

— 2025 —
IMPACT
REPORT



Wellspring
Living®

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2025 Leadership Team

- | | |
|---|---|
| Christian Murphy , Chief Executive Officer | Michelle Graves , Director of Community Engagement |
| Dr. Alissa Tertichny , Chief Impact Officer | Dionysia Ambrose , Institute Director |
| Heather Lively , Chief Operating Officer | Darya Reed , Clinical Director |
| Jacques Posey , Chief Financial Officer | Dr. Charlotte Davis , Director of Education |
| Thiopia Ash , Chief People and Compliance Officer | Delton MaGee , Director of Receiving Hope Center |
| Andrea Hipwell , Senior Director of Adult Services | Deana Montgomery , Director of Women’s Residential Program |
| Victoria Shelton-Stroud , Senior Director of Development | April Fresh , Director of Women’s Academy |
| Barbara Giuliano , Director of Operations | |

2025 Board of Directors

- | | |
|---|---|
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Principal – On Display Designs | Chandra Moore-Banks
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Community Advocate |
| Jessica Gaby
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- Mike Montgomery**
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- Kristi Thelen**
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- Robyn Townsend**
- August Trammell**
- Greg White**
- Melissa White**



Letter from Our Executive Director

HEATHER LIVELY

Executive Director 2026 | Chief Operating Officer 2025

Dear Wellspring Living Community,

As we reflect on 2025, one word rises above the rest: *steadfastness*.

We see it every day in the youth and women who walk through our doors. They face unimaginable circumstances with courage. They choose healing when the path is hard. They move forward — sometimes one brave step at a time — with a strength that humbles and inspires us.

In many ways, 2025 asked for that same steadfastness of Wellspring Living.

The need for safe housing and trauma-informed care continued to grow. The needs of those we serve became increasingly complex. Stewardship of resources demanded thoughtful and faithful leadership. Yet this community of board members, dedicated staff, and generous supporters remained unwavering in its commitment. When challenges arose, we leaned in—anchored by our mission and strengthened by our community.

In 2025, Wellspring Living directly impacted 1,206 individuals - including 202 individuals through our service programs and 1,004 individuals through our education and awareness initiatives.

This impact reflects more than services delivered — it represents lives stabilized, confidence rebuilt, education pursued, and futures reclaimed.

None of this happens by accident. It happens because a community believes that every survivor deserves safety, dignity, and opportunity.

For 24 years, Wellspring Living has stood as a place of hope. As we approach our 25th year of service, we do so with both gratitude and vision — committed not only to sustaining this work, but to deepening and strengthening it for the years ahead.

Thank you for standing with Wellspring Living in 2025. Your partnership makes steadfastness possible — and ensures that hope continues to grow.

With gratitude,

“
This impact reflects more than services delivered, it represents lives stabilized, confidence rebuilt, education pursued, and futures reclaimed.
”

The Next 10 Years: Our Theory of Change

In 2025, Wellspring Living partnered with Impact Rising to develop a comprehensive Theory of Change to guide its work over the next decade. This process clarified the long-term impact Wellspring seeks to achieve and the strategies required to get there.

The problem at the center of this work is stark: **Survivors of sexual exploitation face systemic barriers to safe housing, healing, and economic opportunity—leaving them, their families, and communities at risk of re-exploitation.**

Atlanta—a major U.S. metropolitan area with some of the highest income inequality in the nation—offers a clear example of the deep divides that fuel vulnerability across Georgia, which ranks among the top 10% of states for human trafficking cases.

Yet service providers across Georgia and the U.S. often lack the training, resources, and coordinated infrastructure needed to deliver consistent, trauma-informed care. Investing in these systems is key to interrupting cycles of exploitation and building more resilient ecosystems of support.

By 2035, Wellspring Living will expand its reach tenfold, empower survivors to reclaim safety, stability, and opportunity, and strengthen the national standard of care—driving lasting impact across the anti-trafficking ecosystem for generations to come.

This intended impact is pursued through four interconnected approaches:



HOUSING

Providing a continuum of safe, secure housing, from stabilization through transitional and independent living.



HEALING

Meeting survivors' basic needs and supporting holistic healing through trauma-informed clinical services, life skills development, and connections to community resources.



EDUCATION

Advancing academic and career pathways through Hope Academy, Women's Academy, and partnerships with education providers.



FIELD-BUILDING

Strengthening the sector through training, mentorship, advocacy, awareness campaigns, policy initiatives, research, and publications in collaboration with other organizations.

Together, these efforts propel Wellspring Living beyond individual programming to create a future where survivors can reclaim their lives, achieve independence, and thrive in communities that prioritize freedom, opportunity, and safety.

2025 Organizational Impact

2025 OVERALL
IMPACT:
1,206
INDIVIDUALS

Wellspring Living directly impacted 1,206 individuals including 202 individuals through our programs and 1,004 individuals through our education and awareness initiatives.

HOUSING

Wellspring Living provided **13,372 nights of housing** across all residential programs.

Wellspring Living served **50 unique participants** through housing navigation services, providing **55 housing vouchers**, **83 utilities vouchers**, and supporting **11 participants** transitioning to safe and stable housing post-graduation.

"I like the fact they give you your own space and time to reset your mind in your room after big activities like class or physical activities or even just eating."

Receiving Hope Center 2025 Q3 Participant

HEALING

Wellspring Living facilitated access to **237 medical appointments** and **106 dental appointments** for participants in residential programs.

Wellspring Living mental health staff provided **2,977 sessions** (1,446 individual and 1,531 group) for a total of **2,809 hours of clinical treatment**.

"I've achieved so much. I got my kids back, I'm still sober, and my trauma no longer affects me negatively."

Post-Program Support 2025 Q3 Participant

EDUCATION

At the Receiving Hope Center's Hope Academy (middle and high school), youth participants earned **110 course credits** in 2025.

At the Women's Academy, **13 participants** in the Adult Education Pathway earned their GED and **25 participants** in the Career Pathway obtained a form of employment during their enrollment period.

"I would recommend the program by informing them about the different life skills, the support you'll receive, career development, such as learning software, how to communicate effectively, and self awareness you'll benefit from being in the program."

Women's Academy 2025 Q4 Participant

FIELD-BUILDING

The 2nd Annual Activate Conference was attended by **123 individuals**, representing 60 organizations, and included service providers, law enforcement, government agencies, nonprofits, universities, churches, and community members.

Wellspring Living's Institute estimates an exponential impact of **56,938 lives touched** either directly or indirectly by Trainees, Mentorship Organizations, and the communities they serve.

"I am happy I took this training because I was misinformed about the issue."

2025 Institute Training Attendee

2022-2025 Strategic Plan: Celebrating Our Progress

Wellspring Living concluded the 2022-2025 Strategic Plan, which framed the work of Wellspring Living within the growth cycle of a flower. So often, we recognize that our role is to be the fertile soil where we can plant seeds in the lives of those we serve so they may experience the growth needed to realize beauty in their lives. We celebrate our progress over the past three years as we continue to move into our next strategic cycle.



CULTIVATE SOIL

Expanded HR team from one HR Manager to a team composed of a Chief People & Compliance Officer, Talent Acquisition Coordinator, and HR Generalist.

Strengthened the employee lifecycle with streamlined preboarding/onboarding processes, started monthly CommUNITY Moments, offered mental health services via Nivati, provided training through the Relias training platform, and regularly solicited employee feedback.

Launched Elevated Leadership, an application-based 6-month cohort-style professional development program designed to increase leadership competencies. From 2023 through 2025, 53 employees graduated from Elevated Leadership.



PLANT SEEDS

Elevated trauma-informed care services through Trust-Based Relational Intervention (TBRI®), an attachment-based intervention for children who have experienced complex trauma, and The Seven Challenges®, a counseling program for participants with a history of using alcohol and other drugs to facilitate thoughtful decision-making.

Began offering financial literacy services that were facilitated by staff who earned the Certified Financial Education Instructor® credential.

Expanded organizational clinical leadership through the addition of a licensed Chief Program Officer and Clinical Director. Streamlined mental health service delivery models.



GROW FLOWERS

Opened the Post-Program Support department, including the new "Bridge" Transitional Living Program and community-based transition support.

Hired a Housing Navigator, a dedicated staff member focused on supporting participants with obtaining and maintaining independent housing.

Launched the Graduate Speakers Bureau, a compensated professional development opportunity for program Graduates to receive training and engage as educators and advocates.



APPRECIATE BEAUTY

Updated program logic models in order to promote data-informed program development that lead to positive long-term outcomes.

Partnered with Child Advocacy Centers of Georgia and Safe Passage Georgia to provide care coordination and mentorship for youth transitioning out of residential programs.

Celebrated the first successful transitions to independent living from the Bridge Transitional Living Program.





Kiarra Philippe
Youth Placement Specialist

Kiarra Philippe first joined Wellspring Living during the 2022–2023 academic year as a Master of Social Work intern in the Girls Residential Program (GRP). Through case management and daily support, she quickly built meaningful relationships with the youth she served and discovered a deep passion for the work.

After returning as Direct Care Staff in summer 2023, Kiarra continued her journey with Wellspring Living in 2024 as a Post-MSW Fellow, made possible through funding from Victory Church. This fellowship—one of only two in Georgia—provides specialized clinical

training for working with survivors of trafficking. During her fellowship, Kiarra strengthened and supported the admissions process for the GRP.

In May 2025, she was promoted to Youth Placement Specialist, where she now welcomes youth entering Wellspring Living’s residential programs, conducts

care assessments, and supports their transition into services.

Kiarra’s journey reflects Wellspring Living’s commitment to investing in and developing compassionate leaders who walk alongside survivors on their path to healing.



“Working at Wellspring Living helped me discover my passion and purpose through serving youth. Being part of an organization that advocates for policy change around exploitation and trafficking allows me to feel deeply aligned with its mission.

Walking alongside our survivors continues to fuel my commitment to serve and advocate for meaningful change.”

Participant Spotlight

It is difficult to measure the impact of Wellspring Living within a single year, because the change in my life began several years ago when I was accepted into the program. That moment marked the beginning of a healing journey grounded in safety, support, and consistency. Through therapy and the steady care of compassionate staff members, I was given the time and space to heal and to begin believing in myself again. Wellspring helped me understand that I am more than my past and that lasting change was possible.

Healing also came through structure and daily rhythms, many of which I did not fully recognize as impactful until I looked back. Being given consistency, guidance, and clear expectations helped me develop habits that brought balance and order into my life. Caring for my living space became a way to care for myself, and I began to notice how much calmer and more focused I felt when my environment was organized. That structure created a sense of stability and safety that allowed me to think more clearly, manage stress more effectively, and continue healing with greater confidence.

Wellspring Living also helped me imagine a future. Through a partnership with a major airline, I secured an internship that led to permanent employment and acceptance into a pilot pathway program. I will begin flight school in Spring 2026, a milestone that once felt out of reach.



“Because of Wellspring, I am no longer just healing. I am building a life filled with purpose, confidence, and possibility.”

Wellspring Living gave me the foundation to move forward with hope and direction. The impact of this program began years ago and continues to shape who I am becoming, extending far beyond this past year and into my future.”

Participant: Women’s Residential Program (2022-2024), Women’s Academy (2023-2024), and Bridge Transitional Living Program (2025-2026)



Organizational Values

In 2025, Wellspring Living launched **SPACE Values**, an updated set of organizational values that were developed in partnership between organizational leaders and a Lived Experience Expert Consultant from the Office for Victims of Crime’s (OVC) Survivor Engagement Training and Technical Assistance (SETTA) Project.

These values were created to center our shared purpose, inspire how we work together, and guide how we care for one another and those we serve.

They reflect our commitment to lead with compassion, work in unity, and deliver meaningful care with integrity and excellence.

Servant Leadership

We lead by example, prioritizing the needs of others. We foster a culture of mentorship, support, and empowerment. Every role contributes to the success of our mission.

Power of Community

We are stronger together, working collaboratively to achieve our goals. We cultivate relationships built on trust, respect, and inclusivity.

Appreciation for the Individual

Every voice matters and contributes to our shared success.

Compelled by Faith

Our work is driven by a deep sense of purpose and service.

Excellence in Care

Quality care and meaningful impact are at the heart of everything we do.

Measuring Success: 2025 Impact Data

Our Impact Report includes data from Wellspring Living’s 2025 Quarterly Participant Feedback Survey (PFS). Quotes in this report from minors are included with both guardian consent and participant assent. Quotes from adults in this report are included with participant consent. Identifying information has been removed to protect participant confidentiality.

Score Guide:

- **Net Transformation Score:**
How much a Participant’s time in the program has transformed their life for the better
- **Net Promoter Score:**
How likely a Participant is to recommend the program to a person in a similar situation
- **Satisfaction Score:**
1-5 scale, 5 being the highest

• Net Score Benchmarks:

- Above 80 is World-class
- Above 50 is Excellent
- Above 20 is Favorable
- Above 0 is Good
- Below 0 is Needs Improvement

	Wellspring Living	Receiving Hope Center	Women’s Residential Program	Women’s Academy	Post-Program Support
Net Scores					
Annual Net Transformation Score	36 Favorable	10 Good	46 Favorable	67 Excellent	59 Excellent
Annual Net Promoter Score	47 Favorable	0 Good	53 Excellent	95 World Class	87 World Class
Satisfaction Scores : Scale of 1-5					
Composite:	4.2	3.8	4.1	4.6	4.5
Program Staff:	4.1	3.6	3.7	4.7	4.7
Program Facilities:	4.3	3.8	4.3	4.6	4.5
Clinical Case Management:	4.3	NA	NA	4.6	4.7
Education Services:	4.1	4.0	3.7	4.6	4.1
Enrichment:	4.1	3.7	4.1	4.6	4.3
Counseling:	4.4	4.1	4.2	NA	NA
Non-Clinical Case Management:	4.2	3.8	4.3	NA	NA

Wellspring Living

Since 2001, Wellspring Living has provided survivors of commercial sexual exploitation and those at-risk (ages 12+) with comprehensive, trauma-informed, participant-centered recovery services through residential programs and community-based programs. Wellspring Living's mission is to join survivors to disrupt sexual exploitation and trafficking through housing, healing, and education.

2025 OVERALL IMPACT:
Served 202 unique participants including 80 youth and 122 adults

Key Update: Youth Services Merger
In October 2025, Wellspring Living made a strategic shift to strengthen our continuum of care by transitioning long-term residential services from



our Girls Residential Program (GRP) in Fulton County to our Receiving Hope Center (RHC) in Paulding County, bringing both short- and long-term services under one roof. GRP has been a meaningful part of our history and impact for the past 17 years. In 2025,

“Because overall the program helps girls that are sex trafficked, they provide safety, therapy, school and etc. Everything a girl needs.”
GRP 2025 Q1 Participant

we were honored to serve 25 participants through this program. We are grateful for the legacy of GRP and look forward to continuing to serve youth with excellence at RHC.

Receiving Hope Center

Receiving Hope Center (RHC) is a residential program for youth ages 12 to 17 who are survivors of commercial sexual exploitation.

Programming is individualized to meet the needs of each participant, with options for both stabilization and long-term services at one location.

During the stabilization phase (up to 3 months), recovered youth are able to immediately enter into a safe environment, be assessed, and have their needs met. Residential services are available (up to 13 months) for



youth who need longer-term support. While at this residential facility, participants receive case management, therapy, medical care, academic support, life skills, and enrichment services.

Capacity: 20

Impact:
Served 55 unique participants
In 2025, RHC developed a new policy and procedure to be able to accept out-of-state youth through the Interstate Compact on the Placement of Children (ICPC), and served their first ICPC placement. This will expand RHC's reach beyond GA and position the program to be a national resource for youth who have been exploited.

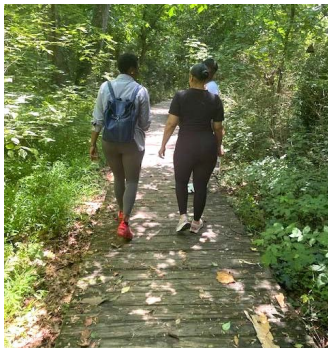


“So far I can already feel my mindset changing and my thought process overall changing to a more positive space and being more determined with my life.”
RHC 2025 Q3 Participant

Women's Residential Program

Women's Residential Program (WRP) is a residential program for women ages 18+ who have experienced commercial sexual exploitation and those at-risk.

The program starts with a three to six month period of stabilization, assessment, and skill building.



After the stabilization phase, participants who need longer-term support have the opportunity to meet personal, educational, and career goals in the Independent Living phase, which is about 12 months.

During the Independent Living phase, participants have access to attend the Women's Academy for support with educational and career goals. Wrap-around services include therapy, case management, life skills, and enrichment.

At the end of the program, which cumulatively lasts from 12-18 months, participants will be ready

to live independently through accessing appropriate housing, gainful employment, and emotional healing.

Capacity: 16

Impact:

Served 30 total participants

WRP's clinical team was expanded in 2025. The new team approach has increased mental health service delivery, fostered collaborative multidisciplinary treatment planning, and elevated the therapeutic environment at WRP.



"I am a completely different person since I came through the door at WRP. I was quiet and fearful, didn't trust anyone at all. [...] But I'm living life sober and I'm laughing again, it's been a long time since I've felt secure enough to be myself and laugh! I'm forever grateful to the staff at Wellspring Living for not giving up on me!"

WRP 2025 Q4 Participant

Women's Academy

Women's Academy is a community-based program that serves women ages 18+ who are pursuing educational and career goals. The Adult Education Pathway provides support with GED attainment.

The Career Pathway provides workforce development training and opportunities for paid apprenticeships with corporate partners.

Participants at the Women's Academy have access to individualized wrap-around services for the duration of their enrollment.

Impact:

Served 84 total participants across Adult Education (GED) and Career (workforce development and apprenticeship) Pathways.

- In 2025, 74% of Career Intensive Participants completed programming.
- In 2025, approximately 60% Participants enrolled in the Adult Education Pathway passed at least 1 GED subject test and 42% earned their GED.

- Women's Academy provided 598 transportation assistance services (i.e., MARTA card or gas card) and 11 childcare stipends to reduce barriers of program participation.



"I'm very satisfied. I came in not believing in myself feeling like I life was over. [...] I was on the verge of giving up. My church introduced me to the program. Now I have only one part of my GED exam to take. I'm confident. The staff has encouraged me to do so much. I'm thriving and so much better because God placed Wellspring in my path. Next step is my career path."

WA 2025 Q3 Participant

Post-Program Support

Post-Program Support offers several services for program participants and graduates who are navigating transitions toward independence after engaging in Wellspring Living programming.

These services include:

- **The Bridge:** Transitional Living Program
- **Housing Navigation:** Housing-specific case management, housing vouchers, and utility vouchers

- **Clinical Case Management:** Ongoing mental health, substance use recovery, and case management support

Capacity: The Bridge Transitional Living Program has 9 apartments for women and their children, including 6 one-bedroom apartments and 3 two-bedroom apartments

Impact:

Served 35 unique participants

The Bridge: 14 participants and 2 children

Community: 24 (includes 3 Bridge)

In 2025, the Bridge added a refrigerator and more shelving to the food pantry and expanded the inventory of the on-site food pantry to include fresh produce, meat, and dairy to support the nutritional needs of Participants.



“I am just beginning my stay at the bridge. I feel very safe and content, but also I have hope for the possibilities of my future. I love all the ladies who make it possible for me to bravely pursue my dreams. God is here and with Wellspring and I am thrilled to have been gifted a chance at this opportunity.”

PPS 2025 Q1 Participant

Wellspring Living Institute

Wellspring Living's Institute is the organization's dedicated training department that focuses on anti-trafficking awareness, prevention, and trauma-informed intervention.

Training opportunities include Thursday Talks at the Table (monthly webinars), training sessions by request, and the annual ACTIVATE Conference.

Mentorship is the Institute's tailored consulting service for organizations seeking to open programs for survivors of trafficking or expand service delivery to this population.

Through these efforts, the Institute has a critical role in strengthening the anti-trafficking sector and improving anti-trafficking services locally and nationally.

The UPS Foundation is the Major funding partner for the Wellspring Living Institute.

Impact:

Facilitated 51 training events, providing direct training to 1,004 individuals, including 730 professionals, 91 parents/community members, and 183 youth.

Representatives from 17 organizations engaged in more than 1 training, demonstrating a commitment to anti-trafficking education.

Wellspring Living's Institute served 16 organizational mentorship clients in 2025, impacting 1,882 individuals, including staff and beneficiaries. Organizational Mentorship services supported a new program opening in Minnesota and a program earning licensure

in Georgia, expanding survivor access to care.

100% of attendees at the 2025 Activate Conference rated their overall satisfaction with the experience at 4+ out of 5.

At Wellspring Living's 2nd Annual Activate Conference, continuing education units (CEUs) were offered for the first time, and 54 CEUs were awarded to 11 mental health professionals in attendance.



“As a survivor, I am grateful that the voices of survivors were included. This was one of the best conferences I have attended. The topics and organization were great.”

2025 Activate Conference Attendee



The UPS Foundation

SCAN

REQUEST A TRAINING OR INQUIRY FOR ORGANIZATIONAL MENTORSHIP



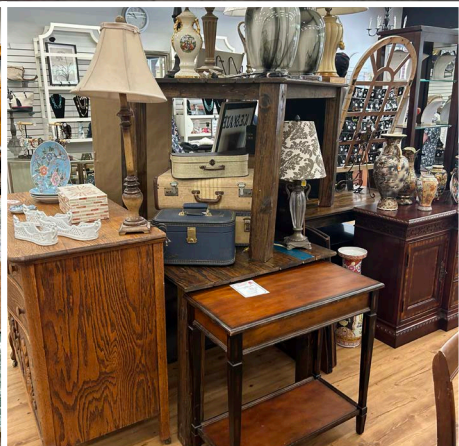
ATTEND A THURSDAY TALK AT THE TABLE





Treasures

Treasures is Wellspring Living’s upscale resale store, where clothing, jewelry, artwork, books, furniture, and home goods find new purpose! Profits from these sales are a revenue source for the organization, supporting the recovery of the youth and women that we serve.



Impact:

Treasures 2025 Revenue was \$601,827

Come shop with us in-person at Treasures in Peachtree City at 116 Peachtree Ct., Peachtree City, GA 30269

Donate new and gently used items for our programs or retail sale.

Treasures Duluth Closing

For 20 years, the Treasures retail store in Duluth was more than just a shop; it was a community gathering place where donations and volunteer efforts transformed gently used items into life-changing opportunities for survivors of sexual exploitation.

Due to reduced sales, we made the difficult decision to close the Duluth location on Friday, September 26, 2025.

We remain grateful to every volunteer, donor, and shopper who contributed to our mission through Duluth Treasures.

Though the store is closed, we remain committed to the local community through volunteer opportunities at the Women’s Residential Program in Duluth. Complimentary pick-up service is also available throughout the Metro Atlanta area.

SCAN

COMPLIMENTARY PICK-UP SERVICE IS AVAILABLE IN THE METRO-ATLANTA AREA



SUPPORT OUR MISSION AND SHOP FOR GREAT FINDS ONLINE



Welcome Home Campaign

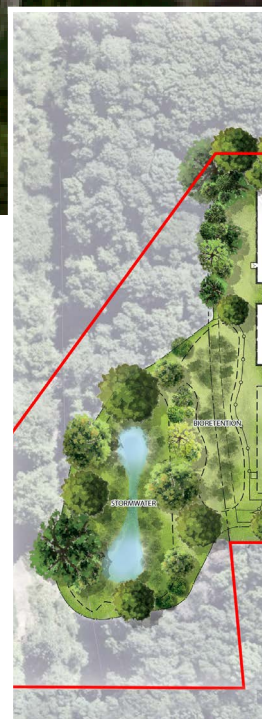


THE HUB FOR EDUCATION,
WORKFORCE DEVELOPMENT,
& COLLABORATION

The Cornerstone Building—the future home of Wellspring Living’s Women’s Academy, Training Institute, and collaborative administrative offices.

**CORNERSTONE BUILDING:
75% Complete**

**CAMPUS SITE WORK:
70% Complete**

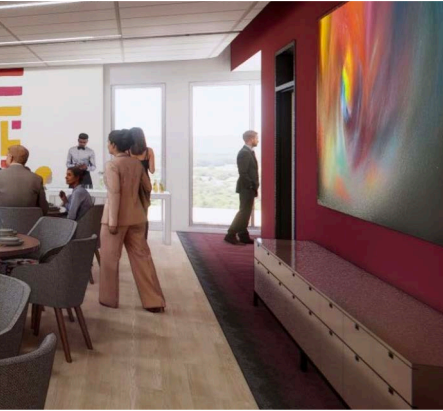


This building represents far more than siding and steel. It will serve as a hub for education, workforce development, and collaboration, equipping survivors of trafficking and exploitation with the skills, support, and opportunities they need to build independent, thriving futures.

The *Village of Hope* is designed to be more than a campus—it is a place of restoration, empowerment, and partnership. We are actively inviting organizations and partners in the anti-trafficking movement to join us in the Cornerstone building so that, together, we can increase our collective impact and better serve survivors across the Southeast and greater United States.

With your partnership, we can complete this campus and ensure that every survivor who comes through our doors finds hope, healing, and a pathway to a new future.

Tour the Cornerstone Building and the Village of Hope Campus and witness the expanded opportunities that will soon transform the lives of survivors.



In 2026, we look forward to celebrating the grand opening of the *Cornerstone Building* and beginning construction on the *Cottage Community*, which will provide additional safe housing and restorative space for survivors and their children on their journey toward healing and independence.

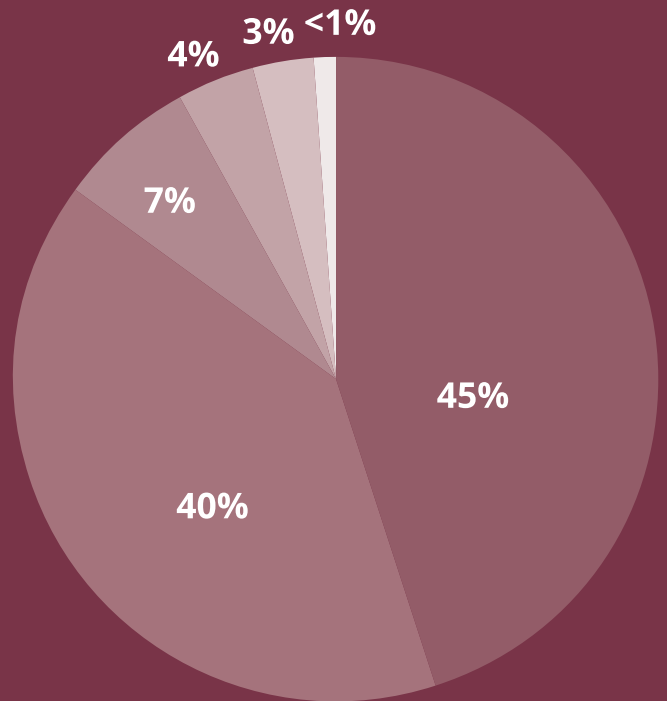
**Schedule
Your Tour
Today!**



Financials

Wellspring Living invested **\$11.3 million** in Youth & Women in 2025

2025 Revenue Sources:



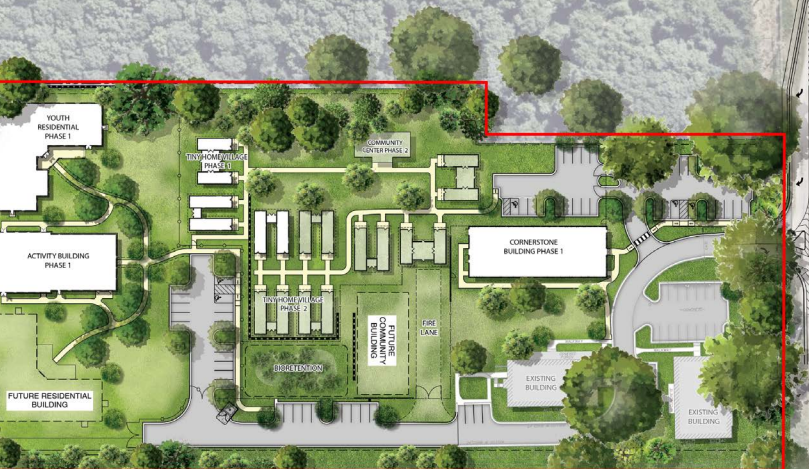
- Grants & Service Revenue:45%
- Donations:40%
- Retail Sales:7%
- Event Revenue:4%
- Investments:3%
- In Kind:<1%

*Strong
community
investment*

*Disciplined
stewardship*

*Life-changing
impact*

WELLSPRING CAMPUS SITE PLAN





Thank You
to all of the
2025 Donors
that made an
investment in
Wellspring
Living

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Joining with survivors to disrupt sexual exploitation and trafficking along the pillars of housing, healing, and education.

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A world where every victim of sexual exploitation has access to transformative care.

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As a Christian-based organization, our faith compels us to create an environment of transformative care through the comprehensive services we provide.