



FAMILY CRISIS CENTER
OF BALTIMORE COUNTY



2022 Impact Report

State of the Organization Letter

Greetings,

As 2022 draws to a close, we celebrate 45 years of service to the Baltimore community, and we pause to reflect and imagine. Our work is not possible without the dedication of supporters, volunteers and staff. FCC remains a lifesaving and essential resource to individuals, families and communities who are facing the impacts of domestic violence. Life challenges continue to mount, putting more and more pressures on families. Intimate partner violence is increasing, as is the need for immediate and life-saving crisis services. Interrupting long-standing patterns of violence requires a full range of supports and services to guarantee everyone has access to food, housing and health care that are not contingent on a romantic partnership.

In this year's annual report, you will see the good work of FCC and more importantly - you will hear the stories of strength and resiliency that live in the individuals, families and community we assist. From the Baltimore County Intimate Partner Violence Helpline that operates 24/7 to our emergency safe shelter to housing services and follow up programs, people fleeing violence in their relationships have found refuge and grown stronger. Our work in the community and with families before and after crisis empowers and emboldens survivors to establish safety and stability for their family now and set a path for the next generation.

We are so grateful for your support of our work and the dedicated and talented team at FCC who make everything possible. Your partnership brings life to our mission to interrupt and prevent cycles of violence so individuals, families and communities can move boldly forward. FCC made a difference in the lives of 6,484 people this year. Our work provided safety and stability in emergency safe shelter to 176 individuals experiencing the impacts of intimate partner violence. We served 50 families through our new rapid re-housing program, an essential piece of a holistic approach to long-term resilience after fleeing a violent relationship.

We move forward with tremendous gratitude for your presence and generosity as we continue to make a difference in the lives of families today and impact the lives of children for generations to come. We imagine a world where every home is safe, families are thriving and communities are strong. And we know that together, this is possible.

With gratitude and hope,



Executive/ Clinical Director



Board Chair

Program Highlights



ACROSS ALL PROGRAMS,
FCC SERVED
**OVER 6,000
INDIVIDUALS**
IN FY22

Number of Individuals Reached



**57% MORE
INDIVIDUALS
REACHED
over FY20**

Crisis Response

Baltimore Intimate Partner Violence Helpline

FCC operates three essential 24/7 helplines. Our 24-hour Intimate Partner Violence (IPV) Helpline is a lifeline for individuals and families in danger. Upon calling, individuals are asked to select from a menu to direct their call to either the advocacy team or to the shelter and housing assessment team. Trained staff and volunteers on the advocacy team refer callers to resources and support aimed at providing safety. The lethality line answers calls directly from law enforcement and social workers responding to domestic violence incidents. 24 hours/ day, a multi-faceted team of victim advocates, volunteers and resident advocates answer calls for help as the first step in Baltimore County's Domestic Violence Coordinated Entry System (DVCE). Together, these resources offer the free and confidential support necessary to move toward safety and stability.



WE ANSWERED
4,109 CRISIS CALLS
ACROSS OUR THREE 24-HOUR
HELPLINES THIS YEAR.

111% increase in calls since FY20.

Volunteers

Our dedicated volunteers take on the instrumental role of staffing the Baltimore IPV Helpline during key times to ensure every caller speaks with a human and receives support. Through FCC training, volunteers gain skills in crisis response, resource management, helpline counseling, domestic violence, sexual assault, family systems theory and more. The volunteer team has played an integral role in the continued and uninterrupted operation of the Baltimore IPV Helpline.

IPV Helpline Volunteers in FY22: **30**

Volunteer Hours: **3,473**

29% increase in volunteer hours since FY20

Program Highlights

Housing

We served 323 individuals across our housing programs, including:



176
in Emergency
Shelter



129
in Rapid
Re-Housing



198
through
Coordinated
Entry

Emergency Shelter & Coordinated Entry

FCC continues to run all essential shelter services in conjunction with ongoing leadership of the Baltimore County Domestic Violence Coordinated Entry System (DVCE). Upon entry to the emergency shelter, families receive basic necessities including new bedding and linens, essential personal and self-care items, laundry detergent, shower caddy and laundry basket, alarm clock, journal and pen and information on services available within shelter. Each family meets with their assigned service coordinator immediately upon arrival and tours the shelter to learn their way around. While on the tour, families are introduced to our passionate and experienced staff including resident advocates, the children's program team and the nutrition team to establish a warm rapport with the collaborative network responsible for supporting the family in reaching their goals of safety and stability.

In FY22, FCC's
Emergency Safe
Shelter housed:

73
Families
(73 adults, 103 children)

EMERGENCY SHELTER BY THE NUMBERS

Average length
of stay in FCC's
Emergency Shelter:
37.93 nights

Total
Shelter clients
in FY22:
176

Total Coordinated
Entry clients
in FY22:
198



Rapid Re-Housing

The Rapid Re-Housing (RRH) program has soared from infancy to full-fledged success in FY22, serving 50 families (50 adults, 79 kids) with housing support and service coordination. The program connects families to housing through tailored assistance that includes up to one year of rental assistance and 18 months of service coordination support. From initial outreach to the housing search and budget preparation, FCC's housing specialist and service coordinators support survivors of intimate partner violence in their efforts to secure safe, stable housing while they continue the hard work of rebuilding.

FCC's rapid re-housing program is supported with pass-through RRH funding from the Baltimore County Department of Housing Community Development (DHCD), partnership with **Heaven on Earth Now**, and donations of household goods and apartment furnishings from other supporters.

While enrolled in RRH, clients learn important skills from financial management to job readiness, and receive assistance with accessing public benefits, navigating the search for employment, addressing childcare and education and more. Throughout the 18-month program, service coordinators maintain regular contact with families through home visits and video/voice calls moving from weekly to monthly scheduled visits over time.



50
Families

(50 adults, 79 children)

**Enrolled in the
Rapid Re-Housing
Program**

Intervention

FCC takes a holistic, public health approach to building individual, family and community strength and resilience before, during and after crisis. In partnership with survivors and their families, we're working to address the systems and root causes that often perpetuate conflict, while building long-term capacity for stability and success.



Children's Program

FCC's Children's Program serves children and their parents within the emergency shelter and transitional housing programs, providing opportunities for positive parent/child interactions, safe play space for children, and several additional supportive services to enhance development of emotional regulation. Children's programming includes nutrition, yoga, art/expressive therapy, and parent coaching services. Trauma-informed yoga and movements classes are offered twice-weekly on site, led by instructors from **Yoga Mouth Studio**, to increase movement, activity, and mindfulness for children, youth, and families.

FY22
CHILDREN'S
PROGRAM BY
THE NUMBERS:

103
Children
Served

We are thrilled to continue our partnership with **Art with a Heart**, a well-known community-based program offering trauma-informed approaches for children and child/parent dyads to boost mental health, provide social-emotional learning, and develop cooperative skills.

125 hours

of children's programming hours facilitated with **Art with a Heart & Yoga Mouth Studio**



Intervention

Nutrition Program

Our Nutrition Program serves residents in FCC's emergency shelter with nutritious meals and wellness education. The program follows DASH Nutritional Guidelines, focusing on the relationship between consumed foods, resiliency and capacity. Shelter residents are provided with three meals and a snack each day to ensure basic food and nutrition needs are met and allow families to focus their energy on the path to more stable and sustainable living.



29,740
meals served
in FY22

New Behaviors

New Behaviors is a 26-week group-based Abuse Intervention Program that assists individuals who have been identified as perpetrating intimate partner violence. Focused on tools like mindfulness and Dialectical Behavioral Therapy, the program aligns with Bowen Family Systems Theory to facilitate meaningful behavioral changes centered around the family unit. The program is designed to promote consideration of interpersonal barriers and progress within the context of the larger familial unit, encouraging participants to challenge their thinking, be more accountable for their actions and eventually to make positive shifts in their overall perspective. These changes coincide with a new understanding of what defines abusive behaviors and how to overcome negative thoughts and patterns to better resolve conflict.



192
individuals
participated in the
New Behaviors Program
in FY22

Prevention

The Family Crisis Center is committed to disrupting the cycles of unrest and violence that occur across generations and repeat throughout the lives of individuals and families. Through the lens of prevention, our work is increasing access to and broadening the range of services available for individuals, families, community partners and residents across this continuum of prevention.

FCC's prevention approach is grounded in a belief that:

- Services need not be focused solely on individuals in crisis or high danger.
- The exposure of children to violence in the home perpetuates the cycle of violence and creates adverse experiences with long-term impacts.
- Individuals and families are capable of eliminating violence in the home.

Our prevention efforts include advocacy, counseling, family coaching and individual and community outreach. Through a more holistic, community-wide approach to education and awareness around intimate partner violence, we can broaden our scope of impact before a crisis occurs.

Individuals served in coaching and counseling **48**

Total individuals enrolled in ongoing advocacy **22**

Individual Outreach

FCC advocates made 1,615 attempts to follow-up with individuals after some form of relationship violence or call for help.

1,265 individuals were reached and supported
= **78.3% success rate**

Community Outreach

FCC attended **14 community events** | Approximately **432 individuals reached**

CHAOS & Self-Sufficiency

Data Driven Outcomes

At the Family Crisis Center, we believe in the value of quality data to measure and evaluate the impact of our services. We utilize the **Confusion, Hubbub, and Order Scale (CHAOS)** with families upon program entry and exit to assess the level – or perceived level - of chaos in the home. The CHAOS scale includes 15 indicators (for example, “it’s a real zoo in our home” and “you can’t hear yourself think in our home”), each rated on a 4-point scale. An average of their scores across these 15 items is calculated to demonstrate an overall household CHAOS score, with higher scores representing a more chaotic or disorganized home. Across the board, whether a client is in emergency shelter or enrolled in the New Behaviors Program, we have found measurable decreases in CHAOS scores upon program exit, compared to program entry.

Similar to the CHAOS scale, the **Self-Sufficiency Matrix** provides clients with a self-assessment protocol through which they can better evaluate and examine their strengths and areas for improvement and reflect on their family’s current level of functioning. This tool also provides a standardized method for understanding key areas of success and needed support, allowing service coordinators and clients to clearly identify and prioritize family-specific goals. The Matrix supports planning and evaluation across 10 categories including: food and nutrition, housing, income, mobility/ transportation, employment, healthcare coverage/access, children’s education, family relations/ community involvement, relationship safety, childcare, parenting, mental health, substance use, functional ability, legal and money management. While categories may overlap and/or influence others, we encourage clients to reflect on each category individually. Overall, we have seen a measurable increase in client Self-Sufficiency scores from program entry to exit.

Why this matters

We believe in the work we do, and the life-altering impact of your support. What better way to demonstrate the success of families served by FCC than to share data-driven results.? Thanks to the dedicated staff at FCC who work with families towards these and other measureable outcomes - and your ongoing support - we can change lives.

CHAOS Scale

Change in average CHAOS score: **New Behaviors**



Change in average CHAOS score: **Emergency Shelter**



Self-Sufficiency Matrix

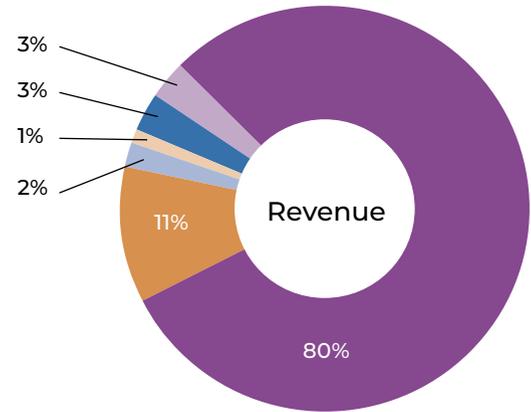
Change in average Self-Sufficiency score: **New Behaviors**



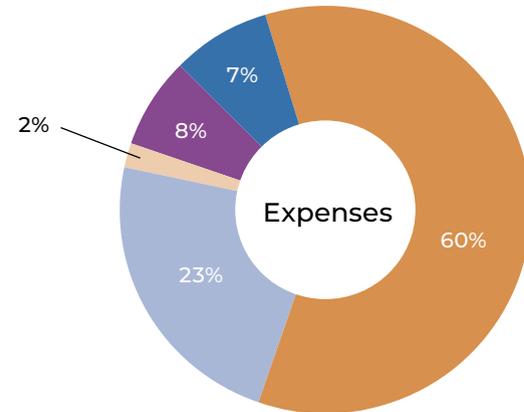
Change in average Self-Sufficiency score: **Emergency Shelter**



Financial Report



- Government Grants
- Foundations & Trusts
- Donations (Individual, Businesses, Community Organizations)
- Program Fees
- COVID19 Funding
- Fundraising Events



- Administrative Salaries and Benefits
- Program Salaries and Benefits
- Program Expenses
- Fundraising
- Other (Office, Bank Fees, Insurance, etc.)



FY22 Top Supporters

- Ageon TransAmerica
- Baltimore Community Foundation
- Baltimore County Department of Housing and Community Development
- Baltimore County Department of Health and Human Services
- Betty & Leo Balzereit Foundation
- Breaking the Cycle
- Governor's Office of Crime Control and Prevention- Maryland
- Harry & Jeanette Weinberg Foundation
- MedStar Franklin Square
- Maryland Network Against Domestic Violence
- The Orokawa Foundation

Leadership & Staff

Board of Directors

- Cheryl Keeney, *President***
Senior Director, Financial Reporting, Ciena Corporation
- Meredith Boram**
Attorney, Venable LLP
- Matthew Stangroom, *Treasurer***
Accountant, Rosen, Sapperstein & Friedlander LLC
- John Lange, *Secretary***
Marketing Director, Hord Coplan Macht, Inc.
- Russell B. Berger**
Principal, Offit Kurman, P.A.
- Jeffrey Kordela**
Managing Director, Supporting Strategies Chesapeake Region
- Charisse Lue**
Attorney, Public Justice Center
- Janell Rotella**
Sales/Customer Relations, Norsk Hydro
- Laura Weatherington**
Director of Faith Formation, St. Ursula Catholic Church

Executive Leadership Team

- Amie Post, *LCMFT***
Executive/Clinical Director
- Nakia Brooks**
Operations & Finance Director
- Christian Green, *MS***
Shelter & Housing Director
- Shelby Frink, *MS***
Program Services Director
- Alexis Aggarwal, *MA***
Quality & Strategic Partnerships Director

Staff

- Aria Lilli**, Office Manager
- Allie Post**, Advancement & Community Stewardship Specialist
- Amanda Castellano, *LCPC*** New Behaviors Group Facilitator
- Aquilla Wilkes**, Nutrition Program Team Lead
- Brandi Alexander**, Service Coordination Team Manager
- Courtney Frink**, Service Coordinator
- De'Shanae Casey**, Resident Advocate
- Dominick Manns**, Resident Advocate
- Emma Kobin**, Quality & Strategic Partnerships Analyst
- Emmanuel McDowell, *MA*** Psychotherapy Clinical Fellow
- Hayleigh Penn**, Children's Program
- Heydi Gonzalez**, Nutrition Program Team Member
- Julie Wilson**, New Behaviors Program Staff
- Kaitlynn Ecker, *LMSW*** New Behaviors Group Facilitator
- Kenny Cooper**, Resident Advocate
- Lauren Dougherty, *MA*** New Behaviors Group Facilitator
- Lisa Rao**, Resident Advocate
- Marquita Temple**, Housing Specialist
- Nicole Crowder**, Resident Advocate
- Sandi Kaufman**, Victim Advocate
- Sarah Braun**, Resident Advocate
- Sarah Herman**, New Behaviors Group Facilitator
- Tacara Brown**, Service Coordinator
- Trishawna Ruff**, Resident Advocate



The Family Crisis Center of Baltimore County, PO Box 3909, Baltimore, MD 21222

Intimate Partner Violence Helpline: 410.828.6390 | Office: 410.285.4357

familycrisiscenter.net

