



The path to end  
Domestic Violence  
begins with a  
single step...

**ANNUAL REPORT**  
FY 2017-18

## Message to Our Supporters

# Listen... Believe... Support

Next Door Solutions has been the largest provider of domestic violence services in Santa Clara County since 1971. We have literally moved thousands of families out of violence by listening and responding to their needs and supporting them on their journey to safety, stability, and self-sufficiency. Our strategy to address domestic violence and its devastating effects is simple... *Listen, Believe, Support.*

**LISTEN** — We provide survivors an immediate connection with a caring Advocate who asks “how can we help?” We listen and

understand the needs of that person and how domestic violence is affecting them and their family, focusing on immediate safety and stabilization. An Advocate listens without judgement and truly engages the survivor in thinking through the steps needed to achieve safety and stability.

**BELIEVE** — It is devastating to watch so many survivors bravely speak out publicly on the violence and abuse they have endured only to receive backlash, casting doubt on their experiences. Next Door Solutions stands with and believes all survivors. We



**24/7 Crisis Hotline**  
received **14,609** calls.



**Walk-In Crisis Advocates**  
met with **1,560** clients for  
**4,171** sessions; **94%** of clients  
surveyed can identify at least  
one way to increase their and  
their children’s safety.



believe their experiences are real and they deserve help. We believe in their right to justice, quality programs and services, and healing.

**SUPPORT** — We operate with an unwavering belief in the potential of every person and a strong commitment to the health, safety, and well-being of families through a system of support, programs and services that meet the diverse needs of clients and their families.

The successes in this report belong to all of us. Without your partnership and contributions we would not be able to do the important work we do every day, 365 days a year. We give you our deepest thanks. May we continue to walk together toward a future where all families are healthy, safe, and thriving!

In Peace,

Esther Peralez-Dieckmann

**24/7 Emergency Shelter** was provided to **154** adults and **210** children; **89%** of Shelter clients responded “they are now aware of legal, economic and social resources in the community.”



**Shelter Next Door** is now able to accept survivors and their pets. This year **5** pets were able to stay with their owners.

## Client Success Story

# Samantha

“Samantha” came to our Community Office seeking services and met with an Advocate that same day as appointments are not necessary. Samantha shared her history of abuse and what she was currently going through. She decided to seek safety for herself and her children at our Shelter. Her Advocate also referred her to our Housing First Program.

While at the Shelter, Samantha worked with her Next Door Solutions Legal Advocate to request a Restraining Order, custody of her children and spousal support. Samantha met with

an attorney for guidance regarding her particular case through our Virtual Legal Clinic.

Samantha was able to obtain a Restraining Order during the 42 days she and her children stayed at our Shelter. When she returned to her home she entered an empty apartment. Her abuser had left and taken everything in the home. She was left with nothing. Through the Housing First Program, she was able to receive assistance in purchasing basic household furniture and items such as cookware and bedding. Samantha



**Legal Advocacy** was provided to **1,269** clients for **2,806** sessions; **89%** of clients surveyed have a greater understanding of their legal rights and the legal process.



**Housing Assistance** was provided to **73** clients through our **Housing First Program**; **79%** remain housed.



knew that in order for her to become self-sufficient she would have to make steps towards finding employment.

Samantha's Advocate referred her to a day care provider and assisted her in paying for child care while she searched for employment. While in the Housing First Program she also returned to college, to attend graduate school to attain her teaching credential.

Samantha was able to obtain child and spousal support and continued to receive case management services at her home since traveling with the children was exhausting and complex.

Samantha continues to receive services through Next Door Solutions, often attending Support Groups while her children participate in Kids Club. With the support of her Advocate, Samantha has made great progress toward achieving self-sufficiency for herself and her children.

**Support Groups** increased to **14**, adding two new locations; served **752** clients for **4,868** sessions. **Kids Club** served **414** children for **3,298** sessions; **81%** of attendees responded that because of attending a Support Group, they can better manage stress when it occurs.

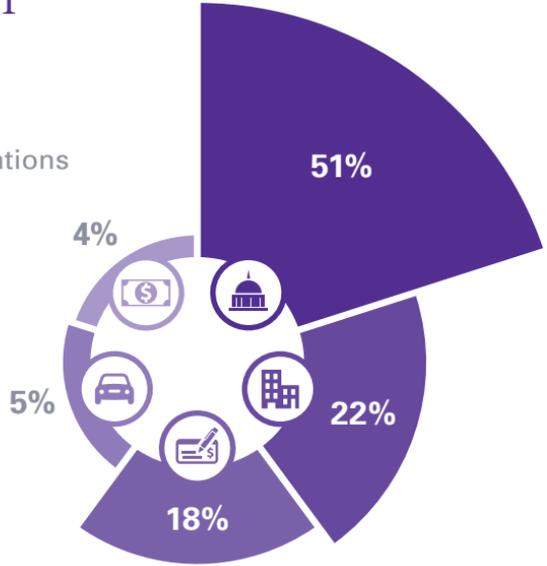


**Self-Sufficiency** services were provided to **467** clients that received **3,694** case management sessions; **77%** of clients maintained their level of self-sufficiency.

# Financial Statement | FY 2017-18

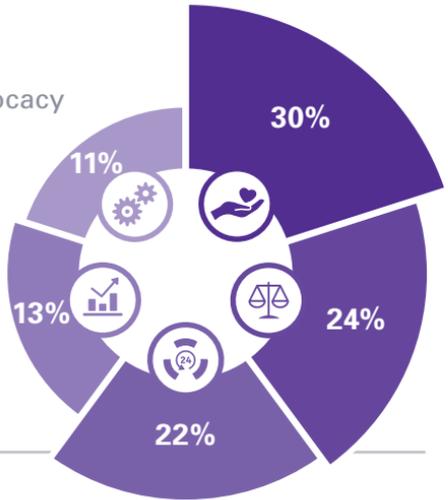
**Income: \$3,090,651**

-  Government Grants
-  Foundations/Corporations
-  Individual Donors
-  In-Kind Donations
-  Other Support



**Expenses: \$3,235,676**

-  Support Services
-  Community & Systems Advocacy
-  24-Hour Emergency Shelter
-  Fund Development
-  Administration



## Board of Directors

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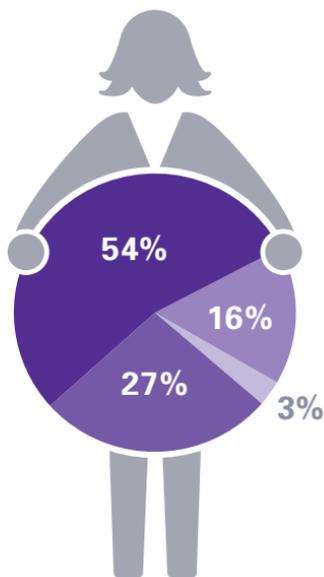
Michelle Puma

Lisa Villarreal

## Demographics

### Ages

- 0 – 18
- 19 – 40
- 41 – 59
- 60+



### Gender

FEMALE  
87%



MALE  
13%



Total Unduplicated Clients: 2,906



**NEXT DOOR**  
SOLUTIONS TO  
DOMESTIC VIOLENCE

OUR MISSION:  
*To end domestic violence in the moment...  
and for all time.*

234 E. Gish Road, Suite 200  
San Jose, CA 95112  
408-501-7550  
24-Hour Crisis Hotline: 408-279-2962  
info@nextdoor.org  
**nextdoor.org**

Join us on:

- /NextDoorSolutions
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## Thank You to Our Donors

# Sustaining the Path of Hope

Your financial support ensures that Next Door Solutions' programs remain available to those affected by domestic violence. It is through your generosity we can provide a path they can follow that leads to a new life. We are sincerely grateful to all of our donors and would like to especially thank these foundations for their gifts of \$5000 or more:

Adobe Foundation

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Blue Shield of California Foundation

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