

Crisis and Information Line: A Key Component of Services

Stacy called our 24-Hour Crisis and Information Line one afternoon with two questions on her mind. *“Is my husband actually abusive? How do I safely leave this relationship?”*

When Stacy disclosed that she was experiencing emotional abuse, a friend suggested she do some research on domestic violence. After ten years of marriage to her high school sweetheart, Stacy decided she wanted to end the relationship. The love she felt for her husband was now clouded by his erratic behavior, attempts to isolate her and make her feel like she was “crazy.”

The SafeHouse Denver Advocate who took Stacy’s 40-minute call that day, listened as she shared the pattern of emotional and physical abuse she was experiencing. The advocate affirmed that though her situation was unique, this type of behavior was not uncommon and was definitely abuse.

While on the phone, Stacy scheduled a time to come to our nonresidential Counseling and Advocacy Center to continue receiving support. In her first counseling session, Stacy and her advocate laid out the steps to safely leave the relationship. The next week, she did just that.

Stacy’s call was just one of 15,664 calls for assistance and support that we received in 2013. The 24-Hour Crisis and Information Line is answered 24-hours a day, 365 days a year by SafeHouse Denver staff and trained volunteers.

Individuals who call the crisis line have a variety of needs, questions, or concerns related to domestic violence — calls seeking counseling or shelter services, referrals to legal or housing resources in the community, or for immediate emotional support. For some callers, a listening ear is all they need at the time and many individuals may call multiple times before they decide to receive services in person. For others, the crisis line call is a critical step in accessing the safety of our shelter facility and, as it was for Stacy, connecting to our Counseling and Advocacy Center.

Additionally, some callers to the crisis line are not domestic violence victims themselves, but are calling about a family member, a friend, or an employee. These callers are provided with suggestions about basic safety and how to support the person facing abuse. Representatives from faith communities and other human service organizations also call the line to learn more about how our programs and services may be of help to their clients.



Stacy’s crisis line call was a turning point. Talking to someone who understood the dynamics of domestic violence helped her process that her husband’s behavior was in fact abusive. The advocate knew that leaving an abusive relationship often escalates violence and that safety planning is crucial. By connecting with SafeHouse Denver, Stacy left the relationship with a safety plan in place. If she hadn’t called, her separation may have ended differently.

Whether someone calls for safe shelter, counseling services, or to help a friend, the 24-Hour Crisis and Information Line is a key component of our efforts to both support victims of domestic violence and to serve as a resource on the issue of domestic violence for the broader community.

**24-Hour Crisis and Information Line:
303-318-9989**

One Volunteer’s Impact

SafeHouse Denver supporter Chris Browner volunteers on our crisis line every week. *“I volunteer at SafeHouse,”* notes Chris, *“because I’m overwhelmed by the reality some women face. If I can offer some support and a listening ear to just one person, it’s worth it.”* To give you a sense of the type of calls we receive, here is a log from one of Chris’ volunteer shifts.

- I just had a call from a woman who is pregnant. Her boyfriend was arrested last night for hitting her. He’s in jail today, but she is afraid his mother will post his bail.

She needs to get out of the apartment before he gets home. The shelter is full so we talked about other safe places for her to go until SafeHouse or another shelter has room.

- Another call today was from a woman who left her abuser 13 years ago. Even after all of these years, she is looking for affordable counseling for herself and her teenage daughter. Now they’ll both receive free counseling at SafeHouse Denver’s Counseling & Advocacy Center.
- I just spoke to “Holly” who is 26. Her husband is a drug addict and abusive. When he is sober, he is usually okay, so Holly goes back. But then the violence starts again. She

says she doesn’t have friends anymore. Holly lives in rural Colorado. She doesn’t want to go back this time but doesn’t know where to go. Again the shelter is full. She says she’s tried every shelter around. We talked for a while and I told her to call back tomorrow.

Crisis Line Volunteers like Chris are a valued part to our team at SafeHouse Denver. If you’re interested in learning more about becoming a long-term volunteer, please visit the Volunteer page of our website. 

Message from Our CEO

Dear Friends,

Happy New Year to you and yours! This newsletter arrives with much appreciation for your involvement in our mission to assist adults, children and youth in reclaiming their right to a life free of domestic violence.

As you'll read in this edition of the SafeHouse Journal, one of the key components to achieving our mission is our 24-Hour Crisis and Information Line. The Crisis Line is a resource for victims of domestic violence as well as their families, friends, work colleagues, and employers. We assure that those feeling isolated and unsafe in our community will be connected with an informed, caring, and listening individual.

As a supporter of our work, you may know of our crisis line services for victims of domestic violence. However, you may not know that our crisis line is also a resource for individuals who know someone who is experiencing abuse and needs guidance on how to offer them resources and talk to them about the situation.

When I first started at SafeHouse Denver in 2008, our crisis line calls for the 2007 calendar year totaled 9,176. *In subsequent years, with the economic downturn and as awareness of our services grew, we've seen a 70% increase in calls through 2013.*

In 2013, in addition to our crisis line services, we provided safe shelter, counseling and advocacy services to over 1,170 adults, children and youth experiencing domestic violence. We also reached over 930 individuals through educational presentations about domestic violence.

We hope that the information in our cover article will encourage you to keep an open mind about who may receive services at SafeHouse Denver, particularly, who can call our crisis line. If someone in your circle mentions domestic violence and doesn't know how to handle the situation, please let them know that they can call us. As you'll read in Stacy's story, it was a friend who suggested she call. Ultimately, calling the crisis line helped Stacy safely leave an abusive relationship when she decided it was time. For others, the same wealth of support and resources is just a phone call away.

At SafeHouse Denver, we're committed to providing high-quality, compassionate programs and services to survivors of domestic violence and the broader community that is ultimately impacted by this issue. We thank you for standing alongside us in this important effort and we look forward to continuing our good work together in 2014.

With gratitude,
Victoria A. McVicker
Chief Executive Officer



The Hope Gala

On October 19th, 335 guests gathered at the Ritz-Carlton, Denver for the annual SafeHouse Denver Hope Gala. Attendees enjoyed an elegant dinner, fabulous silent and live auctions, a moving program and an upbeat, celebratory performance by the Montbello High School Drum Line. The successful event netted over \$215,000 in support of our mission.

That evening, the Susan Noble Community Impact Award was presented to AutoNation of Denver and the Carolyn Hamil-Henderson Memorial Award was presented to Irene Blatnick of the Denver District Attorney's Office.

Thank you to the Gala Steering Committee, and to our sponsors, vendors, volunteers and guests for another successful event!

Special thanks to our anonymous Presenting Sponsor and Gold Sponsors, Carol and Paul Rose. ■



Board Members Ramonna Robinson (Sponsorship Chair), Brad Smith, and Jennifer Hallam (Gala Chair)



Gold Sponsors Carol and Paul Rose



Honorary Gala Chair, Dayle Cedars, 7News, addresses the crowd

News & Notes

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Newsletter

Ashley Golder & Valerie Chilewski,
Editors
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Warren Miller

On Wednesday, December 13, 2013, over 200 guests attended the **Seventh Annual Warren Miller Film Screening** to benefit SafeHouse Denver. Guests enjoyed good food and drink, lively Rock-Paper-Scissors contests for ski and snowboard gear and the latest film from Warren Miller Entertainment, *Ticket to Ride*. We'd like to thank everyone who attended as well as **Warren Miller Entertainment, Stoney's Bar & Grill, Breckenridge Brewery, and Deep Eddy Vodka** for their generous support of the event. Special thanks to **Christopher and Brenda Volgenau** for their tireless efforts planning the event again this year!



Guests at Warren Miller Film Screening play Rock-Paper-Scissors for a pair of Icelandic skis

Colorado Gives Day Thank you!

On Tuesday, December 10, 2013, The **Community First Foundation** and **FirstBank** helped 1,447 Colorado nonprofit organizations raise \$20.9 million in just 24 hours. Thank you to the 204 donors who collectively contributed over \$35,000 to SafeHouse Denver on that momentous day!



In the Spirit

Again this year, many generous donors purchased holiday gifts and food for over 315 adults and children in counseling services at SafeHouse Denver. In addition, all of our current shelter residents received holiday gifts. Thank you to those who participated in our holiday *In the Spirit* program this year. Your generosity helped make the holidays brighter for our clients.



Microsoft employees drop off Christmas presents to SafeHouse Denver Bilingual Advocate Bertha Garza

Rocky Mountain Bird & Birdie Tournament

We'd like to thank **Tammy Anderson, Larry Gates** and **Adam McQueen** for organizing the 2013 Bird & Birdie Tournament, a golf and clay shooting event that raised \$20,000 for our programs and services. We were incredibly grateful to be designated as the beneficiary of the event!



Adam McQueen & Tammy Anderson, tournament organizers, with Victoria McVicker, SafeHouse Denver CEO (center)

Upcoming Events

Visit the 'events' page of our website to learn more about upcoming events benefitting SafeHouse Denver, including the 2014 **Shimmy Mob** performance on Saturday, May 10 and the **Listen to Your Mother** show on Wednesday, May 7.

Board of Directors Update

Michael Baker, VP of Commercial Real Estate at Gold Crown Management, was recently elected to the SafeHouse Denver Board of Directors. Welcome, Michael!

Thank You

We'd like to recognize the following organizations and businesses for supporting SafeHouse Denver through a Third Party Event or Initiative through mid-February: **Angel Concept; AutoNation Dodge Ram; Beauty Brands; CorePower Highlands Ranch; DJ Bedz; First Step Ventures; Highlands Ranch Ladies Golf Tournament; Learn2Balance; One Billion Rising Rally; Patxi's Pizza; Plains End, LLC; Red Shoes Photography; Sloane's Carpet Secret; Soft Surroundings; Santa Claus Pub Crawl; Warrior Academy Yoga.**

Save the Date!



The 2014 Hope Gala will take place on Saturday, October 18 at the Ritz-Carlton, Denver.

SafeHouse Denver

1649 Downing Street
Denver, CO 80218

Admin: 303-318-9959

Crisis Line: 303-318-9989

www.safehouse-denver.org

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Ways to Support SafeHouse Denver

The generosity of our donors, sponsors, funders and friends is essential to our work. Every gift is important, so please consider making a donation in one of these ways.

- Make a financial contribution: mail a check using the enclosed giving envelope; call 303-302-6112; or donate online at coloradogives.org/safehouse.
- Commit to a monthly gift and become a Sustainer of Hope by selecting the option on the enclosed giving envelope or online coloradogives.org/safehouse.
- Make a planned gift by naming SafeHouse Denver in your will or estate plans.
- Designate SafeHouse Denver as your charity of choice during your employer’s workplace giving campaign. Simply note SafeHouse Denver on the pledge form.
- Ask your employer to match your contribution.
- Donate in-kind goods. Visit our website and click on ‘Support Us’ to view our current Wish List.
- Donate your car or other unwanted motor vehicle through Cars Helping Charities. 1-866-701-CARS or visit carshelpingcharities.org.
- Donate your used cell phone at any Verizon store. The company’s recycling program generates grant funds for shelters like SafeHouse Denver.
- Earn even greater tax relief on a donation of \$100 or more. Write ‘Enterprise Zone’ on your check or make a note in the ‘comments’ field of your online donation.
- Volunteer! Learn more at safehouse-denver.org/volunteering

SafeHouse Denver Programs & Services

SafeHouse Denver offers comprehensive services, in English and Spanish, at both our Emergency Shelter and our non-residential Counseling and Advocacy Center.

SERVICES INCLUDE:

- 24-Hour Crisis and Information Line 303-318-9989
- Secure Emergency Housing
- Individual Counseling and Advocacy
- Support Groups
- Safety Planning
- Referrals to Community Resources
- Teen Dating Violence Prevention Services
- Specialized Services for Older Adults and the LGBTQ Community
- Children and Youth Services
- Community Education and Outreach

24-Hour Crisis and Information Line	303-318-9989
Administration	303-318-9959
Community Education Program	303-302-6125
Development Department	303-302-6112
Volunteer Opportunities	303-830-1276 x16
Fax	303-318-9979

Website: www.safehouse-denver.org

Helping women and children overcome domestic violence since 1977
safehouse-denver.org