



Letter from the Executive Director

A Year of Accomplishments

I'm pleased to present you with the following Annual Report for fiscal year 2004, during which Women In Transition (WIT) served 3,156 women (a 6% increase from last year) through 8,083 hours of counseling and advocacy services - for a total of 10,805 service contacts! While continuing to see growth in the number of clients seeking our services, we also continued with our plans from last year and had many accomplishments along the way.

In 2003, WIT created a new position - that of Hotline Follow-up Counselor - in order to help women address barriers to keeping their scheduled Intake appointments.

This year, we fully implemented this supportive follow-up as our Counselor made contact with 1,140 women after their initial Hotline calls to confirm Intake appointment dates and times as well as provide assistance with any barriers to service, such as a need for child care or transportation. (WIT offers Playcare and SEPTA tokens to women with such needs.)

Last year, we implemented new technology to enable our Hotline Counselor to schedule Intake Assessment appointments for women during their initial Hotline call; thus, closing the gap between the call and the Intake appointment and increasing the actuality that a woman will keep her Intake appointment.

As a result, this year we saw an increase of 14% in the number of women receiving in-person Intake Assessments at WIT.

Also during the year, WIT initiated a Survivors Network - currently comprising some 13 former clients ("graduates" of WIT's Lifeline Program). The Survivors meet monthly to plan and implement various outreach/advocacy, fundraising, and community education activities, such as Voter Registration Drives and tabling for WIT at community fairs. The Network enables our graduates to practice self-sufficiency and put their independent work into action by using their incredible survival experiences to help other women.

In 2004, WIT partnered with the Center for Lesbian and Gay Civil Rights and the Mazzone Center (formerly PCHA) in a collaboration to increase access to comprehensive services for victims of same-sex domestic violence. Project activities include legal services, counseling and health care, and education and training for the LGBT (Lesbian, Gay, Bisexual and Transgender) community. WIT now offers its Lesbian Survivors of Violence Lifeline Peer Support Group each cycle, as well as individual and life management counseling for battered lesbians; and has hired a part-time counselor to provide these services.

Another partnership WIT initiated during the year was with the Women for Sobriety (WFS) organization so that we could offer recovery groups in Philadelphia designed specifically for women. WIT's Substance Abuse Counselor became a certified facilitator for a WFS group and worked with Women for Sobriety to adapt their program model for our Lifeline Group Series, and we now offer that group each cycle.

WIT also saw an increase in the number of requests for our Substance Abuse Counselor to provide Information & Education (I&E) Groups - which use the format of our Safe & Sober Lifeline Peer Support Group, but which are held off-site at women's treatment programs.

Finally, in March 2004, WIT was one of 10 recipients of a GlaxoSmithKline IMPACT Award, "Recognizing Excellence in Community Healthcare." This highly prestigious award is designed to reward the considerable achievements of smaller organizations like WIT - to recognize the importance of our work in making a real difference in our community.

We're very proud of the difference we're able to make in the community and in the lives of the women we serve - hard work and change which depend on the dedication of WIT's board of directors, our wonderful volunteers, and you: our donors and supporters! Thank you.

A handwritten signature in black ink that reads "Roberta L. Hacker".

Roberta L. Hacker
Executive Director

Summary of Activities for the Year

Direct Client Services

When a woman in crisis calls our **24-hour Hotline** - reaching out for someone to listen - 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 2004, WIT recruited 213 women who were interested in volunteering on our Hotline, scheduled 31 interviews (after initial telephone screenings), and interviewed 27 women. A total of 22 women registered for one of two trainings WIT held last year, 16 women completed the trainings, and 9 women became new WIT Hotline Volunteer Counselors.

During the year, volunteers and staff answered **4,777 calls to the Hotline** - an increase of 16% from the previous year - averaging 23 minutes per call and providing 1,126 hours of direct on-line service. Women call the Hotline with issues of domestic violence and/or substance abuse (76% of all calls in FY'04), as well as with general issues such as relationship difficulties, where to find affordable housing and child care, depression, or job transitions (24% of all calls).

In FY'04, WIT fully implemented its supportive **Hotline/Follow-Up Counseling** to help women address barriers to keeping scheduled Intake appointments. During the year, WIT's Follow-Up Counselor made **3,308 follow-up contacts** with 1,140 women, providing 474 hours of telephone counseling and follow-up service.

After an initial call to the Hotline and any follow-up counseling a woman may receive, she will come into 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, **483 women** received in-person Intake Assessments (58% for domestic violence; 42% for substance abuse) - up 14% from FY'03. WIT counseling staff provided a total of 793 hours of in-person and follow-up Intake services.

WIT 2004 Client Demographics

56% African American

44% between the ages of 35 and 49

47% single or divorced

87% living in Philadelphia County predominately in the zip codes 19143 (Kingsessing), 19131 (Wynnefield), 19124 (Frankford), 19139 (West Market), and 19120 (Olney)

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 2004, WIT held 6 group cycles (each cycle is approximately 7 weeks long) which consisted of **325 group sessions**. Through the groups, WIT provided 452 women - an increase of 11% from FY'03 - with 5,088 hours of in-person and telephone follow-up service related to the support groups. These numbers include women who attend WIT's Information & Education (I&E) groups - which use the format of our Safe & Sober Lifeline Peer Support Group but are held off-site at women's treatment programs and are facilitated by our Substance Abuse Counselor.



The spring 2004 volunteer class at their graduation ceremony

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 a babysitter.

During the year, WIT counselors provided 205 (unduplicated) women (75% for domestic violence and 25% for substance abuse) with **856 hours** of individual and life management counseling services - each client averaging 4 one-hour sessions with their counselor. Of those women, 38 clients also received 76 hours of advocacy service.

As part of our ongoing efforts to address barriers keeping women from attending their group, intake, and individual counseling appointments, WIT distributed 756 SEPTA tokens to needy clients; and provided Playcare services (provided by volunteers and by women in various welfare-to-work programs) for clients with children but without affordable or accessible child care. In FY'04, 15 WIT volunteers provided 104 children with **503 hours of Playcare** service (296 sessions).

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 2004, **22 women "graduated"** from WIT's program.

Community Education and Advocacy

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 2004, WIT conducted 24 **training programs** for diverse audiences including University of Pennsylvania medical students, Maternity Care Coalition's MOMobile staff, drug and alcohol counselors at Family House, and staff at the Center for Literacy, training **606 individuals**. In addition, WIT staff presented at the national Intimate Partner Violence Conference and at the annual meeting of the International Association of Chiefs of Police.

WIT also conducted **education and outreach** programs for 55 community groups including clients at Sojourner House; students at Masterman High School; staff at Penn Health Care and St. Christopher's Hospital for Children; and members of the community through Deliverance Evangelistic Church and the Cambria Community Center; and tabling at events such as Outfest and in various city health centers for Health Cares About Domestic Violence Day, reaching **4,482 individuals**.



WIT staff members Nancy Folin (l) and YiLin Thomas (r)

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 2004, WIT staff made 136 contacts for **948 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 the Mayor's Task Force on Domestic Violence; and in collaborations addressing child maltreatment and domestic violence, as well as domestic violence in the lesbian and bisexual community.

In addition, WIT Annual **Adopt-a-Family program** connected 24 individuals and groups to **30 families** (with a total of 81 children), enabling our families who are most in need to have ample food and gifts during the holiday season; and WIT once again received donations of backpacks stuffed with toys and games from Verizon Wireless.

WIT provided all of its programs and services in Fiscal Year 2004 with just \$977,460 of which \$839,494 was spent on WIT's programs, \$84,175 for management, and \$53,781 for fund raising. A full **86 cents of every dollar** spent at WIT is for program services; and just 14 cents of every dollar is for management and fund-raising.

WIT's total revenue and public support for the year was \$885,612 - including **\$62,538 worth of volunteer time** (4,554 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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 Pennsylvania Coalition
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 Pennsylvania Commission
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Corporate & Community Support

Aetna US Healthcare
 American Board of
 Internal Medicine
 Applebee's of
 Westhampton, NJ
 ARAMARK Corporation
 Ardmore Animal Hospital
 Atlas Chiropractic
 Health Center
 Bristol Myers Squibb
 Capehart & Scatchard, P.A.
 CB Richard Ellis
 Real Estate Services
 Congreso de Latinos
 Unidos
 Diabolique Foundation
 Fannie Mae Foundation
 Flamm, Boroff &
 Bacine P.C.
 GlaxoSmithKline
 Hacker Painting and
 Decorating
 High, Swartz, Roberts
 & Seidel
 Homecomings Financial
 Hope's Cookies
 IBM / Teaming for
 Technology
 Institute for Safe Families
 Kaplan Consulting
 Network
 KEH Insurance Agency, Inc.
 Kilcullen & Company
 KIMCO graphics
 Knockout Partners LP
 Kulzer & DiPadova, P.A.
 LandAmerica Foundation
 Mann Center for the
 Performing Arts
 Marianne Leone LLC
 MBIA Foundation, Inc.
 Merck Partnership
 for Giving
 Methodist Family Services
 Minuteman Press of
 Woodbury, NJ
 Montgomery, McCracken,
 Walker & Rhoads LLP
 National Clearinghouse
 for the Defense of
 Battered Women
 Natural Goodness Market
 Newman's Own Organics
 PECO An Exelon Company
 Penn Systems Group
 Philadelphia High School
 for Girls' National
 Honor Society
 Philadelphia Museum of
 Art Education Department
 Prior Circumstances

Private Bank at Bank
of America
Quest Diagnostics'
Final Destination Team
Reed Smith LLP
Ridley Park
Presbyterian Church
Saul Ewing LLP
Sears
Tapestry Theatre
Tenet Healthcare
Foundation
Theatre Catalyst
Verizon Foundation
Verizon Wireless
Women Against Abuse
Employees of Lincoln
Financial Distributors
Residents of
Penn Center House

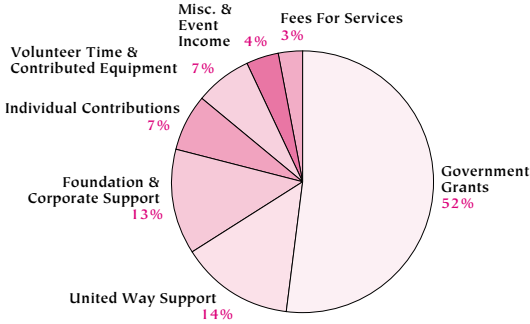
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Westhampton, NJ
Arden Theatre
Ardmore Station Café
Battleship New Jersey
Black Sheep Pub
Bluezette
Cin Cin
Country Inn & Suites in
Newark, DE
Crystal Lake Body Therapy
Associates
Fayette Street Grille
Film @ the Prince
Fork
Franklin Institute Science
Museum
Garden State Discovery
Museum
Gullifty's
Haddonfield Business
Association

Women In Transition's FY 2004 Revenue



Women In Transition Statement of Activities

Year Ended June 30, 2004 With Summarized Financial Information For The Year Ended June 30, 2003

	Unrestricted	Temporarily Restricted	2004 Total	2003 Total
Public Support and Revenues				
Public Support				
Government Grants	\$ 456,210	\$ -	\$ 456,210	\$ 456,400
United Way	-	126,972	126,972	138,604
Foundations	58,425	4,000	62,425	163,250
Individuals	64,953	-	64,953	60,856
Corporations	48,636	-	48,636	10,294
Volunteer Time	62,583	-	62,583	43,839
Contributed Equipment	1,749	-	1,749	-
Fees For Services	23,817	-	23,817	-
	<u>716,373</u>	<u>130,972</u>	<u>847,345</u>	<u>873,243</u>
Revenues				
Special Events (net of \$6,187 direct costs)	11,490	-	11,490	7,841
Investment Income	3,414	-	3,414	7,126
Miscellaneous	23,363	-	23,363	17,219
Gain on Sale of Investment	-	-	-	2,072
	<u>38,267</u>	<u>-</u>	<u>38,267</u>	<u>34,258</u>
	754,640	130,972	885,612	907,501
Net Assets Released From Restrictions	<u>222,072</u>	<u>(222,072)</u>	<u>-</u>	<u>-</u>
Total Public Support and Revenues	<u>976,712</u>	<u>(91,100)</u>	<u>885,612</u>	<u>907,501</u>
Expenses				
Program	839,494	-	839,494	755,376
Management and General	84,185	-	84,185	30,578
Fundraising	53,781	-	53,781	58,784
	<u>977,460</u>	<u>-</u>	<u>977,460</u>	<u>844,738</u>
Change In Net Assets	(748)	(91,100)	(91,848)	62,763
Net Assets - Beginning of Year	<u>376,272</u>	<u>261,239</u>	<u>637,511</u>	<u>574,748</u>
Net Assets - End of Year	<u>\$ 375,524</u>	<u>\$ 170,139</u>	<u>\$ 545,663</u>	<u>\$ 637,511</u>



WOMEN IN TRANSITION

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