



new
horizons
SHELTER & OUTREACH CENTERS

advocating against domestic & sexual abuse

2019 Annual Report

Dear Friend,

Little did I know that New Horizons would be in for such an exciting year! In January, we had a fire at our emergency shelter. Although every shelter resident and staff member were safe and the fire was contained to one room, the smoke damage to the items stored in our attic was immense. Clean up and repairs took months, but our services and programs did not falter. Our shelter remained open and occupied. And as always, our community stepped up by providing donations of clothing and plenty of elbow grease. Unfortunately, at the end of the year, we were notified by our property insurance carrier that they would not be renewing our policy for the next year.

As with many nonprofit organizations, each year I ensure that my employees receive annual training to guarantee that they have the ability to grow as an individual and I put my personal growth aside due to financial limitations. But this year was different, I was able to apply for and receive scholarships that allowed me to attend the Global Leadership Summit and the Leadercast Women events which were both held locally. I finished the conferences feeling empowered and ready to continue leading the team.

In November we chose not to continue on with a contract for the last two units of our transitional housing program. Differing views of what transitional housing is as well as the general scope of housing for survivors shifting to securing immediate permanent housing led us to go separate ways. We remain thankful for the many years of collaboration with our landlord.

As in the past few years, we continued to look at our programs and services differently. What we had been doing was working, but we wanted it to improve. We adjusted our staffing pattern to focus on what survivors were needing but unfortunately, not what all staff wanted. Advocates were specifically assigned to either work with shelter clients or with community clients. A few advocates chose to leave for other arenas of work and newly hired advocates jumped on board. We reviewed procedures and protocols for working with survivors. Some were changed completely and others remained the same. We focused on our mission as we worked to improve all of our services and programs.

At the very end of the year, we knew our work was not complete. We recognized that we had more to review, revise and enhance in order to carry forth the work that each and every one of you so generously support. We know that without you, there would be no us. On behalf of all persons served by New Horizons, our staff, volunteers and board members, Thank you!

In empowerment,



Ann Kappauf, Executive Director



Advocating Against Domestic & Sexual Abuse

Shelter

We provide a safe home for women, children and men who are victims of domestic abuse, sexual violence, and human trafficking. A highly trained and experienced crisis advocate is available 24-hours per day, seven days per week to assist with crisis counseling, safety planning and empowerment.

24-Hour Crisis Line

We provide a caring ear, information, referrals, safety planning, options counseling, and emergency assistance to victims and survivors of abuse, as well as to their family and friends who may be concerned about them. We believe our 24-hour crisis line is the central access point for all of our services

Advocacy

Our team of advocates support victims and survivors of abuse so that their individual choices can be heard and implemented. We provide a safe and confidential place that is beneficial for their healing process.



Support Groups

Several groups are held weekly for adults and/or children and youth in La Crosse and Trempealeau Counties.

Youth & Family Advocacy

We believe the future cycle of abuse can be broken and we believe it begins with our youth. We provide and teach children and youth about healthy relationships, consent, anti-oppression, bullying and communication of their needs and emotion without aggression toward others.

Counseling

We promote the emotional and psychological healing from abuse with free and confidential therapy provided by our licensed therapist. Victims and survivors of abuse may choose individual and/or group therapy sessions.

Legal Advocacy

We can provide victims and survivors with information and referrals on orders of protection, divorce process, custody, Criminal court and immigration. We are not attorneys and cannot give advice. However, we can prepare individuals on what to expect in court and if available, attend court with them.

Community Education

We provide education and awareness regarding domestic and sexual abuse, stalking, human trafficking, healthy relationships, boundaries, safety planning, our services and more to the community, schools, social clubs, service clubs etc. in our service area.

Our Impact

Our Vision

To be a leader in promoting a community culture free of abuse where mutual respect and inclusiveness thrive.

Our Mission

New Horizons Shelter and Outreach Centers provide safety and services to adults and families who have experienced domestic and sexual abuse so that they can make decisions about their lives in a supportive non-judgmental and empowering atmosphere. We promote the concepts of non-violence and equality through intervention, prevention and education.

Our Philosophy

New Horizons Shelter and Outreach Centers oppose all forms of dominance over others. We support the right of people of all ages regardless of gender, sexual orientation, race, color, religion, national origin, social class or differing abilities to live without fear, abuse and violence. We believe batterers must be held accountable for their actions and that systems must be responsible to the victim.

Collaboration

Team members are active in community projects which include but are not limited to: Domestic Abuse and Sexual Assault Coordinated Community Response Teams, The Family Policy Board, Local Continuum of Care, Domestic Violence Court, and One Billion Rising.

Who We Served in 2019

- Sheltered 178 women, children and men for 7,495 nights
- Average of nights per individual was 42
- Of those sheltered:
 - 54% self-identified as White/Caucasian;
 - 22% self-identified as Black/African American; and 10% as Multi-Racial
- 71% originated from La Crosse County
- **Shelter use down 30% from 2018**
- 3,627 calls to our 24-hour crisis line
- **Crisis calls up 21% from 2018**
- In total, 1,413 individuals utilized our programs and services
- 81% were female
- 73% were between the ages of 25 and 59
- 73% self-identified as White/Caucasian; 10% self-identified as Black/African American; 3% self-identified as Asian and 6% self-identified as Latina
- 80% originated from La Crosse County
- 52% of those from La Crosse County originated from the city of La Crosse
- **Overall service is down 6% from 2018**



2019 Financial Statement

Revenue

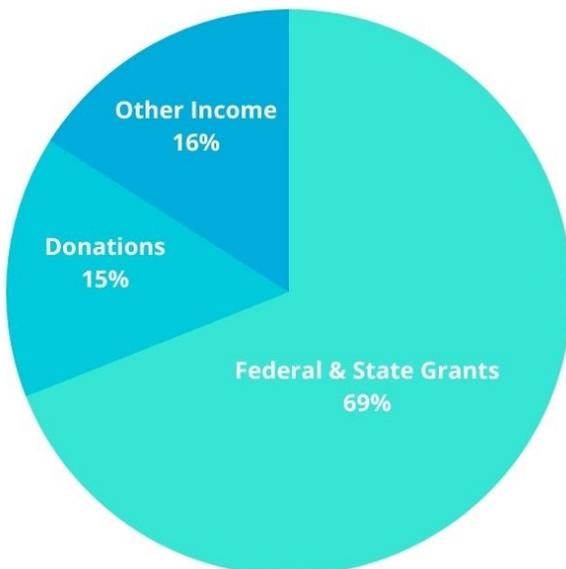
Federal and State Grants	\$914,765
Other Income	\$218,538
Donations	<u>\$200,225</u>
Total Revenue	\$1,333,528

Expense

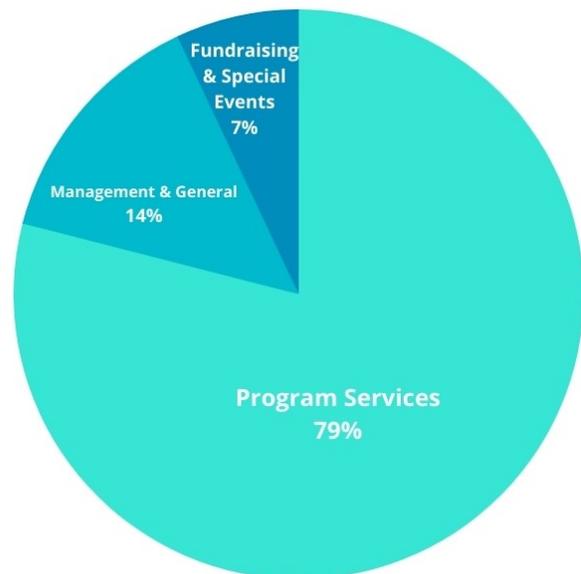
Program Services	\$1,054,994
Management & General	\$ 191,737
Fundraising & Special Events	<u>\$ 96,126</u>
Total Expense	\$1,342,857

Deficit: **-\$9,329**

Revenue



Expenses



The Team That Makes It Happen

Board of Directors

Terri Urbanek, Chair

Phillip Martin, Secretary

Steve Michaels, Vice Chair

Kate Tomten

William Berg

Olivier Jensen

Carol Robertson

Dan Roemhild

New Horizons Staff

Ann Kappauf, Executive Director

Maddie Smith, Volunteer Coordinator

Marcellese Powell, Resource Advocate

Kim Jones, Sexual Assault Advocate

Amanda Dotson, Associate Director

Corinne Billet, Trauma Specialist

Renee Jacquet, Legal Advocate

Ellen Oligney, Resource Advocate

Rita Carranza, Victim Services Coordinator

Patty Nuttleman, Development Director

Leticia Halverson, Anti-Human Trafficking Advocate

Andrew Rasmussen, Culturally Responsive Advocate

Stephanie Moore, Crisis Advocate

Amanda Patton, Administrative Assistant

Sherri Larsen, Lead Crisis Advocate

Brenda McCormick, Crisis Advocate

Sally Miller, Domestic Violence Advocate

Erica Borde, Crisis Advocate

Xia Moua, Multi-Cultural Advocate

Anna Kivi, Anti-Human Trafficking Advocate

Jen Scaccio, Youth & Family Advocate

Arlette Rodriguez-Miller, Diversity Advocate

Morgan Fox, Crisis Advocate

Luke Wenzel, Facilities Manager

Nancy Yang, Multi-Cultural Advocate

Abby Barickman, Crisis Advocate

Valerie Rosborough, Crisis Advocate

Lynda Crowley, Crisis Advocate

