ABOUT THE WELSPRING

Our Mission: To strengthen and value individuals and families through professional services and community leadership with compassion and integrity.

Founded in 1931, The Wellspring is one of the state’s oldest and most effective non-profits. The Wellspring is an umbrella organization focused on leading our community in serving people in need. Strengthening the lives of individuals and families is the tie that binds our programs together.

Our programming includes mentoring through Big Brothers Big Sisters of Northeast Louisiana; counseling, therapy and supervised visitation services through the Counseling & Family Development Center; comprehensive residential and non-residential services for survivors of domestic violence, dating violence, sexual assault and stalking; and an array of homeless and Veterans’ programs and services throughout Northeast Louisiana serving some of our region’s most vulnerable individuals and families who are homeless, chronically homeless or at-risk of becoming homeless.

Get Involved: To support the work of The Wellspring, visit www.wellspringalliance.org, and click on “Donate/Volunteer,” or call 318-651-9314 for more information. Monetary gifts may be made by check or credit card. The Wellspring invites gifts through wills, insurance, trusts, or other planned giving for our endowment fund or specific program needs.

The Wellspring is a 501(c)(3) charitable not-for-profit corporation (Tax ID #: 72-0442226). Donations to The Wellspring are tax deductible to the fullest extent allowed by law.

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President & CEO, The Wellspring

Front row (L-R): Cathi Cox-Boniol and Florencetta Gibson, Ph.D.
Middle row (L-R): Jack Gustafson, Dwayne Ludley, Darrell Washam, Carol Andrews, Mary Barrios, Barbara Biersmith and Julie Emory
Back row (L-R): Bob Collier, Sabrina Hogan, Rick Guillot, Brenda Johnson, Fr. Mark Watson and Judge Wendell Manning

Not pictured: Ramona Caldwell, Chuck Joiner, Emmanuel Lowe, Judge Ann McIntyre, Na’Tisha Natt and John Ross.
LETTERS FROM LEADERSHIP

Year 2 of the transition that Barbara Biersmith discussed in her Chairman’s message last year, has come and gone. Caroline Cascio, CEO, and Jane Brandon, COO, have continued their exemplary success in carrying on the work of The Wellspring, in a way that enhances and nurtures The Wellspring’s goals and objectives. Of course, the many years of leadership of Judy Bell will always be remembered and cherished, and The Wellspring is truly fortunate to be able to have the continued benefit of her counsel.

2015 has been a very good year, with some outstanding high points:

- Selection by the Office on Violence Against Women (OVW) as one of 20 sites nationwide to be part of a tour celebrating the 20th Anniversary of the Violence Against Women Act (VAWA). The Wellspring receives support in the Domestic Violence and Family Justice programs, as well as the Counseling Center and Permanent and Transitional Housing programs, so this was truly an agency-wide honor.
- The first Peachy Keen Caper benefitting Big Brothers Big Sisters of Northeast Louisiana (BBBS of NELA) was a resounding success, and looks to be a continued exciting annual event.
- The 10th Anniversary of the FJC occurred. The Wellspring is the lead agency of the FJC, and the impact of the FJC on domestic violence in North Louisiana is impressive and nationally recognized.

2015 was also a year with an emphasis on communication, both with the public and with Board members. The focus of the annual Board retreat was an in-depth review of the services that The Wellspring provides, and the Board is fully “hands-on” in its knowledge of The Wellspring’s programs and staff. The Wellspring also continued its branding initiative and its focus on educating the communities it serves about the availability of services provided by The Wellspring.

The Board sponsored the 2nd Annual Staff Appreciation luncheon in November. The Board sponsors this event as an expression of appreciation for the loyalty, dedication and overall greatness of the staff of The Wellspring. This event goes a long way in enhancing the camaraderie of the staff, leadership, and Board members, and lets everyone know that we are all working together in the effort of “Changing our Community—One Life at a Time”.

It is an honor to serve as Board Chair of The Wellspring. The dedication and cohesiveness of the staff, the quality of the leadership team, the involvement of the Board, the absolute integrity of everything about The Wellspring, and the impact that The Wellspring has on the lives of people in all of Northeast Louisiana make this position a rewarding one. I look forward to continuing my service in 2016.

Bob Collier
Board Chair

Although I have enjoyed 22 years of service at The Wellspring, including two as President and CEO, I continue to marvel at the accomplishments of this organization. I walk into my office each morning, grateful that I have the privilege of working with a most compassionate, professional staff every day. I’m even more grateful that I play just a small role in changing our community, one life at a time. If you are reading this annual report, whether as a donor, grantor, funder, community partner or concerned citizen, you also play a role in changing lives.

Success can be defined in many ways. We celebrate our success as an agency through the small victories our clients achieve each and every day: a happy smile on the face of a young teen who has finally gained self-confidence, a homeless Veteran who has been able to secure housing, a Big Brother mentor who has won over his new “little” with an ice cream cone. Or we may define success in the dedication of our employees, such as Valerie Bowman, Donna George, and Christy Gwin, who are celebrating 15, 20 and 25 years respectively with The Wellspring.

2015 was a year rife with success. One of the highlights of the year, and perhaps the pinnacle of decades of the agency’s work, came in October when the Family Justice Center celebrated its 10th Anniversary. As we prepared for the celebration, we were contacted by Beth Meeks, Director of the Louisiana Coalition Against Domestic Violence, who informed us that through her review of the data related to domestic violence homicide the coalition had been tracking since 1997, she’d learned that since 2011, our community has experienced a decrease of roughly 70% in the number of domestic violence murders, and that drop has remained consistent for four years. According to Meeks, “This represents the first time in almost 20 years of tracking that we can identify progress in Louisiana on reducing domestic homicides.” WOW! This is success that our community can be proud of! For it is not solely through the work of The Wellspring that these results have been achieved, but by the work of our outstanding community collaboration. Our partners in law enforcement, prosecution, the judiciary, healthcare, education and victims’ services contribute greatly to this success. Together we are not simply changing lives, we are saving lives.

We have begun to break the powerful legacies of abuse, poverty and hopelessness in our community, however, there is much yet to be done. While we delight in accomplishments big and small, we also find ourselves faced with the same challenges that all businesses face. At The Wellspring, we greet these challenges with an 85 year track record of leadership, vision and best practices that give rise to solutions: solutions that will enable our organization and all of Northeast Louisiana to celebrate success now and into the future, as we work together to change our community, one life at a time.

Caroline Cascio
President & CEO
The largest budget in agency history in the amount of $5,599,099 was adopted by the Board of Directors to carry out our mission of strengthening and valuing individuals and families. While the largest percentage of our revenue comes from state and federal funding, we are greatly diversified among state and federal departments. More information including revenue by source and program is shown in the financial section of this report on page 18. In keeping with the priorities established by the Board of Directors the majority of our funding addresses domestic violence, sexual assault and children/families facing adversity. As with most service directed not for profits, personnel costs account for The Wellspring’s greatest expense. In addition to being our largest budget line item, our staff is our greatest asset. I am pleased to report that our staff remains highly satisfied with their employment with The Wellspring, with an average overall satisfaction rate of 94%, and an average of 98% in what we consider to be our four key indicators that are core to the overall morale and productivity of a staff. These scores well exceed the target measure of 85%. The Wellspring also boasts a staff retention rate of 96% for 2015, which is further evidence of employee satisfaction.

General agency statistics for 2015 revealed that the unduplicated number of clients increased by 2.6% from 2,953 in 2014 to 3,031 in 2015. The total number of service units (counseling sessions, safe shelter bed nights, case management sessions, client advocacy, group sessions, crisis calls, etc.) across all programs increased by 12.3% with a total of 51,578 units of service being provided in 2014 as compared to 57,939 units of service in 2015.

The service area of The Wellspring covers a broad area made up of a number of parishes in North and Central Louisiana. In 2015, 61% of persons served were from Ouachita Parish, and 39% came from the rural parishes. Of the total number of persons served in the rural parishes, the two highest were 9.4% from Morehouse Parish and 7.3% from Franklin Parish. The majority of our referrals come from friends/family (29.4%) followed by community agencies (9.3%), courts (9.2%) and schools (6%). We strive to use and manage the data collected to make sound decisions and to increase and improve services to the people of our service area. Our demographic breakout is shown in the service area and client profile section on page 17.

OVW 20th ANNIVERSARY VISIT: Northeast Louisiana and The Wellspring were honored to be selected by the U.S. Department of Justice Office on Violence Against Women (OVW) as one of 20 grantees sites to be part of a nationwide tour celebrating the 20th Anniversary of The Violence Against Women Act. OVW Deputy Director Bea Hanson and Michelle Brickley, Associate Director for STOP, SASP and State Coalitions participated in a community wide panel presentation and visited The Family Justice Center and other Wellspring program sites in Ouachita and Morehouse Parishes. The tour was an important part of the Department’s ongoing effort to prevent and address domestic violence, sexual assault, dating violence and stalking. Officials learned how best practices are playing out across the nation – especially in areas such as prosecution, law enforcement, victim services, cultural competency, language access, prevention and public awareness. Wellspring programs funded by OVW in 2015 included The Wellspring Domestic Violence Program & The Family Justice Center, The Counseling & Family Development Center’s Supervised Visitation Program and rural victim services and transitional housing through the Permanent & Transitional Housing Program.
FIRST ANNUAL PEACHY KEEN CAPER: Big Brothers Big Sisters of Northeast Louisiana (BBBS of NELA) held its first annual Peachy Keen Caper, an “Amazing Race” style event which included an innovative chauffeur-driven scavenger hunt and awards reception. Teams worked together to solve clues on a mad-dash across Lincoln Parish. The event was great fun and wildly successful, with Caper proceeds benefitting children served by BBBS of NELA. Funds from the Caper also helped launch the Start Something Scholarship Grant Program, which awards a scholarship grant to a BBBS of NELA participant who is graduating from high school and pursuing a college degree. The Start Something Scholarship Grant Program is yet another way that BBBS of NELA helps young folks to have a successful “start” in life!

FAMILY JUSTICE CENTER - 10th ANNIVERSARY: 2015 marked the 10th anniversary of the Family Justice Center of Ouachita Parish. Built upon a strong foundation of community collaboration, the FJC was one of the first 15 centers in the nation. The 10th Anniversary Event celebrated the many successes we have experienced as a community in addressing the issues of domestic and dating violence, sexual assault and stalking. Founding partners were honored, and an astounding announcement was made by Beth Meeks, Executive Director of the Louisiana Coalition Against Domestic Violence (LCADV). She revealed data indicating that since 2011, Northeast Louisiana has experienced and maintained a 70% decrease in the number of domestic violence related homicides, thanks to the work of The Wellspring, the SAFE Task Force, and the many professionals who make up our coordinated community response. This accomplishment is the result of true commitment and systemic change on the part of all involved in this collaborative effort.
PROGRAMS

Changing our community, one life at a time. The Wellspring makes Northeast Louisiana stronger by helping individuals and families from all walks of life to overcome challenges, identify resources, and develop workable solutions. Our mission is at work each day thorough the comprehensive, professional services The Wellspring offers:

**BBBS of NELA** provides mentoring and youth development. BBBS of NELA strives to make a positive difference in the lives of children and their families through relationships with caring, responsible adults. Learn more about BBBS of NELA online at bbbsofnela.org.

The Counseling and Family Development Center (CFDC) is one of the area’s premier providers of counseling and mental health services. The center’s professional staff provides individual and family therapy, play therapy, supervised visitation, custody evaluations, EAP services, community trainings, and critical incident stress debriefings. The center also serves as the only Accredited Sexual Assault Center in Northeast Louisiana. Learn more about this program by calling (318) 323-1505.

The Wellspring Domestic Violence Program and the Family Justice Center (FJC) community collaborative offer support for victims of domestic violence, sexual assault and stalking. The program offers comprehensive residential and non-residential services to adults and children in violent, abusive relationships.

The Wellspring Outreach, Prevention & Rapid Re-housing (OPRR) and Permanent & Transitional Housing (P&TH) Programs provide support for the homeless. The programs have an array of homeless and Veterans’ programs and services throughout Northeast Louisiana serving some of our region’s most vulnerable individuals and families who are homeless, chronically homeless or at-risk of becoming homeless.
Big Brothers Big Sisters of Northeast Louisiana (BBBS of NELA) is a nationally acclaimed mentoring program serving hundreds of children believing that inherent in every child is the ability to succeed and thrive in life. As a member of the nation’s largest donor and volunteer supported mentoring network, BBBS of NELA makes meaningful, monitored matches between adult volunteers (Bigs) and children (Littles) ages nine through 18. BBBS of NELA holds itself accountable for children in its program to achieve measurable outcomes such as educational success; avoidance of risky behaviors; and higher aspirations, greater confidence and better relationships.

2015 Highlights

- **99% of Littles showed maintenance or improvement** in 4 of the 6 strategic areas: Social Acceptance, Educational Expectations, Avoidance of Risky Behaviors and Parental Trust.
- Awarded the 1st Start Something Scholarship to Jeremy Jones.
- Hosted the 2nd Annual The Brave and The Beautiful workshop for 24 teen girls in June.
- Conducted the 4th Annual Civic Engagement Institute for Youth in May, which engaged 38 high school sophomores and juniors in the democratic process.
- Graduated 33 students from the Chase Leadership Academy, a program focusing on education, finances and life skills.
- Held 1st Annual Peachy Keen Caper fundraiser in March 2015.
- Served 265 children in Ouachita, Lincoln, Morehouse, Richland and Franklin parishes.

“Being a Big makes me want to be better and work harder to be a better person so she will have someone to look up too!”
2015 Highlights

- In 2015, the therapists at the CFDC saw 519 clients, providing 2,195 counseling sessions. 98.5% of clients surveyed agreed or strongly agreed that the services they received contributed to a clear improvement in their quality of life for the problem for which they sought help.

- Play therapy is the modality of choice for young children at the CFDC. Several therapists received advanced training in play therapy and Melanie Aycock, LPC became a Registered Play Therapist (RPT).

- The CFDC clinical team attended the LCA Conference in Baton Rouge in September; members of the team attended AAMFT’s National Conference in Austin, TX.

- Through the CFDC’s work with the Safe Havens Supervised Visitation Initiative, Melanie Aycock, Kinyada Gipson and Lisa Longenbaugh attended a training at The Department of Justice in Washington, D.C. on Domestic Violence and Social Justice issues in August.

- The CFDC continued to serve as the area’s Sexual Assault Center and a member of the Sexual Assault Response Team (SART). During Sexual Assault Awareness Month in April, the SART signed new protocols designed to fulfill their mission, “To promote recovery, minimize additional trauma and ensure justice for victims of sexual assault through a multi-agency response.”

The Counseling & Family Development Center (CFDC) is one of the area’s premier providers of counseling and mental health services. The staff of Licensed Professional and masters’ level Counselors have experience reconciling a wide range of family and individual concerns. The center also offers year-round support groups, informational workshops, custody evaluations, psychological evaluations, play therapy and supervised visitation to help families thrive and enrich their relationships. The CFDC also provides Mental Health Consultation and Child Care Assessments for Quality Start, a child care rating system in partnership with Tulane University and LA Department of Children & Family Services.

“The Wellspring has provided a welcoming environment that has strongly contributed to my having a better life.”

Front row (L-R): Kinyada Gipson, PLPC, PLMFT; Sandra Woods; and Melanie Aycock, LPC, RPT. Back row (L-R): Shaina Frost, LPC; Cathy Burgess; Donna George, LPC-S; Professional Services Director Lisa Longenbaugh, LPC, LMFT, and Melanie Clark, LPC. Not pictured Contract Therapist: Josh Sanders, LPC, LMFT.

Domestic Violence & Social Justice Training in Washington, D.C.
DOMESTIC VIOLENCE

The Domestic Violence (DV) program addresses family violence in Northeast Louisiana by offering free and confidential services to adults and children in violent, abusive relationships. The services offered can help survivors of domestic violence have a life free from emotional, physical and sexual abuse. Community awareness programs also help create consensus that abusive language and behavior will not be tolerated.

The Wellspring’s Domestic Violence Program & Family Justice Center of Ouachita Parish
620 Riverside Drive
Monroe, LA 71201
318-998-6030

2015 Highlights

- Provided life-saving emergency shelter for 150 women and 152 children in imminent danger after fleeing violent abusers
- The FJC received the Calogero Justice Award from the Louisiana Bar Foundation for its significant contribution to the Louisiana Justice System.
- Celebrated the 10 Year Anniversary of the FJC
- Received $138,990 worth of donated goods to help those being persons served by the program
- Reached out to 6,275 NELA school children, professionals and community members through trainings and presentations
- Provided holiday gifts to 199 children through Santa’s Workshop program in December
- Provided 6,535 individual case management sessions
- Referred 104 persons to other shelters, because The Wellspring’s facility was at capacity

“I am so happy to say I met my goals with the help of Wellspring advocates. I want to say thank you.”
2015 Highlights

- Played a key role in the 2015 Point-In-Time Count
- Served 132 Veterans/Veteran Families through the Supportive Services for Veteran Families (SSVF) grant
- Provided outreach to 114 people and enrolled 62 of those people in Projects for Assistance in Transition from Homelessness (PATH) services
- Served 122 adults and 236 children through Home at Last grant
- Veterans’ staff attended the National Alliance to End Veteran Homelessness in Washington, D.C.

The Outreach, Prevention & Rapid Re-housing (OPRR) program was born out of the restructuring of our former Housing & Supportive Services program. OPRR manages a comprehensive array of homeless and Veterans’ programs and services throughout Northeast Louisiana. OPRR serves some of the region’s most vulnerable individuals and families including those that are homeless, chronically homeless or at-risk of becoming homeless.

The goals for the Veterans’ program are: to prevent Veteran families from becoming homeless; to help Veteran families who become homeless move into permanent housing as quickly as possible; and to increase housing stability for Veterans and their families.

The goals for our general homeless program include: to prevent families from becoming homeless; to help families who become homeless move into permanent housing as quickly as possible; and to increase self-sufficiency, self-determination and housing stability for individuals and families.

“*If it was not for The Wellspring, I do not even know where I would be today.*”

Outreach, Prevention & Rapid Re-Housing
718 Jackson Street
Monroe, LA 71202
318-807-6200
The Permanent & Transitional Housing (P&TH) program serves the chronically homeless and those homeless with a disability as well as provides rural victim services for the 11 rural parishes of Northeast and Central Louisiana.

P&TH provides transitional housing to survivors of domestic violence in the rural parishes. Additionally, community awareness and education regarding domestic violence, dating violence, sexual assault and stalking are provided throughout the rural parishes. This includes leading the Coordinated Community Response (CCR) to these crimes in the rural parishes.

Mission statement: Restoring hope by empowering diverse individuals, families and communities through education, advocacy and supportive services.

2015 Highlights

- OVW’s Deputy Director Bea Hanson made a stop in Bastrop, LA as part of the 20th Anniversary of VAWA Tour. This stop included a panel discussion with members of the SAFER CCR.
- Numerous trainings were held throughout our region to train partners on their response to domestic violence, dating violence, sexual assault and stalking. These trainings were provided to local law enforcement, prosecutors, judges, healthcare professionals and faith leaders.
- New LaSalle Parish office received a donation of a van to assist in meeting the transportation needs of victims in their community.
- Hosted the annual Christmas Tree Lightning Event in Winnsboro, raising $7,700 to provide assistance to individuals and families who are homeless as a result of fleeing domestic violence.
- Permanent Supportive Housing (PSH) staff participated in holiday support groups for our homeless clients.
- Funding provided by OVW allowed for the first ever video and commercial to be produced and aired in the rural parishes served by that grant.
- Served 514 domestic violence clients with 100% of those surveyed agreeing or strongly agreeing that they felt safe.

Permanent & Transitional Housing

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<td>1043 Courthouse Street</td>
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<td>318-412-0226</td>
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Christmas Tree Lighting Event

Front row (L-R): Director Cindy Roach, Meredith Cheek and Tammie Lawhorn.
"I love the event the Neville Interact Club puts on for BBBS of NELA participants, because it brings kids to people who really care if they have a good Christmas."

"My son is always excited and eager to come to counseling; he feels secure here."

"Looking forward to freedom and independence."
A mother and daughter came for counseling when the daughter was about 17 years old. The presenting concerns were that the daughter was hostile and aggressive toward her mother. As a result of her behaviors the daughter had been to several inpatient psychiatric facilities and detention centers. She used cutting as a form of coping with her problems; but, she also used it as a way to scare and to threaten her mother into doing what she wanted. The daughter had learned to manipulate her mother, friends and family in such a way that most of them had withdrawn from her except for her mother.

Through the extensive course of therapy much of the focus was on the structure of the parent/child relationship. The mother had neither clear boundaries nor any authority in the relationship. She was very passive and played the role of the pleaser in her family of origin. She had continued to try to be the pleaser in her parenting role as well. Her daughter took advantage of her passive nature thus winning control in the relationship. In time the mother accepted and realized the role she played in allowing her daughter’s manipulations and controlling behaviors to escalate. She began to change her responses to her daughter’s negative behaviors. This led to an escalation in the daughter’s behaviors; her cutting behaviors increased, she ran away from home, and she was arrested for theft. The mother chose not to rescue her daughter and allowed her to suffer the consequences of her actions. This was extremely difficult for her to do but for the first time she was forming some healthy boundaries and sending the message to her daughter that she was no longer willing to participate in an unhealthy relationship. The daughter moved out of her mother’s home. The mother continued to come to therapy and learned to change her role in her family of origin as well. She improved her relationship with her own mother and brother by learning to be less passive and more assertive in confrontational situations. Her family now shows her more respect and she no longer harbors resentments toward them.

The daughter dropped out of therapy for about a year. Once she realized she had isolated herself from everyone she returned to therapy of her own initiative, ready to learn how to change her behaviors. She began to discuss her deep feelings of abandonment by her father. She felt so rejected by his lack of involvement in her life that she chose to punish her mother for her feelings about her father. Eventually, she was able to contact her father and have a much needed conversation which allowed her to release her anger and resentment. She stopped her cutting behaviors, moved back into her mother’s house and they began a new chapter of life using better communication skills. The mother continued to keep healthy boundaries and became a mother instead of a friend.

The daughter is now married and has a child. The mother and daughter both continue counseling from time to time to make sure they maintain their relationship and avoid repeating old patterns of behaviors.

"Counseling is giving my daughter the confidence and security she needs to express her emotions in a healthy manner."

At The Wellspring, we respect everyone who comes to us for help. So while their stories are true, client names and images have been changed to protect their privacy. Thank you for understanding.
MISSION AT WORK

Phyllicia and Mary-Arthur
Participants, Big Brothers Big Sisters of Northeast Louisiana

Phyllicia and her Big, Mary-Arthur, met seven years ago in an elementary school cafeteria. Their case manager matched them because they both love to talk “a million miles a minute”! When they were matched in 2009, there was an immediate connection. They chatted like best friends. It was like they had known each other for years. Seven years later, they are still talking and laughing together.

Their friendship has grown and they enjoy meeting during schools hours, attempting Pinterest crafts, jammin’ to Christmas songs, going to women conferences, getting ice cream and eating at Raising Canes. Their friendship is undeniable. Phyllicia recently texted Mary-Arthur and said “I love your company, and your fun-loving and positive vibes. You are always there when I need somebody to talk to.” Being a part of this program has provided a positive role model for Phyllicia; someone she knows she can rely on in good times and in bad.

“There is never a dull moment between us! We always laugh and have fun. She’s been honest and open with me since day one,” says Mary-Arthur. Two years ago, Mary-Arthur received a picture via text message from her little as she was driving away from her wedding ceremony. Tears filled her eyes as she looked at the picture of herself walking down the aisle to meet her husband. The text message read, “You looked beautiful! Congratulations!” These ladies sincerely love and support each other.

Through the Big Brothers, Big Sisters program, they have had the opportunity to build a real friendship. They have had the opportunity to have life changing conversations about friends, healthy relationships, communication, and hopes for the future. Phyllicia never has to worry about their friendship – Mary-Arthur will always be there for support and encouragement. According to Mary-Arthur, “She’s the little sister that I never had. I’m so thankful for her! I can’t wait to watch her walk across the stage at her high school graduation!”

Bobby
Client, Domestic Violence

A mother and her 10 year old son fled a domestic violence situation and sought refuge at The Wellspring’s safe shelter. While at the shelter, the son confided that he had witnessed the murder of his father and his uncle. He was a pleasant and well-mannered child, in spite of the trauma he had experienced during his young life. The staff referred him to a counselor to help him deal with the hurt and loss that he felt. Ultimately, he was diagnosed with multiple depressive disorders, and prescribed proper medication to help him cope. While at the shelter, his mother received the support and validation she needed. She set and achieved goals for herself and her family. The family received housing assistance through The Wellspring, and they were able to leave the shelter and establish their own residence. Today, they are both thriving in the safety and security of their new home. The child has learned how to effectively manage his depression, has made academic improvements, and has made several new friends. He was recently given the opportunity to participate in the Big Whil event which included a party at Chuck E. Cheese and a $500 Toys R Us gift certificate. His mother dropped by after the event to express how much they appreciated his being nominated for such an awesome opportunity and how much it meant to her son. They are truly grateful to The Wellspring for the affording them the chance to rebuild their lives in a safe and healthy way.

“They make you feel like better days are to come.”
In July of 2015, a young lady came to one of our rural offices for help. She began telling her story and she appeared very nervous and anxious. She was crying and said she felt hopeless. The woman was from another country; English was her second language. She explained that her husband was originally from this rural community, and that they met overseas while he was based in her native country serving in the military. They married and had two children overseas before he was discharged from the military, and once his military service was complete, they moved to his hometown. She had left her family and friends to move to a different country where she knew neither the language nor the area; she felt very alone. When they moved to the United States, he became physically, emotionally, sexually, and verbally abusive. She had no friends, family, or support system. She was referred to The Wellspring by a community agency where she was receiving mental health services. She began case management and was offered transitional housing. She began receiving counseling through The Wellspring and soon moved into transitional housing. Her case manager assisted her in the process of obtaining food stamps and Medicaid for herself and her children. She enrolled in beauty school and plans to graduate this year. She hopes to secure permanent housing once she graduates and finds work. Today, she is still receiving counseling and attending life skills classes. She is doing very well and is happy that she is finally free from the abuse that she endured. She now has peace of mind knowing that she and her children are in a safe home.

“I learned things I never really knew; I can visualize my future now.”

I first met James in March 2015 at a local soup kitchen. He was homeless and had been living under a bridge on the Ouachita River for several months. He did not have any friends or relatives in Monroe, and his parents were both deceased. James did not have a job or any income, and he had been diagnosed at an early age with several mental illnesses that prevented him from retaining a job.

I brought James into the office on the same day I met him and immediately enrolled him into the Projects for Assistance in Transition from Homelessness (PATH) program. We were able to provide assistance with temporary housing. Once he had a place to stay, I took him to the Office of Behavioral Health so that he could be evaluated and treated by a doctor. The doctor diagnosed James with several mental illnesses that qualified him for disability. After receiving all of the medical records in May 2015, I scheduled an appointment with James to complete a SSI/SSDI application. In October 2015, I received notification from the Social Security Administration that he was approved for SSDI and several months of back pay. Having established an income, James became eligible for The Wellspring’s Permanent Supportive Housing (PSH) program. I immediately referred him to a PSH Case Manager, and he was able to establish permanent residence at a local apartment complex.

Today, James is still enrolled in the PSH program. He is maintaining his apartment and keeping his medical appointments. With the help of The Wellspring, James has gone from being homeless, with no income or medical care and no support system, to having a home of his own, a steady income, and the mental health care that he needs. In addition to helping James meet his physical needs, The Wellspring has afforded him the supportive relationships and sense of family that will help to ensure his continued success.
The Wellspring Administrative Staff has approximately 120 years of combined experience and takes great care and pride in maintaining the agency records, supporting the organizational infrastructure and marketing The Wellspring programs and services to the community. President & CEO Caroline Cascio, and Chief Operating Officer Jane Brandon direct the work of the agency through a staff of over 85 persons.

As is typical in most non-profit agencies, personnel expenses account for the largest line item in The Wellspring’s budget with payroll and related expenses of over $3.3 million. Christy Gwin, Director of Finance and Administration, leads a team of seven individuals that work diligently to not only document the financial and statistical work of the agency, but also to oversee the human resource needs of the staff.

The meticulous financial records allow us to monitor the agency’s operational expenses, support requests for reimbursements from funding sources and provide documentation for our annual single audit. Accountability is one of our strengths and The Wellspring has been rewarded with unmodified audits for over 24 years, representing the highest opinions issued by various auditors.

Agency programs provided over 2,000 financial assistance services totaling more than $907,000 to our clients in 2015. All of these requests are reviewed and processed by the financial and administrative staff.

The statistical records demonstrate program outcomes, support requests for funding and can be used to determine trends and develop strategic goals. The agency reports to over 30 funding sources on a monthly, quarterly, semi-annual or annual basis.

The Wellspring serves as the lead agency for the Northeast Louisiana region of the Louisiana Services Network Data Consortium (LSNDC) which serves as the Homeless Management Information System (HMIS) as a statewide collaboration of all Louisiana regions. HMIS is a required data collection system for certain federally funded programs generating reports that are used to make national decisions on funding, program success, how well a region is serving those in need and to provide data to the U.S. Congress. The Wellspring plays a lead role in this statewide collaboration as our employee, Kattina Brittan serves as the Regional Administrator for LSNDC and one of only two State Administrators, thus providing training, technical assistance and data quality checks to partner agencies of our local Continuum of Care (CoC) and other regional agencies in Louisiana. As a result of this work, agencies are ensured continued funding and at times, increased funding, to help our state’s most vulnerable citizens.

“The Wellspring is respected and held in high regard for accountability.”
COALITIONS AND COLLABORATIONS

Changing the world is a complicated business! One needs to have a compelling mission to inspire and motivate others to become involved; you need a problem that needs solving and an effective way to solve it. The Wellspring is fortunate to have benefit of strong community partners who join us as we work together changing our community … one life at a time. As we join efforts for many important issues, we know working together we can more readily bring about real social CHANGE.

Two major collaborative efforts in which The Wellspring has taken a leadership role in are the Family Justice Center of Ouachita Parish (www.yourfjc.org) and the NELA Housing & Supportive Services Corporation (www.aroofovermyhead.net). Both have had great impact throughout Northeast Louisiana and beyond.

The Family Justice Center of Ouachita, one of the first 15 such centers in the world, is a partnership of community advocates, law enforcement, prosecution and judiciary representatives. Established in 2005 with The Wellspring serving as the lead agency, the partners provide a coordinated community response under one roof for domestic and dating violence, sexual assault and stalking.

The review of recent data by the Louisiana Coalition Against Domestic Violence (LCADV) shows that Northeast Louisiana has seen a drop of roughly 70% in domestic violence homicides since 2011 and that drop has remained consistent for four years now. Community partners working together through a solid coordinated community response led by The Wellspring are successfully creating systemic changes to achieve what appears to be a significant and longstanding reduction in domestic violence homicides and real social CHANGE.

The Wellspring is also a founding member and coordinating partner of the Sexual Assault Resource Team (SART). Founded in 2007, SART is a collaborative effort of law enforcement, healthcare, and other service providers under the direction of the Ouachita Parish Coroner, that work together to coordinate their efforts to better serve those coping with the aftermath of sexual assault. This group of dedicated members advocated successfully for CHANGE and saw new legislation to help these victims.

In 2008, the SAFER (Stopping Abusive Family Environments Rural) Task Force was formed to implement a coordinated community response to the crimes of domestic violence, dating violence, sexual assault and stalking in the rural parishes of Region 8. This strong collaboration pulled together members of law enforcement, prosecution, judiciary and other community advocates to address domestic violence, dating violence, sexual assault and stalking.

OTHER PARTNERS:
CLIENT PROFILE
The Wellspring’s demographic breakout for 2015.

SERVICE AREA
The Wellspring serves an increasing number of parishes in North and Central Louisiana with Ouachita, Morehouse and Franklin Parishes being the top three parishes served.

Big Brothers Big Sisters of NELA: Franklin, Lincoln, Ouachita, Morehouse and Richland.

Counseling & Family Development Center: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union and West Carroll.

Domestic Violence: Caldwell, Catahoula, Concordia, East Carroll, Franklin, LaSalle, Madison, Morehouse, Ouachita, Richland, Tensas, Union and West Carroll.

Outreach, Prevention and Rapid Re-housing: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union and West Carroll.

Permanent and Transitional Housing: Caldwell, Catahoula, Concordia, East Carroll, Franklin, LaSalle, Madison, Morehouse, Ouachita, Richland, Tensas, Union and West Carroll.

Quality Start (Education): Avoyelles, Bienville, Bossier, Caddo, Caldwell, Catahoula, Claiborne, Concordia, DeSoto, East Carroll, Franklin, Grant, Jackson, LaSalle, Lincoln, Madison, Morehouse, Natchitoches, Ouachita, Rapides, Red River, Richland, Sabine, Tensas, Union, Vernon, Webster, West Carroll, and Winn.
FINANCIAL STATEMENT
STATEMENT OF ACTIVITIES
The Wellspring Alliance for Families, Inc.
CONDENSED FINANCIAL INFORMATION FOR THE YEAR ENDED DECEMBER 31, 2014

Note: Cameron, Hines & Company has audited this financial statement. A full copy of the report is available for inspection at the agency office.

Revenues:

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<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Contributions</td>
<td>$315,612</td>
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<tr>
<td>In-Kind Contributions</td>
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<td>Counseling Fees</td>
<td>$252,040</td>
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<td>Grants</td>
<td>$4,253,833</td>
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<td>Interest and Dividend Income</td>
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<tr>
<td>Other Income</td>
<td>$8,947</td>
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<tr>
<td>Gain on Beneficial Interest in The Wellspring Foundation</td>
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<td>Total Unrestricted Revenues</td>
<td>$5,055,511</td>
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<tr>
<td>Net Assets Released from Time Restrictions</td>
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<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$5,239,355</strong></td>
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Expenditures:

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<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Program Services</td>
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<tr>
<td>Domestic Violence</td>
<td>$614,861</td>
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<tr>
<td>Counseling &amp; Family Development Center</td>
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<td>Family Justice Center</td>
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<td>Housing &amp; Supportive Services</td>
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<td>Big Brothers Big Sisters</td>
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<td>Total Program Expenses</td>
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<td>Management and General</td>
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<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td><strong>$5,227,310</strong></td>
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INCREASE (DECREASE) IN NET ASSETS: $12,045

NET ASSETS AT BEGINNING OF THE YEAR (RESTATED): $2,226,009

NET ASSETS AT END OF THE YEAR: $2,206,906

The agency’s FY 2014 Financial Statements received an unmodified opinion; this means that these financial statements give a true, correct, complete and fair view of the agency’s financial performance in 2014. The agency’s 2015 audited figures will be available after June 2016.