



# 2019 - 2020 ANNUAL REPORT



# **SINCERE THANKS TO OUR DONORS WHO SUSTAIN US AND THE BOARD OF DIRECTORS WHO GUIDE US.**

*Thank you to all those who joined us in our 75 years of changing and saving lives! Your donations and service have helped survivors of domestic violence and sexual assault receive the necessary programs and resources to find healing and hope.*



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# Year In Review

## Letter from the President of the Board of Directors

November 2020

The past fiscal year has been replete with change, both intentionally sought – key strategic initiatives to improve efficiencies; and the unexpected – a global pandemic. It has also been a year of great celebration as we paused to recognize YCC's 75th anniversary serving individuals and families across Northern Utah communities. A variety of mediums were used to express our gratitude and to honor those individuals who played a significant role over the years in moving our mission forward – To "save and change lives" by working to prevent and alleviate domestic violence, sexual assault, and homelessness by providing safety, services, and resources.

While reflecting on the many events from this past year a common thread emerged "PPP". No, not the commonly referenced government business loan program. I'm referring to People, Passion, and Perseverance. YCC has been richly blessed over the years by many selfless, supportive, and caring "people" within our community. Their unwavering support, "passion", and "perseverance" have made YCC what it is today – a safe refuge and vital resource to those in need. This same passion and perseverance have enabled the YCC to effectively adapt to, and manage through, the continually changing environment fueled by the pandemic. Margaret Rose and her leadership team effectively implemented new policies and procedures to ensure a healthy and safe environment for staff, clients, volunteers, and community partners. Management is currently working to address negative trends in both demands for services (up), and financial support (down). However, as we've experienced time and time again, people within our community unexpectedly step up, providing much needed, timely financial support.

YCC remains fiscally sound and compliant with all local and federal regulations. We are in good hands with very caring, capable, and dedicated management, staff, and volunteers.

On behalf of the board of directors, thank you. Thank you for your ongoing support and for entrusting us to provide vital lifesaving services within our community. Our collective passion and perseverance will see us through this difficult time, and into the future.

Please stay healthy and safe.

*Jason B. Thompson*

Jason B. Thompson



# Letter from the Executive Director

November 2020

Dear Friends,

As many organizations have faced a year of unprecedented challenges, YCC is no different. 2019-2020 marked our 75th year of serving the communities of Ogden, Weber County, and Northern Utah, and we have, perhaps, faced our most difficult. After starting the year with celebrations, a terrific gala, new programming, and some upgrades to YCC facilities, we made the decision to adjust services to mitigate and manage the Coronavirus pandemic that affected all of us.

I want to assure you that the organization is solid, stable, and functioning well. However, the demands and challenges related to the Coronavirus pandemic have absolutely taken a toll in many ways. Revenue shortfalls due to the temporary closures of our child care center and thrift store set us back significantly. Some foundations re-directed giving away from YCC toward specific Covid-19 efforts. Individual and business support decreased as people held tightly to their limited or uncertain funds. But the real story resides, as always, with our clients.

I am proud to share that the Victim Assistance Center shelter remained fully staffed and open every single day. Numerous precautions were installed to maintain a safe and healthy environment for both clients and staff. As we know, abuse does not stop for a virus. But few could have predicted what we have seen over the last several months. The demand for services due to the increase in domestic violence is dramatic. Individuals and families trapped at home with the abuser have created an epidemic of violence within the pandemic. Please take a look at just one indicator of this new reality: our crisis line calls, which you'll find on page 8. Behind each call is a person, a family in need of supportive services. You can imagine the demands on staff. We are equipped to manage the "average" number of calls throughout the year, but not four-fold... and yet, our staff continues to show up each and every day to counsel, support, intervene, advocate, educate, and provide shelter and safety. Our housing programs, sexual assault victim assistance, support groups, child care, and administrative work all continued in virtual and hybrid ways so that we could serve the community. It's why I am so proud, in this 75th year, to lead YCC.


I am grateful to each of you for seeing the need in our community and thank you for joining us as a partner. It is YOU - our friends, family, neighbors, governing bodies, and community partners who make this critical work possible. Your kindness and generosity of money, time, goods, and spirit all contribute to making YCC the sanctuary it is for so many. Please continue to join us in this important work.

Sincere thanks,



*Margaret Rose*





*"The YCC helped me find the resources I needed to protect my daughter and me. The self-esteem classes taught me self-confidence and how to become more self-sufficient. YCC provided business clothing and shoes for job interviews, which helped me represent myself better and obtain fulltime employment. YCC saved and changed my life."*



# OUR MISSION & VALUES

The mission of YCC Family Crisis Center is to ***save and change lives*** by working to prevent and alleviate domestic violence, sexual assault, and homelessness by providing safety, services and resources. Our programs support and enhance the quality of life for all individuals and families by providing advocacy and education to find hope on the road to self-sufficiency.



## Empowerment

Increasing the strength of individuals and families through honoring their choices. Creating opportunities that allow individuals to overcome obstacles and discover their own personal strength and abilities.



## Fulfillment

Helping individuals and families reach their full potential by finding purpose and value in life, while building on the inherent worth of every person.



## Advocacy

Standing with and supporting those in crisis by helping them meet their needs as they progress toward safety, security, and self-sufficiency.



## Compassion

Using an empathetic and non-judgemental approach toward disadvantaged individuals and families. Showing genuine concern for their unique barriers and circumstances.



## Education

Providing opportunities for learning, personal growth, and self-awareness. Sharing knowledge to improve life skills, attitudes, and motivating individuals and families to move toward self-sufficiency.



## Collaboration

Working in conjunction with local agencies to provide resources to multiply our social impact. Bringing unified action in the community to help individuals and families in crisis.

# **YCC FAMILY CRISIS CENTER SERVICES**

## **Victim Assistance Center**

**Shelter Services**

**Crisis Hotline**

**Sexual Assault Program**

**Protective Orders and Criminal Justice Assistance**

**Education and Outreach**

## **Housing Assistance Center**

**Housing Assistance**

**Senior Lifecare Program**

## **Child Care Center**



# Victim Assistance Center

## Shelter Services

The Victim Assistance Center provides safe shelter for individuals fleeing domestic violence and sexual assault. The shelter has the capacity to hold up to 61 survivors at any given time, providing them with food and clothing to meet their immediate needs, along with case management, advocacy, and crisis counseling.

- **438** victims of domestic violence and sexual assault were provided shelter, including **237** women, **10** men, and **191** children, totalling **12,014** bed nights.
- **10,719** meals prepared for the shelter residents by kitchen staff.
- **50** families and individuals transitioned into their own home with the assistance of our Aftercare Program.







# Crisis Hotline

The YCC 24-hour crisis hotline is staffed at all times by trained intake specialists who provide support to individuals in crisis, determine shelter eligibility, initiate Lethality Assessment Protocols, and dispatch domestic violence and sexual assault advocates when requested by law enforcement.

- **5,657 hotline calls**

## Sexual Assault Program

The Sexual Assault Program provides 24-hour crisis intervention and on-scene advocacy for victims of rape and sexual assault. A healing path for those affected by this devastating crime includes support groups, individual case management, and therapy provided at no cost to survivors.

- **202** rape and sexual assault victims were provided advocacy and case management.
- **168** emergency responses and crisis interventions upon victims' requests.
- **Provided** advocacy at **65** Code R exams.
- **45** psycho-educational support groups were conducted, reinforcing positive life skills and healing techniques.
- **963** hours of free therapy provided to rape and sexual assault survivors.

*"I feel supported by the teachers and people at the YCC (before coming here I felt I had no support, no one standing with me). I have learned so much and it has given me strength and hope to face this darkness in my life, and feel that I can be free of the pain and abuse. I see hope that I can have a life where I am safe, where I feel love."*



# Protective Orders and Criminal Justice Assistance

The Domestic Violence Victim Advocacy Program consists of 3 full-time advocates and a team of volunteers who assist individuals affected by intimate partner violence and stalking. Advocates are available to respond on the scene when requested by law enforcement or hospital personnel. Through collaboration and referrals from local prosecution and law enforcement agencies, the advocates and volunteers are available to provide confidential safety planning and protective order assistance along with support in navigating the civil and criminal court processes. They also coordinate follow up for victims who have been determined as high risk for homicide through the Lethality Assessment Program (LAP) and provide training to law enforcement.


- **1,040** individuals served through various types of victim advocacy assistance.
- **409** on-scene, in person, and telephone emergency responses at hospitals, police departments, and victim's homes provided by advocates.
- **184** individuals were assisted in filing a protective order with the 2nd District Court.
- **766** hours of court attended by advocates with victims requesting protective orders.
- **402** lethality assessment screens received from law enforcement personnel.
- **Partners** in this program include Weber County Sheriff's Office, Ogden City Police Department, Roy City Police Department, Riverdale Police Department, Harrisville Police Department, North Ogden City Police Department, Utah Transit Authority, and Weber State University.

## Education and Outreach

YCC's Outreach Specialists provide case management to community clients along with domestic violence and parenting classes in both Spanish and English. In addition, child advocates facilitate groups for children affected by domestic violence. They are continually striving to teach about and promote safe and healthy relationships.

- **405** individuals seeking crisis intervention and resources as walk-ins received immediate assistance.
- **177** individuals entered our outreach program for case management and domestic violence classes.

- **168** domestic violence education groups were provided for both community and shelter clients, with a total attendance of **763**. These included women's, men's, and Spanish DV support groups, along with one Spanish language parenting class.
- **56** psycho-educational groups provided by our Child Advocate to children who have been exposed to domestic violence with **185** in attendance.
- **123** hours provided by our Open Gym After School Program for children between the ages of 6 and 12 to play, learn and get assistance with homework.
- **216** children in attendance during Open Gym summer hours.
- **144** presentations from our Sexual Assault Prevention Specialist to youth regarding healthy relationships.
- **2,439** students attended Sexual Assault Prevention presentations in high schools, middle schools, faith organizations, and community youth organizations.
- **41** youth participants in the Youth For Change teen prevention classes since July of 2019.



*“The classes at YCC have helped me to see clearly through the fog of confusion I have been living in for the past 20 years. It has helped me to put words to what I have been experiencing, something I have not been able to explain until now.”*

# Housing Assistance Center

## Housing Assistance

Clients in the Housing Assistance Center all participate in domestic violence and budgeting classes. A full-time case manager works intensively with individuals to help increase their income and gain permanent housing.

- **14 Families** (14 adults & 30 children) participated in Rapid Rehousing services in the COC funded Rapid Rehousing Program. This program included furniture, household items, food, clothing, and assistance with medical needs. 100% of clients were housed in a permanent and stable placement, which they were able to maintain after rental assistance ended.
- **14** unaccompanied adults (adults without children) participated in Rapid Rehousing services in the COC funded Rapid Rehousing Singles Program. This program included furniture, household items, food, clothing, and assistance with medical needs.
- **9 households** (9 adults and 4 children) engaged in housing services through the Permanent Supportive Housing Program. This program included furniture, household items, food, clothing, and assistance with medical needs.
- **40 Families** (152 family members) engaged in TANF Rapid Rehousing services. This included rental deposit, utility deposit, and rental assistance for up to 4 months.
- **272** diversion conversions were completed throughout the year. Out of these, 140 conversations led to successfully diverting households from homelessness. The diversion program utilizes staff expertise regarding services and resources available to help clients.

## Senior Lifecare Program

- **110** clients in **82** Households were supported.
- **98** critical minor home repairs were made.
- **38** referrals were made to partner agencies in our community to better meet client needs.
- **6** new clients were welcomed into the Senior Lifecare Program.



# Child Care Center

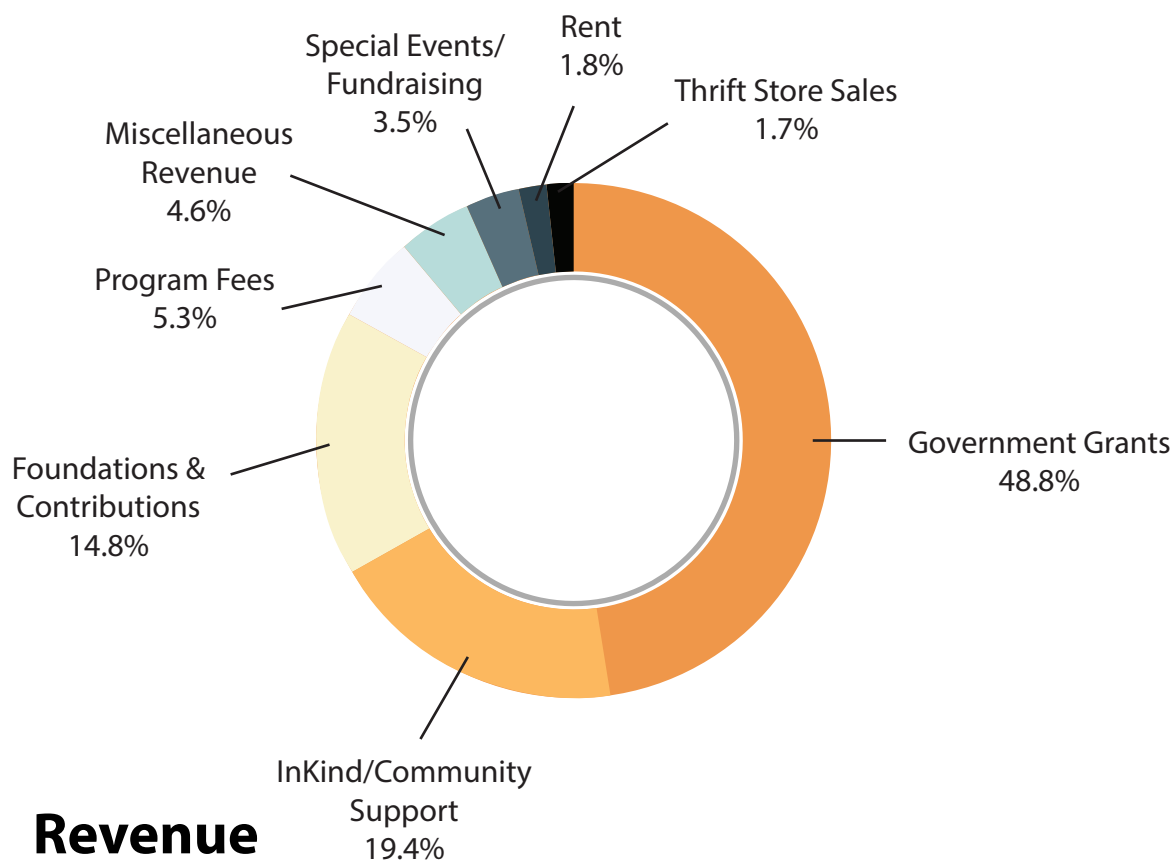
## Child Care Center

YCC Child Care Center is licensed for 50 children through the State of Utah. The program consists of six child care workers and the Child Care Manager. YCC offers a structured program for children in crisis and is available to children in the community.

- **321** children from the community participated in the program while learning in a safe and healthy environment.
- **56** children from the domestic violence shelter found friendships, safety, and opportunities to play in the Child Care Center.
- **1** child from the Housing Assistance Center joined new friends.
- **10** children from Child Care participated with our on-site partner, Head Start for early educational opportunities.
- **17,930** nutritional meals served to the children in the Child Care Center and Head Start Program as well as staff and volunteers by Food Preparation Specialists and assistants.
- **Farm-to-table** fruits and vegetables increased over the last year.

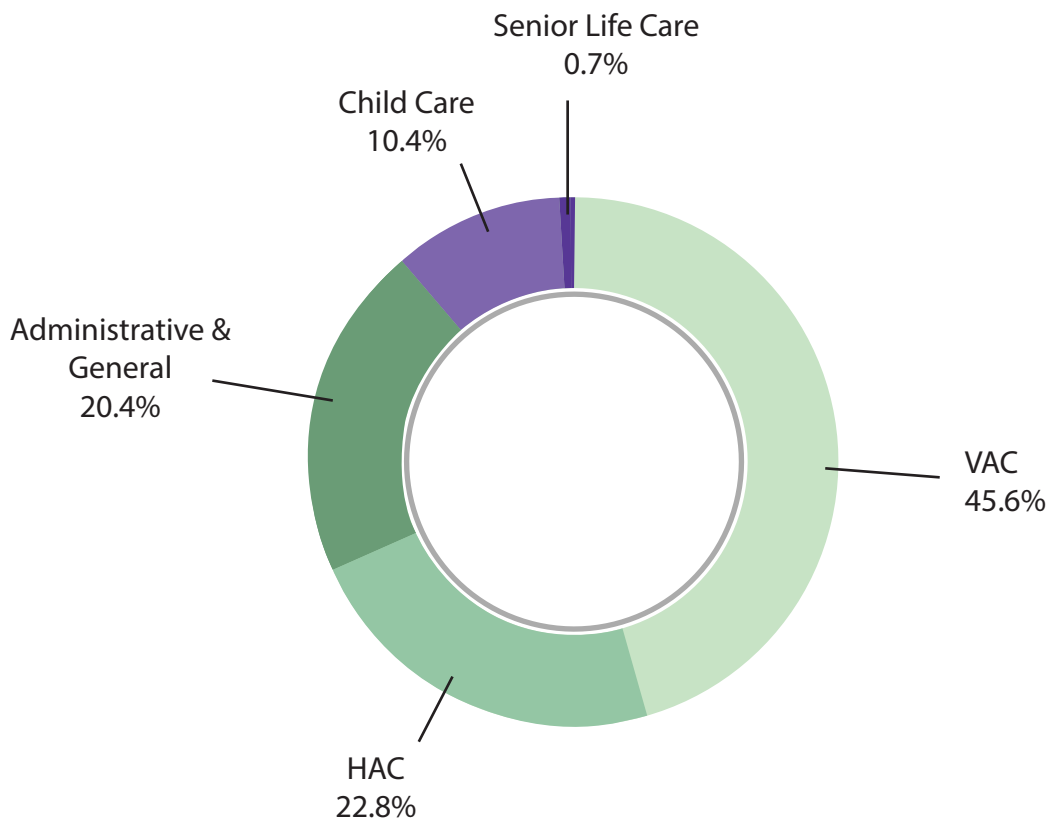


# Financial Statement



Government Grants	\$1,694,906
InKind/Community Support	\$675,323
Foundations & Contributions	\$513,145
Program Fees	\$185,392
Miscellaneous Revenue	\$160,865
Special Events/Fundraising	\$120,013
Rent	\$63,980
Thrift Store Sales	\$59,537
<b>Total Revenue</b>	<b>\$3,473,161</b>

\* The period of reference for this report is YCC Family Crisis Center's fiscal year (July 1, 2019 - June 30, 2020). Every attempt has been made to provide an accurate listing in this report. Should an error be noticed, please contact our office at 801-689-1706 so the error can be corrected.



## Expenses

Victim Assistance Center (VAC)	\$1,215,241
Housing Assistance Center (HAC)	\$606,781
Administrative & General	\$543,627
Child Care	\$276,894
Senior Life Care	\$19,911
<b>Total Expenses</b>	<b>\$2,662,454</b>

## Statement of Financial Position

Total Assets	\$4,498,049
Total Liabilities	\$138,048
Net Assets	\$4,360,001

# YCC FAMILY CRISIS CENTER

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