

***BETHANY HOUSE***  
*Eliminating Domestic Violence One Family at a Time*



**BETHANY HOUSE OF  
NORTHERN VIRGINIA, INC.**  
*Eliminating Domestic Violence One Family at a Time*

**Annual Report  
FY 2009-2010**

*I was naked, and you gave me clothing.*

*I was sick, and you cared for me.*

*I was in prison, and you visited me.*

Matthew 25:36

# **ANNUAL REPORT**

## **FY 2009-2010**

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# **ANNUAL MEMBERSHIP MEETING & DINNER**

**November 15, 2010  
7:00 – 10:00 PM**

Richard and Lisa Hannibal  
1727 Baldwin Drive  
McLean, VA 22101

*Prayer & Welcome – Richard Hannibal, President*

*Gathering for Dinner and Fellowship*

## **Meeting Part I: Annual Membership Meeting**

- ❖ *Call to Order – Richard Hannibal, President*
- ❖ *Scripture Reading – Pastor King Rhodes*
  - *Matthew 25:31-46*
- ❖ *Roll Call & Quorum for the Concerned Group – Richard Hannibal, President*
- ❖ *Nomination & Vote for New Members of the Concerned Group*
- ❖ *Presentation of Board Members to Serve for 2010-2011*
- ❖ *Motion to Accept Board Members for 2010-2011*
- ❖ *Motion to Adjourn – Richard Hannibal, President*

**Meeting Part II: Meeting of the Board of Directors**

- ❖ *Call to Order – Richard Hannibal, President*
- ❖ *Roll Call & Quorum – Richard Hannibal, President*
- ❖ *Reading & Approval of the Minutes – Peggy Fisher, Secretary*
- ❖ *Vote for the Appointment of Officers 2010 – 2011*
  - Board President                      Richard Hannibal
  - Vice President/Treasurer        Ken Fisher
  - Secretary                                Peggy Fisher
- ❖ *Executive Director’s Report – Catherine Hassinger*
- ❖ *Old Business*
- ❖ *New Business*
- ❖ *Motion to Adjourn – Richard Hannibal, President*

**Board of Directors**  
**2010-2011**

**Richard Hannibal, President**

**Ken Fisher, Vice President/Treasurer**

**Peggy Fisher, Secretary**

**Martha Birdseye**

**Mae Chung**

**Elsa Kufлом**

**Pastor King Rhodes**

**Lisa Tychsen**

**and**

**Doris Ward, Founder, Director Emeritus**

**CONCERNED GROUP MEMBERS**

**Lisa Hannibal**

**Andrea Kane**

**Paul Kane**

**Dan LaMay**

**Esperanza LaMay**

**Gail Smith**

**Lee Smith**

**NOMINATIONS FOR THE**  
**CONCERNED GROUP**

**Brian Kush**

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**BETHANY HOUSE STAFF**

**MAIN OFFICE :**

Catherine Hassinger, MS	Executive Director
Aleata Dawkins, MS	Family Assistance Program Manager
Nina Acheampong	Case Worker
Alejandra Galindo	Case Worker
Rebecca Beane, MS	Counselor in Residence
Naomi Collins	Development Associate
Jennifer Wassermann	Development Associate
Tamica Wakefield	Administrative Assistant
Rachel Moore	Administrative Assistant

**SHELTER MANAGERS**

vacant	Shelter #1 House Manager
Elizabeth Heckenast	Shelter #4 House Manager

**JOSEPH'S COAT**

DeAnn DuVall	Volunteer Director
Christina Kunz	Manager
Rhea Nell Knowles	Assistant Manager
Mary Robinson	Assistant Manager
Hanifa Haideri	Floor Assistant
Muny Sok	Floor Assistant
George Torres	Floor Assistant
Amy Truong	Floor Assistant

**VOLUNTEERS**

Kathryn Rizzardi	Joseph's Coat
Jeannette Bellamy	Childcare Coordinator
Tom Schroeder	Handyman

**INTERNS FOR FALL 2010**

Kate Cantrell	Marymount University, Counseling
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***Bethany House of Northern Virginia, Inc.:***  
***Mission & Goals***

*Mission:*

To help women and their children who have suffered from domestic violence regain health and dignity and become re-established in their community by providing temporary housing and support.

The Board welcomed one new member in 2009-2010, Jason Carney. Jason's background included finance and IT auditing. Jason left the Board in April 2010 to return to law school.

Already in 2010-2011, the Board has welcomed Martha Birdseye, Pastor King Rhodes, Elsa Kufлом and Mae Chung. Martha is a member of Church of the Apostles and brings with her a wealth of experience in community outreach. In addition to serving as the Senior Pastor at His Church International Ministries in Springfield, King is knowledgeable in web development. Elsa is a survivor of domestic violence and a former client of BHNV. Elsa's story is one of faith and triumph, and she contributes to the Board the face and heart of those that BHNV seeks to serve. Mae is a lawyer with Gammon and Grange, PC, which specializes in non-profit law.

***Community Outreach and Support***

In FY 2009-2010, BHNV received two grants that merit some attention. BHNV was awarded a grant of \$25,000 by the Philip L. Graham Fund to upgrade our computer system. As a result of the grant, BHNV replaced eight outdated and mismatched computers in our offices. We were able to preserve four of the eight outdated computers, including computers, monitors and keyboards, and set them aside to give to clients. Even the four that we discarded were put to good use as we recycled them through a Goodwill back-to-work program that scavenges for usable parts in older technologies.

BHNV also received a much-needed and much-faster server. The server allowed us to improve our network capabilities, which in turn means we can now connect remotely to our emergency shelters. Communication with shelter managers is finally efficient. Information on clients, shelter maintenance and other matters all benefit as we now have (a) a paper trail of information, (b) improved confidentiality, and (c) speed of communication. Our House Managers feel more connected to the office, and files can easily be sent to them, saving a trip to the office, time and gas.

With the grant, we also added two computers in our emergency shelters that are reserved for client use. The clients use the computers to apply for jobs, practice their keyboarding skills, do homework and a myriad other tasks that advance them on their road to recovery. Previously, clients had to schedule time on our office computers or public computers. Now, with easy access to the Internet directly from the shelter, our adult clients do not have to balance a 30-minute job search at the local library with a fussy toddler on their lap. It also allows our older children to complete schoolwork with dignity – they

# BETHANY HOUSE

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no longer have to confess to the teacher that they do not have the Internet at home. All these factors enable our clients to participate more directly in their recovery and feel good in doing so.

A major component of the grant was continued IT support from NPower of Greater DC. This would relieve the burden on staff to become IT experts in the midst of client care and relieve BHNV of the duty of hiring an IT expert. NPower has provided exceptional support in maintaining the security of our files, uploading updates to programs, and trouble-shooting when problems do occur.

BHNV was also awarded a service grant through the Taproot Foundation. Through this grant, BHNV receives pro bono support from IT and marketing professionals to develop an integrated donor database. Using Salesforce.com, one of the most popular CRM platforms, the Taproot team is customizing a donor database that will integrate our existing four databases (individuals, grants, churches and in-kind donations). The estimated cash equivalent for the Taproot grant is \$50,000.

Finally, BHNV was selected by Knock Out Abuse for a professional re-design of one of our shelters. Knock Out Abuse, a foundation that was organized to raise funds for agencies that service victims of domestic violence and child abuse, is already the largest fundraising support for BHNV. Knock Out Abuse approached BHNV in the spring with the offer to help with furniture and design renovations in one of our shelters. Recruiting several top designers in the DC metro area, Knock Out Abuse redesigned three bedrooms, including the provision of new or gently used furniture, the common area and the playroom. Consider the before and after shots of the playroom for a sampling of their donation of time and talent.



For 2010-2011, BHNV is already excited about a major recognition. BHNV was chosen to appear in the 2010-2011 *Catalogue for Philanthropy*. This is a competitive process, and BHNV was among 68 organizations selected from nearly 250 non-profit applicants. The *Catalogue* is a resource used by individuals and others who are looking for wise investment for their donor dollars. As the *Catalogue* website says, “The *Catalogue* represents some of the best smaller nonprofits in the Greater Washington region.”

## **Family Assistance Program**

The Great Recession continued into fiscal year 2009-2010. The effects of the recession on the Family Assistance Program (FAP) were felt in virtually every aspect of the program. The demand for services remained high and steady, but clients' abilities to gain the resources needed for self-sufficient living were curtailed.

Our shelters remained above capacity for much of the year. With the exception of two months in the spring, the shelters were steady from 100-117% capacity. We pulled temporary beds out of storage and sought weekly assistance from local food pantries to help our families. Clients seeking employment were unable to do so. Even clients graduating in certificate programs in growth fields, e.g., nursing, were unable to find employment. Supplementary resources, like subsidized childcare and after-school care, were also affected as the County and Commonwealth of VA made cuts in their social services budgets. This led to a great deal of emotional stress for our clients and financial strain on the FAP.

Nevertheless, we did see some positive change, or at least the hint of positive change. In FY 08-09, we experienced significant delays in moving families out of our emergency shelters and into transitional or independent housing. This occurred for two reasons: first, the demand for low-rent and/or transitional housing increased, and second, most housing programs required that clients be employed with taxable wages. The Great Recession affected both of these factors by driving up demand for housing assistance while making it very difficult for low- to unskilled workers (e.g., many of our clients) to find jobs.

In FY 09-10, the transition into supportive housing began to ease. The County rolled out its Ten-Year Plan to End Homelessness which increased the number of units available to homeless families. Additionally, many transitional housing programs eased their restrictions on securing employment as a condition of housing. As a result, BHNVA provided housing to six more families in FY 09-10 than in FY 08-09 (26 to 32). The trend appears to be continuing in FY 10-11 as we have already provided housing to 26 families. Many of these are carry-over clients from FY 09-10, but it is a positive trend. Consider that during the same period last year, we had only provided housing to 18 families.

In FY 09-10, the number of calls to our Helpline also rose dramatically. In one year, calls increased by 94%. In FY 08-09, we responded to 213 calls (19 calls/month). In FY 09-10, we responded to 414 calls for help (35 calls/month). In truth, these numbers understate the actual number of calls as repeat callers or call-backs are not always recorded as distinct calls. In response, we increased our Helpline training to include all staff rather than limiting calls to dedicated Helpline operators. This allows us to provide immediate responses to Helpline callers whereas in the past they were asked to leave a message and wait for a return call. The average length of each call is 20 minutes, and the level of calls has added to the workload among all staff. However, everyone has pitched in to help out to make sure we are providing help and resources to the best of our ability.

In FY 10-11, the Board approved plans to expand one of BHNVA's emergency shelters. The addition to the shelter will add 2-3 client rooms and expand the common areas for greater comfort and usability.

## **Joseph's Coat Thrift Shop**

Joseph's Coat Thrift Store began in 1993 by Doris Ward as a way to provide basic necessities and funds to underserved women and children. It began as a "yard sale" type business more than 15 years ago and has evolved into a successful, thriving thrift store which creates revenue for the women and children in the Family Assistance Program.

Joseph's Coat continues to receive and re-sell donated goods to the general public. Although the customer base appears to be unchanged, the store has seen changes in the pattern of sales over the past year which appear to be due to the recession. In response to changes in sale patterns and the observations of Joseph's Coat staff, the Board approved the following changes:

- Increase the amount of floor space devoted to women's clothing as that remains a stable source of income. Reduce the floor space devoted to men's and children's clothing.
- Decrease the amount of floor space devoted to furniture. Furniture donations have declined, and customers are not purchasing furniture like they did in the past.

In addition to the economic climate affecting sales, the Westlawn Shopping Center in which Joseph's Coat is located continues to decline. There are indications that the landlord, Bill Page, may be closer than ever to his plans to redevelop the property, and most tenants are waiting to see what happens with the Center. The loss of some key retailers in the Center has reduced foot traffic, and the deterioration of the physical structure is unappealing. In an effort to drive business, Joseph's Coat staff are being more creative with monthly sales and putting seasonal merchandise out sooner. Sales are extended for longer periods for time and mark-downs have become more frequent.

Despite the challenges, Joseph's Coat continues to provide much needed clothing, household items, and furniture free of charge to BHNV clients and their families. Four BHNV clients participated in the job training program at Joseph's Coat. This resource is invaluable to BHNV clients who have little to no work experience or have other limitations which affect their ability to find employment. The job training program provides work experience, income, and a source of pride to women who are transitioning into the work place. Joseph's Coat director DeAnn DuVall notes that "we have had some excellent women come through the program that have been very helpful."

Volunteers play a critical role in the day-to-day operations at the store. Joseph's Coat also remains a trusted resource for court-involved residents of the County to work off community service hours under supervision. The staff are grateful for the labor individuals provide, at no cost, to BHNV.

In the coming fiscal year, Joseph's Coat is facing some new challenges. A new, large Goodwill store opened up across the street. The HVAC system has also seen its last days, but the cost to repair it is prohibitive. Joseph's Coat staff are examining options and remain hopeful for a working system before the warm weather returns in the spring.

Joseph's Coat continues to thrive and serve its community on many meaningful and important levels.

## **Client Demographics**

Following is a summary of our client services over FY 2009-2010.

- 370 unduplicated adults (414 total calls) and 462 children received emergency and crisis intervention assistance through the BHNH Helpline.
  - Compared to 209 unduplicated adults (213 total calls) and 265 children in FY 08-09.
  - 77% increase in the number of callers from FY 08-09 to FY 09-10.
  - 94% increase in call volume from FY 08-09 to FY 09-10.
- 25 intake interviews were conducted and 19 families entered the program.
  - Compared to 32 intake interviews and 18 new families in FY 08-09.
- 77 clients (32 adults and 45 children) received shelter and transitional living services.
  - Compared to 63 clients (26 adults and 37 children) in FY 08-09.
- 10 shelter and 3 independent living families were in the program at the beginning of the fiscal year.
- 2 clients moved from the shelter to the Independent Living Program.
- Only 5 heads of household/adults were employed when they came to Bethany House.
- 24 adults and 35 children participated in life skills activities.
- 26 adults and 11 children received group counseling.
- 22 adults and 5 children received individual counseling.
- 2 donated vehicles were given to two clients.
- 4 clients participated in the Job Training program at Joseph's Coat.
- 18 clients exited the program during FY 09-10:
  - 7 clients were accepted into a transitional housing program.
  - 5 clients signed leases for permanent housing
  - 4 clients moved in with family or friends
  - 2 clients exited into unknown situations

## Financial Statements

### BETHANY HOUSE OF NORTHERN VIRGINIA, INC.

#### Statement of Activities for the year ended June 30, 2010

<b><u>Revenue:</u></b>	<b><u>Unrestricted</u></b>	<b><u>Temporarily Restricted</u></b>	<b><u>Total</u></b>
Thrift Shop Revenue	\$ 421,132	\$ -	\$ 421,132
In-kind Goods and Services	117,315	-	117,315
Contributions	283,833	42,833	326,666
Fundraisers	81,048	-	81,048
Newsletter	9,266	-	9,266
Government Grants	180,178	-	180,178
Other Income	4,611	-	4,611
Interest/Investment Income	48,626	-	48,646
Released from Restriction	35,778	(35,778)	-
<b>Total Contributions &amp; Revenues</b>	<b>1,181,807</b>	<b>7,055</b>	<b>1,188,862</b>
<b><u>Expenses:</u></b>			
Program	762,118	-	762,118
Management & General	166,660	-	166,660
Fundraising	100,155	-	100,155
<b>Total Expenses</b>	<b>1,028,933</b>	<b>-</b>	<b>1,028,933</b>
Change in Net Assets	152,874	7,055	159,929
Prior Period Adjustment	(425)	-	(425)
Net Assets at Beginning of Year	831,905	17,558	849,463
<b>Net Assets at End of Year</b>	<b>\$ 984,354</b>	<b>\$ 24,613</b>	<b>\$ 1,008,967</b>

The Audit was completed October 29, 2010.

## **Grants and Other Funds Received**

### **Foundations**

The Dr. Francis P. Chiaramonte Private Foundation	20,000
Washington Forrest Foundation	15,000
Bank of America Foundation	15,000
Ada & Albert Wibel Foundation	10,000
John Edward Fowler Foundation	10,000
Family and Children's Trust Fund (FACT)	5,000
TJX Foundation	5,000
BJ's Charitable Foundation	5,000
Titmus Foundation	2,500
Other	<u>19,500</u>
	<b>\$107,000</b>

### **Non-Profit Grants**

Freddie Mac Foundation	40,000
United Way / Combined Federal Campaign	29,531
Philip L. Graham Fund	25,000
Community Impact Fund—Fairfax/Falls Church	15,000
Community Impact Fund—Alexandria	5,000
Giving Circle of HOPE	5,000
Other	<u>7,700</u>
	<b>\$127,231</b>

### **Government Support**

Fairfax Consolidated Community Funding Pool	128,975
VA Dept. of Housing & Comm. Dev. Shelter Support	<u>31,025</u>
	<b>\$160,000</b>

### **Churches**

**\$60,935**

### **Fundraising**

Knock Out Abuse Foundation	70,000
Fannie Mae Help the Homeless Walkathon	<u>3,921</u>
	<b>\$73,921</b>

### **Corporate/Clubs/Community Organizations**

**\$16,382**

### **Individuals**

Individuals	21,555
Newsletters	9,266
Direct Mail	<u>6,630</u>
	<b>\$37,451</b>