

2013

HarborHouse
of Central Florida

IMPACT REPORT

2014

Harbor House

of Central Florida



BOARD OF DIRECTORS, 2013-14

WHO WE ARE

Harbor House opened in 1976 as a safe haven for survivors of domestic abuse. Over the past three decades, we have evolved into one of the most comprehensive centers in the United States. We never turn anyone in danger away, operating 24 hours a day, 365 days a year in complete confidentiality to ensure our survivors' safety.

We are the only state-certified domestic abuse center in Orange County, Florida, and have a licensed day care and kennel, so family members can heal and thrive together under one roof. As a leader in domestic abuse intervention, awareness and prevention, we are where hope finds help.



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Buoy of life

Executive Statement

Imagine a fearful plunge over the waterfall of domestic violence. After terrifying seconds under water, survivors often find themselves gasping, thrashing for help. But they are not alone. Outstretched arms from Harbor House of Central Florida, lengthened and strengthened by your support, pull people to safety and to hope.



When you support Harbor House, we offer not only emergency shelter, court injunctions and our hotline. We're there before the desperate calls to 911, before batterers lash out in anger. We're there to prevent – to end – domestic violence through education. When you partner with us, we reach and teach everyone from children to business leaders to Recognize, Respond and Refer. We

also equip law enforcement and all first responders to effectively and empathetically support survivors.

When we all protect ourselves and those around us, we ensure everyone lives safely in community. Only then can we end the physical and psychological damage to survivors. Only then can we stop the hemorrhaging cost of abuse on law enforcement, justice systems, and businesses.

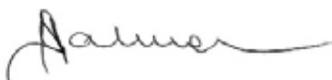


Come to the top of the waterfall with us. It's where we not only help survivors avoid the dangerous fall but where we start to prevent it from ever happening.

Hope is the buoy of life. This report details all that has been accomplished with your support – the programs, the people, the numbers, and the enduring impact and its significance – because of your partnership.

Thank you for saving lives, and changing perspectives, with us.

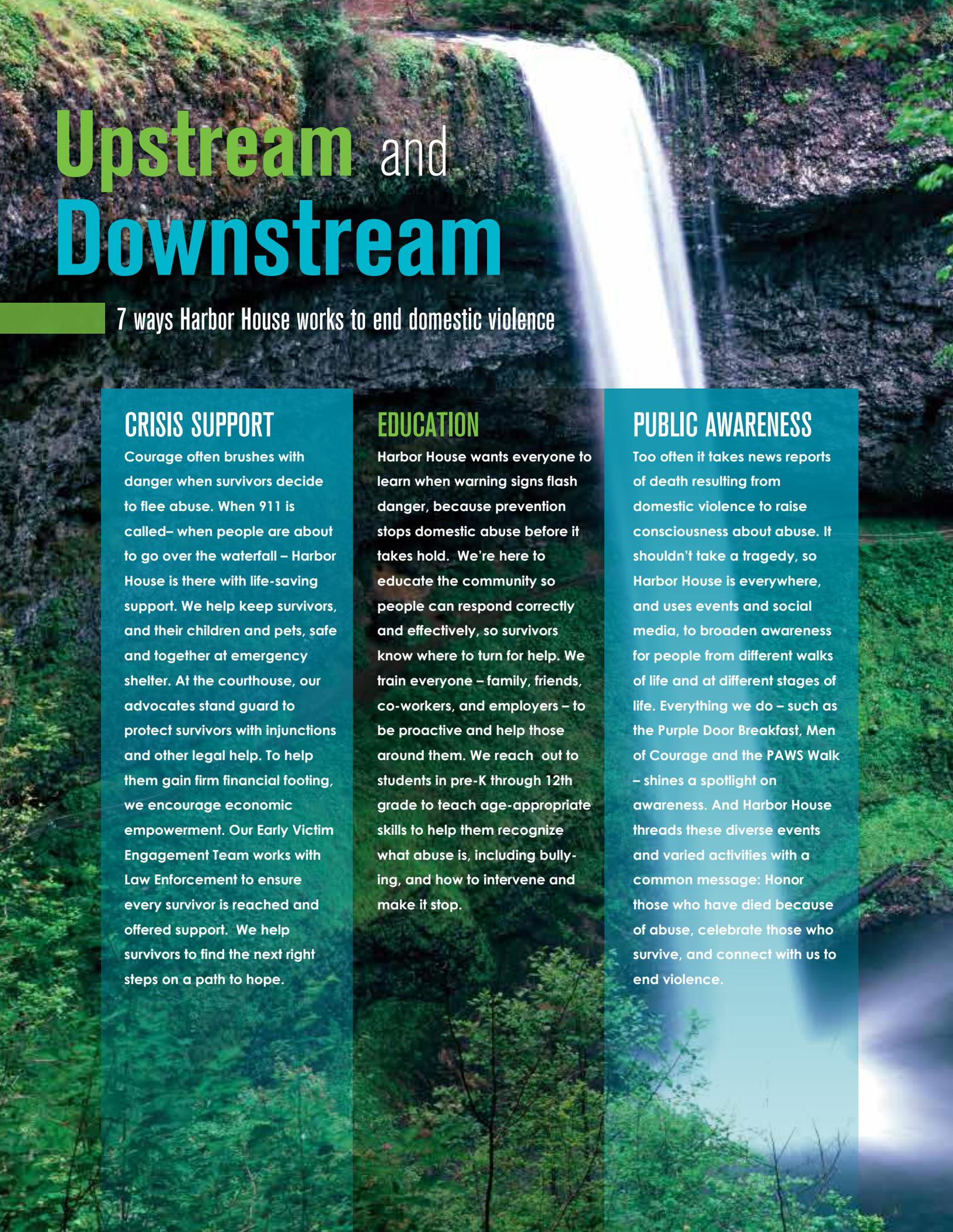

Carol Wick


Lincoln Salmon

“

When we all protect ourselves and those around us, we ensure everyone lives safely in community.

”



Upstream and Downstream

7 ways Harbor House works to end domestic violence

CRISIS SUPPORT

Courage often brushes with danger when survivors decide to flee abuse. When 911 is called— when people are about to go over the waterfall – Harbor House is there with life-saving support. We help keep survivors, and their children and pets, safe and together at emergency shelter. At the courthouse, our advocates stand guard to protect survivors with injunctions and other legal help. To help them gain firm financial footing, we encourage economic empowerment. Our Early Victim Engagement Team works with Law Enforcement to ensure every survivor is reached and offered support. We help survivors to find the next right steps on a path to hope.

EDUCATION

Harbor House wants everyone to learn when warning signs flash danger, because prevention stops domestic abuse before it takes hold. We're here to educate the community so people can respond correctly and effectively, so survivors know where to turn for help. We train everyone – family, friends, co-workers, and employers – to be proactive and help those around them. We reach out to students in pre-K through 12th grade to teach age-appropriate skills to help them recognize what abuse is, including bullying, and how to intervene and make it stop.

PUBLIC AWARENESS

Too often it takes news reports of death resulting from domestic violence to raise consciousness about abuse. It shouldn't take a tragedy, so Harbor House is everywhere, and uses events and social media, to broaden awareness for people from different walks of life and at different stages of life. Everything we do – such as the Purple Door Breakfast, Men of Courage and the PAWS Walk – shines a spotlight on awareness. And Harbor House threads these diverse events and varied activities with a common message: Honor those who have died because of abuse, celebrate those who survive, and connect with us to end violence.

SYSTEM CHANGE

As a catalyst for change and innovation, Harbor House initiated its Early Victim Engagement program, known as EVE. Advocates assist survivors at the earliest stages of contact with the criminal justice and dependency systems. EVE advocates work with law enforcement at the Orange County Sheriff's Office and the Police Departments in Orlando and Apopka to transform the system to be responsive to survivors and hold abusers accountable. Harbor House also works with local businesses helping them transform the way they address domestic abuse as a workplace issue. More than 60 Key Business Partners now have work environments that can respond to the potential threat from abusers and keep everyone safe.

FIRST RESPONDERS

Lifesaving professions – law enforcement, firefighters, 911 operators, doctors and nurses, social workers, child-welfare advocates – need to be trained in how to recognize domestic abuse, how to respond to survivors appropriately and connect them with the right help. These first responders are uniquely positioned to help so many people when they are trained about the true nature of domestic abuse and how they can help. Harbor House works to provide all first responders with knowledge and tools to prevent and end abuse.

COLLABORATION

Collaborators – people or groups – work together on a wide scale, to spur conversations and engage the community. After learning about the impact of abuse, people understand our mission and embrace it as their own. Collaborators range from pet lovers who join us at our annual Paws for Peace Walk to communities of faith. This year, more than 40 houses of worship were on board with Harbor House for the first annual "Preach-In" about what healthy, positive relationships look like. These collaborators strengthen more formal groups, such as the Orange County Commission on Domestic Violence. Reconvened in 2013, its members – elected officials, law enforcement and community leaders – developed new strategies and initiatives to help us save lives.

PUBLIC POLICY

Public policy goes beyond legislation. It influences hearts and minds. Harbor House sits at many tables to change conversations and perceptions. We're front-end advocates: We know that prevention increases safety. It reduces crime and the subsequent cost of social services, justice and health care. Harbor House staff ensure that if an issue affects survivors, we are at the table to advocate on their behalf. When the community conversation began to address homelessness, Harbor House was there talking about the unique experience of survivors - spurring the idea to provide rapid rehousing – to give them choice beyond living on streets/in cars or returning to a familiar and deadly environment of abuse. In all areas, we're making sure the voiceless have a voice.

Because trust has to be earned

A Core of Integrity, Transparency – and Great People

Harbor House goes to work in times of need, when survivors seek a safety plan – a way out of abuse – at the decisive moment when survivors' minds and hearts help them decide: It is time to flee. Harbor House earns the trust of survivors when we help them find safety and a path of empowerment. In a similar way, the integrity and financial transparency of Harbor House earn the trust of our donors and partners.

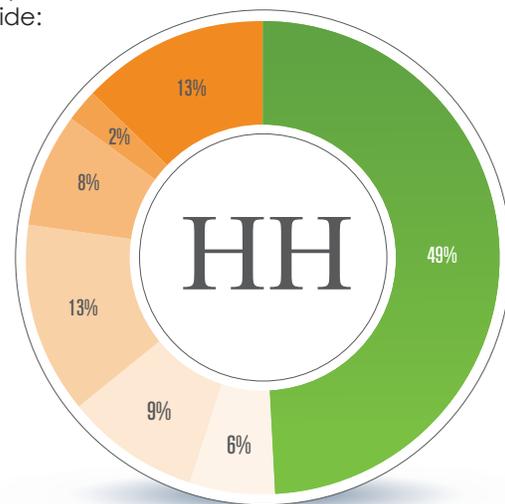
100% of your dollars help survivors

When our donors contribute, they know where the money goes – to end domestic violence.



Each year, with your investment, 87 percent goes directly to our survivors, while 13 percent is used for the costs to run the business and to secure contributions that make our work possible.

We provide safe shelter, a 24-hour crisis hotline, counseling, and emotional support, and legal advocacy for thousands of domestic violence survivors and their children. Harbor House creates social change – and change begins with you. We treat our staff with dignity and respect, the same way we treat survivors. We make deliberate hires and focus on staff retention and training in order to meet the very unique needs of our survivors. It's a holistic and integrated approach that brings results: Saving lives goes beyond individual job descriptions and functions.



- 13% Legal Advocacy
- 8% Children Services
- 2% Community Education
- 13% Business Costs & Philanthropy
- 49% Emergency Services
- 9% Outreach Services
- 6% Prevention Services

Every Harbor House employee is a state-certified advocate

Our staff infuses Harbor House with an atmosphere of hope and assurance that's at the core of our culture. At every turn, survivors build resilience through the tools, resources and compassion we produce. We intentionally create an atmosphere at Harbor House that's the opposite of what survivors know: Calm, safe, and serene, where everyone is appreciated.

It's a culture – call it passion with a purpose – that permeates Harbor House. We offer a great place to work because we hire people who reinforce those qualities. As we save lives, we fulfill lives – and Harbor House is proud to be recognized as a top workplace in Central Florida.



By the numbers

Prevention VS. Reaction

\$1,001

The price of each 911 call and subsequent, multiple domestic violence investigations.

8,404

Number of 911 calls reporting domestic abuse, an increase of 3.9 percent.

\$974

The amount saved each time a survivor calls our hotline. Our cost is \$26 per call.

\$38,992

Savings when a family remains intact (child stays with non-abusive parents instead of going to foster care).

\$164.5 million

Cost of absenteeism, medical and mental health on employers.

1,839

number of active Harbor House volunteers

23,163.63

Their hours of service

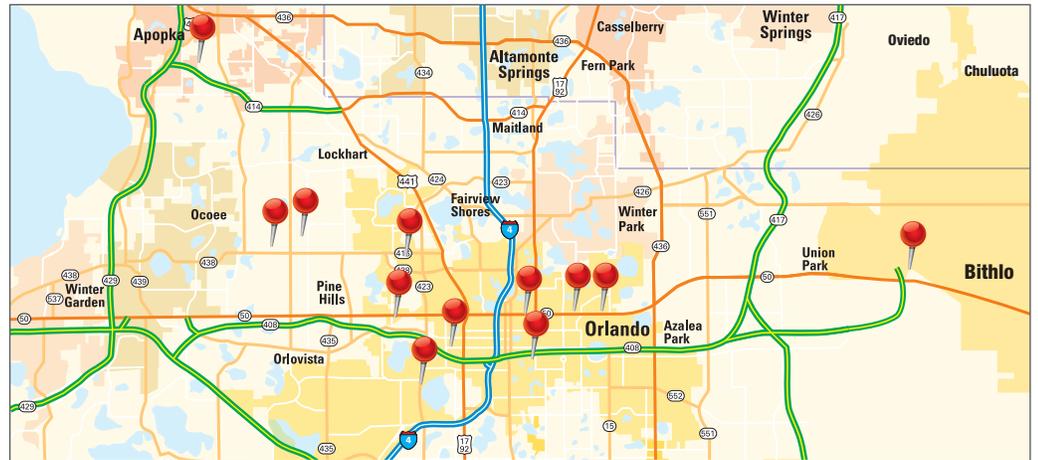
\$436,634.41

Value to our mission

Data on costs provided by Texas Health Instruments Cost Calculator and Orange County government, fiscal 2013-14

A Growing Presence meets a great need

Yardsticks of success for a healthier community



Harbor House now has a total of 13 sites for survivors to seek support, including its campus that is safe and secure at a confidential location. A new site in Pine Hills, with an advocate who speaks Creole, will help people in the Haitian community, while our new location in Bithlo targets rural residents and the area's Hispanics.

'From zero to hero'

One survivor's description of empowerment

I went from zero to hero in my son's eyes – and the way I see myself. It feels so good. I can pay bills on time, and keep the fridge stocked. I even find time to unwind and relax now and then. All because Harbor House advocates listened to me, had faith in me.

One life at a time

Finding shelter

569 women
7 men
520 children
55 pets

Getting help

6,205 face to face
1,802 calls to hotline

Transitional housing

20 women
2 men
33 children

Legal Advocacy

3,491 women
999 men

Trained to Recognize, Respond and Refer

147 physicians
249 first responders
707 proactive bystanders
2,603 youth

Downloads of App

4,700
worldwide

Since January 2012

Our next right steps

Goals To Extend Prevention and Ensure Safety

- 1 Extend** Extend Early Victim Engagement – EVE – to all municipal police departments, giving survivors in danger access to help at the **earliest stages**.
- 2 Train** every first responder to give empathetic and effective support to **survivors of abuse**.
- 3 Make** our entire community safer by providing all businesses with **workplace safety training**.
- 4 Fully** implement all recommendations of the Orange County Domestic Violence Commission to improve the community's ability to **hold abusers accountable**.
- 5 Engage** more people in the community through **Men of Courage** and the **Faith Alliance**.

HarborHouse
of Central Florida

CONNECT WITH US

24-HOUR HOTLINE: 407-886-2856 • STATEWIDE: 1-800-500-1119
www.HarborHouseFL.com



Download our free app
RECOGNIZE | RESPOND | REFER

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The total cost of printing and design for this report was donated.

For more details, download our latest Strategic Plan: www.HarborHouse.com/strategicplan