



Annual Report
2005-2006

Mission Statement

Northland Family Help Center provides safe haven, advocacy, and education for people living in unhealthy and violent relationships.

Vision Statement

We envision a community to where all people live in safety, where all forms of violence have been eradicated, and where healthy families and individuals serve as the foundation of vibrant and productive community.

Board of Directors

Jim Lonning, President; **Kim Kalas**, Vice President; **Sandi Cvercko**, Treasurer; **Brady Brogni**, appointed Treasurer; **Melissa Collins**, Secretary. Members: **Ana Strohman**, **Jody Rypkema**, **Jane Emberty**, **Steve Horton**, **Bob Hart**, **Barbara Goodrich**, **Josh Allen**, **Kim Ott**, **Michelle Corse**

Board of Directors meets the first Wednesday of every month, at noon at H.A.L.O. House.
Executive Committee meets the last Thursday of every month, at noon at H.A.L.O. House

Leadership Team

Sonja Burkhalter, Executive Director; **Connie Cordain**, Clinical Director; **Kris Stark**, Programs Supervisor; **Beverly Wilson**, Director of Finance; **Clara Davis**, Children's Shelter Manager; **Tiffany Gallagher**, Women's Shelter Manager; **Nancy Lochmann**, Human Resources Generalist



Volunteers

Volunteers from the community provide administrative support, perform outreach activities, maintain the Shelter, and assist with fund raising. Local service groups paint, landscape, and cook holiday meals for Shelter residents.

Last year approximately 25 high school students participated in the P.E.A.C.E. Project, presenting theatrical productions to audiences in northern Arizona communities. It's an innovative approach combining theatre and prevention education to inform students, professionals and community members about rape prevention and healthy relationships.

Pictured: AmeriCorps Members assemble a child jungle gym: July 2005.

Northland Family Help Center

A Brief Organizational Summary

Organizational History - Northland Crisis Nursery began 1978 with five beds for infants. The same year, the Women's Resource Center, also known as the Battered Women's Shelter, began providing services to women survivors of domestic violence in Flagstaff. These two organizations merged in 1991 to form Northland Family Help Center.

Northland Family Help Center's, H.A.L.O. House (Haven for Advocacy and Learning Opportunities) - a 38-bed emergency shelter, opened in July 1999. H.A.L.O. House was designed to shelter women and children within a safe and secure environment. Shelter services include counseling, case management, resource referral, personal growth and skill development workshops, and legal advocacy.

Services - Northland Family Help Center is now in its 28th year of providing support services and shelter. This past year approximately 133 women with 130 children are admitted into our Women's Shelter while our Children's Shelter housed 119 children and youth. Our 24-hour Crisis Line received 2,150 calls for crisis intervention, advocacy, support, safety planning, and shelter intake. Last year our Community Education program presented to over 3,000 students, professionals and community members in northern Arizona with education on rape prevention related topics.

Funding - Northland Family depends upon a wide variety of funding sources, including Arizona Department of Economic Security (DES), Arizona Department of Health Services (ADHS), and U.S. Department of Health and Human Services (HHS). On a local level we receive funds from City of Flagstaff, United Way of northern Arizona, Social Service Block Grant, Flagstaff Cultural Partners, to name a few. Funding agencies conduct site visits and require regular financial and program reporting. We are indebted to contributions and support from individuals, businesses, and service organizations.

Programs/Services

Women's Shelter – provides shelter to women who have experienced domestic abuse. Women are able to reclaim control of their lives. Our Women's Shelter is a 24-bed secure facility where women and their children receive shelter and services for up to 120 days. Services include crisis intervention, life skills, advocacy and case management, employment, and legal/law enforcement issues. Residents are given the opportunity to receive counseling, as well as education to help them better understand the Cycle of Violence.

Children's Shelter - provides shelter for children up to age 18 years old who are runaway, homeless, in crisis, or in need of respite. Our 14-bed facility shelters both boys and girls. Services include crisis intervention, case management, personal development groups and life skills instruction. Every child is given the opportunity to receive counseling. Children's Shelter staff works closely with Child Protective Services, The Alternatives Center, Flagstaff Unified School District, and The Guidance Center.

Counseling - provides short and long-term counseling for survivors of abuse and assault. Counseling is available to people of all ages. It can be provided in individual, family or group sessions. Therapy sessions are free of charge and are available to both shelter clients and to community members who are victims. The counseling department also offers the services of a lay-legal advocate.

Community Education – provides community education on topics related to rape prevention for the purpose of decreasing the incidence of all forms of sexual and relationship violence. Sample topics include: Date & Acquaintance Rape Prevention, Dangerous Relationships, Creating Healthy Relationships, Sexual Harassment, Safe Dates, P.E.A.C.E. Project performance– (Prevention Education and Creative Expression).

Legal Advocacy – provides assistance to survivors of Domestic Violence in obtaining legal services such as document preparation, filing for divorce and child custody disputes. In addition, this service encompasses assistance with obtaining *Orders of Protection* and *Injunctions Against Harassment*, as well as court accompaniment, advocacy, and social service agencies and government assistance referrals.

Special Moments 2005

July

- ❖ Thanks to the Flagstaff Community Foundation, Miriam Dror (Community Educator) took the "Passages for Native American Youth" program on the road. Miriam traveled, together with four Navajo youth, to the Pine Ridge Reservation in South Dakota for a two week photography and culture Exposures program. Now in its third year the Exposures program brings together youth from inner city New York, rural Vermont, Lakota youth, and now Navajo youth, together to learn life and photographic skills and cultural understanding.

August

- ❖ Nancy Fastenau, trainer with the Western States Youth Service Network (WSYSN) facilitated a 3-hour training on Positive Youth Development for the Children's Shelter staff on August 19th. During this training, the staff utilized a group facilitation method that assisted in identifying ways to encourage and implement youth participation in the shelter, agency and community. The training acted as a "next step" to the agency's commitment to utilizing youth as resources.
- ❖ Both Jenny Simon McCluer (Counselor) and Connie Cordain (Clinical Director) attended Level I EMDR training. This innovative method of trauma treatment has proven to be very effective in removing symptoms of PTSD, often in just a few sessions. Our funding source for VOCA services, Az Department of Public Safety, has suggested EMDR as a *best practice* modality for victims of crime treatment, funding this training for NFHC's counselors.

September

- ❖ Dept. of Health and Human Services (Administration for Children, Youth, and Families) – Runaway Homeless Youth (RHY) Basic Center Programs was approved for each of the next 3 years. Program/implementation meetings will begin next week.

October

- ❖ NFHC held its Clothesline Project as part of a national campaign to raise awareness about domestic violence issues. The Project, which was held in Heritage Square, was a strong success, attracting 321 visitors, who stopped to look at t-shirts on display and speak with staff about domestic violence in our community. The Clothesline Project also helps victims of violence speak out about their experiences and take proactive steps in the healing process.
- ❖ NFHC staff coordinated DV Awareness month efforts with partner agencies in Coordinated Community Response Team, making one of the most successful awareness months yet.



November

- ❖ NFHC received numerous calls from Flagstaff residents, organizations and businesses eager to make donations this holiday season. Among the many donations, the Shelters received several turkeys for Thanksgiving. Our shelters also received donations of clothes and toys.
- ❖ Nancy Lochmann, Human Resources Generalist, was hired.

December



Numerous companies and community members donated an incredible volume of Holiday kindness in the fashion of toys, clothing, personal hygiene items, along with gift cards.



Our gift-wrapping elves: Connie Cordain, Robin Craig, Miranda Bayard, Joy (Community Member)

- ❖ The 4th Annual New Year's Eve PEACE and Hope Ball
- ❖ Women's Shelter Christmas card sent by previous resident, "Thank you so much for everything! If it wasn't for us finding a safe place to rebuild our lives we wouldn't know the joy of celebrating Christmas in our own home this winter. We will never forget you guys!!! Have a very Merry Christmas and a joyous new year".
- ❖ WS Case Manager, Miranda Bayard, attended AZCADV's Sharing Experience. Week long training re: DV.

Special Moments 2006

January

- ❖ Board of Director's Board Retreat, also attended by NFHC with Leadership Team, was held at the Weatherford Hotel.
- ❖ Northland Family Help Center announced its two Shelter Managers: "Women's Shelter is under the leadership of Tiffany Gallagher while the Children's Shelter has Clara Davis to lead it forward. NFHC is very pleased to have these women as Shelter Managers".

February

- ❖ February 3rd, First Quarterly Northland Family Appreciation Event was held at the Weatherford Hotel's Exchange Pub. This was a huge success in bringing volunteers, board members, and staff together for an afternoon of mingling and noshing.
- ❖ Beverly Wilson, Director of Finance hired. Beverly has 20 years experience working in banking and non-profit account management.

March

- ❖ Seven grants were submitted in support of various NFHC programs.
- ❖ Formal approval, by the Board of Directors, of the significantly revised Agency Strategic Plan: 2006-2009.
- ❖ First Guest Chef: Jody Rypkema and Sandi Cvercko and Soroptimists prepared an amazing feast of dishes for Women's Shelter residents.

April

- ❖ The April presentation of Clothesline Project, in recognition of Child Abuse Awareness and Sexual Assault Awareness Month, reached over 450 people, showing it was a great success. Northland Family staff spoke to hundreds of community members throughout the day and in bitter sweet moments; they listened to many stories of abuse mixed with hope of healing.
- ❖ Second Guest Chef: Brady Brogni and family BBQ'd with children in the Children's Shelter. Evening consisted of lots of eating, talking, playing, followed by group clean-up.

May

- ❖ The major renovation of our kitchen stove ventilation systems was completed. This was a 3 month security and operational challenge.
- ❖ We moved our administrative offices to **2724 E. Lakin Dr. #7 Flagstaff, AZ 86004**



2724 E. Lakin Dr. #7



New kitchen ventilation hood

June

- ❖ Flagstaff Cultural Partners awarded NFHC a mini-grant for Community Education
- ❖ For another year Soroptimists awarded NFHC \$1,000 for Community Education.
- ❖ Katie Proctor accepted the position of Women's Shelter Manager and Katie Bendewald assumed the counseling activities of Jenny Simon McClure.

Financial Summary

Statement of financial position (Audited)

ASSETS

| | |
|---|--------------------|
| Cash and cash equivalents | \$895,223 |
| Cash restricted by donor | \$5,584 |
| Grants and contracts receivable | \$103,464 |
| Other receivables | \$2,981 |
| Prepaid expenses | \$22,101 |
| Other current assets | \$3,555 |
| <i>Total Current Assets</i> | <i>\$1,032,908</i> |
| Long-term investments | \$337,150 |
| Property and equipment, net of accumulated depreciation | \$1,245,961 |
| Deposits | \$4,988 |
| <i>Total Assets</i> | <i>\$2,621,007</i> |

LIABILITIES

| | |
|-------------------------------|-----------------|
| Accounts Payable | \$13,995 |
| Salaries and benefits payable | \$40,186 |
| Capital lease payable-current | \$8,735 |
| Miscellaneous Liabilities | \$10,175 |
| Long-Term Liabilities | \$17,187 |
| <i>Total Liabilities</i> | <i>\$90,278</i> |

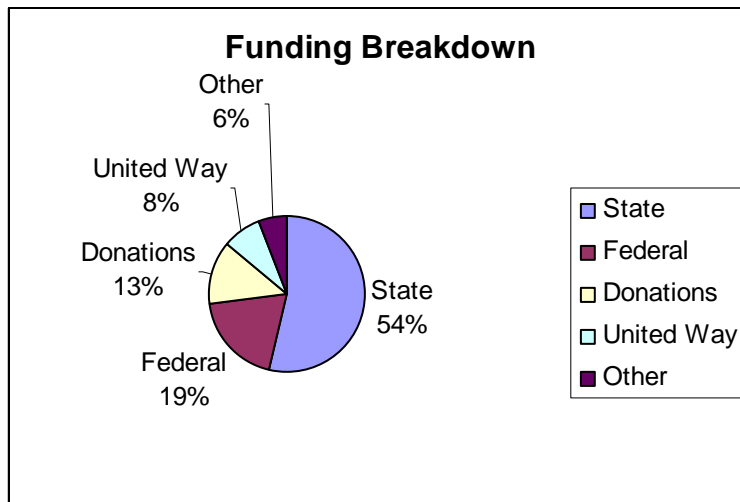
NET ASSETS

| | |
|-----------------------------------|--------------------|
| Unrestricted | \$2,301,271 |
| Temporarily Restricted net assets | \$162,033 |
| Permanently restricted net assets | \$67,425 |
| <i>Total Net Assets</i> | <i>\$2,530,729</i> |

TOTAL LIABILITIES AND NET ASSETS

\$2,621,007

Fast Facts



| Staff Allocations (2005 – 2006) | |
|--|-----------|
| Administration | 7 |
| Community Education | 2 |
| H.A.L.O. House | 2 |
| Counseling | 4 |
| Women's Shelter | 12 |
| Children's Shelter | 12 |
| Total | 39 |

| Client Ethnicity (2005 – 2006) | |
|---------------------------------------|---------------|
| Background | Percentage |
| Caucasian | 50% |
| Hispanic | 10.5% |
| Native American | 26% |
| African American | 7.5% |
| Asian | 1% |
| Other | 5% |
| Total | 100.0% |

| Average Length of Shelter Stay (2005-2006) | | |
|---|-----------------|--------------------|
| | Women's Shelter | Children's Shelter |
| Mean | 20 | 13 |
| Range | 1 – 138 | 1 – 131 |
| Capacity | 72% | 24% |