

Dear *Friends,*

When Maya's Lyft ride was suddenly canceled, our team knew something was wrong. Maya was preparing to testify in court as her last step to escape a dangerous relationship. The District Attorney's office had reached out to Willow advocates at the Family Justice Center (FJC) to support Maya through the trial.

In three days, Willow helped Maya secure a new apartment, an order of protection, and a new job. A week later the DA's Office called again because Maya wasn't showing up to her court dates. Willow advocates quickly stepped in, arranged a ride, and worked with Maya to fine-tune her safety plan for the court date. But when that ride was canceled, our concerned staff got the notification on the app and immediately called Maya's phone.

The phone was answered, but only a chilling silence filled the line. "Hello? Hello? Maya?" Silence.

Our team suspected the worst—that Maya's abuser had interfered—and called law enforcement for a welfare check as Maya had asked us to do. When officers arrived, they found the abuser in Maya's apartment preventing her from leaving and threatening her. Officers arrested Maya's ex for violating the order of protection and Maya made it to court, taking her next steps toward safety, healing and justice.

When a survivor comes to Willow, we respond with urgency and expertise, providing life-saving support and activating a network of partners to meet survivors where they are. This past year, we have been relentless in pursuit of our mission, expanding and adapting our services to meet the growing needs of our community.

Together, we are creating a more unified approach to survivor support through community collaboration. The launch of our pilot program in October 2023 marked a pivotal moment in our community response to domestic violence, bringing together multidisciplinary partners to provide critical resources in one location, wrapping supports around survivors and their children. With our partners, we hosted the third annual 'Ursula Forem' Summit to engage stakeholders across sectors such as law enforcement, legal services, human services, and housing.

Together, we are moving ever closer to our vision of a community free from violence, where healthy relationships thrive. Your support has been vital in making this possible. Thank you for your unwavering support of survivors, like Maya, on their journey to a safe and empowered life.

With gratitude,



*meaghan de chateauvieux*  
Meghan de Chateauvieux,  
President & CEO



*T. Thomas*  
Tashanda Thomas-Brown, PHR, SHRM-CP,  
Chair



**OUR MISSION** is to prevent domestic violence and ensure every survivor has access to the services and supports needed along the journey to a safe and empowered life.

**OUR VISION** is a community free from domestic violence, where healthy relationships thrive.



Respect, Inclusion, Survivor-Centered, Trust, Excellence and Collaboration These are the guiding values of Willow.

Willow is committed to maintain an environment free from all forms of harassment, where individual dignity is respected. Services are available to survivors of domestic violence regardless of race, creed, color, national origin, sexual orientation, gender identity or expression, military status, marital status, or disability.

**WillowCenterNY.org**  
**24/7 Hotline**  
**Call or text: 585-222-SAFE (7233)**  
**All Services are Free and Confidential**

**Office: 585-232-5200**  
**PO Box 39601, Rochester NY 14604**  
**Find Us on Social Media @willowcenterny**



# 2023–2024 Annual Report

*Fiscal Year*  
*April 1, 2023–March 31, 2024*



# Willow's *Impact* in Numbers

*"Willow brought me hope for the first time in a long time."*

— Survivor

13,012  
Hotline Calls



2,612 Counseling Sessions  
79 Support Group Sessions



1,925 Mobile Advocacy Services  
314 Survivors



10,103 Participants, Prevention Education and Training  
454 Presentations

1,034 Clients, Court Accompaniment



Supportive Housing Services  
34 Families with  
1,056 Services



Rapid Rehousing Services  
20 Clients, and provided  
392 Services

Shelter Residents  
297



102 Adults  
195 Children

Hotel Residents  
92



35 Adults  
57 Children

19  
Pets

6  
Cats



9  
Dogs



4  
Birds



Meaghan de Chateauvieux, Willow President & CEO, and Phyllis Korn, Willow's Founding Director, embrace at the 2023 Gathering of Gratitude. This annual event brings together Willow Board Members, donors, and staff in gratitude and celebration for the year's accomplishments.



The 16th Annual Walk With Willow once again began, and ended, at the *Stories of Strength* mural painted by Artist-in-Resident Sarah C. Rutherford. Thriver Kim Dadou Brown served as the Honorary Walk Chair and led more than 500 people, including (from left to right) Monroe County Executive Adam Bello, State Assemblywoman Sarah Clark, NYS Senator Samra Brouk, Willow President & CEO Meaghan de Chateauvieux, Congressman Joe Morelle, and Amanda Santacroce from Senator Jeremy Cooney's Office through downtown and on the Genesee Riverway Trail before returning to the mural.



The 3rd Annual "Ursula Forem" Summit focused on the systemic barriers survivors of domestic violence face on their journey to a safe and empowered life. The Summit began with a case-study panel featuring members of the Family Justice Center Steering Committee. The discussions were followed by a luncheon with keynote speaker Kim Dadou Brown. Dadou Brown is a survivor and thriver who was a tireless advocate for the NYS Domestic Violence Survivor's Justice Act (DVSJA), which recognizes survivors' rights to self-defense against their abuser.



County Executive Adam Bello and Rochester Mayor Malik Evans present a joint proclamation to Toi Walker-Smith, Chair of the Domestic Violence Consortium and Meaghan de Chateauvieux, Willow CEO, to mark October 2023 as DV Awareness Month and release the Annual Report to the Community. The data provided in this report is used to better understand trends in domestic violence in our region.



Willow celebrated inclusion and hope with community partners, friends, and donors at our annual Willow Ball this past May. The theme was Ignite HOPE, focusing on our Deaf IGNITE program that provides domestic violence services for deaf and hard-of-hearing survivors.



Willow's 2023 Holiday Gift Program, powered by the incredible generosity of Purple Box donations and individual donors who lovingly shopped for families brought joy and hope to over 130 families (more than 400 individuals) impacted by domestic violence. Thanks to our wonderful supporters, these families experienced the warmth and magic of the holiday season, creating cherished memories and brighter tomorrows.



Hope filled our hearts when nearly 50 community partners signed on to be a part of a multidisciplinary collaborative to support survivors. Monroe County Executive Adam J. Bello, Bivona Child Advocacy Center, The Legal Aid Society of Rochester, Monroe County Sheriff's Office, Rochester Police Department, and Police Chiefs from many of Rochester's towns and villages and SURVIVORS came, signed, committed, and pledged to partner with the Willow Family Justice Center which launched as a pilot program on October 20, 2023.



ATIXA and Willow joined together for the K-12 Title IX Summit hosted by RIT2theIXs at the Rochester Institute of Technology in May 2023. Advocates and administrators from throughout our region, including our educational partners Bivona Child Advocacy Center and RESTORE Sexual Assault Services, came together to discuss key concepts, principles, and practices related to Title IX compliance.



Willow friends and families walked in the Rochester PRIDE Parade in July 2023 to support and uplift Rochester's LGBTQ+ community. At Willow, we affirm that everyone deserves to be safe, and that includes LGBTQ+ survivors.



## WILLOW BOARD

Tashanda Thomas-Brown  
PHR, SHRM-CP  
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*Vice Chair*

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## WILLOW HONORARY ADVISORY BOARD

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Monica Guardino

Olga Mendez

Emily Neece

Sharon Rivais

Barbara Purvis

Sherry Rettew

Debra Salmon

Ed Shill

Erica Tickle

Michele Williams

## WILLOW LEADERSHIP STAFF

Meaghan de Chateauvieux  
*President and CEO*

Tiffany Welch  
*Chief Operating Officer*

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*Vice President of Finance and Administration*

Nicole Morelle  
*Vice President of Community Engagement*

Mesha Caldwell  
*Community Engagement & Events Manager*

Carmen Cong  
*Director, Family Justice Center*

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*Deaf IGNITE Manager*

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MS, NCC, LMHC  
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*Human Resources Director*

Suzanne Metzger  
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*Director of Prevention Education*

Peter Orlando  
*Facility Manager*

Toi Walker-Smith  
*Director of Supportive Housing Services*

Christina Till  
*Manager of Counseling Services*

Amy Fromm  
*Manager of Court Advocacy Services*

Christopher Dickens  
*Controller*

Cristy Lee  
*Manager of Supportive Housing*

Marvline Ducheine  
*Manager of Mobile Advocacy*

Rachel Campbell  
*Learning and Engagement Manager*

Steph Sharpe  
*Director of Grants*

## BALANCE SHEET

<b>Assets</b>	
Unrestricted Cash	\$ 103,816
Board Designated Cash and Investments	2,328,592
Donor Restricted Cash & Investments	2,365,626
Receivables	1,877,298
Property & Equipment, net	167,187
Operating Lease Right-of-Use Assets	263,672
Other	186,482
<b>Total Assets</b>	<b>\$ 7,292,673</b>
<b>Liabilities &amp; Net Assets</b>	
Accounts Payable & Accrued Expenses	\$ 522,642
Other Current Liabilities	347,424
Operating Lease Liabilities	242,694
<b>Total Liabilities</b>	<b>\$ 1,112,760</b>
Net Assets Without Donor Restrictions	3,814,287
Net Assets With Donor Restrictions	2,365,626
<b>Total Liabilities &amp; Net Assets</b>	<b>\$ 7,292,673</b>

## STATEMENT OF ACTIVITIES

<b>Public Support &amp; Revenue</b>	
Government Agency Reimbursement	\$ 2,127,158
Contributions & Gifts	1,161,115
Grants	3,366,106
Contributions, In-Kind	16,324
<b>Total Public Support &amp; Revenue</b>	<b>\$ 6,670,703</b>
<b>Expenses</b>	
Program	\$ 5,733,613
Management & General	494,779
Fundraising	414,159
<b>Total Expenses</b>	<b>\$ 6,642,551</b>
<b>Excess of Public Support &amp; Revenue over Expenses</b>	<b>\$ 28,152</b>
Investment Gain, net	675,461
Transfer to affiliate	(76,098)
<b>Change in Net Assets</b>	<b>\$ 627,515</b>

The financial information included in this Annual Report is a summary of the audited financial condition and results of operations for Willow Domestic Violence Center for the 2023-2024 fiscal year. For more information, a copy of Willow Center's IRS Form 990 is available at [www.guidestar.org](http://www.guidestar.org) and Audited Financial Statements are available upon request.