



ANNUAL REPORT 2019-2020

EMPOWERING SURVIVORS OF DOMESTIC AND
INTIMATE PARTNER ABUSE FOR 42 YEARS.

WWW.TURNINGPOINTLV.ORG

OUR MISSION IS TO:

Eliminate domestic and intimate partner abuse in the Lehigh Valley through empowerment, education, and engagement.

ANNUAL MESSAGE

In 2019/2020, how we identify in the world has been drastically changed and will be a moment in history we will all remember. Against this backdrop, Turning Point has maintained our strong commitment to providing services, pivoting when we needed to continue our system of housing, counseling, and transitional services. We could not have accomplished this without the flexibility and dedication of the talented Turning Point employees and volunteers. This is a true testament to Turning Point's ability to adapt to changing and challenging circumstances, while continuing to deliver our important service.

STRATEGIC DIRECTION

This year, Turning Point is very excited to announce we have approved a three-year strategic plan. This plan is critical to the long-term success of Turning Point, striving to set the standard for non-profits in the Lehigh Valley and committing to be a pacesetter for domestic and intimate partner abuse organizations nation-wide. In order to achieve this our strategic plan focuses on;

- Expanding education and awareness efforts, emergency response to survivors and options to build self-sufficiency.
- Broadening our culture of philanthropy to position ourselves for future capital investments in order to advance our mission to eliminate domestic and intimate partner abuse in the Lehigh Valley.
- Nurturing employee growth and positioning the organizational structure to best meet the needs of survivors and our community.

We are committed to making a positive impact in the Lehigh Valley and in the lives of the survivors who are the focus of our mission.

We are also very grateful to our donors. Your continuous support during this difficult time supplements programs that increase awareness and provide solution to victims who want to make a change in their lives.

On behalf of our Board of Directors, thank you for your continued support and confidence in our mission.

Lisa Pammer

President, Board of Directors

"It makes such a huge difference that you have programs and services that are so specifically focused on trauma recovery from abuse. Turning Point's empowerment counseling was a better fit for me than my therapist." Rachel

"I love the fact that I can express myself and know that no one in group will judge me." Calvin

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HOUSING ADVOCACY

Last year, Safe House was a place of refuge for 334 adults and children fleeing domestic and intimate partner abuse. We are here for those who need our emergency shelter for a night, a week, or a few months, but it is much more than just a place to find freedom from abuse. While staying with us, residents have access to the full array of Turning Point's services, as well as special programs such as onsite medical services and wellness progress through partnership with Lehigh Valley Health Network, access to screenings for Traumatic Brain Injury and neurological screenings through Good Shepherd, and financial literacy programs made possible through funding from Guardian Life.

About 25% of people who stay with us are only seeking a brief refuge. However, the overall number of nights of shelter nearly doubled this past year, with total nights increasing from 8,229 to 14,223, increasing our average stay to 42 days. For those staying more than one week, this time allowed them to work toward financial and housing goals, allowing them to establish independence as well as safety.

WE DELIVERED HOUSING, COUNSELING AND HELPLINE SERVICES TO 3,186 PEOPLE.

toward these goals in a place you can call home is both motivational and empowering. Therefore, Turning Point was thrilled to be able to start a new Transitional Housing program this year, "New Beginnings." Thanks to a special Victims of Crimes Act grant through the PA Commission on Crime & Delinquency, we were able to offer housing assistance to our Safe House resident participants. This is a chance for individuals and families to begin a new life of hope, free from abuse and gain the knowledge, skills and credit to support themselves. In January, we were able to house our first resident, with 14 families living in their own homes by June. An additional 18 survivors benefitted from other short-term assistance to achieve housing independence.

Due to COVID-19, the number of people who reached out to us for our shelter services increased as well immediately following the easing of the lockdown in May. To keep people safe from the virus, we began exclusively housing our residents in offsite locations in April. With the help of our generous donors and valued community partners, we were able to not only meet basic safety needs, but to provide alternate ways to keep people connected during a time of extreme isolation. Thanks to CARES funds, we were able to buy laptops to stay connected with our residents in off-site shelter locations. Uber offered free rides so people could get to work and appointments. Cell phones with 3-months of free service were available for those who needed to deactivate their personal phones in order to keep safe, thanks to the TCC Gives More Than a Phone Program. Meals on Wheels and LVHN offered food and medical care to clients during quarantine. These gifts allowed Turning Point to pivot quickly to an alternate model of services. With their help, we were able to offer resources to absorb the exorbitant hotel costs, which exceeded our yearly budgeted amount of \$20,000 by over \$100,000.

WE SUPPLIED 14,233 DAYS OF EMERGENCY SHELTER FOR NIGHTS SAFE FROM ABUSE.

Financial abuse exists in nearly all abusive relationships. Limiting someone's earnings, wrecking their credit, and denying access to joint assets is, unfortunately, an effective way to keep a person isolated and dependent. Helping survivors overcome these barriers is key to starting over, and working



24/7 HELPLINE

Last year, 1,935 calls were made to our Helpline, which is the gateway to our services. Advocates are available 24/7 to talk to people in crisis, talk through safety options with loved ones trying to help, and provide access to our array of services throughout the Lehigh Valley. The Language Line and adaptive services are available to ensure access to everyone. As with all of our other services, calls to our Helpline were up by 20% this year.

LEGAL ADVOCACY

There are many legal resources available to survivors, but understanding them can be confusing and intimidating. Our team of Legal Advocates staff offices at the Lehigh & Northampton County Courthouses each day. We reach out to people referred by law enforcement, provide information to people seeking relief through protective orders, and stand by the side of our clients at civil and criminal hearings. Throughout the year, we attended 1,777 PFA hearings and assisted with criminal justice cases for 78 survivors in Lehigh County and 97 in Northampton County. We help people to understand their legal rights and apply for financial help through Crime Victims Compensation, support, and public benefits.

Through partnerships with North Penn Legal Services (NPLS) and the PA Immigration Resource Center (PIRC), we connect people with legal help at no cost to them.

We are able to refer our clients to North Penn Legal Services for assistance with Protection from Abuse hearings and to coordinate services for survivors and their families.

They have designated attorneys and support staff that work with domestic and intimate partner abuse survivors. The PA Immigration Resource provides holistic legal services to immigrant survivors for our clients. This alliance with PIRC enables survivors to speak out so that they are able to live free from fear and build a future for themselves and their families.

Representing survivor issues within the justice system remains a key component of our legal advocacy efforts. This year, we attended 10 Muster Trainings and trained 93 officers in the Allentown Police Department during each of their 3 shifts. We serve on several committees, partnering with law enforcement and the criminal justice system. such as the Lehigh County Criminal Justice Advisory Board (CJAB), Upper Macungie HUB, and the STOP VAWA Task Force.

**WE ASSISTED 175
CLIENTS WITH
THEIR CRIMINAL
JUSTICE CASES.**

OUTREACH EDUCATION

Domestic and intimate partner abuse is not just a personal issue, it is a community issue that requires education, prevention, and collaboration in order to take action. Through our continuous outreach and education efforts, we raise public awareness by dispersing our materials, building partnerships with community allies, and providing education about domestic and intimate partner abuse to schools, colleges, workplaces, faith organizations, medical professionals, community groups, social service agencies, and law enforcement. Last year we facilitated 151 trainings for adults, reaching 3,813 people and 72 programs for children, reaching 3,967 young people. An additional 33 trainings for the healthcare community reached 1,281 professionals.

All of our materials, presentations, and trainings are available at no cost.

Did you hear us on the radio, read about us in the newspaper, magazine or see us on the local news? Ads and editorial pieces appeared in LV Style, Town & Country Gazette, and the Lehigh County Medical Society publication. Radio interviews with iHeartMedia Inc. News Radio about our Annual Domestic Violence Vigil and Domestic Violence Awareness month, aired on WAEB-AM (Allentown), WAEB-FM, WZZO-FM (Bethlehem), WSAN-AM (Allentown). Both WFMZ Channel 69 and The Morning Call feature our events and news throughout the year. We are active on Facebook, Instagram, and LinkedIn and have improved our social media presence by increasing the number of posts, quality of posts, engagement with the community, increased shares and followers.

Thanks to a grant from PCADV Community Readiness Model (CRM), we partnered with Dr. Allison Bloom from Moravian College to create a new class there: SOC 294 – Special Topics: Intimate Partner Violence about TPLV services and domestic violence. We educated their students and some of them facilitated interviews for the CRM project. The students completed and transcribed interviews with people from the Jewish faith community. TPLV staff and Moravian College students along with Dr. Bloom met via Zoom to review and score the transcriptions from the interviews. This yearlong initiative was a wonderful process of learning, collaborating, and receiving feedback from the Jewish leaders in the Lehigh Valley.

In addition, this past year our Outreach team flourished on so many levels from trainings to social media to technology. The pandemic slowed us down for a moment, but we adjusted sails and focused our energy to utilizing new technology to educate and increase awareness in the community, adapting quickly and shifting to a virtual approach. Since there weren't many places that people could go during quarantine, we implemented a "Safe Place" campaign where we partnered with local grocery stores and pharmacies to be a safe place for survivors to call our helpline. Due to our outreach efforts, we have seen an increase in requests from the community for our materials (posters, palm cards, brochures), presentations, trainings, and events.

**WE EDUCATED 9,061
YOUTH AND ADULTS
ABOUT ABUSE TO
IMPROVE COMMUNITY
AWARENESS.**

EMPOWERMENT COUNSELING

Turning Point offers trauma-informed, empowerment counseling to adults and youth experiencing abuse – whether they are the ones abused or are trying to seek resources and guidance to help friends and loved ones. Our peer support model focuses on safety planning and achievement of personal goals. Our trained advocates offer counseling as part of all of our hotline, housing, legal and outreach services, with community advocates also offering counseling in various satellites throughout the community as well as virtually.

Collaborations with allied partners in the community allowed us to offer several new and unique counseling opportunities this year, including partnerships with Equi-librium, The Banana Factory/ArtsQuest, and the Baum School of Art. The interaction with horses at Equi-librium has provided our families with a unique and life-changing experience by creating a safe space for self-awareness and growth through equine-assisted therapeutic interactions.

**WE PROVIDED 9,725
HOURS OF EMPOWERMENT
COUNSELING TO CLIENTS.**

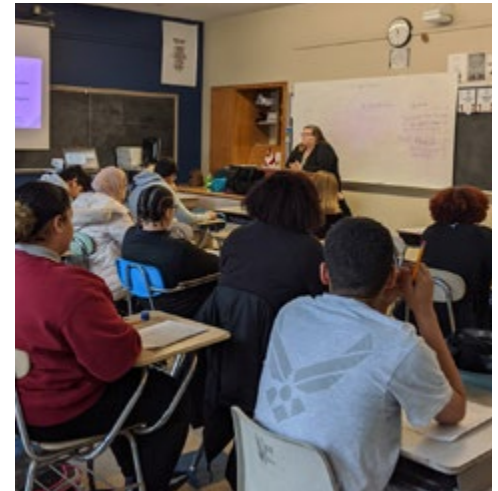
space of expression without judgment. Twenty-one adults and six children participated last year. Thanks to the support and kindness of Two Rivers Health & Wellness Foundation, we provided these opportunities to adults and children so they can find their voice, self-worth, and work toward healing.

As part of our strategic plan, we need to focus more on dedicated services for children and teens. It all starts with the kids. They are the first area of prevention in order to stop the cycle of domestic and intimate partner abuse. A first step was to change our structure to increase our positions focused specifically on Child & Teen Advocacy. During the pandemic, this proved to be a critical step as we continued to advocate for kids and find unique ways to keep them connected when all normal social supports abruptly disappeared. We have also been working on expanding trauma-informed services provided to youth in the community, with the groundwork laid to start a virtual empowerment group for youth 13 years and older in August 2020.

Our goal is to keep creating real systems improvement with community agencies. These agencies include Children and Youth Services in both Lehigh and Northampton counties, the Children's Advocacy Center, and Lehigh Valley Health Network Pediatricians. LVHN's Pediatrics worked with Turning Point in order to create a screening for telehealth visits. We also serve on the committee at the Children's Advocacy Center as well as committees with United Way Resilient Lehigh Valley. We are focused on making sure our work on trauma recovery is up to date. When people in crisis turn to us, it is about the whole person – to acknowledge the trauma they have to overcome – and our staff needs to have the tools to guide them.

In the first two-month period of the pandemic, the number of people who were able to reach out for our services dropped off significantly. Since our clients were not able to come for in-person counseling due to social distancing, we switched to phone counseling as well as the virtual platform, doxy.me. This approach was greatly appreciated by our clients, since they were still able to stay connected with us during quarantine.

The Banana Factory and the Baum School of Art have allowed survivors to provide an outlet of expression when experiences are difficult to express with words. The Healing Art & Music program has created a safe, fun, and creative



DONATE TODAY

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DONORS

Thank you for the financial contributions that enable our agency to continue to provide our life-saving services. We can only do this important work thanks to the overwhelming support of the community. Together we can build a community where every individual is safe and lives free from abuse. Everyone who gives makes a difference in the lives of survivors in the Lehigh Valley.

We would like to acknowledge and extend our gratitude to the following supporters who have generously contributed \$1,000 or more during last fiscal year:

(\$1,000.00 TO \$2,499.99)

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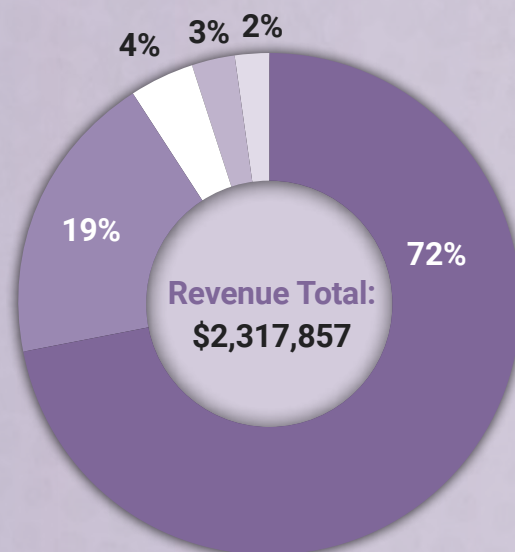
*We are a member in good standing
of the Pennsylvania Coalition Against
Domestic Violence.*



*We are a partner agency of the United
Way of the Greater Lehigh Valley.*

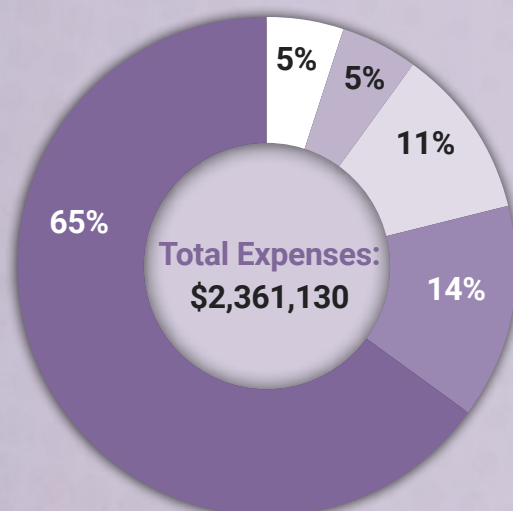
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REVENUE



● Government Grants:	\$1,661,350
● Contributions:	\$442,305
● United Way:	\$85,000
● Foundation Support:	\$42,000
● Events & Other:	\$87,202

EXPENSES



● Personnel Expenses:	\$1,532,910
● Client Assistance Expenses:	\$332,187
● General and Administrative:	\$258,395
● Occupancy Expenses:	\$113,813
● Professional Services:	\$123,825

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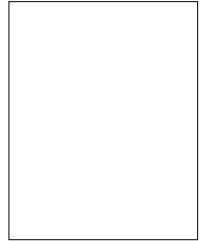
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Turning Point of Lehigh Valley, Inc.

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Allentown, PA 18103



If you or someone you know is in an abusive relationship or feels unsafe in a relationship, reach out to our 24/7 Helpline at 610-437-3369 to learn more about the at no cost resources and programs available.