



FRIENDS, INC.

Advocacy • Empowerment • Prevention

ANNUAL REPORT 2019

A Letter From the Director

You are reading more and more about it in Southeastern Wisconsin—Trauma Informed Care (TIC). Marquette University spearheaded an initiative, Scaling Wellness in Milwaukee, in 2017. Research is finding that when individuals experience trauma—both past and recurring—it presents negative and chronic neurological impacts on individuals and the community. This trauma, on a widespread scale, is the root cause for much of our society's ills including unemployment, mental illness, addiction, alcoholism, homelessness, violence, and death.

Here at FRIENDS, we have been delivering TIC using a framework that involves understanding, recognizing, and responding to the effects of trauma. FRIENDS addresses the emotional, psychological and physical safety of individuals and families which helps them regain control of their lives and improve their well-being.

Individuals and families may reside in our EMERGENCY SHELTER for up to 3 months. Here, they work with our staff to identify the individuals' and families' assets and abilities to develop individualized action plans that are tailored to their strengths and focused on their unique needs. From initial entry, clients are ensured a safe place to live and are linked immediately to crisis services.

Clients are offered a continuation of services. Our TRANSITIONAL LIVING PROGRAM where rent is subsidized for up to 12 months addresses parenting education, mental well-being, substance abuse treatment, financial literacy, legal assistance, job search and skill building, and employment retention services. As clients begin to work toward healing and gain the skills necessary to be independent, they create a more resilient, healthier community for themselves and their neighbors.

In addition to our emergency and transitional housing, we staff 24 hour/7 day a week CRISIS HOTLINE, offer INDIVIDUAL ADVOCACY and SUPPORT GROUPS, FAMILY LAW and LEGAL ADVOCACY, and COMMUNITY OUTREACH and PREVENTION EDUCATION in Washington County school districts and community organizations.

FRIENDS serves as a safe harbor and TIC for those ensnared in a violent relationship. When individuals and families find themselves at their worst, we are at our best. We provide safety and care during times when people are in danger. For 41 years, FRIENDS has provided domestic and sexual violence survivors trauma-informed care, emergency shelter, transitional living services, a crisis hotline, legal services, and prevention education for the community.

Thank you to each of you for continued support and dedication to our mission and vision.

Sincerely,
Kate Nickel



Kate Nickel,
Executive Director

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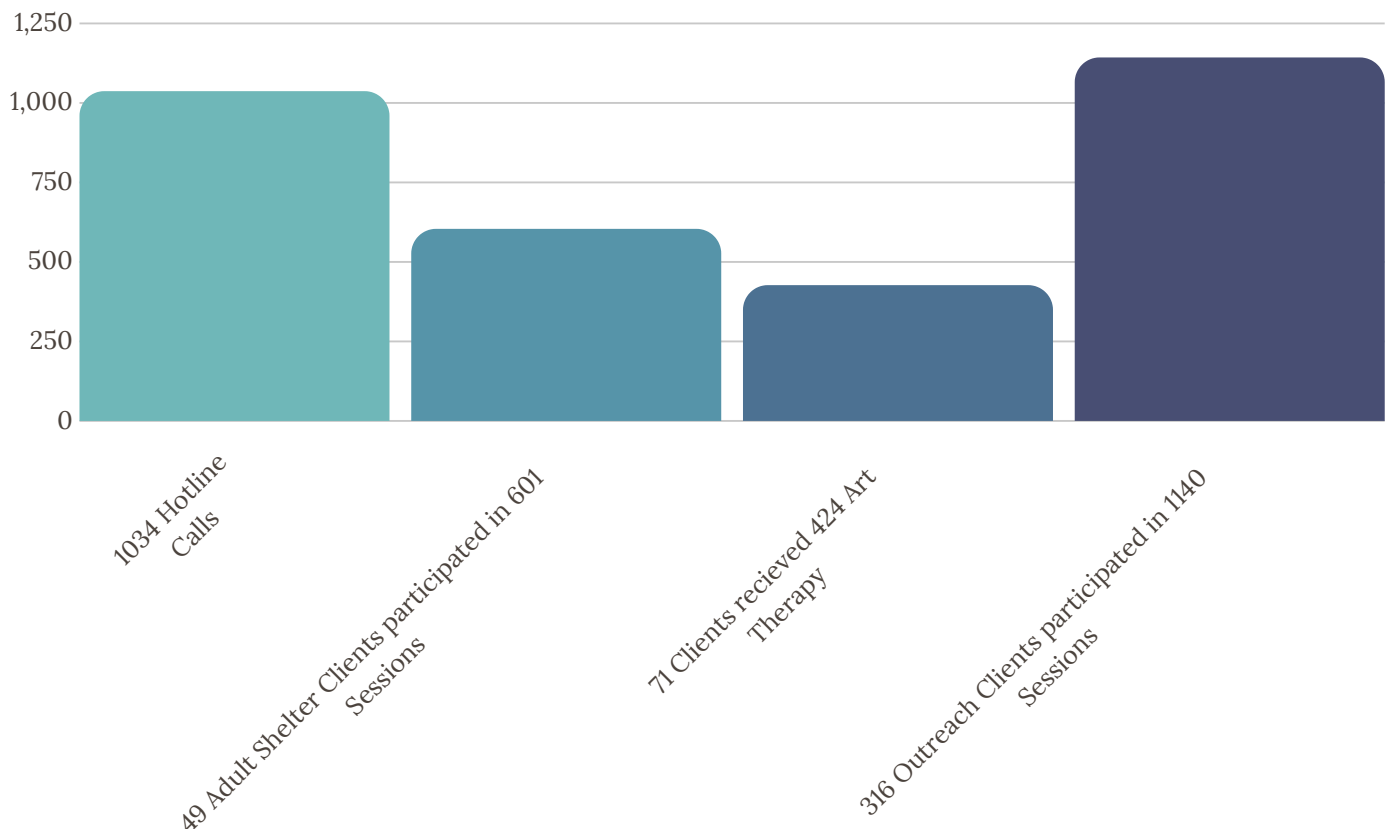
MISSION

Mission Statement: To empower those affected by domestic violence and sexual assault by offering safety, support, and community awareness.

VISION

Vision Statement: We envision a socially just community where all voices are heard, where all gender identities are made to feel safe, and where all acts of domestic violence, sexual assault, and oppression are neither accepted nor tolerated.

SERVICES



7,846 INDIVIDUALS
PARTICIPATED IN
237 PREVENTION
EDUCATION LESSONS

85%

Callers completed a safety plan and determined a next step.

In this annual report, we are sharing one of our primary focuses; the expansion and enhancement of MENTAL HEALTH services.

We completed a pilot project with Kettle Moraine Counseling (KMC) to help survivors of domestic violence and sexual assault improve their mental wellbeing and live a drug free life. FRIENDS was able to subsidize mental health therapy sessions for adult survivors. We provided transportation to/from appointments and offered childcare services to remove financial and other barriers to accessing mental health services.

Our ART THERAPY PROGRAM enables individuals to work through their trauma, expressing their thoughts, feelings, and stories through the creation of a piece of art. This act of creating art helps victims of violence develop positive coping skills needed to improve their mental health. The art therapist works with children primarily, but also serves adults that are interested.

MENTAL HEALTH PARTNERSHIPS

21 INDIVIDUALS

Utilized KMC services
in 2019.

Various studies suggest that being the victim of domestic violence/sexual assault contributes to several non-protective health behaviors as both consequences of the abuse/violence and factors that increase a person's vulnerability to being victimized—including: engaging in higher-risk sexual behavior, unprotected sex, earlier sexual initiation, choosing unhealthy sexual partners or having multiple sex partners, using harmful substances (cigarettes, alcohol, drugs), unhealthy diet-related behaviors, and delinquency and/or criminal behavior.

Along with our in-house art therapy, FRIENDS has also established relationships with mental health organizations including Washington County Mental Health, and a list of private therapists who have extensive knowledge in domestic violence and sexual violence.

New this year, FRIENDS piloted a mental health focused project with **Kettle Moraine Counseling** (KMC). FRIENDS' and KMC's pilot project expanded and strengthened the mental health referral and counseling process by 1) subsidizing therapy sessions for adults; 2) removing any barriers to access such as transportation to and from therapy appointments and child care; and 3) coordinating increased communications between mental health professionals and shelter and crisis advocate staff to ensure that all providers have a comprehensive understanding of trauma informed care and the most appropriate services to provide individuals.

When FRIENDS identifies a client that requests more intensive mental health therapy or an AODA issue is disclosed or identified, we will provide a subsidy for the client to access a minimum of six therapy sessions at KMC. KMC conducts their own assessment and develops the appropriate course of mental health and/or AODA treatment. FRIENDS provides necessary transportation services for the clients to attend therapy sessions, as well as financial assistance with rent, childcare, and other barriers they may be facing.

ART THERAPY

Art is a method to address the emotional pain of young survivors of interpersonal violence. The primary goals of the art therapy program are healthy coping strategies, emotional regulation, safety, and self-efficacy.

"Art therapy is the application of the visual arts and the creative process within a therapeutic relationship, to support, maintain, and improve the psychosocial, physical, cognitive and spiritual health of individuals of all ages. It is based on current research that art making is a health-enhancing practice that positively impacts the quality of life. Art therapists are credentialed professionals who purposively use specific art-based approaches with children, adults, groups and families to support, maintain, and improve overall health, physical, emotional and cognitive functioning, interpersonal skills, personal development, and quality of life." (Psychology Today)

The act of making a piece of art triggers internal activity that contributes to physical, emotional, and spiritual healing. Our art therapist is trained in individual counseling, family systems counseling, and group facilitation. Therefore, the therapist promotes healing in all areas of the family's life.

The art therapist carries a full case load – conducting approximately 30 sessions a week – for non-residents and residents. The therapist works both at an individual and sibling level and provides follow-up and some non-offending family work. Our art therapist meets with children at their schools in order to address transportation and scheduling obstacles, while also reducing the amount of time children may miss from the classrooms.



A RECENT CLIENTS EXPERIENCE IN ART THERAPY

Riley* (age 14) attended her first session after being referred by a school counselor due to experiencing a strong history of physical and emotional abuse in her home. During the intake, it was apparent she experiences selective mutism due to her extremely limited speech and verbal responsiveness to the art therapist. She frequently would only communicate with head shakes, nods, or shoulder shrugs. She also indicated experiencing both homicidal and suicidal ideation and was experiencing some severe anxiety and depression as a result. Throughout sessions, art and writing processes were used to help her communicate and build trust with the art therapist. With the newfound encouragement and support, she set up a meeting with a psychiatrist for medication to help with her anxiety and depression. She has not expressed any homicidal ideation in over two months and has not expressed suicidal ideation in over a month. Riley also has begun to come to sessions with talking points and talks animatedly during sessions. Since the beginning of therapy, she has reached out to make friends and participates in after school activities, and her school counselor has indicated that she begun to participate more in classes.

FINANCIAL OVERVIEW

Over the past two years we completed Capacity Building and Strategic Planning with the entire staff and board. One major goal developed was to strengthen our fund development plan.

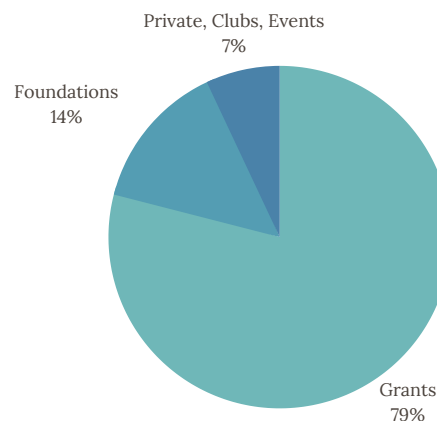
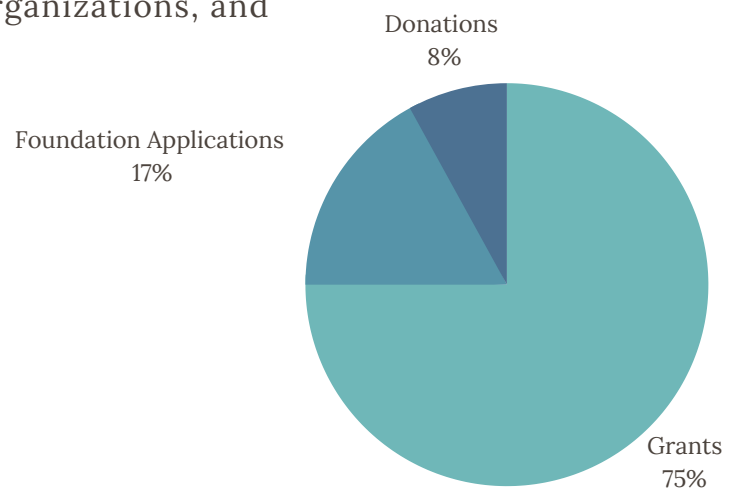
In two short years we have seen funding cuts within our grants and slight increases within our foundations. We would like to continue to grow both our foundations and community support including individuals, organizations, and businesses.

2019 ANNUAL BUDGET

\$750,000

2017 ANNUAL BUDGET

\$720,000



3%

Increase in our foundation giving since 2017.

THANK YOU

We have much to be thankful for over the past two years. We celebrated our **40th Anniversary in 2018**; beginning with a Ribbon Cutting provided by the West Bend Chamber of Commerce to announce our new name, **FRIENDS Inc.**, to highlight the inclusion of all gender identities within our residential services (previously only our non-residential services), and to publicly disclose our location with a brand new sign on the front of our building.

Additionally, we hosted our first annual fundraiser event Entertainment with Friends; A Jewel Heist that was followed with A Mystery Masquerade in 2019. Thank you to all those who attended, volunteered, sponsored, donated, and supported these events.



Event Sponsors



OUR CONTRIBUTORS



Foundations:

William Stark Jones Foundation
Ziegler Family Foundation
Oscar C & Augusta Schlegel Foundation
R. A. Stevens Foundation
Phyllis and Walter Malzahn Charitable Trust
Prescott Family Foundation
Norman A. Schowalter Community Trust

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COMMUNITY; TO EACH
INDIVIDUAL DONOR,
CHURCH, SERVICE GROUP,
AND BUSINESS.
OUR MISSION AND VISION
ARE SUCCESSFUL WITH
YOUR SUPPORT.

Grant Contracts:

Victims of Crime Act (VOCA)
Sexual Assault Victim Services (SAVS)
Department of Children and Families (DCF)
Housing of Urban Development (HUD)

