



The Arlington Community Temporary Shelter

2003 Annual Report

Mission:

The Arlington Community Temporary Shelter (TACTS) empowers women and families who are abused, homeless or at-risk to live safe, secure and self-sufficient lives. We provide both self-sufficiency and prevention services, and educate the larger community about domestic violence and homelessness.

bringing hope



TACTS' Transitional Housing Program helped me just when I needed it most. They welcomed me with open arms, supported me in my goals and created an inner circle of support that felt like a family.

TACTS' Client

to women, children and families in crisis



Nearly one-third of American women (31%) report being physically or sexually abused by a husband or boyfriend at some point in their lives.

The Commonwealth Fund, Health Concerns Across a Woman's Lifespan: 1998 Survey of Women's Health, May 1999.

2003 has been a year of both prosperity and despair in Arlington. When I look out my window at The Arlington Community Temporary Shelter (TACTS), I can literally see the prosperity as I watch luxury condominiums and upscale retail establishments replacing older buildings and shops. Yet, TACTS has seen more and more women and families who seek shelter and safety from homelessness and/or violence. This past year alone we turned away almost 1,000 women and children because of insufficient space at our shelters. Many of our residents lingered long beyond the normal length of stay because there were fewer options for affordable housing, leaving others needing shelter with no place to go. Even TACTS' Thrift Store of 10 years will be displaced by a dramatic increase in rent as of February 2004.

While this has been a year of contrasts in our community, here at TACTS it has been a tremendous year for serving clients and for transition. I arrived at TACTS in April to help lead and strengthen the agency's capacity to respond most efficiently and effectively to the women and children who need our services beyond the vital service of "shelter." Often years of trauma afflict our residents, and their needs are typically complex and not easily remedied. It takes skilled staff, dedicated volunteers and numerous partnerships with other nonprofits, county services, the private sector and the community to meet our clients' compelling needs and move them on to a higher ground from the crisis point that brought them to our doors.

This report proudly presents TACTS accomplishments of Fiscal Year 2003, when TACTS provided safe and supportive housing to over 250 women and children with 6,740 nights of shelter. We accompanied women as they struggled and succeeded in building better lives for themselves and their children. We engaged nearly 300 caring neighbors in giving generously of their time and talents. And, we succeeded in encouraging thousands of donors to make significant financial commitments to make our efforts possible.

Yet there is so much more to do. When I consider the vibrancy of Arlington, I see the plentiful possibilities of bringing together the community to strengthen TACTS' capacity to fulfill its mission to those most in need and to be that needed voice for the most vulnerable families, women and children traumatized by homelessness and violence.

As we celebrate the successes of the past year and look forward to celebrating our 25th year of service, we renew our commitment to women and children who have only TACTS for a "home" and hope. The Board of Directors and I invite you to join us for this important and life-giving work. Together, we can ensure new beginnings for less-fortunate women and children, empower families and strengthen our community.

In peace,

A handwritten signature in black ink, appearing to read 'Linda Dunphy'.

Linda Dunphy, MSW
Executive Director

Before TACTS, the only shelter for battered or homeless women and their children was a night in a motel. Then in January of 1978, TACTS was founded through an interfaith collaboration as Arlington's first emergency and safe house shelter, providing housing and safety to women and families in crisis. Two houses were eventually purchased to give permanent homes to our two shelters during the 1980s. Since our founding and with the generosity of donors, volunteers and staff, TACTS has provided a life-saving continuum of care, hope, and safety for thousands of women and their children who experience the crises of domestic violence and/or homelessness.

supporting

TACTS operates

Megan's Story

Megan never knew stability in her life before coming to TACTS. Until age 9, Megan lived with her mother who struggled with substance abuse. When this situation became untenable, Megan and her sister went to live with her father, who was an alcoholic. From this second unstable home, Megan bounced through various group homes and gave birth to a son. At 22, she found herself pregnant again, and without a place for her and her son to call home. Luckily, at this point in her life, Megan and her son found TACTS.

Megan came to live at TACTS' Emergency Shelter. She worked with TACTS' caring staff to set goals for her future and quickly secured a job earning \$300 a week. After her stay at the Emergency Shelter, Megan and her son moved on to TACTS' Transitional Housing Program, where they received help in securing and affording an apartment, and the ongoing support of TACTS' staff and volunteers. Megan had a baby girl and began her search for permanent employment. With the goal to pursue a career in accounting, Megan found an accounting clerk job paying \$12 per hour and enrolled in college to pursue her career goals.

In just six months, Megan received a raise and health benefits, and maintained a 4.0 grade average. She enrolled her son in Head Start and her daughter in subsidized day care. With the steady guidance of TACTS' Transitional Housing Program staff, Megan is working to create a safe and stable life for herself and her children. A TACTS staff member explained, "Megan is inspiring because she is so determined to accomplish her goals and doesn't allow anything to get in her way."

Out of respect for the privacy, safety and confidentiality of our clients, fictitious names and nuances have been used.



Why is TACTS important?

TACTS operates the only emergency shelters in Arlington for women and children experiencing domestic violence and homelessness and provides the services to lift them out of crisis. These issues are growing problems in our community that are not going away. We provided supportive shelter for over 250 individuals in Fiscal Year 2003, almost half of whom were children. Most stayed for nearly a month while they coped with a major life crisis. An additional 6,000 women received guidance from our 24-hour crisis hotline service and support groups.

- **Domestic violence is a problem in Arlington**—352 women and children fleeing domestic violence could not be sheltered by TACTS in 2003 because our *Safehouse* was full. Domestic violence occurs in every socioeconomic group, every race or ethnic group, and to people of all ages. It is a pattern of physically, sexually and/or emotionally abusive behaviors used by one individual to maintain power over or control of a partner in an intimate or family relationship. Domestic violence usually escalates in frequency and intensity over time. In the absence of safe and supportive housing, women may be forced to live with their abusers, putting their lives and the lives of their children at risk. Indeed,

the only emergency shelters in Arlington for women and children experiencing domestic violence and homelessness, and provides the services to lift them out of crisis.

more than half of female victims of intimate violence live in households with children under age 12, and 50% of the men who frequently assaulted their wives also frequently abused their children.

- **Homelessness is increasing in Arlington**—614 women and children who were homeless could not be sheltered by TACTS in 2003 because our *Emergency Shelter* was full. Unfortunately, other jurisdictions rarely have room to accommodate Arlington families. Nationwide on any given night, 750,000 Americans will be without shelter, and 1.3–2 million Americans will be homeless at some time during the year, according to the National Alliance to End Homelessness. The 2003 census of people who are homeless conducted by the Metropolitan Washington Council of Governments counted over 14,000 homeless people in our region, a 2% increase from 2002 and an 11% increase from 2001. Almost half of those counted lived in communities like Arlington, outside Washington, DC.
- **Housing in Arlington is out of reach for the working poor**—At TACTS, our average length of shelter stays are increasing because families cannot find affordable housing. In Arlington County, 71% of the adults in families who were homeless reported they had jobs, but could not afford shelter. Forty-seven percent of the clients who arrive at the TACTS' *Emergency Shelter* are working, either full or part time, frequently in unstable jobs with no benefits. A woman earning minimum wage in Arlington (\$5.15 an hour) would need to work 149 hours per week in order to afford a two-bedroom apartment at fair market rent (not more than 30% of income). Working an average, 40-hour work week, a person must earn a minimum of \$19 per hour to afford an Arlington two-bedroom apartment—373% of the minimum wage.

50% of homeless women and children are fleeing violence and abuse.

Ford Foundation Study, 1990, cited in Joan Zorza, "Woman Battering: A Major Cause of Homelessness," in Clearinghouse Review, vol.25, no.4, 1991.

Our continuum of care begins with community education and resources, from the moment someone requests help. We provide an 11-bed Safehouse and a 16-bed Emergency Shelter for women and children fleeing domestic violence or experiencing homelessness, and a supportive Transitional Housing Program to successfully transition women back to independent living. Together, our programs provide a safety net that works for some of Arlington's most vulnerable residents.

strengthening

What does TACTS do?

Safehouse and Emergency Shelter Programs

The *Safehouse* and *Emergency Shelter* programs provide both basic life needs of shelter, food, childcare, transportation and other supportive services in a home-like atmosphere. The staff help women set and achieve goals for safety, physical and mental health needs, finances, employment, housing, childcare and long-term stability. The warm and caring environments provide individually-tailored support to assist residents in developing the skills and resources they need to live safe, secure and self-sufficient lives. The *Safehouse* specifically focuses on women who are survivors of domestic violence and their children, who are often survivors of violence as well. The average stay at either shelter is 26 nights. Some stay longer because there is simply no place they can afford.



Twenty-four

2003 Accomplishments

- *Almost 7,000 nights of shelter was provided for homeless women and children, nearly half of whom were fleeing violence.*
- *17,112 hours of group and individual counseling were provided to adult victims of domestic violence, stalking and homelessness.*
- *98% of individuals in family cases completed goal plans during their shelter stay.*
- *472 hours of counseling and advocacy were provided for children.*
- *140 hours of court companionship and legal advocacy were provided for protective orders, child custody and other criminal and civil legal needs.*
- *25 different types of referrals or services were provided including employment support, housing, mental and physical health care, advocacy, schooling, counseling, crisis intervention, systems advocacy, safety planning, financial counseling, transportation and court accompaniment.*

Transitional Housing Program

The *Transitional Housing Program* (THP) offers a new beginning to women and families who are leaving TACTS' *Emergency Shelter* or *Safehouse* and are ready to live independently. THP offers residential stability (through rental subsidies) and intensive support in goal planning focused on educational, employment and financial skills building to prevent the recurrence of homelessness and domestic violence. For up to two years, weekly home visits focus on both the parent and children, helping ensure they escape the downward cycle of homelessness and violence.

2003 Accomplishments

- 100% of THP participants reported the program stabilized and strengthened their family, improved relationships with their children and taught them how to locate and use community resources.
- Since 1998, 67% of THP families successfully achieved self-sufficiency in housing and strengthened their parenting and life skills.

Community Education and Resources

When women and children are in crisis in Arlington, TACTS provides a 24-hour hotline to support them, and weekly support groups for survivors of domestic violence. Our staff also educates the larger community about domestic violence and homelessness, and how together we can create a supportive and safe community for women and families.

2003 Accomplishments

- 24-hour crisis intervention and referrals in response to over 6,450 Hotline calls.
- Weekly support groups met 40 weeks and had over 240 participants.
- Over 15 educational presentations by TACTS' staff.

hours a day, seven days a week, 365 days a year, TACTS supports women and families in crisis in Arlington.

In Virginia last year, one-quarter to a third of Junior and High School students reported being victims of violence, being physically abused, and, equally disturbing, hitting someone or threatening to hurt someone.

Voice for Virginia's Children, Kids Count 2003 Data Book.

Community Programs

TACTS involves the Arlington and surrounding communities in building a safe and supportive community for families in crisis. Specific projects in Fiscal Year 2003 include:

- ***Dinner with Friends:*** Every month, current and former shelter residents gather for *Dinner with Friends*, a social evening that helps them build friendships. Seventy volunteers donated over 360 hours of service to carefully plan activities and entertainment for the enjoyment and enrichment of the 492 adults and children who attended the dinners.
- ***Back to School Drive:*** For most of the children TACTS serves, changing schools because of violence-related homelessness is common. The simple assurance that they have the necessary school supplies helps make these transitions easier. TACTS provided that assurance and prepared over 80 children to succeed in school by involving the larger community in our *Back to School Drive*.
- ***Winter Wishes:*** TACTS paired 127 children from 55 families with community sponsors who provided food and gifts, ensuring a holiday season of celebration.

At TACTS, we believe empowerment is the most important work we do—empowering the women who call our shelters home to build healthy, stable lives; empowering children to heal from trauma and succeed in school and beyond; empowering our organization to be strong, effective and proactive; and empowering the community to be involved in finding solutions to homelessness and domestic violence.

empowering

Karen's Story

Karen was raised in foster care, which according to a 2001 study by the Urban Institute is a strong predictor of future homelessness. Unlike many children in foster care, Karen was close to her foster mother and describes their relationship as “good.” As an adult, Karen continued to be lucky; she was able to find subsidized housing for herself and her young son that she could afford. Soon after, however, Karen and her son moved in with her boyfriend. Though the situation was not ideal, Karen was in love and thought the family’s housing situation would improve. That is, until Karen’s boyfriend turned abusive. Fearing his increasing violence, she looked for housing of her own, but was unable to find anything she could afford. She felt trapped in her abusive situation until she heard about TACTS. After convincing herself that the shelter was her only safe option, Karen and her son moved to the TACTS’ Safehouse.

Karen’s life began to change immediately. The caring and dedicated staff at the Safehouse consoled her and praised her decision to leave. At TACTS’ Safehouse, Karen was finally free to plan a future for herself and her five-year-old son without violent interruptions and with the support of Safehouse staff and volunteers.

Karen came to the Safehouse with a high school education and a dream of providing a safe and stable home for her son. With help from TACTS’ volunteers and case managers, she acquired a job as a medical technician and case manager for a senior living home. Karen then moved from the Safehouse to her very own apartment, as a participant in TACTS’ Transitional Housing Program. Since her move, Karen has received a raise and a promotion at her current job, and is taking classes at Northern Virginia Community College to help achieve her goal of becoming a phlebotomist and lab technician. She has begun clinical work at a local medical center and, with the aid of TACTS’ caring staff and volunteers, is truly working to build a better life for herself and her son.

Out of respect for the privacy, safety and confidentiality of our clients, fictitious names and nuances have been used.



What is our vision for 2004?

The need for TACTS is greater than ever. Thus, when TACTS celebrates its 25 years of commendable service to women and children in crisis in 2004, we will also strive to further extend our services for current clients and those we could not shelter due to insufficient resources. This will require building a stronger organization with a broader community commitment. Our 2004 organizational goals include:

- Strengthening our **organizational infrastructure** to offer greater volunteer and donor opportunities and improved systems, resources and policies that support staff.
- Establishing a key capacity-building position, **Director of Development**, and launching a new, **improved web site**, courtesy of the Matrix International Group.
- Establishing a **Children's and Family Enrichment Program** focused on children's special needs, like the trauma of violence and loss of home.
- Enhancing and strengthening the **mental health services** for clients via community partnerships and skills building among staff.
- Increasing our **community prevention and advocacy** efforts in family violence and homelessness.
- Offering a dedicated **financial money management service** tailored to individualized challenges such as poor credit and financial know how.
- Strengthening our *Transitional Housing Program* to **support parenting and the children's broad range of development needs**.
- Launching a broader **volunteer program** to assist in service delivery and staff support.

we will strive to further extend our services for the current clients and those we could not shelter due to insufficient resources.

At TACTS in 2003, we had to turn away almost 1,000 homeless women and children because of lack of space.

- Implementing significant **capital improvements** and renovations for our two shelters, which are both over 40 years old.
- Launching our **Good Neighbor Club**, a way for the community to be a part of sustaining our work on a monthly basis.
- Locating a new site with an affordable rent for our **Thrift Store**.

TACTS will look to partner with the community to make these goals possible. The donors and volunteers listed on the following pages are a testament to what is possible when we come together.

The commitment, partnership and generosity of individuals, corporations, civic groups, faith-based organizations and foundations allows TACTS to provide crisis intervention and a continuum of supportive services to women and children in Arlington. Almost 75% of our annual budget is raised each year through private contributions.

The following donors of 2003 made it all possible.

giving

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TACTS wishes to thank an additional 722 donors who each contributed less than \$100 for a remarkable total of over \$26,000.

Although a great deal of effort has gone into ensuring this report's information is accurate, there may be errors. We apologize for any omissions, misspellings, or other name mistakes and welcome your corrections or suggestions.

Ways You Can Help

Nearly 75% of our budget each year comes from tax-deductible contributions by individuals and organizations. Workplace giving, bequests, gifts of stock and sponsorships of special events help us meet our financial goals. Whatever time, talents and resources you have to give, we can find a way to make you a part of the efforts to brighten and strengthen the lives of women and children in crisis. Please contact our Development Office at (703) 522-8858, visit us at www.tacts.org, or email us at adm@tacts.org to learn more.

Nearly 500 individuals and over 100 groups from churches, businesses, schools and civic organizations provided volunteer support and in-kind donations. Volunteer time amounted to over 5,200 hours valued at over \$100,000. In-kind contributions amounted to \$3,000 in professional services, \$43,506 in donations to clients, and \$14,501 in shelter supplies. TACTS thanks its 2003 Pro Bono Heroes for making our services possible.

caring



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 Molly Maid of Alexandria
 Murray, Jonson, White and
 Associates, LTD, PC.
 Muslim Women's Coalition
 My Plumber
 National Automobile Dealers
 Association
 Nella's Creations
 Nordstrom's Giving Tree
 National Science Foundation
 Quilt Club
 Our Lady Queen of Peace Church
 Outback Restaurant, Jay Knisley
 Pat Lewis Communications
 PMA Group

Pro-Bono Spotlight— National Automobile Dealer's Association

For many years, the National Automobile Dealer's Association (NADA) has sponsored the monthly Dinner With Friends gathering, and held building-wide collections to fulfill TACTS' needs list of laundry detergent, school supplies, diapers, canned food, sheet sets and alarm clocks. Their efforts have resulted in countless dollars of donations and much needed support for our families!

Portabello's
 Powhatan Springs Girl's Club
 Powhatan Springs Women's Club
 Professional Images
 Q. Know Technologies, Inc.
 Quick Hire
 Pleasant Valley Golfer's Club
 Reality Gospel Church
 Ritz-Carlton Pentagon City
 Saint Agnes Catholic Church
 & School
 Saint Anne's Guild of Saint Andrews
 Episcopal Church
 Saint Ann's Catholic Church
 Saint James Catholic Church
 Saint John's Baptist Church
 Saint Mary's Episcopal Church
 Saint Michael's Episcopal Church
 Saint Thomas More Cathedral
 School
 Sam & Harry's
 Saturn of Alexandria
 Sequoia
 Shaw Pittman, LLP
 Soroptimist International
 of Arlington
 Starbucks
 SV Group
 Tabard Inn Restaurant
 Table to Table

Temple Rodef Shalom
 The American Seafood Market
 The Ashby Inn
 The Jefferson Marriott
 The Wardroom
 The Rubin-Henry Foundation
 Trader Joes
 Tree Stewards and The Remove
 Invasives Program
 Trinity Episcopal Church
 T.W. Wallace Construction
 Unilever
 Unitarian Universalist Church
 of Arlington
 Verizon
 Wakefield High School
 Walker Chapel United Methodist
 Church
 Washington Capitals
 Washington-Lee Key Club
 Washington Post
 Weichert Realtors
 Westover Baptist Church
 Williams/Gerard Productions
 Williamsburg Women's Club
 of Arlington
 Willow Garden Design
 Worth Cooley-Prost
 Zonta Club of Arlington

Volunteer Hero—St. Mary's Episcopal Church

St. Mary's is a true community partner for TACTS. St. Mary's provides volunteers, and in 2003 became the new home for our monthly Dinner with Friends program. Jane Shaffran, a St. Mary's staff member, welcomed TACTS "into the St. Mary's family," providing rare and meaningful hospitality for our clients. But St. Mary's support doesn't end there—they made sure we had turkeys and dinners for our clients at Thanksgiving; provided new carpet, window repairs and new window treatments for the Safehouse; mowed the shelter lawns and trimmed the bushes; and regularly responded to our immediate needs for diapers or food. Rather than just being a group we see a few times a year, the St. Mary's community is an essential part of ending homelessness and domestic violence all year long.

53% of Arlington young people seek to resolve conflict violently rather than nonviolently. Nearly one third of sixth, eighth, tenth and twelfth graders in Arlington schools report being victims of violence, being "physically abused;" having "hit someone in the last year;" and, "threatened to hurt someone."

The World According to Our Kids—Results from the Arlington County Youth Surveys (October 16, 2001), The Arlington Partnership for Children, Youth and Families.

Special Events

- **Bowl-A-Thon:** In April, nearly 200 TACTS' friends and supporters gathered for an afternoon of family fun and bowling to raise over \$20,000 with a key sponsorship from Fannie Mae and numerous "Dollars for Doers" bowlers from Freddie Mac.
- **Fashion Show:** Nearly 300 supporters attended our annual winter fundraiser at the Ritz-Carlton for breakfast, fabulous fashions from Talbot's and auction items. The event raised almost \$24,000 and featured our first annual Community Advocate Award to Nancy Hunt, who was recognized for going above and beyond the call of duty to help end domestic violence and homelessness in our community.
- **Golf Tournament:** Freddie Mac and Fannie Mae hosted TACTS' 3rd Annual Golf Tournament in September, with over 100 golfers raising nearly \$30,000.
- **Help the Homeless Walkathon:** Each November, TACTS' supporters get out their walking shoes for the Fannie Mae Help the Homeless Walkathon to raise support and awareness for our work. Over 250 walkers, including area schools such as DC's National Cathedral Middle School, walked to benefit TACTS and raised over \$114,000.

Thrift Store

Donated clothing and household items fill the store and are available for free to TACTS' clients and other agencies' referred clients. Volunteers staff the store, which generated nearly \$110,000, and donated over \$133,000 of goods to help over 400 individuals in need.

Financial Statement for Fiscal Year 2003

July 1, 2002–June 30, 2003

UNRESTRICTED NET ASSETS

REVENUE

Contributors	\$175,295
Foundations	184,512
Government	297,400
United Way	22,256
Rent Reimbursement	22,939
Thrift Store Contributions	248,647
Thrift Store Sales	108,978
Special Events	200,842
Investment Income	9,659
Other	(214)
TOTAL REVENUE	<u>\$1,270,314</u>
Net assets released from restrictions	<u>101,719</u>
TOTAL UNRESTRICTED REVENUE	<u>\$1,372,033</u>

EXPENSES

PROGRAM SERVICES

Safehouse and Emergency Shelters	625,355
Transitional Housing and Community Services	225,177
Thrift Store	319,731
TOTAL PROGRAM SERVICES	<u>\$1,170,263</u>

SUPPORTING SERVICES

Management and General	122,655
Fundraising	59,681
TOTAL SUPPORTING SERVICES	<u>\$182,336</u>
TOTAL EXPENSES	<u>\$1,352,599</u>

CHANGE IN UNRESTRICTED NET ASSETS 19,434

TEMPORARILY RESTRICTED NET ASSETS (25,683)

CHANGE IN NET ASSETS (6,249)

Net assets at beginning of year 1,011,175

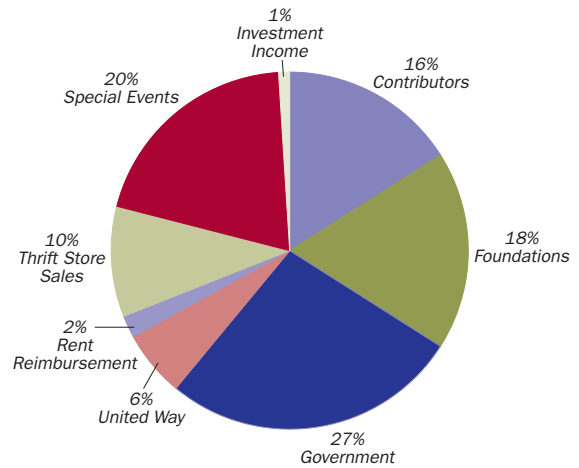
NET ASSETS AT END OF YEAR **\$1,004,926**

ASSETS

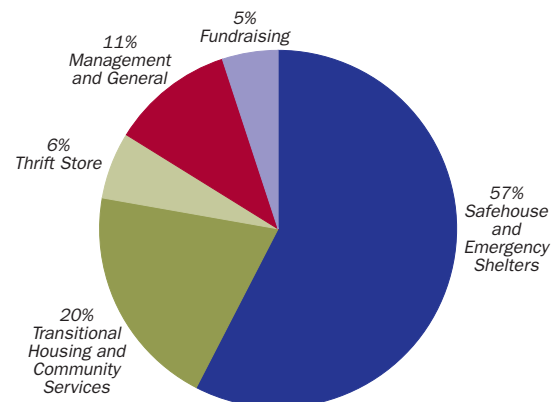
Current Assets	240,053
Property and Equipment	212,368
Investments	588,446
TOTAL ASSETS	<u>\$1,040,867</u>

LIABILITIES AND NET ASSETS

Current Liabilities	35,941
Net Assets	<u>1,004,926</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$1,040,867</u>



REVENUE
Note: Contributions for thrift store removed from this analysis as well as one restricted revenue of \$22,500



EXPENSES

The financial information on this page is excerpted from the complete financial statements for the fiscal year ending June 30, 2003, which are audited by the firm of Murray, Johnson, White and Associates, LTD, PC. The full financial statements are available upon request.

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SHERYL J. WILKERSON

Array Communications

NICK WILLIAMS

Sextant Ventures

NUMBERS TO CALL FOR HELP

TACTS Safehouse

703-237-0881

Virginia Domestic Violence Hotline

1-800-838-VADV

National Domestic Violence Hot Line

(800) 799-SAFE



The Arlington Community Temporary Shelter

3179 Wilson Boulevard

Arlington, VA 22201

(703) 522-8858

www.tacts.org