



2023-2024 Annual Report





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MISSION

Serve, heal, and empower survivors of domestic violence and sexual assault.

VISION

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

Shelterhouse Services

Shelterhouse services are free and confidential to all survivors. All services provided are 100% confidential and free of charge

- 24/7 Crisis Hotline
- Emergency Shelter
- One-on-One Counseling
- Support Groups
- Legal Advocacy & Court Accompaniment
- Sexual Assault Nursing Examinations
- Transitional Supportive Housing
- Basic Needs Assistance
- Community Education & Prevention

In 2023-2024, Shelterhouse served 922 clients, including 241 children.

Letter from the Executive Director

Dear Friends of Shelterhouse,

As we reflect on 2024, I am filled with gratitude for the unwavering support of our community. This year has been one of resilience, growth, and unwavering dedication to our mission—to provide safety, shelter, and support to survivors of domestic and sexual violence. Thanks to your generosity and commitment, we have continued to make a meaningful impact in the lives of those we serve.

Our Impact in 2024

This year, we provided emergency shelter and supportive services to over 900 survivors and their families, offering a safe haven and the resources necessary to rebuild their lives. Our advocacy team assisted hundreds of individuals in navigating legal processes, securing protective orders, and accessing essential services. Additionally, our prevention and education programs reached thousands of community members, fostering awareness and working toward a future free from violence.

Expanding Our Reach

In 2024, we launched new initiatives aimed at enhancing our services and expanding access for those in need. This included the development of trauma-informed housing solutions, increased outreach to underserved populations, and strengthened collaborations with law enforcement, housing providers, and local organizations.

A highlight of the year was the opening of our new Sexual Assault Nurses Examination room in Gladwin, designed to provide 24/7 medical exams for survivors who live in rural areas and alleviating the transportation barrier. This milestone would not have been possible without the support of our donors, volunteers, and dedicated staff.



Ellen Lynch
Executive Director

Looking Ahead

While we celebrate our progress, we recognize that there is still much work to be done. Domestic and sexual violence continue to affect countless individuals, and we remain committed to expanding our services, advocating for systemic change, and breaking the cycle of abuse.

As we move into 2025, we ask for your continued partnership. Whether through donations, volunteering, or spreading awareness, your involvement is critical in ensuring that every survivor has access to safety and support. Together, we can build a future where everyone lives free from fear and harm.

On behalf of the entire Shelterhouse team, thank you for standing with us. Your compassion and generosity make all the difference.

With gratitude,

Eller Shynch

Ellen Lynch
Executive Director
Shelterhouse





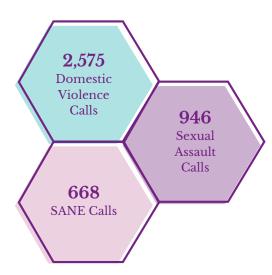
Crisis Hotline

Shelterhouse's crisis hotline offers three options for survivors in need of services: call, text, or webchat. **This year Shelterhouse yielded 5261 calls** to our crisis hotline from survivors and those close to them.

This crisis hotline operates 24 hours a day, 7 days a week, 365 days a year, and is often survivors' first step to accessing and receiving healing services in the aftermath of domestic violence, sexual assault, human trafficking, or stalking.

Shelterhouse's hotline is staffed by trauma-informed crisis response advocates who are able to quickly and effectively assess a client's situation and offer options for next steps, including safe shelter, mental health support, sexual assault medical forensic exams, or basic needs assistance.

Crisis line staff also maintain relationships with local law enforcement to ensure that domestic and sexual violence victims are connected with Shelterhouse advocates in the case of an incident where police are called on the scene. This allows for both Shelterhouse and law enforcement agencies to collaborate on best practices for responding to, and addressing, incidents of abuse and assault in Midland and Gladwin counties.



Call: 877-216-6383 Text: 989-200-5122 Webchat: resourceconnect.com/shelterhouse/chat



Emergency Shelter

Many survivors of domestic violence, sexual assault, human trafficking, and stalking must flee their homes and seek refuge to escape their abusers.

In the 2023-2024 fiscal year, Shelterhouse served **150 residential clients** in emergency shelter, nearly a **43% increase from the previous year**. In addition, Shelterhouse experienced a **29% increase in shelter turnaways** as the shelter was consistently at maximum capacity this fiscal year.



6,643 nights of safe shelter provided



76 adults served in emergency shelter



74 children served in emergency shelter

Shelterhouse's emergency shelter contains 15 individual rooms and 48 beds able to accommodate survivors of all gender identities, as well as their children under the age of 18.

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.

During their time in shelter, clients work one-on-one with advocates to establish individual goals and create a transition plan.

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 2023-2024, 14 adults and 18 children were served through Shelterhouse's transitional supportive housing programs.

Of these TSH clients, 100% reported they felt better able to achieve their individual goals after working with Shelterhouse, such as securing employment and safe housing.

Shelterhouse offers free and confidential mental health support to survivors seeking to process and overcome their trauma. The Counseling Program includes both one-on-one therapy sessions and support groups for long-term healing.

Shelterhouse 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. A variety of modalities are offered including cognitive behavioral therapy, play therapy for young survivors, Eye Movement Desensitization and Reprocessing (EMDR), and brainspotting.

The Counseling team at Shelterhouse additionally facilitates a number of support groups designed to educate and build community among survivors. These groups vary throughout the year depending on the unique needs of clients at any given time. In the 2023-2024 fiscal year, Shelterhouse ran numerous Trauma Recovery Empowerment Model (TREM) groups for survivors, as well as a youth-specific TREM group for teen girls ages 12 through 15.

2,483 hours of one-on-one counseling

348 hours of group counseling

2023-2024 In The Numbers

- 98% of clients reported they felt better able to achieve their individual goals after working with Shelterhouse.
- 94% of clients reported having strategies for enhancing their own, or their child's, safety after receiving Shelterhouse services.
- 96% of clients reported learning more about healthy relationships through their work with Shelterhouse.

Legal Advocacy

When a survivor seeks refuge and healing at Shelterhouse, all of the choices are theirs. This agency will never require an adult client to report their experiences to law enforcement or pursue legal charges against their abuser. However, seeking justice is an important part of many clients' healing journey, and Shelterhouse's team of court advocates provide guidance to survivors navigating the legal system.

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 such as filling out divorce packets, filing for personal protection orders (PPO), accompanying a survivor to court, offering support while writing victim impact statements, or providing advocacy with law enforcement to improve system responses to domestic & sexual violence.



729 instances of civil legal advocacy



1,155 instances of criminal justice advocacy



176 instances of victim compensation support

In 2023-2024, Shelterhouse experienced a significant increase in requests for services such as assistance filing police reports, providing safety planning to survivors preparing to leave abusive relationships, and court preparation support.

In 2023-2024, Shelterhouse saw a 14% increase in survivors seeking civil legal support, a 25% increase in survivors seeking criminal justice advocacy, and a 67% increase in survivors seeking support filing for victim compensation.

These statistics highlight the growing and ongoing need for legal advocacy support for survivors of domestic violence and sexual assault seeking justice through legal channels.

98% of clients self-reported that working with Shelterhouse increased their knowledge of the legal system.

Sexual assault nursing examinations (SANE exams) are a critical healing service available to survivors of all ages and gender identities following sexual violence or abuse. During these exams, 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.

Shelterhouse opened an in-house SANE medical suite in Midland in December 2022, leading to over a 70% increase in exams performed last fiscal year. In response to this growing need for medical support following sexual assault, Shelterhouse opened the first in-house SANE suite in Gladwin County in 2024. This new service significantly increases accessibility of services to Gladwin County and surrounding rural areas that often experience barriers to seeking help following abuse.

This new SANE suite in Gladwin County was one of Shelterhouse's major accomplishments in 2023-2024, and earned this organization the Rural Initiative of the Year Purple Ribbon Award from *DomesticShelters.org*.

In 2024, Shelterhouse was also blessed with a generous grant from the Midland Service Club Alliance to implement a new Forensic Electronic Medical Record Program (FeMR) for SANE exams. 66

"Those living in rural areas face a unique set of challenges when reporting sexual assault and seeking medical care...having a SANE suite in their own community breaks down the barriers that Gladwin and the surrounding counties have to overcome in order to access this level of care and expertise"

Lorie Ladziak-Thivierge Director of SANE and Gladwin Services

"

This new program securely stores video, photo, and written records of forensic exams, aiding Shelterhouse's trained nurses in their data collection and recordkeeping during sexual assault nursing examinations.

114 SANE exams completed in 2023-2024

66 adults & 48 children

668 SANE crisis calls answered in 2023-2024

Gladwin Office

Shelterhouse operates a second location in downtown Gladwin County to support survivors from surrounding rural areas. In FY24, the largest Shelterhouse Gladwin achievement was the creation of an in-house sexual assault nurse examination suite at this location. Previously, numerous barriers existed for rural survivors seeking services in the aftermath of sexual assault, and the creation of this free, confidential, and trauma-informed space has increased accessibility for survivors from not only Gladwin County, but also neighboring communities including Clare, Ogenaw, Arenac, and Missaukee counties. This initiative earned Shelterhouse a DomesticShelters.org Purple Ribbon Award in 2024 for Rural Initiative of the Year.



In 2023-2024, Shelterhouse Gladwin also increased collaborative partnerships and deepened existing relationships to better serve local survivors. For example, helping to establish the Safe Environment for Every Kid (SEEK) program in Gladwin and Clare Counties. The SEEK program aims to strengthen families, support parents and parenting and promote children's health, development and safety.

Additionally, members of Shelterhouse's Gladwin team remained active in Blueprint for Safety meetings with local law enforcement agencies to improve systems response to domestic and sexual violence. One accomplishment of 2023-2024 through this group was the creation of a violence curriculum/batterers intervention program through a partnership with Secure Counseling & Psychological Services, offering alternatives to violence for perpetrators in Gladwin County. This new program has been a much-needed asset to the community, and directly benefits Shelterhouse clients by prioritizing their safety and holding their abusers accountable.

"Gladwin County's poverty rate is among the highest in the state. Those living in rural areas face a unique set of challenges when reporting sexual assault and seeking medical care after a sexual assault. Some of these barriers are lack of reliable or public transportation, lack of communication methods such as internet or telephone, or concerns of confidentiality as word can travel fast in small communities."

Lorie Ladziak-Thivierge Director of SANE and Gladwin Services

Gurvivors Speak

"I never feel alone, I always feel safe and open to be myself. It also helps me get over my anxiety and fear of asking for help. Because I know I will be helped and listened to."

"The advocacy team has been the most helpful and getting legal help was so much easier than I thought. Everyone is so kind and supportive. Even though circumstances were bad the help has been amazing."

"The most beneficial for me has been the assistance of my advocate in locating housing programs and resources. It's also been helpful that during my stay I've been able to call the crisis line and request items I couldn't otherwise get, such as undergarments, toiletries, diapers, wipes, etc. I didn't arrive with many things for myself, just my child, so it's been great to have that help."

66

"Sometimes things can't immediately be solved, however, I always walk out knowing I have someone advocating & caring for me." "They all seem supportive, friendly, & highly confidential."





"I have learned a lot about myself and have been able to set goals to progress in life." "I appreciate that Shelterhouse and its staff have made me feel safe to explore my trauma."



\$10,000+ in loyalty savings

\$270,000+

in total sales

23,000+

customers served

The Shelterhouse Resale Shop opened in 2013 as a critical componant of Shelterhouse's mission to serve, heal, and empower survivors of domestic violence and sexual assault.

At the Resale Shop, all proceeds outside of general operating costs come back to support free shelter, counseling, and advocacy offered to survivors of domestic violence and sexual assault served at Shelterhouse. In addition, 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, thus promoting independence and self-sufficiency.

The Shelterhouse Resale Shop relies heavily on not only patrons, but also the tireless volunteers and generous community members that donate, sort, and process gently-used clothing and homegoods - these donations provide affordable options to both Shelterhouse clients and community shoppers who want to keep their purchases local.

Thank you to our wonderful donors, volunteers, and patrons for another year of shopping to empower survivors!





Healing the Hurt Award

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 Sergeant James Cuddie from the Gladwin County Sheriff's was honored with Shelterhouse's 2024 Healing the Hurt Award in recognition of his years of service collaborating to improve law enforcement response to instances of domestic and sexual violence. Maureen Barney-Mcguire, Shelterhouse's Gladwin Court Advocate of 15+ years, nominated Detective Sergeant Cuddie for this award.



"Detective Sergeant Jim Cuddie has been a friend of Shelterhouse Gladwin and our clients for years. He, and his family, supported and volunteered at our client holiday parties for many years. He has always been willing to accept calls and requests for assistance from our staff. He has participated in meetings and committees to increase safety for our community and to support our Shelterhouse mission."

After many years of service and challenges he still maintains composure and respect as he deals with situations and people, not allowing burn out or frustrations to taint his work ethics. He is a role model for new law enforcement staff.

I recently witnessed him working a scene and was very impressed with the respect and patience he showed to one of our clients. He showed understanding of a mental health crisis and did not allow the situation to get out of control or misunderstood by other LE. He kept everyone safe and calm while also being respectful of all players.

Detective Sergeant Jim Cuddie plays a most valuable role in keeping our community and our Shelterhouse clients safer. We are proud to count him as a valued resource and valued friend."

Maureen Barney-Mcguire
Gladwin Court Advocate

Shelterhouse in the Community

Preventing violence and abuse while educating the community on how survivors can ask for help takes a village, and Shelterhouse was blessed with numerous opportunities for partnerships and collaborations in 2023-2024!

Outreach opportunities such as hosting tables at numerous community resource fairs, providing prevention education to over 500 5th graders in Midland County, and organizing the first Domestic Violence Awareness Rally in Gladwin County all help to create a stronger, safer community for all.

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 Johnneers

1,375 volunteer hours at the Shelterhouse Resale Shop

110 volunteers at the Shelterhouse Resale Shop

3,312 volunteer hours at Shelterhouse

109 volunteers at Shelterhouse

In 2023-2024, Shelterhouse was blessed with an abundance of volunteers at both the main shelter and the Shelterhouse Resale Shop.

These volunteers ranged from school groups, to corporate volunteers, to individual community members. Over the year, volunteers generously donated their time to processing, pricing, and displaying donations at the Resale Shop, assisting with landscaping at the main facility, and organizing client necessities.



Raising Funds to empower Survivors

Shelterhouse's mission to serve, heal, and empower survivors is made possible directly through the financial support of local individuals, foundations, corporations, and businesses. 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.

In 2023-2024, your generosity helped to raise over \$450,000 to help empower survivors, and over 150 new donors joined the Shelterhouse family. This important work wouldn't be possible without the philanthropy and compassion of community members just like you.

When you give a financial gift to Shelterhouse, you not only support this organization but also directly empower the brave survivors we serve here. Your gifts show survivors that they are not alone and that they have a community rooting for them along their healing journey. This support can be powerful and life changing!

In 2023-2024, community members, organizations, and agencies donated \$75,000+ worth of in-kind items such as food, toiletry items, homemade meals, and everyday necessities. These donations are critical as Shelterhouse seeks to provide basic needs assistance to both residential and non-residential clients.



Chefs for Shelterhouse

On April 25, 2024, dozens of local chefs and restaurants came together for a culinary celebration of hope and healing to help raise critical funds for survivors of domestic violence and sexual assault.

Chefs for Shelterhouse, chaired by Kent MacDonald & Mary-Ellen MacPhee, made its return after a five-year hiatus and helped to raise over \$60,000 for Shelterhouse services such as emergency shelter, one-on-one counseling, support groups, legal advocacy, and medical forensic exams.

THANK YOU FOR EMPOWERING SURVIVORS WITH US!























Thank you to our participating chefs & restaurants!

- Maru
- Proper Taco
- Aster
- The Gourmet Cupcake Shoppe
- Grape Beginnings Winery
- Egyptian Koshery
- Big O Burgers & Barbeque
- Aviator Cookie Company
- Veedu Indian Kitchen

- Great Hall Banquet & Convention Center
- Great Lakes Loons
- The Menu Manager
- Big E's Sports Grill / Holiday Inn
- LaLonde's Market
- Midland Country Club
- Heather 'n Holly
- Meal Prep Proz

Thank you to our individual sponsors!

- Vicki Walter
- Jeff Provenzano
- Todd and Mary Draves
- Donna Babcock
- Jim Fitterling and Alex Lee
- · Curtis and Gretchen Kesler
- David and Elisabeth Jozwiak
- Melissa Weckesser
- Rafe Ward
- Tara and Michael Stensrud

Thank you to our corporate sponsors!



























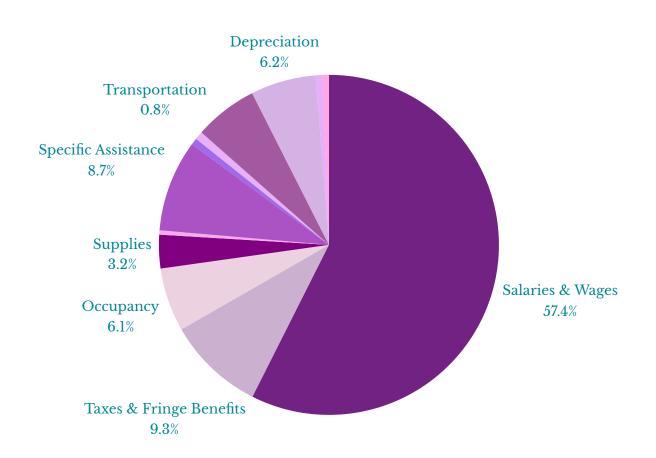








Financials: Expenses



Salaries & Wages \$1,766,150 Taxes & Fringe Benefits \$285,621 Occupancy \$186,233 **Supplies** \$98,073 Communications \$12,743 Specific Assistance \$267,663 Staff Development \$19,843 Transportation \$23,975 **Professional Fees** \$185,748 Depreciation \$191,125 **Fundraising** \$18,776 \$19,507 Other **Total Expenditures** \$3,075,457

Financials: *Revenue*

Grants \$1,832,717

Donations \$481,646

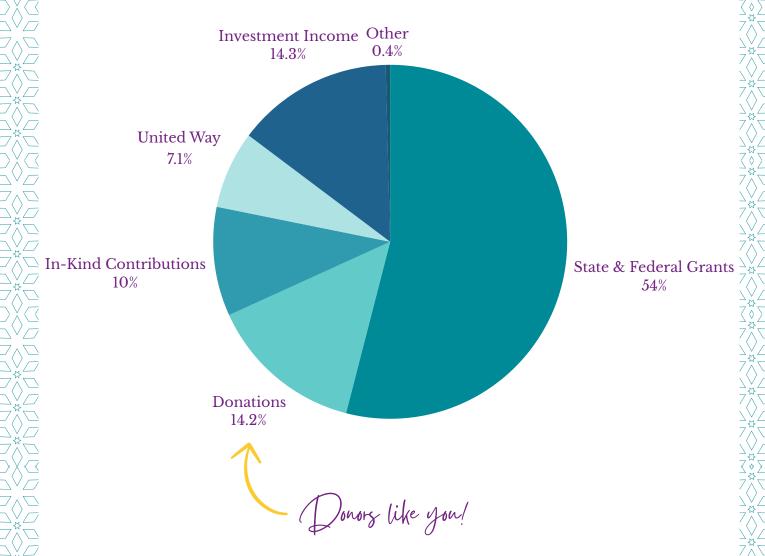
In-Kind Contributions \$338,108

United Way of Midland County \$225,000

United Way of Clare & Gladwin Counties \$15,500

Investment Income (Loss) \$486,297

Total Revenue \$3,379,268



Thank you for empowering survivors!

ABC Greater Michigan Chapter

Richard Adam

Karen Adamcik

Jeanne Aden

All Seasons Heating & Cooling

Barbara Anderson

Lynn Andrews

Apprecots

Julie Arthur

Auburn United Methodist Church

David Auckerman

Axiom Church

Clyde Babcock

Donna Babcock

Suzanne Babcock

Madeline Bahling

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Michele Ball

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Iim Beck

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Karen Brooks

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Diane Brown-Wilhelm

Dennis Buckler

Michael & Mary Ellen Burton

Tracy Bushong

Eleanor Butcher

Linda Campbell

Hal Canfield

David Carr

Renee Castellon

Catholic Diocese of Saginaw

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Val Chaplin

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David Clark

Bethany Claypool

Dick Clemmer

Leonard Clevenger

Mona Cline

William Cline

Calvin R. Clore

Thank you for empowering survivors!

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Penny Coates

Bob Coffield

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Daniel Confer

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Givinga Foundation

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Gladwin Free Methodist Church

Glen Glawe

Thank you for empowering survivors!

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Mike Kozuch

Thank you for empowering survivors!

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Carol Neff

Thank you for empowering survivors!

Tammy Nelson **Justin Newby** Duane Nuechterlein Michael O'Brien Rick Ohle Kristin Olbertson Edward Oskvarek **Jean Ott Bradley Otten** Our Lady Of Grace **Emolly Palmer** Pampered Chef Parsons Family Fund Mike Parsons Alan Paulsen Susan Pawley Regina Pederson Sara Penny Richard Peterson Brian Pfeiffer Marjorie Phillips Mary Pitchford Steven Poole Deborah Poupard **Darcy Price Kyle Proctor** Jeffrey Provenzano Psi Iota Xi-Theta Tau Chapter Dallas Quintana Tyler Rainey Alex Rapanos Richard Rausch Mary Reif Daniel Reimer

Jane Reiter

REMAX of Midland

Renaissance Charitable Fund

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Dennis Spender

Thank you for empowering survivors!

St John's Episcopal Church St. Paul Lutheran Church/Ladies Aid

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Tony Stamas

Audre Steck

Derrell Steffen

Roger Stowell

Lee Anna Strawter

Stray Or Stranded Animal Rescue

(SOS)

Catherine Strong

RJ Suderman

John Swantek

Iames Szollosi

Rebecca Tanis

Lisa Tarkington

Ronald Taylor

Patrick Tess

The Doan Family Foundation

The Gavin Team

Thomas Trombley Electrical

Contracting LLC

Christopher Thompson

John Thompson

Brandon Thornton

Three Rivers Corporation

Christine Titus

Sara Iane Titus

Paula Tomaszewski

Mark Tomiko

Tops 720 Midland

Beatriz Virginia Torres-Lopez

Bill Tower

Duane Townley

Tri-Star Trust Bank

Patricia Tuck

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Yoshie Ziarno

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Tina Zimmerman

Zonta Club of Midland





Thank you to our 2023-2024 Donors!

Your gifts change lives







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







When survivors become empowered, our whole community flourishes.



Midland Office & Shelter 2500 Waldo Ave. Midland, MI 48642

Gladwin Office 234 West Cedar St. Gladwin, Michigan 48624

- www.shelerhousemidland.org
- info@shelterhousemidland.org

 i



Crisis Hotline 877-216-6383

Crisis Textline 989-200-5122