

# Annual Report 2013-2014



**120 years of  
transforming lives**

*120* years  
**ywca**  
greater harrisburg

Anniversary Sponsor **HIGHMARK** 



# from the board president

I have had the great pleasure and privilege of serving as the 2013/2014 President of the Board of Directors of the YWCA Greater Harrisburg. This year has been an incredible journey of listening, learning and engaging with my peers on the board, as well as the outstanding staff of the YWCA, to ensure that the YWCA continues to be a vibrant, healthy and vital organization for positive change in our community.

We all know the YWCA Greater Harrisburg is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. We are blessed that the wonderful staff of the YWCA works tirelessly to satisfy that mission by helping so many in this community overcome tremendous obstacles, seek help and get the support they need to lead productive, happy lives. They do this on a round-the-clock basis because the needs of those in crisis do not always adhere to a 9-to-5 schedule.



Anne M. Shuman

Essential to the success of YWCA staff is the leadership, commitment and service of the three YWCA boards and volunteers. Serving as both a YWCA board member and volunteer has been rewarding and enlightening. I have witnessed firsthand the relentless dedication and efforts that YWCA CEO & President Tina Nixon and the staff devote to clients and others who are in need in the community. It is also a bit disheartening because, as the need grows even greater, funding continues to be cut and volunteers have become more disengaged.

It is easy to get caught up in our own daily concerns and issues and forget that there are women, children and men in our community who need our help. If you have not been active with the YWCA in the past, please consider offering your time, talents and resources as a volunteer. If you have been engaged, please renew your passion and commitment to making a positive difference in the community.

There is so much important work to accomplish and - with your ongoing support and that of the YWCA staff - great changes can continue to happen for clients of the YWCA.

A handwritten signature in black ink that reads "Anne M. Shuman".



Tina L. Nixon

## leadership team

Tina L. Nixon • President & Chief Executive Officer

Pamela B. Rhoads • Vice President of Development and Donor Relations

Adam Santanna • Vice President of Finance & Administration

Mary Quinn • Vice President of Programs

# mission

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



The YWCA Greater Harrisburg is a force for change. Eliminating racism, empowering women and transforming the lives of 22,000 individuals each year, the YWCA provides safe housing, crisis services, life skills, job training, childcare and more. The YWCA educates and advocates for women, children, veterans and families in need in the Greater Harrisburg community.

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Cari Longyear • President Elect  
Patricia A. Eppler • Vice President  
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Niki Williams  
Debra Yates

# housing & homelessness services

## emergency shelter, transitional & bridge housing

Since 1894, the YWCA Greater Harrisburg's Housing and Homelessness Services have empowered thousands of families experiencing homelessness by providing a safe place to develop the skills and support needed to gain self-sufficiency.

Residents are provided a continuum of care by experienced case managers who offer intense goal planning for permanent housing solutions. Educational classes are available to individuals needing additional skills in personal finance, parenting and nutrition, as well as drug and alcohol support groups.



For 120 years, the YWCA has provided housing services within the Greater Harrisburg community, where the demand for housing continues to rise.

Last year, **137 women** and **37 children** stayed in emergency shelter for a total of **6,327 nights**. Of those whose whereabouts were known upon departure, 98% obtained next-step housing.

**57 women** and **36 children** stayed in Transitional and Bridge housing programs for a total of **12,010 nights**. Of those whose whereabouts were known upon departure, more than 90% obtained permanent housing.

## safe haven

Safe Haven is a shelter program that provides housing for chronically homeless single women with severe mental illness. Safe Haven provided **9 women** with stable housing while they relearned basic skills and gradually reconnected with mainstream services.

Seven clients participating in the program have obtained or maintained housing.

## permanent housing

The YWCA's single-room occupancy (SRO) apartments provide a stable permanent housing solution for older women living with disabilities on a fixed income.

Last year, the YWCA housed **29 women** in SRO for **4,333 nights**. Of those whose whereabouts were known upon departure, 100% obtained permanent housing.

## permanent housing program for persons with disabilities (PHD)

This program is reserved for homeless families; at least one member has a permanent disability.

Assistance and housing were provided to **5 women** and **6 children** for **1,775 nights**. Of those whose whereabouts were known upon exit, 100% obtained/maintained permanent housing.

# 120 years of providing safe housing



# 'I feel like I am a pillar of strength'

At 42, Stephanie has overcome many obstacles. Stephanie was raised by parents who suffered from mental health problems and drug/alcohol addiction; both took their own lives.

Stephanie, who also suffers from mental illness, followed the same path. She used drugs and alcohol to cope. After going to two recovery programs and trying to live on her own, she realized she needed additional help. Two years ago, Stephanie began a

*"My case manager Yolanda never, ever gave up on me . . . Whatever struggles I go through, there is a cheering section for me here at the YWCA."*

journey that would lead her to the YWCA.

On July 18, 2012, Stephanie made the decision to stop using drugs and alcohol, and during her recovery she turned to the

YWCA's emergency shelter for assistance.

Stephanie began taking life skills classes, enrolled in the Supported Employment program, attended drug and alcohol recovery meetings, participated in an Illness Management Recovery Seminar, and followed through with psychiatric counseling.

"My case manager Yolanda never, ever gave up on me," Stephanie said. "For me, it was my mental health and having someone to keep pushing and not judge me for that. Whatever struggles I go through, there is a cheering section for me here at the YWCA."

With the help of the entire Supported Employment and YW-Works teams, Stephanie has secured employment, which benefits her financially as well as mentally and physically.



"I found a new career, a clerical position," she said. "The support here is never-ending; the YWCA staff helps you to overcome your past history."

Today, Stephanie maintains her sobriety by seeking support from her sponsor and attending drug and alcohol recovery groups at the YWCA.

"I can accomplish my dreams!" Stephanie said. "I feel like I am a pillar of strength. I came here so empty, and now I am confident. Now I can walk in faith, believing that God really does have a plan for me. I look at that verse – 'For I know the plans I have for you' from Jeremiah 29:11 – and it really helps."

# child & youth development

## Grace M. Pollock Child Development Center

The YWCA Greater Harrisburg's Grace M. Pollock Child Development Center provides care, support and educational programs for children ages 6 weeks through 12 years. Licensed by the Department of Health and Human Services, the Child Development Center participates in Keystone STARS, a state program of continuous quality improvement for early learning centers.

The YWCA works with families to identify safe and affordable care for their children. Of families enrolled in the Child Development Center, 158 received Child Care Network subsidies.



Last year, the Center provided care to **202** children. **Twenty-seven** school-age children were enrolled in the Center's before- and after-school program. They are transported to and from school each day, and homework assistance and enrichment activities are provided in the afternoons.



## Camp Reily

Camp Reily is located on 27 acres in Fishing Creek Valley. This past summer, **57** children ages 5-12 participated in summer camp. The camp boasts miles of hiking trails, a basketball court, outdoor chapel, lodge, cabins and swimming pool. Camp participants have the opportunity to express their creativity through arts, crafts and physical activity.

## Club Ophelia

Club Ophelia offers middle school-aged girls a safe and supportive environment in which to share their experiences with bullying. This program teaches girls alternatives to aggressive behavior and bullying by using artistic expression, such as journal writing, role playing and collaborative craft projects. Club Ophelia is designed to build positive self-esteem, improve behavior and enable participants to focus on schoolwork.

## GirlTalk Youth Summit

The GirlTalk Youth Summit is a one-day program for high school girls in grades 9-12 from Sci-Tech and Harrisburg High schools. A student committee selects integrated workshop topics and guest speakers. Participants engage in workshops that promote planning for the future and breaking down barriers using the support of peers and mentors.

More than **100** girls attended the GirlTalk4 Youth Summit on April 14, 2014, at Harrisburg University of Science and Technology.





# racial justice

“Eliminating racism” is at the core of the YWCA’s mission. Our Racial Justice programs focus internally on educating and equipping our staff to embody this in their work, and externally on strengthening our partnerships to address racism in the Greater Harrisburg community.

## let’s talk: a conversation about race

The YWCA launched an exciting pilot program this year called “Let’s Talk: A Conversation About Race.” Based on the “Study Circle” model, this six-week series of facilitated discussions challenged participants to “unpack” the ways that racism manifests itself at the personal, organizational and systemic levels, and provided tools for taking action to eliminate racism. The YWCA is pleased that a diverse group of 26 business and civic leaders from across the region completed the pilot series and is now “taking this show on the road” to other organizations in the area.

## house resolution on racial profiling

The YWCA Racial Justice Committee worked with state Rep. Patty Kim (D-Dauphin) to develop language for a state House Resolution (HR 718) condemning racial profiling. We were proud to stand with her at a March 19 press conference to advocate for passage of this resolution. Although HR 718 has been stalled in Committee, the YWCA continues to work with Rep. Kim on other legislative measures to address this issue.

## community events

The YWCA spearheads and collaborates with partner organizations on three major racial justice events throughout the year.

- The MLK Day of Service on Allison Hill held on Jan. 20 brought together more than 300 volunteers to work on service projects throughout the neighborhood.
- The YWCA celebrated the 10th Annual Race Against Racism on April 26 with a special Humanity Fest featuring vendors, agency tables and kids’ activities. The event raised nearly \$40,000 to support racial justice programs.
- The 12th Annual South Allison Hill Multicultural Festival on May 10 brought in nearly 1,000 people with its parade, live stage, children’s activities and vendors. Held at the Heart of the Community Garden on Derry Street, the festival proved successful in building neighborhood pride, and celebrating cultural diversity.

## staff development

This year, the YWCA initiated mandatory racial justice training as well as optional educational opportunities for staff. All YWCA employees are required to complete a two-hour Racial Justice Training, which will reach 100% completion by the end of 2014.



**State Rep. Patty Kim, center, advocates for passage of House Resolution 718, which condemns racial profiling.**



**Local poet Basil Talib recites some of his poetry during the 12th Annual South Allison Hill Multicultural Festival.**



**A diverse group of civic and business leaders participated in the six-week pilot program “Let’s Talk: A Conversation About Race.”**

# violence intervention & prevention

The YWCA Greater Harrisburg's Violence Intervention and Prevention (VIP) Program provides free and confidential domestic and sexual violence services in Dauphin County as well as sexual assault services in Perry County to non-offending women, children and men.

Services are available 24/7 and include crisis counseling and accompaniment to police stations and legal proceedings. Advocates provide support and referrals as well as assistance with filing protection from abuse orders.

Survivors of domestic violence and/or sexual assault who are seeking support or information and referrals are linked with advocates to help them navigate legal and medical systems. Advocates and counselors provide on-site support to PinnacleHealth and Penn State Milton S. Hershey Medical Center.

Prevention education is provided in several area school districts to children as young as age 4, middle school, high school and college-age students. Professional groups are also provided with relevant training in order to target many different demographics.

Through an ongoing collaboration with Pennsylvania State Police Academy, the YWCA provides training to all freshman cadets with respect to domestic and sexual violence and victim behavior. Trainings are also conducted for medical and nursing staff at PinnacleHealth and HMC.



## services provided

4,791 victims of domestic or sexual violence and their non-offending significant others received crisis services.

1,543 calls were answered on the 24-hour violence/sexual assault crisis hotline (1-800-654-1211).

2,345 individuals received crisis counseling; group counseling services were provided to 1,716 participants.

1,648 clients were accompanied to court proceedings, hospital appointments, police stations and other facilities by YWCA advocates.

282 women were provided safe shelter for 3,235 nights and 186 children received shelter for 2,181 nights.

759 trainings and events were presented to more than 21,328 individuals at local businesses, care homes and the community.

## shoreka's story

“*Hello, my name is Shoreka L. Miles. I would like to start off by saying that I am a survivor of sexual abuse and domestic violence.*”

When I was 12 years old, my stepfather began sexually abusing me. I held this secret in for so long. I tried to tell my mother once but she was an active alcoholic and wouldn't believe that my stepfather would sneak into my room at night after she fell asleep. At 17, I'd had enough. I dropped out of high school and went to live with my grandmother.

To help support my siblings, I began waitressing. The pressures of my present and the memories of my past became overwhelming, and I turned to drugs and alcohol for many years. It wasn't until recently that I decided to make a change in my life.

Through these trials and tribulations, I have become a very strong person. The YWCA has helped me a lot! There are people there who I can talk to about anything and everything.

Ms. Nancy, my counselor, was very good to me. She made me realize that what happened to me doesn't have to be the end of my world. I only needed to learn that I am



# legal & visitation services

The YWCA Greater Harrisburg's Domestic Violence Legal Center provides free and comprehensive legal services to victims of domestic violence, human trafficking, dating violence and stalking. Clients receive assistance in civil legal matters, custody, immigration and protection from abuse (PFA) orders.

## pro-bono services

A bilingual legal advocate is stationed at the Children's Check-Up Center at Hall Manor - the largest low-income housing project in Dauphin County - to provide services to clients in a confidential setting away from their abusers.

## training

The Legal Center provides training to attorneys, law students, high school and college-age students, medical providers, police and probation officers, and community organizations on legal issues relating to domestic violence, sexual assault, human trafficking, stalking and dating violence.

In 2013-2014, the Domestic Violence Legal Center provided services to **1,392** clients in **1,656** cases of domestic violence, stalking, dating violence and sexual assault.

The YWCA Greater Harrisburg's Visitation Center facilitates court-ordered supervised visitation between children and their parents.

## monitored custody exchange

The custodial parent/guardian brings the child to the center. The visiting parent picks up the child and returns the child to the Visitation Center at a specified time for exchange with the custodial parent, which is monitored by YWCA staff.

## monitored visitation

The court may arrange to have visits held exclusively at the Visitation Center. These visits may be semi-supervised, where staff supervision is limited to monitoring arrival and departure and offering assistance as needed.

## supervised visitation

Court-ordered visits are held at the Visitation Center, and trained staff members monitor the visit by observing and listening at all times. Staff may intervene when necessary to ensure appropriate parent/child interaction.

The Visitation Center staff monitored **3,613** hours of visits and **50** hours of exchanges for **268** parents and **265** children.

somebody, and I didn't deserve the things that happened to me.

When I was asked to share my story, I was very excited because I know my story will help others who probably think that there is no way out.

You just have to believe that you are not alone and that you can heal. Now I am OK with being a survivor of sexual abuse and domestic violence because I know how to cope.

Thanks to the YWCA Greater Harrisburg for helping me and giving me the opportunity to share my story and hopefully inspire others."



# economic & neighborhood development

The YWCA Greater Harrisburg's Economic and Neighborhood Development (END) program promotes a holistic community approach to the self-sufficiency of clients through various methods of support.

END outreach services impacted **439** individuals facing a wide variety of obstacles such as homelessness, educational gaps, mental health issues as well as economic instability, addiction and/or a criminal background.

The YW-Works and Supported Employment teams assisted **439** homeless individuals and families and unemployed and low-income individuals with employment readiness workshops, education, transportation, childcare and referrals. Forty-two percent of these clients achieved employment through the readiness career workshops.

The YWCA established a YouthBuild program to address youth and community development in Harrisburg. Unemployed and undereducated young adults work

toward their high-school equivalency while learning construction skills by assisting in the construction of affordable housing for homeless and low-income members of the community.

Strong emphasis is placed on leadership development, community service and the creation of a positive mini-community of adults and youth committed to success.



## veterans services

### employment team

The YWCA Greater Harrisburg's Veterans Employment Team provided outreach and employment services in six counties to **122** homeless veterans.

Through the Homeless Veterans Reintegration Program, the Veterans Employment Team enrolled **82** homeless veterans, of which **62** obtained employment.

### housing team

The Veterans Housing Team provided up to 24 months of Transitional Housing and Scattered Site Transitional Housing to **48** homeless veterans through the grant and per diem program, of which **11** have found permanent housing. The Housing Team also provided long-term permanent supportive housing to **6** chronically homeless, disabled veterans.

Homelessness Prevention Services were provided to **14** homeless veteran families and Rapid Re-Housing Services were provided to **67** homeless veteran families.

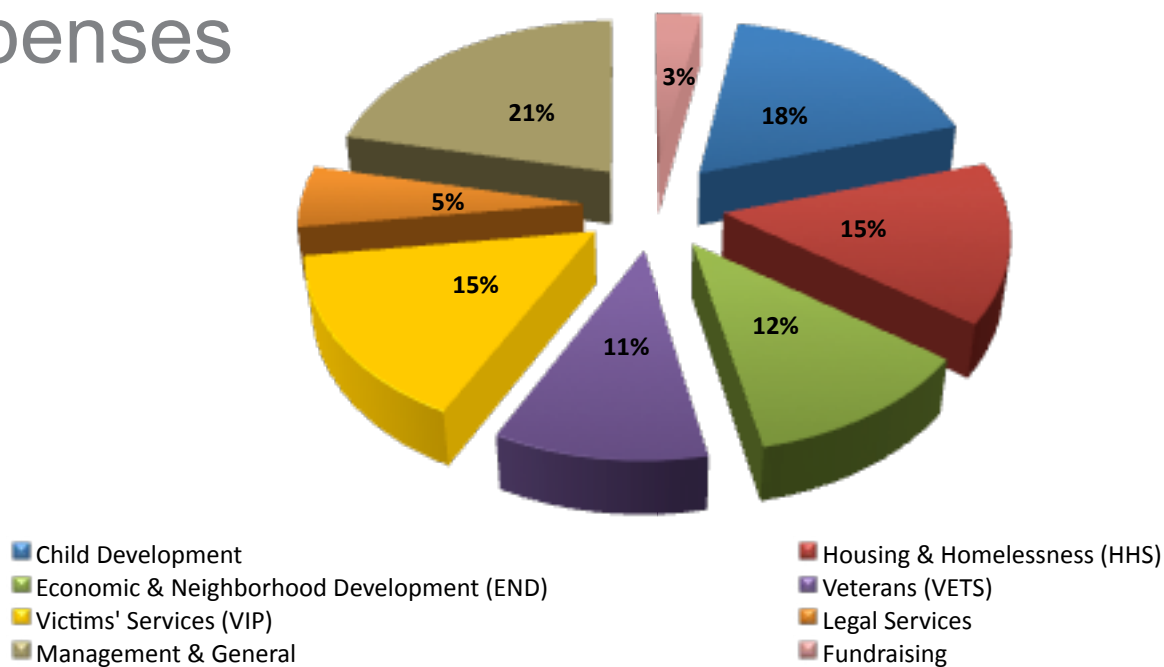
### stand down

The YWCA coordinated the annual Homeless Veterans Stand Down, which brought together more than **150** volunteers and members of federal, state and local agencies to provide wraparound services to more than **50** homeless veterans during the weekend-long event in late February.



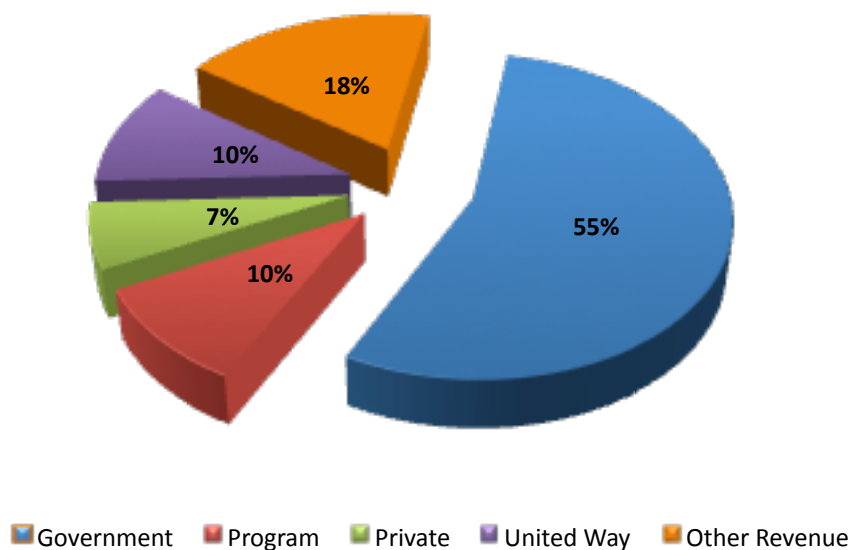
# financials 2013-2014

## expenses



Child Development	Housing & Homelessness (HHS)	Economic & Neighborhood Development (END)	Veterans (VETS)	Victims' Services (VIP)	Legal Services	Management & General	Fundraising	TOTAL
\$ 1,169,778	\$ 973,288	\$ 781,979	\$ 712,006	\$ 1,025,369	\$ 369,646	\$ 1,420,312	\$ 197,320	\$ 6,649,698

## revenue



Government	Program	Private	United Way	Other Revenue	TOTAL
\$ 3,528,419	\$ 645,838	\$ 424,228	\$ 675,941	\$ 1,152,384	\$ 6,426,810

**120 years** of serving the Capital Region

## Locations

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

Legal Center  
112 Market Street, 4th Floor  
Harrisburg, PA 17101  
(717) 724-0516

**24-hour crisis hotline**  
**1.800.654.1211**

[www.ywcahbg.org](http://www.ywcahbg.org)

**eliminating racism**  
**empowering women**

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**greater harrisburg**

