



FISCAL YEAR 2026

IMPACT REPORT



New Directions
CENTER, INC.

EMPOWERING LIVES • EDUCATING THE COMMUNITY • ENDING VIOLENCE

110 West Johnson Street
Suite 102
Staunton VA 24401

Office: (540) 885-7273
Hotline: (540) 886-6800
newdirectionscenter.org

404 South Wayne Ave
Lower Level
Staunton VA 24401

New Directions Center at a Glance



1,459

Hotline Calls



43

Adults Sheltered



23

Children Sheltered



2,355

Counseling Sessions



320

Court
Accompaniments



65

Community
Presentations



900

Volunteer Hours



935

Survivors
Supported

Our Mission

New Directions Center is a non-profit organization working to reduce the impact of intimate partner violence, sexual assault, and human trafficking through survivor-centered advocacy, support services, community education, and awareness.

Our Vision

We strive to create secure spaces where victims can find safety and healing while forging their own path to a life free of violence and we seek to promote a culture that supports and facilitates such transformations.

Our Values

The values that support our mission are respect, trust, and humility. It is by upholding these values that we can help guide our clients to make informed decisions that best match their unique needs and goals.

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Dear Friends and Supporters,

As fall approaches, so does a very special day. October 10th will mark New Directions Center's 30th anniversary of serving survivors of intimate partner violence, sexual assault, and human trafficking in our community. Three decades of hotline calls answered in the middle of the night, court hearings attended so no one stands alone, and shelter doors opened to families with nowhere else to go — three decades built entirely on the generosity of people like you.

It is with pride, and no small amount of gratitude, that I share our Fiscal Year 2026 Impact Report. In the pages that follow, you will see what your support made possible this past year alone: 1,459 crisis hotline calls answered, 935 survivors and their children supported, 2,760 nights of shelter provided, 2,355 hours of counseling offered, and 320 court accompaniments completed. You will also hear, in her own words, about a mother who came to our shelter with nothing and found the support and stability she needed to move in a new direction.



None of this happens without our staff, board, volunteers, donors, and community partners — and none of it happens without you. As we look toward our next thirty years, I hope we can continue to build a community where every survivor is believed, supported, and empowered to build a safer future.

Thank you for thirty years of standing with us.

Claudia Lopez Muñoz
Executive Director

Client Impact SERVICES SUMMARY

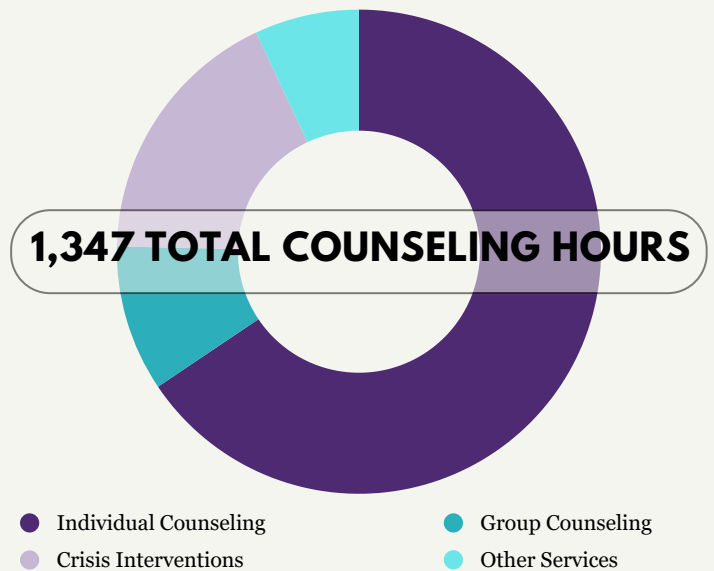
Every client we serve has a unique story, and every service we provide is an opportunity to create meaningful change. Through compassionate, trauma-informed support, we help survivors find safety, access resources, heal from trauma, and build pathways toward brighter futures.

The following highlights showcase the reach of our programs and the impact of the services provided by our dedicated team, volunteers, and community partners. Behind every number is a person who received support, found hope, and took another step toward healing and independence.

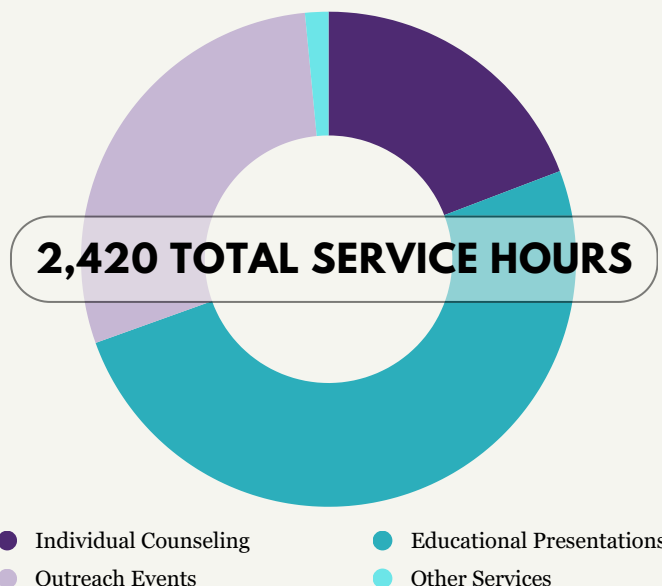
ADULT COUNSELING

Healing looks different for every survivor. Our Adult Counseling program provides trauma-informed, confidential counseling to individuals who have experienced domestic violence, sexual assault, or human trafficking. Through individual counseling, support groups, and personalized care, survivors gain the tools, confidence, and support needed to heal, rebuild their lives, and move toward a future defined by safety and hope.

TYPES OF SERVICES



TYPES OF SERVICES



YOUTH SERVICES

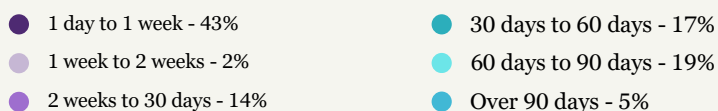
Children and teens who witness or experience violence often carry invisible wounds that can affect every aspect of their lives. Our Youth Services program provides age-appropriate, trauma-informed counseling to help young people heal, build resilience, and develop healthy coping skills. Through school-based prevention education, we also equip students with the knowledge and skills to build healthy relationships and recognize the signs of abuse, helping create safer futures for the next generation.

RESIDENTIAL SERVICES

Everyone deserves a safe place to call home. Our Residential Services program provides emergency shelter and supportive services for survivors and their children fleeing violence. Beyond meeting immediate needs, our team works alongside each resident to develop safety plans, access community resources, and build a path toward stable, independent living.

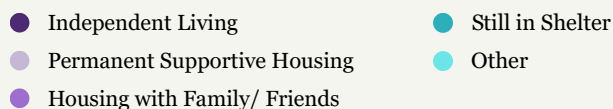
LENGTH OF STAY IN SHELTER

2,760 TOTAL NIGHTS OF SHELTER



EXIT DESTINATIONS

3,366 TOTAL NIGHTS HOUSED



HOUSING SERVICES

Safe housing is the foundation for healing and long-term stability. Our Housing Services program helps survivors secure and maintain permanent housing through advocacy, financial assistance, case management, and connections to community resources. By reducing barriers to safe housing, we empower survivors to establish lasting independence and create new beginnings.

Client Impact
SERVICES SUMMARY

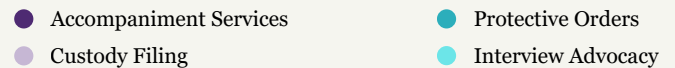
Client Impact SERVICES SUMMARY

COURT ADVOCACY

Navigating the legal system can be overwhelming, especially during times of crisis. Our Court Advocacy program provides survivors with information, emotional support, safety planning, and accompaniment throughout the legal process. Whether seeking protective orders, attending hearings, or understanding their rights, survivors never have to face the courtroom alone.

TYPES OF SERVICES

1,462 TOTAL SERVICE HOURS*



* Estimated based on average time spent providing advocacy services.

TYPES OF OUTREACH EVENTS

15,692 TOTAL EVENT PARTICIPANTS



VOLUNTEER AND OUTREACH

Creating a safer community requires all of us. Our Volunteer and Outreach program educates the public about domestic violence, sexual assault, and human trafficking while connecting survivors with life-changing resources. Through community education, prevention efforts, awareness events, and dedicated volunteers, we expand our reach, strengthen partnerships, and inspire individuals to become part of the solution.

24-HOUR CRISIS HOTLINE

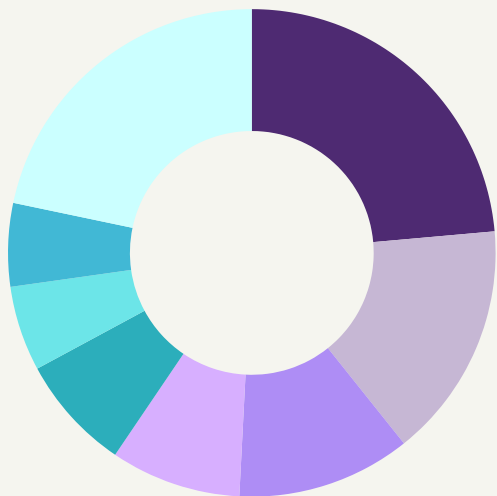
Help is always just a phone call away. Our 24-hour Crisis Hotline provides confidential, compassionate support to individuals experiencing domestic violence, sexual assault, or human trafficking. Whether someone needs immediate crisis intervention, safety planning, information, or simply someone to listen, our trained advocates are available around the clock to provide support and connect survivors with the resources they need.

TYPES OF SERVICES PROVIDED

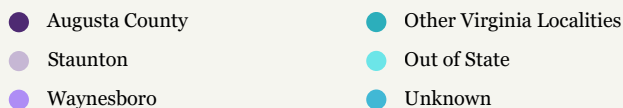
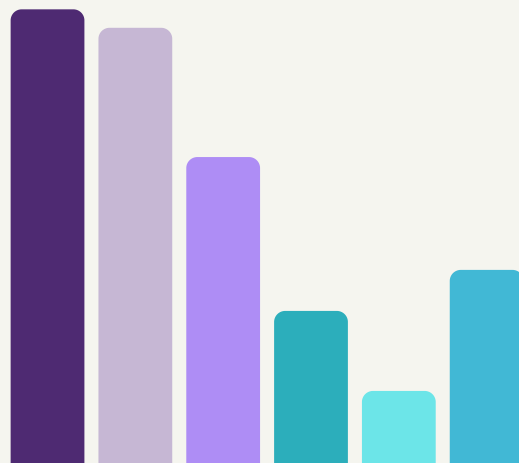
1,459 TOTAL DEDUPLICATED HOTLINE CALLS



CALLER REFERRAL SOURCE



LOCALITY OF RESIDENCY



Client Impact
SERVICES SUMMARY

Community Impact Through Events

Our events bring people together to inspire hope, strengthen connections, and support survivors. Whether empowering young girls to discover their confidence, raising awareness about domestic violence, or engaging our community in support of our mission, each event extends the impact of our work beyond our walls. Together, these moments create lasting change and help build a safer, more compassionate community.



Night of Hope Gala

New Directions Center proudly hosted its first annual Night of Hope Gala, bringing together more than 100 community members in support of survivors and our mission. The evening celebrated stories of resilience, strengthened community partnerships, and raised nearly \$10,000 to help ensure survivors continue to have access to life-changing services.

Beyond the funds raised, the gala demonstrated the power of a community united in creating hope, healing, and safety for survivors. As one attendee shared, "This work truly changes lives."

Looking Ahead: Building on the success of our inaugural gala, we look forward to welcoming our community back for the second annual Night of Hope Gala on October 10, 2026. Together, we will continue raising awareness, celebrating resilience, and investing in services that help survivors heal and thrive.

Fearless 5k Fun Run

The Fearless 5K brought together community members of all ages to raise awareness, celebrate resilience, and stand in solidarity with survivors of domestic violence and sexual assault. More than a race, the event united participants, volunteers, sponsors, and community partners around a shared commitment to building a future where everyone can live free from violence.

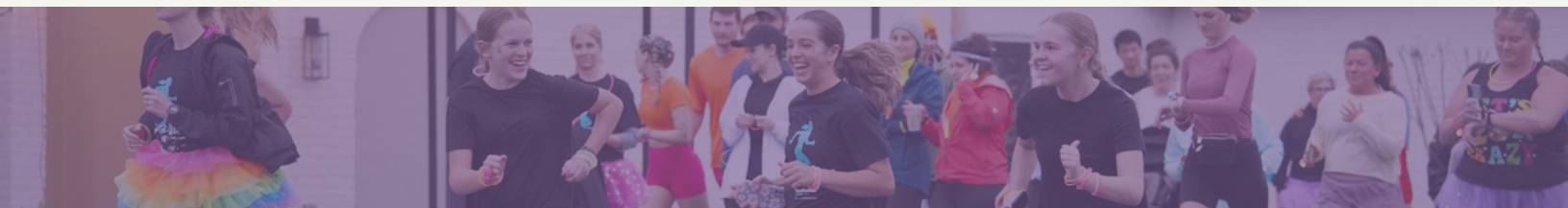
Through every step taken, participants helped raise critical funds and awareness that support New Directions Center's mission of providing safety, healing, and hope to survivors. As one participant reflected, "Walking together reminded me that survivors are never alone."



Girls Empowerment Retreat

This year, New Directions Center welcomed 20 girls ages 6–13 to our third annual Girls Empowerment Retreat. Through engaging workshops, team-building activities, and opportunities for self-expression, participants strengthened their confidence, developed leadership skills, and built supportive friendships in a safe and encouraging environment.

The retreat empowers girls to recognize their strengths, embrace their individuality, and develop the resilience needed to navigate future challenges. As one participant shared, "I feel more confident being myself."



Investing in Our Mission FINANCIAL IMPACT

Every dollar invested in New Directions Center helps survivors and their children access safety, support, and the resources needed to build a future free from violence. Through the generosity of donors, grantors, sponsors, and community partners, we were able to provide critical services throughout FY2026.

COMMUNITY INVESTMENT AT A GLANCE

\$764,000

Total Revenue

84%

of expenses dedicated to programs and services

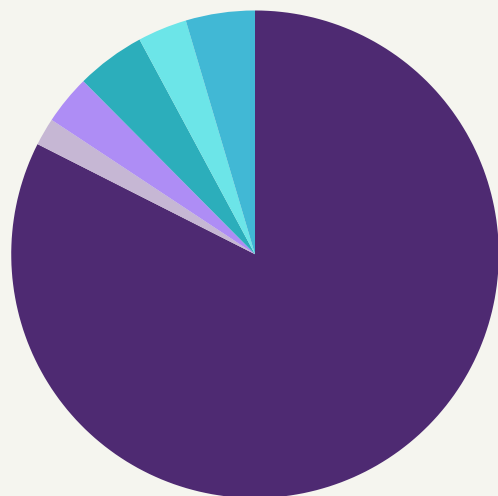
\$760,739

Total Expenses

935

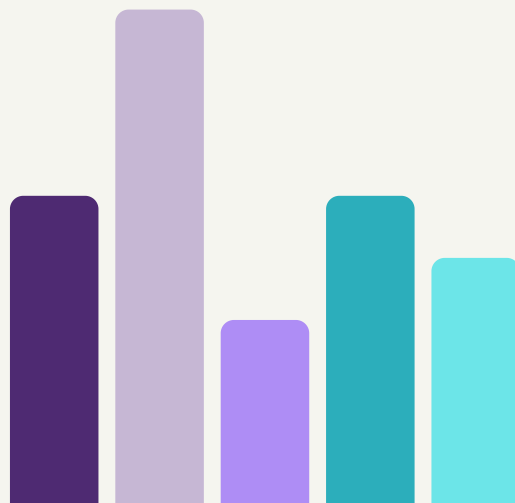
survivors and children supported

WHERE SUPPORT CAME FROM



- Government Funding
- Individual Giving
- Foundation Grants
- Event Revenue
- Corporate Giving
- Community Support

HOW WE INVESTED RESOURCES



- Crisis Response
- Safety and Housing
- Healing and Empowerment
- Advocacy & Access
- Organizational Sustainability

BECAUSE OF YOUR SUPPORT

Survivors had access to compassionate advocates, safe shelter, trauma-informed counseling, and resources to help them move from surviving to thriving.

OUR PRIORITIES MOVING FORWARD



Expanding
Access to
Support



Strengthening
Prevention
Efforts



Supporting
Children &
Families



Building
Community
Partnerships



Investing in
Sustainable
Services



Enhancing
Survivor-
Centered Care



Improving
Access Through
Innovation



Supporting Staff
& Volunteer
Growth

HOW THE COMMUNITY CAN CONTINUE THE IMPACT

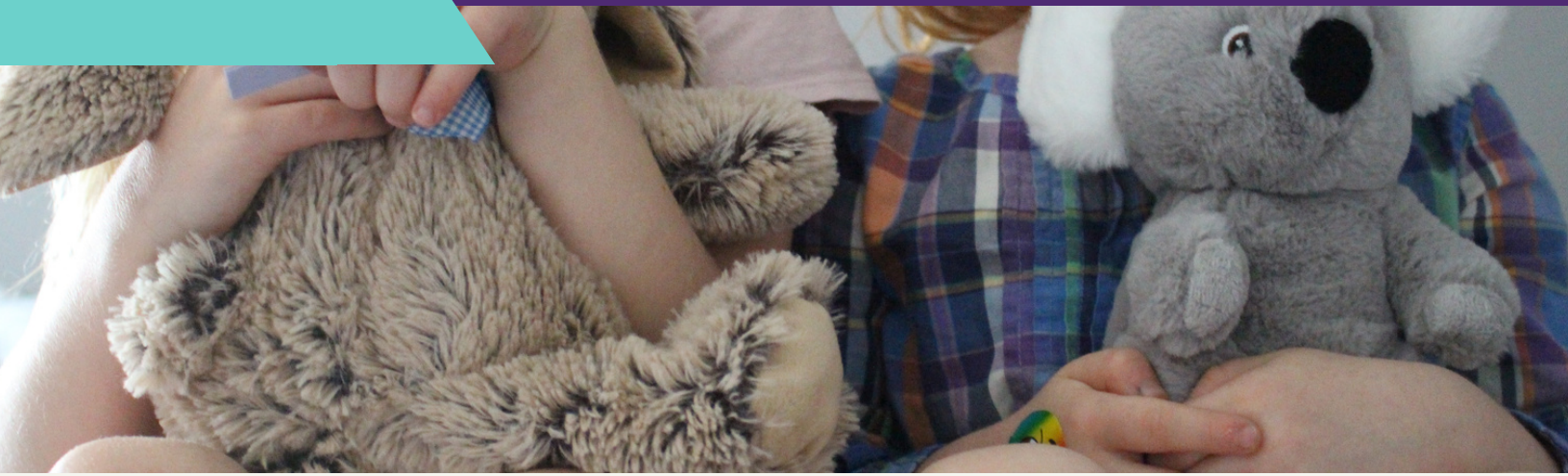
You can help create a safer future by:

- ♥ Making a donation
- 🤝 Becoming a sponsor
- 📢 Sharing awareness
- 🧑 Volunteering
- 🎓 Participating in prevention education

Together, we can continue creating a community where survivors are believed, supported, and empowered to build safer futures.

Looking Forward: EXPANDING IMPACT

While we celebrate the progress made in FY2026, we know there is still work ahead. Survivors continue to face barriers to safety and healing, and New Directions Center remains committed to expanding access to compassionate, survivor-centered services.



More Than A Shelter

A Survivor Story

I never thought I'd be the kind of woman who had to run. But the night he raised his fist toward me as I held our youngest, something inside me broke. I grabbed my diaper bag, my three babies, and left everything else behind. I had no plan – just fear, and the desperate hope that someone, somewhere, would help us. That's when I found New Directions Center.

From the moment I called, I wasn't alone. The woman on the phone spoke to me like I mattered. She didn't ask me why I stayed or question my choices – she just told me she would be there for me. When we arrived at the shelter, the staff welcomed us like family. For the first time in years, I slept without fear. I started breathing again.

New Directions didn't just give us a roof over our heads, they gave me my life back. They helped me get a protective order, find a job, and build the courage to believe in a future without violence. Their counselor helped me process the trauma I'd buried for so long. They even offered counseling for my children, who went from flinching at every loud noise to laughing out loud again.

Now, I have my own apartment. I lock the door at night, not to keep danger in, but to keep it out. And every time I turn that key, I remember the people at New Directions who reminded me I was worthy of safety, of peace, of love. I left with nothing, but thanks to them, I gained everything.

Board of Directors

Elysse Stolpe: Board Chair
Kara Pyles: Board Secretary
Wally Edwards: Board Treasurer
Logan Davenport: Board Director
Jeff Hylton: Board Director
Yuliya Kier: Board Director
Ron Lassiter: Board Director



Staff

Claudia Lopez-Muniz: Executive Director
Kristen Cook: Assistant Director
Danielle Mango: Housing Services Program Coordinator
Kaitlyn Hammer: Community Engagement/Volunteer Program Coordinator
Tania Martin: Residential Program Coordinator
Erin Dempsey: Residential Program Coordinator
Catheryn Wisteria: Youth Program Coordinator
Gary Wilson: Counseling Program Coordinator
Nancy Swift: Court Advocate/LAP Program Coordinator
Erika Zepeda: Court Advocate
Justin Lingenfelter: Court Advocate
Sarah Blackwell: Client Services Advocate
J'naejah Martin: Client Services Advocate
Precious Smith: Client Services Advocate



Volunteers and Interns

Greg Cattafesta	Janie Malone
Ariana Tommaso	Amanda Garbim
Cindy Brawley	Hayley Corns
Kaneesha Anderson	Elizabeth Denton
Hannah Mendez	Makenna Crookshanks
Leah Mcleary	Rebecca Bywaters
Jason Stewart	Megan Holland
Abigail Kliebert	Sarah Hostetler
Hailey Powers	Sureyya Sanchez

Thank You to Our

Supporters

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Tim & Laura Baker
Leslie Beauregard and Thomas Berry
Connie and David Bell
Randolph Bertin
Gretchen Bishop
Griffin Brilhart
Melissa & Frank Calvelli
Katharine and Matthew Capuano
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Elizabeth Coltrane
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Aaron Crenshaw
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Meila Stanley
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Maelyn Sutliff
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Barbara Swisher
Emily Szymanik
Annika Thompson
Diemhanh Tran
Blake Tullis
Madelyn Underwood
Melissa and Johnny Van Fossen
Rosa Ines Vera
Jane Voith
Brittany Voll
Noshua Watson
Ava Wehr
Kay White
Alice and Robert Woods
Mandy Yancey
Andrew & Carin Zipser

Amazing Donors

Partners

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Anglican Church of the Valley
Arbor Hill Church of the Brethren
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Augusta County Public Library
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Bethel Presbyterian Church
Bible Truth Church
Big Blue Investments LLC
Blue Ridge Sports Cards
Brain Injury Association of Virginia
B&S Contracting
Calvary Baptist Church
Career Support Systems Inc
Central United Methodist Church
CherryVale United Methodist Church
B&S Contracting
Calvary Baptist Church
Career Support Systems Inc
Central United Methodist Church
CherryVale United Methodist Church
Christ Evangelical Lutheran Church
Church of the Good Shepherd
City National Bank
City National Bank of West Virginia
Columbia Gas

The Community Foundation of Central Blue Ridge
Dewitt Crossing LLC
Ebenezer Baptist Church
Elk's Lodge
First Baptist Church of Staunton
First Church of God, LIFT Ladies Group
First Presbyterian Church, Presbyterian Women
Fishersville United Methodist Church
Franks Pizza II
Fraternal Order of Eagles Aerie 680
Hebron Presbyterian Church
James Madison University
Kay Jewelers
LD&B Insurance and Financial Services
Loch Willow Church, Friendship Circle
Magnolia Rose
Mary Baldwin University Office of Inclusive Excellence
Mary Baldwin University
Shakespeare and Performance Program

Moscow Covenant Brethren Church
Mountain View Mennonite Church
Mt. Sidney United Methodist Church
New Hope Ruritan Club
Olivet Presbyterian Church
Pride Electric LC
Remedy Burger LLC
Restoration in Christ Ministries
Second Presbyterian Church
Shenandoah Fall Foliage Bike Festival, Inc.
Shenandoah Valley Excavating LLC
Silver Line Theater Exchange
Spring Hill Presbyterian Church, Hope & Joy Circle
Staunton First Church of the Nazarene
Trinity Episcopal Church
Tuesday Club of Augusta County
Unitarian Universalist Fellowship of Waynesboro
United Way of Northern Shenandoah Valley
Virginia Sexual and Domestic Violence Action Alliance

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Sole Focus Running
Staunton Augusta Junior Women's Club

Staunton Elks 351
Tidal Wave
The Well Balanced Paw
The Club of Staunton
Virginia Eagle Distributing
Virginia Housing

Support Our Mission

Your support helps us create
opportunities, strengthen survivors,
and build a brighter future for all.

*Thank you for making
our work possible!*



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Point your camera at the QR
code to make a secure donation
today.



Donate Online

Donate online at:
newdirectionscenter.org/donate



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