



DOORWAYS
for women and families

FISCAL YEAR 2015 ANNUAL REPORT

FROM THE PRESIDENT AND CEO



Dear friends,

When reflecting on Doorways' role in our community, I'm often asked, *Are homelessness and intimate partner violence decreasing?* Sadly, these issues continue to grow. In 2015, **calls to our 24-hour Domestic & Sexual Violence Hotline increased by 53 percent** as compared to the previous year. In response to the growing need, Doorways took decisive action to expand our mission to reach more persons impacted by domestic and sexual violence. We **extended our hotline and emergency response services** to serve survivors of sexual assault and **added an Emergency Apartment**, increasing our number of beds by 36% to serve more survivors. Thanks to the support of community partners and generous supporters, **Doorways served 2,708 people**—more than we have served in any past year—in the following ways:

- Responded to 1,244 calls to our 24-hour **Domestic & Sexual Violence Hotline**, serving 2,012 adults and children
- Assisted 403 adults and children in obtaining protective orders and other legal protections through our **Court Advocacy Program** to increase their safety from intimate partner violence
- Supported 55 adults and 80 children in apartments of their own through our **HomeStart Supportive Housing Program**
- Provided safe shelter to 45 adults and 41 children in our **Domestic Violence Safehouse** and to 32 adults and 40 children in our **Freddie Mac Foundation Family Home**

As we build on the success of these programs and services, Doorways' current and near-future focus includes enhancing our services to tackle the most prominent challenges facing our clients, including employment, maintaining safety and stability post-graduation, and addressing underserved persons, notably youth experiencing homelessness. Even in these post-recession years, the women and families we serve struggle with two very critical issues: first, finding and maintaining **housing that is affordable**, and second, securing **employment that provides a living wage**. Both are crucial to their ability to maintain independence and self-sufficiency. Too often, however, our clients have had to work two or three minimum wage jobs in order to cobble together enough money to cover basic needs like housing, food and child care.

In this difficult environment, our community is experiencing a disturbing trend—more young people in their late teens and early twenties are ending up in crisis. **Youth homelessness**, like family homelessness, is complex and difficult to quantify. Young adults move from place to place; one night, shelter may be a friend's couch, with the next night to be determined once the welcome wears out. These young adults require skills and tools to become self-sufficient and manage the responsibilities of adulthood, along with, in some cases, caring for their own children. We are developing comprehensive solutions to ensure young adults have a safe, stable place to learn and grow in our community.

Throughout our 38-year history, **we've strategically evolved our programs and services** to best serve our clients. As we create more pathways toward safe, stable and empowered lives for our most vulnerable neighbors, your continued support is more critical than ever, allowing us to be responsive to increasing and changing needs when they arise.

When our neighbors are in crisis, they cannot wait. As we grow to serve more clients than ever before, we remain committed to helping each individual and family achieve long-term safety and stability. Now more than ever, we need our community to join us in taking action, building awareness and inspiring one another to answer the call.

In partnership and with appreciation,

Caroline Jones, MSW



THE DOORWAYS MODEL

Since 1978, Doorways for Women and Families has worked to transform the lives of women and families who are facing homelessness or suffering from abuse. We know that each survivor's story is unique, and the causes of domestic violence, sexual assault and family homelessness are profound and varied. Beginning with a safe place to stay and continuing with services that address each individual's needs, Doorways creates pathways out of homelessness and abuse leading to safe, stable and empowered lives.

What makes Doorways different? Thanks to community partnerships and the generosity of our supporters, our **four-tiered strategy** meets both the immediate and long-term needs of our clients and addresses the economic and societal issues that lead to violence, poverty and family homelessness:

1. Offer an **immediate, safe response** to survivors of domestic violence and sexual assault
2. Provide immediate and long-term **safe housing** for women and families fleeing domestic violence and homelessness
3. Deliver **comprehensive support services** that teach individuals the skills and tools necessary to lead safe, independent lives
4. Actively participate in **community partnerships and advocate** for political and economic changes that will eliminate the root causes of violence, poverty and family homelessness

“When I made the decision to get out

of an abusive relationship, I reached out for help and Doorways heard my cry.

They welcomed me and my two girls with open arms.

Without Doorways, I don't know

where I would have gone—

I could have still been on

the street with my girls

or still living with the abuse.”



IMMEDIATE, SAFE RESPONSE

When a family or individual is in crisis, their most basic need – and our most important service – is safety. To meet people where they are, we offer several pathways to accessing safety. Through our **24-Hour Domestic & Sexual Violence Hotline**, highly trained staff and volunteers provide callers with crisis counseling and safety planning, referrals to community resources, and for those in imminent danger, entrance into our **Domestic Violence Safehouse** and **Emergency Apartment**. The hotline also offers survivors of sexual assault access to a trained, knowledgeable and compassionate volunteer or staff member to provide **Hospital Accompaniment** as they seek medical attention. Our **Court Advocacy Program** helps survivors of domestic and sexual violence navigate the legal system to protect themselves and their children.

SAFE HOUSING

For those in imminent danger due to domestic violence, Doorways operates an 11-bed **Domestic Violence Safehouse and Kennel** and the new four-bed

Emergency Apartment. These safe housing options provides shelter for women, men and children and fleeing domestic violence. Through the intensive services we provide, survivors are able to begin planning for a brighter future of financial independence, employment, physical and mental health and much more. Unlike traditional shelters, Doorways allows clients to stay in our facilities until they are best prepared to be successful in long-term housing.

For families experiencing homelessness, Doorways' 21-bed **Freddie Mac Foundation Family Home** offers a safe place to live plus more. Throughout a family's stay at our Family Home, Doorways offers counseling, financial education, support groups, services for children, job advocacy and help finding permanent housing. Doorways seeks to improve a family's life for the long-term while providing temporary shelter.

Doorways' **HomeStart Supportive Housing Program** provides housing and long-term support to families as a next step from shelter, directly from homelessness or to prevent a family from becoming homeless. **HomeStart** offers families housing location and rental assistance,

plus guidance, support and opportunities to learn and grow. Through **HomeStart**, Doorways clients work toward achieving stability, maintaining housing and becoming self-sufficient. Today, two-thirds of our clients live in their own apartments with Doorways' services coming to them.

COMPREHENSIVE SUPPORT SERVICES

While a roof overhead and a pathway to long-term housing are important steps to escaping crisis and rebuilding safety and stability, they do not address the underlying causes of violence, poverty and homelessness. To build skills and strengths that will enable families to build and maintain long-term independence, Doorways' offers each adult and child in our shelter and housing programs access to our comprehensive support services.

Counseling Services

Upon entry to one of Doorways' shelters or housing program, each family is assessed for immediate and long-term needs, and goal plans are established for enhancing skills and strengths and ameliorating barriers to long-term safety and stability. Each family works with a primary case manager, their Client Services Counselor, to identify barriers to independence, help coordinate services, build skills and ultimately reach goals towards self-sufficiency.

Financial Independence Track

Adult clients often enter our programs with a history of financial abuse or long-term instability that may include poor credit or a history of evictions and underemployment. Addressing these barriers is critical to long-term stability. Adults work directly with a Financial Counselor who provides interactive, individualized financial education on budgeting, credit, saving and debt management, as well as employment counseling, to help our clients achieve economic stability.

Children's Services

More than half of Doorways' clients are children, and often times they have witnessed or experienced significant trauma and endured life-long instability. Our **Children's Services** provide physical, emotional and

social supports to help children heal. Members of Doorways' **Children's Services** team work individually with each child and parent to help address trauma, start the healing process, strengthen healthy routines and behaviors and maintain family integrity.

COMMUNITY PARTNERSHIPS AND ADVOCACY

Doorways is a strong advocate for the rights and needs of survivors of violence and homelessness, and we are proud to be part of a larger community that is working together to address these traumas and their root causes. Together with our community partners and government agencies, we diligently strive to eliminate the many causes of domestic violence and homelessness. We serve as a lead agency for **Project PEACE: A Blueprint for Partnering to End Abuse in the Community for Everyone**, uniting public and private entities under a unified vision and strategic course for how Arlington will prevent domestic violence and protect and provide services for those affected by it. Doorways is also an active participant in Arlington County's **10 Year Plan to End Homelessness**.



“They helped me with my questions
and doubts.”





“My kids will never forget all the love
that was given by every staff member here. Thank you.”



“I can tell them
my problems and issues so they
can help me solve them.
They are supportive.”

FISCAL YEAR 2015 CLIENT ACHIEVEMENTS

1: IMMEDIATE, SAFE RESPONSE

Domestic & Sexual Violence Hotline

- Responded to 1,244 calls to our 24-hour hotline, serving 2,012 adults and children
- 99% of hotline callers were connected to community resources
- 88% of hotline callers developed safety plans

Court Advocacy Program

- Assisted 403 adults and children in obtaining protective orders and other legal protections to increase their safety from intimate partner violence
- 84% obtained Preliminary Protective Orders
- 63% obtained Permanent Protective Orders

2: SAFE HOUSING

Domestic Violence Safehouse

- Provided safe shelter to 45 adults and 41 children

Freddie Mac Foundation Family Home

- Provided safe shelter to 32 adults and 40 children

HomeStart Supportive Housing Program

- Supported 55 adults and 80 children
- 97% of HomeStart graduates remained in housing (within 18 months of exit)

3: COMPREHENSIVE SUPPORT SERVICES

Counseling Services

- 1,469 counseling sessions provided clients with increased safety, stability and self-sufficiency, as well as individualized goal plans and long-term independence

Financial Independence Track (FIT)

- 45 shelter families increased wealth by an average of \$11,132
- 42 HomeStart families increased wealth by an average of \$12,540
- 93% of clients who participated in FIT improved their financial knowledge and skills

Children's Services

- Offered counseling services to children (93%) to address the effects of trauma
- 76 children received art/play-based therapy
- Hosted 44 children's support groups
- Hosted 25 parent support groups

Graduate Services

- Through this new initiative, 7 staff met 91 needs for 22 graduated households

4: COMMUNITY PARTNERSHIPS AND ADVOCACY

Doorways partners with dozens of nonprofits, government agencies and civic groups to jointly advocate for the rights and needs to survivors of domestic and sexual violence and homelessness.

Some of these include the following:

- Project Peace: A Blueprint for Partnering to End Abuse in the Community for Everyone
- Arlington's 10-Year Plan to End Homelessness
- Arlington County Community Assistance Bureau
- Virginia Sexual and Domestic Violence Action Alliance Regional Task Force
- Project Extra Step (Arlington County Public Schools' Homeless Students Services)



SUMMARY OF REVENUE AND EXPENSES

Making the most of your financial support

AGENCY GENERAL OPERATING/PROGRAM FINANCES

July 1st, 2014 – June 30th, 2015

During fiscal year 2015 (FY15), Doorways' support and revenue exceeded expectations, resulting in a surplus of \$38,075. As compared to the prior fiscal year, FY15 support and revenue declined consistent with planned temporary and permanent funding support curtailments by private charitable organizations and government agencies. Significantly, the planned wind-down of the Freddie Mac Foundation resulted in an \$87,500 reduction in annual support during FY15.

In the wake of reduced institutional funding support, Doorways made significant strides in broadening our individual donor base, and we were pleased to receive additional funding support from both new and long-term individual donors during FY15. As Doorways' management seeks to reduce reliance on long-term, institutional funding support, we intend to build on FY15's individual donor fundraising success with continued and intensified efforts to further expand and diversify our donor base.

Doorways' donors give to make a profound difference in the lives of those in great need, and we're proud and thankful that we have earned the donor community's respect and confidence. During the current fiscal year, Doorways' management will continue to honor this trust by striving to carry on our tradition of meeting our client's needs in the most efficient, cost-effective manner possible while remaining focused on lasting outcomes in their safety and stability. We will continue to safeguard financial resources that have been entrusted to us through an appropriate internal control environment with an emphasis on strong budgetary control and routine periodic governance review.

To view our complete FY15 audited financial statements, please visit our website: www.DoorwaysVA.org/publications.



FY15 REVENUE

Category	Amount
Contributions	\$1,190,001
Foundation Grants	759,102
Government Grants	1,367,811
In-Kind Contributions	222,972
Special Events Revenue	91,963
Other Revenue	764
	<hr/> \$3,632,613

FY15 EXPENSES

Category	Amount
Freddie Mac Foundation Family Home	\$ 807,105
Domestic Violence Program	803,233
HomeStart Supportive Housing Program	649,459
Support Services	573,386
Community Education	133,513
Development	354,740
Management & General	217,713
Capacity Building	55,389
	<hr/> \$3,594,538



Our clients are thankful for...

“I got tools to help me
later in life dealing with daily issues.”



DOORWAYS for women and families

STAY IN TOUCH WITH US

Administrative Office: 703-504-9400 • **Domestic & Sexual Violence Hotline and Safehouse:** 703-237-0881
Court Advocacy Program: 703-244-5165 • **Freddie Mac Foundation Family Home:** 703-907-0022

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