



## Women's Center & Shelter of Greater Pittsburgh

**2019-2020 FISCAL YEAR**



**ANNUAL REPORT**

## 2019-2020

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\*Sadly, both Joe and Sherley, two of our dear friends and long-time supporters, passed away in 2020.

**Our Mission:** To advance the safety and wellbeing of victims of intimate partner violence and prevent and respond to intimate partner violence through social change.

## Letter from the President/CEO

For all of the negativity and strife of 2020, Women's Center & Shelter has been fortunate to gain inspiration from a few life- and agency-changing lessons. We have been reminded that no matter what, we are able to lean and depend upon each other; we are adaptable and can find a way to get through anything; and, if we help one single person, it has all been worth it. We are striving to find peace and healing amidst an increasingly chaotic world.



I'm sure you have read the news reports stating that the COVID-19 pandemic has been a double pandemic for survivors of domestic violence, due to survivors having to isolate at home with their abusers. But, for many, it has been much more than that. Racial unrest and political divides have caused even more tension and danger. I'm constantly in awe of our clients – for their strength and resilience in the face of oppression and their ability to wake in the morning and face the day.

If you only consider the big picture, our world today seems completely insurmountable. There are layers upon layers of suffering which create even more complication, miscommunication, and alienation. When you look at it all together, it can be easy to throw up your hands and say that there is no way it's ever going to change. But therein lies the problem – it's not one person's job to fix it all. Together, we can handle one challenge at a time. One of our mantras at WC&S over the past few months has been "One person at a time toward peace and healing." Every time that one survivor finds their inner strength, every time a child has a genuine smile return to their face, every time a support group finds family among its members, we have won a small victory. It is worth it every single time.

So, we're putting in the work. Our staff has taken endless precautions to keep our residents and clients safe from COVID, including PPE, screenings, air filtrations, and a strict cleaning schedule. We have instituted a Taking Action Against Racism committee of the board and staff to explore and implement action steps to be anti-racist in our agency's culture and in the community. Our Children's Program has helped our dearest little ones to hold space to both celebrate Blackness and grieve pain and injustice. We have a new Public Policy internship to help our voices to be heard and lobby for the rights of domestic violence survivors everywhere. All of these efforts combine to fight oppression – in the home, in our culture, and in our systems. We are fighting against power and control using our combined voices and resolve. We are creating change. We are putting in the work, the hard work, and we are trusting our process. This simply wouldn't be possible, without all of YOU, our incredible network of donors and community partners.

In our line of work, sometimes it is easy to lose the individual and think about survivors as a group. When you only consider the group, it can be easy to feel defeated and ask "The problem still exists – what have we accomplished?" So instead, we strive to celebrate and honor the individual. Every survivor has a different story, a different background, a different trauma. By holding each individual, beautiful, wonderful survivor close to us and thinking of their personal needs, we can help them and their family more deeply. Although these past 10 months have been more difficult than I could ever put into words, I feel so fortunate to be driven by this mission and to grow in camaraderie with every staff member, board member, volunteer, and donor at Women's Center & Shelter. We will continue to take this one day at a time and help one dear person at a time.

Keep loving. Keep striving. Keep learning. We can do it all – together.

*One person at a time toward healing and peace.*

In solidarity and with everlasting respect,

*Nicole*

Nicole Molinaro  
President/CEO



## Programs & Services

### 24-Hour Hotline

WC&S' Hotline Advocates assess the callers' immediate safety (and contact emergency responders when needed), offer emotional support, and work with callers to plan for their ongoing safety. In May 2020, text messaging and online chat features were added to the Hotline to offer safe and accessible alternatives for contacting WC&S.

**19|20** *3,967 duplicated crisis callers received Hotline counseling over the phone.*

### Emergency Shelter

WC&S' Emergency Shelter provides adults and children in immediate, lethal danger with a safe, supportive place to stay. Core services for Shelter residents include safety planning, goal planning, and advocacy for housing, career, health, and mental health. In response to the COVID-19 pandemic, families with immuno-compromised individuals accepted into Emergency Shelter stay in nearby hotels to avoid putting their health at risk.

**19|20** *201 adults and 199 children spent 17,050 nights in the Emergency Shelter, and adult residents received 5,500 hours of counseling.*

### Civil Law Project (CLP)

Through the Civil Law Project (CLP), WC&S clients can receive free legal representation in matters including Protection From Abuse orders, custody and child support, and divorce.

**19|20** *CLP provided free civil legal representation in 715 cases.*

### Children's Advocacy Program

The Children's Advocacy Program helps child victims of IPV and their mothers to heal from trauma by meeting their basic needs (such as medical care and school access), providing mental health services and parenting support, and offering recreation and educational activities. This year, the Children's Advocacy Program team worked closely with local schools and partners like the Allegheny Intermediate Unit to ensure that children staying in the Emergency Shelter had the support and resources they needed to participate in remote learning.

**19|20** *297 children received 7,462 hours of direct service.*

### Empowerment Center (Non-Resident Program)

Onsite and/or virtual support groups and individual therapy are offered for IPV survivors who have exited Shelter and those who have not needed Shelter. Support Groups cover topics like building life skills, seeking safety, recognizing reproductive coercion, fostering wellness, mothering, developing healthy relationships, and surviving trauma. During the COVID-19 pandemic, WC&S worked diligently with support from the community to provide emergency financial assistance to Empowerment Center clients and other non-resident clients.

**19|20** *237 non-resident survivors received 2,493 hours of onsite and virtual counseling through support groups and individual therapy.*

### Medical Advocacy

The Medical Advocacy Coordinator (MAC) maintains relationships between WC&S and local healthcare providers, distributing WC&S print materials to medical practices and meeting with patients admitted to hospitals for IPV-related injuries. Additionally, the MAC trains healthcare professionals and students in medical fields in an effort to improve their screening and treatment of patients experiencing IPV.

**19|20** *The Medical Advocacy Coordinator delivered 32 trainings to medical professionals at local hospitals and 19 trainings to students in classroom settings. She also provided one-on-one consultations to 77 healthcare professionals on serving and advocating for patients experiencing IPV.*

## Legal Advocacy

WC&S' Legal Advocacy Department helps IPV survivors navigate the court system by providing information, referrals to helpful resources, counseling, and ongoing support free of charge. Legal Advocates guide survivors through obtaining Protection From Abuse orders and accompany them to court hearings. These Advocates also work with the justice system to improve procedures and to train police on IPV issues. During the COVID-19 pandemic, they worked with clients over the phone, virtually, or in a hybrid model.

**18|19** 4,860 IPV survivors received 6,099 hours of legal advocacy.

## MENS (Men Embracing Nonviolence and Safety) Program

WC&S' batterer's intervention program, which is funded by Allegheny County, provides ten weekly intervention groups to IPV offenders in various offsite locations (remotely via technology during the pandemic). Program sessions last 24 weeks.

**19|20** The MENS team provided 565 participants with battering intervention programming.

## Immediate Needs Coordination (INC)

As part of the Empowerment Center, this team of four full-time staff provides support for basic needs—such as applying for public benefits, seeking assistance with utilities, apply for Victim's Compensation assistance, and securing financial support for school enrollment—to WC&S' non-resident clients.

**19|20** 665 clients received Immediate Needs Coordination services.

## STANDING FIRM

WC&S' educational program STANDING FIRM delivers training to employers in Southwestern Pennsylvania and beyond to recognize and respond to partner violence in the workplace and refer those affected by IPV to appropriate local resources.

**19|20** STANDING FIRM's reach grew from regional to national in the last year; its training materials have been distributed to more than 185 business locations across the United States.

## Refugee, Immigrant, and Limited-English-Speaking Services (RIL)

In 2016, WC&S received federal funding to hire a team of staff dedicated to making all IPV services more accessible to Pittsburgh's growing population of immigrants, refugees, and limited English speakers (RIL clients), both onsite and at partner organizations. Today, the RIL Team has multilingual staff representation in WC&S' Emergency Shelter, Hotline, Children's Program, Legal Advocacy, Civil Law Project, and Education & Outreach departments.

**18|19** The RIL Team worked with 153 unique clients for 833 hours of direct service and delivered 327 hours of systems advocacy, community education, and training.

## CYF Program

WC&S has a contract to work with families referred by the Department of Human Services' Office of Children, Youth, and Families (CYF). These cases involve both IPV and child abuse, and they tend to be some of the most dangerous cases that WC&S sees. WC&S' five CYF Advocates also provide training, coaching and consultation to CYF caseworkers throughout the county.

**19|20** WC&S' CYF Specialists provided specialized services to 492 clients and delivered family and intimate partner violence training to 228 Allegheny County CYF Caseworkers.

## Education & Outreach

WC&S staff delivers training and presentations on IPV awareness and prevention to criminal justice professionals, students, clergy, corporations, and other professionals. Additional programs housed in the Education & Outreach department include the MENS Program, services for immigrants, refugees, and limited English speakers; community-based support groups for survivors who face geographical barriers to seeking services; and specialized community-based support groups and outreach for IPV survivors who are members of the LGBTQIA+ community.

**19|20** WC&S staff delivered 106 trainings to groups of professionals in the community.

# Thank you to our donors!

**Women's Center & Shelter of Greater Pittsburgh sincerely thanks all of you, our generous donors, for your life-changing support. Thanks to you, WC&S served 7,288 adult and child survivors of intimate partner violence in the 2019-2020 fiscal year. Our work simply wouldn't be possible without you.**

The gifts listed on these pages were made between July 1, 2019 and June 30, 2020. Please note that all contributions to WC&S, including gifts through the United Way and the capital campaign, are included in the following pages. This listing is completed to the best of our knowledge. If there are any corrections, please accept our sincere apologies and contact Susannah at 412-687-8017 ext. 337. If you have questions regarding a STANDING FIRM donor listing, please contact Molly at (412)-894-4568.

## **Photo Disclaimer**

Many photos included in the Annual Report were taken prior to March 2020. Since the beginning of the COVID-19 pandemic, WC&S staff members and clients have been wearing masks and practicing social distancing.

## **Gifts from Individuals**

### **\$1,000 and above**

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Susan Adkins  
Revathi Advaithi  
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James & Beverly Zern  
Victoria L. Zombek

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Jennifer Antantis  
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Elaine Arlott  
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Alex Baker  
Antionette Baker  
Frederick & Joyce Baker  
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Bruce Balazs  
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Lois Balk  
Phillip & Bette Balk  
Brenda Ballard  
Matt Ballew  
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Lisa Banyas  
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Aspirant  
Google Matching Gift Program  
Pittsburgh Steelers  
PNC Financial Services Group

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

BNY Mellon Community Partnership  
BNY Mellon Wealth Management  
Brentwood Bank  
Huntington Bank  
TJX Companies, Inc.

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

Apple Inc.  
Bechtel Plant Machinery, Inc. - Dept. Snack Shop  
Blank Rome  
Castlebrook Development Group, LLC  
The Center for Cosmetic Surgery, Inc.  
Chubb Group of Insurance Companies  
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Duquesne Light Company  
Eckert Seamans  
Empire Beauty School  
Erie Insurance - Pittsburgh Branch  
Google  
Harry Davis & Co.  
Houston Harbaugh PC  
Interim Health Care  
Janney Montgomery Scott  
K&L Gates LLP  
Littler Mendelson, P.C.  
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Merck Partnership for Giving  
NTA Enterprise, Inc.  
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RBC Capital Markets, LLC  
Reed Smith LLP  
Rothschild Doyon Collaborative  
Steel City Media  
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### \$999 - \$500

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Comcast  
GRC Wireless, Inc.  
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UrbÄa Boutique  
Vanguard Charitable

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Allegheny County District Attorney's Office  
Alpha Sigma Tau  
Fox Chapel Presbyterian Church  
Hamilton Presbyterian Church USA  
John McMillan Presbyterian Church  
Ladyfest  
PA Head Start State Collaboration Office  
Pittsburgh Babes on Bikes  
Presbyterian Women in East Liberty Presbyterian Church  
Presbyterian-University Hospital Nurses Alumnae Association  
SCI Rockview  
Sewickley Presbyterian Church

### \$999 - \$500

Alpha Chi Omega - Kappa Nu Chapter  
CCAC Boyce Criminal Justice Club  
LAOH Allegheny County Board  
Mt. Lebanon Trading Post  
Parkwood Presbyterian Church  
Steel Town Corvette Club  
Unitarian Universalist Church of the South Hills  
Zion Lutheran Church

### Up to \$499

Alpha Phi Omega - Kappa Chapter  
Calvary CME Church  
Canadian Women's Club of Pittsburgh  
Delta Epsilon Mu - Pitt Chapter  
Hampton Lodge 1004 I.O.O.F.  
Healthcare Council Of Western Pennsylvania  
Hot Flashes Golf League  
Ladies Ancient Order of Hibernians L.A.O.H Division 21  
Ladies Philoptochos Holy Trinity Greek Orthodox Church  
Mt. Lebanon Moms Network  
New Life Church of God  
Parkwood CME Church  
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PITT H3 Hash House Harriers  
Pittsburgh Spay & Vaccination Clinic  
Pittsburgh Theological Seminary  
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Quaker Valley High School Key Club  
Shaolin Studios  
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# In honor of...

Karen Ackerman <i>Anonymous</i>	Justine Dutcher <i>Aubrey Williams</i>	David Amiri	Jane Weber Busby <i>Carolyn B. Reuter</i>
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<span style="background-color: orange; display: inline-block; width: 100px; height: 15px;"></span>			



Judy C. Chang <i>Dr. Patricia A. Cluss &amp; Mr. Jeffrey Herman Anna-Binney McCague</i>	Rita Hohman <i>Maria DiPasquale</i>	Kaia L. Sipple <i>Shirley G. Phillis</i>
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Kulsum G. Davidson <i>Charles A. &amp; Joan Rockwell</i>	Ro Kochenbach <i>Jennifer L. Haberberger</i>	Kate Warren <i>James Prosnit</i>
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# In memory of...

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The gifts listed were made to STANDING FIRM between July 1, 2019 and June 30, 2020. This listing is completed to the best of our knowledge. If there are any corrections, please accept our sincere apologies and contact Molly at (412)-894-4568. Thank you!

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Staunton Farm Foundation

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Karen Woodall

## In Kind Donors

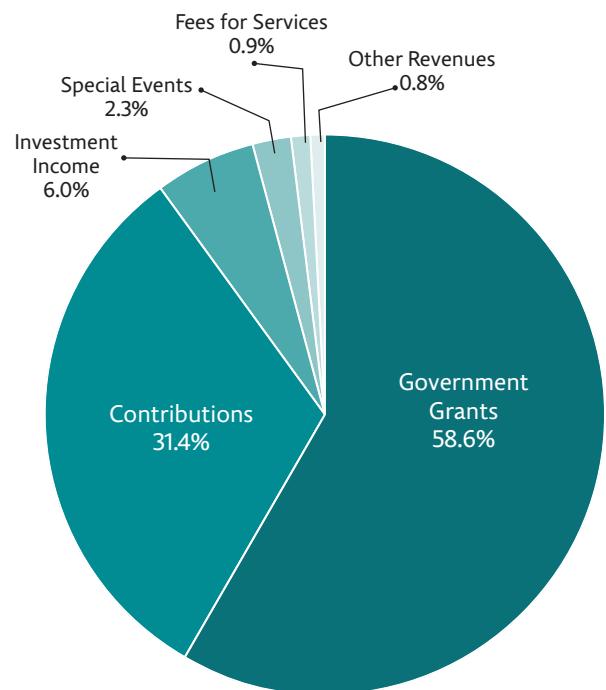
Karen Sellers  
UPMC Health Plan



# Operating Revenue and Expense 2019-2020

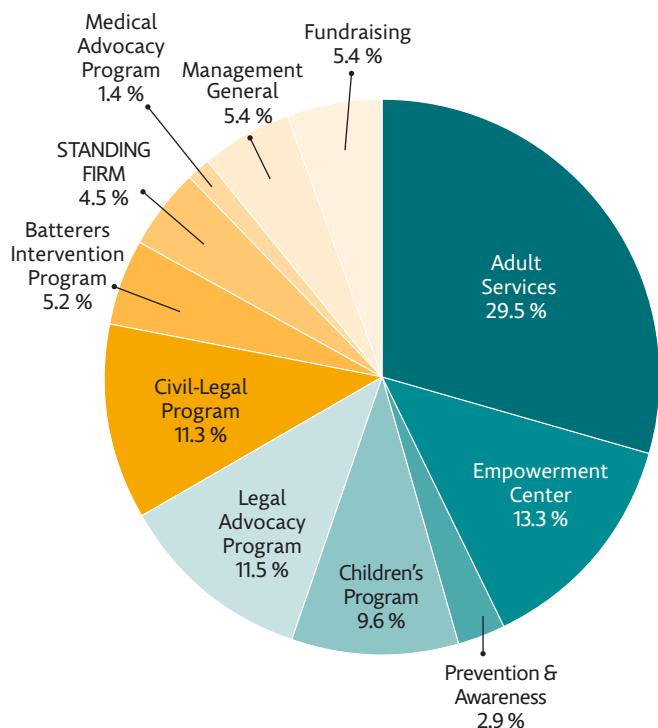
## Income

	Dollars	Percentages
Government Grants	\$ 4,900,627	58.6%
Contributions	\$ 2,623,727	31.4%
Investment Income	\$ 502,891	6.0%
Special Events	\$ 196,545	2.3%
Fees for Services	\$ 75,484	0.9%
Other Revenues	\$ 65,491	0.8%
<b>Total</b>	<b>\$ 8,364,765</b>	<b>100.0%</b>



## Expense

	Dollars	Percentages
Adult Services	\$ 2,176,545	29.5%
Empowerment Center	\$ 983,294	13.3%
Prevention & Awareness	\$ 214,991	2.9%
Children's Program	\$ 708,684	9.6%
Legal Advocacy Program	\$ 846,268	11.5%
Civil-Legal Program	\$ 838,267	11.3%
Batterers Intervention Program	\$ 386,302	5.2%
STANDING FIRM	\$ 334,710	4.5%
Medical Advocacy Program	\$ 105,422	1.4%
Management General	\$ 396,968	5.4%
Fundraising	\$ 397,356	5.4%
<b>Total</b>	<b>\$ 7,388,807</b>	<b>100.0%</b>



**Total Agency Net Assets: \$18,016,558**

For a complete financial report, please see our audit available on our website.



## Women's Center & Shelter of Greater Pittsburgh

P.O. Box 9024  
Pittsburgh, PA 15224  
[www.WCSCanHelp.org](http://www.WCSCanHelp.org)

**Hotline:**  
412-687-8005

**Administration:**  
412-687-8017



### 2019-2020

#### *Administration and Department Directors*

President/CEO  
Nicole Molinaro

Chief Financial Officer  
Kent Bloom

Chief Legal Officer  
Lorraine Bittner

Chief Development Officer  
Kristin Brown

Director of Administration  
Allison Kacmar Richards

Director of Education & Outreach  
Rhonda Fleming

Director of Programs  
Carla Adams

Director, STANDING FIRM  
Beth Lewis

