



Institute of Cognitive Development, Inc.

Serving the Concho Valley since 1979

Mission Statement:

- ▶ **The Family Shelter's mission is to provide safety and peace to all victims of domestic violence.**
- ▶ To fulfil this mission, we provide emergency shelter, medical assistance and referral, case management, professional counseling, transportation, job search training and assistance, permanent housing options, onsite electronic application for benefits assistance, educational assistance/referral and a comprehensive children's program.
- ▶ When we fulfil our mission, we have met each victims health, safety, legal, educational and vocational needs. Our ultimate goals are to:
 - ▶ **Increase victims sense of self-worth**
 - ▶ **Provide skills and options to live an abuse free lifestyle, and**
 - ▶ **Assist residents/non-residents in becoming a survivor, not a victim**

Continuous Learning

Upon hire all staff receive the following the training:

- Dynamics of family violence
- Victim advocacy training
- Family Shelter protocol training
- Safety Planning
- Health and Human Services Commission Family Violence Standards
- ICD Policy and Procedures
- Quarterly staff trainings are held with guests from other agencies
- In conjunction with the Health and Human Services Commission and the Texas Council on Family Violence, staff attend regional training each year and participate in all training offered by the Tom Green County Coalition Against Violence.



Organizational Framework

- Policy and Procedures were updated and approved by board of directors in November of 2015.
- ICD Board of Directors training occurs when a new member is voted on and throughout the year.
- Board of Directors attend at least monthly board of directors meetings to ensure oversight of programs and compliance with regulatory and funding sources.
- Board of Directors is actively involved in fundraising, promotion of the Family Shelter and attendance at funder meetings and monitoring visits.
- Financial Reports are presented to the Board of Directors by the Certified Public Accountant monthly.



Evidence of Staff Supervision & Support

- Administrative Office is located at the Family Shelter
- Program Director – Valerie Tillery (11 years experience)
- Shelter Manager – Carol Salazar (9 years experience)
- Reassignment of staff positions and duties
- Daily contact and supervision by Executive Director
- Administrative staff works in cooperative manner with all staff
- Logic model implemented and monitored
- Staff accountability for services provided is monitored on a weekly basis



Evidence of Financial Governance

- Accounts Receivable/Payable reports presented to Board of Directors Monthly.
- Annual audit presented to the board by external auditors
- Annual budget approved by board
- CPA submitted financial reports to board monthly.
- Revised Financial Policy and Procedures approved by Board of Directors in November 2015.



Sustainability

- Renewed Health and Human Services Family Violence Contract for 2016-2017
- Renewed Office of the Governor's Victims of Crime Assistance Grant for 2016-2018
- Renewed Attorney General's OVAG Grant for two years.
- Award of San Angelo Health Foundation Grant
- Award of Eva Tucker Foundation Grant
- Unsolicited grant from private foundation
- Donations in 2016 of more than \$50,000

Long Term Sustainability

- ▶ Continuation and increase in Health and Human Service Commissions Contract due to increase in victims served. HHSC currently funds numerous staff positions and portions of operational costs.
- ▶ Continuation and requested increase of VOCA funds. Increase will be utilized for equipment upgrades. VOCA currently funds Children's Program Coordinator's salary and ½ of a Victim Advocate's salary.
- ▶ Continuation of OVAG grant. OVAG funds 1 Case Manager Salary and OVAG conference training.
- ▶ Apply for Texas Emergency Shelter Grant funding to assist with operational costs of program.
- ▶ San Angelo Health Foundation grant balance of \$105,000 continues thru middle of 2017.
- ▶ Continued donation solicitation by Board of Directors.
- ▶ Large fundraising activity in October, 2016, Domestic Violence Awareness Month.



Building Social Capital and Diversity

- Domestic Violence Awareness Month Activities-October
- No More Domestic Violence Month-March
- Monthly article Standard Times
- New website, www.safamilyshelter.org
- Frequent TV and radio interviews
- New Facebook Page
- Membership and participation in Tom Green County Coalition
- Positive working relationships with law enforcement and other agencies
- Diversification of Board

Needs Assessment and Community Involvement

- Monitors current capacity on regular basis
- Converted Transitional Housing to Extended Stay Emergency Shelter Apartments.
- Volunteer partnerships with GAFB, ASU, local churches, Girl Scouts
- Diverts all in-kind donations of clothing to Rust Street Ministries. We maintain a working agreement that our victims are not limited to a certain number of visits or items.
- Adopt A Mom Program
- Active participation in Tom Green County Coalition Against Violence

Evidence of Alignment

- Five (5) principles of Alignment with Family Shelter Mission:
 - Program staff accepting victims self-reporting of abuse
 - Allowing victims to choose services
 - Victim Advocacy
 - Active listening provides thorough case management
 - Understanding mental health needs and disorders
- Realignment of Board of Directors, administration, program services, admission criteria and victim advocacy based on the needs of victims and the community.
- Program staff's willingness to learn and implement logic model.
- Fundraising and program development
- Dedicated to increasing access and services to all victims of domestic violence.



Evidence of Internal Support for Meeting Needs of The Concho Valley

- **15,550 shelter days in 2016, a substantial increase over 2014 and 2015**
- **We are the only 24 hour staffed emergency shelter for victims of domestic violence in the Concho Valley**
- **New Outreach Program-2 Outreach Workers now living in and providing services in the outlying counties**
- **ICD Board of Directors commitment to continued operation and expansion of Family Shelter**

Family Shelter of San Angelo

Institute of Cognitive Development, Inc.
2014-2016 Unduplicated Services Yearly

2014- 414

2015- 391

Family Shelter of San Angelo

2016-535

Emergency Shelter Residential Stay:

	2014		
	Adult	Child	Shelter Nights
Jan	18	27	554
Feb	4	2	370
Mar	12	11	546
Apr	10	13	378
May	10	19	613
Jun	6	16	416
July	12	19	582
Aug	12	14	539
Sept	4	13	304
Oct	7	8	266
Nov	2	1	56
Dec	6	11	287
	103	154	4911
	257 served in shelter		

	2015		
	Adult	Child	Shelter Nights
Jan	9	12	429
Feb	4	6	320
Mar	4	2	130
Apr	4	3	162
May	17	9	416
Jun	14	8	413
July	15	17	705
Aug	16	24	1405
Sept	11	21	1152
Oct	13	18	1331
Nov	9	16	1260
Dec	12	6	1302
	128	142	9025
	270 served in shelter		

	2016		
	Adult	Child	Shelter Nights
Jan	28	44	1408
Feb	3	17	1555
Mar	11	4	1376
Apr	16	18	1404
May	8	11	1082
Jun	12	13	1133
July	9	14	1096
Aug	14	4	1189
Sept	19	17	1181
Oct	12	13	1302
Nov	22	14	1245
Dec	14	22	1579
	168	191	15550
	359 served in shelter		

Victims Served non-residentially

	2014	
	Adult	Child
Jan	9	6
Feb	6	0
Mar	7	4
Apr	8	6
May	1	16
Jun	4	7
July	7	3
Aug	3	1
Sept	10	13
Oct	6	13
Nov	2	8
Dec	10	7
	73	84
	157	

	2015	
	Adult	Child
Jan	10	9
Feb	2	4
Mar	12	1
Apr	3	2
May	3	1
Jun	4	5
July	6	4
Aug	15	6
Sept	9	2
Oct	4	1
Nov	4	7
Dec	3	4
	75	46
	121	

	2016	
	Adult	Child
Jan	1	3
Feb	10	0
Mar	6	5
Apr	4	2
May	5	0
Jun	12	0
July	5	7
Aug	12	7
Sept	19	6
Oct	16	7
Nov	20	4
Dec	19	6
	129	47
	176	



In-kind Donations

- Rust St. Ministries
- Daily in-kind donations from community referred to Rust St. Ministries
- Jim Bass Ford
- Harrison Roofing
- Bluebonnet Homes, Inc.
- Harlow & Harlow CPA
- Oliver, Rainey & Wojtek, CPA's
- Sierra Methodist Church
- St. Paul's Presbyterian
- Concho Valley Door



Volunteer Management

- ▶ More than 300 volunteer hours over the last 8 months. These hours were provided by individuals and groups committed to improving services to victims and the upgrades to their temporary home.
- ▶ Internship Program-
- ▶ Valerie Tillery – Program Director, solicits, trains and assigns volunteers
- ▶ Tomas Sosa, Business Manager, processes criminal background checks/applications/confidentiality
- ▶ Mariah Cordery-Children's Program Coordinator, continued management and recruitment of children advocates
- ▶ Carol Salazar-Shelter Manager, facilitates victim advocate volunteer opportunities


Collaboration

“It Takes a Village to Raise a Child”

- MHMR Services for the Concho Valley
- San Angelo Police Department
- Tom Green County Sheriff Department
- Tom Green County Juvenile Justice
- West Texas Rehabilitation Center
- Tom Green County Crisis Intervention Unit
- Concho Valley Home for Girls
- Boys & Girls Club
- Tom Green County Coalition Against Violence
- Concho Valley Rape Crisis
- Concho Valley Council of Government-Criminal Justice Department
- San Angelo Independent School District
- Rust Street Ministries
- Angelo State University
- Salvation Army
- Concho Valley Regional Food Bank
- Texas Workforce Commission



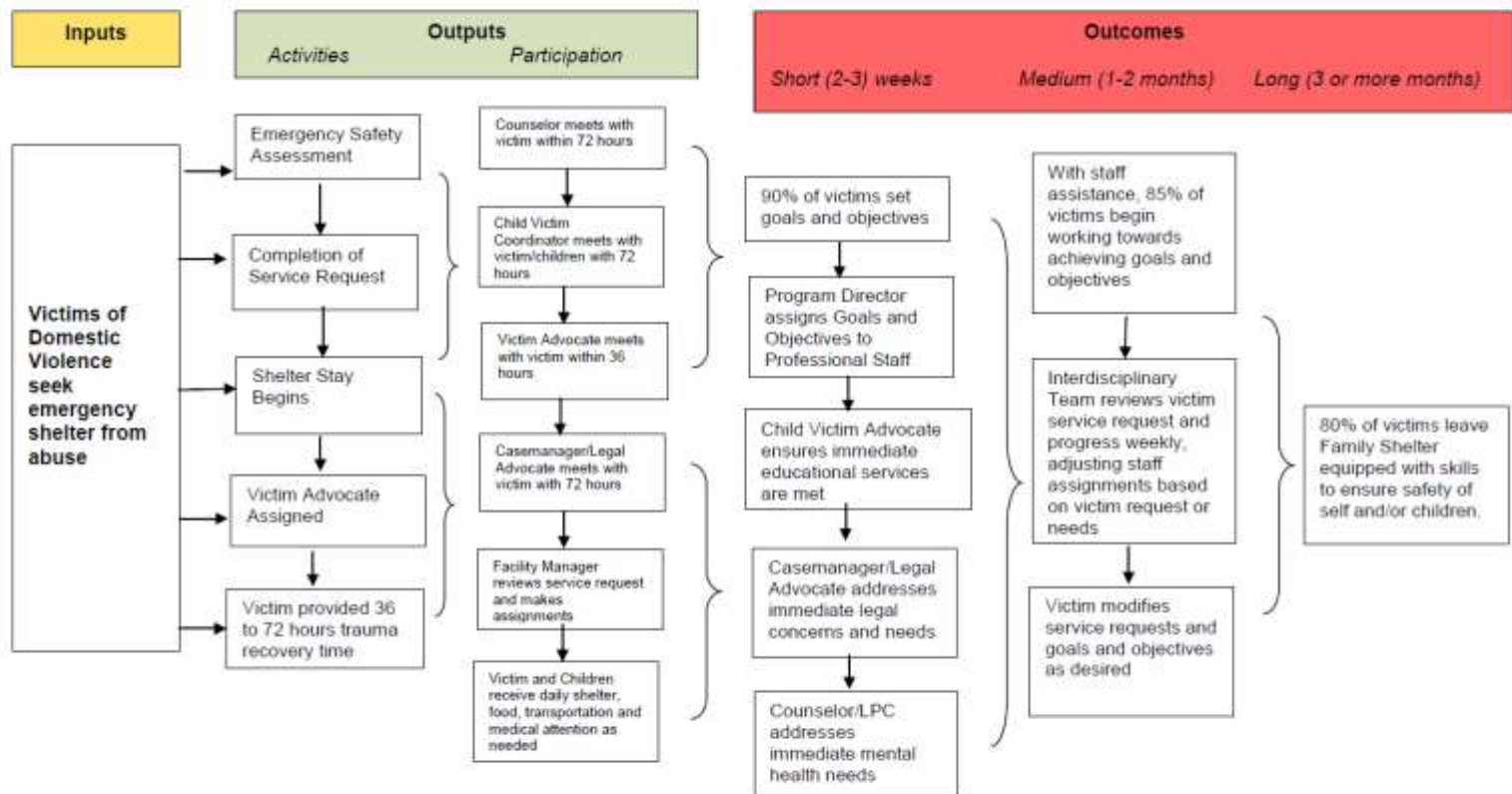
Collaboration (cont.)

- ▶ The Children's Advocacy Center
 - ▶ Interfaith community throughout the Concho Valley
 - ▶ Child Protective Services
 - ▶ River Crest Hospital
 - ▶ Shannon Hospital
 - ▶ Alcohol and Drug Abuse Council
 - ▶ Goodfellow Air Force Base
 - ▶ DARS
 - ▶ Homeless Coalition
 - ▶ San Angelo Public Housing Authority
 - ▶ Habitat for Humanity
 - ▶ Esperanza Clinics
 - ▶ Baylor University Texas Hunger Initiative
 - ▶ Laura Bush Institute for Women
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Performance Management



Logic Model



Factors of Victim Success: We often put ourselves in the place of the victims and imagine ourselves leaving at the first signs of abuse. But breaking free of abuse is not simply a matter of walking out the door. **Leaving is a process** and often times takes three or more residential stays at the Family Shelter. However, each time a victim leaves, he/she leaves with more independence and little more prepared to live an abuse free life.



Performance Management

- ▶ Logic Model
- ▶ Intake Service Requests form conducted
- ▶ Exit Services Provided Survey
- ▶ Quarterly Review of Exit Survey Results
- ▶ Accounts receivable/payable reports provided to Board monthly.
- ▶ Performance measures and financial updates routinely reported to Board and funders

Example of Service Request



Entrance to Shelter Service Request

Name: _____

Date: _____

Services for ME

- Safety for myself
- Assistance returning to relationship
- Learning about my options and choices
- Paying attention to my own wants and needs
- Understanding about domestic violence
- Counseling for myself
- Learning how to handle the stress in my life
- Finding housing I can afford
- Emotional support
- Connections to other people who can help me
- Support from other women
- A job or job training
- Health issues for myself
- Strategies for enhancing my own and my children's safety
- Planning ways to make my relationship safer
- Custody or visitation questions
- Budgeting and handling my money
- Education/school for myself
- Transportation
- Other government benefits
- Legal system/legal issues
- Reconnecting with my community
- Leaving my relationship
- TANF (welfare) benefits
- Protective/restraining order
- My abuse-related injuries
- My abuser's arrest
- My own arrest
- Immigration issues

Services for my Children

- Paying attention to my children's wants and needs
- Safety for my children
- Dealing with my children when they are upset
- Counseling for my children
- Education for my children
- Health issues for my children
- Custody or visitation questions
- My children's abuse-related injuries
- Child protection system issues



Serving the Entire Concho Valley- Counties Served:

- ▶ Coke
 - ▶ Crockett
 - ▶ Kimble
 - ▶ Menard
 - ▶ Reagan
 - ▶ Schleicher
 - ▶ Tom Green
- Concho
Irion
Mason
McCulloch
Runnels
Sterling
Edwards