

# Hope Matters



Vol. 2, No. 4 • Fall 2009

A quarterly publication of Women's and Children's Crisis Shelter  
12519-A Washington Blvd., Whittier, CA 90602

## Mother Knows Best

### Women's and Children's Crisis Shelter

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[www.wccshope.org](http://www.wccshope.org)

"Alisha" was in extreme crisis when she first came to our door. This 20 year old unmarried mother entered our shelter with a one year old infant and one month old newborn baby. She was frantic and did not know who to trust or where to run for help.

The incident that made "Alisha" seek shelter occurred after another heated argument with the infant's father, who is 23 years old. He had been drinking and became enraged. He hit her while she was holding her newborn baby in her arms. This was not the first time he had assaulted her. But this time, "Alisha" called 911 in spite of all his threats and the police quickly arrived and promptly arrested him. Thank goodness, her mother – herself a victim of domestic violence – heard about WCCS. She knew we could protect her daughter and her grandchildren and insisted that "Alisha" contact us immediately.

"Alisha" knew that unless she sought professional help she would never break the cycle of violence that gripped her family. She desperately wanted to protect her children from further abuse and give them a better life. Within the first few days in our care, "Alisha" began to

confront many of the issues that had led her to our door. Through individual counseling and group therapy, she learned that she was not alone, how to take charge and change the direction of her life. She was an excellent participant in all our activities and even began to learn Spanish from some of the other clients in our program.

With the help of our client advocate, "Alisha" filed and received a five year restraining order against her batterer, with no visitation privileges. He did not even show up for the court hearing.

"Alisha" remained at WCCS for a full 45 days and qualified for the CalWORKs program. CalWORKs provides temporary financial assistance and employment focused services to low income families with minor children as well as a host of specialized services for victims of domestic violence.

As a CalWORKs client, "Alisha" quickly secured transitional housing. She has begun to rebuild her life and chart a more secure, violence free future for her children.



## From the President

Our nation and our state are suffering the effects of a tremendous economic downturn. Rising unemployment has created new stresses on intimate partner relationships. Children are witnessing their parents argue over dwindling financial resources. Sometimes these arguments turn physical. My husband sees this in his work as a police officer. WCCS can help these victims and their children, but we can't do it without your help.



This is a very difficult time for us financially. Government funding has been cut, work-place giving is down, and grants are uncertain. Your continuing support is more important than ever.

There are many ways that you can help support WCCS. If you shop at **Ralphs Market**, register your Ralphs rewards card and a portion of your purchases will be donated to WCCS. If you sell items on **E-Bay**, please designate a portion of the sales to WCCS by using the **Mission Fish** feature. If you spend a lot of time on the Web, please consider making **iSearchiGive** your search engine and WCCS will receive money for the Web sites that you visit. Please visit our Web site: [www.wccshope.org](http://www.wccshope.org) and click on the "Volunteers & Donors" section for more information on these and other donation opportunities.

You can find us under **Causes on Facebook**, the popular social networking site. Simply enter "Women's & Children's Crisis Shelter" on the causes search, then join our membership and recruit your friends. This is a great way to spread our message. We will also use the Causes application to post announcements of where you can find us at various community events.

The Women's & Children's Crisis Shelter is committed to providing domestic violence victims and their children with the skills and tools to break the cycle of violence and lead happy, productive lives. It's been 32 years of hard, yet extremely rewarding work. Thanking you for undertaking this journey with us.

A handwritten signature in black ink that reads "Lori Hentcy".

**Lori Hentcy**  
President

## To SRH with Love

About 27 years ago a group of women decided that they wanted to do something that would help Women's & Children's Crisis Shelter serve victims of domestic violence and their children. They formed **Shelter's Right Hand (SRH)**, applied and received their own 501(C)(3) and opened a totally volunteer-driven and staffed thrift store called, **Sacks on the Boulevard**.

For the past 27 years, Shelter's Right Hand has been contributing significantly to the budget of WCCS and its many programs. The organization has grown by leaps and bounds and for the past 10 years has been augmenting its thrift store receipts with an annual *Stepping Out Against Domestic Violence 5K Fitness Walk* in Uptown Whittier.

Just this past year, their contribution totaled nearly 7% of WCCS's one million dollar annual budget – making them truly our "*Shelter's Right Hand*." They have not only helped our coffers grow, but they also work hard to increase our visibility in the community, so more victims will know where we are when they need us.

Did you know, that our clients can "shop" with dignity in the thrift store for whatever they need and pay nothing? **Sacks on the Boulevard** also makes it possible for residents in the area to purchase gently used, quality merchandise for a "song" and lets folks who really care an opportunity to recycle their cherished items.

**THANK YOU  
SO VERY MUCH  
SHELTER'S  
RIGHT  
HAND!**



You are the angels that keep us flying.

## From the Executive Director



Now that California finally has a balanced budget, I thought you should know how this will impact WCCS and every other emergency shelter throughout California. It is not a pretty picture.

Our State's deficit was staggering, and although we too wanted to achieve a balanced budget and economic stability, the Governor, just before

signing the budget, exercised his option for line item veto and eliminated or seriously reduced funding in several areas critical to health and human services. One cut in particular will have catastrophic effects on domestic violence programs and disastrous spill over to many other social service agencies throughout California. **The elimination of \$20.4 million in Domestic Violence prevention funding from the Department of Public Health's budget translates to the loss of \$207,000 for each domestic violence shelter in the State.**

In order to brace for this financial shortfall and insure that WCCS is able to balance its 2009/10 fiscal year budget, we have been forced to lay off wonderful staff, cut benefits, change vendors, and reduce management salaries by 10%. Similar cuts are happening at shelters throughout Los Angeles County. The latest figures indicate they have laid-off more than 85 staff and are closing rooms and beds. These agencies are also being forced to cut outreach and shelter services both in terms of volume and scope which means local and county governments will get caught picking up the slack.

All of this comes at a time when domestic violence cases are increasing both in number and severity.

### More than likely, we will see:

- The closing of many emergency and transitional shelters
- An increase in DCFS involvement and detainment of children because there will be fewer shelters to safely place victims of domestic violence
- An increase in law enforcement calls because victims will have fewer options and may stay with the batterer for lack of a safe place to turn
- Clogging of emergency rooms due to violence in the home
- Courts filled with more domestic violence cases because victims will not be able to flee to safety

*How many victims will we have to turn away? Here's what you can do about it:* speak-out and let your local, county, and state officials know that you truly care about what happens to this vulnerable and desperate population. Share our newsletter with your friends and family and urge them to advocate on behalf of victims of domestic violence as well. We need your help now more than ever!

Thank you for your time, your effort, your energy, and for your support.

**Judith Gordon**  
Executive Director

# SAVE THE DATE!

**November 14, 2009**

**9 am to 4 pm**

**14141 Alondra Blvd.**

**Santa Fe Springs**

(corner of Valley View and Alondra)

## SHELTER'S RIGHT HAND WAREHOUSE SALE

**Shop for the Holidays And Support WCCS!**

**Processing and Distribution, Inc. (PDSI), and The Belsito Foundation** are sponsoring the *Shelter's Right Hand Special Warehouse Sale*.

Sale items include new clothing – men's, women's and children's – and toys! Buy coats, dresses, sportswear, and a variety of children's clothing at super low prices.

**Kick off the winter season with some early holiday shopping!**

All of the proceeds benefit the Women's and Children's Crisis Shelter.

# Women's and Children's Crisis Shelter

## 2008/09 Annual Report

Fiscal 2008/09 was very busy for our staff and very productive for our clients.

Following are some statistics that you will find interesting.



### 24-Hour Hotline

Our **24-hour Hotline** links victims to available community resources, including shelter within the Greater Los Angeles County area. The hotline operators are bilingual English/Spanish. Most calls last approximately 45 minutes. We typically receive four types of calls:

- Other agencies interested in getting help for domestic violence victims
- People calling for referrals and resources
- Victims of abuse in crisis and in need of shelter
- Non-domestic violence calls such as homeless

Our weekday **Warm Line** is used primarily for obtaining information and referrals related to domestic violence.

During fiscal 2008-2009 there were **1729** hotline/warm line calls of which **516** were crisis calls.

### Emergency and Transitional Shelter Services

**Shelter** is one of our major programs and reasons for being. We provide both *emergency shelter* for up to 45 days per family and *transitional shelter* for up to one year per family. Both are in undisclosed locations and offer maximum security to the clients while they are trying to heal and rebuild their lives. Each person has all of their basic needs taken care of while they work with us to build a safety plan for the future and next steps in their new lives.

During fiscal 2008-2009, **240** people spent **5,831** nights at our shelters and were provided with **18,908** meals.

### Outreach Services

**Outreach Services** are provided to clients who do not need or are not yet ready for emergency shelter. They receive all of the same services except for food and shelter.

During fiscal 2008-2009, the **Women-in-Transition Outreach/Walk-in Center** assisted nearly **300** people.

### Client Advocacies

**Client Advocacies** which are provided to all clients at the emergency shelter, the transitional shelter, and the walk-in site generally fall into 4 categories:

**Case Management** is the process during which the client and staff work together to formulate both a safety plan, a strategy for the future, and what is needed to move forward.

**Legal Advocacies** include assistance with filing for restraining orders, preparation for court appearances, accompaniment to all court hearings, and linkages for other family legal issues such as custody, marriage dissolution, and visitation.

**Housing Advocacies** include assistance with transitional housing following emergency shelter, Section VIII Vouchers, landlord issues, affordable permanent housing, and linkages to housing agencies. Above all else, our advocacies are concerned with making the housing safe and secure.

**Medical Advocacies** include accompaniment on trips to the emergency room, clinics, or doctors' offices, purchasing prescription medications, and linkages with doctors and hospitals.

During fiscal 2008-2009 there were **14,480** units of client advocacies.

## Individual Counseling

**Individual Counseling** is available to clients at the emergency shelter, both mothers and children. It is offered on a weekly basis for the duration of the stay. During these sessions therapists help the clients work through domestic violence issues, determine any special needs, and meet with shelter staff to provide thorough and complete case management.

During fiscal 2008-2009, **329** hours were devoted to children and **304** to mothers.

**Domestic Violence Workshops and Parenting Classes** are an integral part of our empowerment program. In the professionally facilitated domestic violence workshops clients, both at the shelter and at the walk-in center, meet weekly and follow a well-developed curriculum designed to help them understand the cycle of violence that has them trapped and empower them to rebuild their lives. In the professionally facilitated parenting classes clients follow a curriculum designed to teach them non-violent parenting skills.

During fiscal 2008-2009, **4,764** hours of workshops and classes were provided to clients.



## Material Support

**Clothing, Hygiene Product, Household Items, and Toy Distribution** is critical to our clients who often leave their batterers with no more than the clothes on their backs. Thanks to the generosity of our community we receive an overwhelming number of gifts throughout the year, but especially at the holidays. These gifts of clothing, toys, household goods, and hygiene products are distributed to the clients at both our shelter and walk-in center. They are augmented by the **Shelter's Right Hand Thrift Shop** where our clients can "shop" for whatever they need or want at no charge.

During fiscal 2008-2009 **29,857** items of clothing, household, and hygiene and nearly **3,000** toys were distributed to clients.

**Children's Program** at the emergency shelter includes art therapy, individual counseling, group therapy, on-site school for children between 5 and 13, play therapy, and childcare when the mother has an advocacy appointment. This program is aimed at helping each child regain a strong sense of self so that (s)he can break the cycle of violence. We teach non-violent problem solving, creative thinking, and artistic expression in a warm, safe and caring environment. The childcare which is provided at both the emergency shelter and the outreach center is nurturing and child-centered. We also have an on-site school for children at the emergency shelter which provides not only for continued education, but a sense of normalcy in their lives.

During fiscal 2008-2009 we provided nearly **2,150** hours of programming and care for children and nearly **1500** hours of school.

**Community Awareness** is a very important part of our efforts to end the cycle of violence. We provide special programs to civic groups, religious organizations, and community agencies to bring awareness of the problem of domestic violence and open the doors for anyone who needs to walk through, but has been afraid to give their problem a name. We name the problem for high school groups, college students, and even middle school students, and they come forward to tell us their stories and get help. Each year the number of programs we deliver grows.

During fiscal 2008-2009 we presented programs to nearly **300** students and **500** adults.



# Thank You...

## Government Grants

The State of California,  
 Department of Public Health  
 The County of Los Angeles, Community  
 Service Block Grant  
 The County of Los Angeles, CalWORKs  
 The County of Los Angeles,  
 Domestic Violence Unit  
 The County of Los Angeles,  
 Community Development Commission  
 The County of Los Angeles,  
 CDC Housing & Homeless  
 Program Funds  
 FEMA, Emergency Food and  
 Shelter Program  
 Whittier Redevelopment Agency  
 City of Pico Rivera

## Foundation and Corporation Grants

B.C. McCabe Foundation  
 Blue Shield Foundation  
 McMaster-Carr Supply Company  
 Mildred & Ben Rosenzweig Foundation  
 Ralph M. Parsons Foundation  
 PDSI/Belsito Foundation  
 S. Mark Taper Foundation

## Civic Groups and Volunteer Organizations

Assistance League of Downey  
 Board of Supervisors Revolving Fund  
 California High School  
 Camp, Dresser & McKee, Inc.  
 Catholic Daughters of the Americas  
 Community Presbyterian Church  
 Credit Union of Southern California  
 East Whittier Methodist Church  
 First Friends Church  
 Hillcrest Congregational Church  
 Las Damas of Sungold  
 MOMS Club of Whittier  
 National Charity League  
 Phil Raider Construction  
 R.K. Knight Plumbing  
 Reliable Printing  
 Rotary of Whittier  
 Salem Lutheran Church  
 Salem Women of the ELCA  
 Shelter's Right Hand

Teamsters Local Union No. 396  
 Whittier Emblem Club #67  
 Whittier Historic Neighborhood Assoc.  
 Whittier Host Lions Club  
 Whittier Presbyterian Church

## Employee Giving Programs

Abbott Lab Employee Giving Campaign  
 Aetna Giving Campaign friends  
 American Express Pac Match  
 Chevron Texaco Employees  
 ECHO Northrop Grumman  
 Edison Int'l Employee Contribution  
 Macy's West United Way  
 Orange County United Way  
 United Way of Brevard  
 United Way of Brown County  
 United Way California Capital  
 United Way Los Angeles  
 United Way of Southeastern Pennsylvania  
 United Way of Ventura County  
 United Way Special Distribution  
 Wash Mutual Employee Program  
 Wellpoint Associate Giving  
 Wells Fargo Community Support

## Individual Donors

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 Anna Eich  
 Elizabeth Ellis  
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 Christine Felman  
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 Ronald & Carol Ferguson  
 Patricia Folts  
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 Fortunata Forte  
 Maria & Jason Foshay  
 Fretz Fretz  
 Betty Freymond  
 Paul Fukushima  
 Maria Gaal  
 Eugene Garcia  
 Michael Garcia  
 Christine Garvey  
 Rhona & Ytzhak Gewelber  
 Barbara Gile  
 Jesse Gonzalez, III  
 Judith Gordon  
 Maura Greeley  
 Julie Green  
 Hacienda Neighborhood Girl Scouts  
 Gerald & Helen Haines  
 Betty Hall  
 Bruce & Carol Hallenbeck  
 Maureen Halopoff  
 Helen Hammit  
 Elaine Hansen  
 Beverly Harris  
 Louis & Karol Head  
 Raelene & David Heftman

*We are grateful to so many for their financial support.*

Sandra Helman  
Ken Henderson  
Craig Hentcy  
Lori-Ann Hentcy  
Anita & Daniel Hernandez  
Lark & James Hickey  
Helen Hindman  
Patricia Hodges  
Louise Holden  
Patricia Holody  
William Hoyer  
Connie Irwin  
Dorothy Ivey  
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Theresa Jurado  
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Ruth Miller  
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MOMS Club of Whittier  
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Marygene & William Wright  
Diane Ybarra  
June Yeager  
Elizabeth Ziemann

## IMMEDIATE NEEDS FOR THE WOMEN'S AND CHILDREN'S CRISIS SHELTER

### NEW ITEMS ONLY

#### Toddler Toys

#### Diapers size 5 and 6

#### Cleaning supplies

paper towels  
detergent  
toilet paper  
Lysol disinfectant spray

#### Hygiene Items-

#### FAMILY SIZE only please

Shampoo  
Conditioner  
Body Wash  
Soap  
Razors  
Body Lotion  
Hair Brushes

#### Twin Size mattress covers

#### Twin Size Bed Comforters

If you can help, please  
contact **Jeni Carle** at  
(562) 945-3937 or email  
[jcarle@dvshelter.org](mailto:jcarle@dvshelter.org)

*Thank you for  
your support!*





Check out  
Our New Website  
[www.wccshope.org](http://www.wccshope.org)

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Women's and Children's  
Crisis Shelter

12519-A Washington Blvd.  
Whittier, CA 90602

## SHOP FOR A CAUSE



**Saturday  
Oct. 17, 2009**

Since 2006, Macy's has partnered with non-profit organizations nationwide to raise more than \$28 million through their ongoing "Shop for a Cause" charitable efforts. **This is your chance to participate in this outstanding one day event, Saturday, October 17, 2009.**

Every \$5 "Shop for a Cause" Shopping Pass you buy will benefit WCCS and qualifies for exclusive savings and special offers at every Macy's store\*. As a participating charity, WCCS will receive 100% of the proceeds from the sale of each shopping pass.

Come together with Macy's and WCCS and enjoy a day of shopping and great savings. You can even enter to win a \$500 Macy's Gift Card!

You'll be helping our community at the same time!

For more information or to purchase a shopping pass, call (562) 945-3937 or E-mail Lori Hentcy, at:  
[volunteercoordinator@dvshelter.org](mailto:volunteercoordinator@dvshelter.org)

\*Certain restrictions apply.

## Help Wanted!

### **We Need Your Help!**

If you're passionate about helping people, want to make a positive impact in someone's life, or simply want to take a stand against domestic violence, then the Women's & Children's Crisis Shelter needs you!

If you are interested in volunteering, please contact:

**Barbara Gile & Lori Hentcy – Volunteer Coordinators**  
**(562) 945-3937**  
[volunteercoordinator@dvshelter.org](mailto:volunteercoordinator@dvshelter.org)

**We currently have volunteer opportunities, for:**

**Hotline Operators:** Volunteers who provide immediate assistance to domestic violence victims. Hotline Operators screen calls, provide crisis intervention, and give referrals.

**Children's Program:** Volunteers who enjoy working with children up to age 17. Activities include art classes, child care, support groups, story time, field trips, and "Mommy & Me" classes, which focus on interactive play between mothers and their children.

**Shelter Volunteer:** Volunteers who help provide a welcoming environment, peer support, and crisis intervention for people entering our emergency shelter.

**No previous experience is necessary. Training is provided.**  
**Together, we can help break the cycle of violence.**

*... because we can all make a difference in a person's life.*