

# ANNUAL REPORT

July 1, 2019 - June 30, 2020

**STEPS  
TO END  
DOMESTIC  
VIOLENCE**

Dear Friends,

If we thought last year was full of change, this past year has taught us that all we can really do is come to expect, accept, and embrace change. In fact, it may be the only thing we can truly rely on.

For Steps to End DV, change has looked like new staff, new challenges, new opportunities, and new ways of connecting with those we serve. For survivors and community, change has looked like uncertainty, isolation, and anxiety, but it has also looked like resilience and perseverance. For all of us, it's looked like thinking outside the box to take care of ourselves and each other, adapt to new day-to-day realities, and take a clear stand against ignorance, violence and injustice.

After COVID-19 became our new reality, so many individuals, community groups, small businesses, and foundations rallied to fill financial gaps and respond to anticipated needs. Local restaurants made meals for shelter residents, some people made masks, and others dropped off cleaning supplies and food items.



Community organizations set up weekly calls to coordinate resources and brainstorm solutions to unprecedented problems.

Our advocates responded swiftly to what worried us most - not hearing from survivors. When our hotline went quiet, we adapted services to provide new ways to connect and respond to shifting needs.

Racial justice also came into the center of our collective consciousness in ways both long overdue and essential to improving our efforts. To build an inclusive movement that embraces survivors and demands violence-free communities, we are challenged to weave anti-racist work more deeply into all that we do.

We thank you for your continued support - we know better than ever that we are stronger together.

Nicole Kubon, MSW



Executive Director

## Board of Directors

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# LAST YEAR we provided direct service to 1,839 people.

## HOTLINE

Our hotline fielded 3,956 calls, emails and webchats, assisting 1,087 people and offering emergency services, support and referrals, with an average of 56.25 new callers each month.

## HOUSING

We provided emergency shelter to 247 adults and 101 children for a total of 18,334 bed-nights.

Our Economic Justice program provided economic advocacy and support to 243 adults, and 102 children, for a combined total of 10,551 bednights.

## LEGAL ADVOCACY

Our Legal Advocacy program provided services to 365 adults seeking support with divorce, custody/parentage, immigration, criminal justice, and 178 adults were assisted with filing for relief from abuse orders.

## CHILDREN'S PROGRAM



Our Children and Youth Services program spent 2,086 hours providing playgroups, advocacy, parenting support, and resources to 153 adults and 415 children.



# 82 VOLUNTEERS PROVIDED 4,902 HOURS OF SERVICE BECAUSE

“We’re friends and comrades  
together in this mission  
of helping others navigate  
through domestic violence.”

-Cathy, Survivor & Hotline Volunteer

# WHO WE SERVED

Bolton: 2 adults + 1 child

Burlington: 497 adults + 625 children

Charlotte: 6 adults + 1 child

Colchester: 76 adults + 81 children

Essex: 57 adults + 54 children

Essex Junction: 43 adults + 93 children

Hinesburg: 17 adults + 42 children

Huntington: 1 adult + 2 children

Jericho: 6 adults + 14 children

Milton: 37 adults + 35 children

Richmond: 13 adults + 14 children

Shelburne: 36 adults + 55 children

South Burlington: 83 adults + 105 children

St. George: 2 adults + 1 child

Underhill: 5 adults + 6 children

Westford: 4 adults + 2 children

Williston: 28 adults + 19 children

\*Please note we served 978 adults + 1,236 children who lived outside of Chittenden County or otherwise wished to remain anonymous.

Housing, Economic Justice,  
and Legal Advocacy offered  
over the phone

ADAPTING  
TO COVID-19

End-to-end encrypted  
chat line now available  
8am-5pm Monday-Friday

Virtual community  
trainings offered as  
requested

Virtual support group  
offered on Tuesday  
evenings



Our community is noticing how COVID-19 is affecting survivors, and requests for virtual advocacy trainings have poured in since the pandemic began. We're so moved by the commitment to learning!"

-Marla Goldstein,  
Education and Prevention  
Coordinator





# CHAT LINE

Launched April 2020

When the pandemic began, our hotline became eerily quiet. Those isolated at home with their abusive partners no longer had the option of making a phone call from the safety of their workplace or reaching out while their partner ran to the convenience store. We had to provide another option for those in need to connect.

Responding to COVID-19 gave us the push we needed to launch the chat line, but it's been long overdue. Chatting can feel safer for those who wish to remain anonymous, and sometimes, it's just more comfortable to share in writing than over the phone. Chatting is also an accessible way for those who are hearing impaired to get the support they need.

On the chat line, trained advocates can provide emotional support, safety planning, resources, and referrals. It is end-to-end encrypted and can be accessed through phone, tablet, or computer. Our advocates are available for tech safety planning if needed.



# Equity & Justice Alliance

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est. June  
2020

The Equity & Justice Alliance's purpose is to research and implement practices that better address the needs of all survivors, staff, volunteers, interns, and community partners, recognizing the intersections and complexities of all harms committed and experienced. The Alliance's work will in large part be about self and organizational assessment. We will identify if our approaches align with our values as an anti-violence institution, and we will propose and advocate for policy and procedure changes to the larger Steps to End Domestic Violence staff.

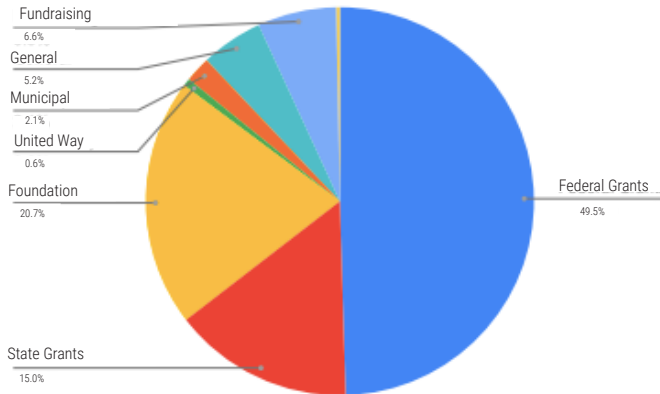
## **FY21 Goals:**

- Confront our organizational and individual compliance and reinforcement of exclusion, oppression, and violence
- Update policies and procedures to ensure practices align with our values & mission
- Make our services more accessible to and inclusive of diverse populations

## Revenue

Federal Grants	\$641,204
State Grants	\$194,394
Foundation Grants	\$267,455
United Way	\$8,042
Municipal Contributions	\$27,650
General Contributions	\$66,930
Fundraising Income	\$84,983
Investment Income	\$4,051
Subtotal - support and revenue	\$1,294,709
Other revenue	\$1,425

Total \$1,296,134



## Expenses

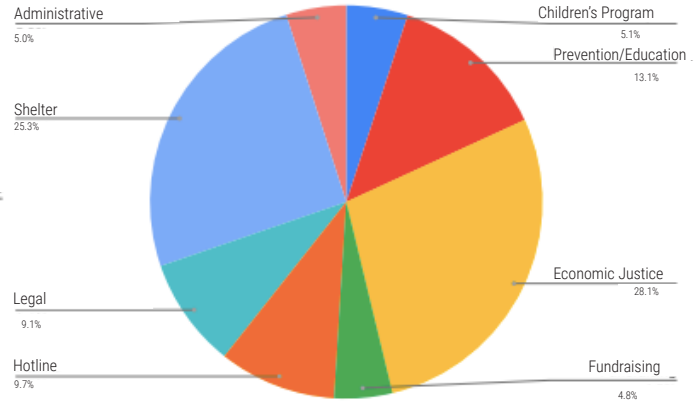
### Program Services

Emergency Housing	281,780
Economic Justice	\$312,113
Education/Prevention	\$145,499
Hotline	\$107,603
Legal Advocacy	\$100,796
Children/Youth	\$56,508

### Support Services

Fundraising	\$53,086
Administration	\$55,123

Total \$1,112,508



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**TO END**  
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**VIOLENCE**

PO Box 1535 Burlington, VT 05401  
Hotline (802)-658-1996  
Admin: (802) 658-3131  
stepsVT.org  
@stepsVT