Dear Friends, Family and all Refuge Supporters:

As we reflect on 2011 our hearts are filled with gratitude and hope. This year has been marked by growth, opportunity and vision. This year we added new office space to accommodate an increased need for client services, added exemplary staff to our team, expanded programs, grew our social media presence and developed an aggressive and thorough strategic plan! We’ve seen clients find healing, restoration and hope! In 2011 we provided 7,408 counseling sessions to 1,021 individuals. Our goal is to ensure that every client who seeks our helps receives excellent and timely care.

Please consider ways you may want to partner with us in 2012 so we can continue to provide a place of refuge for those who are hurting. To learn more about The Refuge Center, please visit our new website at: www.therefugecenter.org You can also follow us on Twitter and Facebook!

Sincerely,

Amy Alexander and Jennifer Gillett
Refuge Co-founders
THOUGHTS FROM OUR BOARD

2011

REFUGE BOARD OF DIRECTORS:

Keith Solomon — President
Roger Johnson — Vice President
Linda Jackson — Secretary
Heather Stephens — Treasurer
Martin Maguire — Past President
Samuel Aderogba
Nicole Floyd
Jennifer Gillett
Terre Grable
Richard Hoertner
Beth Hopkins
Vanessa Melius
Melanie Reeves
Tom White

REFUGE PARTNERSHIP COUNCIL:

Dan Alexander
Stacey Allen
Mitch Anderson
Rachelle Buchanan
Robyn Jones Clark
Taj George
Jon Gillett
Anthony Herron
Dr. Ted Klontz
Richard Lloyd

2011

Our BOARD OF DIRECTORS chose the following words and phrases to describe 2011 for Refuge:

EXPANSIVE
SUSTAINING GROWTH
DYNAMIC
GUIDED & FOCUSED
STRONG
AMAZINGLY BLESSED
FAITHFUL
TRUE TO MISSION
SHARING GOD’S LOVE
TO A HURTING WORLD
ONE PERSON AT A TIME

In describing 2011 for THE REFUGECENTER, Board Member Nicole Floyd said the following:

“God has continued to bless The Refuge Center over the past year, ensuring that we are able to provide services to a growing number of people in need. I am proud of the work our board has done to learn from the success of the organization’s founding years while also forging ahead with the development of a new three-year strategic plan that will lead The Refuge Center into the future. I am hopeful for what God has in store for The Refuge Center and its constituents, and I remain humbled to serve on the board and to help The Refuge Center carry out its mission.”
On August 16th, in partnership with the Cool Springs/Brentwood Chamber of Commerce, The Refuge Center for Counseling held a ribbon-cutting ceremony to celebrate the expansion of its office space. Guests and Chamber members gathered at the center in Franklin, Tennessee, to support the continued growth of the counseling center and its client base. Prior to the ribbon-cutting, a private celebration was held in honor of the volunteer designers, Stacey Allen and Sandra Hatcher, who donated more than 100 hours of time for decorating and designing the space.
FEMALE, AGE 32: “Without the Refuge Center, I wouldn’t be here today. I was in a very bad place when I found TRC and made that first phone call. I’d already begun looking for ways out and it had become such an obsession of mine to end the pain I was feeling that I wasn’t able to see any alternative. I only sought help to hold on a little longer until I could make certain that the people in my life would be okay without me. After that initial call, I was placed with a counselor who, from the beginning, somehow managed to strike the perfect balance of warmth, support, and professionalism to put me more at ease than I ever thought to be in such a situation. TRC’s sliding fee scale made it possible for me to meet with him nearly every week and, with his help, I’ve made tremendous progress towards overcoming the depression, anger, and anxiety issues that I’ve been fighting for nearly all of my life. Even when it got very hard to return each week (because, let’s face it, therapy is hard work), the progress that I’d made thanks to my therapist and TRC made it possible for me to pull myself up and continue on. I’ve been in therapy off and on for seven years with nearly a dozen providers and I’ve never had that before, nor have I ever found someone who made me feel like maybe I’m worth the work both the therapist and I put into the process. Now I find that while I still struggle with some sadness and anxiety, I’m more content than I ever dreamed I could be and I’m able to see—again thanks to my therapist and TRC—that every day is a gift and that I should appreciate each one that I have. In short, The Refuge Center and my therapist quite literally saved my life and I’ll be forever grateful.”

PARENT OF 7 YEAR OLD MALE: “The counseling my 7-year-old received was a Godsend. His counselor coached him through the traumatic experience of my divorce and “normalized” our new lifestyle. With the counselor’s guidance, my son was able to process his wide range of emotions and not harbor them internally. The counselor prepared me on what is typical behavior of a child going through this turbulent time. Armed with this “insider knowledge”, I was able to better understand and address the angry words and behavior my normally loving and docile son now displayed. With my newfound understanding, I was able to help my son channel this energy into non-destructive ways. My son was back to his “old self” in a surprisingly short amount of time. The Refuge Center was also able to work within the limitation of my single income by offering a sliding scale, which eased the financial burden of counseling.”

MALE, AGE 23: “My counselor has been placed in my life by God and your sliding scale has made counseling possible. I could not have benefitted or even attended when I needed counseling the most on a server’s salary when I first began counseling! I am thankful and grateful!”

FEMALE, AGE 17: “I was sexually abused between the ages of 7 and 12. I did not tell anyone for 6 years. I ended up telling my church group leader at a church camp. She ultimately helped me to tell my parents. My parents decided that counseling would be good for me. I wasn’t sure; I didn’t really want to be that girl that went to counseling every week. I ended up coming to the Refuge Center and now I would recommend counseling to anyone. Counseling at Refuge helped me to realize that I shouldn’t be ashamed of what has happened to me. God has used it as part of my life story; it has made me who I am today. I have learned that what has happened to me can be used to glorify God and to help others that have been through a similar experience. I have learned that what has happened really isn’t my fault and I don’t have to carry around the guilt that I have had for so many years. I can now tell people about it without shutting all my feelings out. I also know I don’t have to tell everyone my whole life story, but if I want to I am free to tell them. I am not deathly afraid of it anymore. Refuge Center has helped me more than I can say. Thank you so much!”

COUPLE, AGES 30 & 36: “It’s amazing how a few bad things can get in the way of the good things and sometimes we need help pushing the bad things off of the road. Our counselor has helped us to see the way around the bad to get to the good. We’ve gotten much better at communicating emotions and not just communicating logic. Ours is a marriage worth fighting for. We just needed a coach!”
Whom Have We Served?

[2011] TOTAL CLIENTS SERVED: 1,021
[2011] TOTAL SESSIONS: 7,408

[2011] GENDER:
Female 68 %
Male 32 %

[2011] RACE:
Caucasian 91 %
African American 5 %
Hispanic 2 %
Other 2 %

[2011] AGE:
0-5 1 %
6-12 9 %
13-19 11 %
20-54 73 %
55+ 6 %

[2011] COUNTY:
Williamson 67 %
Davidson 20 %
Maury 7 %
Other 6 %

TOTAL CLIENTS SERVED: 1,021
TOTAL SESSIONS: 7,408
Average Dollars Per Session: $35
Average Number of Sessions Per Client: 13.7
Average Number of Visits With Psychiatric Nurse Practitioner: 206

SHELTERS: Bridges, Hope House, Morningstar

CHURCHES: Brentwood Baptist, Christ Community, Christ United Methodist, East Nashville Community Church, Fellowship Bible, First Baptist Lyles, Fourth Ave. Church of Christ, Generations Church, Grace Chapel, Grassland Heights Baptist, Journey Church, Lakeshore Baptist, Newsong, North Korean United Methodist, People’s Church, Ridgeview Community, Rolling Hills, Smith Springs Church of Christ, Southview Community Church, Strong Tower Bible Church, Walker Baptist, West Franklin Baptist, Zion Presbyterian

OTHER COUNSELING CENTERS: Above and Beyond Counseling, Agape, Bethesda, Catholic Charities, Centerstone, Cumberland Heights, Deep Water Christian Counseling, Family and Children’s Services, Guidance Center, Mending Hearts, Mercy Family Services, Pastoral Counseling Center, Porter’s Call, Private Practice Counselors, Youth Villages

SCHOOLS: David Lipscomb University, Eagles Nest, Ezell Harding, Father Ryan High School, Trevecca Nazarene University, Vanderbilt, Williamson County School Social Workers

OTHER: Bradford Health Services, CASA, Community Outreach Ministries, Cool Spring Psychiatric, DCS, Drug Court, FL Victims Advocates, Gilead Center, GAP, Graceworks, Local Attorneys and Physicians, Love Path 911, Marketing, Media, Maryland Farms Pediatrics, Mobile Crisis, Old Harpeth Pediatrics, Current/Former Refuge Center Clients, Private Practice Counselors, Refuge Center Website, Rolling Hills Hospital, Sylvan Learning Center, TN Baptist Children’s Home, Williamson Medical Center

PRESENTING ISSUES: Addiction, Adoption/Attachment Issues, Anxiety, Behavioral Issues, Career Transition, Child Abuse, Depression, Divorce Adjustment, Domestic Violence, Family Therapy, Grief and Loss, Marital Crisis, OCD, Parenting, Pre-Marital Counseling, PTSD, Relationship Issues, Sexual Abuse, Sexual Identity issues
NEW CLINICAL DIRECTOR

The Refuge Center hired, Alice Stricklin, LMFT, as its new Clinical Director in 2011. Alice has been with the agency for three years, and has spent 10 years working in the psychology and sociology fields. She is also an AAMFT Approved Supervisor in training. We are so blessed to have her on our team!

PARTNERSHIPS & COLLABORATIONS

One of the best things about The Refuge Center is that we are a collaborative agency and are able to provide therapeutic services to the clients of many other non-profit agencies. Currently, The Refuge Center works in close collaboration with Hope House, which is a non-profit agency dealing with domestic and sexual violence victims in rural areas of Williamson and Maury counties. The Refuge Center provides two therapists on site at the shelter for approximately 15 counseling sessions per week.

Additionally, The Refuge Center has formed a partnership with Vanderbilt University utilizing funds from a grant awarded from The Baptist Healing Trust. These funds support an advanced practice psychiatric nurse practitioner on site to assist with assessment and medication management.

WOUNDED HEARTS PROGRAM

Our Wounded Hearts program has been a tremendous success this year. The Refuge Center offers this program as part of an expansion of the services offered to survivors of childhood sexual abuse. Wounded Hearts support groups are an honest, hopeful journey into the damage of childhood sexual abuse. The Refuge Center offers two free (grant-funded) groups each week. Wounded Hearts empowers women to stand firm in the love that God has for them no matter what their lives have thrown their way. It helps them find their voices and provides a safe place for them to ask the hard questions and to cry for the injustice that life has handed them. For many women, this group is the first place they felt safe enough to tell their story and then begin to feel hope for the first time.
AMAZINGLY BLESSED

EMDR CONFERENCES

In 2011, The Refuge Center hosted three local EMDR trainings through the EMDR Humanitarian Assistance Programs. HAP’s focus is to train therapists within crisis or under-served communities to treat trauma using EMDR. The model empowers local clinicians to be a part of the healing process. Through these three trainings over 60 local therapist’s, including Refuge Center staff, were trained in EMDR.

2011 REFUGE VOLUNTEERS

During 2011 The Refuge Center was blessed to have 64 volunteers provide services to our agency. Groups such as the United Way Youth Advisory Council and HCA Community Partner employees participated in volunteer efforts. Volunteer services included: childcare care sessions and support groups, office maintenance and cleaning/painting, technology support, interior design, grant research, administrative support, and assistance with special events.

REFUGE CENTER DEBUTS NEW WEBSITE & INCREASES SOCIAL MEDIA PRESENCE

In 2011, thanks to volunteer designer Robyn Jones Clark, we debuted our newly designed website. Please visit us at www.therefugecenter.org to see what we are so excited about! We are grateful for the time and talent she volunteered.

In addition to our new social media presence, we would like to remind you that we offer our services via Skype. This allows us to help those clients whose schedules may not work with our office hours. We’ve listed our social media addresses to the left so that you can connect with us!

NASHVILLE OFFICE: STORM AND HCA REMODEL

The Refuge Center has a satellite office in Davidson County in the Priest Lake area, where a local church provides space for our community counseling center. In February, 2011 the church sustained extensive damage when it was hit by an EF-2 tornado. Our counseling office was damaged and unusable for several months. In September, seven volunteers from HCA, as part of “Caring for the Community” day, came and remodeled the office! Volunteers cleaned, painted and decorated the space, and it is more beautiful than ever before. Thank you, HCA!
REFUGE CENTER SONGWRITER’S NIGHT

On August 25th, The Refuge Center for Counseling hosted our 3rd Annual Songwriters Night event at Durego to benefit the counseling center and the services we provide. Over $18,000 was raised that evening! Attendees enjoyed an evening of food and beverages, a silent auction, and great music performed by Lulu Mae, a well-known Nashville indie-folk group. Thank you to all who participated!

[2011] FOUNDATIONS AND CORPORATIONS SUPPORTING THE REFUGE CENTER:
Ajax Turner
Allegra Printing
Baptist Healing Trust
Cap Partners Wealth Management Team
Comfort Engineered Systems
The Emmy Lou Thompkins Foundation
The Firm Foundation (The Giving Circle)
The Frist Foundation
HCA
iQuantifi, Inc.
Kelly Enterprises, LLC
Kevin Carter Foundation
McCann, Hubbard and Solomon Attorneys at Law
The Memorial Foundation
Middle Tennessee Electric, Customer’s Care Program
Pinnacle Bank
The Nehemiah Foundation
The Predators Foundation
Walmart

2011 REFUGE EXPENSES:
PROGRAMS
FUNDRAISING
ADMINISTRATION

[2011] CHURCHES SUPPORTING REFUGE:
Brentwood Baptist
Christ United Methodist
Fellowship Bible Church
The People’s Church
Smith Springs Church of Christ
Strong Tower Bible Church
Randy Clark is one of The Refuge Center’s founding Board members and he provided seed money for the agency to grow and take root in the community during its first three years of operation. Members of the Randy Clark Donor Recognition Society are in the elite company of others who have made the highest level of commitment to The Refuge Center through their wise leadership, generous philanthropy and ongoing friendship. Their impact on The Refuge Center is immense, and their influence is widespread.

The Randy Clark Donor Recognition Society is the backbone of The Refuge Center’s financial stability. We encourage donors to consider making three-year pledges, but annual and one-time gifts are also gladly accepted. Please visit our website www.therefugecenter.org to make immediate donations online, learn how shopping on amazon.com can benefit The Refuge Center, and several other ways to give.

[2011] INDIVIDUALS SUPPORTING THE REFUGE CENTER

THE CEDAR SOCIETY: $250 - $999
Betty Bower
Jake Embry
Richard & Jamie Elam
Edward & Kim Hardy
Catherine Harris
Calvin & Inga Johnson
Roger & Julie Johnson
Melanie Reeves
Martin Maguire
Michael & Lisa Orrick
Mark & Ellen Spivey
Lisa Toney
Thomas White
Kenneth & Beverly Varcoe

THE POPLAR SOCIETY: $1,000 - $2,499
E. Blake Watt

THE WALNUT SOCIETY: $2,500 - $4,999
Dan and Amy Alexander
John Hewitt with Kelly Enterprises, LLC
Heather Stephens

THE HICKORY SOCIETY: $5,000 - $9,999
Kevin and Shima Carter