

	HCWC
Application Completeness Check for 2026 HSAB Funding	Child Abuse Program
Amount Requested	\$25,000
Questions	
Are all questions answered?	yes
Is the application signed? (this is a certification)	yes
Does the program have measurable outcomes?	yes
Is the agency a Human Services Agency?	yes
Is the agency overseen by a Board of Directors?	yes
Required Attachments	
BUDGETS	
1. Program budget for current fiscal year	Yes
2. Program budget proposed for next fiscal year	Yes
3. Budget showing the exact uses of the HSAB funding, to be included in the contract	Yes
BOARD OF DIRECTORS INFORMATION	
4. Board of Directors membership roster	Yes
5. Board of Directors City of Residence	Yes
6. Board of Directors Meeting Attendance Record	Yes
7. Board of Directors membership criteria	Yes
ORGANIZATION INFORMATION	
8. Current IRS Form 990, pages 1 and 2 (not required for churches)	Yes
9. Non-discrimination policy statement	Yes
PROGRAM INFORMATION	
10. Final Performance Report for 2024 Funding (if funded)	Yes
11. Letters of support for the program - how many	3 letters
12. Policies and Procedures for the proposed Program, if available	Yes

City of San Marcos Human Services Grants
FY2026 Application

I. **SUMMARY INFORMATION**

Please spell out organization name and program name completely, without acronyms.

Applicant Organization: Hays-Caldwell Women's Center

Contact Name: Cari Borremans Telephone: [REDACTED]

Contact E-Mail Address: [REDACTED] Website: www.hcwc.org

Mailing Address: PO Box 234 San Marcos, TX 78667

San Marcos Service Address for this Program: 1101 Davis Ln, San Marcos, TX, 78666

Who is authorized to execute program documents? (Name, Title) Melissa Rodriguez, CEO

Program Name: Child Abuse-Roxanne's House Program

Amount of Funds Requested: \$25,000

What percentage of the cost of this program is requested as funding through this application? 2.08%

II. **QUESTIONS**

All questions must be answered. Please type your answers. Application evaluations will be based on, but not necessarily limited to the criteria stated in each section.

OVERVIEW

1. Summarize the program for which funding is being requested, the services it provides, and the clients it serves.

Roxanne's House is a Children's Advocacy Center working with child survivors of sexual abuse and physical abuse and/or neglect. We also work with secondary survivors including siblings of the victim and the protective caregiver(s) of child abuse victims. We provide forensic interviews, counseling, advocacy, resource referral, preparation for legal proceedings, and court accompaniment. We also provide on-site Sexual Assault Forensic Exams for survivors of chronic sexual abuse. This eliminates the need for a child to visit a hospital for a SAFE and instead undergo the exam in a private, child-centered environment. Roxanne's House is a child-centered facility with trained staff specializing in child abuse issues and trauma including licensed counselors, forensic interviewers, and advocates. HCWC facilitates a multi-disciplinary team to ensure cooperation between HCWC, law enforcement, Child Protective Services, Sexual Assault Nurse Examiners, and Court Appointed Special Advocates.

COMMUNITY NEED AND JUSTIFICATION –15 POINTS

Evaluation: documentation and justification of the need for the program in the City of San Marcos.

1. Describe in detail the need for this program in San Marcos.

Last year alone, our Forensic Interviewers conducted 447 Child Forensic Interviews with child abuse victims, a 10% increase over the previous year. We performed 44 on-site Sexual Assault Forensic Exams, a 52% increase over the previous year. Additionally, last year we provided professional counseling and advocacy to 937 victims of child abuse. When a child experiences abuse or neglect, whether it is a one-time incident or recurring abuse, their experiences can affect them the rest of their lives. With trauma-informed counseling and advocacy, even children with extreme cases can begin to understand that the abuse they suffered was not their fault and they can begin to heal. A current child client of Roxanne's House, when asked about their experience with counseling, said "I love it here. I never want to graduate from counseling!". Another said, "Roxanne's House has helped with making me feel safe and helping with coping skills". A parent of a child receiving services at Roxanne's house said of her child's counselor, "(name redacted) is very nice and also very professional. She makes it easy to communicate. She has provided my son a safe space to express his feelings". Roxanne's House is the only Children's Advocacy Center serving Hays County. The counseling and resources we provide are unmatched and our services are free of charge to all of the clients we serve.

2. Has the need for this program been increasing in recent years?

San Marcos is a growing community and the need for our services is growing with it. The number of child abuse survivors served by HCWC grew last year, as did the number of forensic interviews recorded and the number of on-site Sexual Assault Forensic Exams for child survivors of chronic sexual abuse. We anticipate the number of survivors in need of our services will continue to rise.

IMPLEMENTATION –15 POINTS

Evaluation:

- *The application demonstrates that resources needed to manage the proposed program are available and ready.*
- *Applicant has clearly defined objectives focusing on results and measurable outcomes vs. only program activities descriptions and numbers served.*
- *Past performance of programs funded by Human Services Grants has met expectations.*

1. Are all resources in place to be able to implement this program? If not, what is missing?

HCWC's Child Abuse Program and Children's Advocacy Center has been in operation since 1997. All resources are in place to successfully continue this program.

2. What specific, measurable outcomes or results do you hope to achieve with this program?

Roxanne's House exists to service child abuse survivors. We use an anonymous outcome survey for clients to complete online to measure the success of our program and to make improvements. The results are compiled and reviewed by HCWC leadership and staff. The survey is comprised of both open-ended and standardized questions. We aim for at least 75% of the children surveyed to show that they feel safer as a result of the services they received from Roxanne's House. In our most recent outcomes survey, well above 75% of children surveyed responded that they feel safer as a result of the services they have received.

3. If funding is not available at the requested amount, what is the minimum Human Services Grant funding needed to be able to run this program?

HCWC is committed to achieving our mission of creating an environment where violence and abuse are not tolerated in our communities. We pursue many available resources to achieve this goal. The funding requested from the City of San Marcos is a small but important percentage of the overall funding required to run this program, and we have requested the minimum amount of funding necessary to be able to continue to provide these life-changing services to San Marcos child abuse victims. The funding received from the City of San Marcos and the Human Services Advisory Board is critical to sustaining the services provided to survivors of child abuse. However, if these funds were no longer available, we would seek funding from other sources if possible.

IMPACT AND COST EFFECTIVENESS –15 POINTS

Evaluation:

- *impact on the identified need*
- *implementation costs compared to impact*
- *use of available resources (financial, staff, volunteer)*
- *impact compared to other applicants*

1. Programs can provide value by deeply impacting the lives of a few, with effects that may ripple through generations, or by providing smaller but meaningful impact to a larger group. Describe in detail the impact this program will have on the identified need and on San Marcos residents.

Roxanne's House is the only Children's Advocacy Center serving San Marcos and Hays County. We offer critical, lifesaving services to local children who have experienced child abuse. Childhood abuse and neglect often has lifelong implications for victims. We aim to minimize or eliminate long-term negative consequences for child victims. The services we provide, such as counseling and advocacy, can help mitigate negative effects and help children heal from the trauma they have

experienced. Said one protective caregiver of her grandchild currently receiving counseling services at Roxanne's House, "Counseling helped my grandson feel wanted and that someone cares about him". Another parent said, "group counseling has been a real bright spot for my child". Another parent said, "counseling is helping my child understand and accept her emotions".

2. Briefly describe other funding sources, volunteers, or in-kind donations that will be used with this program.

We receive funding for this program from the Victims of Crime Act fund (VOCA) and Health and Human Services Commission (HHSC). In 2024 we had 80 volunteers provide 11,345 hours to all of HCWC's programs and we received in-kind donations of goods and services totaling \$483,478.00 to help support Roxanne's House, HCWC's Children's Advocacy Center.

3. How many total annual unduplicated direct clients is this program expected to serve? What percentage will be San Marcos residents?

In 2024, HCWC served 937 child abuse victims and their protective caregivers. Of those, 183 were residents of San Marcos. Roughly 20% of the clients in our Child Abuse Program are residents of San Marcos. We expect that number to increase by about 5-10% in the coming year. We anticipate serving about 1,000 community members in our Child Abuse Program in the coming year and about 200 of them will be San Marcos residents.

COMMUNITY SUPPORT – 15 POINTS

Evaluation:

- *A minimum of three letters of reference that indicate strong local support for the program and the agency's ability to implement it as described in the application. Letters must be in support of the specific program requesting funding, not the agency as a whole. Letters will preferably be from San Marcos residents as well as direct clients of the program.*
- *Evidence that volunteers play a vital role in the program or agency's operation.*
- *Evidence that board members are actively involved in and supportive of the agency*

1. What actions do Board members take to support the programs of the agency?

Our Board of Directors is made up of 17 elected and voting members who reflect our client population in terms of diversity. Each board member is assigned to one of three committees (Operations, Fundraising, and Public Awareness). Board members are assigned to a committee based on their specific area of expertise and interest. Committees meet regularly to discuss necessary changes to programming, policies, and procedures. All board members are community advocates for the Center and the clients we serve. Board members play a large role in soliciting items and sponsors for our largest fundraiser of the year, our Annual Auction.

2. Briefly describe the number and role of volunteers in the program or agency's operation.

Last year 80 volunteers provided 11,345 hours of service to HCWC. Volunteers assist with answering our HELpline, assisting with administrative tasks, working in our Donation Center, and providing direct services. Volunteers assist with our fundraisers throughout the year.

COUNCIL PRIORITIES - 30 POINTS

1. How long has this program served San Marcos residents? (10 points if at least 2 years)

HCWC was founded in 1978 and has been serving San Marcos residents for 47 years.

2. Does the agency have an office in San Marcos? (10 points if it does)

Yes.

3. Describe how this funding will create an increase in services or an increase in the number of people served. (10 points if creates an increase)

This funding will not pay for salaries of direct services staff, but it will allow us to partially pay for administration staff members' salaries and programming, potentially freeing up money currently earmarked for programming to be used for additional salaries for service providers, thus allowing us to increase services and/or the number of people served.

RISK - 10 POINTS

1. How many years experience does the agency have in implementing a program of this size and complexity? (5 points if more than 5 years)

We have been working with victims of child abuse for 47 years, but our Children's Advocacy Center was officially created in 1997. We have been providing Children's Advocacy Center services for 28 years.

2. What percentage of the program's funding is non-City? (5 points if at least 50%)

98%

III. FUNDING RESTRICTIONS

By signing this application I certify the following to be true:

1. All Human Services Grant funding will be spent on San Marcos residents, except for school-based programs, in which case it may be spent within the San Marcos Consolidated Independent School District boundary.
2. Funding requested is not more than 50% of the total funding for the agency.
3. Funding will not be used to fund more than 20% of a full time position.
4. Agency has been in existence for at least 2 years. (This can include serving communities other than San Marcos.)

SUBMITTAL APPROVED BY:



7/7/25

Signature

Date

Melissa Rodriguez

Printed Name

Chief Executive Officer

Title



HUMAN SERVICES ADVISORY BOARD GRANT QUARTERLY PERFORMANCE REPORT

Agency Name: Hays-Caldwell Women's Center

Program Name: Roxanne's House-Child Abuse Program

Program Year: 2024

Reporting Period: (check one)

- ☐ January through March (due April 30)
- ☐ April through June (due July 31)
- ☐ July through September (due October 31)
- ☒ October through December (due January 31)

Submit report to: cgriffith@sanmarcostx.gov

PROGRAM STATUS

Please provide a written description of actions taken this period and how they helped achieve your program goals.

Roxanne's House exists to serve child abuse victims. We see children for forensic interviews, advocacy, and counseling. One of our goals is to support children and their protective caregivers throughout the entire process of receiving services at Roxanne's House. We survey clients anonymously every quarter about the services they receive at Roxanne's House. The survey is comprised of both standardized and open-ended questions. In the most recent survey, 100% of respondents indicated that they are satisfied with the services they are receiving at Roxanne's House.

PROGRAM BENEFICIARIES

For the program that received HSAB funding, please report either number of unduplicated individuals served or number of unduplicated households served.

Check one:

Unduplicated Individuals

Unduplicated Households

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Year to Date
Total Served	331	387	287	275	962
San Marcos Residents Served	112	69	70	70	220
% San Marcos Residents	34%	18%	24%	25%	23%

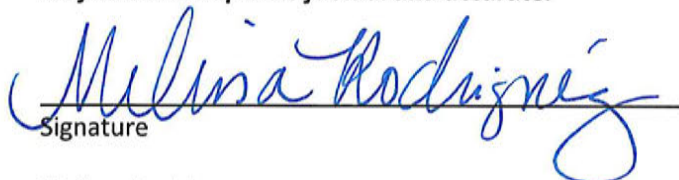
PROGRAM EXPENDITURES

For the final report of the year, please provide a bulleted list that briefly summarizes how the HSAB funding was spent.

- 5% of Chief Operating Officer salary and fringe
- 5% of Chief Financial Officer salary and fringe
- 5% of Accountant salary and fringe
- Facility Repair and Maintenance allocable to the Roxanne's House Child Abuse Program
- Property and Liability insurances allocable to the Roxanne's House Child Abuse Program

Certification:

I certify that to the best of my knowledge and belief the information reported in this Quarterly Performance Report is factual and accurate.


Signature

Melissa Rodriguez

Printed name

1-24-25
Date

Chief Executive Officer

Title

Hays-Caldwell Women's Center
FY25 Revised Budget
Mar-25

Funding Source	FY25 Mar-25 Approved	CA
Revenues		
Government Grants		
Children's Advocacy Centers of Texas	419,767.15	419,767.15
Health & Human Services Commission	528,680.00	
Health & Human Services Commission- ARP	14,841.00	
Health & Human Services Commission- ARP COVID Mitigation	77,897.00	
Health & Human Services Commission- SNRP	170,474.00	
Health & Human Services Commission- Carryforwards	12,000.00	
OAG-Federal	170,000.00	
OAG-State	179,633.00	
VOCA	1,398,586.00	
VOCA-CAC	383,307.52	383,307.52
OVAG	49,500.00	
Total Government Grants	3,404,685.67	803,074.67
Local Government Support		
City of Buda	7,500.00	2,250.00
City of Dripping Springs	7,500.00	2,250.00
City of Kyle	30,000.00	9,000.00
City of Lockhart	8,900.00	2,670.00
City of Luling	1,000.00	300.00
City of San Marcos- HSAB	60,000.00	15,000.00
City of Wimberley	2,500.00	750.00
County of Caldwell	10,000.00	3,000.00
County of Hays	80,000.00	24,000.00
CDBG	28,000.00	8,400.00
Total Local Government Support	235,400.00	67,620.00
Local Support		
Individuals	364,375.00	129,312.50
Companies	243,995.73	94,363.08
Organizations	69,575.00	20,872.50
Foundations-Other	29,494.23	8,848.27

SASP TAASA	116,400.00	
St.David's Foundation	351,961.86	146,239.52

Total Local Support	1,175,801.82	399,635.87
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Miscellaneous Revenues

Interest	15,000.00	4,500.00
Marla's Place Client Rent	40,000.00	
Restitution	5,000.00	
Total Miscellaneous Revenues	60,000.00	4,500.00

Total Support and Revenues	4,875,887.49	1,274,830.54
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Expenditures

Personnel

Salaries and Wages	3,610,835.84	1,083,250.75
Payroll Taxes	270,812.69	81,243.81
Health Insurance	323,970.00	97,191.00
Life Insurance	5,000.00	1,500.00
COBRA/WEX Health	1,020.00	306.00
Retirement	64,000.00	19,200.00
Worker's Compensation	8,500.00	2,550.00
Unemployment Insurance	15,000.00	4,500.00

Supplies

Advocate Training	1,350.00	405.00
Food	8,000.00	2,400.00
Food- Clients	18,000.00	3,000.00
Food-Town Teams	-	-
Marla's Place Supplies	6,000.00	
Miscellaneous	3,500.00	1,050.00
Office Supplies	13,000.00	3,900.00
Program Supplies	13,000.00	3,900.00
Shelter Supplies	8,500.00	
Special Needs	5,000.00	1,500.00
Translator/Interpreter	1,000.00	300.00

Facility Expenses

Facility Repairs/Maintenance	55,000.00	16,500.00
Roof Repairs FY24/25	26,000.00	7,800.00
Garbage	14,000.00	4,200.00
Janitorial	32,500.00	9,750.00
Insurance-Building	73,170.00	21,951.00
Internet	8,500.00	2,550.00
Rent-Lockhart	12,000.00	3,600.00
Security	6,000.00	1,800.00
Telephone	18,000.00	5,400.00
Utilities	85,000.00	25,500.00

Contractual

Legal Contract- HCWC Subpeona	1,000.00	250.00
Contract- Supervision for Staff	10,000.00	3,000.00
Contract- Medical Supervision for SAFE Exams at Roxanne's House	10,000.00	10,000.00

Client Assistance

Rental Assistance	14,141.00
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Capital Expenditures

Equipment Purchase	25,000.00	7,500.00
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Other Insurances

Bond (crime)	1,668.00	500.40
Director's and Officers	4,250.00	1,275.00
Inland Marine	1,385.00	415.50
Vehicle	8,175.00	2,452.50
Umbrella	3,092.00	927.60
Flood	16,807.20	5,042.16
Cyber Insurance	5,317.92	1,595.38

Other Expenditures

Advertising/Public Relations	3,000.00	900.00
Audit	24,200.00	7,260.00
Bank Charges/Credit Card Fees	10,000.00	3,000.00
Copier Rental	13,000.00	3,900.00
Fees and Dues	21,535.00	6,460.50

Fundraising Expense	60,000.00	18,000.00
PayPal Charges	3,500.00	1,050.00
Postage	4,000.00	1,200.00
Printing	6,000.00	1,800.00
Technology Resources	111,327.00	33,398.10
Staff Development	38,500.00	11,550.00
Staff Meetings	4,500.00	1,350.00
Staff Recruitment	10,000.00	3,000.00
Travel Expenses	17,250.00	5,175.00
Vehicle Expense	3,000.00	
Deficit for FY25	(261,419.15)	(261,419.15)
Total Program Expenses	4,875,887.49	1,274,830.54

Hays-Caldwell Women's Center
FY26 Proposed Budget

Funding Source	FY26	CA
	Proposed	
Government Grants		
Children's Advocacy Centers	413,212.85	413,212.85
Health & Human Services Co	551,793.37	
Health & Human Services		
Commission- SNRP	170,474.00	
OAG-Federal	170,000.00	
OAG-State	179,633.00	
VOCA	1,389,941.85	
VOCA-CAC	383,307.52	383,307.52
OVAG	49,500.00	
Total Government Grants	3,307,862.59	796,520.37
Local Government Support		
City of Buda	7,500.00	2,250.00
City of Dripping Springs	7,500.00	2,250.00
City of Kyle	30,000.00	9,000.00
City of Lockhart	8,900.00	2,670.00
City of Luling	1,000.00	300.00
City of San Marcos- HSAB	100,000.00	25,000.00
City of Wimberley	2,500.00	750.00
County of Caldwell	10,000.00	3,000.00
County of Hays	80,000.00	24,000.00
CDBG	28,000.00	
Total Local Government Su	275,400.00	69,220.00
Local Support		
Individuals	360,000.00	124,634.54
Companies	200,000.00	60,000.00
Organizations	70,000.00	21,000.00
Foundations-Other	30,000.00	9,000.00
TAASA SASP	116,400.00	
St.David's Foundation	289,707.00	115,882.80
Christus Community Impact F	52,500.00	
Total Local Support	1,118,607.00	330,517.34
Miscellaneous Revenues		
Interest	15,000.00	4,500.00
Marla's Place Client Rent	40,000.00	

Restitution	5,000.00	
Total Miscellaneous Revenue	60,000.00	4,500.00

Total Support and Revenue	4,761,869.59	1,200,757.71
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Expenditures

Personnel

Salaries and Wages	3,734,000.00	1,120,200.00
Payroll Taxes	280,000.00	84,000.00
Health Insurance	300,000.00	90,000.00
Life Insurance	5,000.00	1,500.00
COBRA/WEX Health	1,020.00	306.00
Retirement	64,000.00	19,200.00
Worker's Compensation	8,500.00	2,550.00
Unemployment Insurance	18,000.00	5,400.00

Supplies

Advocate Training	1,350.00	405.00
Food	8,000.00	2,400.00
Food- Clients	18,000.00	500.00
Marla's Place Supplies	6,000.00	
Miscellaneous	3,500.00	1,050.00
Office Supplies	13,000.00	3,900.00
Program Supplies	13,000.00	3,900.00
Shelter Supplies	8,500.00	
Special Needs	5,000.00	1,500.00
Translator/Interpreter	1,000.00	300.00

Facility Expenses

Facility Repairs/Maintenance	55,000.00	16,500.00
Garbage	14,000.00	4,200.00
Janitorial	32,500.00	9,750.00
Insurance-Building	85,000.00	25,500.00
Internet	8,500.00	2,550.00
Rent-Lockhart	12,000.00	3,600.00
Security	6,000.00	1,800.00
Telephone	18,000.00	5,400.00
Utilities	100,000.00	30,000.00

Contractual

Legal Contract- HCWC Subp	1,000.00	300.00
Contract- Supervision for Staf	10,000.00	3,000.00
Contract- Medical Supervision for SAFE Exams at Roxanne's House	10,000.00	10,000.00
Client Assistance		
Rental Assistance	14,141.00	
Capital Expenditures		
Equipment Purchase	25,000.00	7,500.00
Other Insurances		
Bond (crime)	1,668.00	108.42
Director's and Officers	4,250.00	276.25
Inland Marine	1,385.00	90.03
Vehicle	8,175.00	
Umbrella	3,092.00	200.98
Flood	16,807.20	347.65
Cyber Insurance	5,317.92	345.66
Other Expenditures		
Advertising/Public Relations	3,000.00	900.00
Audit	24,200.00	7,260.00
Bank Charges/Credit Card Fe	10,000.00	3,000.00
Copier Rental	13,000.00	3,900.00
Fees and Dues	21,535.00	6,460.50
Fundraising Expense	60,000.00	18,000.00
PayPal Charges	3,500.00	1,050.00
Postage	4,000.00	1,200.00
Printing	6,000.00	1,800.00
Technology Resources	50,000.00	15,000.00
Staff Development	38,500.00	11,550.00
Staff Meetings	4,500.00	1,350.00
Staff Recruitment	10,000.00	3,000.00
Travel Expenses	17,250.00	5,175.00
Vehicle Expense	3,000.00	
Pull from reserves (Deficit)	(426,321.53)	(337,467.78)
Total Program Expenses	4,761,869.59	1,200,757.71

Proposed Use of HSAB Funds

	FV/TH	SA	CA
COO- Michelle Ducote	12,083.50	6,041.75	6,041.75
Finance Director- Caitli	9,105.20	4,552.60	4,552.60
Accountant- Amanda H	6,180.00	3,090.00	3,090.00
Total Salaries	27,368.70	13,684.35	13,684.35
Payroll Taxes	2,052.66	1,026.33	1,026.33
Health Insurance	1,944.00	972.00	972.00
Unemployment Insurar	43.50	21.75	21.75
Total Fringes	4,040.16	2,020.08	2,020.08
Building and Liability In	5,000.00		9,295.57
Facility Repair and Maintenance		9,295.57	
Copier Rental	3,000.00		
Staff Development	7,591.14		
Local Travel	3,000.00		
Total ODOE	18,591.14	9,295.57	9,295.57
Total	50,000.00	25,000.00	25,000.00
	50,000.00	25,000.00	25,000.00

HAYS-CALDWELL WOMEN'S CENTER

Board of Directors 2025

Danette Myers

██████████
San Marcos, TX 78666
██████████ (Cell)

President

Term Exp: November 2025 (Pos. 7)
Occupation: Clinical Assistant Professor
Texas State University- San Marcos
Email: ██████████

Laura Dupont

██████████
San Marcos, TX 78666
██████████ (Cell)

Former President

Term Exp: November 2026 (Pos. 12)
Occupation: Senior VP of Development
Corridor Title
E-mail: ██████████

Heather Baca

██████████
San Marcos, TX 78666
██████████ (Cell)

1st Vice President

*Head of ED Evaluation/
Personnel Sub-Committee*

Term Exp: November 2025 (Pos. 11)
Occupation: Infocenter by Insight
Sr HR Program Manager
Email: ██████████

Beverly Anderson

████████████████████
Lockhart, TX 78644
(512) ██████████ (Cell)

2nd Vice President

*Fundraising Chair
Head of Auction Sub-
Committee*

Term Exp: November 2026 (Pos. 10)
Occupation: retired Special Education Teacher

Email: ██████████

Patsy Liao

██████████
San Marcos, TX 78666
██████████ (Cell)

Treasurer

*Head of Finance
Sub-Committee*

Term Exp: November 2026 (Pos. 16)
Occupation: Retired

Email: ██████████

Karen Lairsen Jones

██████████
Lockhart, TX 78644
██████████ (Home/Cell)

Secretary

*Head of Purse Bingo
Sub-Committee*

Term Exp: November 2026 (Pos. 6)
Occupation: Realtor

Email: ██████████

Ken Elliott

████████████████████
Buda, TX 78610
██████████ (Cell)

Term Exp: November 2024 (Pos.1)
Occupation: Domestic Violence Victim Assistance
Coordinator
Email: ██████████

Denise Trauth

██████████
San Marcos, TX 78666
██████████ (Cell)

Term Exp: November 2026 (Pos. 2)
Occupation: President Emeritus, Texas State Uni.

Email: ██████████

Marsha M. Moore

██████████
San Marcos, TX 78666
██████████ (Cell)

Term Exp: November 2025 (Pos. 3)
Occupation: Retired

E-mail: ██████████

Samantha Wylie

HCWC Board List 2025

Term Exp: November 2026 (Pos. 4)

[REDACTED]
Buda, TX 78610
[REDACTED] (Cell)

Occupation: Regional Manager
Clinical Pathology Laboratories
Email: [REDACTED]

Mia Painter
[REDACTED]
Martindale, TX 78655
[REDACTED] (Cell)

Term Exp: November 2025 (Pos. 5)
Occupation: Family Nurse Practitioner
San Marcos Family Health
Email: [REDACTED]

Karolyn Tybor
[REDACTED]
Wimberley, TX 78676
[REDACTED] (cell)

Term Exp: November 2026 (Pos. 8)
Occupation: Counselor

Email: [REDACTED]

Carolyn Linér
[REDACTED]
San Marcos, TX 78666
[REDACTED] (Cell)

Term Exp: November 2025 (Pos. 9)
Occupation: Retired

E-mail: [REDACTED]

Linda Gonzalez
[REDACTED]
San Marcos, TX 78666
[REDACTED] (Work/Cell)

Term Exp: November 2025 (Pos. 13)
Occupation: Owner/Treasury Services Manager

Email: [REDACTED]

Amy Casner
[REDACTED]
Austin, TX 78737
[REDACTED]

Term Exp: November 2026 (Pos. 14)
Occupation: Retired Assist. District Attorney
Hays County
Email: [REDACTED]

Kathy Martines-Prather
[REDACTED]
San Marcos, TX 78666
[REDACTED]

Term Exp: November 2025 (Pos. 15)
Occupation: Director/Texas School Safety
Center, Texas State University
E-mail: [REDACTED]

Patricia Fernandez
[REDACTED]
Kyle, TX 78640
[REDACTED]

Term Exp: November 2025 (Pos. 17)
Occupation: Broker/Hart Properties
E-mail: [REDACTED]

Children's Advocacy Center Partner Agency Board Representatives

Child Protective Services
Brandi Schmidt
[REDACTED] (Cell)

Term Exp: N/A
Occupation: DFPS Program Director
E-mail: [REDACTED]

Hays County Criminal District Attorney
Stacy Miles-Thorpe
[REDACTED] (Work)

Term Exp: N/A
Occupation: Victim Services Supervisor
E-mail: [REDACTED]

Law Enforcement
Stan Standridge
2300 IH 35
HCWC Board List 2025

Term Exp: N/A
Occupation: Chief of Police

San Marcos, TX 78666
[REDACTED] (Work)

San Marcos Police Department
E-mail: [REDACTED]

Emeritus Board Members
Cindy McCoy M.Ed., L.P.C.
[REDACTED].
Austin, TX 78735
512-[REDACTED] (Home)

Term Exp: Emeritus
Occupation: Counselor

E-mail: [REDACTED]

Chief Executive Officer
Melissa Rodriguez
[REDACTED]
San Marcos, TX 78666
512-[REDACTED] (Cell)
512-[REDACTED] ext. 226 (Work)

Occupation: Chief Executive Officer
Hays-Caldwell Women's Center
FAX: 512-[REDACTED]
E-mail: [REDACTED]

Hays-Caldwell Women's Center Board Attendance Record

Taken from BOD meeting minutes: June 23rd, 2025

Attendance

Board Member	O	J	F	M	A	M	J	J	A	S
Anderson, Beverly	P	E	P	P	P	P	Resigned			
Baca, Heather		P	E	P	P	P	P	E		
Casner, Amy	P	P	P	P	E	P	E			
Dupont, Laura		P	P	P	P	U	P	P		
Elliott, Ken	P	P	P	P	P	P	E			
Fernandez, Patricia	E	P	P	E	U	P	P			
Gonzalez, Linda	P	P	P	P	P	P	P			
Lairsen Jones, Karen	E	P	P	P	P	P	P			
Liao, Patsy	P	P	P	P	P	P	P			
Linér, Carolyn	P	P	P	P	U	U	U			
Martinez, Kathy	P	E	P	P	P	P	U			
Myers, Danette	E	P	P	E	P	E	E			
Moore, Marsha	P	P	P	P	P	P	P			
Painter, Mia	P	E	P	E	P	P	P			
Trauth, Denise		P	P	P	P	E	P	P		
Tybor, Karolyn	P	P	P	P	P	P				
Wylie, Samantha	P	E	P	P	U	P	U			

CAC Representatives (required to attend quarterly)

Stan Standridge	E	E	P	E	P	E	P
Kelly Higgins	P	*	P	*	*	*	*
Stacy Miles-Thorpe		P	P	P	E	P	E
Schmidt, Brandi	P	E	E	E	E	P	E

Emeritus

McCoy, Cindy	E	E	E	E	E	E	E
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Staff

Melissa Rodriguez	P	P	P	P	P	P	P
Michelle Ducote	P	P	P	P	P	P	P

Madi Michalak	P	P	P	P	P	P	P
Holly Cunningham-Kizer	*	*	*	*	P	P	

02 Board of Directors

02.01 Board Recruitment

02.02 Board Orientation and Training

Policy Number: 02.01

Board Recruitment

Policy

HCWC will ensure that board members have the expertise, commitment, and time to efficiently carry out the Center's Mission and Philosophy and are representative of the Center's equal opportunity commitments and the general population of the Center's service area. A financial commitment will be required of each board member annually to ensure the financial stability of the agency. The president of the Board and the Board itself shall have the responsibility for ensuring that the procedures below are being met.

Procedures

1. Each year the board will adopt a set of objectives for the next year.
2. Each spring, the nominating committee will prepare a board analysis (in grid format - see Current Board Membership Analysis) of current members in terms of the following: sex, age, ethnic background, geographic location, profession, expertise, and specialized experience such as financial expertise, fundraising experience, corporate management, etc. From that analysis the nominating committee shall recruit new board members to fill in needed areas. However, the primary qualification shall remain dedication and commitment to the Center's mission and purpose.
3. In accordance with the Texas Administrative Code Rule 65.11, Standards of Operation for Local Children's Advocacy Centers, HCWC's Board of Directors will include an executive officer of, or an employee selected by an officer of:
 - (1) a law enforcement agency that investigates child abuse in the area served by the center;
 - (2) the child protective services division of the department; and
 - (3) the county or district attorney's office involved in the prosecution of child abuse cases in the area served by the center.
4. Current board members who wish to be reelected to the board shall reapply to the nominating committee. Criteria for reappointment shall be developed and shall include dedication, commitment, and time devoted to the mission and philosophy of the Center. This shall be measured by attendance at board meetings, service to the board in terms of hours, and the willingness to take leadership roles in furthering the projects of the board. Members whose attendance falls below 60% shall show just cause for those absences and point to clear evidence of service and leadership roles.
5. Each summer, the Center's newsletter, **The Networker**, shall encourage the general membership to apply for Board vacancies. A prospective Board member luncheon will be sponsored by the Nominating Committee in September if sufficient interest exists. The nominating committee shall recommend a slate of board members based on applications from current board members, general membership applications, and

nominations by board members and others (see Application for Board of Directors). This slate shall be approved by the Board at their September/October meeting, published in newspapers in the local service area, and then voted on at the November general membership meeting. Additional nominations may be considered at the annual meeting if they are submitted in the form of a nomination petition, signed by 5 general members, authorized by the nominee, and submitted before the October meeting of the Board of Directors.

This policy will be reviewed every five years.

Policy Number: 02.02

Board Orientation and Training

Policy

HCWC will ensure that board members receive the necessary training to efficiently carry out the Center's Mission and Philosophy. The president of the Board and the Board itself shall have the responsibility for ensuring that the procedures below are being met.

Procedures

1. Fiscal Oversight and Accountability

The board of directors will:

- (1) Ensure that the Center operates in a manner that keeps the organization's mission and purpose focused without becoming involved in day-to-day operations;
- (2) Hire the Center's executive director;
- (3) As a whole, or as delegated to the Center's finance committee, regularly review actual revenue and expenditures and compare them to budgeted revenue and estimated costs.
- (4) Review and approve programs and budgets;
- (5) Maintain and comply with the Center's current bylaws; and
- (6) Review and approve policies for the Center's operation in accordance with the bylaws.

2. Board of Directors Training

(a) Every two years, each board member must receive training on the following:

- (1) An explanation of the center's mission, philosophy, and a brief history;

- (2) An explanation of the dynamics of family violence, sexual assault, and child abuse that includes its causes and effects;
 - (3) A description of the organization's current programs, provided by program staff;
 - (4) A review of the organization's policies and clarification of any changes made during the year;
 - (5) An explanation of how the center is funded and future funding projections;
 - (6) A discussion, presented by the board chair or a member of the executive committee, of the following:
 - a. The board's role and responsibilities related to legal and fiscal accountability;
 - b. Meetings and attendance requirements;
 - c. Committee duties, structure, and assignments; and
 - d. Fund-raising and public relations responsibilities;
 - (7) An explanation of the organization's insurance coverage, including directors' and officers' liability insurance or notification of inability to obtain insurance;
 - (8) An explanation of the working relationship between the board and staff, including, but not limited to which staff member is contacted regarding questions or requests and which staff members contact board members routinely;
 - (9) An update on any changes made in the Business Organizations Code, Chapter 22; and (TAC 379.103)
 - (10) The organization's confidentiality policy and the importance of confidentiality;
- (b) New board members should receive this training within three months of starting their first term.

2. Board Orientation Handbook

At the beginning of each year, every Board Member will receive a Board Orientation Handbook that contains, at a minimum, the following:

- (1) Board member job description;
- (2) Current list of board members with current contact information;
- (3) Organization's mission statement;
- (4) Organization's bylaws and a copy of the letter granting 501(c)(3) status;
- (5) List of all committees, including appointed board members and assigned staff;
- (6) Committee descriptions;
- (7) The organization policies;
- (8) Organizational chart;

- (9) History of the organization;
- (10) List of program services and a brief description of each program;
- (11) Current budget, including funding sources and subcontractors;
- (12) Brief description of contract provisions with attorneys, auditors, or other professionals;
- (13) Basic information about family violence; and
- (14) Brief history of the Texas Battered Women's Movement.

The handbook may be in an electronic format. (TAC 379.102)

This policy will be reviewed every 5 years.

EXTENDED TO AUGUST 16, 2021

Form
(Rev. 2020)
Department of the Treasury
Internal Revenue Service

Return of Organization Exempt From Income Tax

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

▶ Do not enter social security numbers on this form as it may be made public.

▶ Go to www.irs.gov/Form990 for instructions and the latest information.

OMB No. 1545-0047

Open to Public Inspection

A For the 2019 calendar year, or tax year beginning **OCT 1, 2019** and ending **SEP 30, 2020****B** Check if applicable:

- ☐ Address change
☐ Name change
☐ Initial return
☐ Final return/terminated
☐ Amended return
☐ Application pending

C Name of organization**HAYS-CALDWELL WOMEN'S CENTER**

Doing business as

Number and street (or P.O. box if mail is not delivered to street address)

PO BOX 234

Room/suite

City or town, state or province, country, and ZIP or foreign postal code

SAN MARCOS, TX 78667-0234**F** Name and address of principal officer: **MARLA R JOHNSON****SAME AS C ABOVE****D** Employer identification number**74-2020505****E** Telephone number**G** Gross receipts \$ **5,193,545.****H(a)** Is this a group returnfor subordinates? ☐ Yes ☒ No**H(b)** Are all subordinates included? ☐ Yes ☐ No

If "No," attach a list. (see instructions)

H(c) Group exemption number ▶**I** Tax-exempt status: ☒ 501(c)(3) ☐ 501(c)() (insert no.) ☐ 4947(a)(1) or ☐ 527**J** Website: ▶ **WWW.HCWC.ORG****K** Form of organization: ☒ Corporation ☐ Trust ☐ Association ☐ Other ▶**L** Year of formation: **1978** **M** State of legal domicile: **TX****Part I Summary**

Activities & Governance	1	Briefly describe the organization's mission or most significant activities: SHELTER AND ADVOCACY PROGRAMS FOR VICTIMS OF FAMILY VIOLENCE, SEXUAL ASSAULT AND CHILD ABUSE.
	2	Check this box ☐ if the organization discontinued its operations or disposed of more than 25% of its net assets.
	3	Number of voting members of the governing body (Part VI, line 1a) 19
	4	Number of independent voting members of the governing body (Part VI, line 1b) 19
	5	Total number of individuals employed in calendar year 2019 (Part V, line 2a) 62
	6	Total number of volunteers (estimate if necessary) 417
	7a	Total unrelated business revenue from Part VIII, column (C), line 12 0.
7b	Net unrelated business taxable income from Form 990-T, line 39 0.	
Revenue	8	Contributions and grants (Part VIII, line 1h) 4,626,750.
	9	Program service revenue (Part VIII, line 2g) 0.
	10	Investment income (Part VIII, column (A), lines 3, 4, and 7d) 30,253.
	11	Other revenue (Part VIII, column (A), lines 5, 6d, 8c, 9c, 10c, and 11e) 18,879.
	12	Total revenue - add lines 8 through 11 (must equal Part VIII, column (A), line 12) 4,675,882.
Expenses	13	Grants and similar amounts paid (Part IX, column (A), lines 1-3) 162,023.
	14	Benefits paid to or for members (Part IX, column (A), line 4) 0.
	15	Salaries, other compensation, employee benefits (Part IX, column (A), lines 5-10) 2,639,347.
	16a	Professional fundraising fees (Part IX, column (A), line 11e) 0.
	b	Total fundraising expenses (Part IX, column (D), line 25) 253,531.
	17	Other expenses (Part IX, column (A), lines 11a-11d, 11f-24e) 733,980.
	18	Total expenses. Add lines 13-17 (must equal Part IX, column (A), line 25) 3,535,350.
19	Revenue less expenses. Subtract line 18 from line 12 1,140,532.	
Net Assets or Fund Balances	20	Total assets (Part X, line 16) 5,461,456.
	21	Total liabilities (Part X, line 26) 85,745.
	22	Net assets or fund balances. Subtract line 21 from line 20 5,375,711.

Part II Signature Block

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

Sign Here	Signature of officer		Date	
	MARLA R JOHNSON, EXECUTIVE DIRECTOR			
Paid Preparer Use Only	Print/Type preparer's name	Preparer's signature	Date	Check ☐ if self-employed PTIN P00963779
	RANDY L. WALKER, CPA			
Paid Preparer Use Only	Firm's name ▶ RANDY WALKER & CO	Firm's EIN ▶ 20-3992693		
	Firm's address ▶ 7800 IH 10 WEST, STE. 505 SAN ANTONIO, TX 78230	Phone no. [REDACTED]		

May the IRS discuss this return with the preparer shown above? (see instructions) ☒ Yes ☐ No

Part III Statement of Program Service AccomplishmentsCheck if Schedule O contains a response or note to any line in this Part III ☐**1** Briefly describe the organization's mission:

SHELTER AND ADVOCACY PROGRAMS FOR VICTIMS OF FAMILY VIOLENCE, SEXUAL ASSAULT AND CHILD ABUSE.

2 Did the organization undertake any significant program services during the year which were not listed on the prior Form 990 or 990-EZ? ☐ Yes ☒ No

If "Yes," describe these new services on Schedule O.

3 Did the organization cease conducting, or make significant changes in how it conducts, any program services? ☐ Yes ☒ No

If "Yes," describe these changes on Schedule O.

4 Describe the organization's program service accomplishments for each of its three largest program services, as measured by expenses. Section 501(c)(3) and 501(c)(4) organizations are required to report the amount of grants and allocations to others, the total expenses, and revenue, if any, for each program service reported.

4a (Code:) (Expenses \$ **1,812,232.** including grants of \$ **180,271.**) (Revenue \$)
PROVIDE ASSISTANCE, COUNSELING, TEMPORARY HOUSING FOR VICTIMS OF FAMILY VIOLENCE. 836 VICTIMS OF FAMILY VIOLENCE SERVED IN FY 2020 INCLUDING 5,105 NIGHTS OF SHELTER TO 209 VICTIMS AND 665 PROVIDED NON-RESIDENTIAL SERVICES. (SOME PEOPLE WERE SERVED IN BOTH PROGRAMS.)

4b (Code:) (Expenses \$ **473,338.** including grants of \$) (Revenue \$)
PROVIDE ASSISTANCE AND COUNSELING FOR VICTIMS OF SEXUAL ASSAULT. 693 VICTIMS WERE SERVED IN FY 2020 AND WE RESPONDED TO 112 CALLS AT AREA HOSPITALS TO SUPPORT VICTIMS DURING A SEXUAL ASSAULT FORENSIC EXAM.

4c (Code:) (Expenses \$ **630,098.** including grants of \$) (Revenue \$)
PROVIDE FORENSIC INTERVIEWS, ASSISTANCE AND COUNSELING FOR VICTIMS OF CHILD ABUSE. 550 CHILDREN AND 412 NON-OFFENDING ADULT FAMILY MEMBERS WERE SERVED IN FY 2020. 500 FORENSIC INTERVIEWS WERE PROVIDED AND 33 ON-SITE SAFE EXAMS WERE PERFORMED.

4d Other program services (Describe on Schedule O.)

(Expenses \$ including grants of \$) (Revenue \$)

4e Total program service expenses **2,915,668.**

Policy Number: 10.01

Client Eligibility for Family Violence Program

Policy

The Center is dedicated to helping victims of domestic violence. In order to best serve those victims, the Center must develop criteria for eligibility that allow the Center to function efficiently and safely, while at the same time recognizing the rights of the diverse members of our society; exclusions of eligibility must be made on legitimate grounds. HCWC will comply with all state and federal laws.

Procedures

1. Applicable Laws

The Human Resources Code, Title II, Chapter 51 states that family violence is an act by a member of a family or household against another member of the family or household that:

- Is intended to result in physical harm, bodily injury, or assault or that is a threat that reasonably places the member in fear of imminent physical harm, bodily injury, or assault, but does not include defensive measures to protect oneself, or
- Is intended to inflict emotional harm, including an act of emotional abuse.

The Family Code, Chapter 71.003 and the Texas Administrative Code, Rule 379.1 defines "Family" as follows:

Individuals related by consanguinity or affinity, as determined under Sections 573.022 and 573.024, Government Code, individuals who are former spouses of each other, individuals who are the parents of the same child, without regard to marriage, and a foster child and foster parent, without regard to whether those individuals reside together.

According to the Texas Administrative Code RULE §379.1(26), a victim of family violence includes:

- (A) an adult member of a family or household who is subjected to an act of family violence
- (B) a member of the household of the adult described in subparagraph (A) of this paragraph, other than the member of the household who commits the act of family violence, including an act of emotional abuse;
- (C) victims not directly served by an HHSC family violence provider;
- (D) a member of the family or household who may have been subjected to sexual abuse by a batterer; and
- (E) a victim of dating violence.

The Civil Rights Act of 1964, Title VI, states in part that potential clients cannot be denied services due to race, color, or national origin or religion in any program that receives funding from the Health and Human Services Commission (HHSC).

The Rehabilitation Act of 1973 applies to all recipients of federal assistance from HHSC. This law prohibits excluding or denying individuals with disabilities an equal opportunity to receive benefits and services.

The Americans with Disabilities Act, Title III, prohibits discrimination against clients because of a mental or physical disability. This law provides qualified disabled clients with the right to access services and benefits by ensuring facility accessibility where benefits and services are provided. This law requires shelter centers to make every reasonable effort to accommodate clients who are protected under the intent of the Americans with Disabilities Act.

The Age Discrimination Act requires equal access to services and benefits regardless of the client's age. This law states that no person, based on their age, can be denied benefits from, be excluded from participation in, or be limited in access to any program or activity that receives federal financial assistance. This law prohibits policies or practices that would exclude a client based on her/his age or the age of any dependents.

2. Screening

In determining eligibility for individuals seeking services from the Center, it is the Center's policy that screening procedures are based solely on the individual's state as a victim of family violence, as defined by Chapter 51 of the Human Resources Code. Victims of family violence are eligible for services without regard to the following (TAC FV 379.604):

- Income
- Ability to contribute, donate or pay for these services.
- Gender or sexual orientation. Shelter is provided to all victims who qualify. This includes male victims and clients who identify as transgender. (See the LGBTQ Accessibility Policy) TAC FV 379.605
- Type of victimization, including victimization by the sex industry.
- Disabilities, as defined by the Americans with Disabilities Act. The Center will make every reasonable effort to accommodate clients who are protected under the intent of the Americans with Disabilities act. When a client's disability requires special services, the Center may require documentation of the disability. If the disability requires an assistance animal, documentation on health and immunization may also be required.
- Number of previous times services have been sought from this Center or other domestic violence programs.
- Cultural barriers of the Center, including language.
- Number of children accompanying the victim.

3. Language

The Center will make every reasonable effort to serve non-English speaking persons seeking services. Staff or volunteers will utilize existing community resources to provide translation services in cases where staff or volunteers do not speak the victim's language. If there is no one on site who can communicate with a client or a HELPLINE caller, the Center will instruct the caller to contact the National Domestic Violence Hotline at [REDACTED]. The NDVH will initiate a conference call with an interpreter, the client, and the HCWC advocate. If the NDVH line is too busy to assist, the Center will call upon Texas State University or other community resources to facilitate communication. HCWC also communicates with deaf and/or low hearing individuals by phone through Relay Texas System. TAC FV 379.608

4. Minors

The Center will make every reasonable effort to serve unaccompanied minors who qualify for services, subject to restrictions imposed by statutes and guidelines (see Statutes Governing Services to Unaccompanied Minors). Consideration will address safety and confidentiality concerns. Appropriateness for HCWC services should be determined with consultation with the team leader and Director of Programs and Services or Executive Director.

5. Denial of Services

The Center may deny services to an otherwise eligible victim of family violence and/or sexual assault/abuse for behaviors that put the safety of clients, staff, and/or volunteers at risk. This will include, but is not limited to possession of a weapon, violent and/or abusive behavior towards others (and self), and possession of illegal substances. This policy shall be non-gender specific and shall be applied equally to all persons and will comply with the Americans with Disabilities Act (ADA); Title VI of the Civil Rights Act; §504 of the Rehabilitation Act; the Age Discrimination Act of 1975; and other applicable laws and regulations described in TAC FV [REDACTED]. When services are denied, the safety of the survivor will be considered, and the Center will assist the client in evaluating their safety plans and in obtaining alternate resources. TAC FV 379.607

6. Termination of Services

Voluntary:

Exit interviews will be done whenever possible to evaluate shelter and non-residential family violence program services. Exit interviews will include updated safety planning.

Involuntary:

The Center may terminate services to clients for behaviors that put the safety of clients, staff, and/or volunteers at risk. This will include, but is not limited to, possession of a weapon, violent and/or abusive behavior towards others (and self), taking another's possessions without permission, breaches of confidentiality, possession of illegal substances, and for

residential clients, leaving children unattended while on and/or off Center property or outreach facilities. This policy shall be non-gender specific and shall be applied equally to all persons and will comply with the Americans with Disabilities Act (ADA); Title VI of the Civil Rights Act; §504 of the Rehabilitation Act; the Age Discrimination Act of 1975; and other applicable laws and regulations.

Clients will be provided written notice of the termination, written notice of the right to file a grievance with the Center and an explanation of the grievance procedure, and upon request, provided contact information for the Health and Human Services Commission Family Violence Program for complaint purposes. (See Notice of Termination of Services). TAC FV 379.612

Residents and non-resident family violence clients requesting services to whom services have been previously terminated, may have their cases reassessed to determine if the same behaviors are present that resulted in the previous termination. If it is determined that the behaviors are no longer present, the victim may be allowed to return to HCWC for services. If it is determined that the behaviors are still present, then a staff member or volunteer will assist the client in re-evaluating their safety plans and in obtaining alternate resources. For residential clients, if we have determined they will not be readmitted, every effort will be made to find them alternative shelter. TAC FV 379.607

This policy will be reviewed every five years.

Client Rights

The Center will provide written rights to all clients. These rights will also be prominently posted in the Shelter, in the Counseling and Resource Center, and in all offices. An adult client has the right:

- To be treated with respect and with a helpful attitude.
- Not be discriminated against on the basis of gender, race, religion, cultural diversity, or sexual orientation.
- To ask questions and make their own decisions.
- To report unethical behavior through the established grievance procedure.
- To refuse to answer any questions or disclose any information they choose not to reveal.
- To know the limits of confidentiality and the circumstances in which their counselor/caseworker is required to disclose information to others.
- To know if there are supervisors, interns, volunteers, or other staff members with whom their counselor/caseworker will discuss their case.
- To request to see their file (Executive Director must approve).

GRIEVANCE POLICY

If a client is dissatisfied with the services provided by the Center, the client should first talk with the person(s) with whom they have the problem. If the problem cannot be resolved in this manner, the client may write a letter describing the situation as clearly and concisely as possible, address your letter to the Executive Director, and mail or deliver to:

Executive Director
HCWC
P.O. Box 234
San Marcos, Texas 78667-0234

The client will receive a timely response from the Executive Director. If the problem remains unresolved, you may write a letter to the president of the HCWC Board of Directors at the above address.

A client may also be entitled to appeal a termination of services to a state agency that provides funding to us for services. This could include the Children's Advocacy Centers of Texas (for persons seeking services at Roxanne's House), the Office of the Attorney General (for services to victims of sexual assault) or the Texas Department of Health and Human Services (for services to victims of family violence). If a family violence client has a complaint that is not resolved to their satisfaction, they can contact the HHS Office of the Ombudsman by calling 1- [REDACTED] selecting a language, and then Option 3, or by making an online submission at <https://hhs.texas.gov/about-hhs/your-rights/office-ombudsman>.

LGBTQ Accessibility Policy

HCWC will take all meaningful steps possible to provide an environment in which every individual is treated with respect and dignity. HCWC acknowledges the alarming statistics outlined by the Center for Disease Control that show survivors of family violence identifying as LGBTQ experience intimate partner violence at a higher rate than heterosexual survivors.¹ As such, HCWC commits to providing a safe place for survivors in which all lives, needs, and identities are respected. Survivors who identify as LGBTQ should not be subject to harassment or discrimination while receiving services at our agency, and will be treated with dignity, equality, and respect. HCWC has developed the following policy designed to meet that goal.

LGBTQ survivors will receive equal treatment, without bias, and be treated in a friendly, culturally appropriate, and professional manner. In counseling and service provision, differences in sexual orientation, gender identity, or gender expression will be affirmed and supported with appropriate tools and awareness.

HCWC will promote an open and accepting environment and provide the highest quality of services to survivors of family violence regardless of their actual or perceived sexual orientation, gender identity or gender expression.

¹ Walters, M.L., Chen J., & Breiding, M.J. (2013). The National Intimate Partner and Sexual Violence Survey (NISVS): 2010 Findings on Victimization by Sexual Orientation. Atlanta, GA: National Center for Injury Prevention and Control, Centers for Disease Control and Prevention. Available at: http://www.cdc.gov/violenceprevention/pdf/nisvs_sofindings.pdf (Accessed on November 12th, 2013).

Employees, volunteers and other individuals involved in providing services to LGBTQ-identified, or perceived, survivors shall not discriminate against or harass any survivor and will notify their supervisor with any evidence of discrimination immediately.

HCWC promotes an accepting and encouraging environment for transgender and gender nonconforming survivors and employees. Residents or nonresidents identifying as transgender shall receive support and assistance in determining their needs appropriate to their preferred gender identity. If a survivor chooses to disclose transgender status, medical history, or sexual orientation, their confidentiality will be respected.

HCWC seeks to provide a supportive environment for LGBTQ employees. HCWC will train all staff on preventing and responding to harassment and bullying.

HCWC recognizes that the choice to share personal information, such as sexual orientation or relationship status, resides solely with each individual employee. If a staff member discloses their sexual orientation, gender identity, or relationship status to another staff member, that staff member should not share this information with employees, clients, or others involved in the organization without the first person's express consent.

Harassment or Discrimination Claim Procedures

Individuals who feel they have been subject to discrimination or harassment should report this to their advocate. If an individual is uncomfortable discussing concerns with their advocate, a grievance may be filed with the Executive Director. The Executive Director will review the grievance in conjunction with the Director of Programs and Services and the Director of Operations in all claims of harassment or discrimination. If a resident or nonresident feels that their concerns need further attention, their grievance will proceed to the President of the Board of Directors and the contact information for the Health and Human Service Commission Family Violence Program will be provided at their request.

Any claim of discrimination or harassment will be monitored and acted on in accordance with this policy. Because HCWC takes any claim of harassment or discrimination with the seriousness it deserves, a corrective action plan will be put in place that seeks to honor this accessibility policy. Those in violation of this policy will be subject to disciplinary action up to and including termination.

Policy Number: 03.01
Effective Date: March 2020

Personnel

While the Board of Directors sets forth policy and hires an Executive Director, the Executive Director administers the activities of the Center, a designated non-profit organization. The Executive Director of HCWC is responsible for developing personnel procedures. Personnel policies and procedures will balance the needs of the employee with the needs of the Center and will be administered fairly.

These Personnel policies and procedures describe the terms of employment that HCWC agrees to provide its employees, as well as the expectations the Center has regarding

employees' performance and behavior. An employee agrees to these when he/she accepts a position at the Center.

Policies approved by the Board of Directors are noted in bold text. When appropriate, procedures follow a policy and are noted in non-bolded text. Procedures can be modified by the Executive Director with the Board of Directors informed of changes at the next regularly scheduled board meeting. The Board of Directors maintains the ultimate authority for policy and procedure decisions.

Every employee is expected to be familiar with these personnel policies and should consult with his/her Team Leader or the Executive Director on questions of interpretation before decisions are made or actions taken. The Executive Director and the President of the Board may consult in interpreting policy decisions.

LEGAL ISSUES

1. Employment at Will

Policy

The issuance of this Personnel Policy does not constitute an employment contract. The policies are subject to change at the discretion of the Board of Directors. Employment is a relationship that exists as long as both HCWC and the employee determine it is in their respective best interests. Employees are free to resign at any time for any reason; however, two week's advance notice is requested. Similarly, HCWC is free to determine that continued employment of any employee is not in its best interest and is free to discharge that employee without notice.

2. Non-discrimination in Hiring

Policy

Candidates for employment will be considered without regard to race, age, religion, national origin, political affiliation, marital status, sex or sexual orientation. Physical or mental handicaps will be considered only when not in violation of the Americans with Disabilities Act.

3. Fair Employment Law

Policy

HCWC is committed to an affirmative action/equal opportunity policy in recruiting, hiring, training, placement and promotion for all positions without regard to sex, race, religion, sexual orientation, handicap, color or age, and that all decisions shall be based on the qualification of the individual being considered. HCWC is under the jurisdiction

of the Fair Employment Law and is in compliance with the Civil Rights Act of 1964, Age Discrimination in Employment Act, Americans with Disabilities Act of 1990 and Equal Pay Act.

Procedure

The Center is an equal opportunity employer and we encourage a creative, diverse, and inclusive work environment. All leaders of the Center recognize the value of every individual in creating success for our programs and services. The Center is committed to recruiting, hiring, developing, and promoting employees without discrimination. The Center does not discriminate against employees or job applicants on the basis of race, religion, color, sex (including pregnancy), national origin, disability, military or veteran status, age, citizenship, genetic information, sexual orientation or any other characteristic protected by law. All employees are entitled to a workplace free of unlawful discrimination, harassment or retaliation by management, co-workers, clients, volunteers, vendors, donors, and all other third parties. The Center's employees are also prohibited from discriminating against or harassing clients, volunteers, vendors, donors, and all other third parties. Employees must immediately report violations of this policy to Executive Director.

4. Immigration Law Compliance.

Procedure

The Center is committed to employing only those individuals who are authorized to work in the United States and who comply with the requirements of the Immigration Reform and Control Act of 1986 ("IRCA"). Under IRCA, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form (I-9 Form) and present legally acceptable documentation establishing identity and employment eligibility. This must be done within 3 days of beginning employment. Failure to provide the necessary documentation within 3 days will result in termination of employment. Former employees who are rehired must also complete an I-9 Form if they have not completed an I-9 Form with the Center within the past 3 years, or if their previous I-9 Form is no longer retained or valid.

5. Fair Labor Standards Act of 1938

Policy

The Fair Labor Standards Act of 1938 requires employers to identify each position as exempt or non-exempt. (See Exempt and Non-Exempt Status)

6. Hiring Authority

Policy

As stipulated in the Bylaws, the Board of Directors is responsible for the employment of the Executive Director. The Executive Director is responsible for the employment of the remainder of the staff.

7. Nepotism

Policy

No employee will hold a job with this Center while s/he or any member of his/her immediate family serves on the Board of Directors. Immediate family includes husband, wife, father, mother, brother, sister, son, daughter, father or mother-in-law, brother or sister-in-law, son or daughter-in-law, or significant other.

No candidate for a staff position will be hired if a member of their immediate family who would have direct or indirect supervisory authority over him/her, is on the payroll of the Center. Immediate family includes all those listed in paragraph 6 above.

No board member may be employed by the Center in a salaried capacity. Board members applying for staff positions must resign from the board before applying. HHSC TAC 379.401 and [REDACTED]

8. Reward for Political Activity

Policy

Employment by HCWC will not be offered as a reward for political activity, or for the active support of a political party or candidate.

9. Promotion

Policy

HCWC has a policy of promotion from within if the applicant meets the job requirements and profile of the person best suited for the job. Volunteers are included in this group.

Procedure

Management Team must decide that it is to the benefit of the agency for a staff member, who has been in a position for a year or less, to apply for a different position within the agency because of the agency's investment in training.

10. Hiring Procedures

Policy

HCWC utilizes a hiring system that does not impact one protected class more than another, treats all candidates equally, and utilizes interview processes that are uniform for all candidates within a particular position.

Procedures

If a suitable, internal candidate is not available (see #9), at least three candidates will be considered for every opening to assure that the best person available is hired. Every effort will be made to notify all segments of the community, and other appropriate agencies, of job openings at the Center. The Center will comply with all Affirmative Action/Equal Opportunity regulations when advertising and hiring. Interview questions will be chosen to gain information, which is directly related to the job description and will be uniform for all

applications. At least three reference checks will be obtained to verify the accuracy of information provided by the applicant. The application, screening and interviewing materials will be retained by the agency for three years and 90 days or until all litigation, claims, or audit findings are resolved, whichever is longer.

The standard procedure will be:

1. Prepare a packet of information to be distributed to all applicants which includes a standard letter provided by the Director of Operations, a job description, and the standard Application for Employment with appropriate job specific questions included.
2. The Director of Operations will advertise the position on free websites and through other avenues as appropriate and as funding permits. Postings will seek candidates from diverse backgrounds.
3. The Director of Operations will forward the packet to interested parties and receive completed applications for screening.
4. The Team Leader, in consultation with the Executive Director, will prepare a scoring tool that identifies experience and attributes of qualified candidates for the position.
5. The Team Leader will identify a team to score all applications received.
6. At a minimum, the three candidates receiving the highest scores will be interviewed by a consistent interview team.
7. The best candidate will be referred to the Executive Director and/or the Director of Programs and Services for a follow-up interview.
8. The Team Leader or the Director of Operations will contact at least three references. References should be supervisors from past paid employment if possible.
9. A final review of all information on a candidate will be conducted by the Executive Director and/or Director of Programs and Services, the Director of Operations and the Team Leader before an offer of employment is extended.
10. Candidates who were interviewed in person will be contacted by phone to inform them of the hiring decision. All other candidates will be notified by mail or email.

11. Background Checks

Policy

Hiring will be contingent upon the results of a criminal history check and a driving record check.

Procedure

New employees will be asked to complete the appropriate forms to allow for a criminal history check and driving record check to be submitted during the first week of employment. The results should be sent directly to HCWC. Individuals who have not lived in Texas in the two years prior to applying for employment will be subject to an out-of-state criminal history check. Appropriateness for continued Center employment will be determined after review of the required background checks. Activities will be appropriately restricted until review of the background checks. Any employee who is convicted of a **disqualifying offense** should notify the Executive Director immediately. Appropriateness for continued Center employment will be determined at that time. All HCWC staff will have their criminal history rechecked every three (3) years.

June, 30th 2025

To whom it may concern,

Our family can not thank Roxanne's House enough for their support and counseling they have given to my two granddaughters.

Roxanne's House has offered their services for over a year now even suspending their services for one of my granddaughters until she was ready to start opening up more. They have never turned their back on us and are always there for us when we need them and was able to get her back into counseling services right away.

We also extremely appreciate being able to go to "Donations" for clothes, feminine products, self care, etc. This has really helped take a load off of their family of six.

Now about their Counselor Courtney. My granddaughters absolutely love and "trust" her. She has always been kind, thoughtful and always responds right away to any questions we may have. My granddaughters have always felt safe with her.

Again, I don't know what would have happened to my granddaughters after the Trauma they experienced if it wasn't for the services Roxanne's House has provided.

Thanks again for your services,
LaDana Gott

Hello Decision Makers,

My name is Kat and I am the mother of a beautiful 13 year old survivor. As a survivor myself, it was unimaginable that a year and a half ago I found myself literally drowning in the hellscape of my worst nightmares come to life... and that was when I was first introduced to Roxanne's House.

They were like an army of angels pulling me out of the depths of horror. From our first meeting to our graduation everyone has been so caring and knowledgeable, available and supportive. I have had my fair share of therapy and these facilities are filled with the greatest of people- and because of them I have never achieved as much as I have achieved here.

Both my daughter and I received services; one on one therapy, group therapy, and the resource center. My daughter also had the blessing of giving her statements in a warm and supportive environment as opposed to the coldness of the police station. She had the caring support in the exam room instead of a cold doctor's office. All of this was such an incredible gift that will continue to give for a very long time.

When we first started, my daughter was dissociative and self harming, and I was unable to function, floundering with the simplest of things. We made it through suicidal ideation, unemployment and depression, and our lives crashing and burning; to coming out the other side, recognizing the journey and the reality of joy in just taking one more step forward, every day.

We know the journey is not over, and we are looking forward to continuing to enjoy group therapy, and moving on to the next step towards healing.

I know that without Roxanne's house, my daughter would not be here, and I don't know that I would be either. I am so grateful to report that we are both back to being connected, loving, and understanding together and contributing members of our community.

I could not recommend a more appropriate place for healing, and I have recommended it to 3 people who have been accepted into services.

Hear our successes and know that Roxanne's house and HCWC is the right choice for your support.

Thank you for your generosity.

Thank you for saving our family and our community ❤️

July 9, 2025

Dear Grant Committee Members,

My name is Noella Hill, and I work for Santa Rosa Hospital in San Marcos. I am a Sexual Assault Nurse and I am a member of the multidisciplinary teams in Hays and Caldwell County. I am recommending HCWC to receive funding from the Office of the Attorney General for the Sexual Assault Program. I currently provide exams on children and adults that have been sexually abused. I provide Medical Forensic Exams to each and every patient that I am in contact with including testifying in court. I am also called in as an expert witness to testify in these cases. As a Sexual Assault Nurse Examiner for Santa Rosa Hospital we partner with HCWC and Roxanne's house in providing exams to survivors. My role as a nurse is important to start the healing process for each and every survivor. I cannot provide the care without the help of our advocates from Hays County Women's Center. The role of the advocate is very important in providing resources such as counseling and crisis intervention. The services provided by HCWC are vital to the continued healing of each and every survivor. The advocates and members of HCWC have extensive training to help provide these services.

I currently live in San Antonio and I travel to San Marcos to provide exams so that patients do not have to travel to other facilities while they are in a crisis situation. HCWC provides a 24/7 hotline number to assist a person in need of services. The hospital responds with the advocate when a survivor needs an exam. This exam can be a non-reported exam or a reported exam. The exam can be extensive and long and an advocate is needed to help the survivor from the beginning to the end of the exam. Sometimes just a listening ear is all a survivor needs. I am very proud to work with HCWC and I have seen how all of their services from counseling, legal services and even providing a shelter in the times when a survivor may not have a safe place to go. I have seen the services HCWC has provided over the years and they do exceptional work.

Thank you for considering funding for HCWC their services are vital to this community.

Thank you,

Noella Hill

Noella Hill, Noella Hill RN CA/CP SANE CFN

Sexual Assault Nurse Examiner at Santa Rosa Hospital in San Marcos, Gonzales Regional Children's Advocacy Center, Crisis Center of Comal at Resolute Hospital