



## *Domestic Violence and Rape Crisis Services*

# ANNUAL REPORT

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### Vision

We . . .

- **DREAM** of a tomorrow without domestic violence and sexual assault and
- **ACHIEVE** it by creating opportunities that
- **TRANSFORM** lives.

### Mission

*Domestic Violence and Rape Crisis Services helps transform lives and create safe futures for individuals throughout Saratoga County. Our agency provides an unmatched scope of services to victims of domestic violence and/or sexual assault. We offer free crisis intervention, comprehensive support services, and promote community mobilization.*

*"Just because we cannot see clearly the end of the road, that is no reason for not setting out on the essential journey. On the contrary, great change dominates the world, and unless we move with change we will become its victims."*

- Robert F. Kennedy



As we embark on a new decade, the mission of Domestic Violence and Rape Crisis Services of Saratoga continues to be the prevention and eradication of sexual assault and relationship violence in our community. Over the past year, the board of directors and staff of DVRC have worked to complete a strategic plan to help guide the agency toward fulfillment of this mission. We have added staff and have begun to review and inventory the strengths and assets of the agency as well as to assess the areas where we can be more effective.

As a result of this process, we are excited to look forward over the next few years toward an increased presence in the County, growth of traditional services and implementation of newer, more proactive programs to educate and motivate our communities. For me, personally, the education and support that DVRC provides to victims and families is the "why". In the last 5 years, DVRC has helped 143 women and their families to become financially aware and to move toward independence through the Project Hope and Power Financial Literacy program. Thousands of school age children have received education about healthy relationships through partnerships with local schools. Our new ambassador program aims to target civic groups and organizations to increase awareness about the prevalence of domestic violence in our County. Programs like these are the stepping stones needed to achieve our goal of safer neighborhoods and more enriched lives.

Little of the work of DVRC would be possible without the volunteers, donors and supporters of the agency who spread the word every day of the good work being done, who embody the goals and ambitions of the agency and who help fund the programs that will lead us into a brighter future. Thank you for your boundless energy and your unwavering commitment to the vision.

Theresa Skaine,  
President, Board of Directors

*"I came to domestic violence looking for help to cope with my history of rape and violent relationships. Everyone welcomed me with open arms and honestly, I had never before felt so safe and cared for. The staff has succeeded in doing something for me that no one has ever done: feel good about myself. I am getting back my self-respect and esteem. You gave me hope and strength when I had none. I will forever be grateful to this organization for all that they have done and continue to do for my son and me."*

## Maggie Fronk, Executive Director

*Without a sense of caring, there can be no sense of community.*

*- Anthony J. D'Angelo*



From its earliest days, DVRC has evolved based upon the needs of our community and with the generous support of the community. In fact, our agency started back in 1975 when a small group of community members noticed that families fleeing abuse had nowhere to turn for help. Almost overnight a group of volunteers provided a network of safe homes, transportation assistance and donated furnishings to help families break free from abuse. As word spread of this assistance, it just as quickly became apparent that our community's need was far greater than anyone had realized or that volunteers alone could meet . . . and our agency was created to meet this need. Saratoga County has changed quite a bit in three decades; with a 10% increase in population during just the past decade it's the fastest growing community in the Capital Region.

Our staff and board of directors have been working diligently during the past year to:

Solicit feedback on how we can improve our services to more effectively help families in all areas of the County to realize violence-free homes, and

To effect a dramatic paradigm shift in how we approach our mission. We've redefined our goal-- it is not simply to provide the best services we can to help victims, but just as importantly, we need to create the social change needed to END intimate partner violence in Saratoga County.

So we're thankful for the multitude of ways you've helped us to assist victims. And we're proud of the quality services we provided in 2010:

Our hotline answered 2,030 calls (yes, that's almost 6 crisis calls every day)

Our shelter provided 2,567 bed nights of safe emergency housing

Our housing programs provided apartments and support services to 47 women and children as they began new lives free from abuse, and

We provided prevention education programs to 4,732 youth.

But we've raised the bar on our expectations for ourselves. We need to expand our services to every part of our rapidly growing county so that all our community members have easy access to our services. And most importantly we need to work with all sectors of our community to END domestic violence within the next decade. It's an ambitious goal, but with your support we're committed to making it happen!

*If you can dream it, you can do it!*

*- Walt Disney*

A handwritten signature in cursive script that reads "Maggie Fronk".

Maggie Fronk,  
Executive Director

*"Thank you so much for everything you have given me, most importantly a second chance at life and the ability to recover in a safe place where realization of the potential joys of life has actually been possible. Through the caring, time, and attention of the DV staff I know a better life is in store for me and my children."*

## Who We Are

Domestic Violence and Rape Crisis Services of Saratoga County (DVRC) is a 501c3 non-profit organization that assists victims of domestic violence and sexual assault through intervention, safety, healing and justice. The agency provides free and confidential services to all residents of Saratoga County; it is the sole licensed domestic violence support provider in the County.

Domestic Violence and Rape Crisis Services of Saratoga County has been working to improve the lives of individuals in this community for over a quarter of a century. The agency began in the late 1970s as two separate entities providing hotline services to victims. The two joined forces in 1992, the confidential shelter opened in 1995, and has been adding services ever since to meet the growing needs of Saratoga County. It currently has 14 full-time and 4 part-time employees and offers services including:

- **24-hour Hotlines** - domestic violence and rape crisis hotlines available 24 hours a day, seven days a week
- **Shelter** - a comfortable and safe home for women and their children with immediate safety concerns
- **Safe Pet Partnership** - care for pets who need to be temporarily housed while a family is in transition
- **Sexual Assault Forensic Exam (SAFE) Program** - hospital exams performed by specially trained nurses to gather evidence which may be used in prosecution
- **Individual Case Management** - links with community services and resources; accompaniment to important meetings and appearances
- **Counseling and Crisis Intervention** - issue oriented, individual counseling for victims
- **Support Groups for Adults and Youth** - a variety of support and education groups for adults and children
- **Children's Services** - individual and group counseling for children
- **Legal Advocacy** - assistance with family court petitions, criminal court, and police agencies
- **Legal Clinic** - free and private consultation with an attorney
- **Crime Victims Compensation Claims** - assistance with NYS Office of Victim Services, Crime Victims Board compensation claims
- **Project Hope and Power Financial Literacy Program for Women** - an 8 week education and mentoring program designed to give women the skills they need to become financially secure and independent
- **New View Housing Program** - permanent supportive and transitional housing to healing families who would otherwise be homeless
- **Prevention and Education Programs** - education and outreach to schools, community, and professional organizations; community mobilization activities and campaigns



### 100 Women in Purple

Southern Saratoga County Chamber of Commerce

Women in Business Group



## In Our Community

### Volunteers

Volunteers are an essential component of Domestic Violence and Rape Crisis Services of Saratoga County operations and client service. In 2010, seventy volunteers provided 4,700 hours

*Two of our volunteers, Katharine and Maria, each selflessly gave 500 hours of service answering hotline calls from victims of domestic violence and sexual assault in Saratoga County.*

*It is because of people like Katharine and Maria that Domestic Violence and Rape Crisis Services of Saratoga County is known to be ever present and available when and wherever clients need.*

of service, saving the agency over \$38,000. But it's not just a financial benefit. Without volunteers Domestic Violence and Rape Crisis Services of Saratoga County could not possibly provide the 24/7 services it does today - volunteers provided hotline coverage for over 57% of the time.

Of these 70 volunteers, 10 provide legal counsel and 25

provide hotline and office assistance. Thirty-five Soroptimist members work with DVRC staff to facilitate and provide child care during Hope

and Power workshops. Another 30 households renewed their volunteer commitment to foster a pet of a family in shelter.

In late 2010 an Ambassador program was initiated. These volunteers will approach community organizations with information and flyers to open the dialog around the prevalence and impacts of domestic violence.



A Thanksgiving Feast, compliments of the Wilton Kiwanis!

### Community Support

Domestic Violence and Rape Crisis Services of Saratoga County is fortunate to have the support of a very giving community. In 2010 the agency received over 450 Baskets of Hope (gift baskets containing personal hygiene and toiletry items), hundreds of cell phones, 120 handmade quilts and blankets, 175 hats, scarves, and mittens, 260 gift certificates for food, goods and services, holiday food and gifts for over 200 adults and children, over 350 bus passes to transport clients, an assortment of furniture and household goods for clients moving into their own home, as well as 2 new beds for our safe house.

*"I thought when I decided to go into a shelter that I would be sleeping on a cot. When I actually got into the bed it felt like it was hugging me and wrapping me in warmth. I slept better than I have in months!"*

## Events

The agency also benefited from a number of organizations who hosted events in support of victims of domestic violence and sexual assault including:

Chianti Il Ristorante  
 Dine Restaurant  
 Fit 4 Life  
 Impressions of Saratoga  
 Irish Times Restaurant  
 Hair by Jenny Marshall  
 Hannaford Bottle Drive  
 Holiday Inn Saratoga Winterfest Wine Tasting  
 Hot Yoga Saratoga  
 Outback Restaurant  
 Party of Gold  
 Performance School of the Arts Benefit Concert  
 Saratoga County Chamber of Commerce 13th  
 Annual Bartender's Ball  
 Saratoga Springs Yoga  
 Snap Fitness  
 Skidmore Cares Holiday Drive  
 TGI Fridays Clifton Park  
 Tracey Buyce Photography  
 United Way Annual Appeal  
 Wine Bar and Bistro in Saratoga Springs

Countless organizations provided in-kind support of events, from food to fanfare, linens to lighting, gift baskets to professional services. While we cannot list them here we are tremendously grateful and aware that our events would not be successful without their generous help.



Girls Just Wanna Have Fun!  
 Courtesy of Chris Reynolds



Holiday Inn Saratoga  
 Winterfest Wine Tasting



In addition to the DVRC hosted events 'Girls Just Wanna Have Fun' and the 2nd Annual Golf and Barbeque, Domestic Violence and Rape Crisis Services was selected by the Saratoga County Chamber of Commerce and the Saratoga Springs Hospitality Committee to be the beneficiary of the 13th Annual Bartender's Ball. Proceeds of the Ball were donated to the Domestic Violence and Rape Crisis Services safe house - to make repairs and energy improvements. The staff, leadership, and clients of DVRC are tremendously grateful as the cost of upkeep of the shelter would have consumed funds used for clinical programs and therefore reduced the amount of services provided to victims.

## Partners in our Mission

The agency is fortunate to enjoy many, many local business, community groups, and state and federal agency partners in our mission to end domestic violence and sexual assault. These include:

Assemblyman Robert Reilly Salary Fund (through  
The Community Foundation for the Greater Capital Region)  
Bank of America  
Community AIDS Partnership of the Capital Region  
Saratoga Springs Community Development Block Grant  
Emergency Food and Shelter Program  
Hawley Foundation  
Key Bank  
Legal Aid Society of Northeastern New York  
New York State Coalition Against Sexual Assault  
New York State Coalition Against Domestic Violence  
New York State Department of Health  
New York State Division of Criminal Justice  
New York State Hunger Prevention and Nutrition  
Assistance Program  
New York State Office of Children & Family Services  
New York State Office of Temporary and Disability Assistance  
New York State Office of Victim Services  
New York State Temporary Assistance for Needy Families  
New York State Integrated Domestic Violence Court  
Saratoga Casino & Raceway Foundation  
Saratoga County Citizens Committee for Mental Health  
Soroptimist International of Saratoga County  
Stewarts Holiday Match  
Sunshine Lady Foundation  
United States Department of Housing and Urban Development  
United Way of the Greater Capital Region  
Verizon Wireless  
Women's Fund



Stewarts - a long time supporter of healthy kids and healthy families



**Bonacio dons their purple to END domestic violence**  
*Courtesy of Tracey Buyce*

*“You have changed our lives knowing so many people out there care so very much for us! Thank you!”*

# Making an Impact

## Crisis Intervention

Crisis intervention services are those that help victims escape an abusive situation; they are the first step toward healing. Domestic Violence and Rape Crisis Services provides immediate services to walk-in clients, 24/7 hotlines for both domestic violence and sexual assault, a safe and confidential shelter for those fleeing abusive homes, and a Sexual Assault Forensic Exam (SAFE) program supporting victims of rape and sexual assault. As well, DVRC has a network of volunteer pet foster homes who provide safe environments for family pets while their owners are in shelter.

Poor economic conditions in 2010 impacted the level of services requested of domestic violence agencies. Across the state/nation hotline calls were on the rise. Here, in Saratoga County hotline calls increased by 4% to 2030, that's 5-6 calls every day. As well, requests for shelter increased by 13%, to 541 or an average of 10 requests per week. Bednights also increased (by 21%) to 2,567 indicating a longer time was needed for victims to transition to independent living. Our shelter's average occupancy rate in 2010 was 76%, an increase of 19% over 2009.

Through partnership with Saratoga Hospital, and with funding from the NYS Division of Criminal Justice Services, Domestic Violence and Rape Crisis Services provided training to double the number of specially trained Sexual Assault Forensic Nurse Examiners at Saratoga Hospital. Today 14 nurses provide 24/7 availability to support and serve victims of sexual assault and rape - a coverage level unachievable in the past.

Since 2005 we have placed 45 pets in safe foster homes for 1,247 nights while their families are healing. While this may not seem like many, having peace of mind that their pet is safe and comfortable enables victims to focus on their own healing and is a significant contributor to client success.



### **24/7 HOTLINES**

**Domestic Violence**  
**(518) 584-8188**

**Sexual Assault**  
**(518) 587-2336**

*“Thank you so very much for helping to light my darkest days - for continuing to bring comfort and understanding into both me and my daughter’s lives. Because of your continued support, my life and value is improving all the time. You were there when nobody else was, and I will be forever grateful.”*

# Making an Impact

## Support Services

*“DVRC has given me the support and resources to put me and my family in the path of happiness.”*

Support Services are those that assist clients’ return to independence. At Domestic Violence and Rape Crisis Services of Saratoga County these include individual case management, counseling, legal advocacy, financial literacy training, and specialized youth services.

## Case Management

The case management department had a busy year, providing services to 735 guests of our safe house and non-residential clients. Case management services include employment, housing, child care, and public assistance advocacy.

In 2010 forty-six unemployed clients received job offers and went to work to support their families, 14 were promoted at their current place of employment, further increasing their financial independence.

Case management assisted 37 non-resident families to find new, permanent, violence-free homes, a 16% increase over 2010. Of our 93 shelter residents, 73 transitioned to independent, violence-free homes, a 4% increase over 2009.

## New View Housing Program

New View, a DVRC program providing permanent supportive and transitional housing to families who would otherwise be homeless, housed an additional 20 adults and 27 children in 2010. This initiative not only saves Saratoga County significant funds in the effort to reduce homelessness, it also provides support services enabling families to break the cycle of poverty and homelessness and become productive contributors to their communities.



Many, many Loving Hands



Hope delivered in hundreds of baskets!

*“I’d like to give thanks to Domestic Violence and Rape Crisis Services for giving me back my courage and helping me to remember who I am. As well, DVRC encouraged me, and through the New View program, provided me a safe environment to pursue my life with purpose.”*

## Counseling

People often need a confidential and supportive environment to discuss their situation and explore their options. In 2010, 708 victims of domestic violence and/or sexual assault received issue oriented individual counseling enabling them to heal and transition to a life free from fear and violence. This is an increase of 18% over 2009.

*“You have made my hopes brighter. I am very grateful that you have guided me in the right direction when I most needed help. I will never forget it.”*

## Legal Advocacy

*“Thank you. Thank you. You’ve made my life something that 2 years ago I couldn’t even begin to imagine.”*

Legal advocates educate victims and families about the criminal justice processes, provide support and advocacy to clients, and assist victims navigating the legal system. They help prepare family court petitions and accompany clients to court, police agencies, and the district attorney’s offices. They also provide education to clients who are considering obtaining, modifying, or dropping an Order of Protection.

In 2010, 93 petitions for orders of protection, temporary custody or temporary support were obtained by the clients of our legal advocates, a 24% increase over 2009.

In addition to the services provided by staff legal advocates, legal clinics are offered every other week at which attorneys from the community are available for questions free of charge to clients who sign up. In 2010 64 clients attended legal clinics, an increase of 16% over 2009.

## Project Hope & Power Financial Literacy Program for Women



Soroptimist International  
of Saratoga County

Project Hope and Power is an eight week education and mentoring program designed to give women the skills they need to increase their options for independence through financial empowerment. The program is a partnership between Soroptimist International of Saratoga County and Domestic Violence and Rape Crisis Services, and has been helping women reach financial independence since the fall of 2005. The training is offered 3 times each year; there are 8 workshops per session. To date 177 students have enrolled; and 143 have completed the program. The bottom line - these 143 women and their families have acquired and practiced the skills and knowledge needed for them to become financially independent and stable. In 2010 Powering Up, a set of six ‘graduate’ workshops, covering topics from financial goal setting to investing to career movement, was created and offered to women who had successfully completed the Hope and Power program.

*“Domestic Violence and Rape Crisis Services of Saratoga County has been a wonderful help to make me realize I can move on and help me not blame myself any longer. You gave me resources and made me realize that I will and can get through this. The day I came in the hug I received was the beginning of MY NEW BEGINNING and a wonderful support system and friendship.”*

# Making an Impact

## Prevention Education/Community Mobilization/Outreach



Color Me Purple in the park!  
Courtesy of Tracey Buyce

In December, 2010 the Board of Directors created and approved a 5 year strategic plan. One of the components of the plan was an increased emphasis on community education and participation in the efforts to end relationship violence. To succeed at this goal Domestic Violence and Rape Crisis Services will take on more proactive and preventive measures to engage community members in the future.

As a start, in 2010 DVRC offered many prevention programs, participated in the state-wide campaign to raise awareness of domestic violence, helped to lead a local village's effort to identify and address teen sexual violence, and partnered with the Saratoga State Park to provide early intervention to reduce risk of sexual assault at popular concerts.

### Prevention and Professional Education

In 2010, DVRC led workshops on bullying, sexual harassment, date rape and healthy relationships to 4,700 middle and high school students in several school districts throughout Saratoga County. As well, in collaboration with the Prevention Council, DVRC led training workshops for those in public service working with youth.

### D<sup>3</sup>

Initiated out of the Hope and Power and Powering Up curricula, DVRC created workshops around goal setting, savings, debt and expenses, credit, insurance and employment appropriate for middle and high school kids. In 2010 the workshops were given at Captain Youth Shelter and South Glens Falls High School.

### Lunch Bunch

Elementary school students at Division Street School in Saratoga Springs meet with our youth counselor (during lunch!) to develop their social skills. Topics include bullying, self-image, gossiping, and improving relationships.

### Saratoga State Park

The Saratoga State Park and Domestic Violence and Rape Crisis Services launched an innovative sexual assault early intervention program at the park during selected summer concerts. DVRC provided advocates on site for early intervention to reduce the risk of sexual assault among concert attendees. The Park also took vigorous efforts to decrease underage alcohol consumption and over-consumption of alcohol among all concert goers. Per the NYS Office of Parks, Recreation and Historic Preservation, the 2010 season was 'one of the safest on record'.



Everyone can be purple!

# Making an Impact

## Prevention Education/Community Mobilization/Outreach (continued)

### Community Allies

Domestic Violence and Rape Crisis Services of Saratoga County, in partnership with residents and community leaders in the Ballston Spa Area (including the Saratoga County District Attorney's Office, Ballston Spa Central School District, Ballston Area Community Center, CAPTAIN Youth and Family Services, and the Alcohol and Substance Abuse Prevention Council), launched a community mobilization project to involve all community members in environmental strategies to reduce sexual violence. The primary goal of the 'Community Allies' is to engage the entire community in identifying the needs and next steps toward preventing abusive behaviors.

### Color Me Purple



Help bring DV  
out of the shadows

In conjunction with NYS Office for the Prevention of Domestic Violence, Domestic Violence and Rape Crisis Services launched an October domestic violence awareness campaign. The 'Color Me Purple' campaign involved over 60 businesses, civic organizations, and community members from all sectors of Saratoga County in taking a stand against domestic violence and increasing both issue awareness and awareness of services to assist victims.

As part of the Color Me Purple' campaign, Domestic Violence and Rape Crisis Services placed silhouettes around the County reminding all to bring domestic abuse out of the shadows. To date, the silhouettes have been on display at the Southern Saratoga Chamber of Commerce - Women in Business Group Annual Meeting, Clifton Park-Halfmoon Library, Clifton Park Center, Wilton Mall, Saratoga YMCA, and of course, at the Saratoga Springs City Center for the Bartender's Ball in February, 2011.

### Awards

- Recognized by United Way for staff Gold level giving
- Liberty Bell Award received from the Saratoga County Bar Association
- National Sunshine Peace Award to Maggie Fronk (from the Sunshine Lady Foundation)
- Color Me Purple - Office for the Prevention of Domestic Violence recognition of the Saratoga County campaign
- Received the Junior League of Schenectady & Saratoga's past Presidents' Volunteerism Award

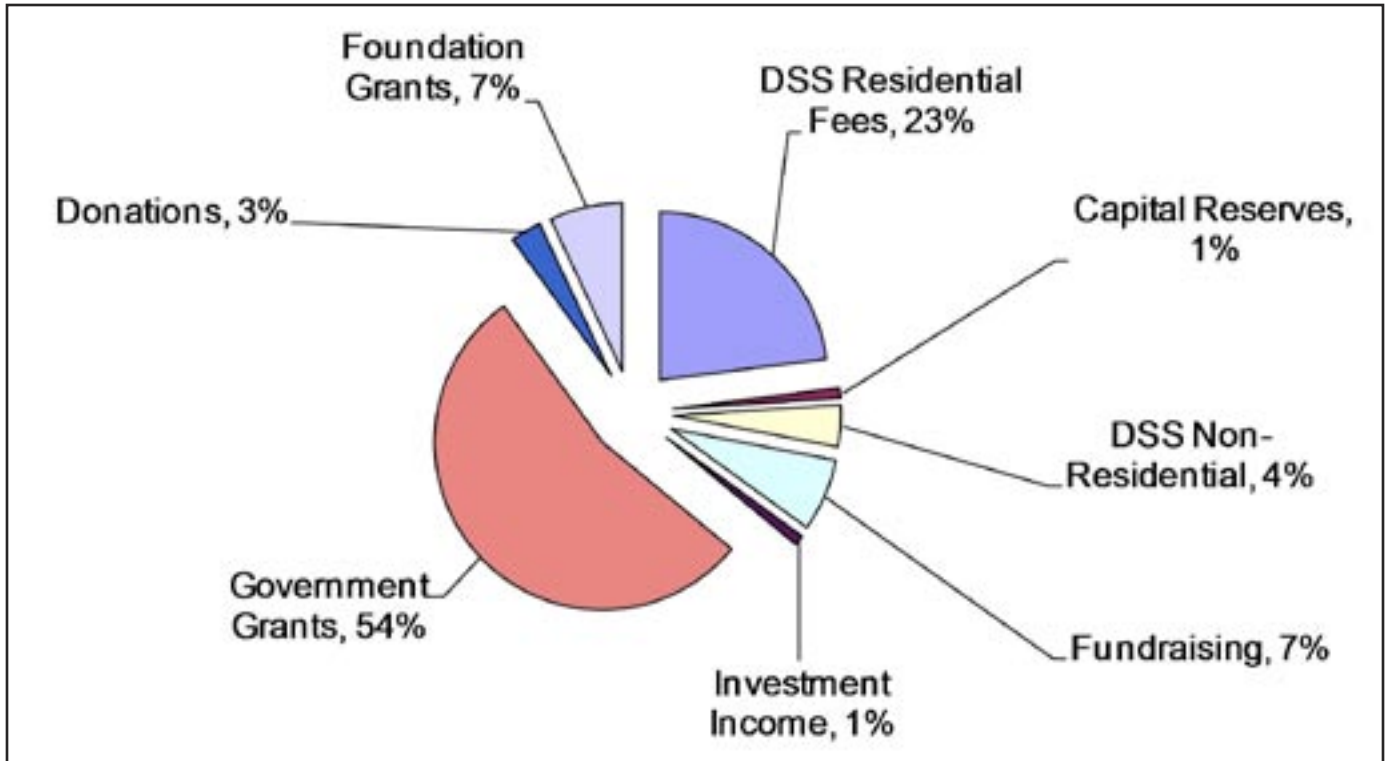


The DVRC team receives the Liberty Bell Award



Doris Buffet grants Maggie the Sunshine Peace Award

## Financials ..... 2010 BUDGET \$928,957



*"The work that Domestic Violence and Rape Crisis Services does in our community with a goal of putting an end to domestic violence and sexual assault is invaluable. How could I not support its efforts to help victims put their lives back in order and to help make our community safer, stronger and a better place to live? I'm grateful that DVRC exists and will continue to do all that I can to support its mission."*

Jo Ann LeSage Nelson  
Vice President, Pierce Communications  
and a DVRC supporter since 2008

*"Things like this give hope to others"*

### **Domestic Violence and Rape Crisis Services of Saratoga County**

480 Broadway LL20      Saratoga Springs, NY 12866  
Phone (518) 583-0280      Fax (518) 583-2215  
E-mail [dvrc@crisny.org](mailto:dvrc@crisny.org)  
[dvrcsaratoga.org](http://dvrcsaratoga.org)