

2008 Annual Report

Bethany House Toledo, Ohio

Approved by Franciscan Services Corporation Board of Trustees May 14, 2009

A sponsored ministry of the Sisters of St. Francis of Sylvania, Ohio

**Bethany House
Toledo, Ohio
2008 Annual Report**

Overview:

A. Annual Summary:

Gabrielle Davis, Board of Trustees Chairperson

Kathleen Griffin, Executive Director

B. External Environment Assessment

C. Organizational Chart

Operations:

A. Annual Statistical Report

B. Human Resource Summary

C. Fundraising Activities

Stewardship:

A. Mission Integration Summary

B. Quality Management Summary

C. Programs of Trustee Evaluation / Education Summary

D. Strategic Plan Accomplishments

E. Financial Report / Audit

Overview
Annual Summary
Gabrielle Davis, Chairperson

In 2008, the Board of Trustees of Bethany House focused on building capacity to realize its long-term goal of relocating to a new facility. The Board's revitalized committee structure helped facilitate the development of a comprehensive needs assessment. The Board shared the needs assessment with several commercial real estate professionals and began the process of identifying prospective facilities. The Board ultimately found a site that may be suitable for Bethany House and is currently working with representatives of Franciscan Services Corporation to refine an operational plan and transition strategy.

The committees of the Board are functioning at heightened levels. The revitalized Development Committee held several fundraising events this year. It hosted a reception at Bethany House in honor of a major donor and plans to publish a newsletter and launch a new, secure, state-of-the-art website. The Governance Committee continues to attract and recruit qualified board members. It updated and approved several new policies and established a new committee to concentrate on the operational side of the building relocation effort. The Finance Committee continues to monitor the economic climate to ensure that Bethany House investments are stable and secure.

Bethany House welcomes two new members to the Board this year, both of whom enhance the professional competence and diversity of the shelter leadership.

As Kathy Griffin, Executive Director, points out in her report, Bethany House continues to serve the needs of battered persons and their children. The success of Bethany house remains rewarded by the renewal of government contracts, foundation awards, and private giving. Its unique role in the continuum of care for victims and survivors of domestic violence is an expression of the charism of the Sisters of St. Francis of Sylvania, Ohio.

Gabrielle Davis

Overview Annual Summary Executive Director

Statistics & Costs:

Forty-one adults with 28 children entered the program with one adult with one child re-entering within the year. The average length of stay was three months. 2008 showed an increase in the number of adults without children entering the program. As in the last several years, direct client assistance needs are a factor in the increased average daily costs per resident. One hundred sixty-two adults were seen in the Bethany House Homeless Shelter Outreach Program.

Human Resources:

Four staff employed as part-time Case Aides resigned in 2008. Lauren Miles and Theresa Richardson were hired to ensure Case Aid coverage. Staff Development training and workshops are listed in full in this report. The Board of Trustees Chairperson met with the staff at one of the monthly staff meetings.

The annual staff appreciation dinner was held at Sakura's Japanese Restaurant.

Mission Integration:

Bethany House honors survivors of domestic violence through adherence to the Sisters of St. Francis's core values of reverence, service and stewardship. Bethany House staff received mission integration training on values with Sister Nancy Surma, OSF/ PhD, Vice President of Mission Integration with Franciscan Services Corporation. The sponsorship of the Sisters of St. Francis of Sylvania, Ohio is clearly stated on all promotional displays, brochures and printed materials.

Quality Improvement:

Poverty continues to impact the families served at Bethany House. The 2008 client scores are the lowest that we have had since 2003 when we started tracking the Self-Sufficiency/Success Indicator. The Resident Satisfaction survey scores did not meet the recommended targets. While the 2008 responses are not as low as the 2002 responses on comparable survey questions, this gives staff an opportunity to review what is helpful to the families we serve.

Programs:

The three program areas of Bethany House are the Adult Program, the Children's Program and the Community Program Services;

Adult Program: The case manager provides individual case advocacy as she meets with our program participants on a weekly basis. Weekly house meetings are held to encourage cohesiveness and resolve conflicts as they arise. Nineteen adults graduated from the financial literacy class. The Positive Impact Program worked with 30 adults before it ended due to the closing of the sponsoring agency, Connecting Point. A class on spirituality offered strength and healing to adults. One of the most exciting collaborations that were forged in 2008 was with an agency that trains persons to become State Trained Nursing Assistants. Three program participants entered this training. One woman is currently taking her state board exam, while the other two women are doing their clinical training. A knitting class helped women and children tap into their creativity and have fun.

Children's Program:

Although 2008 saw a decrease in the number of children in shelter we still had many wonderful groups that provided fun activities for the children. Alpha Chi Omega remembered our children at each holiday with fun parties and activities. The Young Scholars Program baked Christmas cookies and had a game night with the children. Toledo Public Schools continues to provide after school tutoring. The Bethany House Children's Advocate completed assessments on each child and met with mothers to develop specific safety plans for the children.

Community Program Services:

Bethany House staff is an active participant in several local domestic violence task forces and also serves on the Toledo Area Alliance to End Homelessness.

102 volunteers contributed 749 hours of service. A special wedding shower was held for a long-standing volunteer that married and moved to Arizona.

The Bethany House Homeless Shelter Outreach Program served 162 persons residing in three emergency homeless shelters and a transitional treatment shelter for clients with substance abuse issues.

Kathy Griffin

External Environment Assessment

A chilling fact is that women and children are at greatest risk of being murdered once they have made the decision to end the relationship and leave the abuser. We have seen this scenario over and over again as the media reports come in of another senseless murder. The Lucas County Domestic Violence Fatality Review Team published its findings from researching all the domestic violence-related deaths from 2003 to 2006. Gabrielle Davis, Director of the Domestic Violence Clinic at the University of Toledo College of Law spearheaded the research team the published their findings in “Shattered Lives”. Ms. Davis states that” 80% of the people killed were killed at or after the time they left”.

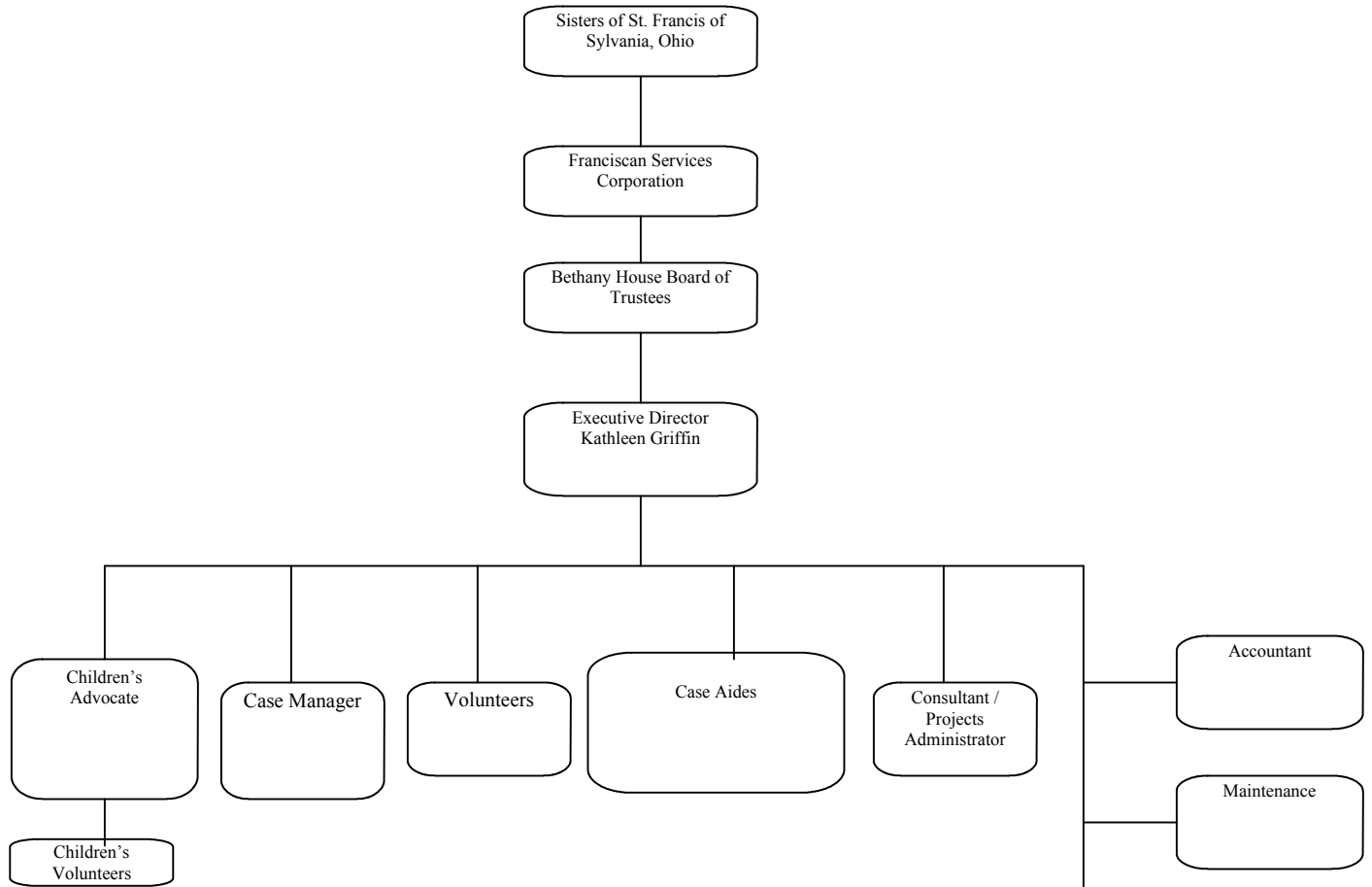
For a battered victim /survivor of domestic violence it is imperative that we always consider their safety before rushing them into housing. In this climate of obtaining instant results to homelessness through Rapid Re-housing programs and Permanent Supportive Housing it is easy to overlook the needs of victims of domestic violence.

It has been heartbreaking to see how domestic violence survivors are re-victimized by the courts, child protective services, and other systems that victims thought would help them. This year we advocated for several of our program participants as they had to confront these “systems” that have added incredible stress into their lives. What is amazing is that these women keep trying to reclaim their lives and their children’s lives.

Each year we look for the golden key of understanding that people will really see the plight of these families, yet each year families are torn apart. Domestic violence is not just a family-issue. It is a multi-faceted destructive force that impacts the workplace, our schools, places of worship, and our community. Violence can and does occur in rural, suburban and inner city areas across the nation. As a community we need to protect victims and hold perpetrators accountable.

Since 1984 Bethany House has offered safe shelter and supportive services to people experiencing domestic violence. Our founder, Sister Rose Therese of the Sisters of St. Francis of Sylvania, Ohio understood the need for survivors to be protected and to have a peaceful, loving atmosphere in which to heal from the violence. The staff of Bethany House will continue to advance the mission.

BETHANY HOUSE ORGANIZATIONAL CHART



--- Indicates contract services

FSC Affiliation

Franciscan Services Corporation, which represents the interests of the Sisters of St. Francis of Sylvania, provides oversight to Bethany House. Franciscan Services Corporation provides oversight by assuring that services are faithful to the philosophy and values of the Sisters of St. Francis. They also provide governance, leadership, and direction to Bethany House in order to strengthen and enhance our ability for achievement of our overall mission and goals. Bethany House remains a separate non-profit organization that provides services to its clients regardless of their religious affiliation. Bethany House is solely responsible for its own fiscal business.

Bethany House receives tangible benefits from our affiliation with Franciscan Services Corporation including:

- access to group insurance and staff benefit rates
- consultation and assistance with financial audit procedures
- consultation for risk management
- consultation for quality improvement
- consultation for mission integration

OPERATIONS

ANNUAL STATISTICAL REPORT 2008

	2007	2008	2009 Projected
Adults	28	41	37
Children	38	28	31
Median Age / Women	33	30	31
Median Age / Children	6.5	6	5
Supportive Services / Children	3	7	4
Average Length of Stay	4.5Months	3 months	4 Months
Nights of Service	7,738	6,243	7,100
Follow-up / Women	11	14	11
Follow-up / Children	17	16	10
Outreach In-House/ Women	15	20	16
Outreach In House/ Children	26	20	15
Shelter Outreach Program/ Adults	91	162	150

OPERATING COSTS

January- December – 2007

\$34.51 Average daily cost per resident

Total Operating Expenses: \$ 227,823

Personnel: 74%

General Operating: 11%

Facility: 15%

January-December – 2008

\$ 37.56 Average daily cost per resident

Total Operating Expenses: \$ 234,501

Personnel: 75%

General Operating: 11%

Facility: 14%

January-December 2009- Projected

\$ 33.80 Average daily cost per resident

Projected Operating Expenses: \$240,000

Personnel: 75%

General Operating: 9%

Facility: 16%

Human Resource Summary

The staff of Bethany House is composed of three full-time employees: the Executive Director, Kathy Griffin; Case Manager; Gayle Traynum, and the Children's Advocate, Heather Heroux-Buck; Part-time employees include: Michele Karcher-Clark, Consultant/Projects Coordinator; Case Aides, Patricia Heath, Katherine Krotzer, Lauren Miles, Verna Mullins, Theresa Richardson, Violet Townsend; and Maintenance staff, Thomas Williams.

Staff Development Training Attended:

Workplace Wellness 101	Understanding Poverty
Community Needs Assessment	Standards of Excellence
Family Violence Prevention Outcomes Training	Shelter Rules Workshop
Kids Caught in the Crossfire	Job & Family Services: PRC Funds
Crime Victim's Compensation Claims Training.	VINE Training
Danger Assessment Training	Court Advocacy Brown Bag
Advancing Your Suicide Prevention, Assessment & Intervention Skills	
Finding Your Cocoon: Dealing with Vicarious Trauma	
Bridges Out of Poverty	990 Changes: OANO
Domestic Resource Center: Brown Bag	Documentation Training
Managing Fund-raising Risks	CASE
Values Training / Sr. Nancy Surma OSF, PhD.	

Monthly staff meetings give staff time to come together for training opportunities, to set the monthly schedule and to socialize. Once a year employees are treated to an appreciation dinner at a restaurant of their choosing. In 2008 staff enjoyed a wonderful dinner at Sakura Japanese Steak House.

Volunteers:

A youth group from Catholic Heartworks contributed three days of volunteer service in 2008. This group painted our kitchen and dining rooms, set up an outdoor playhouse, did some landscaping and cleaned windows & woodwork throughout the shelter.

Alpha Chi Omega did several fundraising events and also provided holiday parties and fun activities with the children throughout the year. The Young Scholars Program did a game night with the children and baked cookies on another evening.

A Toledo Public Schools teacher provided after school tutoring.

A special bridal shower was held for volunteer, Ellie Casebolt.

Former program participants of Bethany House provide clerical assistance.

Fundraising Activities

Grants:

Community Development Block Grant
Emergency Shelter Grant
Family Violence Prevention Grant
Family Violence Prevention Fund
Victims of Crime Assistance Grant
Marriage Tax & License Fees
Greater Northwest Ohio Combined Federal Campaign
Ohio Criminal Justice Services/ HEAP Credit

Foundations:

Charles A Sullivan Charitable Foundation
Dennler Family Fund
Mazie Foundation
Zonta Club of Toledo Inc.

Fundraising:

Anonymous Donor
Annual Appeal Drive
Alpha Chi Omega-Beta Omega Chapter
Community Day / Elder Beerman
I.B.E.W. Local 8
Labor Management Corporation Golf Outing
Lucas County / Medical Alliance
S.C.O.R.E.
Sisters of St. Francis of Sylvania, Ohio
St Ursula Academy
Toledo Metropolitan Ladies Club
Toledo Women's Bar Association

Stewardship

Mission Integration Summary:

The mission of Bethany House is to recognize and respond to the ever changing needs of victims of domestic violence and their children by providing:

- Safe transitional shelter
- Time for physical, emotional and spiritual healing
- Social services in collaboration with other community agencies
- Recreational and educational opportunities
- Community education about domestic violence

Bethany House is a sponsored ministry of the Sisters of St Francis of Sylvania, Ohio and as such, Bethany House adheres to the following values of the Sisters of St. Francis: The staff of Bethany House received values training on the topics of ethics and respect through Franciscan Services Corporation's staff.

Reverence:

Bethany House is open to all domestic violence victims regardless of a person's disability, national origin, race, color, ancestry, familial status, sex, religion or sexual orientation. Staff honor and respect each individual's right to live a violence-free life.

Service:

Providing shelter and protection to domestic violence victims and their children is at the center of all services provided by Bethany House. Staff provides advocacy for families residing in Bethany and also reaches out to underserved domestic violence victims staying in emergency homeless shelters.

Stewardship:

Bethany House works to provide transparency in the governance and fiscal management of the ministry. Responsible grant management and fiscal balances and checks are adhered to. The 2009 budget and the Strategic Plan were approved. General maintenance addressed the daily operations of the facility with no major projects undertaken in 2008. With funding from the Mazie Foundation the lounge area and the dining room were redecorated with fresh paint, new furniture, window treatments, artwork and a large screen television.

**Bethany House
Quality Indicator Program
2008**

Indicator	2002	2003	2004	2005	2006	2007	2008	Target
Completion Of Program	44% (7/16)	63% (10/16)	40% (8/10)	45% (9/20)	47% (15/32)	78% (22//28)	78% (32/41)	60%

2008 Average Client Score

Indicator	Pre-Program	Post Program	3 Months Post Program	Target Post Program
Self-Sufficiency/ Success	2 34 Clients	2.3 20 Clients	2.7 12 Clients	3

2007 Average Client Score

Self-Sufficiency / Success	Pre	Post	3 Months Post	Target Post
	2.1 22 Clients	2.6 19 Clients	2.9 13 Clients	3

2006 Average Client Score

Self-Sufficiency / Success	Pre	Post	3 Months Post	Target Post
	2.2 22 Clients	2.4 17 Clients	2.6 13 Clients	3

2005 Average Client Score

Self-Sufficiency / Success	Pre	Post	3 Months Post	Target Post
	2.1 20 Clients	2.8 17 Clients	2.8 7 Clients	3

Scale	
4	Self-Sufficient /Success
3	Stable
2	At Risk
1	Crisis

**Bethany House
2008 Resident Satisfaction Report**

Survey Questions	2007	2008	2009	2010	Target
B.H. helped me to Develop a safety plan (Adult)	93%	91%			95%
Kindness was shown to me by staff (Adult)	96%	87%			90%
Overall I feel accepted & welcomed by staff (youth)	NA	73%			90%
I would recommend to a friend (adult)	96%	87%			95%
Response Rate	100%	94%			100%

Scale=1-4	
Strongly Agree	100 Points
Agree	85 Points
Disagree	35 Points
Strongly Disagree	0 Points

Programs of Trustee Evaluation / Education Summary

Franciscan Services Corporation's Trustee Orientation:

The majority of Board of Trustee members have completed the training.

Strategic Plan Accomplishments

All Board of Trustee members are active on at least one committee with several trustees on two or more committees. The Governance Committee recommended two new trustees to the Board. The Development Committee planned an Open House event, a fundraising event and linked staff with opportunities for speaking engagements. Development is also working on a proposal to create a website.

Staffing needs were assessed and currently staff is developing the job descriptions for staff changes.

A condition for receiving City of Toledo administered Community Development Block Grant and Emergency Shelter Grant HUD funding is that agencies participate in citywide beautification clean-ups. The Bethany House Board of Trustees has contributed their time to four clean-ups in 2008 to ensure that Bethany House remains in compliance with this condition. The Board has further committed to continuing four more clean-ups in 2009-2010.

Perhaps the biggest on-going accomplishment concerns the ministry relocation. Five properties were researched over the years but not committed to. The Board discussed the possibility of purchasing another facility; however, it lacked the financial means to do this. In 2008 the Board toured another property that offered new possibilities for the Bethany House ministry. Board member, Terence Schuessler presented a proposal to the Franciscan Services Corporation's Board of Trustee's to purchase another facility for Bethany House which was approved by the FSC Board. A special committee is currently working on developing an operational plan for a new facility.

