A Message from the Board President and Executive Director

Breaking the cycle of violence in our community is a shared priority of Women’s Center & Shelter of Greater Pittsburgh and numerous other agencies within Southwestern Pennsylvania. We have worked collectively or in pairs with many organizations to ensure a consistent, efficient and effective approach to our clients, and will continue to do so. Since its founding, WC&S has always collaborated on many levels because the needs of our clients are so varied. In fact, Women’s Center & Shelter currently engages in 127 different collaborations in order to provide the best possible services, avoid duplication of services, and make the process of finding help as easy as possible. Some of our biggest collaborations include: Counseling Collaboration with Family Resources, Hotline Collaboration with the Center for Victims of Violence and Crime (CVVC), and Victim Service Collaborative-4 (VSC4) with Alle-Kiski HOPE Center, CVVC and Womansplace.

**Family Resources:** WC&S has entered into a partnership with Family Resources by establishing a Family Resources satellite office to deliver psychotherapy services to our clients who wish to receive those services. WC&S continues to provide crisis intervention, group, and advocacy sessions for our clients. Those clients who want more individual therapy will be able to receive that service at our main building. The Family Resources therapist is supervised by WC&S staff and attends all WC&S required trainings.

**Hotline Collaboration:** After extensive training and planning, the official launch of the hotline collaboration with Center for Victims of Violence and Crime began on May 7, 2011 when WC&S began taking CVVC calls. It was fully in effect on July 5, 2011 when CVVC began taking WC&S calls. Our joint hotline serves victims of any violent crime, including intimate partner violence, physical or sexual assault. CVVC provides Jail Notification and handles Victim’s Compensation for all victims, a helpful service for our IPV victims. This is first step of a long-term goal to have a single victim services hotline in Allegheny County, thereby eliminating the confusing and frustrating process victims undertake to find help when given a list of 10-15 hotline numbers.

**Victim Service Collaborative-4 (VSC4):** The Victims Services Collaborative is a convening of four agencies, Alle-Kiski HOPE Center, Center for Victims of Violence and Crime, Women’s Center & Shelter of Greater Pittsburgh and Womansplace, to better address the needs of victims. The agencies discussed the best avenue(s) to service victims while maximizing the time, talent and resources they have been offering for almost four decades. An outgrowth of these discussions was to implement training on trauma-informed care across the four agencies so that services to victims could be consistent with the tenets of the trauma-informed model no matter where in the county a victim sought services. The staff of all four agencies come together for a dual training multiple times a year, to improve the knowledge of staff and foster relationships between agencies.

We will always continue our tradition of collaboration to make the most of our time, money and resources and best serve our clients.
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, 2010 to June 30, 2011.

**Hotline**
Answered 5,549 calls from 2,411 callers for 2,143.50 hours of counseling.

**Shelter**
Housed 258 victims and 148 children for a total of 11,900 nights.

**Empowerment Center (Individual & Group Counseling)**
Provided 263 adult victims of domestic violence with 2,182.75 hours of non-resident counseling emotional support.

**Children’s Program**
Provided 246 resident and non-resident children with 9,887 hours of direct service and structured activities and provided 76 children with 397.5 hours of counseling.

**Legal Advocacy**
Provided 3,787 adult victims of IPV with 9,137.25 hours of legal advocacy.

**Civil Law Project**
Provided free civil legal representation on 276 intimate partner violence-related cases.

**MEN/S Group**
Provided 1,302 hours of counseling to batterers.

**Education**
Provided training to 1,015 professionals including medical personnel, criminal justice personnel, clergy and other professionals along with prevention education to 2,554 students and 1,719 other community members.

**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.

**Sanctuary Model**
WC&S has adopted the Sanctuary Model, a holistic, full-system approach to meeting the physical and emotional needs of victims. Sanctuary is a method of providing service and engaging in activities and interactions that focuses on helping injured children and adults recover from damaging effects of interpersonal trauma.

**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
- Systems Advocacy
- Individual and Group Counseling
- Prevention Education
- Training to Professionals
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.

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.

Parent-Child Interaction Therapy (PCIT)
In partnership with Allegheny Children’s Initiative Inc., WC&S provides PCIT, a form of therapy that has two main goals: promoting effective behavior management/discipline techniques for the parent and enhancing a positive relationship between parent and child. To accomplish these goals, PCIT engages the parent and child in a 12-20 week program using live coaching, teaching parents what they are doing well and providing in time support for the skills they are having difficulty mastering.

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.
Gifts from Individuals

The Women’s Center & Shelter of Greater Pittsburgh sincerely thanks all of our generous donors listed on the following pages for your life-saving support. Thanks to you, WC&S changes and saves lives, one woman and one child at a time.

The Women’s Center & Shelter of Greater Pittsburgh is a 501(c)(3) nonprofit organization - donations to which are tax deductible to the fullest extent permitted by law. The official registration and financial information of WC&S may be obtained from the Pennsylvania Department of State by calling toll free, 1-800-732-0999. Registration does not imply endorsement.

In-Kind Donations
WC&S is extremely grateful to all of our in-kind contributors. These gifts include household items, clothing, toys, linens, toiletries, food and various other items that ease our clients’ transitions out of shelter and into their new, safe and independent lives. We are also appreciative of service and professional donations including under-writing for our printing services including our brochures, newsletters and other written communications.

If you or your organization would like to conduct a fundraising event or collection drive for WC&S, please contact Sheri at 412-687-8017 ext. 337.

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Women’s Center & Shelter of Greater Pittsburgh sincerely thanks all of our generous donors listed on the following pages for your life-saving support. Thanks to you, WC&S changes and saves lives, one woman and one child at a time.

The gifts listed on these pages were made between July 1, 2010 and June 30, 2011. Please note that all contributions to WC&S, including gifts through United Way, are included in the following pages. The listing is completed to the best of our knowledge. If there are any corrections, please contact Rebecca at 412-687-8017 ext. 337.

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Reed Smith LLP
Richard Duque & Associates
Ruthrauff/Sauer
Salon Vivace
Seven Springs Mountain Resort
Shady Avenue Christian Assembly
Signatures
South Hills Interfaith Ministry
South Hills Middle School
Southpointe Golf Club
St. Andrew Lutheran Church
St. George Orthodox Church
St. Phillip School
Support1000
Talbots
Tele Tracking Technologies
The Academy
The Capital Grille
The Original Pancake House

The Body Shop
The Ellis School
The Real You
The Rivers Club
Today’s Tiffany Lamp Company
Towers Watson
Treesdale Country Club, Inc.
U.S. Postal Service - CFS
United States Steel Corporation
University of Pittsburgh Cancer Institute
University of Pittsburgh Women’s Swimming Team
UPMC Health System
UPMC Shadyside
Veterans Place of Washington Boulevard
Victoria’s Secret - Ross Park
Victoria’s Secret - Store 659
Warriors of Holiness in Power (W.H.I.P.)
West Realty Land & Development
Westinghouse Electric Corporation
Women’s Business Network
Women’s Business Network - East Chapter
Women’s Business Network - Wexford Chapter

Annual Report 2010 - 2011
## Revenues and Expenses

### Revenue By Source

<table>
<thead>
<tr>
<th>Source</th>
<th>Dollars</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Grants</td>
<td>$1,968,437</td>
<td>38.3%</td>
</tr>
<tr>
<td>Contributions</td>
<td>685,038</td>
<td>13.3%</td>
</tr>
<tr>
<td>Foundations &amp; Trusts</td>
<td>545,847</td>
<td>10.6%</td>
</tr>
<tr>
<td>Investment Income/Gain</td>
<td>1,297,257</td>
<td>25.3%</td>
</tr>
<tr>
<td>United Way Allocation</td>
<td>192,920</td>
<td>3.8%</td>
</tr>
<tr>
<td>United Way Contributor Choice</td>
<td>157,225</td>
<td>3.1%</td>
</tr>
<tr>
<td>Special Events</td>
<td>103,198</td>
<td>2.0%</td>
</tr>
<tr>
<td>Fees for Services</td>
<td>27,642</td>
<td>0.5%</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>159,054</td>
<td>3.1%</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>$1,003,116</td>
<td>25.5%</td>
</tr>
<tr>
<td>Hotline Program</td>
<td>289,930</td>
<td>7.4%</td>
</tr>
<tr>
<td>Empowerment Center</td>
<td>47,643</td>
<td>1.2%</td>
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<tr>
<td>Prevention &amp; Awareness</td>
<td>247,214</td>
<td>6.3%</td>
</tr>
<tr>
<td>Children’s Program</td>
<td>347,856</td>
<td>8.9%</td>
</tr>
<tr>
<td>Legal Advocacy Program</td>
<td>750,485</td>
<td>19.1%</td>
</tr>
<tr>
<td>Civil-Legal Program</td>
<td>405,966</td>
<td>10.3%</td>
</tr>
<tr>
<td>Medical Advocacy Program</td>
<td>179,013</td>
<td>4.6%</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>343,375</td>
<td>8.7%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>313,312</td>
<td>8.0%</td>
</tr>
</tbody>
</table>