



The Refuge Center

FOR COUNSELING

* celebrating 10 years *

THE REFUGE CENTER FOR COUNSELING
2015 IMPACT REPORT

Our Mission

The Refuge Center for Counseling exists to offer affordable, professional counseling services in order to empower, educate & support individuals, couples and families in need.



Dear friends, family and supporters,

Ten years ago God whispered an invitation. Co-Founder, Jennifer Gillett, and I were invited to be the hands and feet of His calling to create a place of Refuge for this community. We were called to be a place that could offer support, connection, hope and healing to individuals and families as they faced crisis, loss and suffering.

The early years of the organization were filled with learning experiences, tremendous growth and miracle stories of provision. At every turn, it was clear that God had such a deep love for Refuge that He would protect and provide in ways that exceeded our deepest longing and greatest expectations. Our job was to be faithful to HIS vision. That meant developing a culture of compassionate care, which creatively and generously cared for those serving the organization and those being served by the organization. It meant finding practical, purposeful ways for those connected to Refuge to feel seen, safe, soothed and secure. We now call this “attachment-based leadership” and define it as “being bonded with another in a positive way that allows us to relate to each other from a place of kindness and compassion.” One of the “mothers of family therapy,” Virginia Satir said, “I believe the greatest gift I can conceive of having from anyone is to be seen by them, heard by them, to be understood and touched by them.”

After 10 years and more than 60,000 counseling sessions provided, we look to the future with great hope and expectation. One of our staff counselors once said, “I see Refuge as a kind of divine tapestry that our Lord is weaving and that my role in the bigger picture is still very much in progress, as a portion of the thread he is using.” We are all so grateful and humbled to be a part of what God is doing through The Refuge Center for Counseling. You, too, serve as a thread God is using to create the tapestry that is The Refuge Center. Without your steadfast support, these last 10 years would not have been possible. Thank you!

Sincerely,

A handwritten signature in black ink that reads "Amy Alexander, LMFT".

Amy Alexander
The Refuge Center for Counseling, Co-founder & Executive Director

Celebrating 10 Years



As I look back on 2015, words are inadequate to describe the incredible achievements and many ways the Refuge Center has impacted our local community, nation and even the international community. We celebrated our tenth year anniversary with a reunion and our best Hope Grows event yet. Through the 10 years we have provided more than 60,000 counseling sessions, changing and restoring lives, marriages and families.

We have provided training and support for service providers in a number of different settings. Our clinical staff is recognized as stellar and is exemplary in all areas of their professional lives. We utilize state of the art technology in our counseling sessions and have received recognition as a leader and innovator in these methodologies.

Our Board has stepped up with a passion and commitment to seeing The Refuge Center continue to provide our services at a reasonable cost through our sliding fee schedule. They have committed to finding a suitable location to provide these services. The knowledge, energy and insight from the board has enabled us to look at ways to support The Refuge Center and staff in meaningful ways.

Looking forward to 2016, we expect to have property identified on which we can build a state of the art counseling center with a meditation garden, space to train other professionals, offices that are conducive to a superior counseling environment and several other features to facilitate our growth. We continue to maintain our mission of providing a faith based counseling program for all individuals in our community at an affordable price.

It has been an honor and privilege to serve The Refuge Center as president of the board this past year. The best is yet to come.

Praise Him in all that we do,
 Carl Roberts,
 The Refuge Center for Counseling Board President

2015 BOARD OF DIRECTORS

- Carl Roberts – President
- Andy Hammer – Vice President
- Dawn Garcia – Secretary
- Jonathan Uttz – Treasurer
- Gary Bailey
- Cindy Beresh-Bryant
- Linda Crockett Jackson
- Natalie Embry
- Jennifer Gillett, L.M.F.T.
- Andy Hammer
- Roger Johnson-Past President
- Brad Kirkpatrick
- Kayse Martin
- Vanessa Melius, CFRE
- Cain Myers
- Janean Overton
- Nicole Smith
- Vicki Smith
- Sara Sweat
- Tom F. White – Immediate Past President

2015 PARTNERSHIP COUNCIL

- Dan Alexander
- Mitch Anderson
- Robyn Jones Clark
- Brad Duke
- Dr. Ted Klontz
- Keith Solomon

SERVING OUR COMMUNITY

2,123

Total # of clients served in 2015

14.8

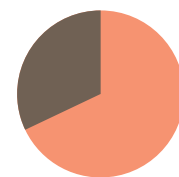
Average # of sessions per Client

13,048

Total therapeutic contact hours provided

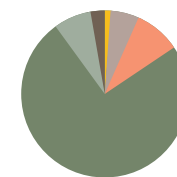
\$40.76

Average Fee Per Session
 25% of clients below poverty line



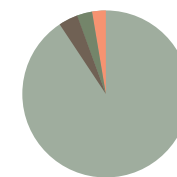
GENDER

Female 69.5%
 Male 30.5%



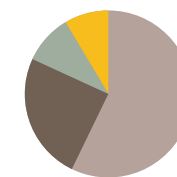
AGE

0-5 yrs 1.7%
 16-12 yrs 6.1%
 13-19 yrs 7.8%
 20-54 yrs 75.0%
 55+ yrs 7.0%
 Not Reported 2.4%



RACE

Caucasian 89.3%
 African American 4.6%
 Hispanic 3.0%
 Other 3.1%



COUNTY

Williamson County 58.9%
 Davidson 23.7%
 Maury 8.8%
 Other 8.6%

REFERRAL SOURCES

- 27.8%** Current and Former Clients of The Refuge Center for Counseling
- 13.6%** The Refuge Center for Counseling website
- 13.6%** Other
- 11.6%** Shelters
- 11.4%** The Refuge Center for Counseling board/interns/staff/volunteers
- 9.3%** Other counseling centers/programs
- 7.6%** Churches
- 2.3%** Medical Professionals
- 1.1%** Schools
- 1.0%** Nonprofit Organizations (non-counseling)

PRESENTING ISSUES

Addiction, Adoption/Attachment Issues, Anxiety, Behavioral Issues, Career Transition, Child Abuse, Cutting, Depression, Divorce Adjustment, Domestic Violence, Eating Disorder, Family Crisis, Grief and Loss, Marital Crisis, OCD, Parenting, Personality Disorders, Pre-Marital Counseling, Relationship Issues, Sexual Abuse, Sexual Identity issues, Trauma



The Refuge Center
FOR COUNSELING

Unveiling a New Logo

In 2015, we proudly announced the launch of The Refuge Center for Counseling's new logo as part of the ongoing growth and evolution of our organization's brand.

The timing of the new logo coincided with The Refuge Center for Counseling's 10th anniversary year. It's an incredible milestone and a time to reflect on the more than 60,000 clinical hours that staff, interns and volunteers at The Refuge Center for Counseling have walked with clients on their path toward hope and healing.

Over the last 10 years, The Refuge Center for Counseling has grown and deepened its understanding of what it means to serve as a place of safety, security and hope for those in our community. With each passing year, we've grown bigger and deeper. And, with that growth is a need for a change. We refreshed our logo to reflect who we are today and to symbolize our dynamic future. This wasn't a decision we made lightly.

We are proud of our rich history, which is why our new logo retained core elements; most importantly, the tree, as our name and original logo were inspired by Isaiah 4:6, "It will be shelter and shade from the heat of the day, and a refuge and a hiding place from the storm and the rain." Our hope was and is that the new logo communicates a sense of safety, security and connection. Additionally, we sought to convey a message of deep foundational roots in line with our attachment-based leadership model.

We couldn't be more pleased with the final product and hope you are, as well.



In honor of our 10th anniversary year, we invited everyone who has been a part of our journey to join us for a 10 Year Reunion event – board, staff, volunteers, more than 100 current and former interns and friends. The reunion was such an incredible opportunity to highlight what matter most to us....relationships!

The tremendous growth of The Refuge Center for Counseling would never have been possible without the amazing community that we call The Refuge Center Family.





RADICAL LOVING CARE FOR CAREGIVERS

HOW SELF-CARE HELPS YOU CARE BEST FOR OTHERS

Caregivers of all kinds—from parents and spouses to therapists and other health care professionals—are notoriously bad at taking care of themselves. Oftentimes, we’re so caught up with caring for others, we may feel we do not “deserve” much time for ourselves. The truth is that burned out caregivers cannot provide good care to anyone.

We were thrilled to host our fourth annual conference on Friday, April 17, 2015—“Radical Loving Care for Caregivers: How self-care helps you care best for others.” Attendees learned how they could reclaim their lives and refresh their energy so that they could offer their best self to themselves and others at this exciting event featuring renowned speaker, author, acclaimed health care leader and founder of the loving care movement, Erie Chapman.

The conference served as an opportunity for attendees to gain insight that will help them in their everyday lives while also supporting the mission of The Refuge Center for Counseling and the many clients it serves.

Thanks to our sponsors: Next Version Systems, Pinnacle Financial Partners, Rolling Hills Hospital, E|Financial Alliance & Peachtree Planning of Tennessee.

THE BIG PAYBACK

The Refuge Center participated in The Big Payback —a 24-hour, online giving event presented by the Community Foundation of Middle Tennessee on May 5, 2015.

The outpouring of support was overwhelming. All told, we raised nearly \$27,000 in donations during the 24-hour event, which included a \$10,000 match from our friend and founding board member, Randy Clark.

There is no doubt that the impact of this 24-hour giving period will be felt in the lives of the individuals, couples and families served by The Refuge Center and the broader community. Thank you for joining us to celebrate 10 years of intentional care, hope and healing for the individuals, couples and families served by The Refuge Center! We could not have done this without you!



HOPE GROWS



10TH ANNIVERSARY CELEBRATION

This year, Hope Grows served not only as The Refuge Center for Counseling’s annual fundraising dinner and award ceremony, but as our 10th anniversary celebration, as well. The celebration honored the joy, hope and healing found by so many at The Refuge Center for Counseling. We were thrilled to present Al Andrews with the Hope Award, for embodying the mission of The Refuge Center—to empower, educate and support those in need. Following an introduction by Peter York, President of Capital Christian Music Group, and a moving performance by Nichole Nordeman, Al shared that “gratitude only works if it’s echoed,” as he thanked The Refuge Center for its work in the community. We were then entertained by Illusionist Brock Gill, who shared that “magic” does not exist. It is the result of hard work and intentionality much like the process of journeying toward a place of healing. He encouraged the audience to seek truth and continue showing up for those in need. Finally, we were moved by the honesty, vulnerability and strength of Refuge Center client, Dennis. And, we were blessed by the company of one another and the outpouring of support for The Refuge Center for Counseling.

The night was so incredibly special. We are still overwhelmed and beyond grateful for the generosity and support from our community of friends, staff, volunteers and board members.

THANK YOU!



Please join us in thanking our sponsors: HCA/TriStar Health, Next Version Systems, Pinnacle Financial Partners, Solomon Parks Title & Escrow, E | Financial Alliance, Franklin Synergy Bank, Rolling Hills Hospital, Trevecca Nazarene University, UPPERCASE marketing, Belles Fleurs, Carrabba’s Italian Grill, Lipman Brothers, LLC, and Southern Events Party Rental Company.



"Coming to The Refuge Center for pre-marital counseling was worth the drive from Nashville. The staff are amazing and I (we) feel that we better understand each other as we approach our wedding. In addition, we were very grateful for The Refuge Center's sliding scale fees. With both of us being students, we would not have been able to attend if this service was not offered. I would highly recommend this service to anyone getting married."

- COUPLE

"I came into The Refuge Center as a complete last resort. I wasn't expecting counseling to make any difference with my depression. After about 8 months of counseling and a very light dosage of medication, my eyes started opening to the possibility of healing and the potential for my shattered mind. I now feel I can handle adversity without fearing a fall into despair. I put far less energy into worries about myself now and can sufficiently care for others like I have always intended."

- MALE, AGE 29

"I've had several different therapists and none gave me a sense of safety or relief like my therapist here [at The Refuge Center]. With the help I've had here, I've finally blossomed with confidence and I'm relearning who I was before my depression. I love the support that I have received."

- FEMALE, AGE 14

stories of hope

THE RANDY CLARK DONOR RECOGNITION SOCIETY



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 at therefugecenter.org to make immediate donations online, learn how shopping on amazon.com can benefit The Refuge Center, and several other ways to give.

THANK YOU 2015 DONORS

THE WALNUT SOCIETY • \$2,500 - \$4,999

Chris and Jo Barnhill
 April and Trey Cushman
 Anthony Herron and Katherine Druley-Herron
 Chris Elrod
 Jake and Natalie Embry

Andy and Kari Hammer
 Mark and Vicki Smith
 Sara Sweat
 Thomas and Karen White

THE OAK SOCIETY • \$10,000 +

Gary Bailey
 Randy Clark
 Carl and Ruthann Roberts

THE HICKORY SOCIETY • \$5,000 - \$9,999

Dan and Amy Alexander
 Alan and Kim Jensen
 Dion and Susan Sheidy
 Keith and Tonda Solomon

THE POPLAR SOCIETY • \$1,000 - \$2,499

Anonymous Donor(s)
 Nancy and Carl Baughman
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 Matt and Kayse Martin
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 Ryan and Megan Roth
 Carol Somers
 Jonathan and Mariah Uttz
 Julie and Bob Weaver
 Pike and Leslie Williams

THE CEDAR SOCIETY • \$250 - \$999

Chris and Lona Bailey
Blaine and Beth Barcus,
Richard and Linda Bennett
Geoffrey and Ashley Blomeley
Corey and Hanna Burkes
Emily Carroll
Sean and Stacey Carroll
Tom and Ann Carroll
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Dick and Dottie Wells

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Renee Yarbrough
Noah and Ashton Zapf

In Honor

In honor of Linda Bennett
Anonymus

In honor of Lona Bailey
Diane Gray

In honor of Shari McClaren
Stephen and Lynley Jackson

In honor of Bob and Marie Parks
Keith and Tonda Solomon

In honor of Nicole Smith
Christopher Baltz

In Memory

In memory of Joan Trimble
Keith and Tonda Solomon

In memory of June Worden
Keith and Tonda Solomon



Support From the Community

ORGANIZATIONS, FOUNDATIONS AND CORPORATIONS

Allegra Nashville
Amazon Smile Foundation
Bank of America Charitable Foundation, The
Baptist Healing Trust
Belles Fleurs
Bridges Domestic Violence Center
CAP Partners
Carrabba's Italian Grill
Center of Hope
Community Foundation of Middle Tennessee, The
Dorothy Cate & Thomas F. Frist Foundation, The
Dream Events & Catering
E | Financial Alliance
Emmy Lou Tompkins Foundation, The
Franklin Synergy Bank
Frist Foundation, The
Graceworks Ministries
Hands and Feet Project
HCA Foundation, The

HCA/TriStar Health
HOPE Family Health Services
Lipman Brothers, LLC
Middle Tennessee Electric - Customer Cares, Inc.
Nashville Predators Foundation
Next Version Systems
Peachtree Planning of Tennessee
Pinnacle Financial Partners
Porter's Call
Rocketown
Rolling Hills Hospital
Sir Speedy, Berry Hill
Solomon Parks Title & Escrow
Southern Events Party Rental Company
TJX Foundation, The
Trevecca Nazarene University
United Way of Williamson County
UnitedHealth Group
UPPERCASE marketing

CHURCHES

Brentwood Baptist Church
Church of the City
Fellowship Bible Church
Fourth Avenue Church of Christ
Franklin Christian Church
Harpeth Community Church
Journey Church
Milview Church of Christ
People's Church, The
Rolling Hills Community Church
Village Chapel, The

THANK YOU
TO OUR
COLLABORATIVE
PARTNERS FOR
ALL YOU DO



The Numbers

ASSETS

Total Assets: \$175,784.72

LIABILITIES AND EQUITY

Net Assets – Temp Restricted: \$10,000

Net Assets – Unrestricted: \$143,729.53

Net Income: \$22,055.19

Total Equity: \$175,784.72

Total Liabilities and Net Assets:

\$175,784.72

INCOME CHART

Counseling Services: 53%

Donations: 13%

Grant Income: 24%

Other: 2%

Professional: <1%

Special Events - Fundraisers: 8%

Total Income: \$876,943

EXPENSES CHART*

Program Services: 85%

Administrative: 7%

Fundraising: 8%

Total Expenses: \$854,651

* From 2015 Budget



stories

"I think it was [our therapist] that said God uses your relationships to heal your hurts. And, we were able to work together through our relationship to help our marriage. We are forever grateful for the tools that they've given us as a married couple, individually and also as a family... No matter where you're at, it seems like they're ready to help."

- COUPLE

"I knew instantly, this is the place that we need to be... Two of my boys did play therapy. It was great for them. The EMDR helped. It was big for him and for me! There is hope and there is a tomorrow. And, because of the tools and resources I think that I've been given, I'm going to be able to make it."

- FEMALE PARENT OF REFUGE CLIENTS

"This was my first experience with counseling. I was able to set goals with different relationships in my life. With my parents going through a separation and myself being recently engaged, it brought a lot of questions about how to handle these relationships. I am grateful to have had the opportunity to freely share my thoughts and struggles and be met with encouragement and the right tools to handle these obstacles."

- MALE, AGE 24

"I am a child of a military veteran. I have long had issues of stress and guilt, and it has as such crippled my ability to learn and live. The Refuge Center got me back to a point where I felt I could have these feelings but not be crippled by them."

- MALE, AGE 19

of hope



The Refuge Center

FOR COUNSELING

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www.therefugecenter.org



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The Refuge Center for Counseling
is a 501(c)3 organization.
We are also a Partner with the
United Way.