



# NON-STOP DOMESTIC VIOLENCE RESPONSE



## LA CASA DE LAS MADRES 2023 ANNUAL REPORT

# DEAR LA CASA COMMUNITY,



It has been well-documented that domestic violence rates spiked significantly during the days and months of the COVID-19 pandemic quarantines and lockdowns when victims and survivors were forced to stay in close quarters with abusers. As we near four years after the initial announcement of the COVID-19 public health emergency, we are starting to assess its profound and lasting effects on our lives.

For domestic violence, abuse is still very much prevalent. Contributing factors to the pervasiveness of domestic violence that were exacerbated post-pandemic include mental illness, substance use, economic instability, and lack of investment in healthcare, education, and housing. Unfortunately, households are still at an elevated risk for domestic violence and will continue to be for the foreseeable future.

That said, we proudly announce that at La Casa de las Madres, we have maintained and exceeded pre-pandemic service levels—a testament to our team’s dedication. Despite the challenges, our commitment to addressing the increasing need for domestic violence support services remained steadfast. Our confidential Emergency Shelter served up to 36 survivors daily, while the Drop-In Center reached 768 survivors and their children this year.

Now more than ever, we are energized in our movement to end abuse. We have reinvigorated our community outreach and education approach by utilizing online platforms and shedding light on the dynamics of domestic violence.

We re-established community partnerships that were on pause due to pandemic restrictions. Amongst these is our Teen Program, where we provide critical educational workshops to teens on healthy relationships at local high schools, aiming to identify early signs of abusive relationships and end the cycle of abuse. We have also created new community partnerships that address the underlying issues of domestic violence. Specifically, in July 2023, we began a new partnership with Dignity Health, collaborating with medical practitioners to address the intersectionality of human trafficking and intimate partner violence.

In 2024, we will continue being at the forefront of domestic violence prevention locally in San Francisco. We look forward to joining sister agencies as a united front to magnify the impacts domestic violence has on the community. We will also lend our voices and nearly half a century of experience combating domestic violence whenever needed. Together, as a greater community, we can work towards positive changes in the prevalence and severity of domestic violence.

With gratitude and determination,

Sincerely,

A handwritten signature in black ink, appearing to read 'Julio', written in a cursive style.

**LIVE SUPPORT IS AVAILABLE**

**24/7/365**

# CRISIS RESPONSE

We respond swiftly & professionally around the clock. Crisis intervention, options-counseling, information and resources are just a moment away through La Casa's statewide toll-free Adult and Teen Crisis Lines and Text Support Line.

**7,651** calls & texts answered immediately = **50%** over pre-pandemic levels = **19** help seekers every day of the week



“And to think it all started with La Casa’s phone call inviting me to come in and get services.” – Survivor connected through our Domestic Violence Response and High Risk Team, now safe and stably housed

We reach out to support victims after police respond to a 9-1-1 family violence call in San Francisco, check in on safety and connect survivors to community resources.

**5,512** survivors contacted following a police response to their abuse

Our confidentially-located safe house is a beacon of hope and critical safety net for women and children facing imminent danger in their homes and relationships.

**290** women & children were sheltered, protected, and supported

**8,282** days & nights of tailored services and safety

# SAFER AND STRONGER COMMUNITIES

## INTERVENTION & PREVENTION

Emergency residential and community-based services and programming deliver safety-focused, trauma-informed care to child, teen, and adult survivors of abuse.



Empowering **2,304**

Bay Area survivors of all ages through counseling, skill building, advocacy and family-focused services



La Casa's Community Office and Drop In Center is the hub of our accessible community response.

**2,304**

survivors and their families accessed its walk in, drop in, and appointment services in FY22/23.

We teach adults, teens, and professionals about the dynamics of healthy relationships, how to spot warning signs of abuse, and how to reach out for help.

**2,847** Community members learned about domestic violence through **143** prevention workshops and outreach events

# ENDING CYCLES OF VIOLENCE

## IMPACT & OUTCOMES

An empowerment model, survivors of domestic violence transform their lives in partnership with La Casa by building strength in 5 areas.



**Safety**  
**Connection**  
**Knowledge**  
**Personal Agency**  
**Stability**

to secure

## Violence-free Futures



### BUILDING SAFETY

**81%** of survivors sheltered in 22/23 transitioned into safe, next-step or permanent housing



### STRENGTHENING HEALTHY FAMILIES

**92%** built a critical sense of self-efficacy to meet their own and their children's needs



### EMPOWERING CAPACITY

**63%** increased **↑** income and financial stability

Self-report surveys and milestone analysis demonstrate

**94.8% success** in FY 22/23 across all metrics

## EXPANDING EDUCATIONAL RESOURCES

# Education & Outreach

To actively contribute to the well-being of our community, the provision of educational resources remains a crucial endeavor. Two key initiatives underscore the enduring significance of strategic partnerships in achieving shared goals

### 40-HOUR DOMESTIC VIOLENCE TRAINING



A core piece of La Casa's mission is to educate the community about domestic violence by redefining public perceptions about this complex and pervasive issue. La Casa de las Madres' 40-Hour Domestic Violence Counselor Training Program is the most comprehensive educational offering for individuals in the community looking to expand their knowledge around domestic violence. Three times a year, La Casa hosts the training consisting of half California state mandated material and half La Casa and San Francisco community organization material. This program is the prerequisite to participate in direct volunteer service at La Casa that involves engaging with La Casa's clients.

*"Just knowing I am well equipped to support victims is the most rewarding thing after completing the 40 hour training."*

-Raina Ng, Winter 2023 40-Hr

### TEEN DATING VIOLENCE HIGHLIGHT

We look forward to our continued partnership with the San Francisco Unified School District, reaching high school students in the area to talk about healthy relationships and provide them with resources and peer counseling.

In FY23, La Casa reignited its arsenal of co-located, community based partnerships, with the San Francisco Unified School District, the Department on the Status of Women (DOSW), and the Office on Violence Against Women (OVW).



Since 2020, 50 community members have completed the 40 hour training, ensuring La Casa volunteers have the tools necessary to support survivors.

# A SURVIVOR'S STORY

Grace\* found herself in distress as the police come for the 8<sup>th</sup> time. For the past 20 years, Grace's partner, the father of her children, had berated her, demanded the money she earned, destroyed her credit, and given her too many bruises to count. She didn't feel like she lived in fear every single day, but she was tired – physically and emotionally. When Grace had tried to leave him in the past, her partner tracked her down, stalked her, sweetened her up, and made her feel like no one else would ever have her. She hated the way he talked to the children sometimes, and she knew she wasn't the only one being harmed. Her oldest daughter was in a relationship now, and Grace worried about the behavior her daughter had learned to put up with.

So, this eighth time, Grace was ready to talk to a La Casa crisis counselor, and they decided together that Grace and her children would come to the shelter. Once in that safe space, Grace and her children began to process their trauma, access counseling, and seek the help required to move forward with their new lives. Grace found a steady job that qualified her for La Casa's Housing First for Domestic Violence Victims subsidy and support program. She and her family continued to engage in therapy.

La Casa connected her with legal services that helped Grace gain full custody of her children and set up custody exchanges with her batterer that prioritized the safety of Grace and the children. Her family's journey was not easy, but Grace was determined they would stay safe on a new path. They adopted a pet to support the family's emotional needs, her son started a new school, and Grace learned to be independent, budget expenses, and carve out time for self-care to stay on track. She accessed food pantry programs, domestic violence, and parenting support groups, and signed up for the affordable housing lottery. All this time, Grace was supported by her Housing First rental subsidy, which provides 12 months of support to help survivors ramp up savings and build financial capacity. When the time came for Grace to take on the full burden of her rent, Grace and her family were ready. She has gained so many skills and so much confidence in her ability to do what she needs to do and where to go for help when she needs it.

\*Identifiers changed to preserve confidentiality



Grace is one of 290 women and children accessing La Casa's confidential safehouse for food, shelter, and comprehensive support in FY23. Our emergency shelter offers up to 8 weeks of tailored support to prevent survivors from facing the untenable choice between homelessness and safety.

30% of La Casa's clients are immigrants.

The average length of a shelter stay is 33 days.

# 2023 FINANCIALS

## FINANCIAL SNAPSHOT

At La Casa we take fiscal responsibility seriously, putting every dollar to work to provide crucial resources to survivors in need.

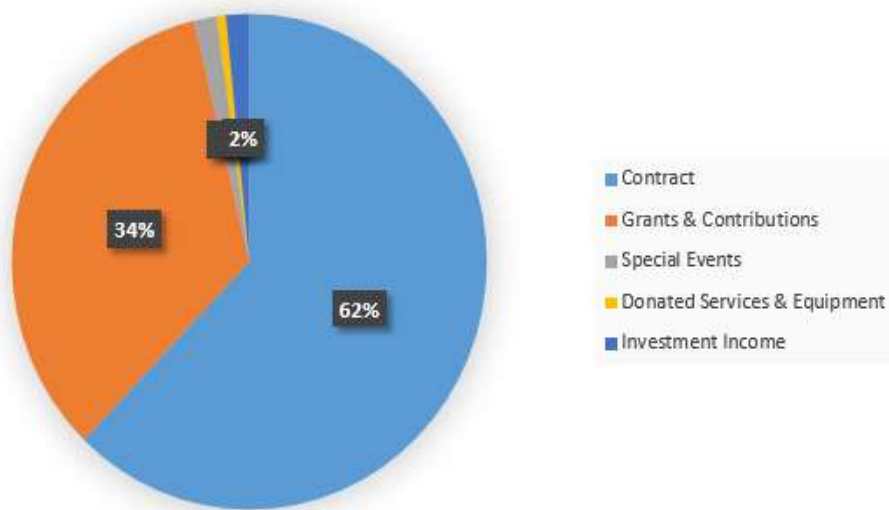
“ We choose to support with La Casa de las Madres because we were moved by La Casa’s mission and impressive infrastructure they’ve built that gives survivors the tools to transform their lives. The impact they have in the community is incredible and we were honored to partner with them to raise more resources and increase awareness on domestic violence. ”

*Anastasia Muhleman, Manager, Visa*

### Statement of Activities - Fiscal Year Ending June 30, 2023\*

Revenue & Support		Expenses	
Contract Revenue	\$ 3,151,147	Program Services	\$ 3,672,994
Grants & Contributions	\$ 1,721,259	Fundraising	\$ 235,675
Special Events	\$ 78,933	Management & General	\$ 224,775
Donated Services & Equipment	\$ 30,570		
Investment Income	\$ 79,717		
<b>Total Revenue &amp; Support</b>	<b>\$ 5,061,626</b>	<b>Total Expenses</b>	<b>\$ 4,133,445</b>

### Revenue Sources



\*Our full 2022-23 financial statements and Independent Audit Report issued by Harrington Group LLP can be accessed upon request.

“ La Casa’s help made me want to be an advocate for survivors in the future. ”



# JOIN US TO END ABUSE

## Volunteer



Put your passions and skills to work to end domestic violence

Reach out with questions or to learn more about joining La Casa in the movement to end domestic violence:

## Donate



Fund safety and solutions for survivors in need

## Advocate



Engage us on social media and sign up for our [e-newsletter](#)

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**Mission Statement:** La Casa de las Madres responds to calls for help from domestic violence victims, of all ages, 24 hours a day, 365 days a year. We give survivors the tools to transform their lives. We seek to prevent future violence by educating the community and by redefining public perceptions about domestic violence.

### Board of Directors:

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### Executive Director:

Lusero Arias



**A Refuge.  
An Advocate.  
A Strong Voice  
Against Domestic  
Violence.**

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