2021 Impact Report

Hope Is Where Our Heart Is

Crisis Services of North Alabama
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Grateful –

When I think of 2021, I think of the word Grateful

When we began 2021 in the middle of a pandemic, who would have dreamed that we would end this year by continuing to battle this horrific virus. But we have, and we have persevered despite the struggles of keeping our doors open 24 hours a day, seven days a week, and providing services to victims/survivors of violence in a safe environment. With a staff that is dedicated to our mission of responding to individuals and families in crisis, our crisis line continued to operate, our shelters remained opened, we continued to provide forensic evidence collection for victims of sexual assault and domestic violence, our advocates continued to provide court advocacy and supportive services, and we continued to provide therapy services.

With the generous support of our community, we secured enough funding and were able to replace a very poorly designed roof and gutter system in our community services building in November 2021 and we have enjoyed not having to empty rain buckets. In early 2022, we plan to repair the interior damage done by this flawed system.

Through several grant opportunities, we were also able to secure a new phone system for our crisis line. This new system will allow us to take crisis calls outside of the building which is very beneficial during times of inclement weather when it is difficult for our staff and volunteers to get in. We were also able to provide some much-needed repairs to our domestic violence shelters.

Volunteers play an enormous role at CSNA. In 2021, our volunteers provided over 12,000 volunteer hours by working on our crisis line or as a domestic violence responder or sexual assault response advocate, or an office or fundraising volunteer, or volunteering at our shelters and assisting with maintenance and repairs, or by volunteering to be on our Board of Directors. We could not provide all of our services without the support of our volunteers.

The beginning of 2021 also brought great sadness to the CSNA family with the passing of our Clinical Director Connie Kane. I am grateful for the love and support our community provided us as we honored and remembered Connie.

As we move forward into 2022, we know we have challenges ahead but by working together with our victims/survivors, volunteers, and community partners we will continue to persevere. And for that, I am profoundly grateful!

Janet S. Gabel
Executive Director
Our Mission

Responding to individuals and families in crisis in North Alabama

Our 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.

Our Values

Crisis Services of North Alabama (CSNA) 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

Providing Trauma-Informed Services to Our Community 365 Days a Year
2021 Board of Directors

Susan Chaung
Glinda Clardy
Mike Hollis
Michelle Jordan
June Malone
Teri Mastando
Joe Moffitt
Philisha Stephens
Reba Trammel
Eric Wagner

President
Joe Moffitt
Vice President
Eric Wagner
Secretary
June Malone
Treasurer
Philisha Stephens

We thank you for your continued support in our programs.

Contact
Crisis Services of North Alabama, Inc.
PO Box 368 Huntsville, AL 35804
24 Hour HELPline 256-716-1000
Community Outreach & Administrative
Office 256-716-4052
www.csna.org
Find us on FaceBook & Instagram
Our Programs

In January of 1999, HOPE Place and HELPline, two agencies synonymous with crisis prevention and intervention, joined forces to create an even stronger multi-service agency for individuals and families in crisis.

Crisis Services of North Alabama, Inc., (CSNA) is comprised of three major programs:

- Domestic Violence Program
- Crisis Counseling Program
- Forensic Nurse Examiners (FNE) Program

Each program has specific goals and objectives within the framework of the parent agency. Each program may be reached 24-hours a day by calling CSNA's HELPline at 256-716-1000.
Domestic Violence Program

• **HOPE Place Shelter Program:** This program consists of the main shelter in Madison County and the satellite shelter in Morgan County. 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.

• **Outreach Services:** In each county that CSNA 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.

• **DV Responder Program:** Created in partnership with the Huntsville Police Department, this program assists law enforcement in responding to domestic violence calls. The DV 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.

• **HOPE Place Shelter Program provided safe, secure shelter for 53 children and 116 adults.**

• **Victim Outreach Coordinators oversaw court advocacy for 1,381 victims of domestic violence across 4 counties.**

• **DV Responder Program provided follow-up calls to 1,177 victims of domestic violence.**
Crisis Counseling Program

- **Volunteer Services**: Coordinates volunteers for all CSNA programs and sub programs.
- **Rape Response**: Offers confidential 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 and is part of the National Suicide Prevention Lifeline network.
- **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. CSNA’s 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. Counseling is also available for children exposed to domestic violence.
- **Education and Training**:
  - Professional Training, Community Education, Speakers Bureau
  - General and specialized training courses to volunteers who are interested in volunteering for the HELPlne/2-1-1, Rape Response, DV Responder, or any of the other programs which CSNA sponsors.
  - Suicide prevention education and rape prevention education

- **Rape Response responded to 391 victim-survivors of sexual assault.**
- **HELPline answered 21,317 calls**
- **2-1-1 answered 22,130 calls.**
- **Trauma Counseling Program provided counseling for 36 children who witnessed abuse and 107 adult survivors of domestic violence.**
Forensic Nurse Examiner (FNE) Program

In collaboration with the Madison County District Attorney’s Office and the HELPline Rape Response Program, Huntsville Hospital and Crestwood Hospital were the first facilities in Alabama to establish the Sexual Assault Nurse Examiner (SANE) program and the Sexual Assault Response Team (SART) in October 1996. In 1999, the SANE program joined CSNA in order to provide more comprehensive services to sexual assault victims. With the diversity of services that was being provided by the SANE Program, in 2016 CSNA’s Board of Directors changed the Sexual Assault Nurse Examiner Program to the Forensic Nurse Examiner FNE Program. In January 2019, CSNA’s FNE Program was the first in the nation to be SANE-A/SANE-P approved to provide adult/adolescent and pediatric training for FNE nurses through the International Association of Forensic Nurses.

- The FNE Program completed forensic exams for 119 children and 154 adult victims of sexual assault.

- FNEs documented injuries for 71 victims of domestic violence

- The FNE Program performed 45 child physical abuse examinations.
Throughout the pandemic, our doors remained open, our staff and volunteers remained vigilant advocates, learned new skills, and connected with our community in meaningful ways.

With over 21,000 HELPline crisis calls answered, more than 22,000 2-1-1 callers assisted with information, including vital pandemic relief funding programs, and 277 adults and children were greeted with safety, comfort, and compassion in CSNA’s domestic violence shelters, CSNA remained a steadfast pillar of hope, of dependability, and of competency. Callers were assisted with contacting the FNE program for forensic examinations, HOPE Place, as well as trauma counseling.
2021 Financial Information: Income*

*Unaudited

- **Individuals**: $108,639.71
- **Fundraisers**: $105,566.16
- **Memoriam/Honor**: $4,790.00
- **Businesses**: $79,316.49
- **Churches**: $18,020.50
- **Organizations**: $17,237.87

**Direct Public Support**: $228,029.38

**Indirect Public Support**: $277,338.18

**Program Income**: $141,094.72

**Misc. Income**: $5,411.00

**Investments**: $41,784.11

**Public Health**: $74,540.22

**Community Development**: $91,224.70

**Other Grants**: $158,869.97

**State Grants**: $305,252.88

**Federal Grants**: $1,369,908.99

**Total Income**: $1,999,796.76

**Total Indirect Income**: $2,799,020.32

Includes support from United Ways of Madison, Morgan, Limestone, Jackson, Marshall Counties & United Way of Alabama etc.
2021 Financial Information: Expenses*

- Business: $6,812.74
- Contract Services: $166,493.88
- Facilities & Equipment: $231,555.51
- Operations: $64,659.02
- Major Equipment & Property: $97,615.3
- Specific Assistance to Clients: $28,725.43
- Fundraising Expenses: $20,290.29
- Payroll, Taxes, Benefits (65 employees): $2,031,237.46

In Total Expenses: $2,799,020.32

In Total Income: $2,696,861.01

Net Income: $102,082.78

*Unaudited

*Net Income includes a $100,000 grant to pay for major repairs and maintenance of the Community Services Building to be done in 2022
We ❤ Volunteers!

Huge Thanks to our program volunteers who work countless hours on HELPline and as Rape Response Advocates and Domestic Violence Responders. Without them we could not operate services for individuals and families in crisis. And to the fundraising and maintenance volunteers who work to support our programs!

12,279.75 Total Volunteer Hours
THANK YOU

to our many donors! Without their contributions, we could not provide vital programs and services to individuals and families in crisis.

CSNA would like to acknowledge the dedication of our staff throughout 2021. In a time of challenges and changes, our staff adapted and pivoted and chose to stay steady in the face of uncertainty.

Thank you for your dedication and support!

Contact

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