

# ANNUAL REPORT

JULY 2019–JUNE 2020



**SHELTER**  
FOR HELP IN EMERGENCY

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working to end domestic violence in our community

P.O. Box 1013, Charlottesville, Virginia 22902

[www.shelterforhelpinemergency.org](http://www.shelterforhelpinemergency.org) • [info@shelterforhelpinemergency.org](mailto:info@shelterforhelpinemergency.org)

Community Outreach Center: (434) 963-4676

24-hour Crisis Hotline: (434) 293-8509

CELEBRATING

40  
years



**1,633**

hotline calls  
answered by experienced  
staff and trained volunteers



**214**

adults & children  
were given  
emergency shelter



**5,127**

nights of safety  
provided

The Shelter offers a variety of services designed to empower victims of domestic violence and create a community of support.

**24-hour hotline and safe shelter** for those in immediate need of support and a safe place to stay.



### COVID-19

During the uncertainty of the COVID-19 pandemic, the Shelter for Help in Emergency remained dedicated to providing emergency services for victims of domestic violence and kept our doors open to assist those in need. We experienced a significant increase in demand for services, especially the 24-hour hotline, requests for shelter, legal advocacy, and counseling.

The Shelter took measures to promote the safety, health, and well-being of its clients, staff, and the community through the implementation of new procedures for masking and sanitizing, limiting visitors and donations, utilizing hotel space for safe shelter, using a telehealth platform for connecting with clients and each other, and creating policies to assist staff in navigating the new normal.



Support Group Painting

Artistic expression helps clients heal from trauma, develop coping mechanisms, and find confidence through their creativity.

**Support services** for individuals and families experiencing domestic violence, including counseling, case management, legal advocacy, Spanish-language outreach, and child/teen youth programs.



**271**

outreach  
clients

who did not stay  
in our residential  
facility, but received  
counseling, legal  
advocacy and  
support services

The Shelter for Help in Emergency was asked to participate as a placement site for first year medical school students from UVA as part of their required course **Social Issues in Medicine (SIM)**. The course introduces new med students to the social determinants of health outside of the hospital, as well as community resources to meet the needs of their patients. Through the service learning component at the placement site, the Shelter helped to nurture compassion and an ethic of service in these future physicians. Students worked on five projects, including tabling at the Medical Center on “Health Cares about Domestic Violence” Day in October, helping clients integrate healthy recipes into their diet based on foods available from WIC and local food banks, and producing three podcasts on health-related topics (available on the Shelter website).

“I am a survivor, no longer a victim; a successful, happy woman, not a piece of property; and I’m healing instead of dying.”

(Shelter client)



Es un centro donde realmente recibes ayuda y te tratan bien te hacen sentir que no estas sola y que estaran ahi siempre para ayudar. Gracias.”

(Support Group Member)

*Translated:*

“This is a place where you don’t feel lonely, you really feel the staff is there to help you, make you feel better and are always available when you need them. Thank you.”



**21.37**

average

number of hours  
of supportive services  
provided to adults and  
children seeking help

## Education and volunteer opportunities

for community members who wish to learn more about domestic/intimate partner violence or become involved in community solutions.

“I love what this organization stands for and I believe that being a part of it will make me a better physician in the future. I wanted to thank you and everyone else at SHE that has made me feel at home and helped me become an ally for survivors of domestic abuse.” (Shelter Volunteer)



**250**

number of  
volunteers  
across the agency

**6,826**

volunteer hours

## Teen Connections

The Prevention Program partnered with Planned Parenthood to facilitate “Teen Connections”, a program focused on empowering youth by providing information on healthy relationships and healthy sexuality. Participants connected with other people their age to discuss/learn more about topics including informed decision making, healthy vs. abusive behaviors, sexual health education, consent, and self-care. The group was made up of high school students from four different localities (Louisa, Fluvanna, Charlottesville, and Albemarle). Despite the virtual setting challenges, group members did an amazing job of creating an environment where ideas and questions could be shared and explored safely, and the program was successful.



**746**

area youth  
reached  
through our  
prevention  
efforts

**In the post-group feedback survey of Teen Connections, 100% of all participants felt that the facilitators showed respect towards group members and that they did not feel judged by other group members.**

## Online donors' words of encouragement

“You all are amazing and inspiring and strong and powerful. I am humbled by all of you.”

“I am deeply appreciative of the work that you are doing for our community.”

## Community Engagement

- Teen Dating Violence Awareness Month
- Mother's Day Campaign
- Golf Tournament
- Health Fairs
- Community Festivals
- Domestic Violence Awareness Month
- Candlelight Vigil
- PEACE Project
- 5k Run/Walk
- Adopt-a-Family
- Supplies Drive

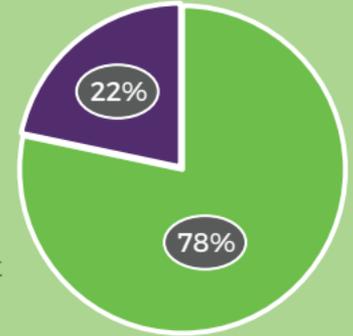
## 40 Years of Service to the Community

Since 1979, the Shelter for Help in Emergency has been the only agency in the area dedicated to providing comprehensive, trauma-informed services to adults and children who are victims of domestic violence. The program has evolved over the years in response to the needs of individuals and the community, addressing domestic violence issues from multiple angles. Building on the 24-hour hotline and the safe haven provided by the residential facility, we have strengthened our ability to offer solutions that truly change lives for the better—both for individuals and for the larger community.

## Expenses

(\$1,342,344)

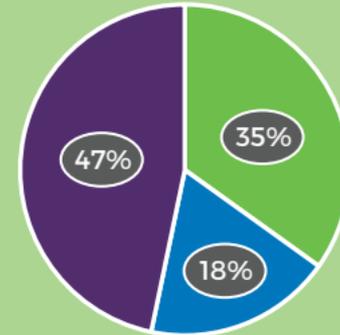
- Residential & Outreach Programs (\$1,051,138)
- Program Support (\$291,206)



## Income

(\$1,342,344)

- Donations (\$468,042)
- Local Government Grants (\$247,175)
- State & Federal Grants (\$627,127)





I have been supporting efforts to end domestic violence for more than twenty years. After moving to Charlottesville I was introduced to the Shelter for Help in Emergency and was immediately impressed by their leadership and commitment to our community. SHE is an exceptional organization that shares my belief that protecting and caring for the most vulnerable is essential to the health and well-being of our society. Unfortunately during this challenging time domestic violence is trending dramatically upward. I am grateful there is an organization like SHE who understands how to assist during these difficult times and I am grateful that I can support them.

— Amy Franze, Volunteer, Donor and Board Member



## PLEASE JOIN US!

Consider giving freely of your time, talents and treasure.  
For more information on what you can do to help, please call the  
Shelter's Community Outreach Center at **434-963-4676**.

**Offering peace, hope and safety to those experiencing domestic violence.**

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