

Chances & Changes *Chrysalis*

How The Shelter System Works . . .

Some people may think that calling a domestic violence hotline means they will have to leave home and go to a shelter, which can conjure up scary or unpleasant images: rows of beds, unsanitary conditions, people crowded together. Shelters like ours are warm environments with supportive staff - and making the phone call doesn't mean a victim has to leave home. If a victim calls the statewide hotline, they are provided anonymous and confidential information and referrals to a local program like ours at Chances and Changes.

Our programs and services support both residential and non-residential situations - victims can get crisis counseling and other services without having to leave home. And if they do need to stay at shelter, it's reassuring to know that there are regulations that cover safety and service standards. Residential programs are designed to provide emergency shelter and services to assist victims and their children in seeking safety and self-sufficiency. Confidentiality and safety are the cornerstones of these programs, and therefore the shelter location and identity of residents are kept anonymous. Non-residential programs provide services similar to resident programs without the need to stay at the shelter. Victims who do not require shelter or who do not want to leave home can often find help through these programs.

Remember, if you or someone you know is in need of services, call our hotline at 1-888-252-9360 for help. The hotline counselor will help assess safety needs and options, including moving into shelter or not. These services are provided by our trained management and staff.



Transitional Housing - A Bridge to Self-Sufficiency

Within this newsletter you will read about some of our shelter programs and services as well as get a glimpse into our future. Chances and Changes, Inc. has been working on the issues of Family/Domestic Violence for decades and though we have seen substantial progress, we still have a long way to go.

Part of the issue that almost all our clients deal with is finding decent, affordable housing. Without access to safe, affordable housing options, people fleeing from abusive and/or unhealthy relationships are often forced to live in substandard conditions or return to their unhealthy relationships and all that that includes. While some of our clients may need only short term assistance in shelter or in our non-residential programs, others face numerous barriers to achieving independence free from abuse and require longer-term housing assistance and a variety of support services.

Transitional housing is a residency program that includes intensive support services. Usually provided after a crisis or homeless shelter stay, transitional housing is designed as a bridge to self-sufficiency and permanent housing. Residents in these types of programs usually remain for six months to two years and are required to establish goals to work towards economic stability. Viewed as a "continuum of services," transitional housing is a way to fill the major gap between emergency and permanent housing. We have been working and will continue to work with many of our community partners to open a transitional housing program in 2012. We are in the final planning phases and renovation of a six-apartment facility is an important step in our program.

Recognizing that the road to self-sufficiency and permanent housing is often a difficult one, the need to develop and deliver effective and innovative services/programs to assist those who are ready, willing, and able to work to better their lives and the lives of their children is great. Those individuals/families selected into the programs may have family/domestic violence issues or may be homeless for other reasons. The transitional housing program will provide a wide range of support services such as employment training and development, education and training programs, child care and development/parenting programs, clinical therapies, counseling, life skills development, and financial management. The program is extensive and will require a serious commitment from the residents chosen to participate as well as from our community partners and services providers. As we move toward the opening of this project, we will have more information to share which will be on our website, Facebook page, and through various community meetings and media outlets. Our overarching goal is to move transitional housing program participants from homelessness to self-sufficiency and safe, permanent housing while becoming contributing members of our communities.



Does your partner ever act in ways that make you feel afraid?

Call Chances & Changes Domestic Hotline at

1-888-252-9360

Show Your Support While You Save Money and Earn Cash Back! ...

Chances and Changes, Inc. is participating in an exciting new fundraising program. The agency now has its own website featuring thousands of partner stores like Walmart, JC Penney, Best Buy, Apple, Home Depot and many more. When you make a purchase on www.shop4chancesandchanges.com, Chances and Changes receives royalties and you earn up to 35% cash back on qualified purchases.

The benefits don't stop there! You earn 0.5% cash back on purchases of everyone you refer to our website. Now you can take advantage of the ease and convenience of internet shopping to buy the products and services you want, while feeling good about helping Chances and Changes, Inc.

Our new fundraising website has a variety of benefits:

- Check out the Hot Deals page for access to coupons and exclusive deals to help you save more.
- Go to the Partner Stores page to find specific stores you would like to shop from.
- Use the Search feature at the top of the page to search for 35 million different products and services.
- Discover unique products and services like high quality nutritional supplements, luxurious skin care lines, weight management lines and many more.
- Find the perfect gift in our Gift Ideas area.

GETTING STARTED IS EASY!

REGISTER ONLINE:

1. Go to www.shop4chancesandchanges.com
2. Register as a Preferred Customer
3. Go Shopping!

**CHANCES AND CHANGES THANKS YOU
FOR YOUR SUPPORT
YOUR DOLLARS DO HAVE A VOICE!**

The Facts Speak For Themselves ...

- Domestic violence is a national crisis that threatens the safety and security of survivors and their families, communities and businesses. All cultural, religious, socio-economic and ethnic backgrounds are affected by domestic violence.
- The financial impact of domestic violence can last for 10-20 years while the survivor works to repair or build credit, build assets, and secure housing, childcare and transportation.
- Fifty-seven percent of cities cite domestic violence against women and children as the top cause of homelessness.
- Over \$5.8 billion each year is spent on health-related costs of domestic violence.
- Nearly 8 million days of paid work each year is lost due to domestic violence issues - the equivalent of more than 32,000 full-time jobs.

The Facts For Chances & Changes During 2010 and 2011 ...

- 172 families sought our support and services in shelter
- 444 families sought non-residential support and services
- The shelter answered 4,498 hotline calls
- 74 victims sought court advocacy services
- 188 women and children sought housing due to domestic violence related causes
- 73 women and children sought housing due to homelessness



Reaching Out To Help Families ...

The Family Safety Advocate (FSA) Program has been in place with our organization since 2006. The program continues to be a successful collaborative project between Chances and Changes and Livingston County Department of Social Services office providing support and counseling to families who are currently experiencing issues with domestic violence as well as families dealing with the effects of past DV circumstances.

Families are identified through programs such as Child Protective Services, Preventive Services, and Adult Protective Services and are referred to the Family Safety Advocate worker to help plan for today and heal from the past. The FSA Program is short-term support considering the depth of most situations, and very often the FSA worker will refer clients to the Chances and Changes' counseling services consultant for additional long-term and intensive support. We are very encouraged by the success of this program which depends on funding at the state and local levels.

Chances & Changes, Inc.

Licensed by the NYS Dept. of Children & Family Services

2010 ANNUAL FINANCIAL REPORT

Chances & Changes, Inc. maintains high standards of accountability in handling all cash accounts, volunteer services, and in-kind donations. Financial statements are prepared in compliance with generally accepted accounting principles and submitted to independent auditors on a regular basis. Government grants were provided to the Agency primarily through the State of New York and Livingston County. Public support was provided by United Way of Greater Rochester and concerned individuals and organizations. Program service revenues were received from various Departments of Social Services and resulted from services provided to in-shelter and out-of-shelter victims and/or survivors including revenue for homelessness. In-kind donations, such as clothing and household items, provided invaluable support to victims and their families as they worked to transition to independent abuse-free lives.

YEAR ENDED DECEMBER 31, 2010 AND PRIOR YEAR COMPARISON

	2010	2009	Increase/ (Decrease)
Total Public Support and Revenue	\$ 654,921	\$ 509,146	\$ 145,775
Includes the following key sources of revenue:			
Program Services	\$ 242,477	\$ 145,352	\$ 97,125
Government Grants	\$ 344,921	\$ 307,432	\$ 37,489
United Way of Greater Rochester	\$ 25,958	\$ 27,222	\$ (1,264)
Total Expenses	\$ 577,934	\$ 527,695	\$ 50,239
Includes payroll, employee benefits, and related expenses	\$ 435,312	\$ 390,862	\$ 44,450

During 2010, the organization received 90% of its support and revenue from day-to-day Program Services and from various government agencies in the form of grant income. For the years ended December 31, 2010 and 2009, revenues from the Department of Social Services amounted to 37% and 29% of total revenue, respectively. Revenue from government grants amounted to 53% and 60% for the same periods, respectively. We continue to be a United Way of Greater Rochester participating agency.

The agency's approved "homelessness" charter allows us to serve victims who are without residence due to domestic violence or other inter-related causes and continued to be a viable service provided by the organization in 2010. Our commitment is to help build opportunities for domestic violence victims' independence and at the same time create housing options that assist people to overcome challenges and transition to self-sufficiency. This charter also helps us to take advantage of an increasingly complex and competitive funding environment for licensed non-profit organizations like ours.

Another critical continued service is the Family Safety Advocate Program. This government grant enabled strong continued collaboration by our FSA worker with Livingston County Department of Social Services to assist families who are currently experiencing issues with domestic violence as well as families healing from past domestic abuse-related circumstances.

The difficult economy continued to affect the bottom line revenue and spending for the organization. Government support, both federal and state, reflected the tightness of budgets and the related economic challenges. The past year continued to be one of minimal spending and frugality for planned repairs and facility upgrades except for emergencies.

We are always seeking new sources of grant funding as well as financial support from businesses, organizations, and individuals in communities of the Genesee Valley area. Please contact us at 585-658-3940 if you can help.

A copy of our full financial report may be obtained upon request in writing to
Young & Company CPAs, LLP, Rochester, NY 14623

Greetings and Happy New Year ...

It has been another busy year for us at Chances and Changes, Inc., with a number of exciting new projects in store. In addition to the yeoman's work that our staff does dealing with the regular operation of the domestic violence shelter, the organization is actively pursuing new opportunities to continue our mission in coordination with other agencies. At this point, we are engaged in an attempt to obtain access to additional facilities, with the intention of increasing the ability of Chances and Changes, Inc. to provide services to the people of Livingston and the surrounding counties, by adding to our housing capacity.

We are enthused and energized by the possibilities to improve and expand our reach in the Livingston County area. Victims of domestic violence and the homeless need a chance to change their lives, and this is what we strive to offer. But we cannot do it alone.

We greatly depend on the contributions of the fortunate, so that we can put those to use in assisting those that are much less fortunate. On behalf of the entire Board of Directors, I ask that you consider making a monetary donation to Chances and Changes, Inc. in the New Year. As an organization, we have consistently out-paced other similar non-profits in terms of the percentage of your donations that is applied to actual homeless and domestic violence assistance. Translation: we spend less on administrative costs and more on fulfilling our purpose. You can be certain that your donation will result in a direct and substantial benefit to people living in your own community, and is making an impact on the lives around you.

If you are not able to commit to a monetary donation, we are always looking for volunteers to work at the shelter, or at any one of our annual events, including the Chances and Changes golf tournament and Amy's Walk. It certainly will be an interesting 2012 for Chances and Changes, Inc. I hope that you will join us in tackling the challenges that lie ahead. With your support, I am confident that we will continue to reap the rewards of knowing that we have improved the lives of those around us by giving chances to those who deserve them the most.

I thank you, and wish you health and happiness in the year to come.

All the best,
Andrew F. Emborsky, Esq.
Board President

Safe ... from fear

Safe ... from pain

Safe ... from abuse

A Safe Place

Message From The Executive Director ...

Wow - what a year! It has been quite the ride the past few years as we work 24/7 (literally) to provide needed basic services for our clients in the midst of ongoing economic hardships most of us have been experiencing, personally and professionally. Every day I am reminded by the work we do that the human spirit is strong, that sometimes even the smallest kindness or bit of help can make a great difference in someone's life. When I reflect on the problems faced by the clients we encounter and the struggles they have endured, I am thankful for what I do have and do not bemoan what I don't have - it really puts life in perspective daily. Take nothing for granted.

As most of you who know us are aware, we have been working with our community partners, public and private individuals, businesses, groups, agencies, schools, churches, courts, law enforcement, etc. to address the issue of family/domestic violence (F/DV) on a more holistic level. Having expanded our shelter services to include "homeless" clients in 2008 has allowed us to work with individuals and families who may have a history of family issues, including possible F/DV issues, that have contributed to their being homeless.

Working with our many "partners" and looking at community needs, present and projected, it was and is apparent that we need to continue to work as a community to address family violence and homelessness through better mutual planning and service coordination, especially in light of shrinking resources. This year has seen renewed efforts at doing just that - Livingston County has joined a Regional "Continuum of Care" which has allowed the county to position itself to receive possible grant funding from Housing and Urban Development (HUD) to begin to develop programs to help people secure permanent housing and move toward self-sufficiency; we are working with a major corporation to partner with us to open the first full service Transitional Living Program (see the front page article) in the county in 2012 (keep checking our website and Facebook page); we have secured a grant through NYS Office of Temporary and Disability Assistance which, with our community partners, will help enable us to develop a program to address the multiple problems associated with homelessness or the risk of homelessness and assist those who find themselves in these situations. Together we can collectively make this happen through hard work. Take nothing for granted.

As always, we are most thankful for all of you who have extended your support in any way - financial, volunteering, donations of clothing, food, toiletries, household goods, etc. To my Board of Directors, fellow agencies, businesses, and all others, I also want to thank you for your encouragement, guidance, support and for our mutual renewed collaborative efforts to address the many needs in our communities.

Our lines are always open, so please feel free to contact us for any information or to arrange for a presentation for your group, business, etc. We would like to hear from you. Take nothing for granted, and the Happiest and Healthiest of New Years to you and yours.

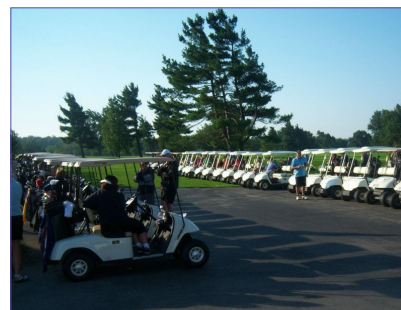
Karen Tremer, Executive Director

Board of Directors:

Andrew Emborsky, President
Diane Armbruster, Secretary
Nancy Ellen Cleveland, Treasurer
Elizabeth Savard
Cheryl Lynch
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Marsha Mitchell

10th Anniversary Charity Golf Tournament

Our largest fundraiser of the year is our charity golf tournament. This year's tournament, held at the Livingston Country Club, was no exception and raised more than \$11,000 for our agency. It was truly a "sharing and caring" event with many individuals, businesses, and organizations in our local communities working together to make it a phenomenal success. We had 28 teams of golfers, over 80 tee sponsors, and a raffle valued at over \$5,000! Watch for details of our 2012 golf tournament event in the near future.



Out and About . . .

Ensuring community awareness about domestic violence is a critical part of what we do at Chances and Changes. This year we participated in many community events including the Wayland Potato Festival, the Geneseo Summer Festival, the Mt. Morris Italian Festival, the NYS Festival of Balloons in Dansville and Bellamy Days in Mount Morris to help educate and inform the public.

We also participated in a joint fundraiser - a Charity Luncheon and Fashion Show in collaboration with Geneseo Parish Outreach Center. Over 200+ people attended the event. Thank you to Cindy Oswald as emcee for the event, and to Swain Sports II, Peebles, Maurices and Fashion Bug for all of their great support. Over 100 items were donated for our raffle, and two phenomenal women whose lives have been affected by domestic violence were guest speakers.

Our annual 5K Walk in memory of Amy Sayle was held in collaboration with April's Curves of Geneseo and was part of our outreach effort to acknowledge October as National Domestic Violence Awareness month. This year's walk continued to involve public schools and SUNY Geneseo groups as well as community individuals and organizations.

Working With The Courts To Support Victims and Survivors . . .

Chances and Changes' Court Advocacy Program, which is utilized by both in-shelter and non-residential victims and their families, continues to provide services on an on-going basis. The majority of our support is given to non-residential victims who are referred to us through Probation and Family Court services in non-criminal matters.

During the past year, Chances and Changes has teamed with Probation and Family Court to help victims obtain much needed domestic violence staff expertise and encouragement. Once a victim has begun a filing process through the court system, Family Court then calls our Court Advocate to meet the victim in Court to assist with Family Offense Petitions, Custody Petitions and just generally help support them through the court process. This support helps relieve an often stressful situation and petitioners seem to like having someone that they can talk with who is knowledgeable about their situation, their fears and hopes of moving forward.

Testimonials . . .

Each year we watch amazing women step away from an abusive life and move forward to achieve independence for themselves and their families.



One recently wrote us and said:

"I would like to officially thank you for the warm and loving treatment I received when I was at the shelter. I have been to several shelters/safe houses and Chances and Changes by far is the best and the most comfortable for me.

I was unsure and at a new low when I arrived there. Everyone treated me like an adult. Even though I was held accountable for my actions, I was given respect and there was always someone available for any needs I had"

*Graciously and sincerely,
"Betsy"*

Child Safety Seat Program Through Cornell University Protects Our Children . . .

In an effort to better protect our young people, Chances and Changes is in its 3rd year of collaboration with Cornell Cooperative Extension of Livingston County, participating in the NYS Child Safety Seat Program. Through funding provided by the NYS Governor's Traffic Safety Committee, our agency car seat technician was able to provide 10 new car seats to needy families this year.

Statistics show that 3 out of 4 car seats are not installed correctly, making even a new car seat ineffective and possibly deadly. Education is a very important part of a car seat program. Caregivers watch a video entitled "Don't Risk Your Child's Life" and are taught how to adjust their new seat to their growing child before learning how to install the seat in a vehicle. All agency staff have been trained in proper car seat sizing and installation.

Chances and Changes is proud to be a certified child safety seat fitting station in the County and thanks to June Webster, the Traffic Safety Education Program Coordinator at Cornell Cooperative Extension, for overseeing our participation in the program.

EVENTS AND OPPORTUNITIES

Annual Giving Appeal

The enclosed donation envelope is an easy way to give to our **Annual Giving Campaign**. Domestic violence and related homelessness know no season, they happen every day. So we hope you will take this opportunity to include us in your charitable gift-giving and get a tax deduction to boot!

Give a Gift In Honor Of ... Or In

Memory Of - These types of gifts can be given at any time.

The IRA Charitable Rollover provision of the Pension Protection Act of 2006 provides an annual exclusion from gross income - and, thus, from Federal income tax - for "qualified charitable distributions" of up to \$100,000. Is this option right for you and us?

Support Group meetings

... are held on Mondays and Fridays at various locations. Call 585-658-3940 for times and locations each week.

Save The Date:

The 11th Annual Charity Golf Tournament will be held September 11, 2012.

NEW !!!

Chances & Changes "Easy Recipe" Cookbook ... now available by calling our office at 585-658-3940. A donation of \$10.00 is requested which helps support our programs and services.

Collectible Custom Artwork

Chances & Changes continues to make available custom copper artwork in the form of garden stakes, pins, ornaments and other items that make great gifts. Call us to order. All proceeds go directly to help provide our services.

Wish List: Space limits prevent us from printing our list here - so please consult our website: www.chancesandchanges.org or call us for more information.

Chances & Changes, Inc.

P.O. Box 326
Geneseo, NY 14454

Domestic Violence Hotline: 1-888-252-9360
Rape Crisis Hotline: 1-800-527-1757
www.chancesandchanges.org

Livingston County Licensed
Domestic Violence Agency



A United Way Agency

NONPROFIT ORGANIZATION
U.S. POSTAGE PAID
GENESEO, NY 14454
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Please call 658-3940 to update mailing information.