Celebrating Solutions Award Nomination Form

Section I – General Program Information
Legal name of organization: Bolton Refuge House, Inc.
Year established: 1977
Program nominated for award (if different): Bolton Refuge House, Inc. Children's Center
Year established: 2002
Address: P.O. Box 482
City/State/ZIP code: Eau Claire, WI 54702-0482
Contact person: Joelle Smith
Title: Assistant Director/Children’s Services Director
Phone number: (715) 831-0875
Fax number: (715) 834-9634
E-mail address: boltonrefugehouse@charter.net
Website address: webpages.charter.net/boltonrefugehouse

Brief description of the organization: Bolton Refuge House, Inc. was established in 1977 as the first domestic abuse program in the State of Wisconsin and has delivered quality services to thousands of victim services including emergency shelter, counseling, advocacy, support group, transitional housing, legal and employment advocacy to victims of domestic violence and/or sexual assault ever since. In 1990, Bolton Refuge House developed its first Transitional Housing duplex in Eau Claire. Additional units were built in 1996, 1997, 2001 and 2002 to make ten Transitional Housing units available to victims of domestic violence and/or sexual assault in Eau Claire. The Bolton Refuge Jackson County Outreach Transitional Housing Program consists of four units built in 2004, a leased house that was reopened in 2006 ($10 per year for ten years) and four apartments that were built in 2006 and 2008. The emergency shelter and transitional housing units are the foundation for enrollment in the Bolton Refuge House Children's Center.

In 2002, Bolton Refuge House, Inc. opened the Children's Center; the only daycare facility in the state of Wisconsin serving primarily victims of domestic violence and/or sexual assault and their children to assist victims in their quest for achieving safe self-sufficient lives. The Children's Center can be opened from 6:00 a.m. to 11:00 p.m. and accepts children working with the Bolton Refuge House programs, specifically the Transitional Housing Program and from the emergency shelter. Enrolled children attend the Children's Center for up to ten hours per day while the parent works or goes to school. The Children's Center also provides short-term drop-in care for the children while the parent attends court hearings, looks for employment, or attends medical/dental appointments or support group sessions.

Geographical area served: Eau Claire, Jackson, Chippewa, and Buffalo Counties in Wisconsin

Is the organization tax-exempt under IRS 501 (c) (3) guidelines or a public agency/unit of government? Bolton Refuge House, Inc. is tax-exempt under IRS 501 (c)(3).
Please check up to five descriptors that best apply to the program you are nominating:

☐ Shelter-based
☐ Counseling
☐ Heath care setting
☒ Dating violence
☐ School/youth violence
☐ Underserved population
☐ Faith-based
☐ Elder abuse
☐ Legal aid/assistance
☐ University setting
☐ Batterer treatment
☐ Prison-based
☐ Stalking
☐ Coalition/collaboration
☒ Transitional housing
☐ Technology/Internet service
☒ Employment/training program
☐ Civil justice
☐ Hotline service
☐ Public awareness/education
☐ Police/law enforcement
☐ Other __________________
Section II – Program Questions
Please use separate pages to respond to the following questions. Responses should be kept to 5 pages or less. Please use 12-point font size or larger.

1. Describe the mission of your organization in five sentences or less.

The mission of Bolton Refuge House, Inc. has been to provide safe and empowering services to victims of domestic violence and/or sexual assault since 1977. To that end, it has provided individual and support group counseling, advocacy, legal advocacy, emergency shelter, transitional housing, childcare and other supportive services to victims to assist them and their children escape the abuse and become safe, strong, independent and self-sufficient women and children no longer enduring the cycle of violence.
2. Describe the most innovative aspects of the program you are submitting for consideration.

One of those safe and empowering services has been to provide daycare in a group-licensed daycare facility since 2002 so that victims of violence can have a safe place to obtain childcare with little notice while other licensed facilities may take weeks or months to get into. The Bolton Refuge House, Inc. Children's Center is the ONLY licensed daycare in the facility in the State of Wisconsin to be owned and operated by a non-profit domestic violence/sexual assault victim's program. As a group-licensed daycare facility, Bolton Refuge House, Inc. and does accept childcare subsidy payments made through the County and provides meals through the USDA Child and Adult Care Food Program.

The Bolton Refuge House Children's Center provides up to 20 hours of free childcare per family while the parent is getting enrolled in the Wisconsin Childcare Subsidy Program so that the employed parents do not lose their jobs while making childcare arrangements. The Children's Center operates as a part of the Bolton Refuge House, Inc. It is illegal for the staff/volunteers to reveal the whereabouts of the parent (victim) or their children to anyone, including their abuser, law enforcement, or anyone else trying to find the children. This makes it an incredibly safe place for the victim to obtain childcare with the knowledge that she can work to become self-sufficient while knowing that her children won't be taken from her or used to keep her from leaving an abusive relationship.

The Bolton Refuge House, Inc. Children's Center can operate from 6:00 a.m. to 11:00 p.m. Children can be enrolled for up to six months. Enrolling parents (victims of domestic violence and/or sexual assault) can obtain or retain employment, attend to court hearings or medical appointments, or simply obtain safe respite care because the Children's Center is in operation. While the children are at the Children's Center, they have the opportunity to discuss the abuse in their lives with trained domestic violence/sexual assault advocates to help them cope with the violence in their lives. The majority of enrolled families reside in one of the ten Bolton Refuge House Transitional Housing apartments, but some families have stayed in the shelter and sought living situations away from their abuser. The Children's Center staff can also provide transportation to/from school and school supplies and assistance with enrolling the children in school when necessary.

During the day, the Children's Center operates as a regular daycare but on Tuesday and Thursday evenings, it is also used for Children's Support Group that follows a curriculum designed to assist the children in coping with the violence they have experienced and prepares them to enroll in a regular daycare in the future.

The majority of the non-Bolton Refuge House employed daycare staff are work-study students from UW-Eau Claire or the Chippewa Valley Technical College. Often these students are working toward degrees in social work, childcare, or speech/language therapy. Employing them in the Children's Center benefits both parties. The students reduce their debt-load and get "real-life" experience in their chosen field of study. The biggest winners, however, are the children with special needs in the transitional daycare because they have the added individualized attention of the work-study students getting their degrees.
3. Describe your program’s implementation. What barriers did your organization have to overcome? How did you marshal the necessary resources for implementation?

The first obstacle to be overcome to obtain a building separate from the emergency shelter, then renovating the building to meet daycare licensing requirements, hiring qualified daycare staff, and training/scheduling the staff to meet both daycare licensing regulations as well as training on how children that have experienced domestic violence and/or sexual assault may behave/ learn. The large stone building (formerly used as Kings Daughters building) was purchased for $1.00 many years ago from the Campfire Girls but it was used only for children’s support groups for several years.

In 2000 Bolton Refuge House, Inc. obtained W-2 grant funding through Eau Claire County and donations and in-kind labor to remodel the Center. An addition with a kitchen and classroom were built on to the building and the rest of the building was remodeled to bring the building up to daycare licensing codes with three classrooms all handicapped accessible, an office, and two bathrooms. A Children’s Program Director, Children’s Program Coordinator, and Lead teachers were hired along with several part-time work-study staff. The Children’s Center officially re-opened in the Fall of 2002 as a group-licensed daycare facility.

The lesson plans at the daycare incorporate the non-violence lessons taught in the support groups as well as numerous daycare activity curriculum plans. The Children’s Center is a great benefit to the mothers and children residing in the Transitional Housing units. It stays open to accommodate enrolled families schedules and can accommodate the children with little or no notice in addition to keeping the children safe and secure and incorporating non-violence into the curriculum. The children’s support group curriculum is nine weeks of lessons based upon the adult support group schedule. The Children’s Support Group Curriculum covers the following topics:

1. Children’s Exposure to Violence (how children might feel in a domestic violence situation)
2. Beliefs/Virtues (empowerment based on the Virtues Project curriculum)
3. Communication Styles (a demonstration of how to talk respectfully to others in their households or lives).
4. Creativity (Children being allowed to be as children outside of their household roles)
5. Domestic Violence Prevention
6. Boundaries & Bullying
7. Safety (with self, in the home, and safety planning for children)
8. Body & Cultural Similarities and Differences
9. Self-esteem & Feelings

Each week is designed to mimic similar topics on Tuesday and Thursday evenings as the adult support group sessions. The group facilitator may choose the activity for the evening, however, each night’s basic schedule is the same.

Free play for the first 10-15 minutes until the majority of children arrive.
20 minutes of topic (have activity chosen and materials ready in advance)
25 minutes of snack and clean-up activities
15 minutes of relaxation exercise (can be done to music CD)
15 minutes to talk and review what was learned while parents are picking up – free play

Each child is able to take a hand-out with them of what they did in group or about the topic.
4. How do you know your program works? Please site two examples. Although anecdotal examples are helpful, at least one example must include quantitative data.

In 2007, there were 115 children that utilized the Children's Center. Some were for short-term while their mother attended court hearings, looked for employment or housing. 32 children have enrolled in the daycare thus far in 2008 while the parents worked or went to school. Children are enrolled for up to six months at a time. Parents report that they appreciated the staff's ability to give their child individualized attention and safety as well as the flexibility in hours of operation. Between January and September 2008, 42 additional children have taken advantage of the Children's Center while their parent attend court or W-2 hearings, enrolled in WIC and/or attended the one or more of the support group sessions.

Staff members have numerous anecdotal examples of how the children are incorporating daycare beliefs into their lives. One such experience occurred when Adam age four and his brother James age three were enrolled in the Children's Center for quite some time. They also attended support group while their mother attended the adult support group. One day James took away one of the toys that Adam had been playing with. The teacher prepared to intervene, when Adam said, “James, you can’t take away my stuff and you can’t hit me. You should respect me instead of hitting me. Ask for it nicely.” James asked for the toy and Adam gave it to him. Another nearby child said, “See it’s MUCH better if we respect each other” and they three of them went on to play in the next activity.
5. Who are your key partners? What are their roles?
Within Bolton Refuge House, Inc. key partners are the Transitional Housing Case Managers and the Emergency Shelter Case Manager because they refer/confirm arrangements for the children with the daycare staff.

Funding comes from the State of Wisconsin-Children of Domestic Violence grant, the VAWA (Violence Against Women Act), McKinney-Vento Act (through the Eau Claire school district), Target Foundation, Wisconsin Childcare Subsidy, Greater Eau Claire United Way, Altria Doors of Hope, and the USDA Child and Adult Care Food Program. All contribute some funding to the Children's Center programming in addition to donations from the community.

The Children's Center also has an agreement with the Eau Claire County Nutrition Program that enables the children to participate in preparing, planting and harvesting from the children’s garden each year. The produces is used primarily at the Fun Family Food Nights where the children and parents from the Bolton Refuge House Programs get a cooking lesson from the County Extension Worker. Extra produce is given to the Transitional Housing and emergency shelter clients to use for preparing their meals and/or for canning for later use.

Volunteers from the Eau Claire United Way Day of Caring Project also do major cleaning and remodeling at the Children's Center. Last year they built a tricycle track for the children in the playground and painted a mural inside the Children's Center fence. This year they did a major cleaning of the Children's Center and lawn, including sanitizing and rotating all of the toys. They also secured the voluntary services of the University of Wisconsin - Eau Claire women’s Rugby Team to repair and stain the Children's Center security fence and wheelchair ramp. Volunteers donate their time to co-facilitating support group and in planning, coordinating and providing transportation and supervision for fieldtrips during the summer months. McKinney-Vento funds are accessed through a contact at the Eau Claire School district. These funds are utilized to provide homeless children with school supplies and needed items, as well as transportation to and from their original school or assistance with getting them enrolled in another school if necessary. Volunteers from the local Target Store have also adopted the Children's Center and came in and painted murals on the classroom walls (Jungle Room, Teddy Bear Room, Ocean Room) and regularly contribute toys and supplies to the center.
6. Could/should your program be replicated in other areas of the country? Why? Yes. Every domestic violence program should operate a daycare if possible because providing an affordable daycare for victims of domestic violence is a very empowering service for victims, assures that the children are kept safe, and breaks the cycle of violence from repeating in their lives. Having access to the Children's Center keeps victims from relying on their abusers for childcare and allows them to work and become self-sufficient while knowing that their children are in a safe supportive environment designed to meet their needs.
Section III – Signature

As one of the goals of the Mary Byron Foundation is to disseminate information about innovative programs and best practices, we wish to post exemplary Celebrating Solutions Award nominations on our website at www.marybyronfoundation.org. Those posted will include the organization’s contact information. If you have concerns about this request, please address them to information@marybyronfoundation.org prior to submitting a nomination.

By my signature on this nomination, I grant the Mary Byron Foundation permission to use the contents of my nomination for the Celebrating Solutions Award in the manner and for the purposes set above. I further affirm that I am fully authorized to grant such permission to the Mary Byron Foundation.

Signature

Date 10/13/08
June 22, 2009

Dear Mary Byron Project Foundation,

Bolton Refuge House has been providing emergency shelter and supportive services for victims of domestic violence and/or sexual assault since 1977 when it opened as the first domestic abuse emergency shelter in the state of Wisconsin. The Bolton Refuge House Children's Center opened in 2002 as the only group-licensed daycare facility the state that serves serving primarily victims of domestic violence and/or sexual assault and their children. We are pleased that we have reached the semi-finalist round for the Mary Byron Foundation award. The responses to the questions asked are below and/or attached.

1) Submit three letters of support which illustrate why the applicant or nominee is deserving of the award. All letters include an address and telephone number for confirmation.

- The first letter is from Danielle Claesges of the McKinley Charter School whom the Bolton Refuge House Children's Center collaborates closely with on a regular basis. Ms. Cleasges is the contact point to access Eau Claire School District McKinney Vento funds which assist students residing the emergency shelter and/or transitional housing units in Eau Claire to get into or remain in the Eau Claire Public Schools despite being homeless. The Eau Claire School District has been a long-term partner of Bolton Refuge House, Inc.

- The second is a Memorandum of Understanding with Peggy Quinn, the Eau Claire County Victim/Witness Coordinator who regularly refers victims/families that she works with to our services. She and the Eau Claire Crisis Responder also participate with for the April sexual assault awareness month Child-Feed at the Eau Claire Courthouse to remind all of the county providers of our service availability.

- The third letter is from Jackie Hogan, Director. Jackie is one of our contact people for the Western Dairyland Community Action Program serving Eau Claire County. They also administer the Supportive Housing Program (SHP) funding that comes the State of Wisconsin though the Housing and Urban Development. SHP funds are used to pay for the childcare that homeless victims of domestic violence need while they are looking for employment and/or housing for themselves and their children so that they can become self-sufficient.

2) Submit proof of 501 © (3) status that the program is operated by a non-profit, non-governmental agency.

- A copy of the Internal Revenue Service letter determining the Bolton Refuge House is a federally recognized charity and tax exempt.

- A copy of the Certificate of Exempt Status from 1979 and the current State of Wisconsin certificate of charitable organization status is also attached.
2) Submit last year’s budget for the program to be served by the award.

The Bolton Refuge House Agency Organizational 2007 audit, 2008 agency budget, and 2009 Children’s Center Budget are attached. The Children’s Center operates within the Bolton Refuge House Agency Budget and is not as a separate agency or program. Thus, the 2009 budget for the Children’s Center is only an estimate.

4) Respond to the following questions:

a) What is the approximated number of individual served annually by the applicant or nominee’s program?

210 children have been enrolled in the Children's Center since it opened in 2002 (for up to six months at a time). 40-50 additional children attend the Children’s Center services each year on a sporadic, drop-in basis while their mother looks for housing, employment, attends to court matters or medical appointments or attend one of the two adult support groups.

In the first six months of 2009, there has been a dramatic increase in the number of children that enrolled in the Children's Center mainly due to the increase in clients accessing the emergency shelter. More than sixty children have utilized the Children's Center for support group, counseling, daycare services, and field trip activities so far this year.

b) Are there past awards, accolades, and grants furnished upon the applicant or nominee that would further exemplify its success in combating domestic violence?

The Target Stores Foundation has awarded at least $1,000 each year for the past five years for children’s support group activities which are designed to end the cycle of violence, promote safety and develop positive behaviors for children who witness domestic violence.

The Children's Center complies with all applicable federal, state, and local regulations and has never been in danger of losing state licensure as a group daycare, which allows the program to collect Wisconsin Shares Childcare Subsidy as a certified daycare center.

Survivors have been hesitant to withdraw their children from the Children's Center, simply because it works with/for the families and children so well. Anonymous survivors tell us through surveys that we are doing a good job, and we believe being told that is the best accolade that the Children's Center could receive.

The Children’s Services Director is certified through the Wisconsin Registry as an early childcare administrator and teacher. She is a Wisconsin Certified Social Worker and an experienced Bolton Refuge House employee. She also has extensive knowledge working with adults and children that witness domestic violence and/or sexual assault and adult victims and brings the knowledge to bear when designing the Children's Center curriculum, when supervising the Children’s Center staff, and when working with the families regarding self-sufficiency around their domestic abuse issues.
c) If funding were not an issue, what (if any) changes or additions would you make to your program in the future?

- If funding were not an issue, Bolton Refuge House would operate the Children's Center 24/7 like the emergency shelter so that it would always be available to provide childcare and its services to victims of domestic violence and their children. Currently, there isn't staff/funding available to operate the Children's Center 24/7. By restricting the hours of availability for financial reasons, the Children's Center is only open and available during 1st shift hours. This means that women struggling to become self-sufficient can not work the premium pay 2nd or 3rd shift hours.
- If funding were not an issue, Children's Center staff members could go to more training specifically designed to assist children that witness/experience domestic violence/sexual assault.
- If funding were not an issue, a teen support group would continue to be developed instead of the staff working with teenagers on an individual basis.
- If funding were not an issue, the Children's Center staff would be able to go out and work with teens and pre-adolescents in the public schools whereas now we work with them only after the adult victim has accessed Bolton Refuge House services and are residing in the emergency shelter and/or Transitional Housing units in Eau Claire.
- If funding were not an issue, the Children's Center itself would get updated playground and more specific of the curricula for early childhood and children coping with domestic violence and/or sexual assault that are now prohibited because of costs.
- If funding were not an issue, the inside of the Children's Center would get new highchairs and climbing furniture (like a jungle gym) for indoor use.

5) Our selection committee has developed some questions about each semi-finalist’s specific program.

a) Is the need greater that what the Children's Center can provide? If children/families are turned away, is there anywhere else they can go for childcare or have to their needs met until space opens up? Does your agency help facilitate those services being put into place?

The Children's Center is licensed for up to twenty-five children. Additional staff or volunteers are called upon if the need arises, but victims of domestic violence and/or sexual assault are not turned away if there is a legitimate need. The Children's Center daily enrollment sometimes appears to be approaching licensing restrictions however; the children are not all attending the center at one time. On the rare occasions that enrollment is getting close to the maximum limits, parents doing a job search are asked to alter their hours temporarily so that the Children's Center does not fall out of compliance.

The children can only be in the care of Children's Center staff for ten hours at a time. If the parent is working all day, and intending to go to support group in the evening, the parent is invited to eat dinner at the Children's Center with the staff and children. During the time that the parents are on-site, staff members are not directly responsible for the children. Parents sign the children out of care when they come in, and then sign them back into the Children's Center when they leave to attend support group. This serves the licensing requirements, but it also gives the staff the opportunity to role-model healthy behaviors for the families while preparing and eating the meals.
It is important to note that the Children's Center provides up to twenty-five hours of free childcare, when resources are available, for the parent can get signed-up for Wisconsin Shares (the childcare subsidy) or with the Food Stamp and Training Program. The bulk of the Mary Byron award would fund the Children's Center for this temporary free childcare so as not to strain other Bolton Refuge House, Inc. resources.

a) Are services ever available to victims who are not staying in the shelter or transitional housing? What is your reasoning for this decision?

Children's Center services are available to any victim of domestic violence and/or sexual assault regardless of where they reside in the service area. However, the Children's Center requires that the parent at least one of the adult support groups on a regular basis. Attending support group services becomes a non-threatening way to end the isolation that she may be experiencing. If they attend one domestic violence educational support group, they are more likely to continue attendance support group services, thus becoming a client of Bolton Refuge House. If they choose not to continue with support group, at least we have given them an opportunity to learn more about healthy relationships for themselves and their children. Perhaps she will be more likely to contact us in a time of crisis in the future and more able to leave the abusive situation when she becomes strong enough to break out of the violence.

a) Children can be enrolled for up to six months in the daycare. What is the average stay for a child? Does a child ever need or get to stay longer? Do you have statistics on the correlation between how long the children stay and what their long-term behavior changes are?

Each family is different and has different needs at any given time. They may utilize the Children's Center for a few hours while the parent goes to court or an appointment. One of the long-term families has used the Children's Center during the school year since it opened. The children spend the majority of their summer vacation with their grandparents who live out-of-state. When they come back in the fall, they are viewed as a new admission and re-enrolled. The whole family is typically out-of-town for the Christmas holidays so re-enrollment starts over again in January. This family has recently left Children's Center enrollment for another area daycare while the abuser is in prison, however she maintains contact with the Children's Center staff and anticipates a rapid return should he or his supporters threaten their safety again.

Another parent just had her divorce finalized and got another new job; we have continued her enrollment with the center while she moves into her new housing and stabilizes daycare services in another part of the city, for as long as she continues to attend one of the support groups. We want to assist the family in becoming self-sufficient, but we do not want them to become dependant on receiving our services to the exclusion of other childcare providers.

Parents are expected to meet with the Children's Center staff at least once per week to discuss their children's progress or concerns. After the initial six months, enrollment may be extended for up to one month if there is valid reason for the extension and the client commits to updating the staff on their progress to achieving enrollment elsewhere.

There is no way for us to document long-term behavior changes since the Children's Center has only been open for seven years. We have relied on what the parents report while they are working with the program as an evaluation of Children's Center services until enough time has passed to complete more extensive evaluations with adult survivors of domestic violence and/or sexual assault.
If you have additional questions about the Children's Center, please contact me at the Children's Center (715) 831-0875 or Gerald Wilkie, Executive Director at the shelter (715) 834-0628. Thank you for this exciting opportunity.

Sincerely,

[Signature]

Joelene Smith
Children’s Services Director/ Bolton Refuge House Assistant Director
Bolton Refuge House, Inc.
recommend educational materials that will allow students to understand and deal with the
domestic violence situation. Bolton Refuge House Childcare Center is a living, breathing
entity that makes this community stronger as it becomes stronger, all of which would not
be possible without the support of sources much like this award.

As we’ve said before, we are extremely impressed with the hard work and dedication that
all the staff at the Bolton Refuge House Children’s Center show every day. Their
innovation has set the path for wonderful activities and programs within the center, and
they have touched the lives of many children and parents with their compassion and
willingness to provide the best possible recovery methods for victims of domestic
violence. I have spoken with many parents who are very grateful for all the services the
children’s center provides—while staying in the shelter and after they have established
themselves back into the community.

It gives me great pleasure to recommend this outstanding program for the Mary Byron
Foundation Reward with complete confidence in the center’s continued success of
empowering children of domestic violence.

Yours Sincerely,

DANIELLE CLAESGES

Danielle Claesges
Eau Claire Area School District
McKinney-Vento Homeless Program Coordinator
1266 McKinley Road
Eau Claire, WI 54703
715-797-6751
MEMORANDUM OF UNDERSTANDING
BETWEEN
EAU CLAIRE COUNTY VICTIM/WITNESS SERVICES
AND
BOLTON REFUGE HOUSE, INC.
(Homeless Domestic Violence/Sexual Assault Victim Services)

The purpose of this Memorandum of Understanding is to define the relationship between Bolton Refuge House and Eau Claire County Victim/Witness Services. This agreement is written to define the collaborative roles of each agency in order to ensure the highest quality and most comprehensive services to homeless victims/survivors of domestic violence and/or sexual violence.

Eau Claire County Victim/Witness Services agrees to provide the following services to homeless victims/survivors of domestic violence and/or sexual violence served and/or referred through Bolton Refuge House, Inc.

- Information and Referral Services – Eau Claire County Victim/Witness staff agree to refer individuals experiencing domestic violence and/or sexual violence to Bolton Refuge House when it is appropriate.
- Crime Victim Compensation Applications – Eau Claire County Victim/Witness staff agree to assist victims/survivors of domestic violence and/or sexual violence with applications, when applicable, and coordinate follow-through.
- Judicare Applications – Eau Claire County Victim/Witness staff agree to refer individuals to Bolton Refuge House for information and applications when applicable.

Bolton Refuge House, Inc. agrees to provide the following services to homeless victims/survivors of domestic violence and/or sexual violence served and/or referred through (Agency).

- Telephone Crisis Line (local and toll-free)- available 24 hours per day, seven days per week, answered by trained staff and/or volunteers to provide advocacy, information and referral, crisis management, and counseling to homeless victims/survivors of domestic violence and/or sexual violence
- Emergency Shelter- available 24 hours per day, seven days per week, to provide adequate security, food, and clothing. Bolton Refuge House ensures that the shelter coverage is provided by trained staff and/or volunteers that can assist homeless victims/survivors of domestic violence and/or sexual violence.
- Transitional Housing- 10 transitional housing units are available in the city of Eau Claire through Bolton Refuge House that have adequate security and are managed by trained staff to assist homeless victims/survivors of domestic violence and/or sexual violence
- Individual Advocacy- Bolton Refuge House staff and/or volunteers agree to accompany homeless victims/survivors of domestic violence and/or sexual violence to another agency or community resource to assist them with receiving services from that agency or resource; including assisting with various city/county housing applications, in a grievance process, and/or in economic and housing Advocacy
- Legal Advocacy- Bolton Refuge House staff and/or volunteers agree to provide accompaniment for clients at hearings, issuing and assisting with Judicare cards, legal research, and education and counseling regarding legal rights and responsibilities
- Institutional Advocacy- Bolton Refuge House staff and/or volunteers agree to work with professionals in relevant systems to enhance services to homeless victims/survivors of domestic violence and/or sexual violence to overcome barriers which prevent victims/survivors from receiving appropriate services. This includes promoting and helping implement standard policies
and procedures for victims/survivors within legal, medical, social services and other systems. It also includes coordinating Eau Claire County’s Coordinated Community Response Team for Domestic Violence and Sexual Violence, serving on the local COC, Eau Claire County FEMA Board and other committees and boards that assist homeless victims of domestic violence and/or sexual violence to achieve safety and self-sufficiency.

- Counseling/Peer Support: Bolton Refuge House agrees to provide counseling/peer support individually and through support groups facilitated by trained staff and/or volunteers to empower homeless victims/survivors of domestic violence and/or sexual violence.
- Information, Referral, and Follow-up Services- Bolton Refuge House agrees to provide information and referral services in response to homeless victims/survivors of domestic violence and/or sexual violence based upon the victim’s presented needs.
- Education of School-Aged Children - Bolton Refuge House agrees to make arrangements to ensure homeless school-aged children have access to school, whether it be their previously attended school or the school in the vicinity of Bolton Refuge House or the Transitional Housing units
- Emergency Transportation- Bolton Refuge House agrees to provide emergency transportation to the shelter for homeless victims/survivors of domestic violence and/or sexual violence.
- Community Education- Bolton Refuge House agrees to provide community and agency education about the dynamics of domestic violence, sexual violence and homelessness and availability of services with the goal of increasing the community’s awareness of domestic violence, sexual violence and homelessness.
- Transitional Children’s Center - Bolton Refuge House agrees to provide licensed daycare services to homeless victims/survivors of domestic violence and/or sexual violence, as well as other homeless families when referred by the local homeless shelter, Interfaith Hospitality Network while attending to court matters, support group, medical appointments, etc.

Both agencies agree to advise the other agency of any significant changes within the agencies that are relevant to homeless victims/survivors of domestic violence and/or sexual violence and make all reasonable efforts to address barriers to service.

Both agencies agree to review this MOU upon request and amend this agreement upon request of either party.

Signed and agreed to by the following:

(Signature) [Signature] (Date) 2/26/07
Executive Director, Bolton Refuge House, Inc.

(Signature) [Signature] (Date) 2/26/07
Agency: [Agency Name]
June 26, 2009

Mary Byron Foundation
10401 Linn Station Road
Louisville KY 40223

Re: Mary Byron Foundation Award

To Whom It May Concern:

As Victim/Witness Coordinator for the Eau Claire County District Attorney’s Office I strongly support the efforts of Bolton Refuge House, Inc for obtaining necessary funding, grants, scholarships, etc necessary to ensure continued services provided by their agency.

Bolton Refuge House and our office have a long history of collaboration in an effort to assure that victims of crime, particularly victims of sexual assault and/or domestic violence, are attended to immediately. Once their needs are properly assessed, ongoing care is provided in a sensitive, compassionate and professional manner. Bolton Refuge House separates itself from other victim service agencies in that victims have access to crisis/immediate shelter in a “safe house” as well as ongoing transitional housing. Additionally their agency provides safe, secure daycare services, along with other programming to ensure that the emotional needs, not only the physical needs, of the victim are attended to.

I would encourage your board to consider Bolton Refuge House, Inc for an award that would allow them to continue assisting crime victims in the Chippewa Valley as they recover from the devastation they have endured.

If you have any questions please feel free to call me at (715) 839-4795.

Sincerely,

Peggy Quinn
Victim/Witness Coordinator
June 19, 2009

Mary Byron Foundation
10401 Linn Station Road
Louisville, KY 40223

Mary Byron Project Foundation Staff:

I am writing this letter of support for the Bolton Refuge House, Inc. Children’s Center. The staff at Western Dairyland has worked closely with Bolton Refuge House staff for a number of years and we have an extraordinary working relationship with them as we collaboratively work to assist domestic and sexual abuse survivors in the Eau Claire area. We coordinate numerous homeless services and resources to combine efforts and funding to best meet the needs of our collective clients. To my knowledge, the Bolton Children’s Center has never turned away a single parent in need of services. Staff at the Center is extremely qualified, flexible, experienced and empathic to the specific needs of this targeted population. I know a number of families who were very reluctant to move their children from this site simply because of the genuine caring atmosphere of the Center and its wonderfully qualified staff. I know that Eau Claire Interfaith Hospitality Network staff has been very appreciative of the Center’s services that are available to their families as well as we have had numerous conversations regarding the unique and flexible child care services available through Bolton in our community.

It is heartening to know that Bolton has reached the semi-finalist round for the Mary Byron Foundation award. I can’t think of any non profit agency that is more deserving of this award and recognition. I know Bolton has numerous “irons in the fire” so to speak that they would love to see come to fruition if funding was not an issue for them. I am providing my wholehearted support of the Bolton Refuge House Children’s Center and hope their exemplary services can be recognized on a national level as they are so very deserving. If I can be of any additional assistance, please feel free to contact me at your convenience at (715) 985-2391 Ext. 203 or by email at jhogan@westerndairyland.org.

Sincerely,

Jacque Hogan, Director

Western Dairyland EOC Inc.
United States of America
State of Wisconsin
OFFICE OF THE SECRETARY OF STATE

To All to Whom These Presents Shall Come:

I, DOUGLAS La FOLLETTE, Secretary of State of the State of Wisconsin, do hereby certify that articles of incorporation of

REFUGE HOUSE, INC.

were duly filed in this office on May 8, 1978 and that thereafter a certificate of such filing and grant of corporate powers and privileges was duly issued to said organization under the hand and seal of the Secretary of State of the State of Wisconsin, as provided by law.

I further certify that an amendment to the articles of incorporation was duly filed with this office on June 7, 1988, changing name to present name of

BOLTON REFUGE HOUSE, INC.

I further certify that it appears from the records of this office that said organization continued and now is a body corporate, duly and legally incorporated, organized and existing by and under the laws of this state, and is in good standing.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my official seal, at Madison, on JUL 26 1988

DOUGLAS La FOLLETTE
Secretary of State

BY: Thompson
Date: JAN 18 2008

BOLTON REFUGE HOUSE INC
% CAROLE ARTHUR ACCOUNTANT
PO BOX 482
EAU CLAIRE WI 54702-0482

Dear Sir or Madam:

This is in response to your request of September 26, 2007, regarding your tax-exempt status.

Our records indicate that a determination letter was issued in September 1980 that recognized you as exempt from Federal income tax, and reflect that you are currently exempt under section 501(c)(3) of the Internal Revenue Code.

Our records also indicate you are not a private foundation within the meaning of section 509(a) of the Code because you are described in sections 509(a)(1) and 170(b)(1)(A)(vi).

Donors may deduct contributions to you as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to you or for your use are deductible for federal estate and gift tax purposes if they meet the applicable provisions of sections 2055, 2106, and 2522 of the Code.

If you have any questions, please call us at the telephone number shown in the heading of this letter.

Sincerely,

Cindy Westcott
Manager, Exempt Organizations
Determinations
CERTIFICATE OF EXEMPT STATUS
(Revenue, Charitable, Scientific or Educational Organization)

Wisconsin Department of Revenue
Income, Sales, Inheritance & Excise Tax Division

Sales to the below named organization are exempt from taxation under the Wisconsin Sales and Use Tax Law pursuant to Section 77.54(9a) of the Wisconsin Statutes.

This certificate is valid until revoked by the Wisconsin Department of Revenue.

Refuge House, Inc.
P.O. Box 482
Eau Claire, WI 54701

IMPORTANT:
Sales to your organization are taxable unless you furnish your supplier with the certificate number shown above.

Sales by your organization may be subject to tax.

State of Wisconsin
DEPARTMENT OF REGULATION AND LICENSING
Committed to Equal Opportunity in Employment and Hiring

Credential
CHARITABLE ORGANIZATION

No 1163-800 Expires: 07/31/2009

BOLTON REFUGE HOUSE INC
PO BOX 482
EAU CLAIRE WI 54702

The person whose name appears on this document has complied with the provisions of the Wisconsin Statutes and holds the credential specified above.
<table>
<thead>
<tr>
<th>Description</th>
<th>2006 Actual</th>
<th>2007 Budget</th>
<th>10/31/07 Actual</th>
<th>2008 Budget</th>
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<tr>
<td>DHFS Domestic Abuse Outreach JCO</td>
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<td>29,345</td>
<td>29,345</td>
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<td>2006 Actual</td>
<td>2007 Budget</td>
<td>10/31/07 Actual</td>
<td>2008 Budget</td>
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<td>Admin. Salaries</td>
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<td>Administrative SUTA Expense (.4%)</td>
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<td>315</td>
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<td>95</td>
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<td>870</td>
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<td>Workman's Comp - Admin</td>
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<td>1,420</td>
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<td>Xerox/Copying/Grant Funded Equipment</td>
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<td>Telephone</td>
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<td>Rent Expense/TH BRJCO Storage</td>
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<td>8,159</td>
<td>9,000</td>
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<td>10,927</td>
<td>14,000</td>
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<td>Staff Dev/Training/Mtgs/Meals/Lodging</td>
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<td>500</td>
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<td>Contract/Lgl/Acctg</td>
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<td>Bank Charges</td>
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<td>985</td>
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<td>214</td>
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<td>Donated Depreciation Expense</td>
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<td>Misc. Expense/Audit Adjustments</td>
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<td><strong>Total Expenses</strong></td>
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<td><strong>807,810</strong></td>
<td><strong>621,792</strong></td>
<td><strong>849,765</strong></td>
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**Net Income**

$23,649

\[ \text{Note: Budget does not include in-kind revenue} \]
## Bolton Refuge Children's Center
### 2009 Budget

### Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>WI DCF-DA Prevention</td>
<td>$20,875.00</td>
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<tr>
<td>US DPI CACFP-Daycare</td>
<td>4,710.00</td>
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<tr>
<td>SHP Daycare</td>
<td>6,080.00</td>
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<tr>
<td>Wisconsin Shares</td>
<td>33,465.00</td>
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<tr>
<td>McKinney-Vento</td>
<td>610.00</td>
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<td>Client Daycare Fees</td>
<td>100.00</td>
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<td>Donations/Charitable Giving/Foundations</td>
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</table>

**Total Revenues**

| Amount | $87,050.00 |

### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Admin. Salaries</td>
<td>6,775.00</td>
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<td>Administrative SEP Expense</td>
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<td>Admin. FICA Expense</td>
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<td>Direct FICA Expense</td>
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<td>Direct SEP Expense</td>
<td>1,200.00</td>
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<td>Admin. SUTA Expense</td>
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<td>Direct SUTA Expense</td>
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<td>Workman's Comp...Admin</td>
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<td>Property/Gen Liab Ins</td>
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<td>Program/Household supplies</td>
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**Total Expenses**

| Amount | $87,050.00 |