



HOPE'S DOOR

*Embracing Life Free
From Domestic Abuse*

Formerly The Northern Westchester Shelter, Inc.

Annual Report

July 2008 through June 2009

Mission Statement

Hope's Door seeks to end domestic violence and to empower victims to achieve safety, independence and healing from the trauma of abuse.

Board of Directors

Rob Campolongo
Jean Marie Connolly
Sheryl Dale
Dawn Dankner-Rosen
Kenneth Donato

Wendy M. Gardner
George S. Goldstein
Char Hogue
Donna Jacobson
Martha Kohn

Gabriel Rosenfeld
Robi Schlaff
Carey Vames
Eric I. Wrubel

PO Box 203, 39 Washington Avenue
Pleasantville, NY 10570
Phone: 914 747-0828
Fax: 914 747-3825

www.HopesDoorNY.org

Hotlines

(914) 238-2800
(888) 438-8700

Selected Highlights of the Year

Organization Initiates Name Change

After 29 years as the Northern Westchester Shelter, the Board of Directors, staff, and clients came together and selected a new name – one that would more clearly reflect our mission and scope of services and that would resonate more compellingly for those we serve. We chose “Hope’s Door.”



Avon Foundation Community Advocate Award of the Year

Executive Director CarlLa Horton accepted the Avon Foundation’s award at their annual Hope Honors ceremony. The showcase event of the evening was the foundation’s Speak Out Against Domestic Violence video produced with the help of our Victim Impact Panel.

Pictured: VIP Members Joanna Rodda, Alice McNeams-Solomon, Karen Carroll, Elizabeth Grant; Patrick Dempsey and CarlLa Horton.

Denim, Dining and Dancing Country Western Gala

It was a foot-stomping good time at the Birdstone Farm, the perfect setting for our 29th Anniversary Gala honoring Stephen Paletta – businessman, philanthropist and winner of Oprah’s *Big Give* reality show.

Pictured: Andrea Naso-Nord, Kathleen McCoy-Psychoyos, Miguel Rodriguez, and Barbara Policastro.



10th Annual Teen Dating Abuse Symposium

300 Westchester teens and educators attended “Students Talking About Relationships” at Pace University. Students learned about dating violence, engaged in a dialogue about the issue, and were challenged to make a difference by joining our STAR peer leadership program.

Pictured: Ken Donato, Chief of Police, Town of Ossining; Lisa Regina, Founder, A Write To Heal; Ted Bunch, Co-Founder, A Call To Men.

Love Shouldn't Hurt Teen Dating Abuse Program

Our award-winning teen program empowered 5,196 teens with potentially life-saving information about abuse and accorded peer leadership status to 87 STAR members.

Pictured: STAR peer leaders taking a stand against abuse during International Human Rights Week.



Emergency Shelter

It takes tremendous courage for a battered woman to walk away from her home and into our shelter. Often she leaves behind not only her abuser but also her family, friends, neighbors, job, and other sources of love and support. Imagine just for a moment your life without these or similar comforts. It's almost unimaginable – perhaps equally as painful as the abuse and violence left behind.

At our shelter, we strive to create a welcoming environment where the residents can experience peace of mind and a sense of safety. We offer counseling and support groups that allow children and adults the opportunity to freely express their feelings about the violence they have endured.

Our primary goal is to provide the safety, support and encouragement that allow each woman the opportunity to reclaim the power and control in her life so she can provide a violence-free home for herself and her children. Here are selected outcomes from last year:

Service Delivery

- 102 residents received emergency shelter, including 53 children and 49 women.
- We provided 6,399 bed nights or units of service – up 7% over last year.
- The average shelter stay was 80 days – up 148% over last year.
- 540 persons were denied shelter due to lack of room – up 73% over last year.

Selected Performance Outcomes

- 98% of shelter clients stated that they were safer than when they first came to us.
- 96% stated that they were more empowered than when they first came to us.

Anne and Her Son

Anne had one two-year-old son and was seven months pregnant when she called our hotline, pleaded for help and was accepted into our shelter. Anne quickly explored her options and began to take advantage of our services. She met with our staff attorney about an order of protection but decided she was just too afraid to take that step. She expressed doubts that she could ever be self-sufficient, but with encouragement she reached out to Westchester Community College and decided to pursue a nursing career after she had a chance to give birth and to bond with her new baby. She told us that she felt more confident, empowered and now believed that she could become self-sufficient and successful – both as a person and as a mother. Anne secured transitional housing and the family moved out of the shelter. Sadly, a few weeks later and two weeks before her due date, Anne lost the baby. She is struggling with her grief and is not sure about her future. Our counselors continue to provide emotional support and guidance as she moves forward.

We gratefully acknowledge the support of the County of Westchester, the NYS Office of Children and Family Service, the MBIA Foundation, the NYS Crime Victims Board, the NYS Division of Criminal Justice Services, the Child and Adult Care Food Program, the Emergency Shelter Grant Program, the Emergency Food and Shelter Program, the Entergy Charitable Foundation, the Junior League of Northern Westchester, the Westchester Community Foundation, and our many private donors for the funds needed for our shelter program.

Domestic Violence Victims with Special Needs

In their struggles to move on, abused women and their children must overcome enormous obstacles. If the woman or her child has special needs, that transition poses even more of a challenge. If the victim is an adult male or an LGBTQ victim, there are few readily available resources. We work to close the gap in services for these victims.

Samantha

Samantha endured verbal, emotional and sexual abuse for over a year before fleeing to a shelter and thinking she was safe. Then, one day she walked out of that shelter and went numb with terror to see her car missing and the abuser's car in its place. Frightened, Samantha called our hotline, and we made arrangements to safely relocate her. We quickly learned that Samantha had enormous obstacles to safety and independence. She is a recovering drug addict and attends a methadone clinic five times a week. She lost custody of her two oldest boys to her first husband and is embroiled in a bitter custody battle with her second husband who has custody of their daughter.

With our support, Samantha enrolled in an intensive outpatient-treatment program. She participates in a relapse prevention program, sees a psychiatrist, speaks with a social worker and attends weekly AA meetings. We secured supportive housing that will provide Samantha with the help she needs to sustain her goal of living a drug free, violence-free life.

Needless to say, Samantha has a difficult road ahead of her; but she is committed to her sobriety and with the help of a new lawyer will be petitioning soon for the opportunity to have visitation with her daughter and, ultimately, to resume her responsibilities as a mother.

Multi-Cultural and Immigrant Victims of Abuse

Domestic violence victims face enormous obstacles when they leave abusive partners and again when they move on from our shelter. For multi-cultural and immigrant victims, these difficulties are exacerbated by language and cultural barriers, discrimination, immigration hurdles and legal status. To address these barriers, we offer culturally appropriate services tailored to Latin, Hispanic, Asian and other multi-cultural victims. This year, we served 277 multicultural victims. Among these were 171 immigrants from 46 different countries – an increase of 127%.

Carmela

Carmela, a 31-year-old mother with a 2 year-old daughter had suffered both physical and mental abuse at the hands of her partner. During her stay in our shelter, Carmela made tremendous progress. She enhanced her English-language abilities, participated in parenting skills classes, and attended a weekly support group run by a bilingual counselor.

Self-sufficiency and housing were two top priorities. We were successful in helping Carmela secure her previous job, which she had lost as a result of the abuse. Now that she could be more self-sufficient, we began to seek housing for Carmela and her daughter. Fortunately, Carmela had an uncle who was a superintendent at an apartment building and she was able to secure an affordable apartment for herself and her daughter.

*When she was moving out of the shelter, Carmela told us that only because of her stay and experience at the shelter, was she able to move forward and begin the process of becoming self-sufficient and independent. To use **her** words, "The shelter make me strong."*

We gratefully acknowledge Assemblyman Adam Bradley, the County of Westchester, the Entergy Charitable Foundation, the Mary Kay Ash Charitable Foundation, the NYS Office of Children and Family Services, Payless Shoes, the Westchester Community Foundation, the Women's Research and Education Fund, and our many private donors for their support of our Special Needs Programs, including Esperanza and Hope for Immigrant Victims of Abuse.



Love Shouldn't Hurt and STAR Peer Leadership Program

Teen Dating Abuse Awareness, Intervention and Prevention

The cornerstone of our teen dating abuse program is the knowledge that young victims of abuse are reluctant to reveal the abuse to adults. Our program empowers young people with the knowledge they need to help themselves, to give each other good advice and, ultimately, to stem the tide of teen dating abuse.



White Plains HS STAR leaders empower teens with knowledge about abuse.

School and Community Workshops on Abuse

We conducted 138 workshops on dating abuse in 20 schools and community locations. 2,637 young persons were empowered with knowledge about abuse and where to go for help.

In our workshops, young people learned:

- to identify abuse
- to recognize the warning signs of abuse
- to distinguish between abuse and respectful relationships
- to intervene more safely
- to access community resources for help on this issue

Students Talking About Relationship – 10th Annual Teen Dating Abuse Symposium



Activist Eva Dolgin shares information about abuse in LGBTQ relationships.

300 Westchester teens attended our 10th Annual Teen Dating Abuse Symposium at Pace University.

STAR leaders challenged their peers to make a difference in their schools and communities by joining STAR and working to promote healthy relationships based on equality, respect, and trust.



STAR Peer Leaders staff an information table at the symposium.

STAR Peer Leadership Program

- 146 teens participated in STAR – up 28% over last year.
- 87 attained the highest peer leadership level – up 156%.
- STAR leaders helped organize 27 events reaching 1,683 persons.

Results of Our Work - Breaking the Silence

- teen victims who would tell no one about abuse dropped from 25% to 16%.
- teen victims who would tell a parent grew from 26% to 41%.
- teens who would tell a friend grew from 66% to 84%.



STAR School Outreach Event

We acknowledge the Avon Foundation, County of Westchester, Elizabeth Butler Angel Foundation, Ronald McDonald House Charities, TJX Foundation, the Women of St. Matthew's and our donors for their support of our teen dating abuse program.

Counseling and Support Groups

Our counseling and support group program is a safe place for abuse victims to break the silence about the violence in their lives and to prudently plan for their future. In our counseling sessions and support groups, abuse victims learn the difference between a relationship dominated by power and control and a relationship based on equality, respect and trust. Here are selected results from our counseling and support group program for the year:

Service Delivery

- 433 victims were served – up 12%. This included 291 women, 135 children and 7 men.
- 342 victims participated in the counseling component. Units of service: 2,654.
- 128 victims participated in the support group program. Units of service: 1,000.

Selected Performance Outcomes

- 96% of clients stated they were safer than when they first came to us.
- 97% of clients stated they were more empowered.

Jennifer

When Jennifer, 64, first arrived at our support group, she questioned whether her boyfriend of 20 years was truly abusive to her (as she feared) or if she was imagining it (as he told her). Jennifer was convinced that no one would support her (emotionally) or believe her side of the story if she left him, as Frank had a good relationship with Jennifer's children and was like a grandfather to her grandchildren.

Over the year that she came to us, Jennifer began to recognize that Frank was truly verbally and emotionally abusive. She got him to move out of the house (which she owns), but there were complicated financial issues that she needed to address. She opened up to her family about Frank's abusive treatment of her, and has garnered their unconditional support.

She thrived in the support group environment, and although she states that she still misses him, she is much stronger and happier than when she first came here. She has cautiously begun to date other men.

Emily

Emily's husband began to be abusive soon after Adam was born. One day, when Emily was nursing Adam, her husband began to strangle her. She left him, but he stalked her and dragged her back to court every chance he got, using a free, court-appointed attorney after hiding his income from a cash business.

Emily suffered from post traumatic stress disorder when she came to us. At the time, the courts allowed Adam's father supervised visits at his grandmother's home. The father and grandmother had violent altercations that were heard by the neighbors who called the police. We succeeded in getting the visitation transferred. When the father continued his abuse, Emily went back to court, where the father lost visitation rights. Emily's lawyer uncovered her husband's hidden assets and he lost his free attorney, which stopped him from dragging her back to court.

Emily and Adam are moving forward and healing from the trauma they endured. Emily now wants to help other victims and serves as a member of our Victim Impact Panel.

We gratefully acknowledge the County of Westchester, the County Office for Women, the Mary Kay Ash Charitable Foundation, NYS Office of Children and Family Services, NYS Crime Victims Board, NYS Division of Criminal Justice Services, the Town of Somers, the Westchester Community Foundation, and our many private donors for their support of our counseling and support group program.

Legal Services

If you ask someone what a victim of domestic violence should do, the ready response is *leave him*. What we know and what many survivors learn the hard way is that leaving is the most dangerous time for a victim and just the beginning of the arduous task of disentangling her life from that of her abuser. In their desperate struggle to maintain power and control, abusers often will wage protracted court battles over child custody, child support, visitation and marital dissolution. That's where we come in – with organizational, emotional, and legal support. Our goals are to keep a victim working in the system long enough to secure safety and economic security for her/himself and the children.

Service Delivery and Selected Performance Outcomes

- 68 victims were served, including 67 women and 1 man.
- 98% stated that we helped them identify their options.
- 98% stated that we helped them achieve their goals.
- 100% stated that they were safer than when they first came to us.
- 100% stated that they were more empowered than when they first came to us.

Mariposa

Mariposa, a 42-year-old immigrant from Peru, was married about seven years and had two young daughters when her husband began to accuse her over and over of having an affair – an affair that never happened. Things spiraled from there and the beatings began. Mariposa secured an order of protection and came to us after her husband served her with divorce papers. Mariposa had no money, as her husband had removed all of their funds from a joint checking account. We accepted her as a client and began to advocate on her behalf.

Over the next four months, our staff attorney negotiated with opposing counsel on issues related to custody, visitation, child support and equitable distribution. We negotiated a settlement and Mariposa got everything she wanted, including joint custody, child support and reasonable visitation. Most importantly, her ex-husband bought out her share of the marital residence, where she and her daughters may live for two years for a modest monthly rent.

Becca

Becca had no lawyer to advise her when John presented her with a pre-nuptial agreement that not only negated any financial interest but also prohibited her from seeking professional services in connection with any domestic relations dispute. She signed it, married him, had two children and began to endure ten years of abuse.

She ended up in Family Court and Child Protective Services launched an investigation against John for his abusive behavior with the children. John denied any wrongdoing and challenged the jurisdiction of the court with regards to custody and support, in accordance with the prenuptial agreement. The case dragged on and on while John challenged every allegation. A divorce action was launched, and during the protracted negotiations, John attempted to circumvent any financial responsibility by filing for bankruptcy.

In spite of the pre-nuptial, we persevered and our negotiations resulted in an out-of-court settlement. Becca was awarded sole custody, child support, and maintenance. Becca is moving forward and planning a new career.

We gratefully acknowledge the Avon Foundation, the County of Westchester, the County Office for Women, the NYS Division of Criminal Justice Services, the Westchester Women's Bar Association, Verizon, our Pro Bono Panel and our many private donors for their support of our legal services program.

Children's Program

Children who witness or endure family violence suffer from trauma and display behaviors that thwart their ability to succeed in school and in life. Given this reality and its daunting implications on a child's future, we employ an array of strategies to achieve our goals with the ultimate purpose of helping the children begin to heal from the trauma of abuse. Here are selected outputs and outcomes for our children's program:

Service Delivery

- 171 children were served during the year.
- Units of service totaled 43,736 – up 17%.
- 124 children participated in the counseling program. Units of service: 2,682.
- 78 children participated in support groups. Units of service: 527.

Performance Outcomes

- 95% of the children were able to break the silence about the abuse in their lives.
- 97% of the children developed and implemented a safety plan.
- 99% of the children identified a safe person to turn to when things get dangerous.
- 98% of the age-appropriate children learned how to call 911 for emergency help.
- 99% began to heal and exhibit a greater degree of comfort and security.

Nicholas and His Sister Chloe

When Nicholas (8) and Chloe (6) first came to us, Nicholas could hardly speak from fear and confusion. Chloe on the other hand talked about how relieved she was that dad had left their home. She couldn't handle the cursing, shouting and pulling of hair. She said that she didn't care that dad was gone – so was the fighting. At the beginning, Nicholas would defend his father's behavior and stated "men get angry and they curse a lot." When we asked him how he felt about the shouting and cursing, Nicholas admitted that it did bother him. On the day his father threw his morning coffee at his mom but hit Nicholas instead was a turning point. Nicholas began to realize that his home life was not right. Nicholas and Chloe learned to share their feelings, to talk about abuse and how it hurts everyone. They learned that healthy relationships are good for them. They became focused in school and respectful to others. Nicholas became a leader in his support group and was very helpful to the other children. The children are now "graduates" of the support group and tell us that they feel much better and more hopeful about the future.

Miguel and Rosario

Miguel (13) and Rosario (8) came to us after a CPS investigation. Dad, an alcoholic, had verbally and physically abused their mother for as long as they could remember. Rosario was fearful of going to school and leaving her mom alone. She experienced anxiety attacks and went to the school nurse almost every day complaining of stomach aches. Initially, Miguel refused to talk about the abuse and condemned Rosario for openly expressing her fears. When Rosario stated that she didn't want to live with her dad, Miguel defended him. It took several sessions before Miguel could admit to his own fears and insecurities, particularly about his dad's drinking and driving.

Over time, their mother made the decision to flee the abuse and we provided support to the family during that transition. Things are improving, albeit slowly. Rosario is attending school on a regular basis and no longer complains of stomach aches. Miguel is coming to grips with his father's abuse and openly rejects his abusive and dangerous behaviors.

We gratefully acknowledge the County of Westchester, the County Office for Women, the MBIA Foundation, the Saint Faith's House Foundation, the NYS Crime Victims Board, the Weyerhaeuser Family Foundation, the Women of St. Matthew's and our private donors for their support of our work with children.

24-Hour Hotline

During the year, our hotline workers and volunteers responded to 1,022 callers in crisis.

We gratefully acknowledge the County of Westchester, the NYS Office of Children and Family Services, the NYS Crime Victims Board, and our many private donors for their support of our Hotline Program.

The Imperative of Safety Planning

Victims are understandably afraid of their abusers – afraid to stay and afraid to leave. Indeed, in a recent survey of victims, 87% cited fear of retaliation as a reason they didn't leave or didn't leave sooner. We understand that effective and coordinated safety planning must be the first and the most important service we offer. We help tailor a safety plan with each individual and, as approved by the victim, coordinate the plan with the employer, children, family, school, friends, the criminal justice system and other relevant persons elicited from the victim.

Community Education and Outreach

Our community education and outreach campaign focused on communities of faith, communities of color, police departments, human service agencies, civic organizations, schools, youth-serving organizations, court personnel, elected officials, medical providers and corporate employers. During the year, we presented our services or conducted awareness programs on 1,060 occasions to a combined estimated audience of 20,862.

If you would like a no-fee program tailored to your needs, please call us at (914) 747-0828.

We gratefully acknowledge the Bloomingdale Fund of the Macy's Foundation, the County of Westchester and our donors for their support of our community outreach program.

Working with Empowered Survivors – The Victim Impact Panel

In 2004, we began to envision a much greater role for survivors of abuse in our agency's work. To date, these survivors have assisted the creative team developing our first public service announcement, presented a performance piece at our 25th anniversary gala, assisted with advocacy, program development, client satisfaction initiatives, client assessment tools, review of proposed legislation, review of public policies affecting victims, and corporate fundraising at their places of employment.

We gratefully acknowledge the contributions of the VIP members in our work. We also acknowledge the Westchester County Domestic Violence Council for reaching out to the VIP for review of proposed protocols and legislation.

Westchester County Domestic Violence Council

We continue our activist membership in the Westchester County Domestic Violence Council, which is charged with improving our county's coordinated community response to domestic violence. Our executive director serves as the chair of the Human Face of Domestic Violence committee, which works to foster opportunities for the members of the council to better hear the diverse voices of survivors.

During the year, the committee focused on the work of the Victim Impact Panel, which provides survivors an opportunity to take a leadership role regarding policies and practices within the systems set up to protect them.

Client Demographics

Age		Shelter Program		Nonresidential		Legal Program		Unduplicated All	
Infants	0-4	26	25%	39	9%	0	0%	60	12%
Youth	5-12	19	19%	70	16%	0	0%	81	16%
Adolescents	13-17	8	8%	26	6%	0	0%	30	6%
Adults	18-25	11	11%	15	3%	4	6%	24	5%
Adults	26-34	18	18%	70	16%	14	20%	81	16%
Adults	35-49	18	18%	165	38%	40	59%	178	35%
Adults	50+	2	2%	48	11%	10	14%	51	10%
Subtotal									
All Children	0-17	53	52%	135	31%	0	0%	171	34%
All Adults	18+	49	48%	298	69%	68	100%	334	66%
Female Adult Victims		49	48%	291	67%	67	99%	327	65%
Male Adult Victims		0	0%	7	2%	1	1%	7	1%
Total		102	100%	433	100%	68	100%	505	100%

Race/Ethnicity		Shelter Program		Nonresidential		Legal Program		Unduplicated All	
White/European		24	24%	168	39%	19	28%	182	36%
African American		25	25%	24	6%	4	6%	46	9%
Hispanic/Latin		42	41%	174	40%	36	53%	206	41%
Native American		0	0%	0	0%	0	0%	0	0%
Asian		3	3%	18	4%	3	4%	19	4%
Other and Multi-racial		8	8%	49	11%	6	9%	52	10%
		102	100%	433	100%	68	100%	505	100%

Gender		Shelter Program		Nonresidential		Legal Program		Unduplicated All	
Male		24	24%	69	16%	1	1%	89	18%
Female		78	76%	364	84%	67	99%	416	82%
		102	100%	433	100%	68	100%	505	100%

Point of Origin		Shelter Program		Nonresidential		Legal Program		Unduplicated All	
Westchester County		50	49%	394	91%	58	85%	424	84%
New York City		31	30%	18	4%	4	6%	43	9%
Other Areas		21	21%	21	5%	6	9%	38	8%

	102	100%	433	100%	68	100%	505	100%
--	-----	------	-----	------	----	------	-----	------

Household Income	Shelter Program		Nonresidential		Legal Program		Unduplicated All	
Less than \$10,000	102	100%	235	54%	34	50%	301	60%
\$10,000 to \$19,999	0	0%	66	15%	11	16%	68	13%
\$20,000 to \$29,999	0	0%	57	13%	10	15%	60	12%
\$30,000 to \$39,000	0	0%	23	5%	8	12%	25	5%
\$40,000 to \$49,999	0	0%	9	2%	0	0%	9	2%
More than \$50,000	0	0%	43	10%	5	7%	42	8%
	102	100%	433	100%	68	100%	505	100%

Orders of Protection	Shelter Program		Nonresidential		Legal Program		Unduplicated All	
Currently in Effect	51	50%	125	29%	8	12%	151	30%
Expired	3	3%	51	12%	6	9%	54	11%
None	48	47%	257	59%	54	79%	300	59%
	102	100%	433	100%	68	100%	505	100%

Relationship Abuser to	Shelter Program		Nonresidential		Legal Program		Unduplicated All	
Intimate Partner	30	61%	65	22%	4	6%	79	24%
Spouse	19	39%	188	63%	48	71%	203	61%
Former Spouse	0	0%	45	15%	16	24%	52	16%
Adults Only	49	100%	298	100%	68	100%	334	100%

Immigrants Served	Shelter Program		Nonresidential		Legal Program		Unduplicated All	
Number of Immigrants	12		151		47		171	
Number of Countries	5		42		28		46	

Special Needs Victims	Shelter Program		Nonresidential		Legal Program		Unduplicated All	
Number of Victims	56		278		51		318	

Financial Statement

Condensed Statement of Support, Revenue, and Expenses
For the Years Ended June 30, 2005; June 30, 2006; June 30, 2007; June 30, 2008; June 30, 2009.

Public Support and Revenue	2005	2006	2007	2008	2009
<i>Public Support</i>					
Contributions and Special Events	\$250,857	\$263,601	\$311,253	\$266,513	\$ 226,160
Bequests	\$27,626	\$34,888	\$52,169	\$ 46,101	\$ 45,581
United Way	\$16,760	\$16,219	\$26,556	\$ 7,843	\$ 1,623
Other Public Support	\$167,790	\$230,529	\$109,249	\$140,150	\$ 195,611
Total Public Support	\$ 463,033	\$ 545,237	\$ 499,227	\$ 460,607	\$ 468,975
<i>Government Support</i>					
DSS Shelter Fees	\$491,349	\$478,707	\$453,022	\$470,131	\$ 587,193
NYS Crime Victims Board	\$126,370	\$130,480	\$200,751	\$218,285	\$ 226,175
Westchester County Office for Women	\$109,625	\$164,438	\$196,718	\$230,991	\$ 233,168
USDOJ – Survivors Law Project	\$181,231	\$67,342			
Division of Criminal Justice Services	\$33,523	\$29,280	\$32,037	\$28,702	\$ 29,969
Other Government Grants	\$105,278	\$72,422	\$191,551	\$199,086	\$ 83,041
Total Government Support	\$1,047,376	\$942,669	\$1,074,079	\$ 1,147,195	\$ 1,159,546
<i>Revenue</i>					
Interest Income	\$7,525	\$21,826	\$26,716	\$ 25,788	\$ 12,728
Other Revenue	\$116	\$279	\$1,211		\$ 530
Total Revenue	\$7,641	\$22,105	\$27,927	\$ 25,788	\$ 13,258
Total Support and Revenue	\$1,518,050	\$1,510,011	\$1,601,233	\$ 1,633,590	\$ 1,641,779
<i>Expenses</i>					
<i>Program Services</i>					
Shelter Program	\$478,833	\$557,786	\$ 583,396	\$689,608	\$ 656,414
Non-Residential Program	\$459,965	\$525,470	\$ 463,946	\$450,222	\$ 475,940
Legal Program	\$219,922	\$173,560	\$ 152,485	\$133,189	\$ 114,971
Total Program Services	\$1,158,720	\$1,256,816	\$1,199,827	\$ 1,273,019	\$ 1,247,325
<i>Support Services</i>					
Management and General	\$179,518	\$213,159	\$230,104	\$265,914	\$ 291,400
Fund Raising	\$73,000	\$76,617	\$81,037	\$86,346	\$ 77,982
Total Support Services	\$252,518	\$289,776	\$311,141	\$352,260	\$ 369,382
Total Expenses	\$1,411,238	\$1,546,592	\$1,510,968	\$1,625,279	\$ 1,616,707
Excess of Support and Revenue	\$ 106,812	\$ (36,581)	\$ 90,265	\$ 8,311	\$ 25,072

Percentage for Programs	82%	81%	79%	78%	77%
Percentage Administration and Overhead	18%	19%	21%	22%	23%

Five-Year Average for Program and A&OH

80% Programs; 20% Administration and Overhead