

# BUILDING SAFETY, JUSTICE, AND DIGNITY FOR ALL



NEW ENGLAND LEARNING CENTER FOR WOMEN IN TRANSITION

## OUR COMMUNITY OF SUPPORT:

### Foundation Revenue:

Anonymous  
Fred Wells Trust  
Myrtle L. Atkinson Foundation  
Vanguard  
Haymarket Fund  
Monthly United Way  
United Way Donors' Choice

### Contract Revenue:

Community Legal Aid OVW Subcontract  
PH General Community Based Domestic Violence Services  
DPH Flex Funds  
DPH Supervised Visitation  
DPH Rape Crisis Center  
DPH MA Rural Domestic Violence and Sexual Violence Project  
MOVA Safeplan  
MOVA VOCA  
NWDA- STOP Contract

Total Revenue ..... \$1,210,070  
Total Expenses ..... \$1,160,397  
Temporarily restricted (reserve) ..... \$419,785

### Community Partners:

The following local businesses and organizations support NELCWIT by donating goods, services and venues to the agency and its clients.

Great Falls Yoga  
Warm the Children  
The Root Cellar/10forward  
CommonGood  
Tapestry Health Harm Reduction Services  
Two Rivers Recovery Center for Women  
Greenfield Savings Bank  
Green Fields Market  
Great Spirit Tattoo and Helheim Gallery  
Atlas Farm  
Maurice's  
Stop & Shop  
Big Y

## BOARD OF DIRECTORS:

Pam Brown, President  
Tessa White-Diemand, Clerk  
Johanna Bourgeois, Treasurer  
Karen Fitzpatrick  
Yves Solomon-Fernandez  
Grace Ramsey  
Ginger Robinson

We were delighted to welcome several new Board members this year: **Yves Solomon-Fernandez, Grace Ramsey, and Ginger Robinson.** We also welcomed new staff members, including **Louisa Khettab, our new Director of Counseling; Alexis Hott, our LGBTQ+ advocate; Elizabeth Finn, a new Safeplan advocate; Noreen Sale, a new Safeplan advocate for Orange; Ben Yarrow, a sexual and domestic violence advocate; and Carolyn Sweet, Grants and Contracts Manager.**

## A Letter from the President of our Board

2019 has been a year of renewal and growth for NELCWIT. Our funding through the Department of Public Health and the Office of Victim Assistance has been expanded to help us better reach and serve the needs of our community. We are able to provide more counseling services at our Greenfield office and at our North Quabbin office, and now have a dedicated LGBTQ-community focused counselor. Since January, we've been fortunate to have Carla Oleska, former director of the Women's Fund, to provide interim leadership and guidance. Through the development of our small, but hardworking Board and in collaboration with the staff, the agency has crafted a new shared leadership model; NELCWIT will be led by two dedicated Co-Executive Directors.

After eight years in leadership roles at NELCWIT including Director of Programs and Director of the Children's Visitation Center, Juan Carlos Aguilar has been hired as the Co- Executive Director of Programs. Juan Carlos will continue to supervise our current programs, and develop new proposals to expand NELCWIT's community contacts. Juan Carlos has more than 20 years of experience in social justice and social change organizations, including the Peace Development Fund and the Solidago Foundation. His visionary approach to collaborative leadership and passion to serve will help us in our goal of ending sexual and domestic violence in our community.

Rachel Gordon, who has been a member of the Board of Directors for the past year, will serve as the Co-Executive Director of Operations, Finance and Administration. Rachel has managed nonprofits across the globe for the past fifteen years and was a temporary Co-ED of the agency for several months last year. Rachel brings new energy and humor to the agency, and is passionate about equity, justice and movement building through the agency's work.



NELCWIT staff, September 2019

The agency has crafted a new shared leadership model; NELCWIT will be led by two dedicated Co-Executive Directors.



Rachel Gordon (left) and Juan Carlos Aguilar

With this dynamic leadership team in place, NELCWIT will continue to serve the survivors of domestic violence and sexual assault in Franklin County and the North Quabbin Region with compassion and understanding and will help to transform lives. To support the expansion of the agency, this coming spring NELCWIT will be leaving our 479 Main Street location and returning to 17 Long Avenue, Greenfield, which was the home to the Survivor Project in the early 2000s. The building is warm and welcoming and will be a place where much healing and community building will take place. We look forward to these positive changes while remaining committed to the work we have always done: supporting our community's survivors.

Sincerely,  
Pam Brown

Pam Brown, Board President, is an MSW and was previously NELCWIT's Fiscal Co-Director and then Executive Director of NELCWIT for 19 years. For the past 35 years, Pam has spent her career in social service administration and is committed to the mission of NELCWIT to end violence and all oppression and to be an anti-racist organization.

### GREENFIELD OFFICE:

479 Main Street, Greenfield, MA  
Mailing Address: NELCWIT,  
PO Box 520  
Greenfield, MA 01302

413.772.0871 | Fax 413.772.2743

Administration & SAFEPLAN offices are at our Greenfield location.

### NORTH QUABBIN OFFICE:

131 West Main Street, Suites 203 & 206  
Orange, MA  
978.544.9857 | Fax 978.544.8375

**NELCWIT 24 Hour Domestic Violence & Rape Crisis Hotline:**  
413.772.0806 or 888.249.0806 (Franklin County/North Quabbin Toll-Free Number). Our lines are TTY enabled or use MA Relay 711.

### FRANKLIN COUNTY CHILDREN'S VISITATION PROGRAM:

413.325.8011 | Fax 413.325.8291

Starting in January 2020, sign up to get the latest news about NELCWIT programs and events right in your inbox! We will never share or sell your information. Email [info@nelcwit.org](mailto:info@nelcwit.org) to sign up! You can also check out our Facebook: [facebook.com/nelcwit](https://www.facebook.com/nelcwit)

NELCWIT is the rape crisis/domestic violence resource center for Franklin County and the North Quabbin. Since 1976, NELCWIT has worked to make our community safer and more just. NELCWIT offers services to people of all genders, sexual orientations, abilities and nationalities. All our survivor services are free of charge, do not require health insurance or proof of citizenship, and are available in English and Spanish, with other languages offered through an interpretation service.

NELCWIT offers trauma-informed advocacy, counseling, crisis support, legal referrals, shelter referrals and a supervised visitation program. The agency joins with and collaborates on issues of public health and wellness with other area orgs. As an anti-racist, multicultural organization, NELCWIT engages in ongoing community events and organizing efforts to help end domestic and sexual violence.



Our 24/7 Crisis Hotline: 413-772-0806

Walk-in hours: Monday-Thursday, 9AM-4PM, and Friday, 9AM-1:30PM, at our Greenfield location:  
479 Main St., Greenfield, MA.

## The Opioid Epidemic: The Domestic Violence Link

The opioid epidemic is having a devastating effect in our community, and is hitting survivors of domestic violence especially hard. A growing number of people are caught up in the effects of both domestic violence and opioid use. Survivors of trauma may use opioids to numb themselves from the cumulative toll of living in an abusive situation, and some have developed a dependency following a prescribed medication for an injury caused by physical violence.

Over the past two years, a growing number of mothers with opioid use disorder (OUD) have become clients of NELCWIT's Franklin County Children's Visitation Program, which offers a child-centered place for supervised visits with non-custodial parents. Mothers who have lost custody of children due to opioid use now make up the majority of visiting parents within this program, surpassing the number of clients who are fathers that may have lost custody after perpetrating violence. Some women experiencing domestic violence are even losing custody to abusive partners because of OUD—a heart-wrenching example of the need for improved education and advocacy about the dynamics of abuse.

The Children's Visitation Program is one of many entry points into NELCWIT, where anyone experiencing or recovering from domestic or sexual violence—in this case, custodial or noncustodial parents (depending on the situation)—can access a web of counseling, referral, support, and advocacy services. Our advocates can also connect survivors with OUD to recovery and support resources within the community. Through our expanded collaboration with Tapestry Health, all NELCWIT staff have been trained to use Narcan in the event of an overdose, and clients at our Greenfield office can be seen in-house by a harm reduction counselor.

## Pathways to NELCWIT's Services

NELCWIT services form a strong network of interrelated programs that help survivors navigate the social, emotional, economic, medical, mental and legal issues that arise after experiencing sexual and/or domestic violence. All staff are trained in trauma-informed care for survivors of sexual and/or intimate partner violence, and each staff member is able to refer clients appropriately across programs.

A client's first contact with the agency might be through our Safeplan program in Greenfield or Orange court, where three of our advocates assist with restraining and harassment orders. A client might walk in to our office in Greenfield, where between 9-4, Monday through Friday, they would almost immediately be able to sit down and talk with a crisis advocate about their situation, concerns, and goals. Our walk-in program offers immediate access to physical safety, basic necessities, and human compassion.

Our crisis line is accessible 24 hours a day, 365 days a year: day or night, regardless of holidays, a skilled counselor is answering at 413-772-0806! Clients call us in times of high stress and danger, for safety planning and shelter information—or for emotional support for dealing with the social stigma still associated with domestic violence. Because NELCWIT is Franklin County's rape crisis center, our hotline can connect a survivor of sexual assault with a medical advocate immediately following the attack, who can accompany survivors to their forensic exams.



**Working for systemic change:** NELCWIT joined the Pioneer Valley Workers Center in Boston to support House Bill 3012, to make driver's licenses accessible regardless of immigration status. This could be life-saving for immigrants experiencing domestic violence.

**"I was separated from my daughter for a 6 1/2-year span. The center created a safe and comfortable place for my daughter and I to reconnect and repair our broken relationship."**

*- a client in the Franklin County Children's Visitation Program*

**In the past year, 1,565 calls to our hotline and 486 walk-in appointments provided immediate support to a total of 748 people who have survived or are experiencing domestic or sexual violence and abuse. Safeplan advocates met with 280 clients at the courts, and 97 parents participated in our Children's Visitation Program.**

## Options for Healing, Support for Thriving

Healing from trauma is a deeply individual process that involves the body, mind and heart. NELCWIT advocates are trained to recognize the emotional, behavioral, physical and cognitive effects of trauma and provide appropriate support for a survivor's specific concerns. We collaborate with other trauma-informed community programs, and refer clients to many types of therapist for complex trauma and PTSD.

Domestic violence often intersects with other forms of structural oppression. Our bilingual advocates are able to work with clients who have concerns about their immigration status and provide referrals to our legal aid partners so that survivors can stay in the U.S. legally with a U-Visa or VAWA waiver. NELCWIT's sewing support group is a welcoming place for Latina immigrants to meet together and use their creative skills to earn income.

NELCWIT clients were able to participate in a free 8-week Trauma Sensitive Yoga class taught by Elena Mamatas, owner of Great Falls Yoga. This specific approach to yoga has been clinically proven to help survivors of complex trauma and PTSD. Through a grant from Gaiam Yoga, NELCWIT has also been able to provide participants with their own yoga mats for ongoing practice.

Clients can also stop by our office to check out our free clothing closet, our free book library, and access safer sex supplies. We also have a small supply of free shampoo, toothbrushes, deodorant and sanitary products. We are able to offer emergency contraception for free upon request. Clients are welcome to help themselves to free local produce and bread.



**Building skills and connections to end domestic and sexual violence:** In 2019, NELCWIT staff participated in more than a dozen trainings and conferences, ranging from Undoing Racism training to a conference on Sex Trafficking in Franklin County and the North Quabbin. Above, Counselor-Advocates D and Alexis at the Trans Wellness Conference, Philadelphia.

## Longtime Advocates Honored by MOVA

In May, five NELCWIT employees were honored by the Massachusetts Office of Victim Assistance for their long tenure as survivor advocates. Zoraida Agudelo, bilingual counselor and hotline advocate; Christina Badillo, family counselor/advocate; Teresa Cordoba, Latina outreach advocate; Kathy Eaton, counselor/advocate and Janet Reipold, senior Safeplan advocate were all honored for their decade-long work to end domestic and sexual violence.



NELCWIT staff on call

**"This program helped me move forward and understand that anything is possible, especially with good support systems in place."**

*- a client of NELCWIT counseling and advocacy services*

**"I have lived domestic violence and it still taunts me. But with these services it helps you do greater things—finding strength and not feeling alone."**

*- a client of NELCWIT counseling and advocacy services*

**¡Todos nuestros servicios también están disponibles en español!  
Nuestra Línea de Ayuda está abierta 24/7: 413-772-0806 - o - 888.249.0806**

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