

IMPACT REPORT 2023




CRISIS SERVICES
OF NORTH ALABAMA

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LETTER FROM THE EXECUTIVE DIRECTOR



JANET GABEL

Executive Director
Crisis Services of North Alabama

For 25 years, Crisis Services of North Alabama has stood shoulder-to-shoulder with countless individuals facing the darkness of pain, fear, and uncertainty. The numbers in this report – HELPLine calls answered, forensic exams provided to survivors of violence, families seeking refuge at HOPE Place, individuals supported by Domestic Violence Responders, and students empowered through prevention programs – represent real stories of struggle and, ultimately, hope.

Witnessing the impact of violence and crisis firsthand can be deeply disheartening. Yet, it has also instilled in me a profound appreciation for the human spirit's strength and the remarkable resilience of our community.

As our community flourishes and grows, so too does the demand for our vital services. Crisis Services remains steadfast in its commitment to ensure that everyone, regardless of circumstance, has free access to the support they need to thrive.

A world without crisis intervention, emergency domestic violence shelters, or forensic exams would be ideal, but the reality is these needs persist. We are the lifeline for those facing the emotional turmoil of crisis, the devastation of domestic violence, and the aftermath of sexual assault.

The three survivor stories included in this report are not just statistics; they are testaments to the human spirit's incredible ability to heal. They are stories of triumph, not tragedy, showcasing the profound impact we make on lives.

By providing a safe space, a listening ear, and the critical resources needed to rebuild shattered lives, we empower individuals and families to move forward with hope and strength. Together, we can build a brighter future for our community, one where everyone feels safe, supported, and empowered to reach their full potential.



Providing trauma-informed services to
our community 365 days a year

VISION

To increase awareness of resources and provide trauma-informed services for all individuals and families dealing with domestic violence, sexual assault, or in need of crisis counseling in North Alabama.

MISSION

Responding to individuals and families in crisis.

VALUES

Crisis Services of North Alabama is committed to serving our employees, our volunteers, and our clients while keeping these values at the forefront of all we do:

CONFIDENTIALITY

COMPASSION

INTEGRITY

RESPONSIBILITY

LETTER FROM THE **2024** BOARD PRESIDENT

Having worked with Crisis Services of North Alabama for the last four years as a volunteer counselor on HELPLine and a year and a half as a Domestic Violence Responder, I've witnessed firsthand the positive impact our team has on individuals and communities.

Now in my third year on the Board of Directors and serving as President in 2024, I'm proud to see the 2023 Impact Report showcase the expanding reach and results of our three core programs.

While public funding challenges continued into 2023, our dedicated staff and volunteers ensured the continuation of our vital services. We remain committed to providing diverse, wrap-around, trauma-informed crisis services – completely free of charge – to our community members in need.



PAUL SMITH

President, 2024 Board of Directors
Crisis Services of North Alabama

I've witnessed firsthand the positive impact our team has on individuals and communities.

This unwavering commitment from our unified team reflects our long-standing tradition of stewardship and accountability.

This year's Impact Report exemplifies that dedication. Combined with the organizational advancements we've made, I have tremendous confidence in our ability to meet the ever-increasing critical needs of Crisis Services of North Alabama in our growing community. With your continued support, we can ensure our doors remain open to those who need us most.

2023

BOARD OF DIRECTORS

PRESIDENT

Eric Wagner

Glinda Clardy

Tuyet Clark

VICE PRESIDENT

Dennis Bartolotta

Tina Craft

Symmetris Gohanna

Michael Johnson

SECRETARY

Michael Stanley

June Malone

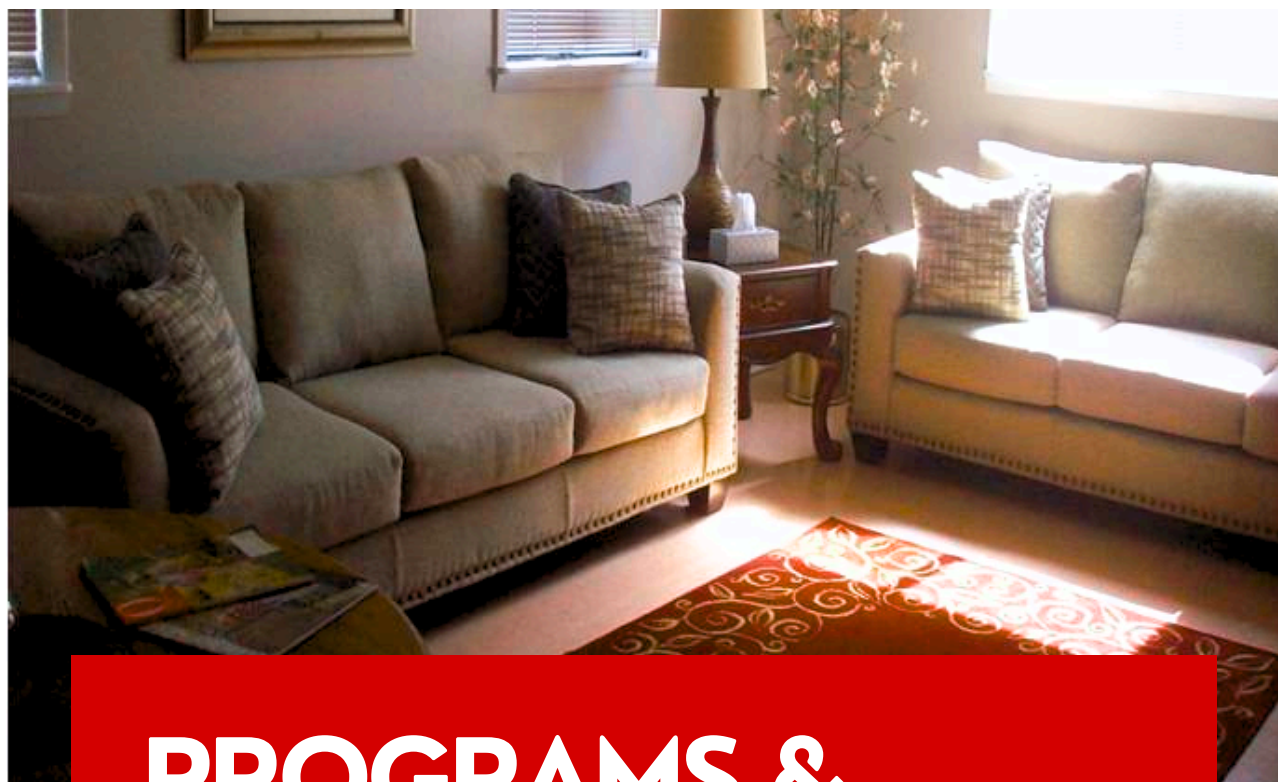
Alice Sams

TREASURER

Paul Smith

Stephenie Walker

Tonya Wood



PROGRAMS & SERVICES IMPACT

Our 24/7 HELPLINE serves as a lifeline for individuals facing domestic violence, sexual assault, crisis situations, and the need for forensic medical services or evidence collection.



HELPLINE
256-716-1000

From the moment we answer the phone, clients are treated with respect, confidentiality, empathy, and unequivocal acceptance.

Our programs have transformative impact and our work saves lives. In the following sections, we'll highlight* the impact of each program, showcasing the positive changes we create for our community.

*The statistics we provide in this Impact Report are not a complete representation of Crisis Services of North Alabama's programs and services.

DOMESTIC VIOLENCE PROGRAM

* HOPE Place Shelter Program

HOPE Place provides safe, confidential, emergency shelter to adult and child victims of domestic violence. Comprehensive services include a 24-hour crisis line, court advocacy services, counseling for adult and child victims, case management services, information and education, as well as instruction on health and safety issues, legal rights and employment interviewing.

HOPE Place Shelter Program provided safe, secure shelter for

128 adults
102 children

* Outreach Services

In each county that Crisis Services of North Alabama serves, Victim Services Coordinators offer direct victim assistance, including court advocacy, education and training, and case management to out-of-shelter victims of domestic violence.

Victim Outreach Coordinators provided court advocacy to

345

victims of domestic violence and held

* Domestic Violence Responder Program

Created in partnership with the Huntsville Police Department, this program assists law enforcement in responding to domestic violence calls. The Domestic Violence Responder has immediate contact with victims on site, educates victims about the effects of domestic violence on adults and children, informs them of their legal rights, assists them in getting to safe shelter when necessary and offers follow-up services.

639

court advocacy sessions

Domestic Violence Responder Program provided follow-up calls to

2,150

victims of domestic violence

CLIENT IMPACT STORIES



HOPE FOUND AT HOPE PLACE

I married him in July 2019. Sweet, attentive, exciting at first. I loved him, so I overlooked his controlling ways like the constant need to check my phone and messages. Then came the grief. My mom passed away in September 2019, and I was drowning. He should have been my support, but instead, he preyed on my weakness. He became obsessed, wouldn't let me out of his sight.

His behavior spiraled in December 2020 when his mother died. He started seeing things, accusing everyone of spying on us. He wrote on walls, stole my things, threatened to burn them – anything to keep me trapped. The fights turned physical. A broken TV, a lamp – anything became an excuse to hurt me.

The final straw came when I tried to leave. He held me down, a gun to my head. The trigger clicked twice, but thank God, it didn't fire. I was terrified, but I knew I had to escape. I called Crisis Services of North Alabama and found HOPE Place.

The staff became my lifesavers. They took me from that living hell to safety. They helped me get a restraining order, connected me with a lawyer, and found me a therapist. Job referrals, transportation, even a car – they provided everything to help me rebuild.

For so long, I felt like a prisoner. But HOPE Place set me free. Now, I'm working towards a future for myself and my children. I wouldn't be here without them, and I hope someday I can help someone else find their way out of the darkness.

“The staff became my lifesavers. They took me from that living hell to safety.”

CRISIS COUNSELING

*** Volunteer Services**
Coordinates volunteers for all Crisis Services of North Alabama programs and sub programs.

*** Rape Response**
Offers confidential advocacy emotional support, information, and referrals to sexual assault survivors, family members, and friends as well as support groups and court accompaniment to victims.

*** HELPLine**
Offers 24-hour telephone response, information, and referrals to individuals and families in crisis. HELPLine is accredited by International Council of Helplines.

*** 2-1-1**
Links people with services using a comprehensive database which includes basic human needs; physical and mental health resources; support for children, youth, families, older citizens and persons with disabilities; and crisis intervention. Our 2-1-1 program covers six Alabama counties 24 hours a day, seven days a week.

*** Trauma Counseling Program**
Offers a means for intervention and recovery from domestic violence and sexual assault. Group and individual counseling sessions are provided for those who experience trauma due to domestic violence or sexual assault.

281 Rape Response Clients

41,976 calls answered by HELPLine & 2-1-1

Trauma Counseling Program provided counseling for

160 adult survivors of domestic violence

2,284 students reached through suicide prevention education

1,243 students reached through dating violence prevention education

- * Education and Training**
- Professional Training
 - Community Education
 - Speakers Bureau
 - General and specialized training courses for individuals interested in volunteering for HELPLine, 2-1-1, Rape Response, Domestic Violence Responder, or any of the other programs we sponsor.
 - Suicide prevention education
 - Rape prevention education

CLIENT IMPACT STORIES



SURVIVOR TO THRIVER

Years of what I thought was a normal relationship turned sour. Jealousy warped him, making him controlling. He'd check my phone, limit visits with family, cutting me off. Then, one shopping trip changed everything.

Coming home, his brother waited. When my partner arrived, an accusation of me and his brother having an affair led to a brutal attack. He stabbed me repeatedly in my back and neck, and ultimately I had a collapsed lung. I spent a week in the hospital. He was jailed, but fear lingered. Calls from jail, family harassment – even leaving felt scary. My sons took me in, but fear choked the world.

Crisis Services of North Alabama became my lifeline. Therapy helped with the confusing mix of emotions – fear, yes, even confusing feelings for him. Support groups showed I wasn't alone.

Slowly, I rebuilt. Back in my own home, I made changes to feel safe. Therapy helped with the guilt, those strange lingering feelings. In court, I finally faced him, strong. My question – "Why?" – went unanswered, but confronting him gave me power.

Today, fear is gone. I volunteer at the support group, offering hope to others. He was finally held accountable – attempted murder, domestic abuse. Scars may stay, but life after abuse exists. You don't have to fight alone. Crisis Services is there, and so am I.

**Crisis Services of
North Alabama
became my lifeline.**

FORENSIC NURSE EXAMINER PROGRAM

* Crisis Services of North Alabama boasts the state's only full-service Forensic Nurse Examiner Program. This program offers comprehensive care to victims of sexual assault, domestic violence, and elder abuse. Their specially trained nurses are experts in evidence collection, and documentation, while using a trauma-informed approach.

The in-house Forensic Teaching Associate (FTA) Program has been hugely beneficial. Student Forensic Nurse Examiners get to practice their skills on a standardized trauma-informed forensic patient during their clinical skills training and preceptorship.

This year, the program further expanded its team to include seventeen Forensic Nurse Examiners and seven Forensic Teaching associates. They leverage the latest technology and collaborate with multi-disciplinary members to maintain their stellar reputation for innovation and community cooperation.

421 Total number of completed forensic exams

71 of the 421 were domestic violence exams

62 of the 421 exams were strangulation

154 of the 421 were for children

48 of those 154 were physical abuse

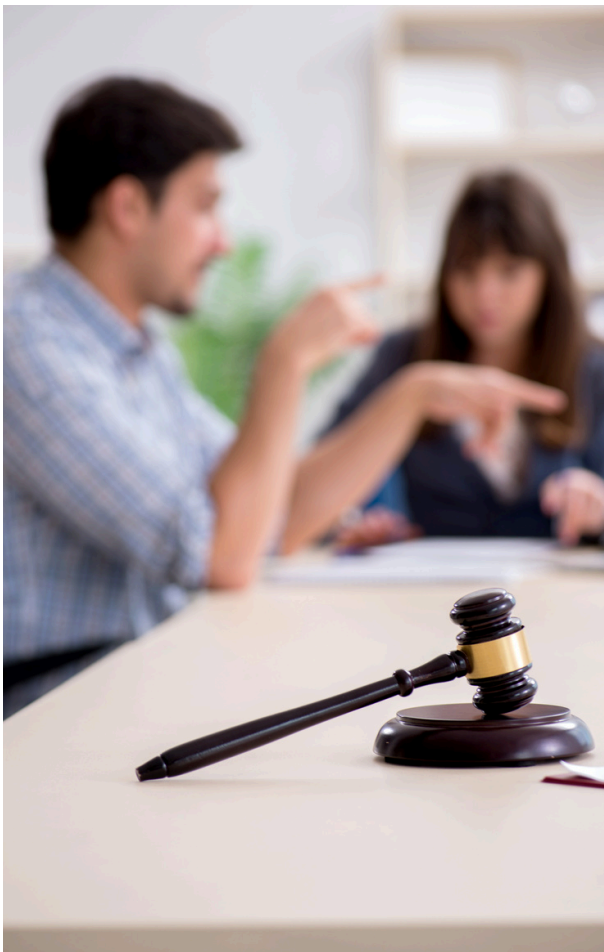
302 of the 421 exams were for sexual assault

106 of the 302 exams were for children

1,299 Sexual assault consultations with Forensic Nurse Examiners



CLIENT IMPACT STORIES



STOPPING THE CYCLE

My stepfather sexually abused me for years as a child and I kept this a secret until adulthood. A turning point came when a student accused my stepfather, who worked as a teacher, of misconduct.

My nieces and nephews spent time with him and I feared for their safety because of what he did with me. After a nephew came forward with abuse allegations, I disclosed the abuse I had suffered from my stepfather.

With the support of a court advocate from Crisis Services of North Alabama and my family, I began the legal process. The District Attorney's office collaborated effectively with us, and the court advocate from Crisis Services provided crucial support services. Because of the support, I was able to speak about the abuse in court.

My stepfather was sentenced to 20 years in prison. My family and I are incredibly thankful for the support Crisis Services gave during this challenging time.

“
Because of the support [of the court advocate] I was able to speak about the abuse in court.
”

VOLUNTEER IMPACT

OUR VOLUNTEERS ARE THE HEART AND SOUL OF CRISIS SERVICES OF NORTH ALABAMA

Their dedication plays a crucial role in supporting individuals and families in crisis.

* Extensive training equips volunteers

Before directly assisting survivors, volunteers undergo comprehensive training. This equips them with the knowledge and skills to provide sensitive and effective support.

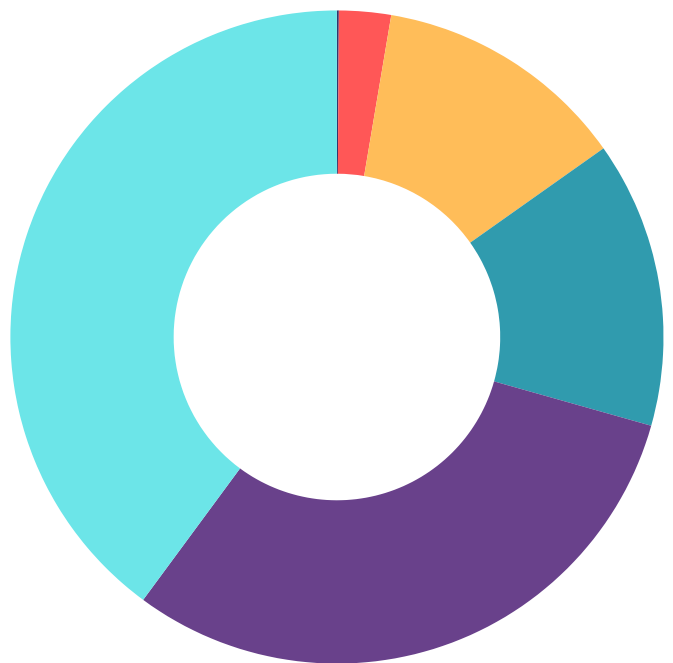
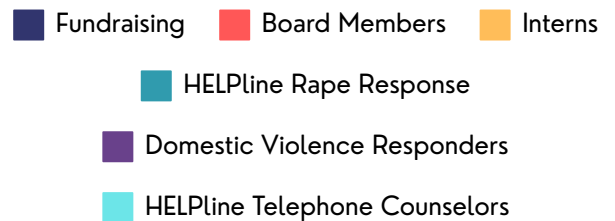
* HELPLine serves as a foundation

The journey for volunteers typically begins by working on the crisis hotline (HELPLine). This role allows them to gain valuable experience in active listening, crisis intervention, and providing resources to individuals in need.

* Building expertise

After successfully completing HELPLine training and gaining experience, volunteers may have the opportunity to pursue specialized roles. This could involve becoming a:

- Rape Crisis Advocate: Providing direct support and advocacy to survivors of sexual assault.
- Domestic Violence Responder: Offering assistance and resources to victims of domestic violence.



9,708.75

Volunteer Hours



FINANCIAL HIGHLIGHTS

2023 FINANCIAL HIGHLIGHTS

Income **\$2,759,898.25**

Expenses **\$2,747,472.68**

Net Revenue **\$12,425.57**

Direct Public Support
\$204,765.32

State Grants
\$329,156.00

Federal Grants
\$1,359,389.65

Community Development Grants
\$140,318.32

Other
\$93,119.66

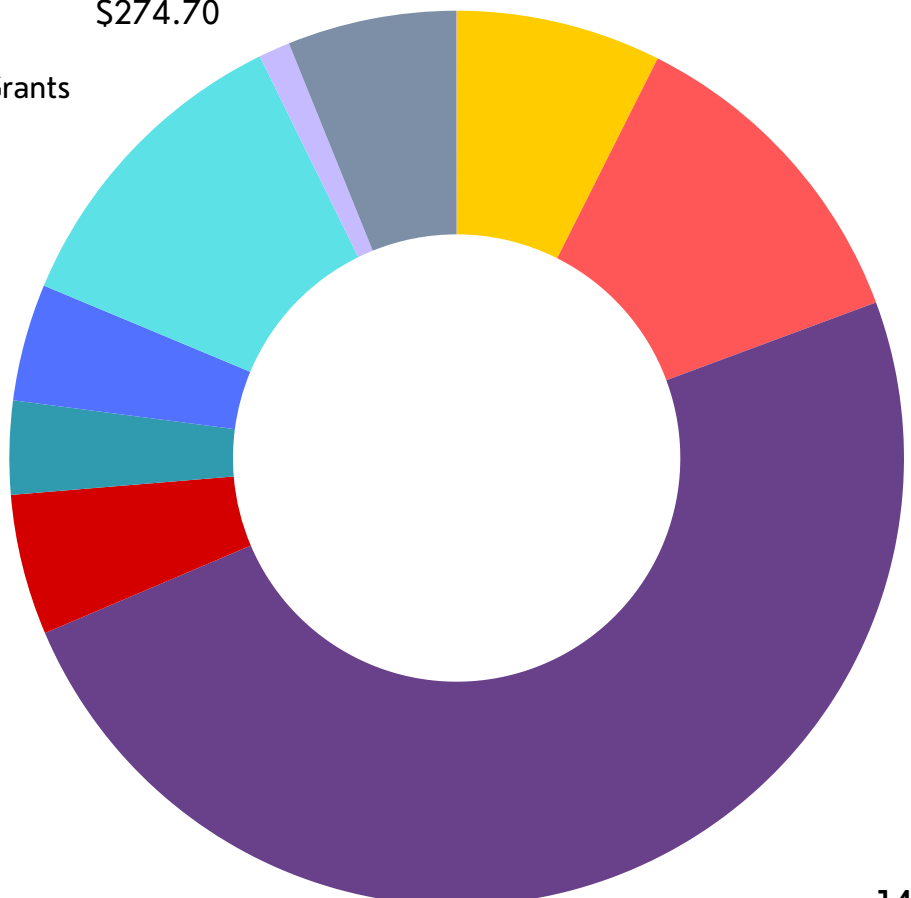
Fundraisers
\$116,967.20

Indirect Public Support
\$316,014.89

Investments
\$31,288.15

Program Income
\$168,574.34

Other
\$274.70



2023 FINANCIAL HIGHLIGHTS

Income **\$2,759,898.25**

Expenses **\$2,747,472.68**

Net Revenue **\$12,425.57**

Facilities & Equipment
\$250,080.07

Major Equipment & Property
\$25,793.10

Employee Benefits
\$219,490.14

Payroll Taxes
\$163,754.90

Printing & Copying
\$19,658.86

Telecommunications
\$34,169.95

Specific Assistance
\$19,241.23

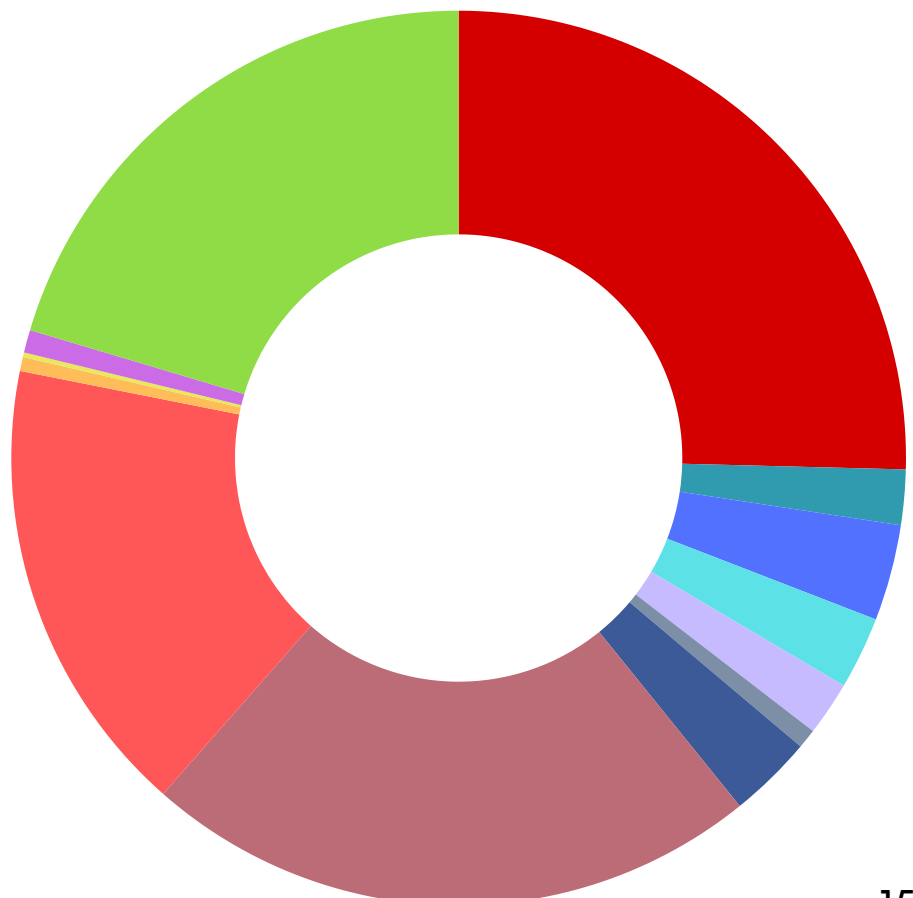
Other Types of Expenses
\$6,918.65

Fundraising Expenses
\$29,847.35

Contract Services
\$200,650.01

Travel & Meetings
\$4,984.68

Conferences, Conventions
\$1,656.75



2023 FINANCIAL HIGHLIGHTS

Income **\$2,759,898.25**

Expenses **\$2,747,472.68**

Net Operating Revenue **\$12,425.57**


CRISIS SERVICES OF NORTH ALABAMA




Accredited by the International Council for Helplines for operating with best practices and standards.



Donate with confidence. We've earned Candid's Platinum Seal of Transparency.

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Admin Office: 256-716-4052

 www.csna.org



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