



turn
AROUND

the first place to turn

STILL OUR VOICES RISE

ANNUAL REPORT 2022

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Small but mighty: that's what many have called our team at TurnAround over the years.

Yet, we do not set our organizational goals based on our number of staff — or our number of total annual donations.

Why? Our mission has always been bigger than simply what we can accomplish on an individual basis. Our vision has always been fixed on the horizon, and the future of what is possible in a Baltimore, in a Maryland, and in a nation where survivors of sexual violence and domestic abuse can lead meaningful, fulfilling lives, despite their trauma.

This isn't new. Since 1978, our team of cross-trained counselors, legal advocates, administrators, volunteers, and board members have worked tirelessly to build and sustain direct services for survivors in the community, many who had nowhere else to turn.

When the pandemic struck, the need for our services grew. We knew that expanding to meet the challenges of recent years required the development of scalable, agile programs and service offerings designed to meet the communities we support in their own neighborhoods.

This year, we chartered new programs and services as well as internal systems designed to force-multiply our efforts across Baltimore City and County.

We also launched new, public-facing awareness initiatives to increase local engagement with the urgent problem of rape, child sexual abuse, domestic violence, and human trafficking that exists, if invisibly, all around us.

One voice may be too small to be heard, but our voices in unison cannot be ignored.

Thank you,
The Staff of TurnAround, Inc.

24
VOLUNTEERS

48
TOTAL STAFF

1,200
SUPPORTERS



INTRODUCTION

The #MeToo movement brought fundamental awareness to the endemic problem of sexual abuse and intimate partner violence. Critical steps toward recognizing and preventing similar instances of abuse were taken.

Yet, the movement's impact has not yet been fully felt in communities across our nation. Still, the myth of the "perfect victim" persists and many stories remain unheard.

Our role?

To raise the voices of those who are still unheard. To advocate for those who are ignored. To provide resources to those who have nowhere else to turn.

Through direct services to survivors to help take back control of their lives, community outreach and engagement, and public advocacy initiatives in Baltimore City, Baltimore County, and Howard County, we support those whose stories rarely make the headlines.



At TurnAround,
**WE RISE
TOGETHER**

Still Our Voices Rise

WHO WE ARE

Clinicians. Social workers. Advocates. Supporters. Changemakers.

For over 40 years, our team of professionals has provided expert, coordinated care for survivors of sexual violence, intimate partner violence, and human trafficking.



We remain committed to ensuring that anyone who needs access to care can receive it — day or night, insured or uninsured; child, teen, or adult.

What began in 1978 as a small initiative to support survivors of sexual assault and intimate partner violence in Baltimore County, TurnAround soon grew to serve Baltimore City. In 2011, we initiated a comprehensive program focused on commercial sexual exploitation — the first of its kind in Maryland.

Today, we provide free services to survivors of sexual abuse, sexual violence, and human trafficking, including trauma therapy, case management, advocacy, and more.

We provide emergency shelter and transportation, assistance with basic needs such as food and hygiene products, legal referrals, and court accompaniment.

We also offer a certified Abuser Intervention Program to work with those who have perpetrated abuse to foster accountability for the harm they caused and to learn healthier coping skills.

When there is nowhere else to turn, we are here.

We expanded our services to support survivors in Baltimore City.

In celebration of the new millennium, we became TurnAround, Inc., the first place to turn.

1978

TurnAround was founded as the Sexual Assault/Domestic Violence Center (SADVC) serving Baltimore County. Until 1981, SADVC was the only center dedicated to helping this population in the County.

1995

1998

We changed our name to Second Step, Inc., to celebrate 20 years of service to the community.

2000

2002

We received a total of 445 calls to our hotline, an average of about 37 calls per month – half of what we receive on a monthly basis today (2022).

MISSION AND VALUES

At TurnAround, our charter has never wavered: to provide direct and wraparound services to survivors of domestic and sexual abuse.

As our remit and scope grew to include outreach and services to survivors of commercial sex trafficking, so too did our mission, to not only serve but to educate, empower, and advocate for all survivors.

Our vision? An end to violence and abuse, enabled by working with survivors, their support systems, and our communities.

We believe this is possible through an accessible open door to all survivors, and by

- Supporting people of all identities;
- Adapting to each individual's needs and goals;
- Improving outcomes through education and awareness; and
- Strengthening care through collaboration and innovation.



We've been innovating service delivery and care in Baltimore, in Maryland, and across the country for nearly 45 years. Our enduring commitment to improving access to care and ending sexual violence, which began in 1978, is stronger today than ever before. We believe all survivors.

We initiated a comprehensive program focused on commercial sexual exploitation – the first of its kind in the state.

2011

2019

Amanda Rodriguez, a former Assistant State's Attorney for Baltimore County and Special Assistant United States Attorney who oversaw the state-wide implementation of policy and protocol related to human trafficking in Maryland, is appointed Executive Director.

The first iteration of our unique Seven Weeks of Giving campaign, which melds community events and outreach with our end-of-year fundraising effort, is launched.

2020

2021

Amanda Rodriguez and Jean Henningsen's op-ed, "The myth of the 'perfect victim' of sexual assault", appears in The Baltimore Sun.

COMMUNITY ENGAGEMENT

A core component to our continued success in reaching as many survivors as possible is being highly visible in the community. This both ensures that we stay top of mind for when the need for our services arises, and that we are persistently available to the communities we serve.

In recent years, particularly in response to the increase in demand for our services as a result of the pandemic, we've developed hybrid outreach and advocacy programs to ensure that our presence in the community is effective and efficient.



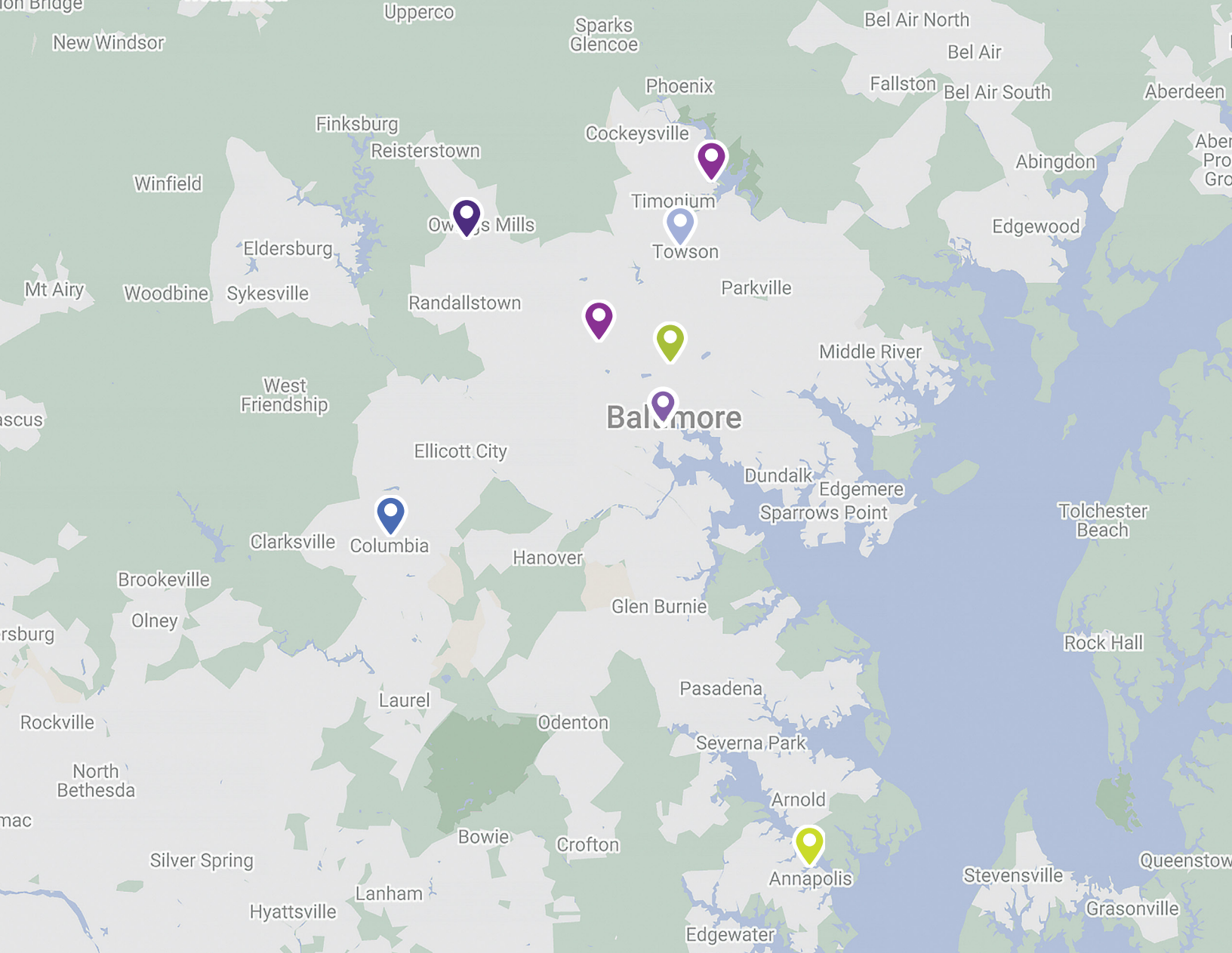
- Our newly implemented partnership with the **Boys and Girls Clubs of Metropolitan Baltimore**, which features educational sessions about sexual assault awareness and prevention led by our Community Engagement Coordinators and community-based case management teams, provides opportunities for children to disclose in a familiar environment should they need assistance.
- Our increase in public programming features our annual **Purple Poetry Book**, designed to give every survivor a voice, and a series of large-scale community events throughout our Seven Weeks of Giving campaign.
- **Social media campaigns** designed to provide information and a forum for engagement digitally run throughout the year, and help bring survivors looking for a place to turn into our continuum of care. In 2022, our reach on Facebook alone went up by 66% — a promising sign that the word is getting out about our services, through our efforts.
- Our new Senior Trafficking Outreach Coordinator conducts **street outreach** in targeted areas of Baltimore City to identify survivors of human trafficking and connect them to services.

260
COMMUNITY PRESENTATIONS
(not including social media)

66%
INCREASE IN FACEBOOK PAGE REACH

6,253 **PRESENTATION PARTICIPANTS**

In 2022, our team provided 260 community presentations (not including programs on social media) to over 6,250 total participants.



ENGAGEMENT MAP

We purposefully build and deploy our events schedule each year with an eye to being in as many parts of the Baltimore-area community as possible. This map provides a snapshot view of the geographic breadth of our most recent events.

-  **Violence-Free Community Festival:** Patriot Plaza, Baltimore County
-  **Youth Anti-Trafficking Program:** Carefirst Headquarters at Owings Mills, Baltimore County
-  **Survivor-Centered Advocacy Program:** Maryland State House, Annapolis
-  **TurnAround Teams Up Program:** Webster Kendrick BGC, Baltimore City
-  **First Annual Golf Tournament:** Pine Ridge Golf Course, Dulaney Valley Road
-  **13th Annual Purple Poetry Release Party:** 2640 Space, Baltimore City
-  **TurnAround and Howard County Partner to Combat Human Trafficking:** Columbia, Maryland
-  **Seven Weeks of Giving Tailgate Finale:** M&T Bank Stadium, Baltimore City

RESOURCING FOR SURVIVORS

Our comprehensive and wraparound services are designed to support survivors at every stage of their healing journey, from disclosure and intervention to ongoing assistance and legal advocacy.

HOTLINE

Our hotline is operational 24 hours a day, 365 days a year. This means that a survivor can contact us at any time, day or night, regardless of season, and reach a person on the other end of the line. We recently implemented a direct text feature, broadening our accessibility for survivors who cannot safely place a call from where they reside.

The hotline has continued to receive an increase of calls since the outset of the pandemic, with calls in FY 2022 totaling 3,343, over 1,000 calls more than FY21. Overall, our main line received more than 10,400 calls in FY22 — double what we receive on average in prior years.



CLINICAL COUNSELING SERVICES

Free counseling for survivors of domestic violence, childhood sexual abuse, sexual assault, and sex trafficking is among our core services. Our licensed clinicians all hold Master's degrees and have specific experience working with trauma survivors. We offer both individual and group counseling; each of our clients receives their own therapeutic plan.

In FY 2022, our clinicians conducted nearly 3,800 individual counseling sessions, with each client averaging about 14 individual sessions over a period of three and a half months.



ADVOCACY AND RESOURCE PROGRAM

At TurnAround, an ARP (Advocacy and Resources Program) Advocate helps survivors understand their options and supports their decisions. ARP Advocates are experts in connecting survivors with resources like health care, legal services, and safe housing; and can assist with safety planning.

A survivor in crisis may also elect to have their advocate accompany them during an emergency room visit and forensic exam and later in police interviews and court hearings. The advocate ensures that the survivor's rights and decisions are respected throughout their involvement with TurnAround. ARP Advocates served almost 500 survivors in FY22, up 18% from the prior year, and we continue to see significant need for advocacy and resource support.

CRISIS INTERVENTION SERVICES

For survivors who are in danger or who need assistance in escaping their abuser, our Crisis Response Team is equipped to provide safety planning, emergency shelter placement, and basic needs resourcing (food, clothing, and toiletries). The demand for our crisis services grew significantly during the pandemic – and has yet to return to pre-pandemic numbers.

LEGAL ADVOCACY

Survivors have rights, and the role of TurnAround's legal advocates is to collaborate with survivors to understand their options and to support their decisions.

Advocates ensure that a survivor's decisions are respected and protected, especially with police, investigators, medical responders, and the court system. In just this year alone, our advocates participated in 97 court accompaniments and helped secure 48 protective orders.

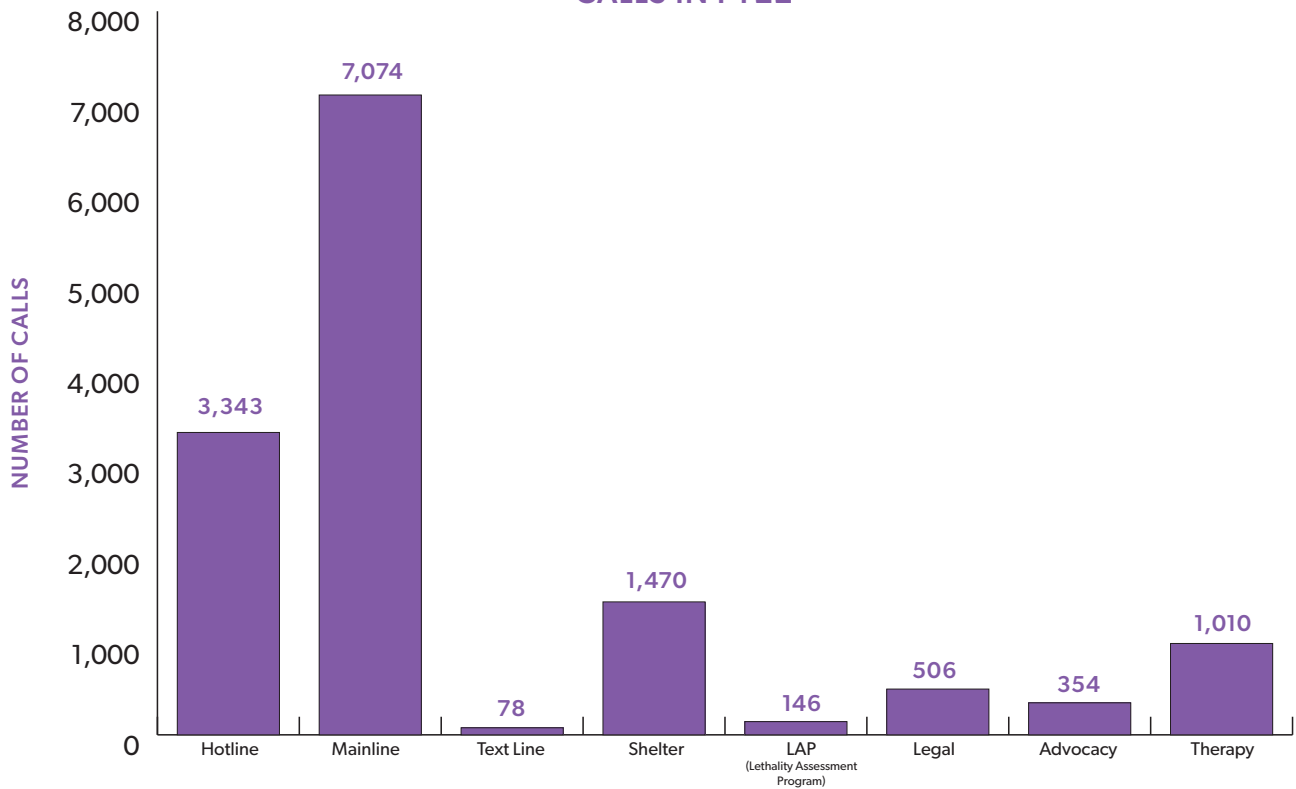


OUR IMPACT

Over the last two decades, we've deepened our commitment to capturing data about our work. A 20-year historical comparison showed a doubling in the number of monthly calls to our main line and hotline, a strong indicator of a growth in awareness of our organization and services in the communities we serve.

FY22 DATA

CALLS IN FY22



COUNSELING SERVICES

512

NUMBER OF CLIENTS ACTIVELY IN THERAPY

188

THERAPY CRISIS SESSIONS

CRISIS INTERVENTION

499

SHELTER ASSESSMENTS COMPLETED

337

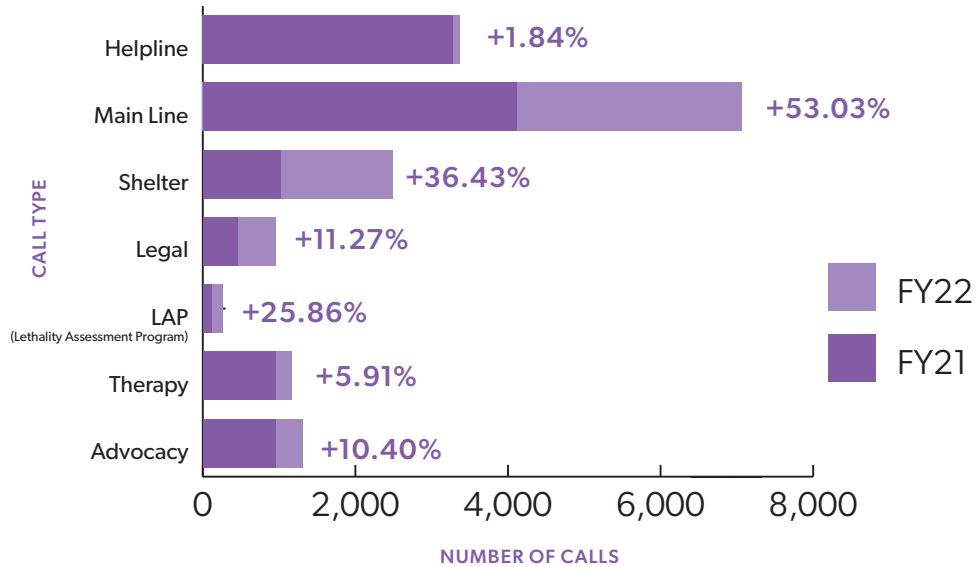
TOTAL CLIENTS SHELTERED

1,105

TOTAL NIGHTS IN SHELTER

FY22 COMPARED TO FY21

ANNUAL CALLS RECEIVED



SHELTER STAYS			
	FY21	FY22	+/- %
NIGHTS IN SHELTER	976	1105	+13.21%
CHILDREN IN SHELTER	133	148	+10.68%

One night in shelter costs, on average, \$100 = over \$100K spent last year on shelter nights (not including staff time for assessments and case management).

LEGAL ASSISTANCE

48 PROTECTION ORDERS SECURED

97 COURT ACCOMPANIMENTS

CLINICAL

3,799 INDIVIDUAL SESSIONS

+77% INCREASE IN USE OF HEALTHY COPING SKILLS REPORTED

14 AVERAGE # OF SESSIONS ATTENDED
(ABOUT 3.5 MONTHS PER INDIVIDUAL)



EDUCATION AND AWARENESS INITIATIVES

Thousands of Marylanders are impacted by sexual and domestic abuse each year. Prevention depends on education and outreach to build a culture of openness.

Awareness of the problem helps reduce the shame associated with abuse, and opens up a community-wide conversation about tactics for prevention. We deliver education and resources to the community through a variety of initiatives designed to reduce risk and enhance protective factors.

VIRTUAL LEARNING CENTER

Our virtual learning center features a library of content designed to provide accurate and supportive information in an accessible format. We are committed to consistently updating and expanding the resources available through the portal as one of our primary access points to the communities we serve.

THE PARK SCHOOL OF BALTIMORE

This year, we partnered with the Park School to provide bystander intervention training to students. This equips students with the skills and confidence to effectively intervene in the cycle of abuse and spot the signs of abuse, assault, and human trafficking, creating a safer school environment. We hope to replicate this work in other schools in the coming years.

SOCIAL MEDIA CAMPAIGNS

Our social media channels are expressly dedicated to both reaching as broad an audience as possible with education and resources, and to creating a safe space for our community of followers. We use our platforms to support our core annual initiatives, including our Seven Weeks campaign and our Purple Poetry Book effort. Through our concerted efforts on Facebook, we've been able to increase our reach by 66 percent.



VOLUNTEER TESTIMONIALS

Our volunteers are the backbone of our community. They staff our hotline and our events and serve as ambassadors within the community. In this year alone, our 24/7 hotline received over 3,300 calls.

We offer volunteer opportunities that range from helpline assistance, administrative support, social media ambassadorship to working in our Drop-In Center, and through our case management and advocacy programs.

"If I can help at least one individual regain their sense of self and refuel their fire to live life to the fullest, be it directly or indirectly that will be a life well lived and my soul's purpose."

"I have heard the relief in a person's voice when they feel like they are actually being heard."

"As part of the volunteer team, it gives me a sense of eagerness and motivation to continue to inspire others and help other survivors along their journey of healing and recovery. It also helps me to empower survivors who were once victims of sexual and domestic violence."

"Volunteering has made me feel stronger in my fight for social justice and balance in the world."

"TurnAround is doing amazing work and I love being part of it."

"Working with Turnaround to help our sisters and brothers rise above adversity and pain is giving me a chance to participate in bringing positivity into a world that has a heavy dose of darkness and despair."

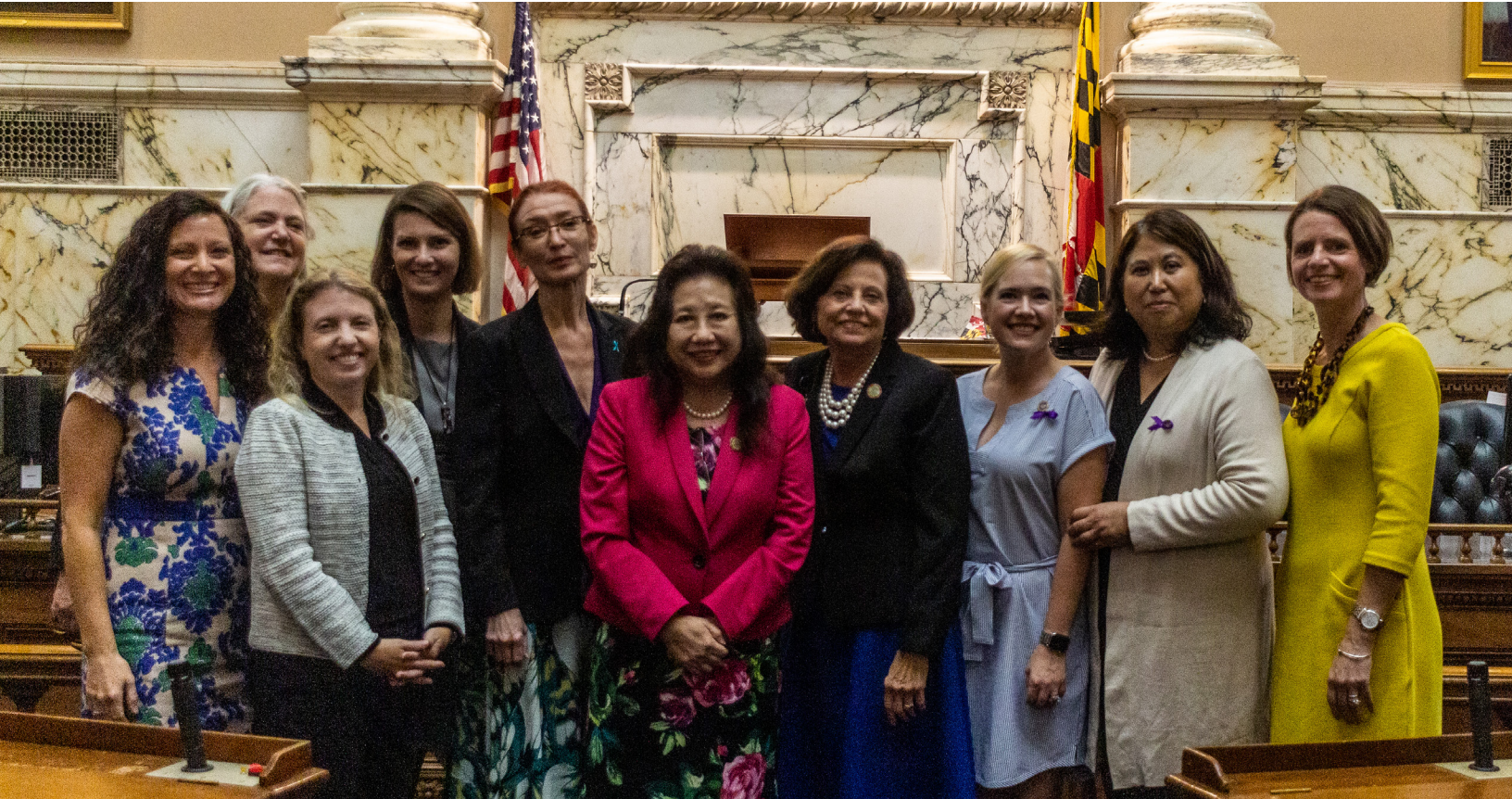




“The plethora of services TurnAround provides its survivors is phenomenal. From the assistance with court visits, to the pantry and closet for them to pick up donations they are provided with a small sense of normalcy in what could otherwise but a constantly tumultuous life. Having a place to pick up necessities such as diapers for the children when they may otherwise not have the means is priceless.”

Still Our Voices Rise

MEDIA COVERAGE



THE BALTIMORE SUN

A COMMON THREAD FOR SURVIVORS OF SEXUAL VIOLENCE: NOT BEING BELIEVED

"The common thread that often weaves survivors of sexual violence together is not being believed. How can it be that we live in a world where sexual violence is still so routinely disregarded?

Whether the perpetrator is an adult abusing a child or a student assaulting a peer, the victim is often met with similar resistance — no one believes them or those who do are more interested in keeping it quiet than addressing it."

THE MYTH OF THE 'PERFECT VICTIM' OF SEXUAL ASSAULT

"To be a perfect victim of sexual assault, human trafficking or intimate partner violence, you cannot also struggle with addiction, poverty or mental illness. To be a perfect victim, you cannot accept a drink, engage in commercial sex or walk alone at night. You cannot wear tight clothes or have a criminal record. You cannot be human.

This distorted vision of reality allows us to question the history and decision-making of any victim who does not conform to those images, while in the same breath forgiving the heinous acts of violence of the abuser."



MARYLAND MATTERS

MARYLAND MUST STOP TREATING CHILD SEX TRAFFICKING VICTIMS AS CRIMINALS

“There is no such thing as a child prostitute; commercial sex with a minor is always sex trafficking. Sex with a minor age 15 or younger is also statutory rape. When we charge children this age with prostitution, we are charging them for their own rape.”



TURNAROUND INC. PARTNERS WITH BOYS AND GIRLS CLUB TO PROVIDE ON SITE ABUSE COUNSELING

‘SPEAK UP’: SEXUAL ASSAULT SURVIVORS, SUPPORTERS GATHER FOR TAKE BACK THE NIGHT EVENT IN BALTIMORE



MARYLAND PEACE OF MIND: TURNAROUND INC. HOPES TO RAISE AWARENESS OF DOMESTIC VIOLENCE

FUTURE GOALS

Our priorities are based on where we see the greatest need. In 2022 and throughout the pandemic years, more survivors came to us than ever before. Scaling up to meet their needs is an imperative, regardless of our funding level.

- 1. Continue to expand awareness of and access to our services.**
We're partnering with the YWCA of Annapolis and Anne Arundel County to open a safe house for child survivors of sex trafficking.
- 2. Expand our legal assistance program** to address the pressing need for greater access to legal services including protective orders.
- 3.** Build upon our many years of collective direct services expertise to **impact change at the systems level.**
- 4. Increase opportunities for survivor engagement and leadership,** the focus of our new Survivor Initiatives Coordinator role, and via initiatives like the Adrienne Jones Scholarship Fund.
- 5.** Continue to **build a supportive and empowered culture** for our staff.



ACKNOWLEDGMENTS

Thank you to our generous funders, donors, sponsors, volunteers, and partners for your support. Here is a sampling of our some of our largest and longest supporters. Every dollar counts, and we could not do it without all who have offered support, whether \$5 or \$5,000.



.....
A B E L L
.....
F O U N D A T I O N
.....

CORE EXPENSES

Our core expenses are associated with the cost of providing our services, maintaining our facilities, and compensating our staff.

DIRECT CLIENT ASSISTANCE

In FY21, we spent \$62,000 supporting direct client expenses such as emergency transportation, food, clothing, eviction prevention support, and other emergent needs that were critical to survivor safety and self-sufficiency.

SHELTER

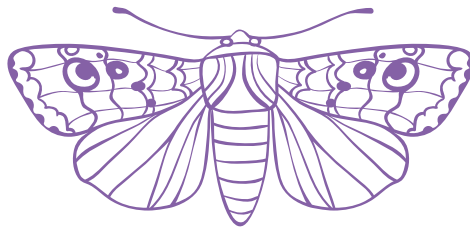
We spent over \$100,000 last fiscal year sheltering survivors and their children as they were fleeing abuse. These survivors were in highly dangerous situations and needed immediate support.

OFFICE LOCATIONS AND TECHNOLOGY

Our physical office locations in Towson, downtown Baltimore, and now Howard County require approximately \$300,000 annually to operate. We also provide virtual services when requested and appropriate, which requires over \$60,000 in the proper equipment and software to deliver.

STAFF

Our staff are the heart of the organization and act as the gateways to services for survivors and community members. 85% of our personnel are involved in direct service delivery, supervision or support of direct services, or community outreach and engagement. The remaining staff is dedicated to core infrastructure needs that are essential to ongoing operations.



VENABLE_{LLP}



maximus
FOUNDATION



BOYS & GIRLS CLUBS
OF METROPOLITAN BALTIMORE



THE UNITED STATES
DEPARTMENT OF JUSTICE
ARCHIVES



TurnAround, Inc., is a non-profit organization that relies on our network of ambassadors to spread the word in their communities about our services, grants and donations to operate.

Supporting us is as easy as visiting our website at www.turnaroundinc.org and signing up to learn more about our programs.

Contact

TurnAround, Inc.
410-377-8111
www.turnaroundinc.org
info@turnaroundinc.org