

# 2016 - 2017 ANNUAL REPORT



Women's & Children's  
Crisis Shelter

## Program Accomplishments



**157** mothers and their children were provided with safe shelter (49 women and 108 children)

The capacity of our 45-day stay emergency shelter is 31 individuals.

In addition, 2 families entered with their pets; 3 dogs.



**496** hours of individual counseling were devoted to 35 women and 64 children by our in-house clinician therapists.

**730** hours of group domestic violence workshops and parenting classes were provided to 37 women to help them gain an understanding the cycle of violence and non-violent parenting skills.



**802** trips to the shelter and/or another safe location were provided on a 24 hour basis.

**628** hours of health and social services advocacy were provided to 48 families.

**581** hours of legal advocacy and in-court support to 48 families.

**264** hours of household establishment assistance were provided to 42 families.

**201** hours of case management were provided to help 43 families achieve self-sufficiency.



**7,063** hygiene items were distributed to 48 families.

**5,431** clothing items were distributed to 126 women and children.

**1,185** toys were distributed to 111 children.



**1,168** hours of childcare were provided to 88 children, ages 1 month-17 years, while their mother received other services.

**573** hours of art and self-esteem building workshops were provided to 65 children from the on-site children's program.

**487** hours of Parent & Me classes were provided to 30 families.

**651** hours of on-site education were provided to students courtesy of the Whittier City School District.



**4,219** individual safe nights were spent in our shelter.

The emergency shelter home is comprised of 7 bedrooms (28 beds and 3 cribs) and 4 restrooms. The average shelter stay per family is 27 days.



**3,034** hotline calls from victims and survivors of domestic violence, their families and/or allies were answered.

All hotline operators are bilingual in English and Spanish and provide each Caller with a minimum of 3 referrals. Our hotline is available 24 hours a day, 7 days a week.

# MESSAGE FROM THE EXECUTIVE DIRECTOR



I am once again pleased to share with you our 2016-2017 annual report highlighting our work over the past fiscal year. This year, the number of critical services provided to our clients increased across the board compared to the previous year, thanks to the addition of 2 new full-time employees, an increase in the available resources, and the hard work of our passionate staff. This year we were able to add an additional full-time Case Manager to alleviate the difficult caseloads amongst staff and in-turn provide more individual time and advocacies for our clients.

One of the goals going into this year was to increase awareness as it pertains to the issues of domestic violence and the critical work that we do - not only in Whittier, but in our surrounding communities as well. And I am proud to

report that we made great strides!

Our participation in Congresswomen Grace Napolitano and Judy Chu's annual Domestic Violence Campaign, hosted by Kaiser Permanente Baldwin Park, brought new attention to our organization, as evidenced by the increase in hotline calls from that area. Additionally, we were given the opportunity to facilitate art and healthy relationship workshops on college campuses. And finally, our updated website and social media platforms have allowed us to spread the news about our work, upcoming events, and calls for donations, and to more deeply engage with our supporters, cultivate new donors, and to continue the conversation about domestic violence year round.

And while this report focuses on the program's strengths and successes in

terms of our impact on our clients, it also reflects a success in our financial results. That success comes from a generous community that shares our strong commitment to ending domestic violence. We are grateful to benefit from your kindness, and I am proud to share with you the success stories of strength and survival that you have made possible.

Sincerely,

M. Dolores Salomone  
Executive Director

## 2nd Annual Lip Sync Event

Thank you to the more than 250 guests who attended our 2nd Annual Lip Sync, "Speak Out for Those Who Cannot" Fundraiser on October 5, 2016 at the Whittier Community Center Theatre. We were very fortunate to have seven performances--including 2 alumni acts--brought it out while raising funds and awareness for our comprehensive domestic violence prevention and intervention services.

Performers competing included Ross Gile of DigiCal, City of Commerce Councilmember, Oralia Rebollo; Rio Hondo College's President of Board of

Trustees, Mary Ann Pacheco; Whittier Mayor Joe Vinatieri; and City of La Mirada Deputy City Manager, Anne Haraksin. And returning to the stage, but ineligible for the "Performance of the Night" award, were alumni, Fernando Dutra (City of Whittier Councilmember) who performed a duet with Lip Sync alumni Suzanne McGarry, and Judy Bradt of A Special Event who closed the show with an amazing performance of "El Toro Relajo." We were also so grateful to John Scoggins who emceed the event again this year keeping our audience

entertained between performances.

The audience determined the event's winner by voicing their opinion with a "cash vote". This year, Anne Haraksin and her group took the winning trophy home with their rendition of Spice Girls' "Wannabe".

Many thanks to our generous sponsors, volunteers, and donors who helped make the event possible. And congratulations to all of our performers as we appreciate their time, dedication, and support that they contributed in making the show a huge success!



City of Whittier Councilmember  
Fernando Dutra  
and Suzanne McGarry



Rio Hondo College's President  
of Board of Trustees,  
Mary Ann Pacheco



City of Whittier Mayor  
Joe Vinatieri



Ross Gile of DigiCal



City of Commerce  
Councilmember,  
Oralia Rebollo



Anne Haraksin  
and her group  
Spice Girls'  
"Wannabe"



Judy Bradt  
A Special Event

# MESSAGE FROM THE PRESIDENT



## BOARD OF DIRECTORS

**EMERITUS BOARD MEMBER**  
Barbara Gile

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Luis Regalado  
Ruthie Flores Retana  
Mark Villalobos

Once again, another stellar year with the Women's and Children's Crisis Shelter. I have been honored to be President working together with the best Board of Directors around. They are dedicated to providing one of the best shelters for victims of domestic violence.

Our staff gives 150% of their expertise and time in making the families that walk through our doors feel safe and secure.

We are so fortunate to have Shelter Right Hand for so many years with their sole objective to raise funds to ensure the success for the Shelter.

Then there are our donors. How special to know that so many care.

I cannot forget to thank those who attend our Lip Sync event that is held every October. This event was created to spread awareness - that there is a shelter that can bring HOPE to victims/families of domestic violence. We are so fortunate to have Whittier and surrounding cities participate and bring their friends and family for not only a great evening of fun entertainment, but

to educate the audience on how they can help someone in a bad situation find help with just a quick phone call.

Thank you, thank you for all your support.

Best regards,

Bonnie Watje  
Board President  
Women's and Children's  
Crisis Shelter

## Assemblymember Ian Calderon Donates over 1,500 Diapers to WCCS!

This past May, California State Assemblymember Ian Calderon hosted a Mother's Day Diaper drive and collected over 1,500 diapers of all sizes, which were donated to WCCS. Their donation is a huge savings for WCCS as over 30% of the shelter clients are children 3 years and under.

The drive was sparked by legislation that Majority Leader Calderon introduced earlier this year (which has since been signed by Governor Brown,) requiring baby diaper changing tables in restrooms accessible to both men and women.

A big thanks to Majority Leader Calderon and his team for the collection drive and for spreading the word about WCCS!



From left to right:  
WCCS Office Manager,  
Sadi Carrete;  
WCCS Executive  
Director,  
Dolores Salomone;  
and Majority Leader  
Ian Calderon.

## Supervisor Hahn honors WCCS

On October 3, 2017, Los Angeles County Supervisor Janice Hahn honored WCCS during a presentation in recognition of Domestic Violence Awareness Month. In her speech, she thanked WCCS for its 40 years of dedicated service in the 4th district, and presented Executive Director Dolores Salomone, Board members, and Staff with a sealed proclamation.



From left to right: Board President, Bonnie Watje;  
Shelter Director, Brenda Zambrano; Board Member, Julie Peoples;  
Executive Director, Dolores Salomone; LA County Supervisor, Janice Hahn;  
and Board Member, Diane Britton.

## Changing Lives and Providing Hope: "Nadine's" Journey

On a quiet fall afternoon, a WCCS hotline operator answered a call from a woman named "Nadine". Like many domestic violence victims, "Nadine" reached out to WCCS looking for resources and a safety plan as she was preparing to flee her home; she was ready to leave her abusive partner once and for all. "Nadine" was trapped in a cycle of violence. She kept entering relationships with the "wrong guys", finding herself in unhealthy relationships again and again.

Over the phone, during the initial call, our hotline operator worked with "Nadine" on creating a safety plan to safely leave her home without tipping off her Batterer. Within a few days, "Nadine" successfully left and entered our emergency shelter with her 3 young children.

This was not the first time "Nadine" left her current abuser. A year ago, she left him and entered a different domestic violence shelter program. She completed that program but unfortunately returned to her abusive partner. Many people wonder why victims often don't leave for good. The truth is, there are many contributing factors. "Nadine" returned because she no longer had a holistic support system. She no longer had stable childcare and had to leave her job as a Security Officer as a result. And because her Batterer promised he was going to really change this time. She believed him and went back home to him.

When "Nadine" called the WCCS hotline, she was scared; scared to be

doing this process once again and uprooting her children from their home. She was scared of the uncertainty and of being alone.

When she entered our shelter program, "Nadine" showed very little self-worth. And while her self-esteem had been shot down by her partner, there was a glimpse of hope deep inside of her. Hope that maybe things could be different this time. Trusting that feeling, "Nadine" was able to complete and flourish in our program. During her case management appointment, "Nadine" and the WCCS Case Manager created an individualized action plan, focusing on the goals "Nadine" felt she needed to accomplish in order to live a successful life free from abuse and finally break the cycle of violence for good. While in our program, her family received intensive individual therapy where they were able to address their emotional needs and begin the healing process. "Nadine" was very active and engaged during the support groups she attended often times being an advocate for newer clients who entered the program after her family did. She and her children were open-minded to all the services our program had to offer and participated in all of them; she was determined to change her life for the benefit of her children.

And before we knew it, "Nadine's" exit date was approaching as she was getting ready to graduate from our program. But she wasn't scared this time. Her strong perseverance showed as she was accepted into a wonderful

long-term transitional housing program where she would continue having that support system and trauma informed care that many victims continuously need after completing an emergency shelter program like WCCS. "Nadine" and her children were on the road to recovery. And on her last day shared that she finally felt like she was really rebuilding her life this time. She was breaking the cycle of violence for good.

After "Nadine" left our program, she'd occasionally call WCCS from time to time to inform us of how she was succeeding. She shared that after completing a GAIN (Greater Avenues for Independence) program she was offered and accepted a job at a courthouse as a clerk. This position allowed her to be self-sufficient and make enough money to support herself and her children. Most importantly she was presenting self-value, she believed in herself again and she had this brightness that followed her. "Nadine" became a great advocate to others, always sharing her story and encouraging others that they too can overcome any obstacle they face.

WCCS accepts all victims of domestic violence with the hope that we can inspire them to, like "Nadine," thrive and empower not only themselves but others. We understand that we must work individually with victims to provide an individual case plan as all cases are different and unique. We are grateful for the opportunities that we have in creating and inspiring hope in victims lives and transitioning them into survivors.

## WCCS Receives Generous Donation from Kaiser Permanente Baldwin Park



*Congresswoman Grace Napolitano and Congresswoman Judy Chu are pictured with Reyna Del Haro, Director of Public Affairs and Brand Communications, Kaiser Permanente Baldwin Park; Victor Cheng, MD, Physician-in-Charge, Kaiser Permanente Diamond Bar Medical Offices; and WCCS Shelter Director Brenda Zambrano; along with representatives from participating shelters.*

WCCS was honored to be one of three domestic violence shelters in the San Gabriel Valley invited to participate in Kaiser Permanente Baldwin Park's 13th Annual Domestic Violence Campaign and Collection Drive in collaboration with Congresswomen Grace Napolitano and Judy Chu. The month-long drive was hosted in October for Domestic Violence Awareness Month (DVAM) and a collection of gently used clothing and hygiene items were gathered and distributed to our clients. In addition, Kaiser Permanente Baldwin Park donated \$1,000 to purchase additional necessities for clients.

WCCS would like to thank Kaiser Permanente Baldwin Park, and Congresswomen Grace Napolitano and Judy Chu for the opportunity to participate in the Annual Domestic Violence Campaign and Collection Drive. Their donation made daily living easier for our clients as they transition into violence-free lives.

## To Shelter's Right Hand with Love

Thirty-five years ago, a group of women decided they wanted to do something that would help the Women's and Children's Crisis Shelter serve families affected by domestic violence. They formed Shelter's Right Hand (SRH) and dedicated themselves as the fundraising auxiliary to WCCS. They applied and received their own 501 (c) (3) and opened a 100% volunteer-driven and staffed thrift store in Whittier called, Sacks on the Boulevard.

For the past 35 years, Shelter's Right Hand has been contributing significantly to WCCS' budget. In fact, they are our largest annual, non-governmental contributor. In addition to the thrift shop, and its upscale boutique, Shelter's Right Hand hosts an annual "Stepping Out Against Domestic Violence" 5K Walk in Uptown Whittier. It is a time when the community responds with compassion and generosity in supporting WCCS.

This year, their contribution was record breaking as they raised \$145,000 of unrestricted funds to WCCS, giving us the ability to spend money when and where it was most needed. And in addition to their monetary contributions, the Shelter's Right Hand helps to increase our visibility within the community year round.

For these and many other reasons, I thank everyone at Shelter's Right Hand. We are extremely grateful for your financial assistance, support, and of course friendship. Year after year, you prove that you are exactly what your name suggests...the "Shelter's Right Hand."



*From left to right:  
WCCS Board Member, Julie Peoples; WCCS Executive Director, Dolores Salomone; WCCS Board Member, Petra Schmischke; WCCS Board President, Bonnie Watje; and WCCS Board Member Diane Britton.*

For more information about SRH or where to donate your gently used goods, visit [www.sheltersrighthand.org](http://www.sheltersrighthand.org)  
Or call: (562) 696-1399

## New Website Thanks to the Taproot Foundation

WCCS has a brand new website thanks to a special grant from the Taproot Foundation. The in-kind grant, worth an estimated \$85,000, combined the talents of a seven-member volunteer team who answered the call for pro-bono service.

The website was designed to serve two specific audiences, domestic violence victims who are looking for help and assistance, and new or existing supporters who want to learn more about our services and how they can help. As you browse the site, you'll noticed a few things:

- A responsive, mobile-friendly design to improve your experience
- A dedicated blog where we share client success stories
- The ability to translate the site in 11 different languages
- The ability to make a safe and secure online contribution



@WomensChildrensCrisisShelter



@wccsdvshelter

A very special thank you to the Taproot Foundation and their talented team members who spent months- and maybe some sweat and tears- working with WCCS on developing and redesigning our website. Visit us at [www.wccshope.org](http://www.wccshope.org) and don't forget to sign up for

our newsletter to stay up-to-date with WCCS news and upcoming events.

Did you know WCCS is also on Facebook and Instagram? Follow us and join the conversation because together we can break the cycle by breaking the silence.

# Financial Statement

## Public Support & Revenue

### Public Support

Government Grants	\$581,240
Contributions & Grants	\$254,263
In-Kind Donations	\$74,563
<b>Total Public Support</b>	<b>\$910,066</b>

### Revenue

Special Events & Fundraising	\$41,460
Interest Income	\$987
<b>Total Revenue</b>	<b>\$42,447</b>

<b>Total Public Support &amp; Revenue</b>	<b>\$952,513</b>
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## Expenses

### Program Services

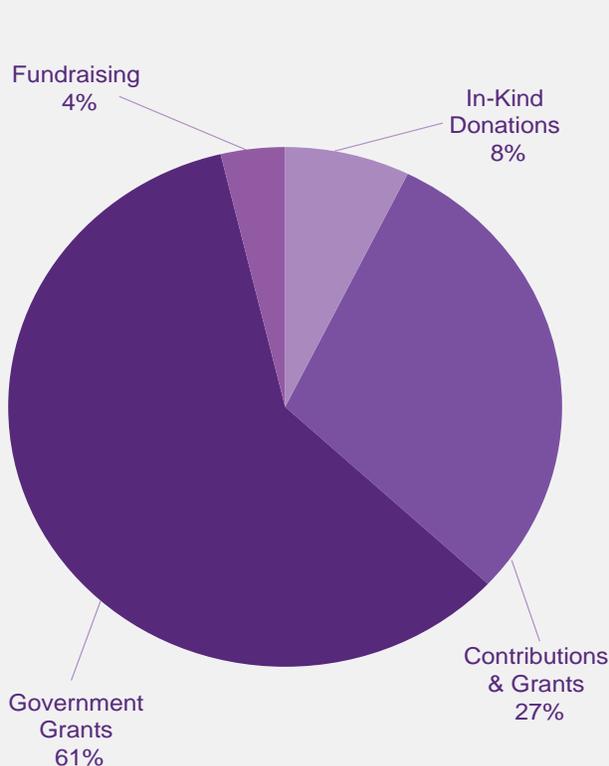
Emergency Shelter	\$550,252
Children's Program	\$91,500
Transitional Shelter	\$40,132
<b>Total Program Services</b>	<b>\$686,884</b>

### Supporting Services

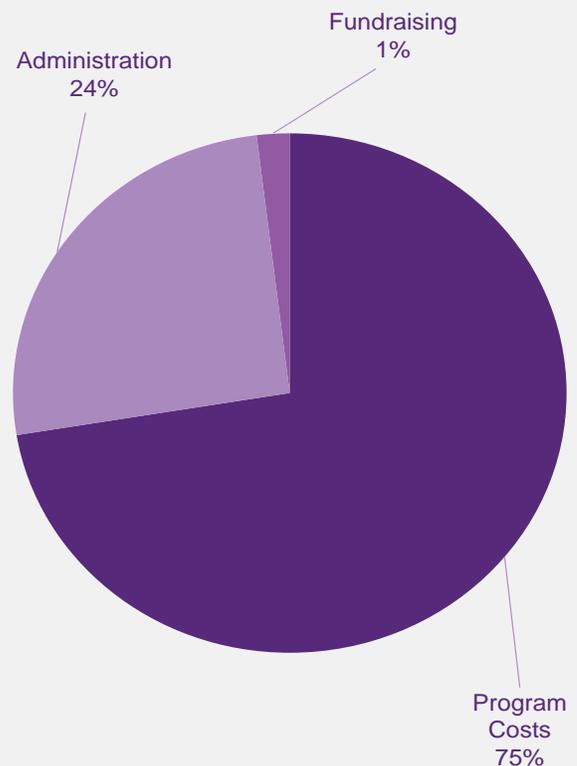
Management & General	\$219,248
Fundraising	\$8,182
<b>Total Supporting Services</b>	<b>\$227,430</b>

<b>Total Expenses</b>	<b>\$914,314</b>
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## Revenue & Support



## Expenses



## Mission:

The Women's and Children's Crisis Shelter is committed to provide safety, shelter, and hope to victims of domestic violence.

Women's and Children's Crisis Shelter offers a variety of services designed to protect, assist and empower victims and survivors of domestic violence as well as to raise awareness of domestic violence in the community. We operate a 24-hour crisis hotline, 45-day stay emergency shelter, and transitional housing program—all at no cost to the client.



# THANK YOU TO OUR GENEROUS CONTRIBUTORS

## OUR SUPPORTERS

Women's and Children's Crisis Shelter is thankful to the many supporters who make our life-saving work possible. The following contributions of \$100 or more were made between July 1, 2016 and June 30, 2017.

### \$145,000 and Over

Shelter's Right Hand

### \$20,000-\$30,000

City of Whittier, Social Services Fund  
Mary Kay Foundation  
TJX Foundation

### \$10,000 - \$19,999

Blue Shield Foundation

### \$5,000 - \$9,999

Anonymous  
City of Pico Rivera  
In-N-Out Burger Foundation  
Macy's Inc.

### \$1,000-\$4,999

Josue Alvarado  
Linda & John Belsito  
Chevron Campaign  
Cliffside Ent  
Credit Union of So Calif  
Jane & John Dick  
Ronald & Carol Ferguson  
KP Financial Svc  
National Charity League - Whittier Chapter  
Bonnie Jo & Lee Panagos  
Dorothy Patapoff  
Physicians Wives Clubs  
Rotary Club of Whittier  
Sprinkler Fitters Local  
Truist Campaign  
Vanguard  
Whittier Community Foundation  
Whittier Grocery Outlet

### \$500 - \$999

Allstate Giving Campaign	Linda Markstrom
AT&T Campaign	Ruth McFarland
Maurice & Melanie Bickley	Margit Polyak
Diane & Glenn Britton	Rotary Club of Pico Rivera
E&C Employee Charitable	Rotary Club of Santa Fe Springs
ECHO Northrop Grumman Campaign	Carina Sass
Katurra Faust	Alita & Jim Sevin
Friendship Sq Quilt Guild	Kathy & Stephen Smith
Bob & Judith Henderson	Dustin & Jeneane Stevenson
Hillcrest Congregational Church	Donald & Shirley Votaw
Joanne Klemm	

### \$499 & Under

A Window Between Worlds	Hacienda Heights Woman's Club	Christopher & Dolores Salome
ACRO Printing, Inc.	Hadley Pre-School Inc	Joann Sarachman
Dominic Adamo	Hamblin Trust	Petra Schmischke
Gregory Alaniz	Deborah & Richard Hansen	Stephanie Schroeter-Hernandez
Alex Moisa Law Office	James & Donna Hanson	Robert Settlage
Geniah Alvarez	EM Haraksin	Gordon & Janice Smith
Ralph & Marina Anaya	Alex Hartman	So Cal Decorative Painters
Elizabethanne Angevine	Louis & Karol Head	St Mary's Women's Bible Study
Elizabeth Apodaca	Eileen Hogue	State Farm Ins Agency-Cheryl Estep
AT&T Matching Campaign	Suzanne Hsi	Diana Summerhayes
Emanuel Avina	Carole Hull	Nicholas Teel
B N I Top Producers	Theresa Jurado	Jack Terry
Virginia Ball	Kelly Kaltenbach	Carolyn Theisen
Bank of America Employee Campaign	Debby & David Kelley	Gregory & Sandra Thorstenson
Terence Belanger	La Mirada Ebell Club	Martha de la Torre
R W Bell	Barbara & Hal Malkin	Ellis Trust
Eleanor Bewley	Ruben Martinez	United Methodist Women
Lynda Bobka	Christina Maxin	Valvoline, LLC
Boeing Campaign	Mercado Insurance Services	Mark Villalobos
J Boynton	Maurice Meysenburg	Joseph Vinatteri
Judy Bradt	Mary & Lee Moore	Forrest & Nola Voyles
Calif Prime Accountancy	EC Nathane	Bonnie Watje
Elizabeth Camp	Rose & John Osten	WFB Matching Funds Campaign
Claire Losleben Charity Fund	Mary Ann Pacheco	Whittier City Emp Assn
Julia Cory	Timothy & Karen Padovese	George Witham
Ronald & paula Cowan	Wm DeLa Pena	Tracy Wittman
Lois May Czuba	Julie Peoples	Gwen & Mahlon Woirhay
Bruce & Carrie Decker	Pepsico Campaign	Women Society 1st Friends Church of Whittier
Dulcemonica Delgadillo	Clint Phillips	Maribel Zermeo
Judy Dodgen	Jacqueline Di Pinto	
East Whittier Lions Club	Jennifer Portillo	
Edison Campaign	Mary Rawalt	
Chris Foster	Rio Hondo College	
Maura Greeley	Paul Rogers	
Robert Grove	Wm & Mary Rosentreter	
	Stephen De Ruse	