



DOWNTOWN WOMEN'S CENTER



REKINDLE DREAMS



You don't just wake up one day and think,
"I want to be a drug addict," or
"I'd like to ruin my life with alcohol."

Ninety-percent of the women at Downtown
Women's Center have experienced abuse.
Substance use became a coping mechanism.
Facing mental health issues, often life

without a support net, low self-esteem in all its manifestations
stemming from multiple failures – there are numerous
underlying causes, with one common factor - the disease
of addiction. Then, the drug becomes more important than
anything. It consumes.

*Her job, her family relationships – even her children,
– nothing matters but the next drug.*

Substance Use Disorder leads down a path of isolation,
homelessness, crime, incarceration, and sometimes even
death. Downtown Women's Center teaches new coping skills.
A woman comes to DWC when she is ready to change her life's
trajectory. Sobriety restores the body and soul.

DWC helps women find new ways to make peace with their
past and rekindle dreams for their future. We give life through
faith, love, and education about addiction.

Joe Watkins,
DWC Board President

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THANK YOU, **CSI**

Hundreds of women and children have passed through our lives – regaining their own – in Abba House. Daily maintenance and repairs are inevitable. With 10 efficiency apartments, the common areas – restrooms/showers and sunroom/living room – are high traffic areas.

This community living room needed a face lift. CSI (Computer Systems, Inc.) came to the rescue again*. Fresh paint, a new sofa, media console, desk and chair for computer access, comfortable chairs for nursing mothers, coffee table for projects, and tinted windows to control the summer's heat in this light and airy space were donated by CSI. Volunteers also provided the labor.

CSI volunteers painted hallways and added storage and amenities for the restrooms. Seating and flower pots were added to the front porch, improving aesthetics and creating additional community space for the women. Supporting each other in recovery is crucial for the women.

CSI truly smiles on DWC and the women we are blessed to serve. Supporting DWC through such love and generosity is a blessing to us all. We are truly in this together – supporting women in recovery and their children.



* CSI has a long history of DWC support. For many years, CSI annually provided large Christmas baskets of linens, towels, hygiene products, and household items for 20 families in the DWC/HUD Transitional Housing Program. Crockpots and microwaves were often provided to these families. In 2017, CSI adopted and furnished an apartment at Gratitude House, and continues their generosity replenishing household items and small appliances as new occupants move into the unit. Thank you, CSI!



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Investing in the community. In 1989, Sister Mary Virginia contacted a friend and presented him with the need for shelter for homeless women and children. The man opened his Bible and read the randomly selected verse on the pages before him. He asked Sister if she had found a place she wanted to purchase, and she said, "Yes, we have." He said, "The check will be in the mail next week." This first gift purchased Abba House and the Day Center, now known as the DWC office.

What was the Bible verse?

"He who closes his ear to the cry of the poor will himself cry out and not be heard." - Proverbs 21:13



DID YOU **KNOW?**

Women come to Downtown Women's Center over many varied roads of life, but they have things in common: 90% have been the victims of abuse, 100% are homeless and addicted to drugs or alcohol, and sometimes both.

Women served are 18 years old to 60+. Most have children.

Women live in one of three shelters – Haven House or Abba House at entry to the recovery program, and Gratitude House Apartments during transition to permanent housing.

Sobriety is at the core of recovery. Relapse is at the core of addiction.

Supportive wrap-around services help ensure lasting change and a new direction for the lives of women and their families.

Funding for shelters and services comes from private donations, grants, retail store sales, federal support for veterans, management contracts, and rent from the women themselves.

Community support. The Ladies' Auxiliary and faithful donors fuel our success. Volunteers provide office support, tend our beautiful serenity garden, care for children while mothers attend groups, volunteer in our retail stores, plan our annual Spring Luncheon, and make back-to-school, birthdays, and Christmas season times of celebration for our children.

Employment training is provided in DWC thrift stores, giving women work experience to take into other job endeavors and employment opportunities for our women with work-related obstacles.

Our success. Historically, 86% of women graduating from the recovery program remain clean and sober one year later.

FOUNDED IN FAITH



After Downtown Women's Center founder, Sister Mary Virginia, retired in 2001, Diann Gilmore became executive director. With a passion for the women and the mission, finding sustainable funding sources was critical to DWC's growth and longevity. In the next decade, with the help of public and private funding, DWC opened three retail thrift stores, accepted the management of a second shelter, Haven House (2007), and purchased the 35-unit Meridian Apartments (2009) providing much-needed affordable housing for Amarillo.

Two renovation projects – first, for Haven House (2009), then for Abba House (2013) – were accomplished with federal community development block grants and private funding. The number of single women and women with children more than doubled in the recovery program. The elderly, disabled, and those at-risk of homelessness, including men, can be served at the Meridian Apartments.

In 2016, a 40-unit apartment complex, Gratitude House, was donated to DWC by Baptist Community Services. Through the generosity of apartment sponsors, the units were immaculately renovated. At Gratitude House, women continue in recovery through graduation and into transitional housing. With the addition of Gratitude, the number of women doubled, and children quadrupled. Serving so many in need is truly a blessing! ...and a challenge!

DWC is grateful for the community's support and trust.

MISSION OF DOWNTOWN WOMEN'S CENTER

To provide housing and services to overcome homelessness and addiction.

SHELTERS

SAFE, SECURE, and supported – the routine of shelter living is comforting to women whose lives have been chaos, turmoil, and insecure.



Haven House is the entry point for women without children. They may be single women, but often they are mothers whose children are in state or kindred care because of their mother's addiction.

Abba House has 10 efficiency apartments and is the recovery program entry for women with children.

Women begin recovery in the intensive Amarillo Recovery from Alcohol and Drugs (ARAD) treatment program while living at Abba House or Haven House. They attend weekly AA/NA and in-house meetings, find employment, and receive individual counseling and case management.

Gratitude House is DWC's newest shelter; phase two of the recovery program. The 40-unit recently-renovated, beautifully-appointed apartments house single women and mothers with children. Onsite infant and toddler care is available through a partnership with Opportunity School.

At Gratitude House, women prepare for independent living. Budgeting, parenting and homemaking skills, job training, and further education provide the tools to return to drug-free productive lives.

DWC USES A HOLISTIC APPROACH to recovery and believes that when individuals seek help from DWC they can, in time, live clean, sober, contributing lives.

Counseling helps women make sense of their pasts and gain greater self-esteem to develop healthier relationships.

Haven House, Abba House, and Gratitude House provided shelter and services to

- 117 women and 60 children; and
- Another 20 youth regularly visit their moms at Abba and Gratitude Houses

In 2017-2018, the DWC Recovery Program served 197 individuals.

DWC OFFERS HOPE *coupled with practical resources for changing lives.*

FIVE COMPONENTS TO **RECOVERY**



- **HEALTH** – healthy choices to support physical, mental, and emotional well-being
- **HOME** – a stable and safe place to live, together with their children
- **PURPOSE** – participating in meaningful daily activities, employment, education, volunteering, as well as having the independence and income to engage in societal activities
- **COMMUNITY** – developing relationships and social networks that provide support, friendship, love, and hope for a better future
- **SPIRITUAL** – introducing many DWC women to the loving hand of God and encouraging women and their children to attend the church of their choice

Referrals

Women are referred to DWC from other shelters, social service agencies, drug court, probation, Child Protective Services, a family member, or may even self-refer to take the first step in changing the direction of their lives.

THRIFT STORES INVEST IN **RECOV**

DONATIONS ROCK



DWC supporters provide financial gifts, volunteer time, and donations to our thrift stores.

DWC thrift store shoppers are our largest group of supporters. Clothes, shoes, jewelry, purses, linens, furniture of all kinds, wall art, decorative items, kitchenware and small appliances, electronics, toys, holiday items, designer-label clothing and antiques are all available at thrift store prices.

Thrift Stores employ!

This year:

- Thrift Stores employed 89 individuals
- 28 employees are current or former DWC Recovery Program participants

Job Training and Internship Program

Downtown Women's Center partners with Texas Workforce and Amarillo College to provide a job training and internship program for DWC women.

MANY DWC WOMEN WORK IN OUR STORES. *I often hear them sharing their stories. They know that DWC is there for them when they're committed to change. Like family, they believe DWC will be there for our prodigal daughters. --Jan Chelf, Retail Director*

ERY

THRIFT STORE SALES provide more than half
of the income for DWC operations.



Thrift City

Furniture
Linens
Kitchenware
Clothes
Shoes
Accessories



Thrift City Too

Appliances
Electronics
Books
Tools
Seasonal Decor
Collectibles



Uptown Shoppe

Designer Label -
Ladies' Apparel
Purses
Shoes
Antiques
Furs



THANK YOU Donors and Shoppers!

PROGRAMS FOR THE COMMUNITY

Many DWC women lack transportation, impacting their ability to access employment, childcare, and groceries. This year, four vehicles were generously donated to DWC for our women. Scottie's Transmission is a partner with DWC, contributing vehicle repairs.

DWC Thrift Stores

- Provide job training and employment for women in the recovery program
- Provide donations to those in need
- Provide funding for DWC programs and administration

Merchandise Contributions

Since 2003, DWC has given away over \$738,000 worth of merchandise at thrift store prices from the DWC retail stores. With referrals from social service agencies, schools, and churches, the stores donate clothing, household items, furniture, and appliances to those in need.

- This year, the stores helped 3,501 people through the voucher program.



Dental Care

Dental needs among the homeless are great and can interfere with attendance and performance at work or school. Thanks to several local dentists, reduced cost emergency dental care is provided to DWC women and others living in one of Amarillo's homeless shelters.

- 35 individuals were helped at an average cost of \$383.62 each, or \$13,426.70 for the year.

Emergency Financial Assistance

DWC provides financial assistance to meet needs for individuals seeking emergency assistance. Needs include food, hygiene products, rental or utility assistance, bus tickets, food, and gasoline.

- 70 individuals were helped at an average assistance of \$223.17 each, or \$15,621.90 for the year.

Meridian Apartments

The 35-unit generously-sized efficiency apartments provide the only smoke-free, drug-free, alcohol-free, pet-free, secured, affordable housing for low-income individuals in Amarillo.

The choice of a woman to make a change in her life is never easy, and the road can have many twists and turns.

STEVIE'S STORY



Stevie with Alex as rodeo clown at Boys Ranch Rodeo.

After high school, I wanted to become an engineer. But, I started drinking. I didn't handle life's stresses very well. No one sets out to destroy their life, damage the relationships of the people closest to them, or let down everyone who cares about them, but that's what I did in my alcoholism.

The first time I came to Haven House was in 2012. I'd been drinking steadily since my son was three. With sobriety and support, I got my son, Alex, back and we moved to Abba House. I had 20 months of sobriety, but I got overwhelmed. I wasn't doing the things I'd been taught. I relapsed and left Downtown Women's Center.

Three years ago, I was living in a place with no water. I was drinking alcohol again and watching my life fall apart. Alex had gone to live at Boys Ranch in December 2014. In May 2015, my father passed away from cirrhosis. His death was the catalyst that pushed me into recovery.

On his deathbed Dad begged me to stop drinking, but I couldn't. I knew everything in my world was broken. Everything needed to change. I didn't really know where to start. I remembered the support and my success at Haven House and I wanted to go back, to try again.

It wasn't easy for Alex to be at Boys Ranch at first, but now he's the poster child of success. He will graduate in May and he plans on going into the army. The structure of Boys Ranch has helped him. In my darkest days of drinking, I wasn't paying attention to him and Alex started down a bad path. Now, we communicate and we don't have secrets. I'm watching him change from boy to man in his thinking and his behavior. I'm amazed. It hasn't been easy for him to trust me again—but he does. Trust is a process.

When I came back to Haven House, I didn't think I had the right to even exist; I felt I was less human than others, but I started trusting my therapist and case manager. I went to them with everything—the good and the bad. I think the women who do this, who seek support, become successful and eventually support others. When I lived at Haven House, my sponsor used to remind me that, "You're not in charge here." I had to comply with structure that was good for me.

Fast forward three years...I'm now employed at Haven House. When I put my key in the door, the change in my world is not lost on me. I'm giving back to the place that saved my life.

I am an Environmental Engineering student at Amarillo College. I now have a life I never thought was possible for me. I am forever grateful to DWC for believing in me when I couldn't.

My Dad used to tell me: "I love you and I'm proud of you" —and now I know he really is.

350 VOLUNTEERS *donated countless hours to DWC this year*

WE CAN'T DO IT WITHOUT YOU

Volunteers play integral roles. DWC volunteers are abiding champions for fundraising and daily support.

Our Board

The DWC Board of Directors gives of their time and skills to guide and counsel. We are so grateful.

Awesome Auxiliary

The Ladies' Auxiliary is the heart and soul of DWC's robust volunteer support. These leading ladies organize and run DWC's only annual fundraising event: The Spring Luncheon. \$407,049 was raised in 2018.

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WITHOUT HAVEN HOUSE *giving me a safe place to sleep, to look after my simple hygiene and nutritional needs with a bed, a clean bathroom, and a kitchen with food in it, I wouldn't be here today. - DWC graduate*



Daily Support

Volunteers answer phones and questions, provide clerical assistance, and tend our beautiful flower, herb, and produce gardens. Volunteers from churches, businesses, and schools help in the administrative office and in our retail stores. The staff thank you so very much!

Interns

Social work majors from WTAMU receive internships and give of their skills and time. This is an excellent partnership and we appreciate these students.

Child Care

Providing child care so DWC women can attend in-house group meetings is another way in which volunteers contribute their time.

Mentors

Teaching knitting, how to prepare a nutritious meal, or just listening, are some of the many other ways our mentors are supportive of our women. A smile from someone who cares is such important affirmation.

Those Who Pray

Our community of volunteers and donors keep us in their prayers, as we do them. We are all blessed.

IF YOU WANT OTHERS TO BE HAPPY, practice compassion. If you want to be happy, practice compassion. - Dalai Lama

DONORS

Downtown Women's Center gratefully acknowledges the donors who enable us to provide shelter and services throughout the year. Thank you for your generous support. We are blessed by your gifts.

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*based on inclusiveness and
 unconditional love, treating every
 individual with respect and dignity.*

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 Christina & Eric Pittman
 Francie & Mark Pittman
 Janis & Brian Poff
 Janice & Jerry Poirot
 Polk Street United
 Methodist Church
 Patricia Potter
 Potter's Daughters
 Debrah Powell
 George Ann Powell
 Kelly Prater
 Anne Preston
 Mattie Price
 Cecil R. Prock
 Vivian Procopio
 Public Steel, Inc.
 Purpose + Passion
 Boutique
 Q and D Driver
 Quality Mechanical
 Neil Quattlebaum
 R & I Paint Supply
 Glenna Raffkind
 Raffkind's Clothiers
 Nancy Raine
 Cornelia Ralston-Starnes
 Rayne Water Conditioning
 Francie & Mark Pittman
 Lina & Richard Podzemny
 Redeemer Presbyterian
 Church
 Gayla & Chris Reed
 Deborah Reeves
 Donna & Bryan Reinart
 Phillas Rich
 Kimberly Richard
 Susan Richardson
 Susan & Shawn Riley
 Sandy & Thomas Riney
 Ann Rios
 Jane Roberts
 Kelly & Kevin Robinson
 Rosemary Robinson
 Susan & Jack Robinson
 Jessica L. Rodriguez
 Jessie Rodriguez
 Carmen & Dean Roper
 Jessica Roper-King
 Louise C. Ross
 Holly & Jerry Rotenberry
 Cindy & Marty Rowley
 Michele Rupe
 Paula & Michael Ryan

Helen & Gary Sage
 Suzanne Salls Castleberry
 Teresa & Mike Sarzynski
 Satana, LP
 Judy & Eddy Sauer
 Karen & Norman Saunders
 Dan Schaap
 Geneva & Stanley
 Schaeffer
 Tom Scherlen
 Mary Schooler
 Schooler Funeral Home
 T. L. Schumacher
 Kathi Schutz
 Sharon Scott
 Alisa Scott
 Scottie's Transmission
 Elena Seidlitz
 Glynda Sell
 Sharon & Garland Sell
 Melissa & Donnie
 Shamblin
 Nicole Shannon
 Shon Shannon
 Ayne & Joe Sharp
 Mary Sharp
 Dina Shaw
 Gwen Shead
 Barbara Sheets
 Delina & Brice Sheets
 Joan & Jack Shelton
 Joan & John Shelton
 Malcolm Shelton
 Lillie Shipman
 Freeda & Jim Simms
 Donna Sims
 Sally & John Skaggs
 Cindy & Greg Skypala
 Steve Smart
 Alma Sue Smith
 Charlotte Smith
 Cindy Smith
 Debbie Smith
 Elizabeth Smith
 Jimmie & Richard Smith
 Kathy & Dennis Smith
 Roseanne & Bill Smith
 Macey Solano
 Judith SoRelle
 Soroptimist International
 of Amarillo
 Amanda & David Soukup
 Sound By Design
 Barbara & Scottie South
 Marissa Spalding
 Nancy & Charles Spinhirne
 SPS Lineman Rodeo -
 Xcel Energy

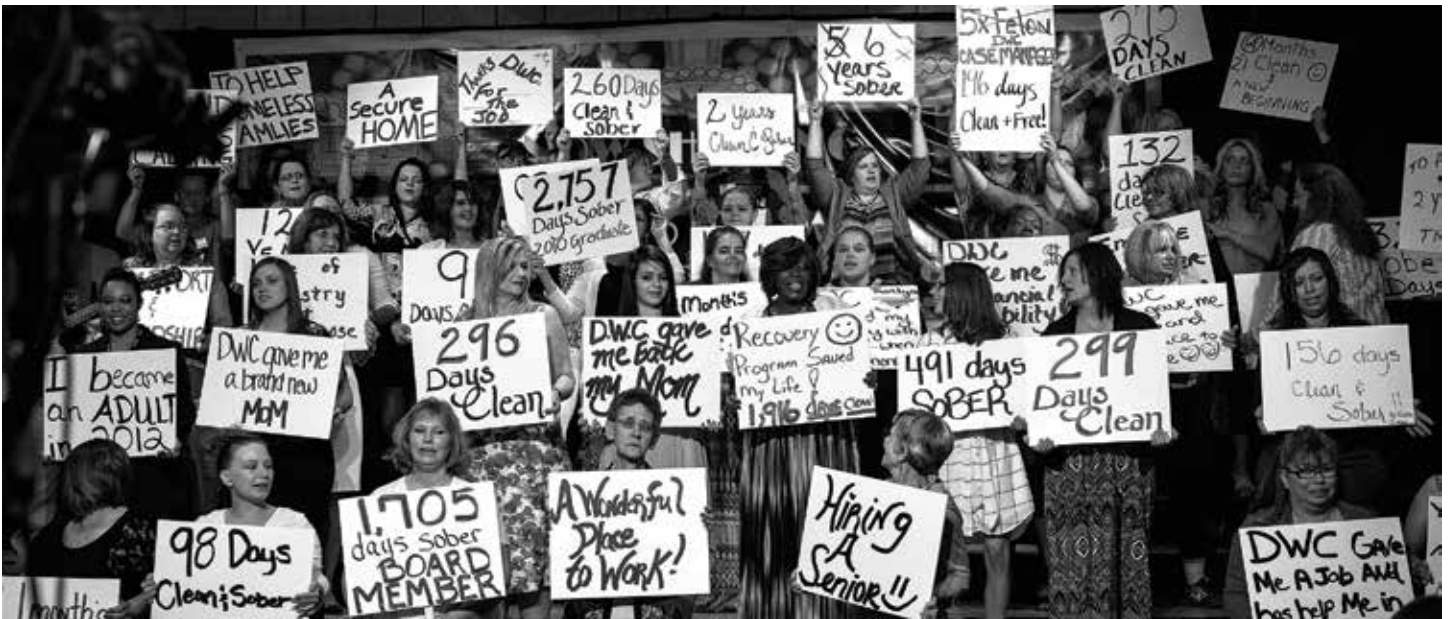
Vrjayalakshmi &
 Chiyyarath Sreenivasan
 St. Andrew's Episcopal
 Church
 St. Ann's Catholic Church
 St. Stephen's United
 Methodist Church
 St. Thomas Altar Guild
 St. Thomas the Apostle
 Parish
 St. Vincent DePaul Society
 Judy & Chip Staniswalis
 Kevin Starbuck
 Jerry Stein
 Gail Stennis
 Connie Stephenson
 Bessie Stirling
 Ynonda & Larry Stokes
 Jenn & Jeremy Stollings
 Dolores & Kenneth Story
 Allene Stovall
 Kimberly Stover
 Pat & Gary Strickland
 DJ Stubben
 Ann Sturdivant
 Karen Suhr-Hicks
 Leslie Swann
 Shelli & John Tarpley
 Cynthia Taylor
 Irma & Harold Taylor
 Laura Taylor
 Vickie & John Taylor
 Cecilia & Alex Tenorio
 M.S. & Joseph Tepera
 Textron - Matching Gift
 Program
 The Community
 Foundation of West Texas
 The Frances E. Maddox
 Foundation
 The Jeanie B. Eichenberger
 Living Trust
 The Sandra Corporation
 The Scott and Gloria
 Herrick Foundation
 Jennifer Thomas
 Kathryn & Lewis Thomas
 Kathy & Greg Thomas
 Michelle & Jeff Thomas
 Shirley Thomas
 Richard Thompson
 Blane Thornton
 Lee Tibbs
 Denise Tiffany
 Yvonne & Richard Tillemans
 TisBest Philanthropy
 Vanessa Tisdale
 Mary Tom & W.M. Tooley
 Toot'n Totum

Carmen & Manual Torres
 Tradewind Healthcare, Inc.
 Patrick Traffas
 Janice Trew
 Ladonna Troutman Truist
 Peggy Turner
 Underwood Law Firm
 United Supermarkets, Inc.
 United Way Heartland CFC
 United Way of Amarillo &
 Canyon
 United Way of Central
 New Mexico
 Joan & Robert Urban
 Marilyn Van Petten
 Aniceta & John Velky
 Della & Lloyd Venhaus
 Vickie Hart Wilmarth, PC
 Arlene & Clyde Wagner
 Waldorf Servicing, LLC
 Celia & Jack Waldrop
 Karen & John Walker
 Lawrence Walker
 Patricia Walker
 Jeanie & Roger Wallace
 Jack Waller
 Judy & Wilbur Walls
 Donna & Henry Walser
 Sara & John Walsh
 Linda & Wayne Walton
 Patricia & John Ward
 Caroline Ware
 Edith Ann Warnecke
 Joe Watkins
 Faith & Lonnie Watson
 Ashlei Watson
 Sue & Michael Waugh
 Catherine & Phillip
 Wedding
 Dawn & Gary Wells
 Janet & James Wells
 Jerrie & Jimmy Wells
 Sharon & Robert Wenger
 Mona & L.W. Werner
 Dana & Randy West
 Western Builders of
 Amarillo, Inc.

Westgate Computers, Inc.
 Todd Wetsel
 Suzanne & David Wheeler
 Kelly White
 Darla & Douglas White
 Natalie White
 Ruth O. Whitehead
 Judy & James Whiteley
 Sue & Jim Whitlock
 Sue & Tony Whittington
 BarbaraWhitton
 Robert Wieck
 Debra & Rick Wilcox
 Nancy & Perry Williams
 Sheryl Williams
 Pam & Byron Williamson
 Barry Willis
 Vicki Wilmarth
 Zack Wilson
 Janis Claire & Jr. Wilson
 Diane & Vern Wilson
 Wilson, Haag & Co, PC
 Dayamin & Chad
 Winchester
 Lil & Taylor Withrow
 Wolflin Mortgage, Co.
 Erica & Chris Woodall
 Alicia & David Woodburn
 Barbara & John Woods
 Anita & Craig Woods
 Hortencia & Chris
 Wrampelmeier
 Martha & Simon Wright
 Sandy Wright
 Deborah & James Wynne
 Xcel Energy Foundation
 Xcel Energy Foundation
 CyberGrants
 Carol & David Yirak
 Cynthia & Sam Young
 YourCause, LLC Trustee for
 Pricewaterhouse
 Coopers
 Zachry Engineering
 Brandi Zumbrun

**DWC ACCOMPLISHES OUR
 PURPOSE** *through strong support
 and partnerships with those who
 share our vision. We are committed
 to being responsible stewards of our
 resources.*

LONELINESS and the feeling of being unwanted
is the most terrible poverty. - Mother Teresa



Addictions don't happen overnight

DWC believes in the 12-step process of AA / NA as well as believing that addiction to alcohol and/or drugs runs in families. Addictions happen over time and often from multiple contributing factors: mental health conditions, feeling unwanted/unloved/unworthy, abuse, and other life stresses. The condition does not only stem from an impoverished background. The educated and wealthy are just as susceptible, but often with more support and treatment options.

Addictions can lead to poverty, homelessness, medical, behavioral, and dental health problems, incarceration, unplanned pregnancies, unemployment, family destruction, and death.

Changing Trajectories

Just as addictions manifest over time, the recovery is also a process. The nine-level DWC Recovery Program is powerful. At Haven House and Abba House, women connect with the structure. Women come to DWC from chaotic lives. The comfort of a roof, a bed, plentiful food, and a routine provide security. Case managers develop relationships with our women giving them understanding without judgement – a teacher, mentor, confidant, and someone who loves them unconditionally – perhaps, the first in a long time. Relationships guide healing.



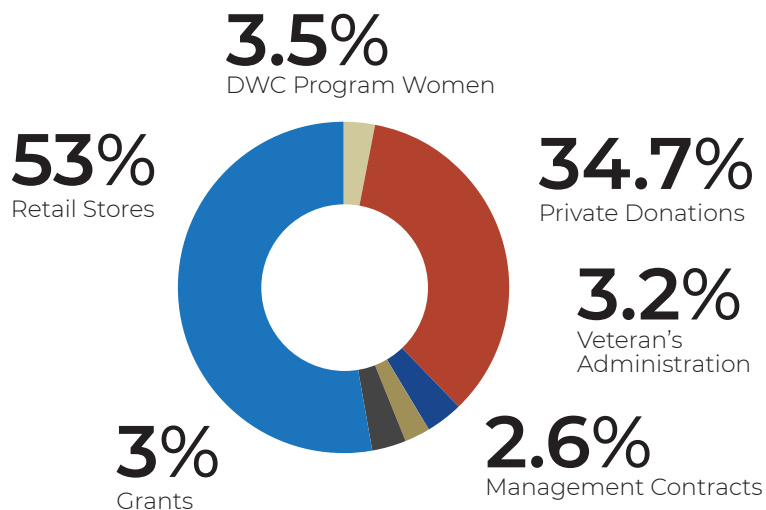
Deann Gilmore

Diann Gilmore, LMSW-AP
Downtown Women's Center Executive Director

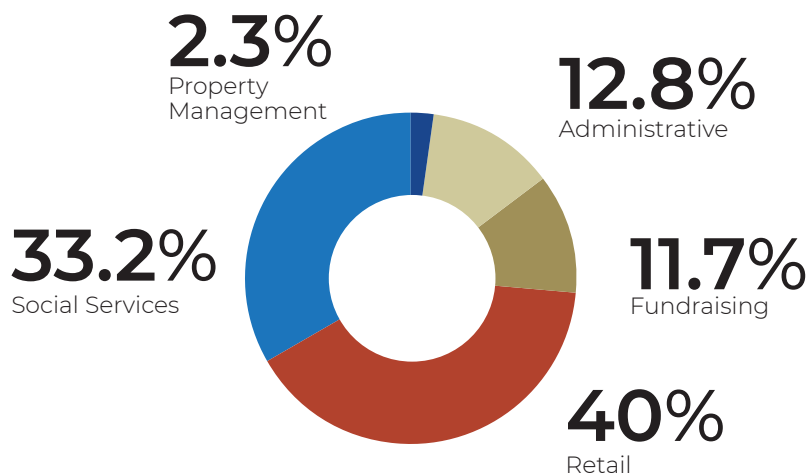
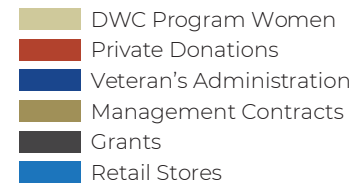
WE SHALL NEVER KNOW *all the good things that a simple smile can do. - Mother Teresa*

FINANCIAL STATEMENT

Fiscal Year 2018: September 1, 2017 - August 31, 2018



2018 REVENUE



2018 EXPENSES



2018 REVENUE

DWC Program Women	\$ 77,422
Private Donations	\$ 767,589
Veteran's Administration	\$ 70,785
Management Contracts	\$ 57,513
Grants	\$ 66,361
Retail Stores	\$ 1,172,392
	\$2,212,062

2018 EXPENSES

Property Management	\$ 47,388
Administrative	\$ 263,372
Fundraising	\$ 240,739
Retail	\$ 822,430
Social Services	\$ 682,986
	\$2,056,915

Amounts are subject to final audit to be completed January 2019. The final Audited Financial Statement will be available at the Downtown Women's Center administrative office.



DOWNTOWN
WOMEN'S CENTER