



NON-STOP DOMESTIC VIOLENCE RESPONSE



LA CASA DE LAS MADRES

2021 ANNUAL REPORT



Dear La Casa Community,

A survey found 3 in 10 Californians experienced more tension in their romantic relationships as a result of COVID-19. We all experienced vulnerability during the past year—new stresses, risks to our health, constraints in movement, and changes in the way we work or the availability or safety of employment. These conditions were hard for everyone, but not equally. For people suffering domestic violence, escape, support, and protection were harder to access. Survivors called us from the laundry room, texted us from the bathroom, and knocked on the door of our Community Office seeking safety.

We knew that victims and survivors were counting on us, so La Casa's incredible team came together and got down to work. La Casa kept our essential services operational around the clock, earning the City and County of San Francisco's designation as an "essential service provider" in early 2020. Our confidentially-located safe house never shut its doors. La Casa responded to an average of 17 help seekers a day, 7 days a week through our 24-hour hotlines. We also re-opened our Drop In Center in August 2020, when other programs remained closed for months, to ensure vulnerable women and children, unable to call or text, had a place to turn.

As a result, from July 1, 2020 to June 30, 2021, 2,094 survivors walked through La Casa's doors to be safe, empowered, connected, and supported across programs and access points.

Our community is central to this success, making contributions, sending messages of support, and helping us spread the word about victims' options for safety and all of our rights—individually and collectively—to safe and healthy relationships. We are so grateful.

In the year ahead, we're embarking a new partnership with Family and Children's Services to support families and protect children impacted by domestic violence and child abuse. We're getting more survivors housed by expanding our partnership with the San Francisco Housing Authority. We're also working with partners across the City to reinvigorate access points and critical services domestic violence survivors need to stabilize and heal.

In some ways need has never been greater. Calls to our hotlines are surging again this fall, the highest volume we've experienced yet. Community resources remain strained, and we will continue to need your support to rise up and meet the growing demand for La Casa's help. Together, I am confident we will do it. Together, we will build violence-free futures.

Sincerely,

Kathy Black
Executive Director

December 6, 2021

LIVE SUPPORT IS AVAILABLE 24/7/365

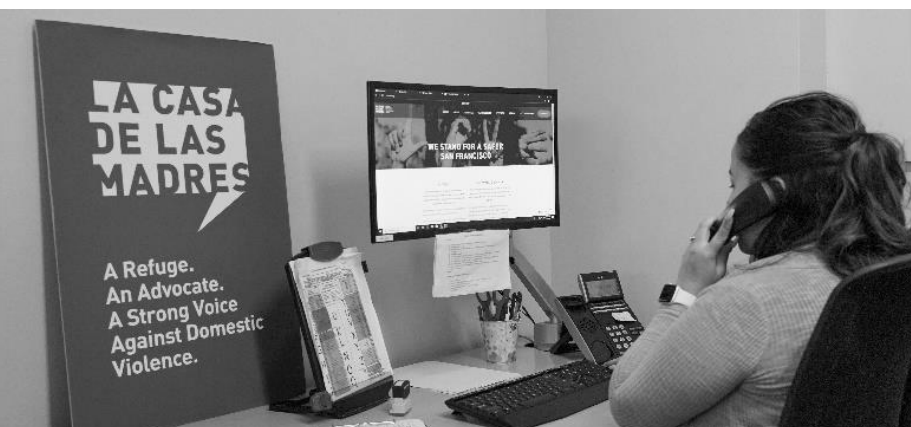
CRISIS RESPONSE

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

6,062 calls & texts answered immediately

17 help seekers every day of the week

presenting needs
19% Crisis Counseling
25% Safe Shelter
33% Information
23% Support for Allies



A 3-fold increase in texts for help during the first six months of the pandemic culminated in a **112%** increase in texts across FY 20/21

“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 them to community resources.

1,324 survivors called after a police response to their abuse

42% accessed immediate support and learned about resources

Our confidentially-located safe house never shut its doors – a beacon of hope and critical resources throughout the past year and the 44 before it.

162 women & children were sheltered, protected, and supported

6,788 days & nights of 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.



2,094

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



La Casa's Community Office and Drop In Center, the hub of our accessible community response, re-opened for walk in, drop in, and appointment services in August of 2020 to make certain survivors, unable to text or call for help, could access the support they needed.

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.

3,207 local citizens learned about domestic violence in prevention workshops

2,174 community members informed through 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 20/21 transitioned into safe, next-step or permanent housing



STRENGTHENING HEALTHY FAMILIES

93% built a critical sense of self-efficacy to meet their own and children's needs



EMPOWERING CAPACITY

60% increased **↑** income and financial stability

Self-report surveys and milestone analysis demonstrate

94% success in FY 20/21 across all metrics

EXPANDING PARTNERSHIPS

From a once-quiet shelter, La Casa has transformed into a robust hub of community programs. In addition to the Drop In Center, expert advocates are regularly accessible at nine locations across San Francisco meeting survivors wherever they may be on their path to safety and healing. Key partnerships include:

FIRST RESPONDERS



La Casa has worked alongside the Special Victims Unit of the San Francisco Police Department for 20 years to drive a survivor-centered response to domestic violence. Our advocates inside the Hall of Justice reached out to 1,324 victims in FY 20/21 to provide safety planning, options counseling, and guide survivors through their next steps.

A successful Lethality Assessment Pilot Project in the Bayview District, equipping officers with training, tips, and tools to connect victims at high risk of lethal domestic violence to intervention services, is set to expand across all 11 District Stationhouses in 2022. The project is funded by the Federal Office of Violence Against Women and led by the San Francisco Department on the Status of Women

SAFE, STABLE HOUSING



La Casa tirelessly champions survivors' rights to secure, stable lodging. Since 2006, our Safe Housing Program has partnered with San Francisco's low income and permanent supportive housing providers. Today, advocates and educators work inside the Housing Authority to help survivors access priority "subsidy transfers," and to establish "domestic violence-free zones" in housing communities.

Our effective Housing First for Domestic Violence Victims Program, launched in 2018, was also reauthorized by the California Office of Emergency Services. The program seeds stability for 10 low-income survivor families yearly, providing rental subsidies and focused support while they ramp up income, build savings and establish capacity to weather future challenges on their own.

A SURVIVOR'S STORY

Ariana* was trying to put the trauma of her former partner's abusive behavior behind her. She'd left him, she'd moved, and she was participating in individual and group counseling at La Casa's Drop In Center to rebuild herself. Her housing was precarious, however, and her batterer continued to threaten and intimidate her.

With La Casa's help, Ariana began to file police reports following each incident. She learned to advocate for herself, and Ariana obtained a restraining order to increase her sense of safety. She was determined to move her life forward.

She was working on-call at the time, and she did not make enough to rent her own place. Her family support was minimal, and she cried when she qualified for La Casa's Housing First for Domestic Violence Victims Program.

The potential recipient of one of 10 annual rental subsidies, Ariana was proactive in the housing search process, and quickly found an apartment to rent. With new safe, stable housing, Ariana went to work on herself and her plan to increase her income. In addition to time-limited rental assistance subsidies, the Housing First Program helps survivors ramp up their earnings, savings, and long-term prospects for stability.

Ariana didn't speak English confidently, had a chronic health issue, and didn't have much formal school or training, so she had difficulty initially achieving reliable employment. With La Casa's support, however, Ariana found her path. She is in therapy to manage her trauma. She is finally able to attend regularly to her medical and dental health needs, and she attends a computer course and takes English-language classes to improve her confidence

Ariana also earned a CPR certificate that enabled her to secure a better paying job that puts her well on track to both meet her financial goals and successfully exit the Housing First Program next year.

Ariana sees her own resilience and recently shared, "La Casa me a dado esperanza de seguir adelante y con todo el apoyo, yo he podido superarme."

*Identifiers changed to preserve confidentiality

“La Casa has given me the hope I need to move forward; and with all of their support, I have been able to overcome.”



La Casa's Housing First for Domestic Violence Victims Program empowered and stabilized 10 survivors like Ariana and their families across the last year.

FINANCIAL SNAPSHOT

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

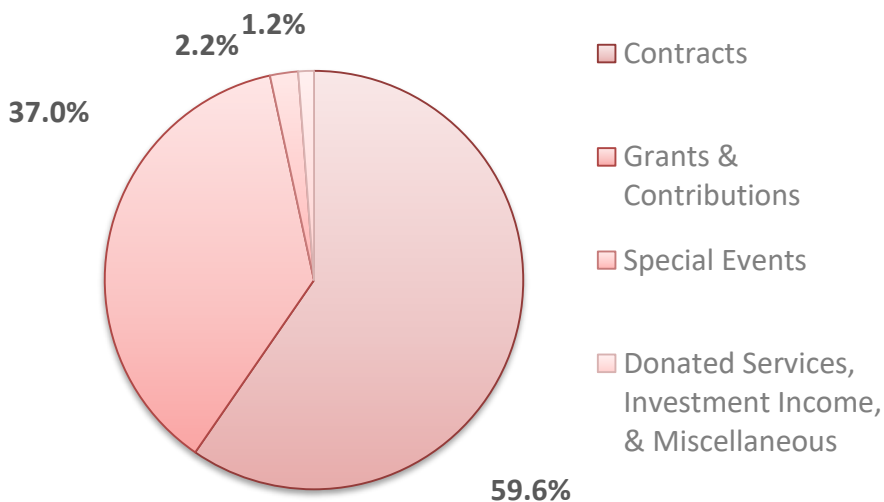
“ We are proud to support La Casa de las Madres. They make a tangible and cumulative difference every day across the Bay Area—saving lives, empowering survivors of domestic violence, transforming public perceptions, and building a strong and healthy community. We stand together to bring a voice to social injustice, raising awareness of the signs of domestic violence and providing vital tools and support to survivors in need. ”

Tricia DeWalt, Director, BlackRock

Statement of Activities - Fiscal Year Ending June 30, 2021*

Revenue & Support		Expenses	
Contract Revenue	\$ 2,734,783	Program Services	\$ 3,209,316
Grants & Contributions	\$ 1,698,188	Fundraising	\$ 241,830
Special Events	\$ 99,696	Management & General	\$ 194,641
Donated Services & Equipment	\$ 32,240		
Investment Income	\$ 22,937		
Miscellaneous Income	\$ 178		
Total Revenue & Support	\$ 4,588,022	Total Expenses	\$ 3,645,787

Revenue Sources



*Our full 2020-21 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

Donate



Fund safety and solutions for survivors in need

Advocate



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

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

Katharine Berg
Director of Community Partnerships & Philanthropy
415-503-0500 | katharine@lacasa.org



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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- Shawn Steel
- Carolyn Tsai
- Nanci Tucker, M.D

Executive Director:
Kathy Black



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

La Casa de las Madres
1269 Howard Street | SF, CA 94103
Tel: 415-503-0500 | www.lacasa.org
Crisis Line: 877-503-1850