


Empowering Women To Change Their Lives

FISCAL YEAR 2003

Annual Report



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Letter from the Executive Director

A year of growth and change.

This past year has been one of much growth and change at Women In Transition. We had a few major staff changes during the year. First, our long-time Associate Director left WIT to attend graduate school; and we promoted a staff member to a newly created position of Director of Community Education and Training.

We also welcomed a new Life Management Counselor and a new Hotline Counselor onto our staff; and we created, and filled, two new positions at WIT: a Receptionist, and a Hotline/Follow-up Counselor.

With new technology we've recently implemented, our Hotline Counselor now schedules Intake Assessment appointments for women during their initial Hotline call; thus, closing the gap between the call and the Intake appointment (increasing the actuality that a woman will keep her Intake appointment).

WIT's new Hotline/Follow-up Counselor will also contact a woman after her initial Hotline call to confirm her Intake appointment date and time, as well as assist her with overcoming any barriers she may have in accessing our services, such as a need for child care or transportation.

During the year, our substance abuse services continued to grow, as our Substance Abuse Counselor focused on providing Information & Education (I&E) groups at various treatment programs serving women in Philadelphia. As a result, our Substance Abuse program is evolving into an intervention and aftercare program.

In addition, we expanded the availability of our Playcare service – staffed by dedicated community volunteers and interns from job training programs. Thus, more women with children have been able to keep their scheduled Intake, Group, and individual counseling appointments at WIT.

All of these changes led to a need for more space at WIT. We were able to expand our offices when space became available on our floor, and this enabled us to increase the size of our support group rooms, create dedicated space for our Playcare area, create a new Resource Area for our clients (with computers and Internet access), and improve our file room and receptionist areas, including added security features.

While all of this was occurring, we served 3,156 women (*a 6% increase from last year*) through 8,083 hours of counseling and advocacy services – 10,805 service contacts!

Of course, none of this growth would have been possible without the dedication and support of WIT's board of directors, our wonderful volunteers, and our donors and supporters. . . *you!* The work you support really does make a difference in the lives of our clients, as they make their *own* changes in their lives.

A handwritten signature in black ink that reads "Roberta L. Hacker". The signature is written in a cursive, flowing style.

Roberta L. Hacker
Executive Director

Summary of Activities for the Year

Women In Transition...

... provides early intervention and prevention services

It starts with a call to our **24-hour Hotline**: a woman in crisis, reaching out for someone to listen, someone to help. The voice on the other end of the phone is a trained counselor - either a WIT staff member or one of our dedicated volunteers - all of whom have successfully completed an intensive 45-hour training.

In 2003, WIT recruited 198 women who were interested in volunteering on our Hotline, scheduled 71 interviews (after initial telephone screenings), and interviewed 44 women. A total of 24 women registered for one of two trainings WIT held last year, and 14 women became new WIT Hotline Volunteer Counselors.

During the year, volunteers and staff answered **4,108 calls to the Hotline** (an average call to the Hotline lasts 23 minutes), and provided 941 hours of direct on-line service. Women call the Hotline with issues of domestic violence and/or substance abuse (81% of all calls), as well as with general issues such as relationship difficulties, where to find affordable housing and child care, depression, or job transitions (19% of all calls).

After an initial call to the Hotline, a woman will come in to WIT to talk with the **Crisis Intervention** Counselor or Substance Abuse Counselor to create a safety and/or sobriety plan for herself and her children and to determine what her next steps will be.

During the year, **1,063 women were referred** to WIT for an Intake interview. WIT staff made 919 follow-up contacts with 559 of those women; and a total of 805 women were scheduled for Intake Assessments (246 women received Intake appointments during their initial Hotline call).

WIT Client Demographics

49% African American

44% between the ages of 35 and 49

41% not married

84% living in Philadelphia County
predominately in the zip codes
19143 (Kingsessing), 19124
(Frankford), 19144 (Germantown),
and 19131 (West Park)

Of those 805 women, 425 women received in-person **Intake Assessments** (62% for domestic violence, 38% for substance abuse). WIT counseling staff provided a total of 880 hours of telephone and in-person Intake services.

... empowers women

Once a woman has received an Intake Assessment, she enters WIT's **Lifeline Peer Support Group Program**, where she will form bonds of friendship with other women, reduce her isolation, discuss

issues and dynamics of interpersonal violence and alcohol/drug abuse, review concerns about speaking out about what is happening, and address her fears.

During 2003, WIT held **6 group cycles** (each cycle is approximately 7 weeks long) which consisted of 391 group sessions. Through the groups, WIT provided 409 women with 4,922 hours of in-person and telephone follow-up service related to the support groups.

A WIT client may also receive **individual or life management counseling** from WIT staff, so she can work on personal issues on an individualized basis; and/or **advocacy services** which include court accompaniment, shelter referral, service advocacy, and coordination of external services such as accessing TANF (Temporary Assistance for Needy Families) and working with Child Protective Services.

To encourage clients to keep their group and individual counseling appointments, WIT maintains a supply of SEPTA **tokens**, and offers **Playcare** services staffed by dedicated WIT volunteers so that a woman may bring her young children with her, if she does not have or cannot afford child care.

During the year, WIT counselors provided **828 women with 1,037 hours of individual and life management counseling services**. Of those women, 56 clients also received 96 hours of advocacy service. An average of 63 women, each month, used WIT's SEPTA tokens; and WIT staff and volunteers provided 321 total hours of Playcare service.

Eventually, a woman who works her way through WIT's empowerment counseling program will become part of WIT's **Survivor's Group** - the final stage of the Lifeline series. As a "survivor," she will create a t-shirt for **The Clothesline Project**: a visual display of t-shirts that seeks to break the silence about violence as well as strengthen the voices of survivors. WIT then takes her t-shirt, and those of the other women who came to WIT before her, out into the community to educate others and help put an end to violence against women and children. In 2003, **14 women "graduated" from WIT's program**.

Women In Transition educates the community

WIT also participates in a number of other educational activities - from professional trainings, to community presentations, to staffing tables at health fairs, volunteer fairs, and United Way kick-off events. In 2003, WIT **conducted 28 training programs** for diverse audiences such as nurses, addictions counselors, administrators and staff of Addiction Medicine and Health



WIT Counselors Donna Williams (l) and Sheila Armstrong (r) and Executive Director Roberta Hacker

Advocates Inc. (AMHA); Drexel University police officers; the Association of Black Social Workers; CHOICE hotline counselors; Community College of Pennsylvania nursing students; and staff of the Transitional Work Corporation, **training 1,066 individuals.**

WIT **presented 44 community education programs** for such audiences as clients at Sojourner House; members of the Mantua Family Center's parenting class; students in the Center For Literacy's Education for Work program; staff and students at the Metropolitan Career Center; and members of the Interpersonal Violence in the Asian American Community (IVAAC) Task Force, **reaching 2,582 individuals;** and WIT **participated in 15 community events**, such as the "Health Cares About Domestic Violence" Screening Days at various city Health Centers; Rohm & Haas' United Way fair; the Mayor's Office of Community Services' Resource Fair, and the Equality Forum, **reaching 1,684 people.**



**Hotline/Follow Up Counselor
Kim Jefferson**

... advocates for women

WIT works both independently and in many coalitions to advocate for increased sensitivity to the complex needs of women by promoting public policy, governmental, procedural and institutional changes. During 2003, WIT staff made **122 contacts** for **463 hours** of **systems advocacy**, much of which is focused on collaborations where WIT provides leadership in such groups as the Philadelphia Women's Death Review Team; the Pennsylvania Coalition Against Domestic Violence (PCADV); and in collaborations addressing child maltreatment and domestic violence.

... and families

In addition, WIT annual **Adopt-a-Family program connected 19 individuals and groups to 29 families (with a total of 73 children)**, enabling our families who are most in need to have ample food and gifts during the holiday season. WIT also received donations of backpacks stuffed with toys and games from Verizon Wireless and a stash of dolls, stuffed animals, toys and books from Delaware Investments for the children of all of our clients.

WIT provided all of its programs and services in Fiscal Year 2003 with just \$844,738 of which \$755,376 was spent on WIT's programs, \$30,578 for management, and \$58,784 for fund raising. A full **89 cents of every dollar spent at WIT is for program services;** and just 11 cents of every dollar is for management and fund-raising.

WIT's total revenue and public support for the year was \$907,501 — including \$43,839 worth of volunteer time (3,190 hours of service to the agency). WIT's audited Statement of Activities appears on the back cover of this annual report.

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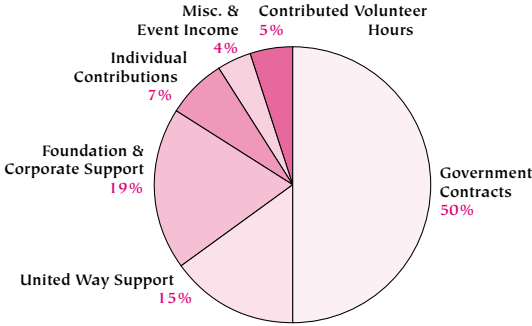
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Special Thanks to FY 2003 Adopt-A-Family Participants

Cindy Balzer
 and Darie Agan
 Kathy Blade and her
 co-workers at ADP
 Financial Services
 Sandy Booz and her
 co-workers in the ADP
 Implementation
 Department
 Lori Callahan
 Trish Christian
 and Soroptomist
 International of
 Center City
 Karen Donahoe
 and Denise Cleaver
 Elizabeth Evans
 Cecilia Freeman and the
 St. Isaac Jogues's
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 Pat Gadson and
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 Kim Keane and Family
 Patty Kwiatowski and
 her co-workers at ADP
 Alfonso Madrid
 and Scott Keefer
 Martha Nell and Family
 The Nix Family
 Helen Ortiz and Aspira
 Carol Parkinson-Hall
 and the Sisters of Alpha
 Kappa Alpha, Omega
 Omega Chapter
 Carol H. Parlett
 Monique Stafford and CCIS
 The Tait Family
 Hildy Tow and the
 students at Merion
 Elementary School

Women In Transition's FY 2003 Revenue



Women In Transition Statement of Activities

Year Ended June 30, 2003 With Summarized Financial Information For The Year Ended June 30, 2002

	Unrestricted	Temporarily Restricted	2003 Total	2002 Total
Public Support and Revenues				
Public Support				
Government Grants	\$ 456,400	\$ -	\$ 456,400	\$ 410,034
United Way	-	138,604	138,604	144,530
Foundations	18,250	145,000	163,250	64,175
Individuals	60,856	-	60,856	51,497
Corporations	10,294	-	10,294	15,320
Volunteer Time	43,839	-	43,839	36,513
Contributed Equipment	-	-	-	55
	<u>589,639</u>	<u>283,604</u>	<u>873,243</u>	<u>722,124</u>
Revenues				
Special Events (net of \$8,792 direct costs)	7,841	-	7,841	7,414
Investment Income	7,126	-	7,126	13,619
Miscellaneous	17,219	-	17,219	24,635
Gain on sale of investment	2,072	-	2,072	-
	<u>34,258</u>	<u>-</u>	<u>34,258</u>	<u>46,668</u>
	623,897	283,604	907,501	767,792
Net Assets Released From Restrictions	<u>245,397</u>	<u>(245,397)</u>	<u>-</u>	<u>-</u>
Total Public Support and Revenues	<u>869,294</u>	<u>38,207</u>	<u>907,501</u>	<u>767,792</u>
Expenses				
Program	755,376	-	755,376	691,082
Management and General	30,578	-	30,578	42,412
Fundraising	58,784	-	58,784	54,659
	<u>844,738</u>	<u>-</u>	<u>844,738</u>	<u>788,153</u>
Total Expenses	<u>844,738</u>	<u>-</u>	<u>844,738</u>	<u>788,153</u>
Change In Net Assets	24,556	38,207	62,763	(20,361)
Net Assets - Beginning of Year	<u>351,716</u>	<u>223,032</u>	<u>574,748</u>	<u>595,109</u>
Net Assets - End of Year	<u>\$ 376,272</u>	<u>\$ 261,239</u>	<u>\$ 637,511</u>	<u>\$ 574,748</u>



WOMEN IN TRANSITION

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