HIGHLIGHTS

This year marked four decades that The Center and Hope and Healing, Inc. has provided trauma and resilience-informed, multicultural, rape crisis services to the Greater Lowell community. We celebrated with a fun and creative event that was expressive of our multicultural identity. It was truly a sight to see over 150 people celebrating our successes and multidisciplinary approach to healing. The entertainment for the evening was The Genki Spark, who felt comfortable and safe enough to take the podium to speak about their own survivorship. We are thrilled to have celebrated this milestone with our community.

In FY 2016 alone, we served 899 individuals with an expanded focus on marginalized and disenfranchised communities. We are proud to have engaged and amplified the new voices of LGBTQ/T individuals, immigrants and refugees, youth, and victims of trafficking to create a safe and healing culture.

Our team has grown in expertise and diversity, and is one of only a few statewide nonprofits that have majority staff of color and leadership of color, where more than half the staff are bilingual and more than a third are immigrants. These identities inform programmatic decisions and service delivery, and deliberately impacts the organizational culture, which in turn translates to credibility within the communities we serve.

SURVIVOR SERVICES

The Survivor Services team provided 1,489 hours of trauma-based support to 677 individuals on the 24-hour hotline, through counseling, psycho-educational groups, 24-hour medical advocacy, court and police accompaniment, and legal case management. All services are offered in English, Spanish, Portuguese, French, and Hindi.

The dramatic increase in advocacy hours is directly correlated to the Reducing Barriers to Access program that was launched in FY 2016 which led to the hire of a Medical-Legal Advocacy Coordinator.

No one gets it.
And then I walk in here.
And you get it.
This is my second home.

A youth survivor who received individual counseling services
FINANCIALS

The Center for Hope and Healing saw an $115,320 increase in revenue from FY15 to FY16 – a 21% improvement. Sixty-one percent ($70,443) was an increase in grant revenue. Government grant income ($576,182) is from four sources – Department of Public Health, Massachusetts Office of Victim Assistance, Office on Violence against Women (OVW) Engaging Men and Boys, and Attorney General’s Office. A $90,000 increase in CHH’s VOCA funding enabled the agency to hire two new staff members to enhance CHH’s medical and legal advocacy for sexual assault survivors. The personnel expense increase ($69,836) is a result of these two VOCA-funded hires.

CHH’s reliance on government grants, which tend to be the most restrictive, reduced from 94% of total income to 88%. Correspondingly CHH saw increases in revenue from private grants and individual/corporate contributions increase from 6% of total revenue to 12% of total revenue. This is due in large part to a generous legacy donation and fundraising activities. Significantly, almost $45,000 (39%) of unrestricted dollars came in because of increases in individual contributions and fundraising events.

After more than 25 years of occupancy on Merrimack Street, CHH relocated in July to its new George Street location. The current office with its increased warmth, light, and view enhances our clients’ experience when accessing on-site services. The increase in occupancy costs ($21,249) is mostly comprised of expenses associated with CHH’s office relocation.

Program expansion and the office relocation contributed to expense increase of $167,039 (31%). Ninety percent (90%) of these increased expenses came from three categories: personnel, occupancy costs, and professional fees. Two of the three categories: Professional fees increase ($58,391) and additional occupancy costs are expected to be one-time expense occurrences.

HEALINGCORPS

The HealingCorps Volunteer Program is designed to create meaningful experiential opportunities for individuals from marginalized communities. It is built to fit into the lives of students, working professionals, people of all ages, and people of all lifestyles. Over the past 5 years, the increase in participants from disenfranchised communities has risen from 25% to 67%. We believe that increasing this number is reflective of our multicultural nature and ultimately benefits the survivors with whom we work.

Our volunteers respond to hotline calls, accompany survivors to emergency rooms and courtrooms, represent CHH across the state, and are ambassadors for healing, hope, and social justice.

In 2016, 32 individuals provided 9,899 hours in service. We have made a concerted effort to increase participant retention to 88%.

> By coming to group every week I have been able to cope with my feelings and understand that it was not my fault and I didn’t want this happened to me. We have to speak up to stop the sexual abuse.  

Adult survivor from group/workshops
STAFF
Executive Director
Isa Woldeguiguiorguis

Director of Finance and Operations
Chris Miller

Director of Programs
Elisabeth Nash Wrenn

Director of Development
Paula Gomez Stordy

Survivor Services Manager
Susan Theodosopoulos Pulido

Community Impact Manager
Elsabel Rincon

Volunteer Manager
Amrith Fernandes Prabhu

Medical-Legal Advocacy Coordinator
Shaquilla Terry

Bilingual Counselor and Advocate
Olga Madrid

Bilingual Counselor and Advocate
Michele Cubelli Harris

Engaging Men and Boys Project Coordinator
Caitlin LeMay

Education and Outreach Coordinator
Fahmina Zaman

BOARD OF DIRECTORS
President
Kara Chiev

Treasurer
Shannon Norton

Secretary
Molyka Tieng

Development Chair
Marianne Fleckner

Members
Vesna Nuon
Tim Hirbour

OUR SERVICES
24-hour hotline
Crisis intervention, support, safety planning, information, and referrals

Short-term phone counseling
Offered for individuals who have mobility challenges and for individuals who are preparing for in-person counseling

Individual counseling
Free and confidential in-person one-on-one sessions

Groups and Workshops
In-person education, decreases isolation, teaches coping skills and increases access to safety, stability, and mastery

Medical Advocacy
Information and accompaniment on SANE, referrals to medical providers, assistance with victims compensation

Police and Court Accompaniment
Resources and referrals for legal case management, information on protective orders, etc.

Training and Technical Assistance
Tailored trainings for any age group on healthy relationships, bystander intervention, consent, healthy masculinity, etc.

Organizing, Visibility, and Community Engagement
Solidarity with social justice organizing efforts and developing survivor leadership, community collaborations, and social media advocacy,

Volunteer Opportunities
Hotline Advocate
Medical and Legal Advocate
Community Impact Advocate
Non Profit Administration Intern
We kicked off our 40th year by partnering with DeLaMano, Inc., a grassroots organization in Lawrence MA to organize for One Billion Rising. We continued to organize along with a multidisciplinary community group, the 11th Take Back The Night event attracting 1,000 community members who spoke out against sexual violence. On the same morning, we hosted Lowell’s first Men’s Breakfast as part of a sexual assault prevention effort, where male community leaders spoke to men and boys about role they have in ending sexual violence. As part of the same effort, we hosted Buzz for Safety that highlighted local barbers who have been partnering with us to provide workshops to their communities around sexual violence, healthy masculinity, and preventing sexual violence. We provided education to 187 students in schools and youth-serving organizations. We ran the 2nd year of the Youth Leadership Corps where 8 youth from marginalized communities had opportunities and access to mentorship and professional experience. In the wake of the Orlando massacre last summer, CHH and local organizing groups came together yet again in the name of love, healing, and hope. We continue to involve ourselves in legislative advocacy and speak out against hate.

This is not my country, I don’t speak English very well, I don’t have friends and my family lives in another country. Coming to counseling in my own language [has helped me] to talk in my language about my feelings and ways to cope with them. Thanks for listening to me, I feel understood and supported.  

Adult survivor in bilingual counseling

The Center for Hope and Healing, Inc.  
21 George Street, Suite 400  
Lowell, MA 01852  
www.chhinc.org  
Ph: 978-452-7721  
Fa: 978-458-2822  
TTY: 978-452-8723  
24-Hr Hotline: 800-542-5212
PREVENTION: EDUCATION AND OUTREACH

We kicked off our 40th year by partnering with DeLamano, Inc., a grassroots organization in Lawrence MA to organize for One Billion Rising. We continued to organize along with a multidisciplinary community group, the 11th Take Back The Night event attracting 1,000 community members who spoke out against sexual violence. On the same morning, we hosted Lowell’s first Men’s Breakfast as part of a sexual assault prevention effort, where male community leaders spoke to men and boys about roles they have in ending sexual violence. As part of the same effort, we hosted Buzz for Safety that highlighted local hair stylists who have been partnering with us to to provide workshops to their communities around sexual violence, healthy masculinity, and preventing sexual violence. We provided education to 187 students in schools and youth-serving organizations. We ran the 2nd year of the Youth Leadership Corps where 8 youth from marginalized communities had opportunities and access to mentorship and professional experience. In the wake of the Orlando massacre last summer, CHH and local organizing groups came together yet again in the name of love, healing, and hope. We continue to involve ourselves in legislative advocacy and speak out against hate.

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