



ANNUAL REPORT 2023



Crisis Center of Comal County
655 Landa St, New Braunfels, TX 78131
(830) 620-7520 | crisiscenternb.org

Left blank intentionally

GOVERNING BOARD

Sean Williams
PRESIDENT

Hank Crippen
VICE PRESIDENT

Gabriela (Brie) Ortega
SECRETARY

James Heinbaugh
TREASURER

Russel Gribble
PAST PRESIDENT

Jennifer Blaschke
MEMBER

Jeni Cook Furr
MEMBER

Blythe Cox
MEMBER

Sharon Deats
MEMBER

Jill Johnson
MEMBER

Georgia Malmsten
MEMBER

Kimberly Stevenson
MEMBER

Mark Stevenson
MEMBER

Joe Vargas
MEMBER

EXECUTIVE TEAM

Julie Strentzsch
CHIEF EXECUTIVE OFFICER

Vivian Putney
CHIEF FINANCIAL OFFICER

Mildred Monreal
CHIEF DEVELOPMENT OFFICER

Jennifer Hinojosa
CHIEF PROGRAM OFFICER

Heather Cruz
CHIEF ADMINISTRATIVE OFFICER

A LETTER FROM OUR CEO

Dear Friends of the Crisis Center,

As we reflect on the transformative journey of the Crisis Center of Comal County since the fire in 2022, it's with immense gratitude that I share our recent accomplishments and ongoing commitment to our mission. We exist to embrace survivors of crisis and trauma, empowering them to positively change the trajectory of their lives.

Our theory of impact guides us: we deliver safe, compassionate, wrap-around services through a supportive community of care. This belief system underscores that all survivors deserve safety, a collaborative system is essential for sustained impact, and meeting individuals and families where they are diminishes the impacts of trauma.

Over the past year, we have observed a 48% increase in clients served, highlighting both our fiscal responsibility and the growing demand for our services. The numbers narrate a compelling story: 1,904 calls were answered on our hotline, 1,099 counseling sessions positively impacting 875 counseling clients, and our advocacy extended to SANE exams and legal support. Furthermore, our Next Step Program successfully provided permanent housing to 52 clients, positively influencing 122 lives.

These accomplishments, backed by 10,412 dedicated hours of non-residential care and a 91% positive discharge rate for residential services, underscore the transformative impact of CCCC. This reflects our steadfast commitment to comprehensive care, recovery, and community support. We express our gratitude for your unwavering support, and together, we continue to cultivate a nurturing community of care.

Warm regards,

JULIE STRENTZSCH, PH. D, LPC
CHIEF EXECUTIVE OFFICER



MISSION

To embrace survivors of crisis and trauma and empower them to positively change the trajectory of their lives

THEORY OF IMPACT

We do this by delivering safe, compassionate, wrap-around services through a supportive community of care.

BELIEFS

- All survivors of domestic violence, sexual assault, and homelessness deserve a place where they feel safe
- A collaborative system of care is needed to make a sustained impact for trauma survivors in our community
- Individuals and families affected by trauma deserve resources and support in their time of need
- Meeting people where they are helps reduce the impacts of trauma

VALUES

- Growth- We embrace a growth mindset encouraging the development of ourselves and others.
- Protection- We value and prioritize the safety of ourselves, our clients, and our community.
- Accountability- We stay true to our word and take pride in the service we provide
- Empathy- We care deeply, modeling compassion in all our interactions.
- Resilience- We are passionate leaders, embracing adaptive strength to persevere through adversity.

CLIENT'S STORIES

Leslie's Story *

Here at the Crisis Center of Comal County, we've been there for Leslie, providing crucial support as she faced a tough time. We didn't just stop at immediate crisis help—we offered counseling, legal advice, support groups, and even connected Leslie up with shelter services. Those services weren't just about safety; they created a safe, comfy space. And let me tell you, over time, Leslie made incredible strides—emotionally healing, tackling legal hurdles, and gaining independence through stable housing and financial aid. It's our way of showing our commitment to caring for the whole person, giving survivors like Leslie the tools they need to get back on their feet.

Alvarez Family's Story*

Meet the Alvarez family—they've faced domestic violence head-on, finding a lifeline at the Crisis Center of Comal County. Through the ups and downs, CCCC has become their go-to ally, offering immediate shelter services for a secure escape from the turmoil. It's more than just a safe haven; it's the starting point for their recovery journey.

The support doesn't stop there—counseling, legal guidance, and personalized support groups follow suit, tailored to each family member's needs. It's like a customized healing plan, connecting them to additional assistance when needed.

In the months that followed, the Alvarez crew saw some real progress. With the CCCC's backing, they tackled legal hurdles, found solace in counseling sessions, and discovered a sense of community in support groups. Plus, case management stepped in to ensure the kiddos received the special care they needed.

Their journey wasn't just about escaping danger; it's been a profound experience of recovery and empowerment. Coordinated efforts landed them stable housing and financial aid, setting them on the path to independence. This all-encompassing approach showcases the CCCC's dedication to full-circle care, addressing immediate and long-term needs for recovery and self-sufficiency.

In a nutshell, the Alvarez family's story shines a light on the life-changing impact of the CCCC those navigating domestic violence. With a lineup of services, the CCCC played a vital role in helping them break free and stride towards a brighter, more secure future.

Crisis Center Services

Impacting Lives



Victims Advocacy:

- 24/7 crisis line with trained advocates
- Advocates offer support, information, and referrals during crisis situations
- Accompany clients to medical, legal, or criminal service providers



Counseling Services:

- Individual and group counseling
- Licensed counselors assist clients of all ages and backgrounds in overcoming victimization effects
- Curriculum-based support groups for children focus on healthy coping skills and relationships



Shelter:

- Emergency shelter for domestic violence and/or sexual assault victims
- Residents receive comprehensive agency services
- Residents work towards self-sufficiency away from violence



Legal Advocacy:

- Assist in preparing protective orders, affidavits, and police reports
- Escort clients to law enforcement and criminal justice offices
- Aid in completing crime victim's compensation claims



Case Management:

- Goal-focused services with periodic reassessment



Community:

- Education and presentations on domestic violence and sexual assault for civic, educational, and church groups
- Participation in local resource fairs and provision of support and educational groups

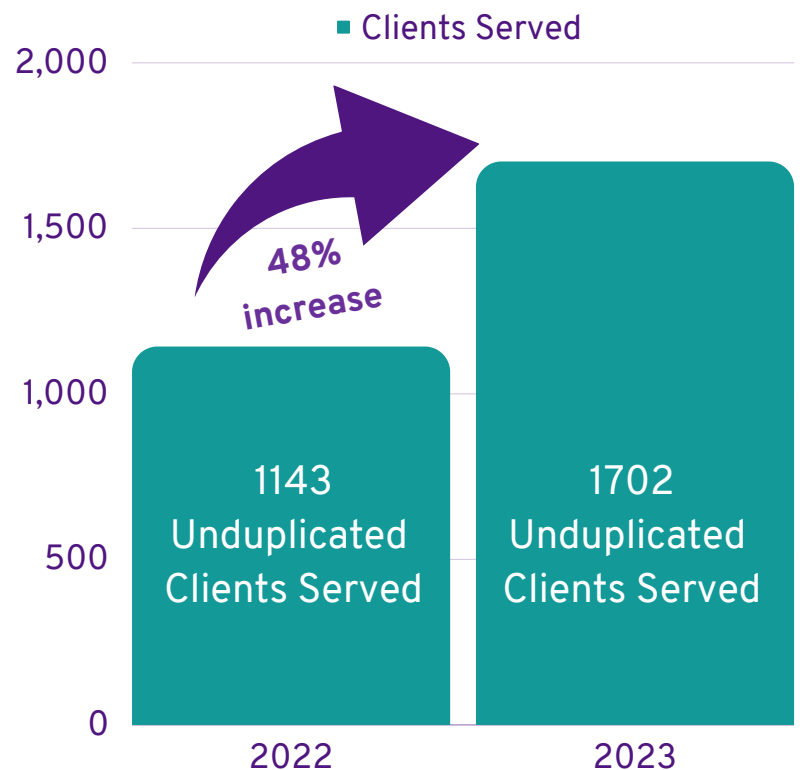


Referral Services:

- Provided through crisis line or in-person by trained staff or volunteers

UNDUPLICATED CLIENT COUNT

In 2023, the Crisis Center of Comal County witnessed a 48% surge in clients served, maintaining fiscal responsibility despite constant funding. Our commitment to efficient resource utilization ensures sustained impact, empowering more individuals and families in need while maximizing community support.



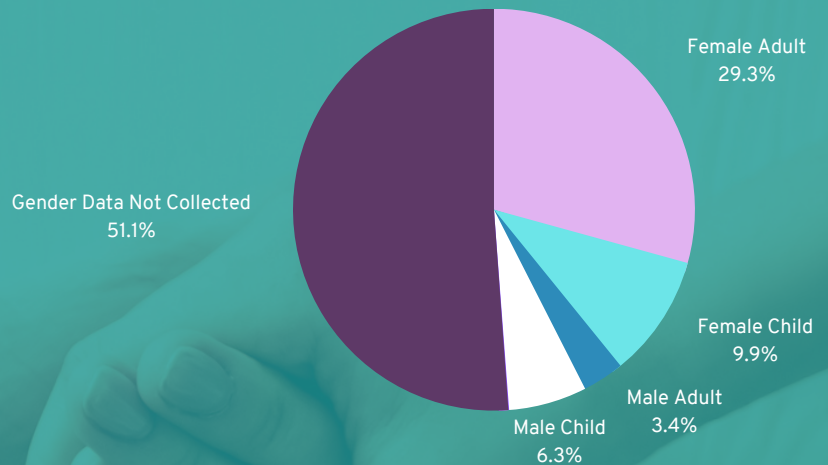
TOTAL SERVICES OFFERED: 11,289

In the past year, our organization has diligently provided a total of 11,289 services across all programs. This reflects our commitment to making a meaningful impact and offering essential support to those we serve. Thank you for being part of our journey.

PROGRAM STATS FOR 2023

Over the previous reporting period, our organization extended support to a total of 1,702 clients, encompassing 449 individuals and 312 families. Our services catered to individuals of various genders and non-binary identities, as well as a diverse range of races. The following data provides a detailed breakdown.

GENDER STATS FOR 2023



INDIVIDUALS SERVED IN 2023 = 449

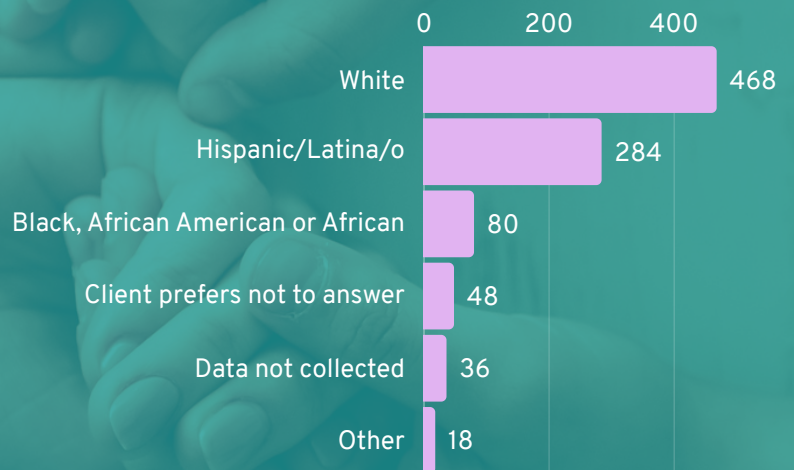


FAMILIES SERVED IN 2023 = 312

= 10



CLIENTS BY RACE

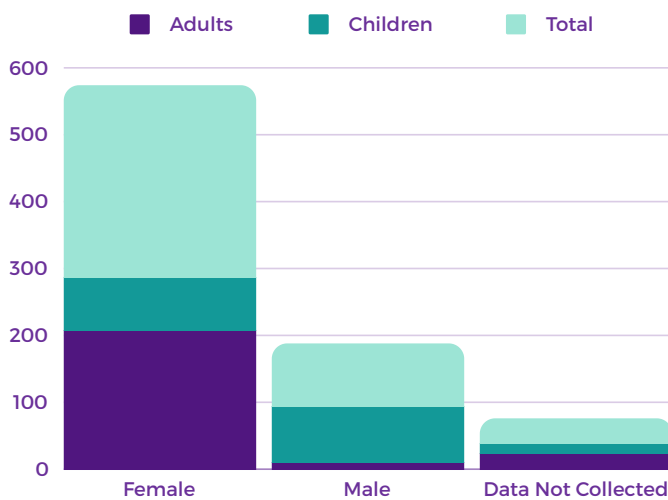
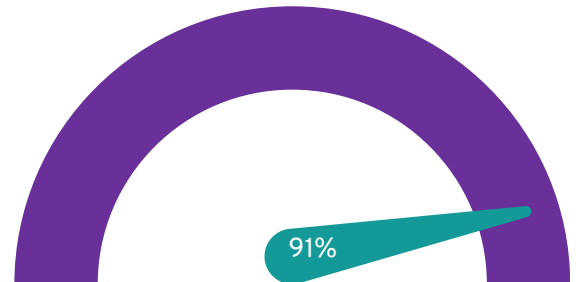


RESIDENTIAL SERVICES

TOTAL NUMBER OF RESIDENTIAL CLIENTS: 419

POSITIVE DISCHARGE RATE FROM RESIDENTIAL SERVICES

CCCC boasts a remarkable 91% positive discharge rate from residential services, reflecting its effectiveness in meeting and satisfying the needs of its residents.

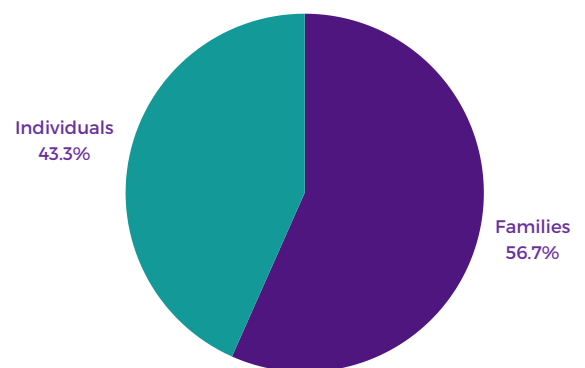


GENDER STATS FOR RESIDENTIAL

Our gender statistics for residential clients, including those in our shelter and hotels.

RESIDENTIAL INDIVIDUALS/FAMILIES

Our residential services, encompassing shelter and hotels, show a balanced focus on both individual and family support, reflecting our commitment to serving diverse client needs.



526

Total Enrollments for
Residential Services

5550

Services offered to our
Residential Clients

8265

Bednights offered to
clients in Residential Care

NON-RESIDENTIAL SERVICES

TOTAL NUMBER OF NON-RESIDENTIAL CLIENTS: 1271

ACUTE AND CHRONIC SANE EXAMS

75

NEXT STEP CLIENTS

122

OF HOURS OF COURT ADVOCACY

445

OF COUNSELING SESSIONS

1,099

OF NON-RESIDENTIAL CLIENTS

1,271

HOTLINE CALLS

1,904

HOURS OF SERVICE

10,412

At the heart of our impactful services at the Crisis Center of Comal County lies our commitment to delivering comprehensive, compassionate support through non-residential services, also known as Wrap-Around Care. This approach embodies our belief in creating a nurturing community of care, ensuring safety and well-being for those in need.

Over the past year, our hotline was a lifeline, fielding 1,904 calls, providing immediate crises assistance. We dedicated 1,097 hours to 1,099 counseling sessions, benefitting 875 counseling clients and offering crucial mental health support integral to our holistic care model.

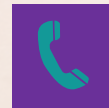
Advocacy extended to 75 SANE exams, 14 Strangulation Exams and 445 hours of legal advocacy during critical moments. Additionally, we actively contributed to our community, assisting 122 clients with permanent housing through our Next Step Program, housing a total of 52 clients. Our impactful initiatives, including a food pantry, school supply distributions, and a heartwarming Holiday Market, further fostered a sense of belonging during challenging times.

In summary, our services, supported by 10,412 hours of dedication, showcase the transformative impact of the Crisis Center, embodying our commitment to comprehensive care, recovery, and community support.

In closing, our unwavering commitment to the mission and the provision of wrap-around care at the Crisis Center of Comal County remains steadfast. The incredible strides we make in empowering survivors and fostering resilience are made possible by the immeasurable support from our community. We extend heartfelt gratitude for the generous contributions, thoughtful donations, invaluable in-kind gifts, and countless volunteer hours that fuel our endeavors. Together, we create a tapestry of compassion, strength, and support, weaving a brighter future for those we serve. The profound impact of our collaborative efforts resonates beyond statistics, transforming lives and embodying the spirit of hope. As we reflect on the accomplishments of the year, we recognize that it is the collective heart and dedication of our community that propels us forward. Thank you for being the cornerstone of positive change.



Contact Information



Phone Number

830.620.7520



Email Address

crisiscenter@crisiscenternb.org



Website

www.crisiscenternb.org

