



I attend meetings,
I DO WHAT I DO SO WOMEN, CHILDREN,
apply for grants,
MEN AND THEIR PETS HAVE A PLACE TO
meet with donors
GO WHERE THEY WILL BE ACCEPTED
and manage all of
AND EMPOWERED.
Shelter House's
programs and
projects.

EXECUTIVE DIRECTOR



“Individually, we are one drop. Together, we are an ocean.” ~ Ryunosuke Satoro

Dear Shelter House Friends and Supporters,

As we entered the 2013–14 fiscal year detailed in this report, Shelter House was a much different agency than it is today. In one short year, we made decisions and took huge steps toward adding several major new initiatives — the Kind Heart Kennel, sexual violence services and expanding our emergency shelter.

Renovating our emergency shelter to better serve survivors in our area was a goal that seemed almost unattainable. Gratefully, in June 2013, Shelter House was awarded a grant from the Department of Children and Families to not only renovate our shelter but to expand it from 24 beds to 36 beds. This expansion will provide a safe home for many years to women, children, men and pets in our local community.

Adding an on-site kennel to our emergency shelter had long been a dream of our staff and board. We know that many women stay in abusive relationships to keep their pets safe. When a resident in our shelter decided to return home to protect her dog after hearing her abuser kill her other dog while on the phone with him, we knew we had to act. Thus, the Kind Heart Kennel was born. Since opening, we have provided a safe, temporary home to 14 pets and their people.

Unlike the kennel, taking on sexual violence services had never been on our radar. Until, that is, we learned certified services for sexual assault victims would no longer be offered in Okaloosa and Walton counties. We discovered this on prom weekend and could not stand the thought of a teen girl calling a hotline and no one answering. In March 2014, Shelter House became the state certified Sexual Assault Center for Okaloosa and Walton counties.


Your support is what has allowed Shelter House to respond quickly to these needs in our community. As we add new services, we continue to answer calls on our 24-hour crisis hotline, take women, children and men in to our emergency shelter, accompany victims to court, empower women to take control of their finances, provide child therapy to those who have witnessed violence and teach youth how to prevent violence and build healthy relationships.

As you read through this annual report, know that all the good news within is proof of your commitment to making our community a safe place. From all of us and those we serve, thank you.

Kindly,

Dawn Hoffman
Board President

Michelle Sperzel
Executive Director



I clean the shelter,
I PROVIDE A SAFE, COMFORTABLE
keep the pantry
SPACE FOR WOMEN, CHILDREN AND
stocked and fix
MEN HAVING THE WORST DAY
anything that
OF THEIR LIFE.
breaks.

SHELTER VICTIM ADVOCATE

BOARD OF DIRECTORS

Dawn Hoffman – President, Lori Allgood – Secretary, Robert Launch – Treasurer, Calvin Jones, Jeff Pendleton, Monica Talley, Theresa Toolan

MISSION AND VISION

The Shelter House Mission: Supporting victims of domestic and sexual violence by providing shelter, intervention and primary prevention programs to the community through education, awareness and advocating for social change.

We will achieve this by:

- Creating a violence-free future for the residents of Okaloosa and Walton counties
- Providing a full array of support services to victims of domestic and sexual violence through Emergency Shelter, Outreach and Primary Prevention programs
- Empowering survivors to move toward economic and emotional self-sufficiency.

Our Vision: All Relationships Violence Free


PROGRAMS AND SERVICES

24-Hour Crisis Hotline: Shelter House operates a 24-hour hotline for victims of domestic and sexual violence and those seeking information on center services or community referrals. Certified employees and volunteers staff the hotline and provide crisis counseling, safety planning, information, referrals and support to callers so that they will be able to make informed decisions concerning their individual situation.

Hotline Numbers: 850-863-4777 or 1-800-44-ABUSE (22873).

Confidential Emergency Shelter: Shelter House provides safe, confidential emergency shelter to victims of domestic and sexual violence and their children. The facility is staffed 24 hours per day, 365 days a year and can accommodate up to 24 residents. Residents are provided with immediate needs such as food and hygiene products and are also assigned an advocate who can assess all other needs and provide services such as peer counseling, referrals, legal advocacy and safety planning. The maximum length of stay is eight weeks with extensions granted on a case-by-case basis. Upon leaving the shelter, residents are encouraged to continue using services through one of the Outreach offices.

On-Site Kennel: The emergency shelter is a safe haven not only for human victims of domestic and sexual violence but for their pets as well. The Kind Heart Kennel allows survivors to bring their animals to shelter with them. Dogs, cats and other small animals, such as pocket pets and fish, are accepted in the shelter. The Kind Heart Kennel encompasses a heated and cooled dog kennel and dog run in the shelter's backyard, an indoor cat room and pet-friendly bedrooms within the shelter equipped with HEPA filters for those residents with pocket pets.



I teach violence
prevention to youth
in the community
and provide
resources to
parents.

I SHOW KIDS HOW TO HAVE HEALTHY

RELATIONSHIPS AND WORK TO BREAK THE

CYCLE OF VIOLENCE BEFORE IT STARTS.

PREVENTION COORDINATOR

Support Groups: Group counseling sessions occur frequently at each of the Program offices and other locations in the community and are available to Shelter residents and Outreach participants throughout their time in the program. This includes domestic violence support groups, sexual violence support programs and economic empowerment groups.

Peer Counseling: Victim advocates provide services to participants as needed in person or over the phone. These services include: safety planning and crisis counseling; support groups; victim peer counseling; court assistance, court accompaniment and injunction assistance; referrals for child care, legal services and employment; and assistance filing for Victim's Compensation and Relocation funds. All advocates are certified and able to provide any and all services to participants. Shelter House also staffs a bilingual victim advocate to assist non-English speaking participants.

Sexual Assault Accompaniment: Shelter House provides in-person personal support and assistance to sexual violence victims as they access sexual violence services. This includes accompanying victims at the hospital and in law enforcement interviews, ensuring that victims' interests are represented and their rights upheld.

Court Advocacy: Victim advocates provide legal advocacy for participants through the following activities: filling out applications for Injunctions for Protection; filing the applications; accompanying participants to court to obtain permanent injunctions; aiding participants in filling out Victim Compensation paperwork for financial restitution; acting as liaisons between State Attorneys' offices, Legal Services and/or private attorneys; and accompanying participants to hearings for civil or criminal matters connected to domestic violence incidents. Shelter House provides counseling, support, transportation, referrals and collaboration with legal services to facilitate this process.

Children and Youth Programs: Shelter House is committed to making sure the needs of children touched by violence are addressed and met. Each child that enters the emergency shelter is assessed for immediate needs with the permission of their parent/legal guardian. A victim advocate conducts an evaluation to assess each child's needs and exposure to any type of abuse. Shelter House also provides child therapy services to all our families through an independent licensed therapist who is available by appointment as well as youth support groups, interactive educational activities and youth economic empowerment workshops.

Primary Prevention: Shelter House's Primary Prevention program seeks to prevent domestic and sexual violence by educating children and teens about how to have healthy relationships. The Okaloosa-Walton Domestic Violence Coordinating Council remains an important partner, giving Shelter House a voice and helping us educate community members who might never understand prevention and how to incorporate it into their own lives. Shelter House staff actively participate in Project Respect, formerly known as the Community Action Team (CAT), the core of this important campaign to educate our community.



I write press releases,
I GET WORD OUT ABOUT OUR
newsletters, eBlasts
SERVICES SO VICTIMS KNOW WHERE TO GO
and social media
FOR HELP IN THEIR TIME OF NEED.
posts.

MARKETING & PR COORDINATOR

Transitional Housing: Through the transitional housing program, Shelter House assists women and children who no longer need emergency shelter but are unable to secure housing on their own. Victim advocates work with domestic violence victims to develop an individualized plan to put their lives back together and achieve independent living. These plans include obtaining employment, getting injunctions and utilizing Outreach services with the immediate goal of providing victims with a safe environment away from their abusers. The long-term goal is to empower the participants to go back to school, find sustained employment, achieve financial sustainability and heal while utilizing the resources available to them. The length of stay in the transitional housing program is up to two years; however, participants are encouraged to continue utilizing Shelter House services through one of our Program offices.

Economic Empowerment Program: The WAM! (Women and Money) economic empowerment program focuses on moving domestic violence victims and other community members toward financial freedom. Shelter House offers a series of free workshops on topics such as Eating Healthy on a Budget, Organizing Your Finances, Taxes, Investing 101 and Resume Building. WAM! is made possible through funding by The Allstate Foundation and Boeing.

YES! (Youth Economic Strategies) teaches young people about money management, savings, education and other important financial information to ensure they have the tools they need to be successful in the future and avoid financial abuse. Shelter House offers workshops covering budgeting, savings, wants versus needs, banking, taxes, investing, credit and more for ages 15 to 21.

About The Allstate Foundation: Established in 1952, The Allstate Foundation is an independent, charitable organization made possible by subsidiaries of The Allstate Corporation (NYSE: ALL). Through partnerships with nonprofit organizations across the country, The Allstate Foundation brings the relationships, reputation and resources of Allstate to support innovative and lasting solutions that enhance people's well-being and prosperity. With a focus on teen safe driving and building financial independence for domestic violence survivors, The Allstate Foundation also promotes safe and vital communities; tolerance, inclusion and diversity; and economic empowerment. For more information, visit www.allstatefoundation.org.

Volunteer & Intern Program: Shelter House has seen its Volunteer and Intern programs grow exponentially this year. By developing a database of more than 950 dedicated volunteers, we have been able to staff events, keep the food pantry in order, sort donations, stuff envelopes for mailings and more. Shelter House has also benefited from the assistance of college interns. Most interns are psychology majors working directly with victims in Shelter in exchange for service hours and experience. Interns assist participants with paperwork, offer peer counseling, help keep the Shelter clean and staff the crisis hotline.

I move tables,
I WILLINGLY GIVE OF MY TIME
haul ice and
TO KEEP WOMEN AND CHILDREN
clean up at
IN OUR COMMUNITY SAFE.
special events.

VOLUNTEER



HIGHLIGHTS


Sexual Violence Certification: In April 2013, Shelter House leadership learned that the certified rape crisis services in Okaloosa and Walton counties would soon end, forcing sexual violence victims in the community to go to Panama City or Pensacola for services. After a unanimous vote by the Board of Directors, Shelter House filed a letter of intent with the Florida Council Against Sexual Violence (FCASV) to become the Certified Rape Crisis Center for Okaloosa and Walton counties. Shelter House received word in March 2014 that it had become the first new center certified by FCASV since 2005.

Kind Heart Kennel: Shelter House held a ribbon cutting for an on-site kennel at the emergency shelter, known as the Kind Heart Kennel, in October 2013, noting that many women stay in abusive relationships because they have nowhere to go where they can take their pets. The Kind Heart Kennel includes pet-friendly rooms within the shelter equipped with HEPA filters for families with pocket pets like hamsters, a cat room, dog kennel and dog run. The Kind Heart Kennel is the first of its kind in Northwest Florida and ensures no one in our community will have to choose between their own safety and the safety of a beloved pet.

Shelter Renovation & Expansion: In February 2014, the Florida Department of Children and Families (DCF), in partnership with the Florida Coalition Against Domestic Violence (FCADV), announced capital grants totaling \$10 million for eleven domestic violence centers across the state. Shelter House received a grant for \$286,076 for a capital project focused on renovating and expanding capacity of the emergency shelter. By the end of construction, the shelter will grow from 24 to 36 beds, not including the addition of six new cribs. The extreme makeover entails adding a studio apartment and dorm-style bedroom as well as major improvements to the kitchen, laundry room, kids room and security. Volunteers from Hurlburt's Red Horse Squadron, Junior League of the Emerald Coast and St. Peter Catholic Church are giving hundreds of hours toward the project. Construction is slated to be complete by April 2015.

Mental Health Services: Shelter House partnered with the Florida Coalition Against Domestic Violence to offer a free day of training to the community. More than 100 professionals, including law enforcement, advocates and therapists, attended the training, entitled "Exploring the Intersection of Family Violence, Trauma and Mental Health". Conducted by Cathy Cave from the National Center on Domestic Violence, Trauma and Mental Health and Olga Trujillo, an attorney, author and national trainer and speaker, participants learned from a survivor that told her experience of violence, trauma and the mental health concerns that may arise. Attendees also learned about the impact of trauma on the brain and how they can respond to survivors in more effective ways.

Destin Charity Wine Auction Foundation (DCWAF): Shelter House was honored to once again be selected as a benefiting charity of Destin Charity Wine Auction Foundation. DCWAF awarded Shelter House \$85,000 to fund programs for children impacted by domestic violence. Funding from DCWAF allows Shelter House to facilitate primary prevention groups for teens, advocate for children, offer child and youth support groups as well as child and parent support groups and provide dozens of hours of child therapy each year by a licensed child psychologist. DCWAF funds also pay for the youth advocates and their training as well as school supplies, extracurricular activity fees and fun outings.



I go to court, answer
I SUPPORT VICTIMS OF DOMESTIC AND
phones, give referrals
SEXUAL VIOLENCE SO THEY KNOW THEY
and track the
ARE SAFE, EMPOWERED AND
services I offer
NOT ALONE.
to participants.

OUTREACH VICTIM ADVOCATE

Camp Change: Shelter House once again partnered with Children in Crisis (CIC) to offer Camp Change, a day camp for children who have witnessed violence. The kids spent the week learning about healthy relationships, self-care, economic empowerment, safety planning, violence prevention and more. Shelter House youth advocates worked side by side with CIC's house parents to provide these important lessons in an interactive, entertaining format. The kids especially enjoyed an outing to a dolphin cruise out in the Gulf.

COMMUNITY PARTNERSHIPS


Children in Crisis: Shelter House and Children in Crisis worked together to produce Camp Change, a weeklong day camp for children who have witnessed or experienced violence.

Boys & Girls Club and Youth Village: Shelter House's youth advocates reached out to the community with Primary Prevention programming at the Fort Walton Beach Boys & Girls Club and Youth Village. This ten-week curriculum is designed to educate young people about healthy relationships before they experience violence themselves. Topics include listening and supporting, recognizing domestic violence, handling anger and stress and preventing dating violence. Talking about these taboo subjects creates behavior change and reduces violence in the next generation. Shelter House and Boys & Girls Club also partnered on a poster contest for Teen Dating Violence Awareness Month in February 2014.

Rosemary Beach Foundation: Rosemary Beach Foundation continued its support of Shelter House by producing what has become a signature event, Walk HerWay, for the third year. More than 200 men, women, children and even dogs took to the streets of Rosemary Beach wearing high heels to raise awareness and money for Shelter House and the Foundation. There was no shortage of sequins, feathers and creativity among the teams strutting in the one-mile fun walk which raised more than \$31,000 for the two organizations.

Junior League of the Emerald Coast: Members of the Junior League of the Emerald Coast donated their time in the spring to give the Shelter House Program office a much needed facelift. These buildings are the first introduction many participants have to Shelter House, and making them look more inviting is a great way to make people feel better about the important decision they are making to seek help. The group power washed, pruned and planted to make the offices look more welcoming. They also brought a huge donation of laundry items - detergent, baskets, drying racks - for the new laundry room in the emergency shelter.

Wells Fargo: Wells Fargo works with Shelter House to provide savings accounts for participants' individual development accounts (IDA). As part of the WAM! (Women and Money) program, domestic violence survivors can deposit up to \$500 in their IDA which is then matched two to one with funding from The Allstate Foundation. Wells Fargo then writes a check for the total amount directly to the cause the participant had been saving for, such as debt reduction, housing, transportation or microenterprise.

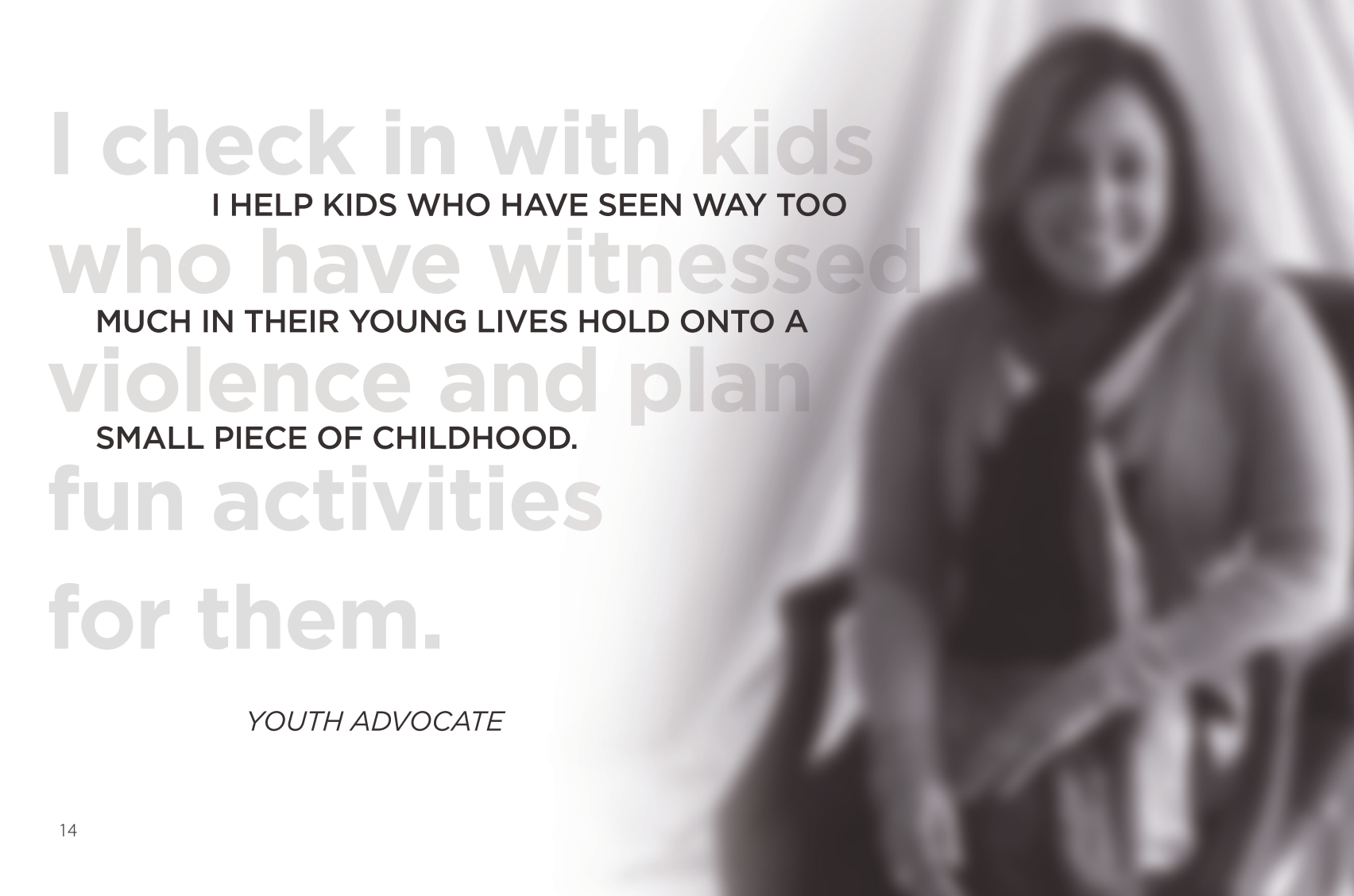


I get up from my
I PROVIDE A CALM, WELCOMING SPACE
desk dozens of
AS THE FIRST PERSON VICTIMS SEE WHEN
times each day
THEY TAKE THAT BIG LEAP TO SEEK HELP.
to answer the
door.

OFFICE COORDINATOR

Walton County and Okaloosa County Sexual Assault Interagency Council (SAIC): Working with other organizations that provide services to victims of sexual violence is an important part of Shelter House becoming a certified rape crisis center. As such, Shelter House and community partners work together to better serve survivors in our community. Members include the Walton County Sheriff's Office, DeFuniak Springs Police Department, Okaloosa County Sheriff's Office, Crestview Police Department, Fort Walton Beach Police Department, Victim Advocates from Eglin Air Force Base and Hurlburt Field, Special Forces SHARP Advocates, Health Mark, Sacred Heart Hospital on the Emerald Coast, Fort Walton Beach Medical Center, Office of the Attorney General, Legal Services of North Florida, Health Department, Department of Children and Families, Mental Health Association, Bridgeway and COPE Center.

Professional Training: Professionals who work on the frontlines need to develop an understanding of domestic violence. Shelter House provided training to the Crestview Police Department and the Okaloosa County Sheriff's Office as well as nursing students at Northwest Florida State College. Healthcare providers at Twin Cities Hospital, Sacred Heart Hospital on the Emerald Coast, the Okaloosa County Department of Health and dentists at a regional conference were also trained. This training is vital because law enforcement and medical professionals often encounter domestic violence victims. Additionally, Shelter House offered training to child welfare professionals at Families First Network and Children's Advocacy Center and staff at the State Attorney's Office. Shelter House teaches Domestic Violence 101, including an overview of our services, victimology and different types of abuse and how to spot them. Shelter House will begin offering professional training on sexual violence in 2014.



I check in with kids
I HELP KIDS WHO HAVE SEEN WAY TOO
who have witnessed
MUCH IN THEIR YOUNG LIVES HOLD ONTO A
violence and plan
SMALL PIECE OF CHILDHOOD.
fun activities
for them.

YOUTH ADVOCATE

2013/14 FISCAL YEAR END NUMBERS

Services offered: 37,108 **Lives touched:** 6,187

- Transitional Housing nights: 8,091
- Outreach participants: 1,057
- Domestic violence trainings led: 203
- Children's support groups: 56
- Pets in Kind Heart Kennel: 14
- Hours of counseling: 7,204
- Hotline calls: 1,792
- Children in Primary Prevention: 295
- Transitional Housing participants: 30
- Community referrals: 6,354
- Hours of youth counseling and therapy: 947
- WAM! participants: 147
- WAM! groups: 32
- Shelter nights: 5,700
- Shelter adult and child residents: 333
- Adult support groups: 132
- Primary Prevention groups: 26

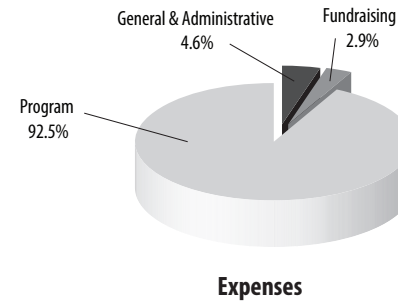
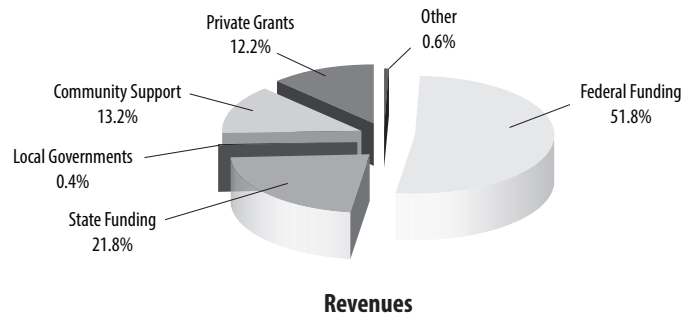
DONATIONS AND ASSISTANCE


Volunteer hours: 4,046 **In-kind donations:** \$87,615

Participant assistance:

- General assistance: \$5,252
- Gift cards: \$8,269
- Taxi vouchers: \$1,248
- Transitional Housing assistance: \$91,263
- Gas cards: \$2,000

FINANCIALS





I inventory pet
I ENABLE VICTIMS TO LEAVE ABUSIVE
supplies and keep
RELATIONSHIPS WITHOUT WORRYING WHAT
the dog kennel
WILL HAPPEN TO PETS LEFT BEHIND.
and cat room
clean.

SHELTER ADVOCATE ~ KENNEL

BE A SHELTER HOUSE SUPPORTER

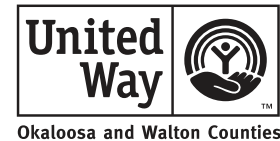
Shelter House is extremely grateful for the ongoing support of its donors, board members and volunteers. We rely on the community to contribute financial and personal resources that help us serve victims of domestic and sexual violence and prevent future abuse. Your contributions help victims survive the odds. There are several ways you can help:

- Donate money
- Give items on our wish list
- Give your time as a volunteer
- Serve on the Board of Directors or planning committee
- Attend our fundraising and awareness events

If you would like to learn more about how you can support Shelter House and its mission, please email info@shelterhousenwfl.org or call 850-243-1201.

Shelter House is the only certified domestic and sexual violence center in Okaloosa and Walton counties. Shelter House provides confidential safe shelter, a 24-hour crisis hotline, counseling, emotional support and legal advocacy for domestic and sexual violence survivors and their children. If you or a friend needs help, call **850-863-4777** or **1-800-44-ABUSE**.

Shelter House, Inc. does not discriminate on the basis of race, color, religion, age, national origin, mental or physical disability/disability status, sex/gender, pregnancy, military status/status as a veteran, genetic information, citizenship, immigration status, marital status, sexual orientation, gender orientation, limited English proficiency, language spoken or other legally protected status.



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