A Message from the Board President and Executive Director

During these challenging economic times, it is crucial for Women’s Center & Shelter to stay focused on its mission. Decreased funding coupled with an increased demand for services makes it imperative that WC&S plan strategically for its future. To meet this need, WC&S has developed an aggressive 2010-2013 strategic plan with the leadership of its board members, staff and Dewey & Kaye consultants.

For each year, the strategic plan lays out specific goals and objectives for WC&S to attain. These milestones will lead to the long-term goal: By 2013, WC&S is a sustainable and vibrant regional organization having a measurable impact on the lives of women and children impacted by intimate partner violence. This process has the dual goal of maintaining the quality of services and increasing public awareness of services.

The plan contains several success measures, including:

- Program and service impact, as measured with quantitative outcomes
- Responsible program and service financing structure
- Constituent awareness
- Staff confidence
- Controlled turnover
- Reserve fund to support innovation, bridge financing, and quality/efficiency enhancements
- ROI: Social Enterprise (Back office services to other organizations offsets 50% of finance department expenses)
- New contributions

If you are interested in reading the 2010-2013 strategic plan, visit our website at www.wcspittsburgh.org.

On behalf of Women’s Center & Shelter, thank you for your support.

Sincerely,

Linda Thier  
Board President

Shirl Regan  
Executive Director
Mission
To end intimate partner violence in the lives of women and their children.

Guiding Principles

Women’s Centered Advocacy
WC&S works on behalf of women and recognizes that the roots of intimate partner violence lie in the historic subjugation of women.

Empowerment Approach
WC&S recognizes that when individuals are provided with support, advocacy, resources and information, they are in a better position to determine what is best for them. WC&S supports the voluntary choice of women and respects the woman’s ability to assess the danger she and her children face.

Community Awareness
WC&S educates the community and works to change systems in ways that will end intimate partner violence.

Foundation of Services
WC&S provides high quality, confidential programs offered in an environment where cultural competency, justice, autonomy, restoration and safety are priorities.

Core Services
WC&S provides the following core services to achieve its mission.

24-Hour Hotline
Shelter
Legal Advocacy
Medical Advocacy
Systems Advocacy
Individual and Group Counseling
Prevention Education
Training to Professionals

Hotline
Answered 5,940 calls from 2,826 callers for 2,325.75 hours of counseling.

Shelter
Housed 282 victims and 211 children for a total of 12,482 nights.

Empowerment Center (Individual & Group Counseling)
Provided 449 adult victims of domestic violence with 2,203.25 hours of non-resident counseling emotional support.

Children’s Program
Provided 345 resident and non-resident children with 11,400.50 hours of direct service and structured activities and provided 102 children with 331.5 hours of counseling.

Legal Advocacy
Provided 3,565 adult victims of IPV with 8,697.75 hours of legal advocacy.

Medical Advocacy
Provided 150 adult victims with 169 hours of counseling.

Education
Provided training to 1,950 students, 1,716 professionals including medical personnel, criminal justice personnel, clergy and other professionals, and 1,271 other community members with prevention education.

Civil Law Project
Provided free civil legal representation on 273 intimate partner violence-related cases.

MEN/S Group
Provided 1,982 hours of counseling to batterers.

The following statistics are services to victims of intimate partner violence and their children and prevention education to professionals and the community from July 1, 2009 to June 30, 2010.
**Programs & Services**

**Hotline 412-687-8005**
A call to the hotline is often the first step a victim takes towards a violence free home. The Hotline is answered 24-hours a day by staff and volunteers, who discuss with callers their feelings, legal options, counseling issues, safety plans and any other intimate partner violence (IPV) related issues the caller may have.

**Legal Advocacy**
Legal Advocates provide information, resources, counseling and support to victims of abuse as well as accompaniment throughout the complex and often overwhelming legal system. Legal Advocates also work with the many components of the justice system to improve policies and procedures and train police officers on intimate partner violence issues.

**Shelter**
Shelter is provided to women and child victims of domestic violence who are in immediate danger. In shelter, women are offered individual counseling and support groups, legal, medical and housing advocacy, employment assistance and children’s services. WC&S houses up to 36 women and children at any time.

**Children’s Program**
Children, too, suffer the effects of intimate partner violence. At Women’s Center & Shelter, children receive counseling, learn alternatives to violent behavior and explore their feelings in age-appropriate support groups on-site as part of the Children’s Counseling Center. Children in shelter also receive on-site medical care and dental screening. The Center offers child care free of charge, places children in feeder schools, provides clothing and school supplies and numerous other services.

**Medical Advocacy**
Medical Advocates provide counseling and support to victims of intimate partner violence, early intervention in intimate partner violence-related situations, and training and support to medical professionals.

**Empowerment Center**
Many victims may not need shelter, but benefit from other services offered at the Women’s Center & Shelter such as counseling, legal, medical and financial advocacy, and children’s services. Victims can receive group support and children’s services through the Empowerment Center.

**Education**
WC&S offers prevention programs to schools, community education and outreach to increase awareness and understanding of intimate partner violence. The Education Department also provides professional training for child welfare professionals, clergy, therapists, human service providers and community groups to teach identification and intervention with adult and child victims.

**Men’s Group**
WC&S offers MEN’s Group for men who need help with their violence or abuse. Each group focuses on stopping violence. It encourages men to change their attitudes and beliefs that perpetuate intimate partner violence, realize how they create many of their own conflicts, take responsibility for their actions, understand the impact of their behavior on themselves and others, and give up control tactics and their sense of entitlement to use them.

**Civil Law Project**
The Civil Law Project (CLP) provides free legal representation to clients of WC&S who are victims of intimate partner violence in a variety of legal matters including protection for abuse orders, custody, support and divorce.
Gifts from Individuals

Gifts of $10,000 or more
Tom Kelly
Mary A. McDonough

Gifts Between $5,000 and $9,999
Kenneth Dunn
In Memory of Carol Hershay
Lisa J. and Randall C. King
Christine C. Yukevich

Gifts Between $1,000 and $4,999
Colleen Beth Akehurst
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Gifts of $10,000 or more

Bank of New York Mellon Financial Corporation
Benter Foundation
Charles T. Campbell Charitable Foundation
Mary J. Donnelly Foundation
H.J. Heinz Company Foundation
Highmark Blue Cross Blue Shield
The Roy A. Hunt Foundation
Massey Charitable Trust
McSwigan Family Foundation
Richard King Mellon Foundation
The Pittsburgh Foundation
PNC Bank Foundation
PNC Financial Services Group
PNC Foundation
The Verizon Foundation
UPMC Health System

Gifts Between $5,000 and $9,999

Bank of New York Mellon Community Partnership
Heinz World Headquarters
Milton G. Hulme Foundation
Jewish Women’s Foundation
Thomas Marshall Foundation
Tippins Foundation
The Women and Girls Foundation of Southwest Pennsylvania
United States Steel Corporation

Gifts Between $1,000 and $4,999

3 Rivers Combined Federal Campaign
A+B2 Enterprises, LLC/DBA FruitFlowers
Allegheny Intermediate Unit
Askesis Development Group, Inc.
Avon Club Foundation
Babcock Charitable Trust
Nina Baldwin Fisher Foundation
Bradford Woods Community Church
The Buhl Foundation
The Buncher Family Foundation
Capuchin Sharing Fund
Center Presbyterian Church
Andrew & Dorothy Cochrane Foundation
Combined Federal Campaign of SW PA
Community Care Behavioral Health
The Edward A & Sherley F Craig Charitable Foundation
George R. & Janet E. Desko Foundation
Dominion Foundation
Empire Beauty School
Executive Women’s Golf Association
Fair Oaks Foundation
Federal Home Loan Bank of Pittsburgh
Fetterolf Family Foundation
Fifth Third Bank
The Fine Foundation
Fiserv
Fox Chapel Presbyterian Church
Gateway Health Plan
GRC Wireless, Inc.
Hansen Foundation
Audrey Hillman Fisher Foundation
Elsie H. Hillman Foundation
Juliet Lea Hillman Simonds Foundation
Hyman Family Foundation
Jones Day
KDKA-TV 2
Kirkpatrick & Lockhart Preston Gates Ellis LLP
L-3 Services, Inc.
Macy’s Foundation
Magee-Women’s Hospital of UPMC
The/ McDonald Group, L.L.P.
Mellwood Womens Club
Morby Family Charitable Foundation
Pittsburgh Steelers
Presbyterian Women Fox Chapel Presbyterian Church
Price Waterhouse Coopers
Raphael Family Fund
Reed Smith LLP
Saint Vincent College
Simpson & McCrady LLC
Smith Brothers Agency, LP
Soroptimist International of Pittsburgh Inc.
Thomson, Rhodes & Cowie, P.C.
Thorp Reed & Armstrong, LLP
Women’s Association of the Presbyterian Church of Sewickley
Estate of Virginia K. Worley

Gifts Between $500 and $999

AZF Court Reporting & VideoTech Services
The Burke Foundation
Burt Hill
Charlie’s Specialties/B&K Group
CMB Wireless Group, LLC
Duane Morris LLP Attorneys At Law
Fitzsimmons Metal Co., Inc.
Frockon, LLC
IBM Employee Charitable Contribution Campaign
McKinsey & Company, Inc.
Merck Partnership for Giving
Merrill Lynch and Co. Foundation, Inc. Matching Gift Program
Mikell Schenck Associates, Inc.
Morgan, Lewis & Bockius LLP
Mt. Lebanon Trading Post
New Community Church
Optimum Security Services of America, Inc.
Pittsburgh Area Jitterbug Club
Donald And Sylvia Robinson Foundation
Rotary Club of Upper St Clair - Bethel Park Breakfast Club
The Rust Foundation
SK Management
Trinity Tower Methodist Church
Walgreens Specialty Pharmacy, LLC
Westminster Presbyterian Church

Gifts Between $1 and $499

Ace Paints
Aetna Giving Campaign
Allegheny Children’s Initiative, Inc.
Allstate Giving Campaign
AT&T Employee Campaign
Cafe Sam
Carnegie Mellon University Mortar Board
Chatham College
Chubb & Son
Council of Juvenile Correctional Administrators
Cranberry Self Storage, Inc.
Duquesne Women’s Law Association
Evelyns Elegant Edibles
Fan-Fin, Inc.
FISA Foundation
Fragasso Financial Advisors
Friends of Jack Wagner
giftback.com
Girls Leadership Association
GlaxoSmithKline
Gleason and Associates, PC
Glenshaw Century Club
Goodsearch
Google Matching Gift Program
Green Tree Woman’s Civic Club
Greentree Rotary
Grogan Graffam
Hampton Lodge 1004 I.O.O.F.
Harmony Pilates Studio
Healing Touch The
Hillman Company
Homeless Children’s Education Fund
Householder Lifestyle Consulting
INPAX
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L B Foster Co
Ladies Auxiliary to West View Post 2754 V.F.W.
Ladies Philoptochos Holy Trinity Greek Orthodox Church
Ladies Philoptochos Soc. of Holy Cross Greek Orthodox Church
LifeSolutions
Lutheran Church Women of Nativity
Macy’s - South Hills Village
Maher Duessel
Mars Area High School
Mary Hooper Missionaries of Victory Baptist Church
Matthews International Corporation
Montours Presbyterian Church
Mt. Lebanon United Methodist Church
P. W. Bethel Presbyterian Church
Pfizer Foundation Matching Gifts Program
Pittsburgh Doll Club
Pittsburgh Paralegal Association
PNC Bank, N.A. - Nat’l. Financial Services
Point Park University
Prince of Peace Lutheran Church
PSI CHI - Chatham College
Ridgewood Manor Garden Club
Rodef Shalom Temple
Rudski Family Fund
Ryan’s Auto Glass
Schneider Downs & Co. Inc.
SCI Pittsburgh Community Outreach
Shadyside Dentistry
Shadyside Nursing Education and Research
Shannon Wilson Charitable Fund
Sharon Community Presbyterian Church
St. Andrew Lutheran Church
St. John The Evangelist Anglican Church
St. Mark AME of Wilkinsburg
St. Nicholas Cathedral Philoptochos
St. Paul’s Episcopal Church - Outreach
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Transtar, Inc.
Tree of Life Congregation Philanthropic Fund
Triangle United Way
U.S. Bancorp Foundation
United Methodist Women - Spencer United Methodist Church
UPMC Imaging Services
VFW Library Memorial Post/Ladies Auxiliary
Washington Chiropractic Center, Inc.
William Penn Association

Gifts In-Kind

Accredo Health Group, Inc.
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AIM - IRS - Pittsburgh
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Allegheny Conference On Community Development
Alliance for Infants and Toddlers, Inc.
Alpha Chi Omega
American Eagle Outfitters
Aveda - Ross Park Mall
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Bath & Body Works - Monroeville
Bath & Body Works - Waterfront
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Beta Sigma Phi Sorority
Beth Shalom Synagogue
Bower Hill Volunteer Fire Department
Brownies Troop 970
Buncher Company
Canadian Women’s Club
Carnegie Mellon University Children’s School
Carnegie Museums of Pittsburgh
Carnegie Science Center
Chatham College
Christ Child Society of Pittsburgh
City of Pittsburgh - Personnel Department
Civic Light Opera Guild
Clear Channel
Community Care Behavioral Health
Concentra Medical Center
Curves of Collier / Scott Township
Discovery Moms
Eyetique Corporation
First Insight, Inc.
Forbes Road CTC
Fox Chapel Golf Club
A+B2 Enterprises, LLC/DBA FruitFlowers
Fuellgraf Electric Company
Gap - Ross Park Mall
Giant Eagle
Girasole Restaurant
Girl Scouts #50835
Girl Scouts Daisy Troops
Harris Grill
Hickory on the Green
Hillman Cancer Center - Volunteer Office
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Lush Downtown Pittsburgh
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Medical and Health Sciences Foundation
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Mineo’s Pizza House - Mt. Lebanon
Mt. Lebanon Christian Church
Mt. Lebanon Jr. Women’s Club
National Aviary
Northwood Realty
Oakmont Furniture Restoration
Office Depot
Pat Catans
Penneco Oil Company
Revenue & Expenses
2009 - 2010

Revenue By Source

<table>
<thead>
<tr>
<th>Source</th>
<th>Dollars</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Grants</td>
<td>$1,781,649</td>
<td>41.2%</td>
</tr>
<tr>
<td>Contributions</td>
<td>692,660</td>
<td>16.0%</td>
</tr>
<tr>
<td>Foundations &amp; Trusts</td>
<td>637,979</td>
<td>14.8%</td>
</tr>
<tr>
<td>Investment Income</td>
<td>705,777</td>
<td>16.3%</td>
</tr>
<tr>
<td>United Way Allocation</td>
<td>149,619</td>
<td>3.5%</td>
</tr>
<tr>
<td>United Way Contributor Choice</td>
<td>152,544</td>
<td>3.5%</td>
</tr>
<tr>
<td>Special Events</td>
<td>105,949</td>
<td>2.5%</td>
</tr>
<tr>
<td>Fees for Services</td>
<td>19,038</td>
<td>0.4%</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>76,403</td>
<td>1.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$4,321,618</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

Expenses By Function

<table>
<thead>
<tr>
<th>Function</th>
<th>Dollars</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Services</td>
<td>$864,442</td>
<td>24.1%</td>
</tr>
<tr>
<td>Hotline Program</td>
<td>285,124</td>
<td>7.9%</td>
</tr>
<tr>
<td>Empowerment Center</td>
<td>93,493</td>
<td>2.6%</td>
</tr>
<tr>
<td>Prevention &amp; Awareness</td>
<td>123,086</td>
<td>3.4%</td>
</tr>
<tr>
<td>Children’s Program</td>
<td>337,780</td>
<td>9.4%</td>
</tr>
<tr>
<td>Legal Advocacy Program</td>
<td>630,572</td>
<td>17.6%</td>
</tr>
<tr>
<td>Civil-Legal Program</td>
<td>404,216</td>
<td>11.3%</td>
</tr>
<tr>
<td>Medical Advocacy Program</td>
<td>165,885</td>
<td>4.6%</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>380,211</td>
<td>10.6%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>308,106</td>
<td>8.6%</td>
</tr>
</tbody>
</table>

Revenue by Source

- Government Grants: 41%
- Contributions: 16%
- Foundations & Trusts: 15%
- Investment Income: 16%
- United Way Allocation: 4%
- United Way Contributor Choice: 3%
- Special Events: 3%
- Fees for Services: 0.4%
- Other Revenues: 2%

Expenses by Function

- Adult Services: 24%
- Hotline: 8%
- Management & General: 5%
- Civil-Legal: 11%
- Medical Advocacy: 18%
- Legal Advocacy: 18%
- Empowerment Center: 3%
- Prevention & Awareness: 3%
- Children’s Program: 9%

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