

ANNUAL REPORT

JULY 2020–JUNE 2021



SHELTER
FOR HELP IN EMERGENCY

working to end domestic violence in our community



P.O. Box 1013
Charlottesville, Virginia 22902



www.shelterforhelpinemergency.org



info@shelterforhelpinemergency.org



Community Outreach Center: (434) 963-4676
24-hour Crisis Hotline: (434) 293-8509

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.



2,392

hotline calls
answered by
experienced staff and
trained volunteers



250

adults & children
were given
emergency
shelter



4,096

nights of
safety
provided



Service Delivery in the age of COVID-19

As the COVID-19 global pandemic continued into 2021, the Shelter responded to the urgent need to provide safety—for clients, staff, and volunteers—by shifting our model of service delivery. We moved to a hotel-based system for emergency housing and a virtual platform for our advocacy services. National statistics indicated that the isolation of the pandemic increased the risk of violence in abusive relationships, and the Shelter experienced a 60% increase in hotline calls and higher than usual requests for safe shelter during this time.

What we all thought would be a short-lived inconvenience, turned out to be a long-term shift in how we interact with the world around us. Using creativity to adapt, the Shelter is taking what we've learned to deepen and strengthen our programs and services. All clients and volunteers are onsite allowing us to return to small, in-person interactions providing more personalized services. As essential workers, Shelter staff were moved into the 1B category for vaccinations and are 95% vaccinated which gives us the opportunity to do in-person work as safely as possible.

“Thank you so much for helping us get out of that life we were in!!!” (Shelter Client)





132

outreach
clients

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

6

adults &
children

*stayed in our
transitional
housing program
for **503** nights*



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

Collaborations

With the generosity of a family in our community, we added another unit of transitional housing to offer clients seeking support beyond their 6-week stay in our emergency shelter. Clients needing a 6–24 month rental to successfully get on their feet are welcomed here. Our first family moved in this spring and is enjoying calling this “home”.

Our Community Access Collaboration began with the award of a 3-year Federal Department of Justice Office on Violence Against Women grant with the mission of developing more accessible services for victims of domestic and sexual violence who are Deaf and/or Hard of Hearing. As the lead agency, the Shelter works with grant partners to identify gaps and needs in services and develop a strategic plan to address these in culturally appropriate ways.

“I want to thank you all again for all of the help, encouragement, and support. I don't know how I would've gotten to this point without all of you. You all have been such a blessing to me. Because of you, I know I can do this and will do this. Thank you so much.”

(Shelter Client)



I volunteer
with the

Shelter because I am passionate about being a source of support for victims of domestic violence. The Shelter makes it so easy to enjoy what I do, and I love that I am surrounded by other caring, helpful, and compassionate volunteers and employees.”

(Shelter Volunteer)



15.23

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 volunteer at the Shelter because this is a cause that is very close to my heart, and this organization makes it easy! From the moment I went through training, through COVID and the change of procedures, the Shelter has done an amazing job of making their volunteers feel supported, while we are supporting members in our community who need our services.”
(Shelter Volunteer)

Creative Community Connections

Creativity was the key to navigating the COVID-19 pandemic for Shelter outreach and fundraising. Domestic Violence Awareness Month events were held virtually with staff learning how to use video editing software to record our Annual Candlelight Vigil for our website. Our 5K race was a month-long event engaging runners through social media to share their locations, pictures, and videos completing the 5K. While not as enjoyable as being in person, it still allowed the community to engage with us in meaningful ways.

Similarly, to connect with community members interested in learning more about domestic violence and Shelter services, we held virtual information sessions which inspired people to join us for our virtual volunteer training using Google Classroom. We've had higher numbers of people interested in serving our mission than in the past and look forward to connecting with even more.

“I'm sleeping for the first time in a long time. Thanks for everything.”
(Shelter Client)

100% of community members attending training reported that they learned new information or acquired a new skill and/or resources that they can apply in their work to improve their response to sexual and domestic violence.



250
number of
volunteers
across the agency

2,313
volunteer hours



296
area youth
reached
through our
prevention
efforts

“You have no idea how much I appreciate what the organization has done for me. I am so grateful to have this help. I only wish I had known that all this was available before my situation got to this point.”

(Shelter Client)

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
Supply Drives



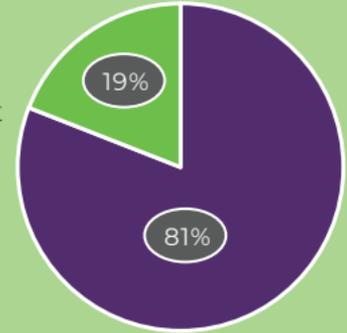
Strategic Infrastructure Support

Every 5 years, the Shelter Board and staff engage in a strategic planning process to serve as a road map for the program. The current 2018-2023 plan is revisited by leadership and the Board every 6 months to keep us on track, note what we have accomplished, and see how we are moving toward our goals. One identified area was to strengthen our infrastructure to support the growing programs the Shelter offers, and specifically called for the addition of a new leadership position. This was achieved in November of 2020 as we hired the first Associate Director the Shelter has employed in its 40-year history. We believe this will make a difference in the overall strength of our organization and assist us in meeting the challenges of managing program growth to achieve our mission.

Expenses

(\$1,549,923)

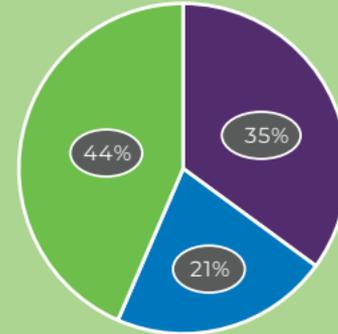
- Program Support (\$295,692)
- Residential & Outreach Programs (\$1,254,231)



Income

(\$1,549,923)

- State & Federal Grants (\$674,114)
- Donations (\$542,946)
- Local Government Grants (\$332,863)





I was raised in a Christian home and was taught by example to love and play an active role in our community. A strong business and marketing background combined with a genuine love for helping others has provided me with many tools throughout my years of volunteer services and fundraising. The Shelter for Help in Emergency is undoubtedly one of the most inspiring organizations I know. The ability to provide a safe, supportive, confidential and respectful environment for survivors is incredible. The Shelter protects, teaches and inspires us to fully embrace positive change. It is like the carefully tilled soil for a flower, sprinkle in a little water and sunshine and it will grow with love and purpose.

— Carol Cooper Carder, Realtor, Volunteer, 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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