

FAMILY CRISIS CENTER
OF BALTIMORE COUNTY

Stronger Communities, One Thriving Family at a Time.



2020 Impact Report

State of the Organization Letter

Dear Supporter:

As we continue to confront the choppy and challenging waters of 2020, the Family Crisis Center of Baltimore County, Inc., (FCC) remains a lifesaving and essential resource, helping families navigate with grace and dignity toward bold futures. Thanks to YOU and YOUR support, FCC persisted throughout this year and continued uninterrupted operations of all of its programs.

Those who faced violence in their homes found safe emergency shelter and a supportive path forward. Individuals and families who suffered under the weight of their unhealthy relationships accessed thoughtful coaching and compassionate care, finding their own safe spaces to move forward.

FCC's continuous operation since the beginning of the pandemic reflects our 42-year history of safe and stable presence in the community and continues our good work.

In FY20, thanks to your generous and steady support, we made a difference in the lives of 4,129 people. We provided safety and stability in the emergency safe shelter to more than 175 individuals (making up 74 families) experiencing the impact of domestic violence. We served 106 individuals in our Early Intervention Program and worked with 24 individuals in our ongoing advocacy and aftercare services-- a result of three years of tireless work to expand our impact, beyond crisis, to prevent violence between partners and in future generations.

Together, you and FCC have a long and storied history of supporting individuals and families who need assistance in interrupting cycles of violence. Together, you and FCC are making a difference in the lives of people today and improving the odds for generations to come. We thank you deeply for your generosity.

With kind regards,



Amie Post
Executive Director



Kathryn Stamps
Board Chair



Program Highlights

ACROSS ALL OF ITS PROGRAMS,
FCC SERVED
OVER 4,000 INDIVIDUALS
IN FY20

NUMBER OF INDIVIDUALS REACHED



**34% MORE
INDIVIDUALS
REACHED IN FY20**

Crisis Response

HOTLINE CALLS

FCC operates three essential 24/7 hotlines. Our 24-crisis hotline is a lifeline for individuals and families in danger. Trained staff and volunteers refer callers to resources and support aimed at providing safety. 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.



**WE ANSWERED
1,949 CRISIS CALLS
ACROSS OUR THREE 24-HOUR
HOTLINES THIS YEAR.**



Volunteers

Our dedicated volunteers take on the instrumental role of staffing the crisis hotline. Through FCC training, volunteers gain skills in crisis response, resource management, hotline counseling, domestic violence, sexual assault, family systems theory, and more. Hotline volunteers have operated the hotline without interruption during the COVID-19 crisis.

Total Volunteers: 35 | Total Volunteer Hours: 2,700

Program Highlights

Housing

WE SERVED 227 CLIENTS ACROSS OUR HOUSING PROGRAMS, INCLUDING:



174
**IN EMERGENCY
SAFE SHELTER**



24
IN AFTERCARE



29
**IN COORDINATED
ENTRY**

EMERGENCY SAFE SHELTER

FCC has continued to run all essential shelter services, without interruption, during the pandemic. FCC’s leadership of the Baltimore County coordinated entry system for victims of domestic violence effectively sheltered victims, with coordinated and creative housing solutions, prioritizing safety of individuals and limiting risk of COVID-19 exposure and transmission.

In addition to continuing the safe operation of the shelter and all case management services without interruption, the emergency shelter has organized and implemented partner programs, safely offering supportive services virtually. The shelter staff have supported these services by connecting with providers, coordinating technology and needed supplies, and facilitating on site.

Longer shelter stays are related to a higher likelihood of achieving permanent housing. In fact, all of the families who achieved permanent housing had been in shelter an average of 65 days.

**EMERGENCY
SHELTER BY
THE NUMBERS**

**SERVED
74
FAMILIES**
(174 total individuals)

**PROVIDED
10,789
SHELTER BEDNIGHTS**
(average stay is 65 days)

**SERVED
43,956
SHELTER MEALS**



CHILDREN'S PROGRAMS

The 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 a number of additional supportive services to enhance development of emotional regulation.

The main components of children's programming include nutrition, yoga, art/expressive therapy, and parent coaching services offered to children and their parents.

Trauma-informed yoga classes are offered twice weekly, live streamed remotely during COVID-19 with a shelter support staff person on-site, to increase movement, activity, and mindfulness for children, youth, and families.

We also partner 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. FCC has also expanded parent coaching to improve outcomes for children and youth experiencing behavioral/mental health problems by increasing parent efficacy.



CHILDREN'S PROGRAMS BY THE NUMBERS

255
SESSIONS



**NEARLY
1,700**
TOTAL HOURS
OF PROGRAMMING

"Ms. Kim watches my kids in the playroom so that I can accomplish my goals and get my responsibilities done to be more successful and keep moving forward. I love the beautiful art they make; it helps decorate our room and make it unique. My kids always look forward to seeing Ms. Kim, doing arts and crafts, or yoga, and I look forward to having some Mommy time to relax."

- Children's Program parent

"In 2011, after existing in a 14-year relationship that was abusive emotionally, verbally, and physically, I googled 'domestic violence' and found FCC. The birth of my son motivated me to look for help, and the group counseling and support I found at FCC were life changing.

FCC helped me with practical needs like getting a protective order, but just as important, it was the first time I didn't feel alone. The other women, and their willingness to share their experiences, gave me strength. For the first time, I learned about boundaries and how to set them.

A few years later, when I had a setback, FCC was again there to help me overcome the obstacle. FCC taught me how to navigate relationships and advocate for myself – skills I continue to use in both my personal and professional life. I'm now the proud owner of a successful painting company. FCC's role in guiding me to a healthy self, has never left me. I was so proud to share my story with my employees and give back to FCC by repainting the common rooms this fall. Updating the group counseling room and the children's playroom were particularly rewarding. I am forever indebted to FCC!" - Mandy



AFTERCARE

While shelter stays have been longer during COVID-19, we have still successfully moved residents into permanent housing. Most of these clients have subsequently enrolled in the aftercare program to continue to receive case management support for a year after they depart our shelter. Aftercare assists clients who move on from the shelter to continue to engage in safety plans and goals for economic security, both of which decrease the likelihood they will be victimized again.

Our aftercare specialist works with clients to learn how to manage money, maintain financial stability, and work toward their goals. Case management and advocacy services include assistance in accessing public benefits, employment, training, and other resources. During COVID-19, 100% of aftercare clients have navigated job loss, health issues, falling behind on bills, childcare/educational demands, and other challenges without losing their housing. Advocates also assist clients who are experiencing threats to their safety.

The average aftercare journey is 34 sessions for a total of 20 hours per client/family.

**AFTERCARE BY
THE NUMBERS**

**24
ADULTS**



**47
CHILDREN**





"I learned about mindfulness and communication. Thinking before I react has made my home safer."

- New Behaviors client

NEW BEHAVIORS

New Behaviors is an abuse intervention program that offers group intervention for individuals who have been identified as perpetrating intimate partner violence, supporting participants as they build new ways of thinking and doing for the safety of their families. New Behaviors aims to create positive change towards non-violent, self-accountable behavior in a group setting. New Behaviors Groups include: emotional regulation, triggers to aggressive behavior, communications skills, alternatives to aggression, acknowledgement of responsibility, goal-setting, obstacles to change, as well as motivation to change. The program helps individuals interrupt patterns of being and develop capacity for new relationship patterns that are free from the use of violence and other methods of coercion.

FCC served 201 clients in New Behaviors this year, shifting to all virtual delivery in the 3rd quarter due to local Covid-19 pandemic restrictions.



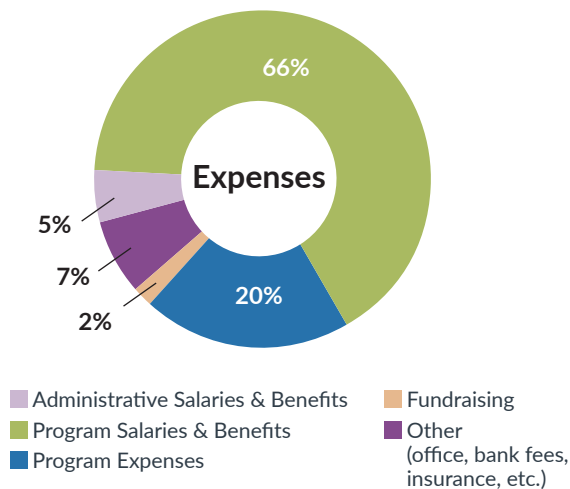
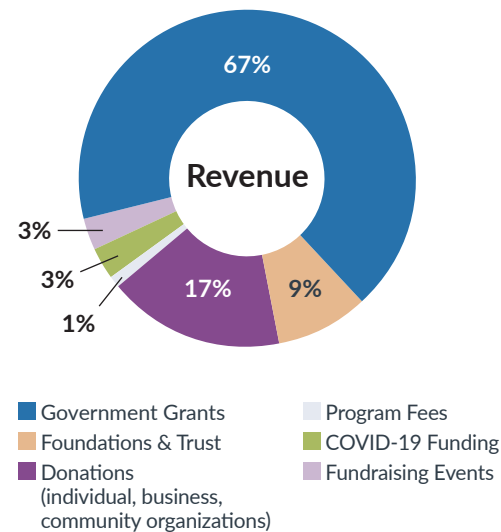
Prevention

The Family Crisis Center is committed to disrupting the cycle of violence that occurs across generations and repeats throughout the lives of individuals and families. FCC uses a prevention lens that increases the access points to services and broadens the range of services available. Individuals, families, community partners and others can access information, assistance, and services across this continuum of prevention.

Our Early Intervention Program is grounded in the beliefs that:

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

Financial Report



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