



*journeys*



2014 -2015 IMPACT REPORT



# *journey*

BY THE NUMBERS 2014-15

31,647

total number of safety plans

412

Total number of adults and children served in our emergency shelter

36

number of days in an average emergency shelter stay

92%

Percentage of Collier Public Schools taking part in prevention programs

50

Average daily shelter count

41

number of pets sheltered

## *Dear Friends,*

In 1989, The Shelter's journey began with a single step taken by a handful of committed individuals who believed that every human being has the right to a life free from domestic violence. The course set by those early trailblazers unified a community of support, and the resulting 26-year journey has transformed the lives of thousands of survivors in Collier County.

This year's Annual Impact Report celebrates the journeys of staff, supporters and survivors, whose paths have intersected, merged and exited The Shelter's well-traveled by-way. I hope you will be inspired by these stories and take time to reflect on your own personal journey. If you would like to broaden your involvement with The Shelter, we'll help make that happen.

As we celebrate this year's accomplishments, including two new transitional living cottages, new outreach programs and a perfect audit, we look forward to the journey ahead. As Ernest Hemingway said, "It is good to have an end to journey toward; but it is the journey that matters, in the end."

One day, The Shelter will reach its destination when every home in Collier County is a safe haven for the family it shelters. Until then, let's strap up our hiking boots, pull out the road map and share the journey to a peace-filled Collier County.

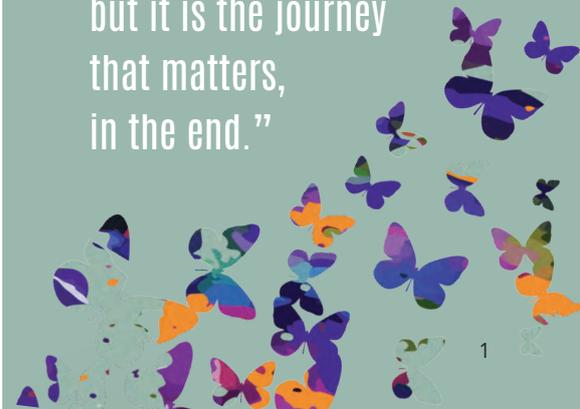


Linda Oberhaus  
Executive Director



“

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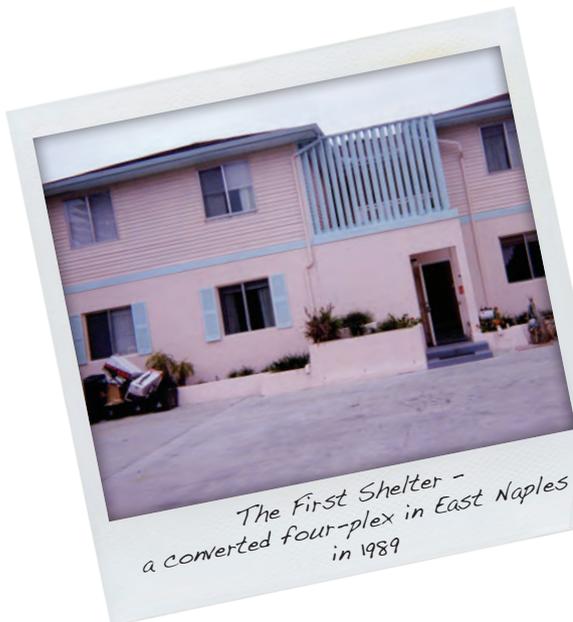


# *continuing the journey*

In 1989, The Shelter set out on a journey to prevent, protect and prevail over domestic violence in Collier County. Twenty-six years later, the journey continues as we pursue our vision for every home in Collier County to be a safe haven for the family it shelters.

To that end, The Shelter serves the community with a 60-bed emergency shelter and seven transitional living cottages for victims of domestic violence and human trafficking. We provide counseling, training and prevention education throughout Collier County, with offices in Naples and Immokalee.

Joining The Shelter in its journey are 55 full-time, five part-time and eight on-call staff members. Program staff are trained and certified in domestic violence counseling and prevention. In addition to our offices, prevention programs are provided at area schools, community centers and partner agency locations.



# *this year's highlights*

- The Shelter received a perfect score for administration and programming on its annual quality assurance audit from the Florida Coalition Against Domestic Violence (FCADV).
- The Shelter received international recognition for its 2013-2014 Annual report in the Mercom Annual Report Competition (ARC). With over 2,000 entries from 35 countries, The Shelter's annual report placed in the top 20 percent in the world.
- The Immokalee Outreach Office partnered with ProLiteracy to launch Stay'N Connected, an eight-week literacy program for native Spanish-speaking program participants.
- Shelter staff and fellow trustees joined Bob Cahners at Rabb Cottage to celebrate the dedication of Pam's Porch in memory of his late wife.
- Women of Means Advocate Lise Descoteaux was the keynote speaker for the Women Helping Women Luncheon in North Carolina.
- Shelter Elder Abuse Advocate Vickijo Letchworth was featured in an award winning video created by the Florida Coalition Against Domestic Violence.
- Ribbon cutting celebrations were held for two new Transitional Living Cottages - Bluebird Cottage on December 18, 2014 and The House that Love Built on May 13, 2015.



*Shelter staff and leadership gather to celebrate the opening of Bluebird Cottage*



# *journey* TO PREVENT

Prevention is the core of The Shelter's mission as we seek to break the cycle of abuse and stop the violence before it can begin.

## EDUCATION:

- **Professional Training and Continuing Education** are provided for the medical community, mental health providers, dentistry professionals and local law enforcement agencies.
- **Domestic Violence in the Workplace** educates human resource professionals on the effects of domestic violence on a business and its employees.

## COLLABORATION:

The **Domestic Violence Task Force** includes Shelter staff, attorneys, medical representatives, law enforcement, the State Attorney's Office, Florida Department of Children and Families, schools and other nonprofit agencies working together to create a coordinated community response toward domestic violence.

## SCHOOL-BASED OUTREACH:

- **Expect Respect** encourages safe and healthy relationships for middle and high school students.
- **Hands Are for Helping Not for Hitting** empowers kindergarten students and teachers to develop non-aggressive ways to deal with emotions.
- **Healthy Friendships and Healthy Relationships** explore the components of violence-free relationships.
- **Raising Gentle'men** helps young men evolve beyond macho stereotypes and view women and girls as equal partners in creating a violence-free community.
- **Youth Advisory Council** includes teens from across Collier County, working to reduce teen dating violence.



## JOSEPH'S JOURNEY

Twelve-year-old Joseph came to The Shelter for counseling after many years of watching his father physically and mentally abuse his mother. On one occasion, Joseph came to his mother's defense and his father threw him through a glass door and down a flight of stairs.

With the help of one of The Shelter's Raising Gentle'men advocates, Joseph worked on identifying different types of abuse. He found it very difficult to come to terms with the fact that his only male role model was abusive. It was also difficult for him to develop an understanding of how to balance healthy and unhealthy relationships.

Today, Joseph's journey has brought him to an understanding of how domestic violence affected his family. He now has the tools needed to break free from his father's example and forge his own pathway to peace.

“

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# *journey* TO PROTECT

Protection and safe shelter ensure our participants are able to journey from fear to hope and from victim to survivor.

## SERVICES:

- Confidential 24-hour crisis line: 239.775.1101; TTY 239.775.4265
- Emergency Shelter provides a 60-bed residential shelter serving all of Collier County. Services include counseling, child care, after school care and an onsite kennel for pets.
- Emergency Cell Phone Program provides victims with free cell phones for emergency use.
- Safe & Together allows children to remain in their home with the non-abusive parent while a domestic violence investigation is underway.

## COLLABORATION:

- InVEST is a collaboration with law enforcement and judicial agencies regarding high lethality domestic violence cases.
- Court & Legal Advocacy assists with civil matters directly related to domestic violence.
- Medical Responder Program is a collaboration with local emergency rooms to identify possible abuse and/or trafficking victims and offer information on The Shelter's services.

## OUTREACH:

- Women of Means Program supports victims of affluent abusers.
- Elder Abuse Response Program meets the needs of abuse victims 50 years and older.
- Haitian Initiative provides education and outreach to the Haitian population.



“

I'm taking courage.”

## ELLEN'S JOURNEY

A widow after 22 years of marriage, Ellen knew what it took to make a successful long-term relationship. She thought she found that in Paul when she said her “I do’s” for the second time.

Initially charming, supportive and hardworking, Paul became compulsive and increasingly angry, watching Ellen's every move, berating her for any “wrong step.” When the abuse became physical, Ellen became an expert at intercepting things that might set him off and diffusing his angry outbursts. She became socially isolated, finding solace in the unconditional love of her dogs, Cocoa and Maddie.

One night, Paul cornered Ellen in the kitchen, threatening her with a broken quart bottle. She vowed she would never know that kind of fear again. While Paul was out, she found The Shelter online, choosing it because it had a kennel for Cocoa and Maddie.

The next day, a friend drove her to The Shelter. It was a humbling experience, but Ellen signed up for every program available to her.

“Basically, I was in shock for a few days,” she says of shelter life. “Everything was a blur. I cried a lot. It's like there was trauma to my soul that I didn't recognize until I took part in the groups. Eventually, I made decisions. I had a sense of empowerment. The staff doesn't do things for you, but they assist and guide you to the resources you need to move forward. Things start to fall in place.”

Today, Ellen is building a new life with her daughter in another state.

“It's scary starting over,” she admits. “But I have learned so much about myself, and I now have boundaries in place. You can sit back and let someone put chains on you or refuse that and take courage. I'm taking courage.”



# *journey* TO PREVAIL

The Shelter's programs and services empower participants to prevail over their circumstances and move forward on their journey to peace.

## SERVICES:

- **Clinical Counseling Program:** Licensed therapists and clinicians provide free, empowerment-based counseling services in English and Spanish.
- **Healing Arts** provides participants with art therapy, including creative writing, drumming circles, yoga and other creative outlets.
- **Transitional Housing Program** includes seven three-bedroom/two-bath cottages that house qualified families as they work toward self-sufficiency under The Shelter's supportive wing.

## COLLABORATION:

- **Gentle'men Against Domestic Violence®** is a group of like-minded men who support The Shelter's programs and services, including Raising Gentle'men, which encourages young men to break the cycle of abuse.
- **Community Collaborative Substance Abuse Program** works with the Florida Coalition Against Domestic Violence (FCADV) and David Lawrence Center (DLC) to treat survivors coping with issues of substance abuse.
- **Stay'N Connected** is an eight-week program offered in partnership with ProLiteracy to help native Spanish-speaking survivors improve their English skills to better advocate for themselves.
- **Economic Empowerment** provides survivors with training to foster long-term economic security.



“

I am not only proud to be a survivor, but one who is thriving in my new life of wholeness.”

## SARAH'S JOURNEY

Eight years into an abusive marriage, Sarah's husband called her workplace one afternoon, threatening to kill her and take their three children from daycare. In fear for her life and the safety of her children, Sarah went to her employer, who urged her to call 911. Sheriff's deputies brought Sarah and her children to The Shelter.

Sarah had never imagined she and her children would ever see the inside of a shelter. They arrived scared, overwhelmed and humbled. Shelter staff helped them settle into their new surroundings, and advocates met with each of them to discuss their individual and family safety plans.

During their stay, Sarah and her children attended individual and group counseling -- an integral step in

the family's journey to safety. The Shelter's onsite staff attorney helped Sarah navigate the court system as she sought an injunction for protection, divorce and child custody. An advocate accompanied Sarah when she faced her abuser in court.

The family eventually moved from the emergency shelter into one of The Shelter's seven Transitional Housing Cottages. The two-year program allowed Sarah to return to school and finish her degree in elementary education -- something her husband insisted she give up after the birth of her first child.

"There are not enough words to express my gratitude," Sarah wrote in a thank you note to Shelter staff. "Please know that all of you have made my journey possible. You will be forever special to me and my children."

Image not actual participants



# *journey* TO SUPPORT

Located at 968 Second Avenue North, Options is the fashionable support arm of The Shelter for Abused Women & Children. The store has grown dramatically over the years, but the true beauty of this resale shop lies in the support it generates to promote life-transforming work in our community.

In FY 2014-2105, Options generated 15 percent of The Shelter's operating budget. In addition, the shop furnished three transitional housing cottages and provided program participants with gift vouchers to shop for the items needed to rebuild their lives free from abuse. **The Autos for Options** program accepts donations of vehicles.

In addition to a legion of committed volunteers and generous donations by private contributors, Options is grateful for major corporate sponsors such as Chico's FAS Inc., Jami's, Saks Fifth Avenue and Sarah Danielle.

Location: 968 Second Avenue North

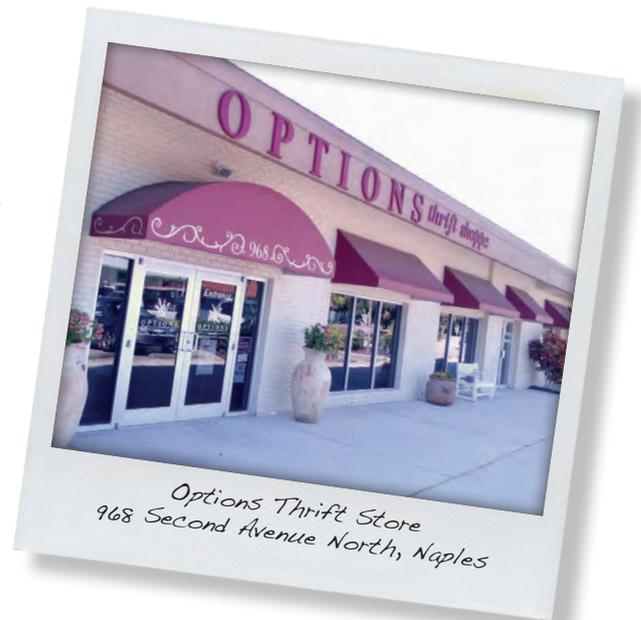
Phone: 239.434.7115

Hours: 9:30 a.m. - 4:30 p.m., Monday – Saturday

Donation Drop-off: 10 a.m. - 4 p.m., Monday - Saturday

Furniture Pickup: 239.434.7115

To Volunteer: 239.775.3862, ext. 215





## JANICE'S JOURNEY

Long-time Options volunteer Janice Carter retired from the Collier County Property Appraiser's Office in 1989, but she has no retirement plans for her work at Options Thrift Shoppe.

Born in Lake Placid, Janice's family later moved to the Everglades City area, where her father worked for the C.J. Jones Lumber Company. She has some wonderful memories and stories of those early days of Collier County, and her knowledge of the area's history is impressive.

When she retired from the county, her journey brought her to Options, where she volunteers three days a week.

"I wanted to do something useful and give back to my community," she says of her decision to volunteer. "Options was the place for me. It's such a worthy cause, and I know clothing. I love the people and have made some lasting friendships here."

Since she began volunteering at Options 20 years ago, Janice has seen the store through three expansions and several renovations. Her knowledge of designer brand names led to the establishment of the Boutique Section at Options.

"We've come a long way from a small shop to a big store," she says of the changes over the years. "We have many more donations now and a lot more furniture."

When Janice started with Options, the focus of the store was on raising funds to build the new shelter. She says contributing to the success of that effort is the highlight of her journey.

"It's wonderful being here and working with the people," she says.

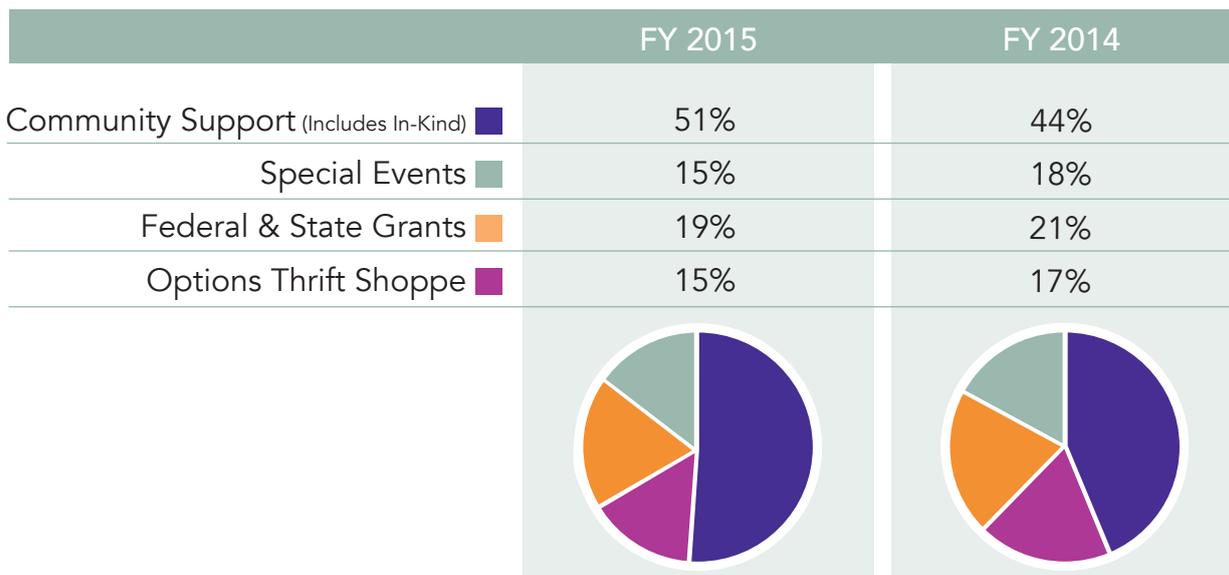
“

To me, I've had two careers, 30 years with the county and 20 years with Options. Both have been very good journeys.”

## FISCAL YEAR | 2015 FINANCIAL SUMMARY

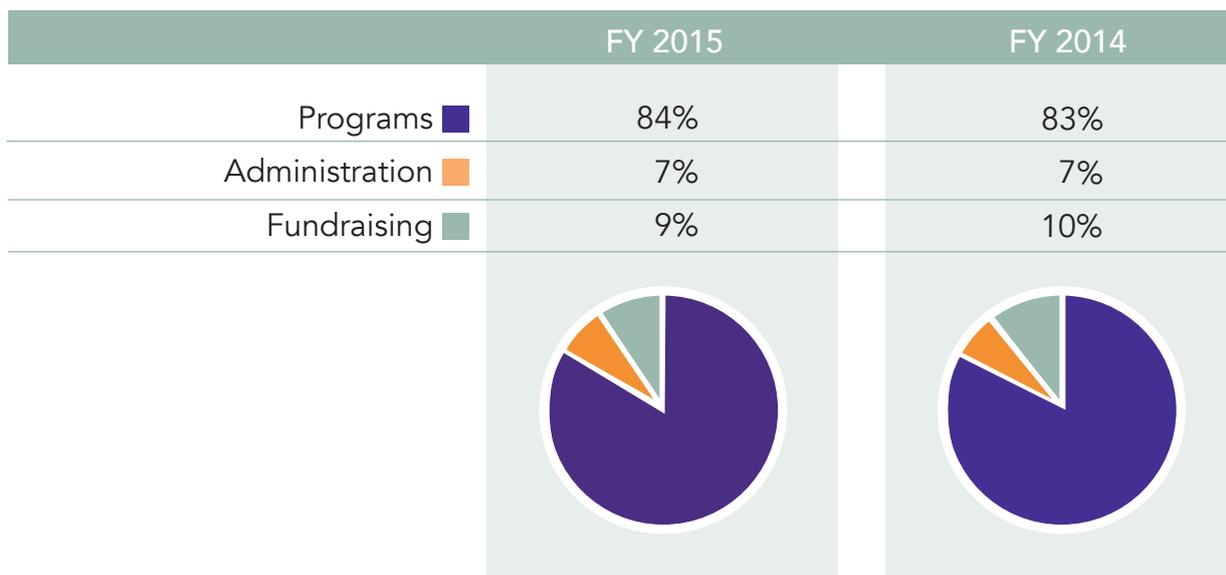
REVENUE	FY 2015	FY 2014
Federal & State Grants	\$1,049,311	\$992,645
Community Support	2,953,498	2,159,063
In-kind Contributions	420,655	431,885
Special Events (net direct exp)	1,286,152	1,269,912
Investments (less management fees)	24,393	891,484
Options Thrift Shoppe (net direct exp)	1,022,056	1,006,221
United Way	150,000	105,000
Miscellaneous	30,725	39,201
<b>TOTAL REVENUE</b>	<b>\$6,936,790</b>	<b>\$6,895,411</b>

## FUNDING SOURCES



EXPENSES	FY 2015	FY 2014
Personnel	\$3,284,730	\$3,143,127
Occupancy & Office Expenses	705,502	541,107
Staff & Volunteer	69,547	76,513
Fundraising (less direct event exp)	99,393	142,295
Client Assistance (includes in-kind)	570,120	609,149
Depreciation	266,921	247,049
<b>TOTAL EXPENSES</b>	<b>\$4,996,213</b>	<b>\$4,759,240</b>

## HOW WE EXPENDED OUR FUNDS





# sharing the journey

## LEADERSHIP

The Shelter's journey has been guided by exceptional leadership from experienced members of the Collier County community. Our dedicated volunteer board, trustee, guild and committee members invest their time, ideas, resources and experiences to set an example and drive social change.



Kevin Rambosk



Tom Weschler



Steve Russell



Dr. Kamela Patton

**Sheriff Kevin Rambosk:** *"As a law enforcement officer and a member of The Shelter's Board of Directors, I appreciate the tireless work that the organization's staff and supporters invest in preventing domestic violence and protecting those who are victims."*

**Naples Police Chief Tom Weschler:** *"I am very proud to serve on The Shelter's Board of Directors and to partner with the community to end the violence and secure a safe environment for victims and their families."*

**State Attorney Steve Russell:** *"The Shelter's great work and focus on providing avenues for preventing domestic violence and intervening in difficult domestic situations make our citizens and communities safer and is worthy of support."*

**Collier County School Superintendent Dr. Kamela Patton:** *"The Shelter's work to prevent, protect, and prevail over domestic violence is critical in making sure all Collier County children have a bright future."*

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“The excitement and experience of working with these people keeps me coming back each year.”



## BOB'S JOURNEY

Bob Cahners had a full career as a Boston real estate developer and community activist, so when he and his wife Pam followed their retirement journey to Naples in the early 1990's, the plan was golf and relaxation. But it wasn't long before boredom set in. While jogging with a friend one day, Bob mentioned his family's Boston-based charitable fund, and she suggested he talk with The Shelter, which had begun a capital campaign to build a new facility. Bob took her advice, and the result was a match that bloomed into a long-term relationship.

Bob is a founding member of the Board of Trustees and a founding member of Gentle'men Against Domestic Violence®. His family trust built and endowed one of The Shelter's first transitional cottages, named for his

grandparents Esther and Sidney Rabb. More recently, the cottage's porch was dedicated in memory of Pam, who died in 2013.

“I'm very proud to be affiliated with what is probably the best thought-of charitable group in Naples,” he says. “I feel the cause is extremely compelling, and I am amazed at the quality of the people on the board. They know how to work together and get things done. The excitement and experience of working with these people keeps me coming back each year.”

So where does his journey go from here? Bob pauses momentarily in thought and replies, “When you work with a hard-working group of people and find success in doing it, the relationship is enhanced and so much more meaningful. I intend to stick with it until the end.”



# *sharing the journey* COMMITMENT

The Shelter's ability to efficiently manage and grow its finances and execute its mission in a fiscally responsible way has led our journey to a 4-Star rating for a fifth year with Charity Navigator and a Gold Rating with GuideStar, two national independent nonprofit evaluators.

We know the generosity of those who assist us will make all the difference in our success as we continue our journey. Apart from the annual support that you provide, there are other avenues available to contribute to our mission, long term. In addition to making a difference in the lives of others, the best gift plans improve your financial and tax situation and reduce or eliminate long-term capital gains taxes, provide current income tax deductions and reduce possible estate and gift taxes or even increase your income.

For more information on gift options, go online to [naplesshelter.org/planned-giving](http://naplesshelter.org/planned-giving). To discuss a planned gift for The Shelter, contact Senior Development Officer Tamika Seaton at 239.775.3862 or email [tseaton@naplesshelter.org](mailto:tseaton@naplesshelter.org)





## JACKIE'S JOURNEY

As a young girl growing up in Ohio, Jackie Cronacher was inspired by her mother's example to care for others in their community.

"She was president of the Catholic Women's Club and the Garden Club. She helped feed the hungry. It was important to her that we learn to give back," Jackie recalls.

She followed in her mother's footsteps, and today Jackie has touched nearly every major charity event in Naples.

But it was The Shelter for Abused Women & Children that captured her heart from the moment she toured the agency's original shelter, a converted East Naples four-plex, in the early 1990s.

"It had an unmanned sheriff's car parked in front for appearances. There was no security. The children couldn't play outside," she recalls. "We needed a new safe place for these families."

Jackie has a perfect attendance record for The Shelter's highly successful Mending Broken Hearts with Hope Luncheon and served as chair for the event in 2002. The event is The Shelter's top fundraiser and paved the way to construction of the new facility in 2002.

"You don't think of Naples as needing a shelter," Jackie says, "but abuse touches lives from Port Royal to Immokalee."

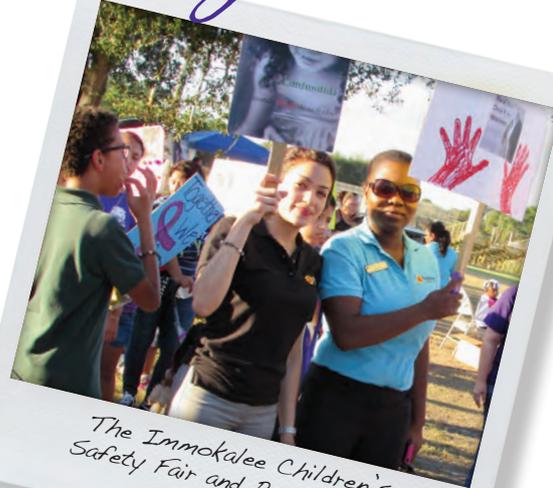
“

The Shelter is helping more people than we could have ever dreamed of.”

*snapshots from the journey*



*Shelter staff flash mob at Mercato*



*The Immokalee Children's Safety Fair and Peace March*



*Allen Patterson, Kirsten Ferrara, Ralph Stayer and John Jordan at the Men's Tailgate Party*



*Marie Stonesifer and Shirley Hubers at the Monarch Society Luncheon*



*The NextGen committee on Fit-N-Fun Field Day*



Jack Harris, Linda Oberhaus and Marilyn Harris on Apple Pie Day



Mending Broken Hearts Luncheon attendees shop the boutique



Shelli Harper walks the runway at the Annual Options Fashion Show



Dave Anderson, Jim Jessee and Ron Ciesla at Men's Tailgate Event



Lee Willis, Lacey King, Shirley Benson, and Chris Tamke at Betty Lou Phillips' Book Signing



Shelter Board Members at Mending Broken Hearts with Hope Luncheon



*snapshots from the journey*



*John and Georgia DallePezze,  
Patti and Jerry Wachowicz at  
Mending Broken Hearts Patron Party*



*Henry and Louise Leander  
cut the ribbon on the  
Bluebird Cottage*



*The NexGen Committee  
at the Purple Party*



*Linda Oberhaus with Brenda and  
Ron Morey at the Shelter from  
the Storm Luncheon*



*Ladies enjoy Options' Shop  
for The Shelter event hosted  
by Naples Square*



Shelter volunteers enjoy the Spring Appreciation Brunch



Jackie Pierce, Gordon Demaine, Matt Sellitto, Barbara Lapham and Karen Smith at the Mending Broken Hearts Patron Party



Shelter staff and leadership gather to celebrate the opening of The House that Love Built



Gwyn Sanford, Myra Friedman, Annette Pakula and Bev Haas at the Monarch Society Luncheon



Shelter from the Storm Luncheon attendees



Shanna Short and Erika Conklin enjoy the photo booth at the Purple Party



Just when the caterpillar  
thought, "I am incapable  
of moving," it became a

*Butterfly*



## STAFF LEADERSHIP

Linda Oberhaus,  
Executive Director  
Julie Hamilton,  
Director of Programs  
Cyndi Fields,  
Director of Development  
Julie Franklin,  
Director of Operations

## BOARD OF DIRECTORS

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Vice Chair  
Bill Waltrip,  
Secretary  
Scott Herstin,  
Treasurer  
Arlene Shapiro,  
Past Chair  
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Lacey King  
Dennis Ling  
Rich Montecalvo  
Dr. Kamela Patton  
Sheriff Kevin Rambosk  
Carole Roberts  
Robert Tarter  
Chief Tom Weschler  
Dr. Laurie Zone-Smith

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Michael Benson  
Warner Blow  
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Ron Ciesla  
Georgia Dallepezze  
Dona Erkenbeck  
Kathy Feinstein  
Grace Frey  
Dr. Barbara Jordan  
Suzie Lount  
Annette Pakula  
Candace Raveis  
Caroline Ridgway  
Gwyn Sanford  
Dylan Sanders  
Glenn Schwesinger  
Niki Thompson  
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Martha Fligg  
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Boo Mortenson  
Bill O'Meara  
Joyce O'Meara  
Jo Ann Paradis  
Jacquelyn Pierce  
Susan Regenstein  
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Adria Starkey  
Shelly Stayer  
Fran Usher  
Sharon von Arx  
Sally Von Behren  
Nancy White

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Pat Wheeler,  
1st Vice President  
Linda Sims,  
2nd Vice President  
Joanne Fowler,  
Secretary  
Cindy Potter,  
Assistant Secretary  
Peg Melillo,  
Treasurer

Christine Flynn,  
Past President  
Cara Martin,  
Membership Chair

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Chair  
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Shelly Krygier  
Linda O. Flores  
Donna Gillroy  
Shirlene Industrious  
Jenny Jones  
Trudy Labell  
Janet Lee  
Shelley Lund Hobbs  
Michele McKenney  
Patricia Murphy  
Courtney Ott  
JoAnn Remington  
Miranda Sharkey  
Cherry Smith  
Carolyn Tieger  
Deborah Trinka  
Kathleen van Bergen  
Thomas Wallace  
Sandi Wilson  
Rep. Kathleen Passidomo  
Rabbi Fishel Zaklos

## NEXTGEN COMMITTEE

Caroline Ridgway,  
Co-Chair  
Dave Anderson,  
Co-Chair



## 2014 -2015 IMPACT REPORT

P.O. Box 10102, Naples, Florida 34101  
Confidential 24-hour crisis line: 239.775.1101  
Administration: 239.775.3862  
TTY Line: 239.775.4265



[www.naplesshelter.org](http://www.naplesshelter.org)  
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