

# YWCA IS ON A MISSION



# YWCA of Genesee County

## Update

MARCH 27, 2017

### UPCOMING EVENTS:

- **First Presbyterian Church Visit @ YWCA 6:30 p.m. Wednesday, March 29**
- **YWCA Board Meeting 5:15 p.m. Tuesday, April 4**
- **Women of Distinction Awards Gala 5:30 p.m. Thursday, June 15**

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## Generating Goodwill

Sometimes it takes Mother Nature to remind us that there are good people out there (and at YW) who are willing to lend a hand when needed.

YWCA lost its power around 1:30 p.m. Wednesday, March 8 and Care+Crisis Helpline Program Manager Holly Baxter and YW staff were putting the generator in place within a half hour. Nothing is foolproof, however, and some glitches caused the equipment to periodically shut off.

But Holly was just as persistent. She stayed through the night even though the generator was still acting up. As temperatures dropped overnight, she bundled up in quilts and waited — in the dark after the generator went out for a final time — for morning sun to come.

On Thursday we muddled through nearly another full work day with no power or heat, along with much of Western New York, while utility crews worked to get everyone restored.

Our heroes ...

During the outage, the security alarm went off at the safe house. A short time later law enforcement arrived on scene to make sure that no one was in danger and that our shelter wasn't being invaded by strangers. Certified Security came out a day later to ensure that our monitor and recording system was back up and running and a working alarm was in place. The owners and staff from RJN Electrical Services and Star Electric helped out with our many generator issues as Holly remained vigilant in her duties to have a Helpline in place for as much as possible.

So kudos to these local companies, to city police and fire department staff for caring enough to see us through the power outage, to Holly for her sticktoitiveness, to Maintenance Superintendent Dennis for being on call and returning to help out when needed and for staff that pitched in where necessary and carried out their duties in unusually difficult circumstances.

And yes, thanks also to you Mother Nature, for offering yet another opportunity for us all to recognize that even the seemingly simplest things (lights, warmth, hot coffee) can be taken for granted! There were many lessons learned so that we will at least be a little better prepared for the next gust of wind!



We've all heard the expression. It's about trying to do more with less or trying to manage surprise expenses without a matched increase in the household budget. That has been one of the biggest concerns for callers at Care+Crisis Helpline, according to Helpline specialists. People have been stressed about what to pay for and what to cut out of their lives. They're not talking about luxuries of a new car, a clothes shopping spree or night out on the town. Nope. They are worried about health co-pays and prescriptions versus food and other necessities, CCH Program Manager Holly Baxter said.

Perhaps that's why the Helpline gave out more than 1,460 referrals so far this year. Referrals to community agencies and other resources for assistance in dealing with mental health or domestic violence issues and an often resulting financial crisis of not making ends meet.

Seeking treatment and help for serious issues is like the law of physics: for every action there is an equal and opposite reaction. Go to a counselor, incur a co-pay. Leave your abuser, lose your home, sometimes your job, often your bank account, and at times, your kids. It can be painful, stressful and costly.

When one caller's 5-year-old child went into the hospital unexpectedly with a life-threatening illness, the caller reached out to the Helpline in a panic. There was a \$5,000 out-of-pocket cost before the family's healthcare kicked in. She didn't know how her family was going to pay the mortgage and car repairs. The mom at least had one thing that she could afford: a call to the Helpline.

"People are having a hard time paying all the bills, especially when something unexpected comes up," Program Manager Holly Baxter said. "We give them referrals to community agencies that may be able to help, and we do our best to try and get them to a place of calm." Free and confidential, the Helpline is available for anyone: (844) 345-4400.



Think a traditional classroom style space can't be jazzed up to look great for a special event? These photos prove that it can! Amber W. came from Buffalo last year to rent Room 2 for a graduation party. She was so happy with the price and accommodations that she is renting it out again for a birthday party. We offer reasonable rates, a commercial kitchen, spacious parking and easy access. Whether it's for a group of 10 or 100, we've got the room. Call or visit us for a quote!

## **By the Numbers ... 2017**

2,606 .....Total Care+Crisis Helpline calls as of March 21

80.....New domestic violence clients served as of March 20

609.....Number of domestic violence services provided as  
of March 22

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YWCA's mission is to eliminate racism and empower women and the vision is to implement sustainable programs that foster healthy, balanced living for women and families.

Our three primary programs are:



## Executive Director's Message from Jeanne Walton

Every day is a new adventure at the YWCA and while all of our staff will attest to that without hesitation, there is one staff member who seems to see it all! She sees the good, the bad, the ugly, the emotion (and lack thereof), the ups, the downs and everything in between. Even while she often becomes the sounding board, shoulder to cry on and target when things go slightly amiss, she regularly rebounds, pulls up her bootstraps and simply gets to work!

Thank you Joanne Beck for being the shining example of one who can always be relied on to make sure that things get done the right way, and for putting YWCA and community before yourself!

Now THAT's something to smile about!

