

We're Still Here



2020 ANNUAL REPORT

Supporting Victims, Engaging Community,
Healing Together





The mission of Heartly House is to end domestic violence, sexual assault, human trafficking, and child abuse, and to provide victims with safety, shelter, and supportive services.

What is Intimate Partner Violence (IPV)?

The CDC defines IPV as **a serious, preventable public health problem that affects millions of Americans.** The term “intimate partner violence” describes physical violence, sexual violence, stalking, and/or psychological harm by a current or former partner or spouse.

At Heartly House, we understand that each client’s experience is different, and so we are here to listen, understand, support, and encourage—without judgement.

Through our trauma-informed service model, staff provide education, supportive services, and referrals to community resources and empower victims to make the best choices for themselves. The goal of all of our services is to increase safety and wellbeing.

A continuum of care is critical for victims of domestic and sexual violence, and that is what Heartly House is all about. Trauma may begin with a single incident or it could be a series of behaviors, interactions, and exchanges over time. Each victim deals with that trauma in their own time and in their own way—there is no statute of limitations on addressing and recovering from trauma.

Intimate partner violence, sexual assault, human trafficking, and child abuse result in unique trauma that often is unseen and under-reported, leaving victims feeling powerless, hopeless, and alone.



Heartly House is proud to have earned the 2020 Guidestar Platinum Seal of Transparency and to have been chosen one of the best nonprofits in the D.C. region by the Chronical for Philanthropy. Combined Federal Campaign #17859

Sexual assault is not about sex. Sexual assault is about power and control.

FY20 Impact

20,000

direct contacts with clients
and those advocating for
clients in FY20.

1,700

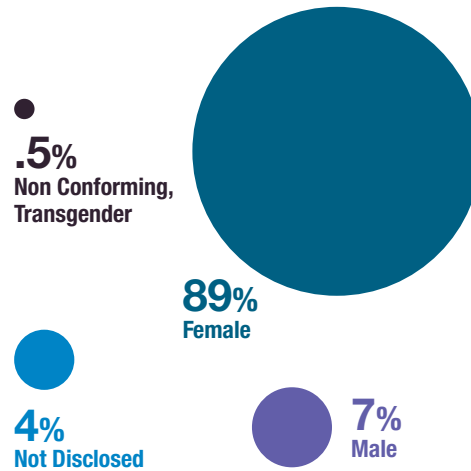
unduplicated clients of intimate
partner violence, sexual
assault, human trafficking, and
child abuse were served.

↑ 33%

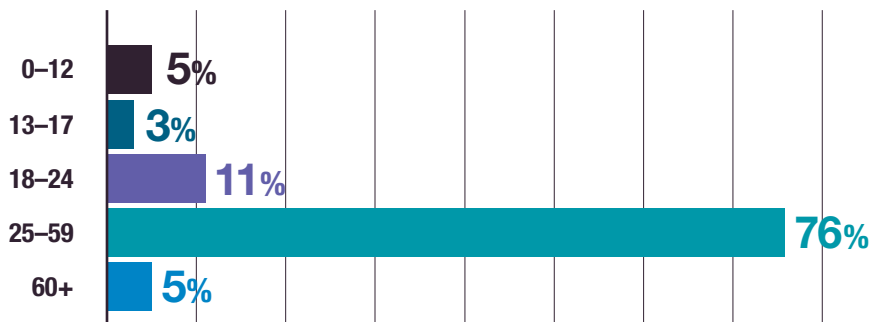
increase in unduplicated clients of intimate partner violence,
sexual assault, human trafficking, and child abuse from the previous year.

Clients by Gender

SOURCE: Client Intake



Clients by Age Range



SOURCE: Client Intake

Youngest Client Served

3 months



Oldest Client Served

84 years



While this report is meant to reflect on the impact and accomplishments of the last fiscal year, we remain in that perilous 'in between' space with COVID-19 still threatening our public health in so many ways.

There was no interruption in Heartly House shelter, hotline, counseling, or legal services; however, while stay at home orders were put in place to flatten the curve of COVID-19, victims of every age and gender struggled to reach out for help and resources while quarantined with their abusers. There are increases in demand for Heartly House services across the board, and a terribly disturbing increase in the severity of violence and use of weapons.

Community Engagement & Prevention

The first step in prevention is education and community engagement, and we are making great strides.

65 Programs & Trainings reached nearly 1,600 people across Frederick County, including:

- Heartly House 101
- Bystander Intervention
- Intimate Partner Violence
- Human Trafficking 101
- Sexual Assault 101
- Healthy Relationships
- A series of four public presentations for the "Choose Civility" series at the C. Burr Artz Library
- A workshop for tattoo artists to help them recognize trafficking tattoos, red flags, and available resources

Heartly House coordinated a community-wide sexual assault task force to examine existing knowledge and attitudes around sexual violence in preparation for an informed prevention campaign set for FY21.

Programming shifted successfully to virtual platforms as we adjusted to COVID-19 restrictions and included an inaugural event focused on male survivors of childhood sexual abuse.

Community Awareness Promoting

Empowerment for Male Survivors (CAPES) was the first virtual panel discussion on male survivors of childhood sexual abuse, and included survivors, spouses, parents, and mental health professionals and drew more than 80 participants.

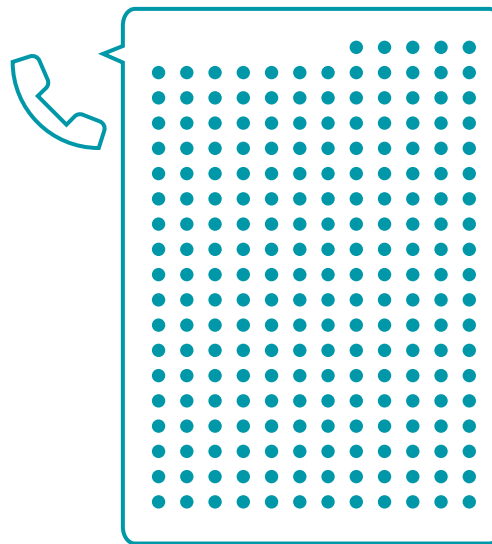
Heartly House expanded its social media presence

5,000+

Facebook followers

1,200

Instagram followers



6,851

hotline calls answered

↑ 13%

increase over previous year

Each dot to the left represents 31 calls answered.

24-Hour Hotline & Crisis Support

The hotline is often the point of entry for clients. Highly trained call specialists listen, support, and provide essential resources to victims and survivors throughout their healing journey.

- Over 1,700 follow-up calls to victims to ensure they connect with services, answer additional questions, and provide support.
- 896 lethality screenings—643 screens (72% of all screen completed) showed the client at extreme risk for serious injury or death by an intimate partner.
- **78 victims of sexual assault and domestic violence received support from medical accompaniment staff while in the Emergency Department for a recent incident of assault.**
- 79 individual crisis intervention sessions

Emergency Shelter & Service Coordination

- 45 adults and 26 children (71 people) who were in immediate physical danger found safety in our emergency shelter for a total of 3,015 bed nights (25% increase over previous year).
- 76% shelter clients at the end of their stay reported no incidents of verbal abuse.
 - Clients that have children in common with their abusive partners usually must remain in at least verbal contact with them. It is not surprising for verbal abuse to continue or even increase if the abusive partner no longer has physical access to the victim but there is verbal contact regarding the children.
- 96% of shelter clients at the end of their stay reported no incidents of physical abuse.
- 100% of shelter clients met at least one basic need by the end of their shelter stay.
- 83% of shelter clients met all their basic needs by the end of their shelter stay.

Legal Advocacy & Representation

425

clients received Legal Advocacy

- 194 of those clients had Legal Advocacy accompaniments
- 283 Peace Order accompaniments
- 50 Criminal accompaniments
- 15 Family Law accompaniments
- 29 Prosecution interviews
- 8 Law Enforcement interviews
- Clients were represented by Attorneys in Peace/Protective Order Hearings. Attorneys appeared in court 468 times on behalf of clients.
- Attorneys supported 27 clients in family court and represented them 48 times for Family Law matters.

Data shows that not all Legal Advocacy clients go to court. Attorneys representing clients can go to court multiple times for the same client.

Counseling

2,716

individual counseling sessions and 212 group sessions were provided by the clinical counseling team and interns, a more than 22% increase from the previous year.

Of Clients Surveyed:

- 98% of clients who had experienced intimate partner violence agreed or strongly agree that they feel more knowledgeable about how to plan for their safety.
- 100% of clients who had experienced sexual assault agree or strongly agree that they have a better understanding of the symptoms related to trauma.
- 90% of clients agree or strongly agree that they are not responsible for the assault they experienced.
- 100% of child/teen clients agree or strongly agree that they are learning how trauma can affect their thoughts, feelings, and behaviors.

“

I have learned that it's not my fault that the abuse happened.

HEARTLY HOUSE CLIENT

Abuse Intervention Program (AIP)

The Abuse Intervention Program aims to increase the safety of victims of intimate partner violence by holding abusers accountable and teaching healthy relationship skills.

Those accepted into the program are required to attend a weekly 90-minute group session for a total of 26 weeks. Groups for men are cofacilitated by a male/female team.

43

adults participated in the Abuse Intervention Program's 96 total sessions in FY20.

93%

of participants had no new offenses.

Human Sex Trafficking

Traffickers use force, fraud, or coercion to lure their victims and force them into commercial sexual exploitation.

31

victims of human trafficking or at risk for human trafficking were supported by Heartly House's comprehensive services.

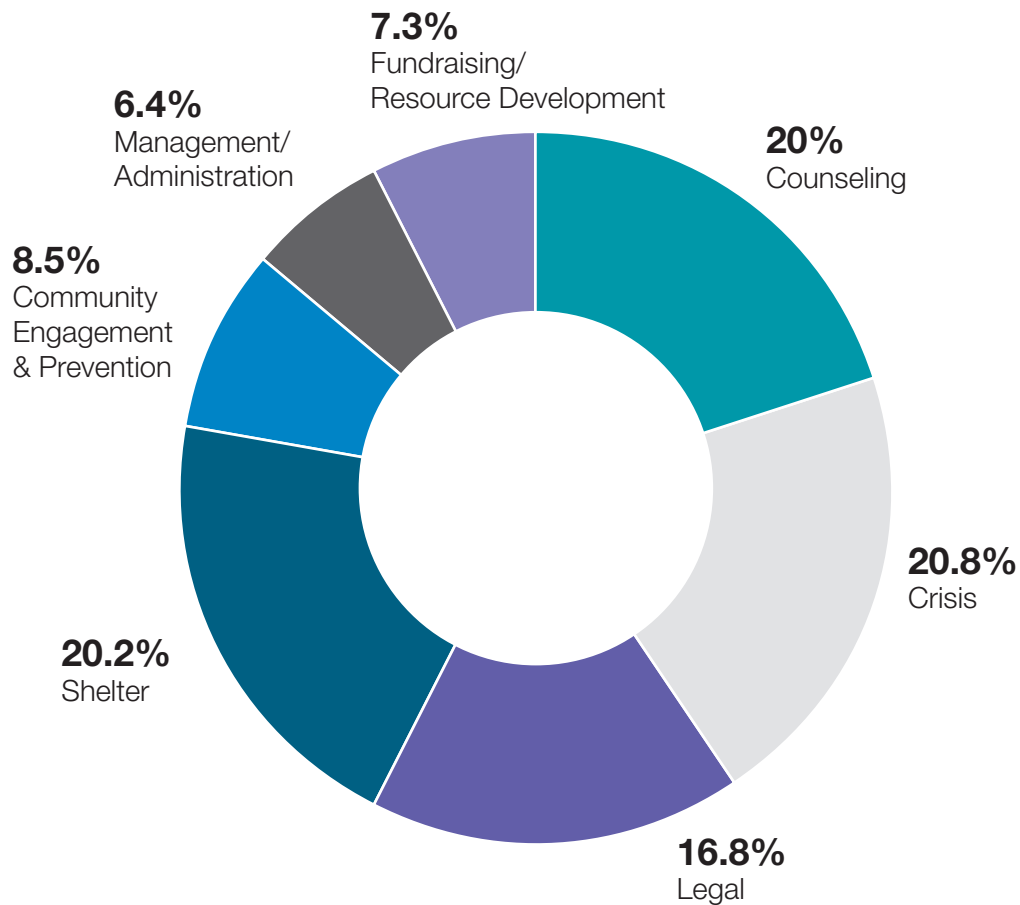
Program Expenses

Counseling	\$551,719
Crisis	\$574,270
Legal	\$463,701
Shelter	\$558,737
Community Engagement & Prevention	\$233,886

Support Services

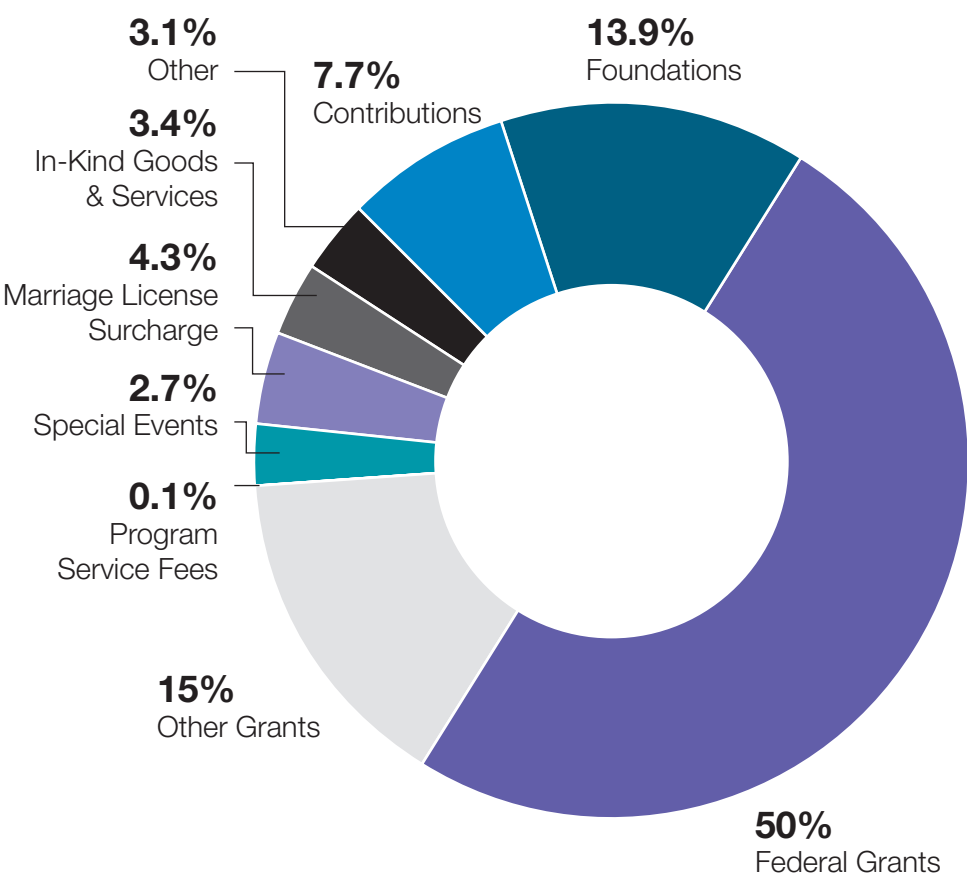
Management/Administration	\$178,022
Fundraising/Resource Development	\$201,488

Total	\$2,761,824
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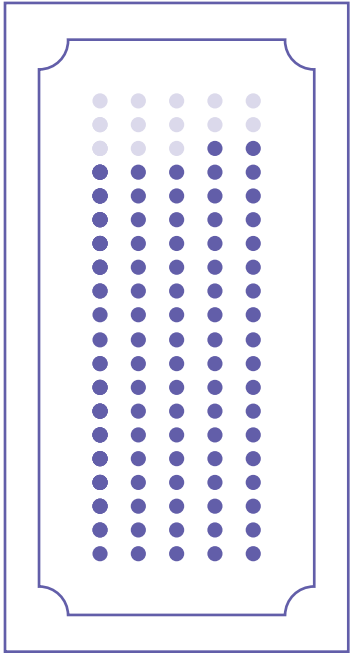


Revenue

Contributions	\$211,919
Foundations	\$382,580
Federal Grants	\$1,377,322
Other Grants	\$412,252
Program Service Fees	\$2,990
Special Events	\$73,208
Marriage License Surcharge	\$117,455
In-Kind Goods & Services	\$92,725
Other	\$84,817
Total	\$2,755,268



\$0.86
of every dollar raised
directly supported programs
and services.





2019–2020 Donors

Heartly House is a private, nonprofit 501(c) (3) organization that depends on the generosity of our community for ongoing support. Because of that generosity, all victim services and programs are offered free of charge.

This list reflects donations received between July 1, 2019 and June 30, 2020. We have made every effort to ensure the accuracy of this list. Please notify us of any errors or omissions.

* Denotes donor was also an event sponsor

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The William E. Cross Foundation, Inc.
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Charles & Kathryn Nicodemus Family Fund
The Ramona C. Remsberg Fund for Heartly House
The M. Robert Ritchie Endowment Fund
Mary T. Rimel Family Trust
Nora Roberts Foundation

Rotary Club of Carroll Creek
Rotary Club of Frederick
Ryan's Ark Incorporated
TJX Maxx
TTE Mary M. Smith Family Rev. Trust
G. Frank Thomas Foundation
The Weinberg Foundation
Women's Giving Circle of Frederick County

Federal, State, & Local Grant Funding

US Department of Housing and Urban Development
US Department of Justice
Office of Violence Against Women (OVW)
Maryland State Department of Housing & Community Development
Governor's Office of Crime Prevention, Youth & Victim Services
Administrative Office of the Courts
Maryland Judiciary
Maryland Legal Service Corporation
Maryland Department of Health
Frederick County—Community Partnership
Hood College—Office of Violence Against Women

Corporate & Business Support

\$5,000–\$10,000

Anthony Owens Remodeling & Repairs*
Frederick Magazine*
Hankey's Radio, Inc.
Leidos Biomedical Research, Inc.*

1,000–\$4,999

All-Shred, Inc.*
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\$500–\$999

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Up to \$499

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Zoe's Chocolate Company*

Organizations, Clubs, & Faith-Based Giving

Over \$20,000

Impact Club Frederick

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Buckingham's Choice Residents Association
Evangelical Lutheran Church*
Frederick High School Student Government Association
Frederick Presbyterian Church
Fredericktowne Sertoma Club
Friends of Carroll Creek Urban Park, Inc.
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In Honor of Her, Inc.*
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Maryland State Bar Association
Moms Club of Urbana

Providence United Methodist Church
Rotary Club of Carroll Creek
St. Joseph On Carrollton Manor
St. Peter's Catholic Church
Steadman-Keenan Unit 96 American Legion Auxiliary

\$500–\$999

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Fredericktowne Rotary Club
Heart of MD Classic Chevy Club
Knights of Columbus
Our Lady of the Valley
Locust Grove Church of the Brethren
Mom's Club of Frederick North
St Paul's Episcopal Church
St. Ignatius of Loyola Church

Up to \$499

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Eagles Aerie 1067
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Frederick Chapter 347, Women of the Moose
Frederick County Alumnae Chapter of Delta Sigma Theta Sorority, Inc
Frederick County Corvette Club
Frederick Ski Club
Garfield United Methodist Church
Grace United Church of Christ
Jefferson United Methodist Men
Lella Amiss
E Pape, PC
Locust Grove Women's Fellowship
Mom's Club of Frederick East
Mt. Pleasant United Methodist Church

New Design Church of the Christian & Missionary Alliance
Orchard Grove Elementary
Saint Katharine Drexel Catholic Church
St Anthony's Shrine
St. Luke's Lutheran Church
St. Paul Utica Lutheran Women's League
St. Paul's Lutheran Church
The Frederick Catoctones
Tom's Creek United Methodist Church
Unitarian Universalist Congregation of Frederick
Unity Church in Frederick
YMCA of Frederick County

Individual Giving

\$1,000–\$6,000

Leigh & Nic Adams
Janet Blackburn & Kenneth Allred
Steven & Pamala Barger
Robert & Linda Bennett
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Charles & Bette Brust
Amanda Dhaness



Our funding has allowed for Heartly House to immediately begin working with a young child and his caregivers whose mother had been murdered by his father.

Working in collaboration with our local Child Advocacy Center, we've been able to wrap around this child and his caregivers, giving them the services they so desperately needed in such a traumatic time.

HH LEGAL SERVICES STAFF

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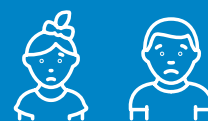
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**1 in 5 girls
and
1 in 6 boys**
are sexually abused before
the age of 18.

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MORE THAN

1 in 3 women and 1 in 4 men

in the United States have experienced
rape, physical violence, and/or stalking
by an intimate partner in their lifetime.



With the aid and resources from Heartly House to assist me in getting into a place of my own, I feel amazing.

I feel that we made it through the roughest part. Every single staff member I have personally come in contact with, whether by phone or face-to-face, has helped me in some way, not necessarily 'what did this person do for me' rather 'what did this person do for my soul.' Thank you all for helping me find myself after a long, abusive relationship of losing myself. I am a better woman and I can be a great mom. Thank you.

SHELTER CLIENT

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This has been a life changer for me—to formally understand and work through this childhood trauma has made my life so much more fulfilling and I cope so much better.

COUNSELING CLIENT



One Spanish speaking counseling client shared that coming to Heartly House gives him a place where he can just breathe and feel safe.

He has learned new ways to regulate his emotions and manage his responses by identifying self-defeating thoughts. He states that just sharing what happened to him in a place where there is no judgment has given him courage to identify a self-care plan.

ABOUT

**1 in 5
women
and
nearly 1
in 7 men**

who ever experienced rape, physical violence, and/or stalking by an intimate partner, first experienced some form of partner violence between 11 and 17 years of age.

In-Kind Contributions

Includes items such as clothing, household products, personal care items, and art supplies, as well as services including print, advertising, promotions, etc.

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In May, a family of three exited after an extended 61-day shelter stay. The client is a past victim of trafficking and a current victim of IPV. While in shelter, she maintained full-time employment, found and worked a second full-time job, and engaged in Heartly House counseling services. She saved money and had costly repair work completed on her vehicle. The client, in collaboration with our Service Coordinator, created a budget and was approved for a local apartment. Through a local grant, Heartly House was able to provide first month's rental assistance.

In her exit interview about the shelter stay, this client wrote, "I feel stronger...as though I can make anything happen now. My kids are a lot happier and life is turning around for us. You all gave the support needed to uplift me and keep me going."

RESIDENTIAL CLIENT

“

Counseling has helped me understand not only my trauma, but the side effects of going through such. I feel more grounded and have less panic episodes since the beginning of my sessions to now.

COUNSELING CLIENT



MISSION STATEMENT

The mission of Heartly House is to end domestic violence, sexual assault, human trafficking, and child abuse, and to provide victims with safety, shelter, and supportive services.

P.O. Box 857, Frederick, MD 21705
Federal EIN# 52-1186250

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For more information, visit heartlyhouse.org

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