

Philip S. Miller Resource Grant Program 2019-2020 Application

PHILIP S. MILLER RESOURCE GRANT PROGRAM 2019-2020 APPLICATION
 DUE BY 5:00 PM AUGUST 1, 2019

ORGANIZATION:	Crisis Center
ADDRESS:	PO Box 631302
CITY:	Littleton
STATE:	Colorado
ZIP:	80163
CONTACT PERSON:	Amy McCandless
TITLE:	Director of Development
PHONE NUMBER:	303-688-1094
E-MAIL ADDRESS:	amccandless@thecrisiscenter.org
EXECUTIVE DIRECTOR/PRESIDENT:	Jennifer Walker
BOARD OF DIRECTORS:	Craig Sammons; Past President; Sky Ridge Medical Center; CFO Krista Tushar; President; Riggs, Abney, et al.; Attorney Jason Christiansen; Vice President; Non-profit Professional Michele Duncan, Treasurer; Arch Insurance; Insurance Advisor Lori Nebelsick-Gullett; Secretary; Self-Employed; Education Consultant Marsha Alston; Douglas County Youth Services; Program Manager Lisa Stull; Comprehensive Counseling Solutions; Therapist/Owner Kathie Shandro; RE/MAX; Realtor Diane Cookson; UCHealth Highlands Ranch Hospital; President Christine Harris; Therapist Barb Gay; Watson and Company, Inc.; President Becky Beall-Moore; Finance and Non-profit Professional Krystie Kania; First Bank Douglas County; Loan Officer

NON-PROFIT STATUS:	501(C)(3)
AMOUNT REQUESTED:	\$20,000
PROVISIONS FOR THE NECESSITIES OF LIFE:	FOOD, SHELTER
PURPOSE OF GRANT:	The Crisis Center is respectfully seeking \$20,000 in continued operational support of our emergency shelter and community-based advocacy programs for adults and children impacted by domestic violence in our community.
ORGANIZATION'S GOALS/MISSION STATEMENT:	<p>Established in 1985, the Crisis Center exists to end domestic violence through advocacy, education, and prevention; while helping communities live free of violence. We serve the 18th Judicial District, which includes Douglas, Elbert, Lincoln and parts of Arapahoe Counties. Our services include a 24-hour crisis line, emergency shelter, therapy, legal advocacy and community-based advocacy for adults and children impacted by domestic violence. We also provide prevention activities, education and outreach to the community.</p> <p>Our primary location is in northern Douglas County, with satellite offices in Castle Rock and Elizabeth, as well as the Douglas County Courthouse for legal advocacy.</p> <p>Our goals and objectives are to provide safety, healing and education to stop the generational cycle of domestic abuse. Our programs help victims understand why the abuse happens, recover through a variety of interventions, and gain the tools to become emotionally stable and self-sufficient. We educate the community to have a better understanding of the personal tragedies involved, the resulting public impact, and the economic costs from the growing incidence of family violence and conflict. The Crisis Center utilizes non-profit best practices, implements evidenced-based programs and utilizes innovative and collaborative ideas in planning for the future and sustainability of the organization.</p>
HOW WILL YOU USE THE FUNDS GRANTED:	<p>Awarded funds will be used to support our emergency shelter and community-based advocacy programs.</p> <p>Our shelter program includes a 24-hour crisis line and 7-bed emergency shelter for adult and child victims of domestic violence. Crisis line calls are responded to by trained</p>

advocates and volunteers who offer crisis intervention, and provide information, referrals and support. If danger is imminent from violent perpetrators, we arrange for victims to stay in our emergency shelter. If we are full, we support the client in finding other safe options. While in our shelter, clients receive assistance with daily essentials for living (personal care items, hygiene items, food, clothing, etc.), therapy, legal advocacy, community-based advocacy, and access to a wide array of other community resources. Clients may continue with non-residential services after leaving shelter.

The Crisis Center's Community Advocacy Program (CAP) is an-evidenced based advocacy intervention that helps victims protect themselves and their children from further violence by utilizing the community resources that a victim reports needing. Community-based advocates assist victims in developing safety plans, provide case management, support and advocacy. Client outcomes include maintaining a safe living environment, completion of the client's goals, decrease in physical violence and depression, easier access to community resources, greater independence and ultimately remaining violence free. Currently, the Crisis Center is the only agency in Colorado offering the CAP program.

**TIME TABLE FOR
IMPLEMENTATION:**

Our emergency shelter operates 24/7, 365 days a year. Staff are at shelter Monday-Friday until 8:00 p.m. and on the weekends for 10-hour shifts. Our therapy, legal and CAP services are provided Monday-Friday, primarily from 8:00 a.m. – 5:00 p.m., however group and individual appointments are provided to best meet the client's needs.

**OTHER
ORGANIZATIONS
PARTICIPATING WITH
YOUR ORGANIZATION
IN THIS PROJECT:**

Specific to the Crisis Center direct service programs, there is no duplication of services, as the Crisis Center is the only agency serving victims of domestic violence and has the only shelter (of any kind) in our catchment area. We do partner with other shelters in the state, transitional housing agencies, the Douglas County DHS, Elbert County Department of Social Services, mental health agencies, Help & Hope (formerly the Douglas/Elbert Task Force), and other agencies serving this population.

The Crisis Center participates in a collaborative called Douglas County Cares (DC Cares). This collaborative is made up of representatives from the Douglas County government,

the Crisis Center, the Douglas County Housing Partnership, and several other human service non-profits. These organizations work together to provide wrap-around services to Douglas County residents that need financial assistance and support to gain and/or maintain housing and employment. Of the families referred and assisted through DC Cares, nearly 65% have experienced domestic violence.

Additionally, the Crisis Center collaborates with Douglas County School District, Douglas County Law Enforcement, and the Interagency Oversight Group (IOG) for HB 1451, as well as holds active memberships in the National Coalition Against Domestic Violence, Violence Free Colorado (formerly the Colorado Coalition Against Domestic Violence), the Colorado Organization for Victim's Assistance and the Colorado Association of Non-Profit Organizations.

We continue to work with Douglas County Law Enforcement agencies on the Lethality Assessment Program (LAP). LAP allows law enforcement officers to identify victims of intimate partner violence who are at the greatest risk of being killed. Based upon the victim's assessment, the officer immediately contacts the Crisis Center and encourages the victim to speak with the Crisis Center advocate to address any immediate concerns and plan for safety. In 2018, the Crisis Center assisted 189 victims of DV who screened as being with a highly lethal offender. Beginning fall 2019, we will begin meeting victims at the Douglas County Courthouse each morning to provide safety-planning and discuss services needed.

**STRATEGIES FOR
SUSTAINED FUNDING
AT THE END OF THE
GRANT PERIOD:**

While the Crisis Center continues to rely heavily on government funding to support our direct service program staff, our focus remains on building relationships with our individual and corporate donors, collaborative partners and private foundations to increase unrestricted donations. Cultivation of individual donors over the past five years has yielded positive results in retention and additional dollars. We continue to see growth in our annual Gala event and in corporate partnerships.

We remain diligent in our mission with 79% of our funds going directly back to client programs and services. Below is a breakdown of Crisis Center funding:

- Government grants: 64%
- Foundation grants: 3%
- Individual donors: 10%
- Special events: 11% (Note: 48% of Special Events income comes from individual giving at the Crisis Center's annual Gala event)
- United Way donations: 4%
- Corporate support: 4%
- Churches and civic organizations: 1%
- Earned income: 1%
- Other: 2% (Includes copier lease refund, insurance claim, and termination of unemployment trust account)

In 2018, the Crisis Center created a Board Designated Reserve Policy that will intentionally work toward building a 90-day reserve (25% of the annual operating budget) by setting aside up to 5% of excess cash each quarter in short-term investments, including a money market account. These funds are restricted to capital improvements, unforeseen and emergent situations, and short-term cash flow shortages.

**EVALUATION:
DISCUSS EXPECTED
RESULTS, HOW YOU
DEFINE AND
MEASURE SUCCESS
AND HOW THE
PROJECT'S RESULTS
WILL BE USED AND
DISSEMINATED:**

In addition to gathering data on agency outputs (i.e. victims served, services provided, and demographics), the Crisis Center administers client surveys and assessments to measure outcomes. The information gathered from surveys is meant to assess satisfaction with services provided; the professionalism of staff and volunteers; and overall impact of services for the victim, including reduction in trauma symptoms and progress towards self-sufficiency. These surveys are administered every six months for our clinical program, at the time a person exits our emergency shelter, and after two-three meetings for our legal advocacy program. There is a separate evaluation for clients when they complete the CAP program. Results are published in our Annual Report, which is posted to our website, as well as utilized in constituent communication when appropriate.

The long-term impact we strive to achieve is for clients to gain skills necessary for independence, safety and living lives free from violence. More specifically, the Crisis Center expects to achieve the following outputs during the funding year:

- At least 2,000 callers will receive assistance through the Crisis Center's 24-hour crisis line
 - We will provide at least 1,500 nights of safe shelter via our
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24-hour emergency shelter, hotel vouchers, or other temporary housing to at least 100 adults and children

- At least 75 adults will receive community-based advocacy services
- At least 275 clients will receive legal advocacy services, with at least 50 clients will be provided with assistance in filing a protection order
- At least 275 adults and children will receive individual and/or group therapy services

Additionally, clients who receive services will be asked to complete satisfaction surveys while engaged in services and/or when terminating services. The goal is that 85% of clients will report that they:

- o have a stronger understanding of domestic violence because of services received
- o have made progress towards self-sufficiency
- o have knowledge on how to plan for their personal safety
- o have been provided information and support in accessing community resources

DESCRIBE SPECIFIC
BENEFITS TO TOWN
RESIDENTS
INCLUDING NUMBER
OF RESIDENTS
SERVED IF
AVAILABLE:

The Crisis Center's programs and services follow the Town of Castle Rock's vision of making Castle Rock an ideal place to call home, by focusing on a commitment to family, health, and public safety. As the only agency providing services to victims of domestic violence in Douglas County, and the only emergency shelter facility, the Crisis Center continues to be a vital component to the quality of life of Castle Rock residents.

Last year alone, the Crisis Center reached over 7,700 people, of which approximately 546 were clients receiving direct services. From data and statistical tracking, we know that more than 50% of our clients are from Castle Rock. Similarly, of the thousands of people receiving specialized trainings and specific education about domestic violence, approximately 65% are from Castle Rock.

Specific to clients that reside in Castle Rock, the Town of Castle Rock's funding allowed each client \$66 toward the services we provide them and the overall cost per Castle Rock resident is \$0.35.

In a 2010 study, it was determined that a victim of domestic violence who accesses any public service (police, human

services, etc.) costs the community \$10,000 a year for each victim (Ashton, et al 2010). Approximately 70% of Crisis Center clients do not access any public service, saving the Town of Castle Rock approximately \$1.14 million annually.

If not addressed, we know that domestic violence is detrimental to families and the community as a whole. The adults and children we serve have experienced physical, sexual, and emotional trauma, sometimes for the majority of their lives. For approximately 70% of those victims, the Crisis Center is the first point of supportive contact, empowering them to move towards increased safety, self-sufficiency, economic productivity, and healthy relationships.

IF THE TOWN IS ABLE TO PROVIDE ONLY PARTIAL FUNDING, HOW WILL YOU FIND THE PROGRAM/PROJECT?

The Crisis Center is grateful for the on-going support from the Town of Castle Rock. (History of funding from 2012-2018: \$13,500, \$16,000, \$17,500, \$17,500, \$20,000, \$20,000, \$17,500 respectively). Specific to this grant request, all funds awarded will be used for our emergency shelter and community-based advocacy programs. If we are awarded only partial funding, we will continue to focus on building relationships with new and existing donors and diversifying our income sources to meet the required need; however funding from the Town of Castle Rock is an essential part of our budget and to serving those from the Castle Rock community.

IF PREVIOUSLY AWARDED A TOWN GRANT, PLEASE INCLUDE A SUMMARY OF THE PROGRAM/PROJECT AND EVALUATE THE SUCCESS:

Last year, the Crisis Center provided direct service to 546 adults and children impacted by domestic violence, 22% of whom utilized more than one Crisis Center service. Specifically, we provided legal services to 234 clients, therapy to 315 adults and children, community-based advocacy to 90 clients, and safe, emergency shelter to 63 individuals. Additionally, we responded to 1,967 calls to our 24-hour crisis line and reached 5,031 community members through our outreach and prevention activities and technical assistance presentations.

Client surveys show positive results in both our emergency shelter and non-residential programs. The data below summarizes our 2018 program outcomes. Exiting shelter client surveys are positive with 88% overall satisfaction. Specifically, clients reported the following:

- 90% gained knowledge about community resources

- 90% know more ways to plan for their safety
- 90% are more self-sufficient than before engaging in services
- 83% understand the violence was not their fault
- 78% stated their overall emotional health and well-being have improved

Outcomes from our non-residential therapy and advocacy programs are positive as well, with an overall satisfaction score of 95%. Specifically, clients reported the following:

- 97% gained knowledge about community resources
- 95% of clients state they know more ways to plan for their safety.
- 97% are more hopeful about their future
- 89% are more self-sufficient than before engaging in services
- 90% stated their overall emotional health and well-being have improved
- 94% stated their parenting skills have improved and they are able to connect with their children in a healthier way

ATTACHMENTS:

PLEASE ATTACH ALL APPLICABLE DOCUMENTS IN PDF (Portable Document Format). Other formats may not transfer.

PROGRAM/PROJECT
BUDGET (Excel Form
Provided on "Grants"
Page)

PSMGP Project Budget 2020 app.pdf

PROOF OF NON-
PROFIT STATUS

IRS Affirmation Letter signed-updated 2019.pdf

MOST CURRENT YTD
FINANCIALS

ProfitandLossComparison_0719.pdf

MOST CURRENT
AUDITED FINANCIALS
& MANAGMENT
LETTER (If Available)

2018 Audited Financial Statements.pdf

CURRENT BUDGET
(Including Revenues and
Expenditures Detailing

2019 Budget with Program Breakdown.pdf

Percentage Relation
Between Anticipated
Administrative Costs and
Project Costs)

OTHER:	2018 Annual Report.pdf
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OTHER:	BalanceSheet_0719.pdf
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OTHER:	PSMGP Project Budget 2020 app.pdf
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ADDITIONAL COMMENTS:	<i>Field not completed.</i>
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Please submit completed application and attachments or print and deliver to: Town
of Castle Rock, Finance Department, 100 N. Wilcox Street, Castle Rock, CO 80104

Philip S. Miller Resource Grant Program 2019-2020 Application

PHILIP S. MILLER RESOURCE GRANT PROGRAM 2019-2020 APPLICATION
DUE BY 5:00 PM AUGUST 1, 2019

ORGANIZATION:	Help & Hope Center/Douglas Elbert Task Force
ADDRESS:	1638 Park Street
CITY:	Castle Rock
STATE:	CO
ZIP:	80109
CONTACT PERSON:	Jenny Follmer
TITLE:	Deputy Director
PHONE NUMBER:	3036881114
E-MAIL ADDRESS:	jenny@helpandhopecenter.org
EXECUTIVE DIRECTOR/PRESIDENT:	Dan Marlow
BOARD OF DIRECTORS:	Bob Pasicznyuk Peter B. Goldstein Nick Lucey Dan Weidman Dave Hieronymus Kristen Wenaas Heather Looney Sarah Miles
NON-PROFIT STATUS:	501(C)(3)
AMOUNT REQUESTED:	\$20,000
PROVISIONS FOR THE NECESSITIES OF LIFE:	FOOD
PURPOSE OF GRANT:	The mission of Help & Hope Center directly aligns with your grant fund's goal of providing for the necessities of life--in this case hunger relief. In 2018 the Center provided 18,006 community members with \$1,936,241 of direct and in-kind

client assistance. In 2018 the Center distributed \$1,445,967 in food, hygiene, and household supplies. 860,695 lbs. of food were distributed. Approximately 94% of agency clients receive these basic services. The Center also conducts three off-site food banks monthly at low-income senior housing units, providing food/hygiene assistance to senior citizens in need. Funding from the Philip S. Miller Resource Grant Program will not only support our on-site client choice food bank, but will also provide support for the Center's once a month off-site senior food banks located at Reyn Rock Plaza, Oakwood Apartments, and Auburn Ridge, three low-income older adult housing facilities located in Castle Rock. These off-site programs allow clients who are unable to access our on-site food bank due to their physical condition or lack of transportation to receive the food they need to thrive.

**ORGANIZATION'S
GOALS/MISSION
STATEMENT:**

Help & Hope Center (Douglas/Elbert Task Force) is a 501(c)(3) human service organization whose mission is to meet the immediate needs of residents of Douglas and Elbert counties who are in financial distress and at risk of becoming homeless, to help them work through troublesome times with dignity.

Goals

- a. To continue to meet the basic needs of residents of Douglas and Elbert Counties who are experiencing hunger and homelessness or are at risk for these conditions, and to advocate for those in need;
- b. To collaborate with new and existing community partners to provide comprehensive services for Douglas and Elbert County residents in need;
- c. To participate in county and statewide collaborative activities in order to achieve necessary system wide change;
- d. To build on the strength of our facility and staff, both paid and volunteer, in order to meet client services goals and allow for service expansion, including establishing new programs that encourage self-sufficiency;
- e. To generate sufficient revenue and control expenses in order to accomplish the agency's strategic goals.

**HOW WILL YOU USE
THE FUNDS GRANTED:**

Funds will be used to purchase food for the food bank. Receiving food from the food bank that would ordinarily come out of a food budget allows our clients to put that money

toward paying other bills—utility bills, rent, prescriptions, or even gas for the family car. With 94% of our clients receiving food, addressing this need is our priority. We give each family member enough non-perishable food for seven days, depending upon food bank stock, three meals a day plus snacks, including protein, whole grains, fruits, vegetables and toiletries; donated perishable foods are distributed liberally on the same day received. One of our most exciting accomplishments of 2018 was fully implementing a client choice food bank program focused on improving clients' sense of dignity and control while also limiting food waste. Mela's Pantry, named after our founder, Mela Rudolph, has been a tremendous success. Not only has this model transformed our current food bank, it has empowered our clients as well. Having the opportunity to choose their own food gives clients a sense of dignity and control, limits waste (since clients tend not to take food they won't use), and allows them to tailor the help they receive to be the best possible fit for their own unique situation. It has also allowed us to provide more fresh food choices for clients, as we now have the room and refrigerators necessary to store fresh foods such as fruit and vegetables.

TIME TABLE FOR IMPLEMENTATION:

Funds will begin to be expended as soon as they are received. The overarching goal is to provide at least seven days of nutritious food, three meals per day plus snacks, and toiletries, cleaning and hygiene supplies as available, to residents in need, serving over 20 client households per day, five days per week.

OTHER ORGANIZATIONS PARTICIPATING WITH YOUR ORGANIZATION IN THIS PROJECT:

The Center collaborates with corporate donors, including Sam's Club, Sprouts, Target, Safeway, WalMart, King Soopers, Outback Steakhouse, Starbucks, Chipotle, and other local restaurants through the food rescue program. The Task Force also collaborates with Food Bank of the Rockies, the Emergency Food Assistance Program (TEFAP), Catholic Charities, 9Cares Colorado Shares, local Boy Scouts and Girl Scouts, several local Rotary groups, and other service organizations and churches.

STRATEGIES FOR SUSTAINED FUNDING AT THE END OF THE GRANT PERIOD:

Help & Hope Center continues to seek food donations from new sources. Most recently the Center received funding to purchase Colorado Proud products through a grant from Onward: A Legacy Foundation. Also, the successful

conversion to a client choice food bank model has significantly reduced food waste. In addition, as the Center continues to provide a safety net for residents of Douglas and Elbert Counties, the organization is also working to achieve long-term solutions to the problems facing these individuals and families. If clients can move toward self-sufficiency, they will have less reliance on emergency services.

**EVALUATION:
DISCUSS EXPECTED
RESULTS, HOW YOU
DEFINE AND
MEASURE SUCCESS
AND HOW THE
PROJECT'S RESULTS
WILL BE USED AND
DISSEMINATED:**

Help & Hope Center takes both a process and outcome approach to evaluation. The goal of ongoing evaluation is to gather necessary information for improving and accounting for agency, program, and client specific effectiveness as well as the appropriate allocation of resources.

Help & Hope Center takes both a process and outcome approach to evaluation. The goal of ongoing evaluation is to gather necessary information for improving and accounting for agency, program, and client specific effectiveness as well as the appropriate allocation of resources. The agency utilizes a wide range of evaluation tools to assess the agency's overall impact. The Center's organizational actionable evaluation, both process and outcome, seeks to measure our program impacts/outcomes against our goals and mission on an ongoing basis. It is based on observable and measurable activities to create sustainable changes to our client community.

Measurement tools:

Clients served and services delivered are tracked in a shared outcomes oriented client database.

- Clients served and services delivered are tracked in a client database, EmpowOR, a state-of-the-art, user friendly, web-based participant/client, services and results tracking software
- Number of referrals to other agencies/reports from other agencies are tracked and analyzed
- Number of volunteers and volunteer hours are logged daily
- Client feedback, captured through visit assessment surveys, is analyzed and acted upon in a timely manner

**DESCRIBE SPECIFIC
BENEFITS TO TOWN
RESIDENTS
INCLUDING NUMBER**

In 2018 the Center provided 18,006 community members with \$1,936,241 of direct and in-kind client assistance. In 2018 the Center distributed \$1,445,967 in food, hygiene, and household supplies. 860,695 lbs. of food were distributed. Approximately

OF RESIDENTS
SERVED IF
AVAILABLE:

94% of agency clients receive these basic services. The Center also conducts three off-site food banks monthly at low-income senior housing units (Reyn Rock Plaza, Oakwood Apartments, and Auburn Ridge), providing food/hygiene assistance to senior citizens in need.

IF THE TOWN IS ABLE
TO PROVIDE ONLY
PARTIAL FUNDING,
HOW WILL YOU FIND
THE
PROGRAM/PROJECT?

Help & Hope Center is continually seeking new partnerships and collaborations. We have been fortunate to establish partnerships with Food Bank of the Rockies and a number of grocers that participate in the food rescue program, which has increased the agency's food donations. We also recently received a grant to purchase fresh Colorado Proud products through Onward: A Legacy Foundation. Additionally, the organization's thrift store generates revenue that can be used to purchase food in order to supplement current inventory.

IF PREVIOUSLY
AWARDED A TOWN
GRANT, PLEASE
INCLUDE A SUMMARY
OF THE
PROGRAM/PROJECT
AND EVALUATE THE
SUCCESS:

The mission of Help & Hope Center directly aligns with the town's strategic vision to ensure that all necessary community services are provided to support the public interest and well being of all Castle Rock residents by assisting at-risk residents with the necessities of life--in this case by addressing hunger relief.

The \$20,000 in funds received from the Philip S. Miller Resource Grant Program in 2018 was used to purchase 79,706 lbs. of food. Approximately 8,206 clients received food with this funding. A summary report is attached with this application.

ATTACHMENTS:

PLEASE ATTACH ALL APPLICABLE DOCUMENTS IN PDF (Portable Document Format). Other formats may not transfer.

PROGRAM/PROJECT
BUDGET (Excel Form
Provided on "Grants"
Page)

2019 Miller Resource Budget final.xlsx

PROOF OF NON-
PROFIT STATUS

Help and Hope Center I.R.S. Determination Letter.pdf

MOST CURRENT YTD
FINANCIALS

June 19 Stmt of Financial Postion - Board.xls

**MOST CURRENT
AUDITED FINANCIALS
& MANAGMENT
LETTER (If Available)**

Help Hope Center Audited FS for 12-31-2018 2.pdf

**CURRENT BUDGET
(Including Revenues and
Expenditures Detailing
Percentage Relation
Between Anticipated
Administrative Costs and
Project Costs)**

2019 Budget Summary.xlsx

OTHER:

June 19 Stmt of Activities.xls

OTHER:

2018 Audit Comments.pdf

OTHER:

Philip S. Miller Resource Grant 2019 Summary Report.pdf

**ADDITIONAL
COMMENTS:**

I added the Statement of Activities, Audit Comments, and 2019 Grant Summary Report under 'Other' since I could only upload one file for each category above. I also had to submit a few files as Excel files, because to convert them to .pdf files ruined the formatting. Please let me know if you have any questions or require additional information. Thank you for your time and consideration.

Please submit completed application and attachments or print and deliver to: Town of Castle Rock, Finance Department, 100 N. Wilcox Street, Castle Rock, CO 80104
