The mission of Crisis Center North is to empower victims of domestic violence and cultivate community attitudes and behaviors that break the cycle of violence.

**VOLUNTEERS: THE SHINING STARS OF CRISIS CENTER NORTH**

As Crisis Center North navigates a changing economy and a reduction of government resources, dependency upon our volunteers increases. Fortunately, the agency has a fantastic group of faithful volunteers who, among other things, assist with the 24-hour hotline, educate our community through a speaker’s bureau and assist staff with clerical support. In the 2010-2011 fiscal year, our volunteers provided 9,416 hours of service to CCN, which is the equivalent of one part-time and four full-time staff members; this converts to an in-kind cash match of $201,126 for the agency.

Crisis Center North would like to recognize our volunteers who have reached their ten and five year milestones. These accomplishments are not easy to achieve in a day and age where everyone seems so busy.

**Joan Schmitt** is currently an active volunteer, donor and previous Board Member. She started her service as a 24-hour hotline volunteer, and over her 10-year tenure, Joan has been instrumental in orchestrating several volunteer appreciation dinners at PNC Park; played a large part in developing the Center’s refined mission statement and policies and procedures; and has assisted in the office and at fundraising events.

Joan is a native of North Pittsburgh, has two daughters and three grandchildren. She is an active member of the North Hills Community, an avid supporter of women and children’s rights and enjoys fun times with her family and friends.

**JoAnn Davis** is active at Crisis Center North as a community speaker, hotline worker, and project coordinator. During her tenure at the Center, JoAnn, a survivor, has shared her “Red Dress” story, describing a time in her

Joan Schmitt celebrating 10 years of service.

JoAnn Davis celebrating 10 years of service.

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former relationship when she was prohibited by her husband to wear the color red. As she speaks she stands proudly in her red dress; she inspires not only victims in crisis, but also those learning about empowerment, healthy relationships, and how to break the patterns of abuse in our community. She has also invested a great deal of time and effort into the Center’s “Cut It Out” campaign, which educates local salon professionals about the signs of domestic violence. Finally, she carries her advocacy into her workplace where she displays Agency information.

Dyan Conaway, a registered nurse, applies her extensive background in women’s health, pediatrics and psychiatry, to her work as a hotline volunteer and systems advocate. Dyan says, “My experience in the last 5 years with CCN has impacted my life in many ways. As an emergency room psychiatric nurse I utilize my skills with my patients and colleagues, which I know has allowed me to reach those whom I would have missed prior to my CCN experience. I am able to share my education when we see battered women in the ER, and my colleagues are incredulous that the victim will not press charges or returns to the abuser. I am able to discuss the larger picture and as a result am hopeful that victims’ treatments are provided in a more caring and non-judgmental manner. I have become a “go-to” person for colleagues who share their own stories with me. I now have an increased awareness to all domestic violence issues that I see and hear in the media, and am disheartened but educated on the fact that domestic violence is everywhere.”

Dyan is currently a student for an advanced nursing degree and a parent. “At this time I reflect on my gratitude to CCN for changing my life with the opportunity to learn, grow, and hopefully be a better nurse, parent, and friend. Working on the hotline has been an easy way for me to repay the expansive education given to me by CCN… and I had thought I was the one who would help them! Thank you CCN.”

Rosemary Stanek first learned about Crisis Center North when she was a graduate student in counseling at Duquesne University. She is an active hotline volunteer, office assistant, and a direct service advocate who assists clients applying for scholarships through the Women’s Independent Scholarship Program (WISP). “I chose the Center for an observation assignment but because of confidentiality issues, was limited to talking to the director about the work. That piqued my interest, so when I saw an ad at my church for volunteers, I signed up. I was trained in the fall of 2007 and started a few months later. It has been interesting, rewarding, or depressing (depending on the situation) to talk to the variety of people who call in. I believe it is very important work – listening to victims and having a small part in helping them overcome their difficulties and realizing their potential.”

Carol Duessel is actively involved as a hotline volunteer and office assistant. Carol has also invested many hours calling local resources to establish our hotline handbook which is an invaluable resource to all hotline volunteers. Hotline volunteers receive a wide variety of calls for various needs in the community. As a result of Carol’s efforts, each caller can be provided with several referral phone numbers which are sure to be current. Carol also diligently attends on-going training beyond the requirements of CCN, which shows her continued passion to effectively serve each hotline caller.

It is through the commitment of volunteers like Rosemary, Dyan, Joan, Carol and JoAnn that Crisis Center North can be a beacon of light to anyone in a domestic violence situation. The Board, staff members and community applaud you for your years of service. Thank you, ladies!

Interested in making a difference in the lives of our clients? Do you have a few afternoon hours to answer our phone and greet our clients at the door? Do you enjoy educating others? Do your friends think you’re a great person to talk to? Consider volunteering with Crisis Center North. We would love to put your gifts and talents to good use. We provide an excellent training program and all the support needed for your volunteer service. Contact Darla, the Volunteer Coordinator at 412-364-6728 or dbarie@crisiscenternorth.org today.
CCAC Benefit Game for CCN Brings Big Fun & Big Bucks

The CCAC North Campus Ice Hockey Team hosted a benefit game against the Pittsburgh Celebrity Hockey Team on February 11, 2012 at Mt. Lebanon Recreation Center to raise money for Crisis Center North.

Over 270 fans showed their support at the event that raised $2,700 through ticket, jersey, and raffle sales. The event also featured great music by the Hampton band, Options and a beautiful rendition of the National Anthem by Hampton student, Samantha Whistler. Crisis Center North’s Executive Director, Grace Coleman, had the honor of dropping the puck.

Heather Abraham, KDKA TV News and Courtney Brennan, WPXI TV News coached the Celebrity Team. The celebrity players included: Mark Ambtman, Dan Andrews, Bob Black, Doug Colafella, Mark Evanco, Lou Garritan, Ross Guidotti, Patrick King, Gary Klepkowski, Jason Lewis, Mark Lindsay, Steve Mears, Bill Peduto, Mike Prisuta, Tommy Rieck, and Paul Schwarzmiller.

The game was exciting with both teams giving it their all through both periods. With the score tied in the last minute, The Celebrity Team snuck one in the goal in the final seconds to win the game with a score of 10-9.

Sign up for a greener, more affordable energy plan and...

- Save $ on the electricity portion of the bill you are currently paying
- Help sustain CCN
- Have no contract, no application fee and no cancellation fee
- Complete a one-time, three minute long application to have long term savings.

Here's how:

- Find a copy of your electric bill and go to viridian.com/ccnenergy to compare rates
- Click on “become a customer” on the upper right side of the homepage in the green leaf
Crisis Center North  
Providing direction to victims of domestic violence

Cocktails & Cuisine  
for Women in Crisis

presents Cocktails & Cuisine – an evening of Fabulous Food and Libations!

FRIDAY, MAY 18

6 to 10 pm – The Woodlands – Bradford Woods

$65 per person includes wine or beer glass  •  $25 premier parking pass
Master of Ceremonies: Jon Burnett, KDKA-TV Accuweather Forecaster

Music by: Jazz duet- It Takes Two

Featuring over two dozen Food and Libation purveyors as well as Live and Silent Auctions for your enjoyment!

Taste treats including:

- Panera  •  John Marshall  •  Erins Fine Foods  •  Key Impact  •  CheffHangout.com
- Walnut Grove  •  Bonnie and Clydes  •  Soergels Orchards  •  Custard Crossing
- Sweethouse Bake Shop  •  Bee Delicious Pastries  •  Giant Eagle Market District
- Frescos  •  Aladdin’s Eatery  •  Pinnacle Vodka  •  Southern Wines
- Beer by Fuhrer Wholesale  •  Ugandan Gold Coffee  •  and more!

Call 412-364-6728 ext.15 or visit CrisisCenterNorth.org to purchase tickets

Consider a party with your pals! Get six tickets and a RESERVED table for $480. That is five dollars off the ticket price.
In January, Joy, Crisis Center North's legal advocate, had the privilege to attend Creating Change, a conference hosted by the National Gay and Lesbian Task Force. Held in Baltimore, the conference drew over 3,000 participants to educate and create network opportunities for young professionals working within the lesbian, gay, bisexual or transgender (LGBT) community.

During this weekend conference, Joy was able to attend several sessions about partner abuse in the LGBT community including: a session held by the National Coalition of Anti-Violence Programs on advocacy for LGBT survivors of violence and another held by the Network LaRed that detailed partner abuse in the LGBT community. It is estimated that domestic violence afflicts at least a quarter of same-gender couples, the same percentage as among heterosexuals.

The rates of diversity in the LGBT community paired with anti-LGBT bias and prejudice and experiencing domestic violence create seemingly insurmountable obstacles for the LGBT community when seeking help and support.

Attending Creating Change was a fantastic opportunity for Joy to learn more about the community and how to make services at Crisis Center North more inclusive for all survivors of domestic violence.

NEW STUDY ABOUT SEXUAL ASSAULT

Crisis Center North was one of three Western Pennsylvania Centers (Pittsburgh Action Against Rape & The Women’s Center of Beaver County) that participated in a survey of attitudes about Megan’s Law.

The results were recently published in Journal of General Psychology (Chapin & Pierce, Optimistic Bias, Sexual Assault, and Fear). The study focuses on optimistic bias, the belief that “bad things happen to other people.”

The authors found that people believe they are less likely than others their age to become victims of a sexual offense. This misperception was best predicted by fear. Fear also predicted support for Megan’s Law mandatory registration of sexual offenders. People support mandatory registration because they fear other people in their community will become victimized, even if it is unlikely they will become victims.

The authors note that people who exhibit optimistic bias often fail to take precautions; thus, the ability to identify potential threats by logging on to a Megan’s Law website may give people a false sense of security. The study also found that people who have been sexually assaulted in the past were less optimistic about future victimization.

“In order to appropriately respond to an active threat, one must first perceive a threat to exist,” the authors say, “because reduced optimistic bias is associated with increased self-protective measures, a little fear may be productive in the context of victimization.” Increased vigilance in high-risk contexts could reduce the likelihood of victimization, because perpetrators’ perceptions of people as vulnerable or helpless influences the selection of potential victims.

TRYING TO RID YOURSELF OF YOUR RIDE?

Donate your unwanted vehicle to CCN to aid clients with transportation needs. CCN continues its partnership with North Hills Community Outreach through their Community Auto Program, putting donated vehicles into the hands of financially struggling individuals and families. Car, truck, boat, or plane – any vehicle in any condition is accepted.

Please consider this unique way to contribute and provide support to CCN’s work with and for survivors of domestic violence. Call CCN’s Fiscal Director, Ron Aikins, at 412-364-6728, ext. 20 to learn more about donating your vehicle and how to receive the maximum Federal tax deduction possible through Crisis Center North.
IN JUST ONE DAY...

In just one day, across the United States and its territories, 67,399 victims of domestic violence sought services from 1,726 domestic violence programs and shelters. For the sixth consecutive year, the National Network to End Domestic Violence (NNEDV) conducted its annual National Census of Domestic Violence Services, a one-day snapshot of services requested and provided on that day, as well as a count of requests for services that were unmet.

The chart outlines a comparison of Crisis Center North’s services provided to the State and national statistics gathered on the designated day in September. Pennsylvania has 61 domestic violence programs, each contributed to the Census, giving an accurate picture of a daily account of domestic violence services provided across our state. Crisis Center North is one of four domestic violence agencies in the County, serving the northern and western regions.

The report also highlights the need for community resources to support ongoing efforts to address domestic violence. Service needs are at all time highs while some communities are coping with the closure of programs and reductions in hours or resources.

Ninety-one percent of programs participating in this year’s census reported that coordinating with community partners is extremely important to their work. For Crisis Center North, collaboration with area law enforcement is just one example of the type of partnership that is invaluable to more efficient and comprehensive services to victims. This partnership saves money and time and provides seamless and more expedient services and protection for families experiencing violence in their homes.

With funding cuts and reduced staffing, domestic violence programs continue to provide life-saving services, which are in great demand. More funding is needed to support the vital work of domestic violence programs. Crisis Center North’s service numbers steadily climb while available resources to provide the needed services continue to dwindle. Our advocates and staff members continue to take on heavier workloads to attempt to meet the increasing demand for services. While noble, this response is not adequate to keep up with the overall demand for services. CCN has established a waiting list for clients, which requires that clients wait several weeks for services. Our team needs help. Please consider making a donation; volunteering; or board service. If we work together, we can address client needs.

To view this report in its entirety, visit www.nnedv.org.

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EXTENDED COURT HOURS

At the direction of President Judge, Donna Jo McDaniel, victims of domestic violence now have a wider opportunity to receive services at the Family Division Courthouse.

For decades, intake at the Office for Protection from Abuse (PFAs) had begun at 8:30 a.m. and ended at 11:00 a.m. Many times, victims of domestic abuse who came in after that 11:00 cut-off, were sent away to come back the following day for assistance, or they were instructed to go to Pittsburgh’s Municipal Court (in a different building) to get an emergency PFA. Judge McDaniel decided our County could do better than that.

On October 3, 2011, the PFA office began to offer afternoon intake hours. Now, in addition to the morning intake, victims of domestic violence may arrive anytime between 1:00 and 3:00 p.m. to get the advocacy assistance they need and to see a judge who may grant an immediate PFA.

Crisis Center North advocates are available to survivors seeking services during these extended hours.
Crisis Center North
Providing direction to victims of domestic violence

The Northern STAR

would like to thank...

CleanTown Car Wash

for their support during a recent car wash event, held on February 18 and 19.

CleanTown’s generous community partnership is an example of the resources needed to maintain free and confidential services for adults and children who experience domestic violence in our community.

For your next car wash or detail, please visit CleanTown USA! Hampton Township on Rt. 8 (4867 William Flynn Hwy.)

www.cleantownusa.com

VIDEO CONFERENCING SERVICES RETURN

Crisis Center North has been working behind the scenes to re-establish videoconferencing services for domestic violence victims at two regional hospitals. Through the support of The Verizon Foundation, both Ohio Valley General Hospital and UPMC Passavant Hospital have been recipients of updated videoconferencing units. These technology updates eliminated an equipment communication issue, modernizing the medical advocacy program and improving Crisis Center North’s ability to provide comprehensive services to victims in the hospital venue.

This tool quickly and conveniently assists clients with emergency protection orders and educates judicial personnel on the trauma of domestic violence in the time shortly after an attack has occurred.

Videoconferencing technology allows for domestic violence victims seeking services in the hospital setting, to be connected with Night Court in downtown Pittsburgh, both visually and verbally, in order to petition for an emergency Protection From Abuse order. The judge and a sheriff’s deputy can speak with the client, seeing injuries and the emotional impact of the violent incident firsthand.

Area law enforcement and medical personnel encountering victims in their work provide the referral to the hospital to receive these services. The ability to obtain emergency protection orders remains one of the most important services provided by Crisis Center North’s Medical Advocacy 24-hour on-call team.
24-hour Hotline (412) 364-5556

Cocktails & Cuisine
For Women in Crisis

MAY 18, 2012

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Please show your generosity. Giving to CCN is as easy as a few clicks.
Log on to www.crisiscenternorth.org and click “Contribute” on the home page.

A copy of the official registration and financial information may be obtained for the Pennsylvania Department of State by calling toll free within Pennsylvania – 1-900-732-0999. Registration does not imply endorsement.