My case manager Iris provides support, direction and she has had a great impact on my new life. With the help of my employment specialist, I found a great job at an animal



Ina, left and her case manager, Iris Fuentes, right

hospital. I have only made it because of the YW's continued support and excellent program.

The greatest gift of all is having my children and grandchildren back in my life. Only two years ago I was sick, freezing, starving and I prayed to die every day. My family did not allow me in their home. But with their support, the YWCA staff and with a new set of teeth, I can hold my head up, look at myself in the mirror and I like what I see. Today I am Ina, I am “Nanny”, I am a productive member of society; I am a survivor; I am an addict and I am eternally grateful.

economic and neighborhood development

Exploring opportunities, fostering independence, and building a supportive community are the primary goals of 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

Clients receive assistance with education, employment, transportation, housing and self-sufficiency. Last year END provided **923** members of the community with these and other services.

The END Department's **YW-Works** Team provides employment readiness workshops for homeless individuals and families.

The **YW-VETS** Team supports homeless veterans and meets the unique needs of female veterans and veterans with families by providing employment, housing and supportive services in five counties in a collaborative effort as regional partners in the National strategy to eliminate homelessness among veterans by 2015.

The **YW-Supported Employment** Team supports individuals with mental health disabilities or complex barriers, including addiction or a criminal record. The program includes the **Ticket to Work** employment program for disabled individuals receiving Social Security benefits.

community development

The YWCA continues to take a leadership role in South Allison Hill and Greater Harrisburg with innovative and interactive programs, including membership in the **Economic Development Coalition (EDC)** and the **Center for Employment, Education, and Entrepreneurial Development (CEEED)**, which serves as a nexus for services provided by EDC members including Goodwill of Central PA; UWCR; Tri-County OIC, HACC; PROBE & the Community Action Commission, among others.

Last year:

- CEEED supported 587 members of the community with 241 receiving direct services through END programs.
- **194** END clients found meaningful employment in line with their self-sufficiency goals.
- **78** homeless veterans that participated in YW-VETS programs obtained housing
- The Supported Employment program provided client services that exceeded projected demand by **150%**
- The YW Ride-to-Work traveled over **38,000** miles and transported an average of over **300** transports per hours per month
- Over **280** individuals received training in Employment Readiness, English as a Second Language, Heating, Ventilation and Air Conditioning Certification, Industrial Maintenance Certification, Forklift Certification, and other fields.

homeless to self-sufficient in 3 months

Matt and his wife Starr are thankful for the generous support of family and friends. When Matt was laid off three times in quick succession due to the poor economy, the young family lost their home and their storage unit with the TV, washer dryer, and the other personal items they hadn't already sold. For a year and a half, they bounced around Baltimore with their two young children, Matt Jr. and Lizzie - a few weeks on a couch here, a month in a spare room there. Finally, a family friend offered to put them up in Harrisburg, so with nothing left to lose, they bundled up and made the trip. *"The hardest part was losing our family photographs – the pictures of my babies that are gone and can't be replaced."* says Starr.

HELP ministries, the clearing house for local shelters, placed the family at Interfaith shelter, where they were happy they could stay together. With the help of the Center for Education, Employment and Entrepreneurial Development (CEEED), and the Highmark Youth Initiative Grant, Matt secured a job with a local firm, Colonial Electric, as a licensed electrician.



Starr (left) with Matt Jr., Lizzie, and Matt Sr.

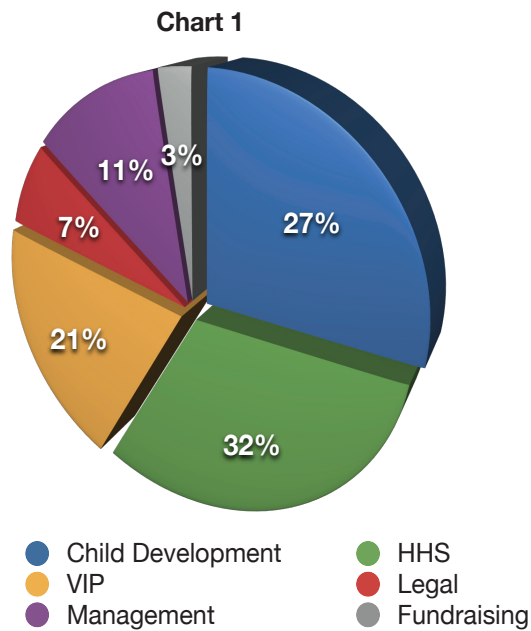
CEEED transported Matt to work every day or provided bus passes until Catholic Charities donated a car. The family saved a security deposit for a home and moved out of shelter, and when finances were really tight, Matt's boss even helped with gas. Starr enrolled in the YW Works program, has been attending classes through Tri-County OIC, and has one exam left before she receives her GED.

Their daughter, Lizzie attends preschool through the State Head Start program where Starr will begin volunteering once she obtains her clearances, with the goal of working there as a substitute teacher. She also wants to give back to Interfaith shelter and help other families experiencing hardship. "Once you hit rock bottom, the only place to go is up," she says is the motto that kept her going. Remarkably, this young family has turned their lives around in 3 short months. Their success is testament to their positive attitude and hard work and of course to the CEEED and other agencies. By taking a holistic approach to the family's multiple needs, the community resources provided a spring board that the family used to propel themselves back to self-sufficiency. They give credit to the family, friends, agencies and the employer who never stopped believing in them. *"We want to give back" says Starr "If we can help another family believe that they can get back on their feet, our journey will have been worth it."*

financials

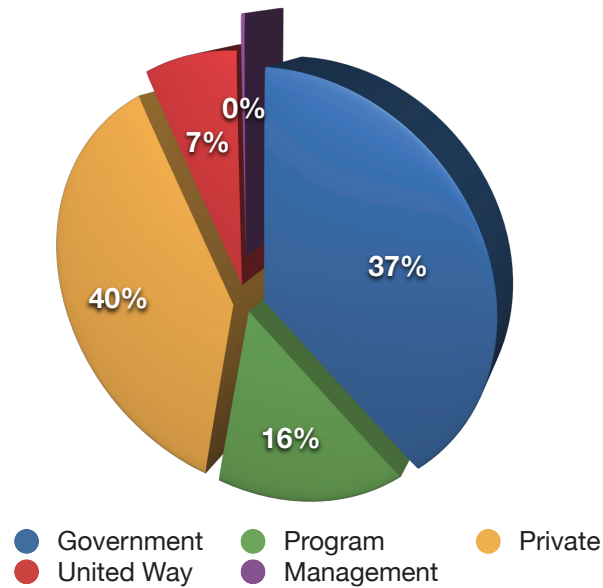
	Child Development	Housing & Homelessness (HHS)	Victims' Services (VIP)	Legal Services	Management	Fundraising	TOTAL
2011-2012	\$1,570,426.00	\$1,887,241.00	\$1,220,407.00	\$398,590.00	\$668,572.00	\$151,436.00	\$5,896,672.00

2011-2012 EXPENSES



	Government	Program	Private	United Way	Other Revenue	TOTAL
2011-2012	\$3,288,935.00	\$1,453,904.00	\$3,543,838.00	\$639,884.00	\$24,320.00	\$8,950,881.00

2011-2012 REVENUE



board of directors

executive

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**YWCA 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

www.ywcahbg.org
info@ywcahbg.org

24-Hour Crisis Hotline
1.800.654.1211

**eliminating racism
empowering women**

ywca

greater harrisburg

