

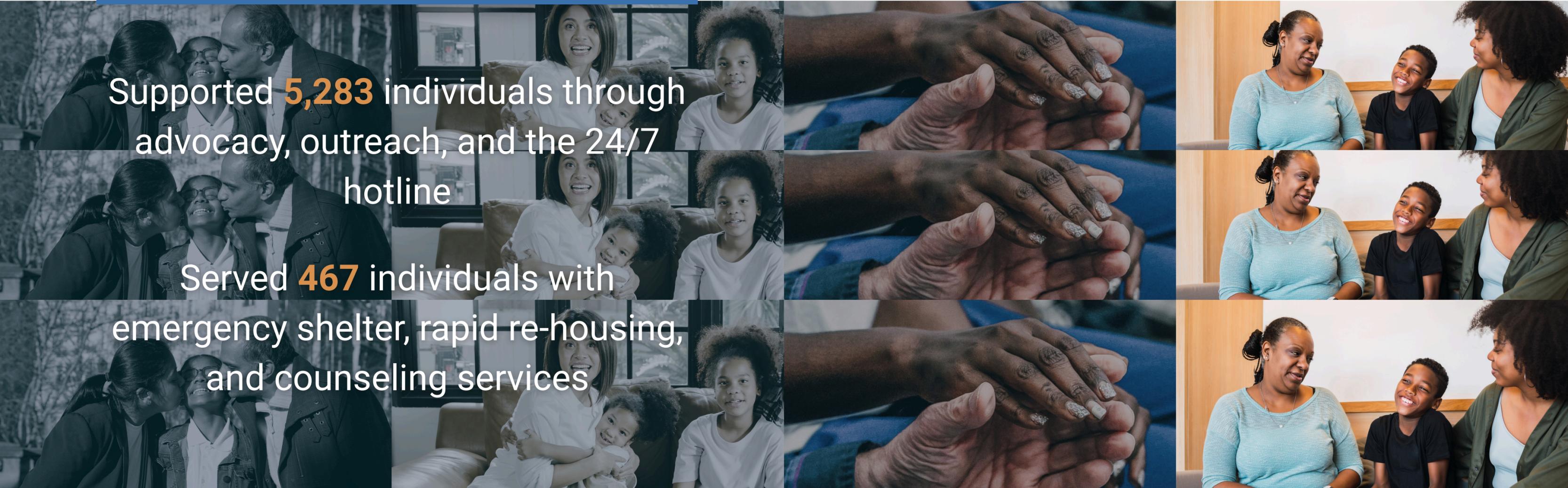


# 2024-2025 IMPACT REPORT

Continuing a 46-year legacy of supporting individuals, families, and communities to prevent and interrupt cycles of violence.



**FAMILY CRISIS CENTER**  
OF BALTIMORE COUNTY



Supported **5,283** individuals through advocacy, outreach, and the 24/7 hotline

Served **467** individuals with emergency shelter, rapid re-housing, and counseling services



# ABOUT US

At the Family Crisis Center of Baltimore County (FCC) we believe that each family has the ability to identify and move toward better solutions that makes sure every individual in the family is safe, stable and able to live free from violence. Our job is to provide a thoughtful engagement with each individual in the family to promotes the family's ability to be resilient and move boldly forward.

## Our Mission

Working with individuals, families and communities to interrupt and prevent cycles of violence in relationships.

## Our Vision

Every home is safe, families are thriving, and communities are strong.

ACROSS ALL PROGRAMS,  
FCC SERVED

**OVER 6,000  
INDIVIDUALS**

IN 2024-2025

## Our Values

INTENTIONAL



MOTIVATED



COLLABORATIVE



INNOVATIVE



# 2024-2025 IMPACT REPORT

## CRISIS RESPONSE

At all times, our dedicated and talented staff are available to support the Baltimore County Sexual Assault and Domestic Violence Hotline. Callers are supported and empowered to engage in safety planning and connect with available resources. Our Lethality line answers calls from police and social workers responding to Domestic Violence incidents, and our shelter hotline screens and responds to requests for shelter. Together, these resources offer the free and confidential support necessary for safety and moving forward.

**2,657**  
**202**

Crisis hotline calls +  
Emergency Shelter screenings  
Callers served through the  
Lethality line

Received  
**52 CALLS**  
for DV/SA services on  
average each month

## EMERGENCY SHELTER

FCC continues to run all essential shelter services in conjunction with ongoing leadership of the Baltimore County Domestic Violence Coordinated Entry System (DVCE). In collaboration with external community partners, FCC provides immediate shelter for individuals found to be in the most imminent danger. Upon entering the Emergency Shelter, clients undergo a comprehensive assessment of their immediate and long-term needs. Each client receives an individualized case management plan that includes safe, confidential, emergency housing for up to 90 days, three daily meals with a snack, regular case management, support groups, counseling, children's programming, safety planning, and housing assistance.

## PROVIDED

**271** Individuals in FCC's  
Emergency Shelter

**48** Referrals to external shelter  
via Coordinated Entry

**10K+**  
Shelter bed nights

**40K+**  
meals

## BY THE NUMBERS



**137**

Families provided with  
emergency safe housing by FCC  
or external partner

**56.3**

Average days spent in  
FCC's emergency Shelter

# 2024-2025 IMPACT REPORT



## ART WITH A HEART



## YOGA with TrueLife Medical



## COUNSELING



## 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 the development of emotional regulation. Children's programming includes nutrition, yoga, art/expressive therapy, and parent coaching services. Beginning in the fall of 2025, FCC will begin offering counseling services for children ages 3-17, with walk-in sessions available.

We are thrilled to continue our partnership with Art with a Heart - a community-based program offering trauma-informed approaches for families to boost mental health, provide social-emotional learning, and develop cooperative skills - and TrueLife Medical - a preventative and maintenance wellness destination that empowers individuals to take charge of their health.

**68**

Children served through  
FCC's children's  
programming

**409.5**

client hours of  
facilitated  
programming

# 2024-2025 IMPACT REPORT

## HOUSING

FCC's housing programs have continued to thrive, serving 383 individuals in 138 families with vital housing support and coordination services. Through the Rapid Re-Housing (RRH) program, survivors of intimate partner violence receive tailored assistance that includes up to six months of rental support and case management to help them secure safe, stable housing. From outreach to move-in, FCC's housing specialists guide clients through housing searches, budgeting, and goal setting as they rebuild their lives.

In addition to RRH, FCC provides housing support through the New Futures Subsidy Program, which offers up to two years of rental assistance to survivors of sex crimes, and the First Month's Rent and Security Deposit Program, which helps cover upfront housing costs for those ready to secure housing independently. Together, these programs create flexible pathways to stability, ensuring survivors can access safe, permanent housing that fits their unique needs.



Served

**77%**

more individuals  
through Housing  
services, compared  
to 2023-2024



**141**  
Families

(150 adults, 234 children)

**Enrolled in FCC's  
Housing Programs**





## OUTREACH AND 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

### Individual Outreach & Advocacy

FCC advocates made **1,874** attempts to follow-up with individuals after some form of intimate partner violence or call for help.

### Community Outreach

FCC advocates participate in community-based events and mobile advocacy at community locations for one-time interventions that can lead to the referral of services.

### Counseling

FCC's reinstated Counseling program is for adult victims or perpetrators of abuse who may be struggling with any past traumas or looking to find a new way of functioning.

**1306** individuals reached and supported  
= **69.7% success rate**

**1281** individuals reached  
**23** Community events  
**55.3%** increase from 2023-2024

**38** individuals utilizing reinstated counseling program

# 2024-2025 IMPACT REPORT

## NEW BEHAVIORS ABUSER INTERVENTION PROGRAM

Individuals who successfully complete an abuse intervention program are 40% less likely to commit any future acts of violence, including intimate partner violence, than a comparable control group of those who were not referred to a program or did not attend a program.\*

FCC supports court-ordered and self-referred perpetrators of domestic violence through a 26-week group intervention program that aims to interrupt patterns of abuse. 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.



83

Successful completions



34% increase from 2023-2024



355

Individual and group sessions



131

New enrollments



56% increase from 2023-2024



# 2024-2025 IMPACT REPORT

## DATA DRIVEN OUTCOMES

At the Family Crisis Center, we use data-driven tools to evaluate the impact of our services and support families in achieving lasting stability. **The Confusion, Hubbub, and Order Scale (CHAOS)** and the **Arizona Self-Sufficiency Matrix (SSM)** allow clients to assess levels of household organization and self-sufficiency across multiple domains. Across FCC's programs, whether emergency shelter or counseling, families consistently show measurable decreases in CHAOS scores upon exit, indicating increased order and stability at home.

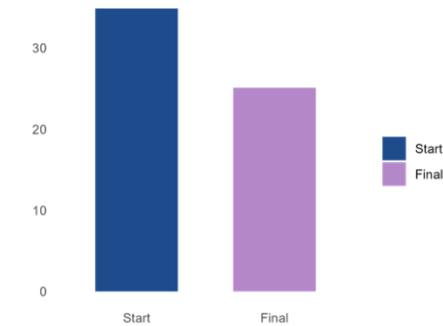
The **Mental Health Questionnaire (MHQ)** further supports clients in identifying emotional and behavioral health needs across five areas, including anxiety, trauma, and depression. By working with service coordinators to interpret results and set targeted goals, clients strengthen their mental well-being. Improved MHQ scores at program exit reflect the positive, data-backed outcomes achieved through FCC's comprehensive, client-centered approach.

Thanks to the dedicated staff at FCC who work with families towards these and other measurable outcomes - and ongoing support - we can change lives.

### CHAOS Score

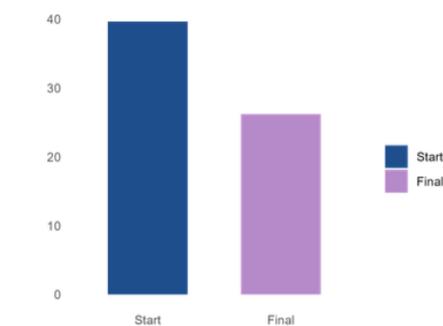
#### Counseling

**28%** Decrease in average CHAOS score



#### Emergency Shelter

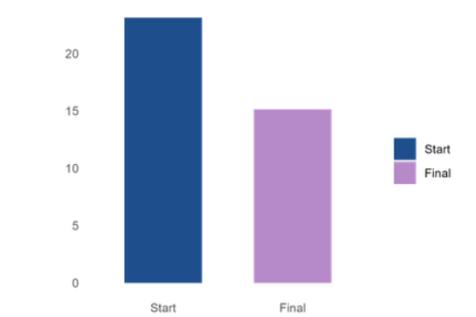
**34%** Decrease in average CHAOS score



### MHQ Score

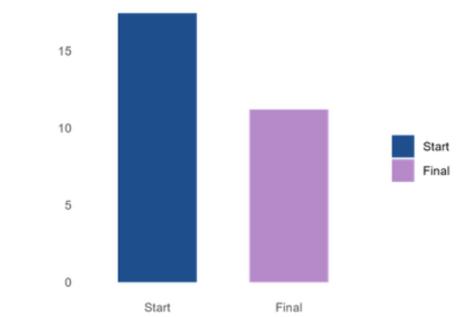
#### Counseling

**35%** Decrease in average MHQ score



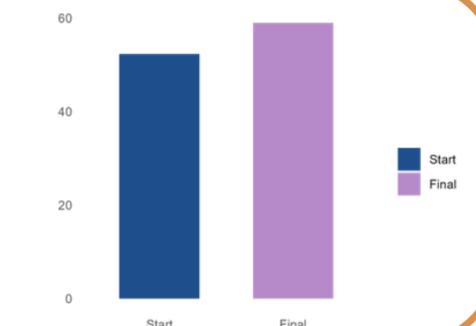
#### New Behaviors

**36%** Decrease in average MHQ score



### Arizona SSM

**Emergency Shelter** clients had an average **11%** increase in SSM score



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Executive Director

**Nakia Brooks**

Director of Finance and Operations

**Christian Green, MS**

Director of Shelter and Housing

**Brady Sensibaugh**

Director of Communications & Development

## Staff

**Brandi Alexander**, Service Coordination Manager

**Haleigh Brown**, New Behaviors Program Staff

**Aria Dial**, Office Manager

**Courtney Frink**, Service Coordinator

**Marcia Gentry**, Resident Advocate

**Mya Graham**, Service Coordinator

**Sandi Kaufman**, Victim Advocate

**Jenea Lyles, MPH**, Data Analyst

**Rhonda Murray**, Housing Specialist Assistant

**Chasity Norris**, Resident Advocate

**Chisom Onwuegbu**, Clinical Counseling Fellow

**Ashley Ramirez**, Resident Advocate

**Shawana Ramirez**, Bilingual Victim Advocate

**Lisa Rao**, Resident Advocate

**Marquita Temple**, Housing Specialist

**Laurie Tice**, New Behaviors Program Manager

**Tykisha Walker**, Resident Advocate

**Aquilla Wilkes**, Kitchen Manager

**Julie Wilson**, New Behaviors Program Staff



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