



# 2020 ANNUAL REPORT



*Family Crisis Resource Center, Inc.*



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# A MESSAGE FROM OUR DIRECTOR

Can you address 2020 without focusing on COVID-19? While the pandemic permeated through our world for just the last quarter of FCRC's Fiscal Year 2020, it certainly felt like several years crammed into one! We dare to suggest that not everything circled around COVID-19 and the bulk of this report highlights the services available to the community throughout the year. For more specific information on FCRC's COVID-19 response, see page 12.

We met our challenge of movement and growth from last year. In addition to our core services, we expanded the counseling department, awareness effort continued to grow, perpetrator services provided excellent intervention, and adolescent prevention work expanded to reach more youth in our community. Our community members continued to support survivors through a variety of donations, activities, and volunteerism. And local, state, and federal governments and foundations yet again showed through grant support the stance that intimate partner violence and sexual violence are serious issues and deserving of intervention and prevention.

Despite my introduction, I will bring it back to COVID-19 to close. This annual report is dedicated to the survivors struggling with the multiple and pervasive impacts of COVID-19 and trauma, along with the dedicated employees who persisted in finding creative ways to support these survivors during a challenging time. The coming year will be different and unpredictable, but I have no doubt that FCRC will be here to continue our important mission.

In Health,

Sarah L. Kaiser, MS  
Executive Director

Family Crisis Resource Center, Inc. has a mission to assist victims and survivors of intimate partner violence, rape, sexual assault, sexual abuse, child abuse, and stalking, as well as to prevent these crimes from occurring in our community.

We have a long-term vision of living in a community in which intimate partner violence and sexual violence are extremely rare.

## OUR PURPOSE

## GUIDING PRINCIPLES

Safety

Accessibility

Continuum of  
Care

Empowerment

Privacy

Confidentiality

Trauma-  
Informed

Cultural  
Competence

Collaboration

Perpetrator  
Accountability

Prevention

Ethics

# REVIEWING FY20

“We can change the world and make it a better place. It is in your hands to make a difference.”

-Nelson Mandela



592 individuals were served through core victim services

210: Monthly average calls to the hotline

43 domestic violence victims provided with legal representation for protection order hearings

204 individuals utilized counseling services

320 adolescents participated in prevention and education groups

Intimate partner violence and sexual assault is a serious public health problem that affects millions of Americans. This violence doesn't discriminate. We feel safer when we think it happens somewhere else to someone else. In reality, domestic violence and sexual assault occurs in our neighborhoods and in our families. Anyone can be a victim, regardless of race, age, ethnicity, sexual orientation, or economic status. Three common take-a-ways from research lead us to recognize

- ✓ Intimate partner violence is common
- ✓ Physical and sexual violence often starts early
- ✓ It is preventable

Strategies to promote healthy, respectful, and nonviolent relationships are an important part of prevention. Programs that teach young people healthy relationship skills such as communication, effectively managing feelings, and problem-solving can prevent violence. These skills can stop violence in dating relationships before it occurs. In addition, we have to make a plan to intervene, and hopefully diminish, repeated acts of violence by adults that perpetrate violence.

Education and prevention work has been a necessary and invaluable asset to our programs and services at FCRC for years. Staff have worked diligently to meet the ever-changing and growing need in an effort to lower community rates. Introducing new ideas and intervention methods, cementing solid community partnerships, and expanding our reach – staff continue to work to ...

**PREVENT VIOLENCE IN OUR  
COMMUNITY**



# SCHOOL-BASED PROGRAMS GROW

"I have appreciated the encouragement that this program have been for my students. As a first year Project Y.E.S. (youth experiencing success) coordinator I was impressed with their emphasis on creating positive self images and maintaining healthy relationships that reinforced my individual conversations with my students. They always welcomed other points of view (even if flawed) and were able to provide "thinking" points that students could consider. Thank you for your interest in my kids!"

- Doris Wheeler  
Y.E.S. Coordinator  
Fort Hill High and Washington Middle Schools

"I think Girls Empowerment is a safe place to talk and teaches us ways to let our feelings out in a positive way."

- Student Participant  
Junior at Center for Career / Technical Education

Witnessing abuse carries the same risk of harm to children's mental health and learning as being abused directly. Researchers estimate that between 4.5 million and 15 million children are exposed to physical violence in the home (CDC).

School-based prevention programming, through partnership with Allegany County Public Schools Project Y.E.S. and After-School Coordinators, promotes a culture of respect and nonviolence with children and youth. Staff focus their dialogue with students to explore and address behaviors and risk-factors children have been exposed to as well as set a solid foundation to prevent future violent behavior.

Staff focused over the last year to expand the program's reach – and were able to secure a new addition of West Side Elementary School's 5<sup>th</sup> grade classroom to their program. With that addition, staff are now reaching the following locations across Allegany County:

High School: Allegany, Fort Hill, Mountain Ridge, Center for Career/Technical Instruction, YMCA Family Center Digital School

Middle School: Braddock, Washington, and Westmar

Elementary: West Side (5<sup>th</sup> grade)

Reviewing outcome measures, student participants self-reported an average of 95% overall increase in subject learning by the final quarter of FY20. In addition, after noting the improvement, Westmar Middle School started an additional group to target early intervention with high truancy students.

# ABUSE INTERVENTION PROGRAM: NEW BEGINNINGS

The Abuse Intervention Program (AIP) confronts what is often a lifelong pattern of thinking, rationalization, denial, and behaviors that lead to violence and other forms of intimate partner abuse.

AIP challenges its participants to view their use of violence as a choice, not an uncontrolled reaction to their past, their partner, and/or their addiction(s). AIP participants are exposed to tools for non-violence and are expected to begin to think critically about their behavior in relation to how it is impacting their children, their partners, and themselves. The program is certified through the *Governor's Family Violence Council*.

During FY20, 21 of out 23 *clients* who successfully completed stated they would refer the Abuse Intervention Program to others and of those who successfully completed AIP, 96% had not reoffended within the year.

"Being in a small community, like Allegany County, means you often see the same families struggling with the same issues year after year. The Abuse Intervention Program has been an invaluable tool for a good number of families. I see marked difference in the behavior of AIP participants over those who chose not to participate. The lower recidivism rate among participants is noticeable, and I personally know couples who attest that their relationship is stronger because of participation in AIP."

- Josh Kelty, Assistant State's Attorney



# AWARENESS & EDUCATION EFFORTS

During FY20, awareness and community education efforts continued to address the need for victim support and societal change. Staff engaged with area youth and student organizations for grassroots efforts. Our Domestic Violence Awareness Month outreach in October grew – with local businesses supporting the cause. In April, we shifted our impact for Sexual Assault Awareness Month through media campaigns and even began a blog section on our website to reach those who may be afraid to call as well as further educate our followers. Finally, we designed a billboard to remind our community – even in unprecedented times – we remain committed to serving.



# ADJUSTING SERVICES DURING COVID-19

***WHEN QUARANTINE  
ISN'T SAFE:  
HELPING VICTIMS OF  
DOMESTIC ABUSE  
DURING COVID-19***

Abuse is about power and control. Many times, while survivors are in an abusive home, they find respite in daily routines; i.e. while abuser is at work, taking the children to and from school, running errands etc. When survivors are forced to stay in the home or near their abuser more frequently, an abuser can use any tool to exert control over their victim, including a global health pandemic such as COVID-19.

As the impact of COVID-19 grew in our community, FCRC focused on re-organizing and adjusting to continue meeting client needs. Staff quickly began researching and setting up remote digital platforms to continue meeting with clients and supporting survivors. Hotline staff shifted to working remotely and emergency funding was secured to support hotel sheltering. While many public services began shutting down, our services remained running – just in a new manner.

We remain still (always) here for you.

OUR PURPOSE REMAINS TO GIVE OUR CLIENTS THE SUPPORT THEY DESERVE - WHERE THEY ARE MET WITH COMFORT, COMPASSION, AND ACCEPTANCE.

WE UNDERSTAND THAT CHANGE TAKES TIME, KINDNESS, AND PATIENCE WITH OURSELVES.

WE STRIVE TO BE A PLACE WHERE YOU CAN FIND HEALING IN THE FREEDOM TO MAKE YOUR OWN CHOICES AND STRENGTHS ARE DISCOVERED - MANY OF WHICH YOU HAVE HAD ALL ALONG.

WE'LL WORK TOGETHER TO FIND HOPE FOR A FUTURE THAT BRINGS YOU HAPPINESS, PEACE, AND LOVE. YOUR COURAGE IS OUR MOTIVATION!





Community:

A big, strong circle of helping hands; There when you need to be heard, accepted, and loved.

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We appreciate the generosity and commitment of our donors. You are the heart and soul of FCRC's victories as well as part of the collective vision of moving toward a safer community for all.

Donors come to us from all walks of life and give in a variety of ways.

- ✓ Dr. Steve Hartsock provides supervision and over-sight to our clinical staff weekly.
- ✓ Jennifer Holloway of LadyBug Boutique donates new clothing every quarter to our shelter residents.
  - ✓ Local churches provide monetary donations.
- ✓ Cumberland City Police recognized FCRC as a "Hometown Hero", which granted us a scholarship from Modern Woodmen Fraternal Financial.
  - ✓ Blue Cross Blue Shield provides toiletry bags for shelter residents.
  - ✓ Mrs. Carol Cleveland supports Christmas for families annually.
    - ✓ And many, many more!!!





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