



2022-2023 Annual Report





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VISION:

A community that cultivates the right to self-determination, safety, and a life free from violence.



Dear Shelterhouse Community,

I am thrilled to present to you the Annual Report for Shelterhouse, covering the period of October 1, 2022 to September 30, 2023. As we reflect on the past year, I am filled with gratitude for the incredible strides we have made towards fulfilling our mission of serving, healing, and empowering those affected by violence. Together, we have continued to work towards our vision of creating a community that cultivates the right to self-determination, safety, and a life free from violence for all.

I am particularly proud to highlight some of the remarkable achievements we have accomplished over the past year. One of the most significant milestones was the establishment of our Sexual Assault Nurse Examiner (SANE) room, which has provided crucial sexual examinations to survivors throughout Midland. This specialized service has been instrumental in ensuring survivors receive compassionate care and support during their most vulnerable moments. Additionally, I am delighted to announce that we expanded our SANE services to our Shelterhouse office in Gladwin early in 2024, serving the rural northern region with this essential service. By bringing SANE examinations closer to those in need, we are removing barriers such as time and transportation issues, ensuring that survivors have access to the care they deserve.

We continued to collaborate with local organizations, law enforcement agencies, and community leaders to advocate for policies and practices that prioritize the safety and well-being of all individuals. Through education and outreach initiatives, we sought to raise awareness about the prevalence of violence in our society and promote a culture of respect, empathy, and equality.

As we look ahead to the future, I am filled with optimism and determination. Together, we will continue to work tirelessly to create a world where every individual feels safe, valued, and empowered to live their lives free from violence. I am deeply grateful to our dedicated and passionate staff, board, volunteers, donors, and partners for their unwavering support and commitment to our mission. It is because of your generosity and compassion that we are able to make a difference in the lives of so many.

While I only joined the Shelterhouse team in September, 2023, I've already been blown away by the brave survivors making strides towards creating safer, happier, and healthier lives, the compassionate employees dedicated to empowering survivors along every step of their healing journey, and the exceedingly generous community that uplifts and supports our clients as they begin to heal.

The work we do here would not be possible without the ongoing support and collaboration of our community in Midland County, Gladwin County, and beyond. Whether you have invested a financial gift, given an in-kind donation, attended a Shelterhouse fundraiser or event, or simply shared in our mission on social media - you have been part of survivors' support system, and that community support can be transformational.

Thank you for your continued trust and belief in the work of Shelterhouse. Together, we will build a brighter and safer future for all.

With warmest regards,

Eller Frynch

Ellen Lynch

Executive Director

Services

All Shelterhouse services are free and confidential to any survivor regardless of age, gender identity, sexual orientation, race, ethnicity, ability level, or socioeconomic background.

- 24/7 Crisis Hotline
- Emergency Shelter
- One-on-one Counseling
- Support Groups
- Legal Advocacy & Court Accompaniment
- Sexual Assault Nursing Examinations
- Transitional Supportive Housing
- Parental Support
- Play Therapy for Young Survivors
- Community Education & Awareness

In 2022-2023, Shelterhouse served 911 clients, including 249 children.



Crisis Hotline

6,105

calls to Shelterhouse's crisis hotline (30% increase from 2021-2022)

Shelterhouse's crisis hotline operates **24** hours a day, **7** days a week, **365** days a year. No matter when a survivor contacts us seeking services, a kind and compassionate advocate is always on the other end ready to connect them with the resources they need to heal. Whether a survivor is calling in their in their moment of crisis or years down the line as they seek full-person healing, Shelterhouse is here to support them.

2022-2023 saw a 30% increase in calls to our crisis hotline, in part due to the introduction of texting and webchat options for survivors who cannot safely call Shelterhouse's hotline.

Now, Shelterhouse's crisis hotline is more accessible than ever before, with translation services for over 200 languages (including ASL) so that every survivor, regardless of language or ability level, can seek free and confidential support following domestic violence or sexual assault.

SANE SANE Calls Calls Sexual Assault Calls Domestic Violence Calls

Call: 877-216-6383

Text: 989-200-5122

Webchat: resourceconnect.com/shelterhouse/chat

3,044











58 adults

5,285
nights of safe refuge

47 children

Shelterhouse offers free and confidential emergency shelter to survivors of domestic violence, sexual assault, stalking, and human trafficking that need temporary refuge.

Our shelter has 15 individual rooms and 48 beds able to accommodate survivors of all gender identities, as well as their minor children. Additionally, Shelterhouse is one of the few domestic violence shelters in the state of Michigan that allows pets to stay with their owners in shelter, providing all necessary food and veterinary care free of charge.

Here, survivors and their families can seek healing safely, privately, and comfortably as they seek to overcome the impacts of domestic & sexual violence. While in shelter, clients are also given access to community resources and programs that can later help them transition into new, safe housing following their temporary stay in our emergency shelter.

Transitional Supportive Housing Program

Shelterhouse offers numerous transitional supportive housing programs so that clients are able to transition into safe, self-sufficient housing while receiving financial assistance and continued advocacy. In 2022-2023, 26 adults and 18 children were served through Shelterhouse's transitional supportive housing programs.











2,989 hours of individual counseling

1,274 hours of group counseling

Shelterhouse's Counseling Program includes both one-on-one sessions and support groups for survivors of all ages and backgrounds. Our counselors are certified in trauma-informed interventions and seek to meet clients where they're at in order to guide them along their healing journey.

Support groups are facilitated in order to build community among survivors and remind them that they are not alone, that people want to support them, and that healing is possible. Notable support groups offered in the 2022-2023 year include:

96% of clients reported they felt better able to achieve their individual goals after working with Shelterhouse.

- Trauma Recovery Empowerment Model (TREM)
- Male Survivors of Violence
- Voices (for girls ages 12-17)
- Intersections (for LGBTQIA+ survivors)
- Body Mind Connection (for female survivors of sexual abuse seeking to rediscover healthy intimacy).









638 instances of

Civil Legal advocacy

924

instances of Criminal Justice advocacy

Shelterhouse offers free legal advocacy to clients choosing to take legal action after experiencing domestic violence or sexual assault. However, Shelterhouse empowers survivors to make their own decisions regarding whether they'd like to involve law enforcement or the legal system - all the choices are theirs.

While Shelterhouse does not employ attorneys or offer official legal advice, our experienced court advocates offers a variety of legal services depending on a client's unique situation and needs:

Shelterhouse Serve - HEAL - EMPOWER

"The biggest barrier we see as legal advocates is the cost of attorneys. With consultation fees, high retainer fees, and high hourly rates, an attorney can easily cost a survivor thousands of dollars. If a survivor cannot afford an attorney and their abuser can, it is another way an abuser can control and intimidate a survivor through the court system."

Shelterhouse

Court Advocate



- Filling out divorce packets
- Filing for a personal protection order (PPO)
- Court accompaniment
- Support while writing victim impact statements
- Advocacy with law enforcement to improve system response to domestic & sexual violence

However, Shelterhouse faces a growing need for financial support to help empower survivors seeking legal representation.

In 2022-2023, Shelterhouse saw a 28% increase in survivors seeking civil legal support, and a 33% increase in survivors seeking criminal justice advocacy. These numbers highlight a great need for legal advocacy resources in the aftermath of domestic violence and sexual assault.





72 adult SANE clients

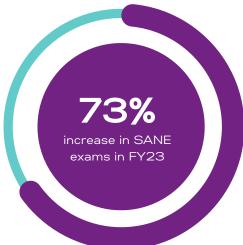
148% increase in crisis calls seeking SANE services

35 minor SANE clients

Sexual assault nursing examinations (SANE exams) are a critical healing service available to survivors of all ages and gender identities following sexual assault. During these exams, all the choices are the survivor's. A patient can choose to receive emergency contraceptives, HIV preventative medication, a toxicology test, head-to-toe injury assessment, and/or evidence collection to be used in a police report.

In 2022, Shelterhouse opened its first in-house SANE suite at our Midland location, increasing accessibility for survivors to receive free, confidential, and trauma-informed medical care after experiencing sexual assault. Since opening this new suite, Shelterhouse has seen a steep increase in SANE exams for both adults and children, suggesting that survivors are more likely to seek healing services when they know they can do so in a safe and survivor-centered environment.

Shelterhouse employs a staff of registered nurses specially trained to perform SANE exams and provide trauma-informed advocacy to victims of sexual assault. In addition, sexual assault response advocates work alongside these registed nurses to provide comfort to patients before, during, and after their exams, including connecting them with long-term healing services such as counseling, shelter, or support groups.









Survivors Speak

"The support given by staff is amazing.
Everyone I have ever seen at Shelterhouse has been polite, understanding, and shows respect."

"I really don't know where I would be today without the support and assistance from Shelterhouse." "I love that we have been able to work through so much more than just what I initially came here for. I feel like a completely new person."

FY23: 2022-2023

98% of clients reported they knew more about healthy relationships

95% of clients reported they have more strategies for enhancing their own, or their children's, safety

99% of clients reported that they would strongly recommend Shelterhouse to a friend



\$8,000+ in loyalty savings

\$260,000+

in Shelterhouse Resale Shop sales 22,000+

customers served

The Shelterhouse Resale Shop is a critical part of Shelterhouse's mission to serve, heal, and empower survivors of domestic violence and sexual assault. 2022-2023 was a year of change, beginning with the decision to close the Shelterhouse Outlet and focus solely on the Resale Shop itself. While this was a difficult decision, it has made a positive impact on the resources the Shelterhouse Resale Shop has available to our our customers and our clients.

At the Resale Shop, all proceeds outside of general operating costs come back to Shelterhouse to help support survivors of domestic violence and sexual assault, as well as the services available to survivors. In addition, Shelterhouse clients are able to shop for free at the Resale Shop in order to have a dignified and empowering shopping experience that allows them to choose the items they need/want most.



In 2022-2023, the Shelterhouse Resale Shop was blessed with **80**+ volunteers who helped to receive, process, price, and hang donations. This support was greatly appreciated and helped our team to serve clients and customers to the best of their ability.

The Shelterhouse Resale Shop was also honored as the "Best Resale Shop" in the Midland Daily News' 2023 Reader's Choice Awards, highlighting this store's community-wide impact.











Healing the Hurt Award Recipients

The Healing the Hurt Award recognizes an individual or group of individuals who have made outstanding contributions in addressing the difficult issues of domestic and sexual violence in our community.



Detective Brent Benzing & Samantha Wilson

Detective Brent Benzing from the Midland County Sheriff Department was the recipient of the Midland County Healing the Hurt Award in 2023.

"Benzing is a trailblazer in our efforts to enhance safety and support for victims of sexual assault and domestic violence," said Wilson. "Brent is always there to learn, provide support, and try new approaches to make victims feel comfortable and safe as they come forward." - Samantha Wilson, *Shelterhouse Sexual Assault Crisis Response Advocate*.

Detective Sgt. Steve Townsend from the Gladwin Sherrif Department was the recipient of the Gladwin County Healing the Hurt Award in 2023.

"(Townsend) has become extremely knowledgeable – through many trainings and experience – in how best to support domestic and sexual violence victims. His leadership, empathy and commitment to trauma-informed services bring a vital component to our county's law enforcement practices."

- Maureen Barney-McGuire, Shelterhouse Court Advocate.



Detective Sgt. Steve Townsend & Maureen Barney-McGuire

Shelterhouse in the Commity

Shelterhouse's mission to serve, heal, and empower survivors of domestic and sexual violence is a community effort, and this agency has been blessed with dozens of wonderful partnerships and collaborations in 2022-2023!

From resource fairs, to community fundraisers, to informational presentations, our community has always been an integral part of Shelterhouse's goal of preventing abuse and violence while raising awareness for the free and confidential services available to survivors.

To all the community partners that attended presentations, supported fundraisers, or helped to share educational resources - thank you for showing survivors that they are not alone, and that they have a community committed to helping them heal and thrive.























Thank you to our sometiments

Shelterhouse has been fortunate to have over 100 volunteers and thousands of volunteer hours donated by passionate and hardworking community members this past year.

Volunteers at the Shelterhouse Resale Shop helped to process, price, and display donations, while volunteers at our main Waldo Ave. facility helped with landscaping, food and donation organization, building projects, and community event facilitation.



Notable projects in 2022-2023 include the Midland Kiwanis Club building a swingset for young survivors, Lowes volunteers building a bike storage and shed for residential clients, and numerous Dow volunteer groups repainting all the walls in our residential hallways!



1,140 volunteer hours at the Shelterhouse Resale Shop

88 volunteers at the Shelterhouse Resale Shop

5,016 volunteer hours at Shelterhouse

112 volunteers at Shelterhouse

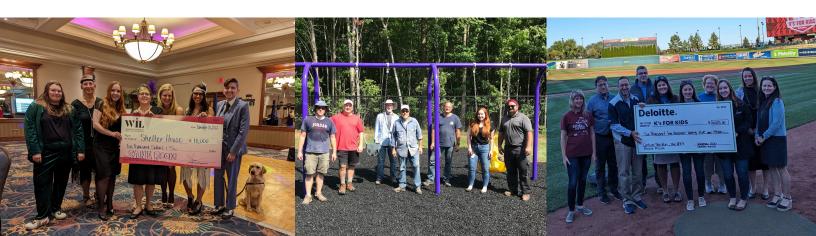
Raising Funds to empower Survivors

While Shelterhouse is predominantly funded through state and federal grants, there are many client needs and operational costs that this agency must cover out-of-pocket.

We are blessed with a community of supporters who generously give year after year to help fund critical programmatic and operational costs at Shelterhouse. Our mission of serving, healing, and empowering survivors wouldn't be possible without this ongoing financial support, and we continue to be overwhelmingly grateful for the support and collaboration of numerous community partners.

In 2022-2023, your generosity helped to raise **over \$450,000** to help empower survivors, and **143 new donors** joined the Shelterhouse family. This important work wouldn't be possible without the philanthropy and compassion of community members **just like you**.

In 2022-2023, community members, organizations, and agencies donated \$90,000+ worth of in-kind materials such as food, toiletry items, homegoods, and everyday necessities. These donations are critical as Shelterhouse seeks to provide basic needs assistance to both residential and non-residential clients.







From April 22 through April 29, 2023, dozens of local restaurants, cafes, bars, and small businesses came together for the second annual Shelterhouse Midland Restaurant Week!

This culinary celebration of hope and healing, chaired by Dr. Lydia Watson from MyMichigan Health, invited community members to dine in and order takeout from local establishments across Midland County to help raise funds for survivors.

Additionally, Shelterhouse was blessed with over a dozen volunteers who helped to facilitate this event, including managing silent auction donations, advertising and building awareness on social media, and communicating with participating restaurants!

THANK YOU FOR EMPOWERING SURVIVORS WITH US!























Shelterhouse

MIDLAND RESTAURANT WEEK



Thank you to our participating restaurants and generous 2023 Midland Restaurant Week sponsors!

Aviator Cookie Company Beer & Brats at Mills Country Club Biggby Coffee Boomerang Coffee Lounge Brinstar Cafe Zinc Cottage Creamery

Crazy Vines Winery Decker's Sports Bar Duel Bar

Egyptian Koshery Enjoy! Bakery

Fricks Sports Bar

Grape Beginnings Winery, LLC Gratzi

> Grove Tea Lounge Idli Dosa Live Oak Coffeehouse

M's Cafe

Maru Sushi & Grill Meal Prep Proz Midland Brewing Company Mi Element Grains & Grounds Molasses Smokehouse & Bar ONe eighteen Pizza Baker, LLC Pizza Sam's Proper Taco Stranded Yarn & Coffee The Coffee Grounds Shoppe The Gourmet Cupcake Shoppe The Taste of Midland Three Bridges Distillery & Taproom U.S. Coney and Cone Whichcraft Taproom

Winner Winner

YaYa's Flame Broiled Chicken



GAVIN & ASSOCIATES

Investments and Financial Services

Lisa & Howard Ungerleider

















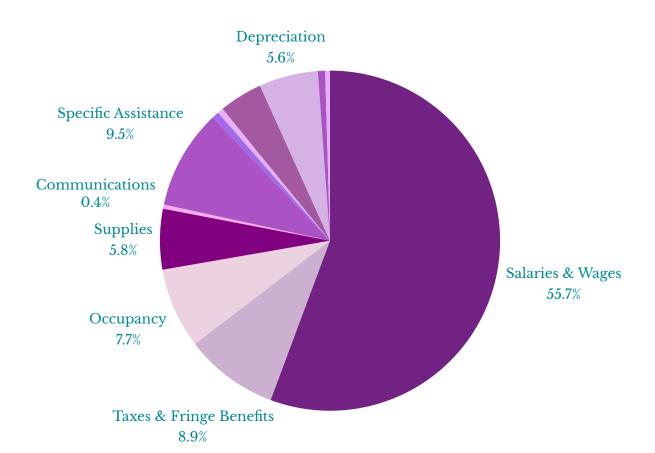








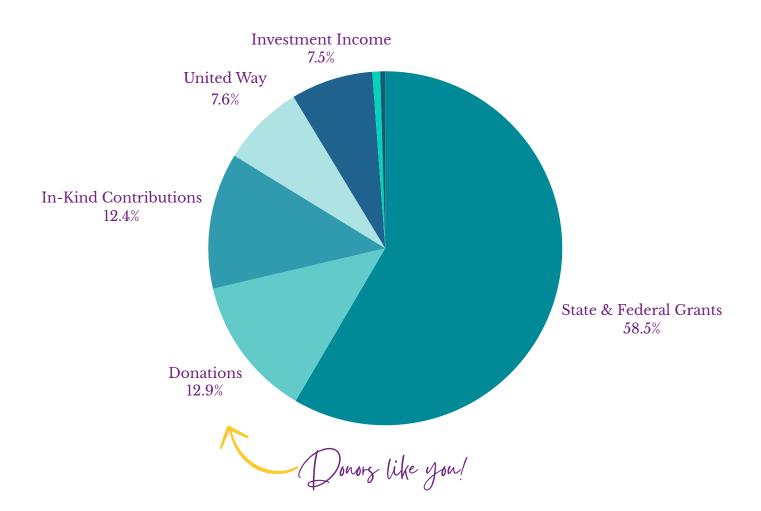
Financials: Expenses



Salaries & Wages	\$1,699,099
Taxes & Fringe Benefits	\$272,329
Occupancy	\$233,744
Supplies	\$175,479
Communications	\$12,109
Specific Assistance	\$289,281
Staff Development	\$20,589
Transportation	\$17,065
Professional Fees	\$125,679
Depreciation	\$171,480
Fundraising	\$20,784
Other	\$13,926
Total Expenditures	\$3,051,564



State & Federal Grants \$1,773,938 Donations \$390,772 **In-Kind Contributions** \$377,305 United Way of Midland County \$225,000 United Way of Clare & Gladwin Counties \$4,600 \$227,535 Investment Income (Loss) Other \$21,675 **Total Revenue** \$3,020,825





Thank You to our 2022-2023 Donors!

1st State Bank Elizabeth Abbott Karen Adamcik Kelly Aguilera All Seasons Heating and Cooling Betsy Aller **Allied Group Fitness** Alpha Chi Omega Sorority-Zeta Rho Chapter Jonathan and Heather Barbara Anderson Christine Anderson John Anderson Andy and Nathan's US Coney and Cone Aptargroup Assumption of BVM Parish Auburn United Methodist Church David Auckerman Aviator Cookie Company, LLC Clyde Babcock Donna Babcock Suzanne Babcock Madeline Bahling Benny & Kathy Baker Daniel Baker Lynn Baker Mark Baker Samuel Baker Linda Bakke Alison Baldree Mary Baldree Candy Balis Kathy Bank Suzanne Barbu Nancy L. Barker Donald J. Baublitz Rod Bauer Bavarian Inn Lodge Amy Beasley Iim Beck Jeff Beckwith Leslie Bedrosian Joel Beeck Ike Beehr Beer & Brats at Mills Country Club Charles Begian Dennis Begue Zachary Behrman Karen Beikert Carol Bejarano

Jeffrey Bennett Gary Berk David Berry Denise Berry Cheryl Beyer Bierlein Companies, Inc. Biggby Coffee Karrie K Bixler **Brad Blasy** Nancy Blasy Blessed Sacrament Parish Clifford Block June Block Boomerang Coffee Lounge Lynn Booms Boulder Creek at Midland COA Shannon Bowen Jenifier Boyer **Donald Boys Donald Brack** David Brausch Thoralf Brecht Patricia Brewer Annette Bridgewater Brinstar Arcade Bar & Grill J. Dee Brooks Karen Brooks Alan Brown Claudia Brown Ralph Brozzo Celaine Brumagen Pam Buchholz Dennis Buckler Linda Burgert Gary Buske Eleanor Butcher Mark Butcher Cafe Zinc Sharon Caldwell Steve Calkins Elizabeth Camp Bruce W. and Sarah E. Campbell Linda Campbell Hal Canfield David Carr Case Systems Joan Cashin Renee Castellon

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Marcia Dilling

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Meridian Church of God Meridian Church of God-Kids Club and Congregation Michael Metiva **Greg Meyers** Mi Element Grains and Grounds David Midkiff Midland Area Community Foundation Midland Brewing Company, LLC Midland Church of the Brethren Midland Kiwanis Foundation Kimberly Miller Russell Miller Sharon Miller Penny Miller-Nelson Ann Moe David Moeggenberg Stephanie Moglia Molasses Smokehouse + Bar Anne Moll Carole Monaghan Robert Monica Steven Morgenstern James Morrone Robert & Sharon Mortensen M's Cafe Katie Mulligan Ellorie Murphy Heather Murphy Patrick Murphy Jov Mussell MyMichigan Health David Nadolski Jennifer Nash Mary Neely Craig Nelson Network for Good New Hope Community Church Of Midland Justin Newby Janae Newland Kara Nic Amy Nicholl Margo Nielsen Diane Nold Karl Nold Northwood University Youth Lead Duane Nuechterlein Rick Ohle Kristin Olbertson Edward and Indira Oskvarek

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United Way of Clare and Gladwin Counties

Shelterhouse is partially funded through the Michigan Domestic and Sexual Violence Prevention and Treatment Board (MDSVPTB), by the Department of Community Health (Crime Victims Services Commission - the Victims of Crime Act Grant), and the United Ways of Midland and Gladwin counties



Midland Office & Shelter 2500 Waldo Ave. Midland, MI 48642 Gladwin Office 234 West Cedar St. Gladwin, Michigan 48624

www.shelerhousemidland.org | info@shelterhousemidland.org



Crisis Hotline 877-216-6383

Crisis Textline 989-200-5122