

HARBOR HOUSE OF CENTRAL FLORIDA
SEEKS TO ELIMINATE DOMESTIC ABUSE
IN CENTRAL FLORIDA BY PROVIDING
SAFETY, SHELTER, EMPOWERMENT,
EDUCATION AND JUSTICE.

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DOMESTIC
A B U S E
IMPACT
REPORT
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HarborHouse
of Central Florida

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Mission:

Harbor House seeks to eliminate domestic abuse in Central Florida by providing safety, shelter, empowerment, education and justice.

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BECAUSE DOMESTIC ABUSE AFFECTS US ALL.

EXECUTIVE LETTER

Central Florida prides itself on many distinctions – beautiful weather, first class universities, and of course its designation as the Vacation Capital of the World.

But there's another regional claim that's far less flattering – Epicenter for one of the highest concentrations of domestic violence in the United States.

Central Florida has the highest per capita of reported incidents in Florida and had more deaths in the past year than many other cities statewide. Last year alone, 27 women, men and children lost their lives in Orange County as a result of domestic abuse.

The toll on victims' loved ones is devastating. Sadly, it doesn't end there. Batterers – those responsible for abuse – cost each of us every day. The costs to our County to respond to nearly 10,000 calls to 911, make 5,300 arrests and investigate and prosecute domestic abuse are extraordinary. Even more tragic is the fact that over 3,300 children were abused in homes where their mother was being abused as well.

Our 2010-2011 Impact Report is a compilation of the efforts of many individuals in our community. Each one from a different agency, entity or group and each one holding a piece of information that we, as advocates for survivors of domestic abuse, knew was important, but not reflective of the whole story.

This conclusion compelled us to tell our story in a different way. This year, our Impact Report shows not only how domestic abuse affects victims and what Harbor House does to help, it also exposes domestic abuse's impact on us all, and how the community response or lack thereof, is costing one county hundreds of millions of dollars each year.

We hope that by examining the impact that battering has on Orange County, and on Central Florida in general, our fellow residents will see that a handful of perpetrators, unabated, are allowed to continuously inflict damage on not only their victims, but everyone around them.

The call for a community response – from every citizen, every business and every government entity – is needed now to stop the epidemic of abuse. For, if not stopped, it will surely continue to our children's generation. You'll see the solutions are often simple and cost little. But the power to transform an entire community requires a collective effort from us all – and it takes courage to get involved. We invite you to join us and save lives.

Thank you,



Carol Wick, LMFT
CEO



Vicki Johnson
President, Board of Directors



DOMESTIC ABUSE COSTS EVERYBODY

RESPONDING TO EMERGENCIES



In 2010, there were 9,324 emergency 911 calls placed in response to incidents of domestic abuse in Orange County. At an average cost of \$1,001 per call and subsequent investigation, Orange County spent over \$9 million in deploying the resources necessary to respond to each incident.

COST TO RESPOND
TO DV EMERGENCIES

\$ 9,333,324

RESPONDING TO HOMICIDES



On average, a DV homicide occurred once every two weeks in 2010 in Orange County. These 27 victims accounted for 33% of all homicides that year. In addition to the devastating toll on the victims' loved ones, we were all affected. Orange County tax payers spent over \$59,000 solely on investigating these homicides.

COST TO RESPOND
TO DV HOMICIDES

\$ 59,520

Orange County expends valuable dollars to bring batterers to justice. The 5,322 batterers who were arrested in 2010 cost our County a staggering \$10 million in incarceration, public defense, state attorney, and clerk's office expenses. 91% of those arrested were not held accountable.

COST TO RESPOND TO DV CRIME

\$ 10,755,629



RESPONDING TO CRIME

Domestic violence is the leading cause of child abuse in Central Florida. Last year, there were 3,347 investigations for maltreatment and 1,033 verified cases. This resulted in 59 child survivors being removed from violent homes. Orange County invested \$8 million in costs related to family violence threatening children.

COST TO RESPOND TO CHILD ABUSE

\$ 8,226,100



RESPONDING TO CHILD ABUSE

AWARENESS IS THE SOLUTION

RESPONDING TO EMERGENCIES



Harbor House's Emergency Shelter and Hotline are open 24 hours a day, 365 days a year. For about the same cost as a 911 dispatched response and investigation, a survivor receives the full scope of services offered by our Emergency Shelter. This includes day-to-day items, such as toiletries and food; support services, such as case management, childcare and transportation; and long-term resources, including ongoing counseling and access to transitional housing.

IT TAKES \$1,000 TO SPONSOR
A FAMILY IN SHELTER

RESPONDING TO HOMICIDES



98% of DV homicide victims never had contact with a certified domestic abuse advocate. To help close this gap, Harbor House has partnered with law enforcement, animal services and other agencies to form InVEST, where a Harbor House advocate reaches out to survivors with InVEST Partners. The ability to reach a victim at this most deadly time saves not only valuable Orange County resources, but untold lives as well.

IT TAKES ONE ADVOCATE
TO SAVE A LIFE

Harbor House's Legal Advocacy Program helps survivors file an average of 275 domestic abuse injunctions for protection each month. In addition, our Advocates meet with survivors to support them with translating documents and obtaining pro-bono representation. On average, we help secure 8-10 pro-bono representations per month. With an average minimum charge of \$1,500 per representation, our Legal Advocacy Program saves survivors and our legal system \$180,000 in attorney fees alone.

IT TAKES LEGAL ADVOCACY TO ACHIEVE JUSTICE FOR A SURVIVOR



Harbor House works tirelessly to maintain and strengthen an intact family unit among survivors and their children. Harbor House's InVEST Advocates worked with nearly 1,500 cases of family violence involving children. Of the cases where our InVEST Advocates were involved, 94.3% of children remained safely with the non-abusive parent, saving up to \$6 million in foster care costs for Orange County.

IT TAKES A UNITED FAMILY TO BREAK THE CYCLE



RESPONDING TO CRIME

RESPONDING TO CHILD ABUSE



Domestic violence is often regarded as a personal matter between family members – the reality is that it directly and negatively impacts workplaces, as well. 74% of employed battered women report being harassed by their partner while at work and 54% of them miss at least three full days a month due, at least in part, to abuse. From lost productivity and absenteeism to medical coverage and mental health costs, Orange County businesses lost over \$150 million last year to ongoing partner abuse. Nationally, these expenses total \$6 billion each year.

COST ASSOCIATED
WITH DV & WORKPLACES

\$152,671,250



Emergency department visits are the primary form of healthcare for domestic violence survivors. 22% to 35% of women who visit emergency departments exhibit symptoms related to ongoing abuse. However, 71% of physicians surveyed by Harbor House report that they do not routinely screen for abuse. Lack of screening, training and awareness among physicians leads to over \$100 million in medical expenses incurred in Orange County alone each year.

71%
OF CENTRAL FLORIDA
PHYSICIANS DO NOT SCREEN
FOR DOMESTIC ABUSE.
DOES *YOURS?*

When there is violence in a home, a survivor's workplace may be a safe place to turn in times of crisis. Harbor House's Key Business Initiative, a component of Project Courage, was launched in early 2011 with a goal to reduce domestic abuse and homicides in workplaces, support survivors, and reduce employer costs. By training staff how to recognize abuse, effectively respond to it and refer survivors for help, the Initiative assists employees and businesses in knowing what to do regarding domestic abuse in the workplace.

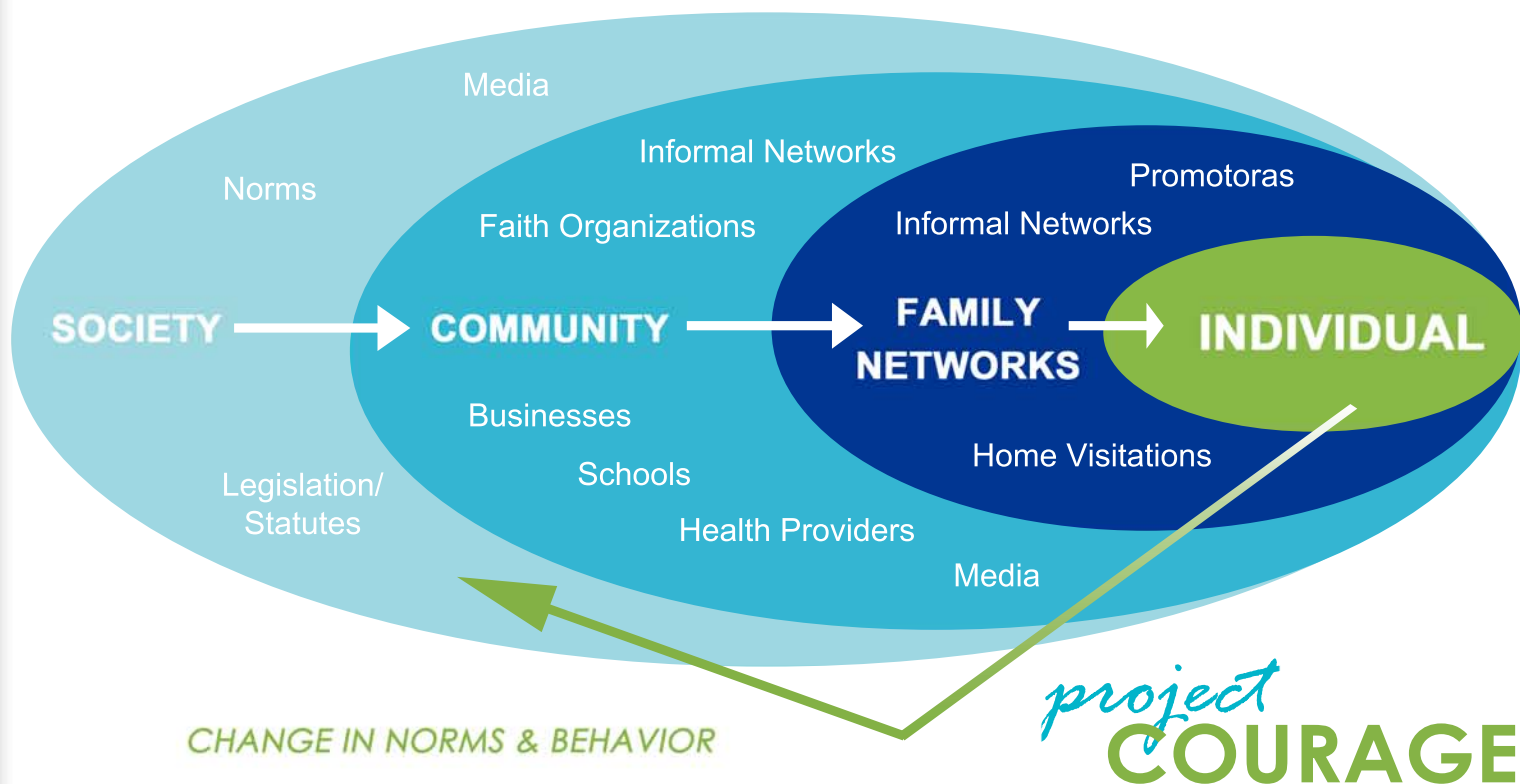


14 CENTRAL FLORIDA
BUSINESSES HAVE ALREADY
EARNED THEIR PURPLE KEY AND
60 MORE ARE ON THEIR WAY.

Harbor House continues to break down the barriers that perpetuate abuse. Through specialized training, education and the development of our new electronic Recognize | Respond | Refer (R3) Screening App, Harbor House is moving the needle on how health professionals handle domestic abuse and view their role in breaking the cycle. With Dr. Kevin Sherin's simple four-question, evidenced based HITS Screen now automated, and with support from Florida Hospital, doctors, nurses, emergency personnel and physicians everywhere will be able to more quickly and efficiently identify abuse and refer survivors to their local domestic abuse resource center.



THE **R3 APP** WILL BE
AVAILABLE FOR *FREE*
NATIONWIDE, BENEFITTING
SURVIVORS EVERYWHERE.



project
COURAGE

Year One: Building a Foundation of Awareness

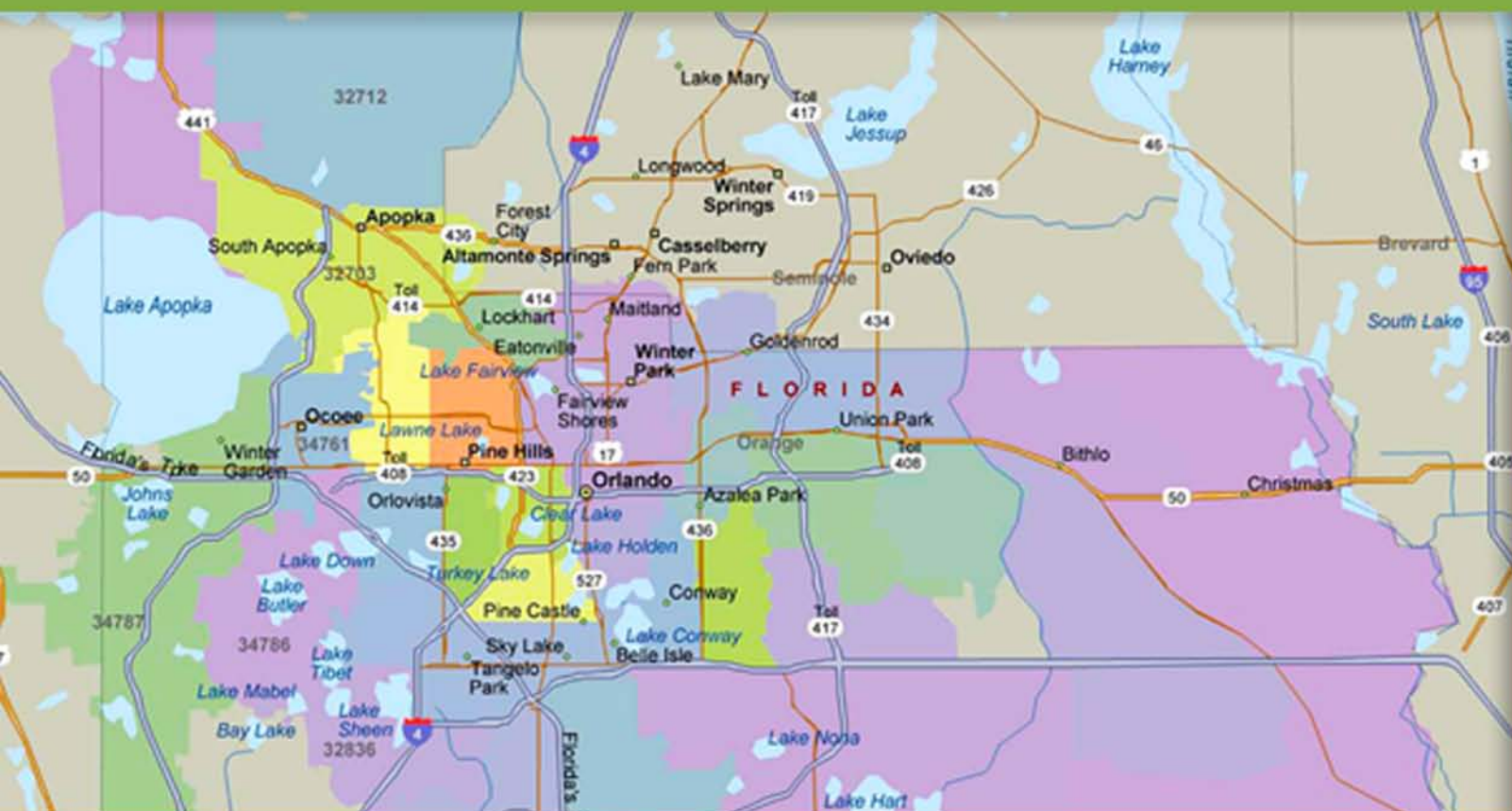
After one year of working in the Pine Castle community of Orlando, the Harbor House Prevention Team and our partners have gathered enough research to analyze the initial impact of Project Courage. Following the principles of the CDC's Socio-ecological Model of Prevention (shown above), Project Courage asserts that the first step to achieving true social and community change around domestic abuse is to create a foundation of awareness among our neighbors. Thus, the first year of this effort was geared to measure changes in the awareness and understanding of domestic abuse among individuals who were exposed to Project Courage trainings and awareness campaigns.

Our research was obtained primarily from measuring domestic abuse knowledge before and after various versions of Harbor House's Recognize, Respond and Refer (R3) trainings that were tailored to different groups within Pine Castle. As Project Courage accomplishes its goal through engaging every level of a

community, we worked with local channels from youth groups to health professionals and civic leaders.

Overall, residents of Pine Castle were open to the idea of gaining awareness and knowledge about domestic abuse as a local social and health problem. Faith, business, youth and health leaders voluntarily opened their doors to Harbor House after being educated on the impact that domestic abuse has within their particular cohort of the community. Through the tremendous endorsement and partnerships we have garnered this year, it has become evident that Pine Castle residents will continue to be key allies in breaking the cycle of domestic abuse in our region. With Project Courage's sustainable model of implementation and high, consistent dosage of information, lasting social change in Pine Castle can occur and spread over time.

The following pages of this report highlight our initial research findings within each level: Youth, Businesses, Health Professionals, Faith Community and First Responders.



The map above shows the true nature of domestic abuse: it happens everywhere, from Windermere to Belle Isle, Conway to Ocoee. Harbor House will continue to invest in sustainable and replicable domestic abuse prevention with the hope of one day making every community on this map a Project Courage Community – and we have already taken the first steps. Project Courage Community II was launched this summer in the Malibu Groves/Ivey Lane Neighborhood in Orange County.

We can see perceptions of domestic abuse changing at the Community Level:

Project Courage Awareness Campaign:

- > Before launch, from April 2010 to July 2010, the Orange County Sheriff's Department reported 49 domestic abuse calls to 911 from zones within Pine Castle.
- > After launch, from September 2010 to April 2011, the Sheriff's Department reported getting 236 domestic abuse calls to 911 from those respective areas. (Note: A direct correlation between Project Courage and this increase in 911 calls has not yet been established.)

Assisting Survivors of Abuse:

- > Before R3 Training, only 47.3% of those surveyed felt comfortable assisting a survivor of abuse.
- > After R3 Training, 91.7% now feel comfortable assisting a survivor in need.
- > Since R3 Training, 61% have effectively applied R3 training principles to a real-life scenario and referred someone to Harbor House.

Changing Bystanders into Advocates:

- > After R3 Training, 97.2% of participants believe they have a responsibility to assist survivors of abuse.
- > After R3 Training, 100% of the participants believe that it is their business if abuse is happening inside someone's home.



> Before the training, only 37.5% of youth found that sole control of money in a relationship to be an abusive behavior. After the nine week training, however, 63.5% of the youth found this behavior abusive.

> Before training, youth identified primarily physical violence as an attribute of dating abuse. After training, youth were more likely to name psychological, emotional and mental abuse in their descriptions of what abuse involves.

> Since technology has become such an important part of teen relationships, it is important to highlight that teens who received the training decreased by 15% their belief in their right to keep control over their partner through texting.



> 14 local businesses have completed all steps to become a Key Business. 28 more have completed two out of the three steps and about 50 more have become involved in the Initiative.

> Before the training, only 45.5% of the participants would assist a survivor of abuse, but, after the training, 98.4% said that they would assist a survivor.

> There was a 19% drop among participants from pre- to posttest in believing that abuse was not their problem; a 36% drop in believing that survivors could willingly find a way out of abusive relationships; and a 26% drop in believing that abuse continues because most survivors will not leave abusive relationships.

> Although 71% of health professionals did not routinely screen for domestic abuse, after the training, 73% were willing to obtain more education on abuse and 98.3% believed it was their duty to assist survivors.

> When asked about assisting survivors of abuse, there was a 15% increase among health professionals in feeling more comfortable and an 11% increase in feeling more competent in addressing domestic abuse.

> There was a 27% increase in believing that their knowledge of domestic abuse was either good or excellent after the training.



Faith

> Six different faith institutions in Pine Castle have become engaged in Project Courage.

> Leaders of Courage, health fair participation and/or R3 trainings have taken place at all six faith institutions.

> One of the faith leaders in Pine Castle has become a member of the Orange County Domestic Violence Task Force.

First Responders

> A video was created in partnership with the Orange County Fire Rescue for training first responders how to Recognize abuse when they respond to an emergency situation, how to Respond to survivors once they recognize the abuse, and where to Refer survivors.

> The video has become part of their annual EMT/Paramedic recertification CEUs.

> The Orange County Fire Rescue has trained 326 fire fighters and EMT's.



MAKE A DIFFERENCE WITH HARBOR HOUSE

OPENING DOORS OF HOPE



You Can Be Part of the Solution!

Want to become a part of the movement to stop domestic abuse? There are many ways to get involved with Harbor House and make a difference right here in your neighborhood.

We are always looking for volunteers to help us pursue our mission.

BECOME A VOLUNTEER

Our volunteers are a crucial part of our organization and play a vital role in our day-to-day operations. Volunteers become part of our staff in a meaningful way and we hope we will earn an important place in your lives as well. It is essential to us that our volunteers experience making a difference in the lives of others by utilizing their talents, skills, and interests to the fullest extent!

ADOPT-A-ROOM

A survivor's room is their safe space and private sanctuary. Because of the tremendous use of these rooms, volunteers are needed to help keep the rooms bright and cheerful for each person who calls them home.

PURPLE DOOR PROJECT DONOR CIRCLE

At the heart of Harbor House's mission is the Purple Door Project, which promises that all families who come through our doors have the resources they need - at our Shelter and beyond - to pursue a healthy life, free of violence. You can make a donation to keep a survivor safe for a night or sponsor their entire stay and scope of services.

FORM YOUR OWN GIVING CIRCLE

As home to nearly 1,000 survivors each year, Harbor House calls on volunteers, civic groups and individuals to make sure survivors have the best possible living experience while at our shelter. Just like any other home, we are always in need of cleaning supplies, baby items, personal care and hygiene products, office supplies and even batteries! You and your friends, coworkers and family members can team up and hold drives to collect these items. Or, your group can fundraise and donate to the purchase of items such as new dishwashers, laundry machines or other Shelter improvement projects.

Visit our new website!

www.harborhousefl.com

Spread the Word on Facebook, Twitter, Youtube and more!



www.facebook.com/harborhousefl



www.twitter.com/harborhousefl

“Hello, I am survivor of domestic abuse and I have been working with an advocate in your office, receiving services from her for a few months now. I just wanted to let you know that she is great...she calmed me down. She handled all of my personal and health problems with such grace. She made me feel comforted – no longer helpless or hopeless. Furthermore she has been great with my children. My advocate has made me want to become a Domestic Abuse counselor, like she is, so I can help people just like she helped me.

This Harbor House program is changing my life for the better once and for all.

I just had to say thank you, from the bottom of my heart.



“Thank you so much for reuniting my family. You haven’t just brought my family together, you have also been an inspiration to me...I am so happy my son is happy! He really appreciates all that everyone at Harbor House has done for us. Although he doesn’t quite understand all that has happened, just the fact that he is happy is more than I could have hoped for...I want to be like you. My goal is to help women and children in my position who feel like they have nothing and no one. Thank you for not only caring and helping me, but for doing what do you and being who you are...and thank you for making me feel whole again. We love you so much from the bottom of our heart.”



*All names have been changed.

IT TAKES ONE ADVOCATE TO CHANGE A LIFE



A DAY IN THE LIFE OF HARBOR HOUSE

Total Women in Shelter: 43
Total Children: 46

Total in Transitional & Supportive Housing:
11 Women | 2 Men

Total People Served in Non-Residential Capacity:
45 Women | 8 Men

Hotline Calls: 22

Thur., Sept. 15 to Fri., Sept. 16

AS AN AGENCY

- > 8,483 safety plans were completed with domestic abuse victims - saving countless lives.
- > 32,772 hours of counseling were provided to survivors in all programs - providing resources to heal.
- > 8,825 crisis hotline calls were received by one of our trained advocates.
- > 14,796 referrals were given to survivors in shelter, courthouse and outreach programs.

AT THE EMERGENCY SHELTER

- > 897 women and children stayed in the shelter for a total of 25,246 nights.
- > The average length of stay in shelter is 34 days.
- > 53% of shelter residents were children and 50% were under the age of 4.
- > In the Dr. P. Phillips Children's Center, our advocates provided over 13,557 contact hours of service and served 3,038 nutritionally balanced meals.

IN OUR OUTREACH PROGRAM

- > 756 women and men were provided over 7,332 hours of advocacy, safety planning and support group services, of which, 96% were women and 4% men.
- > The Community Based Housing program served 16 families, including 31 children and 26 single individuals.

IN OUR LEGAL ADVOCACY PROGRAM

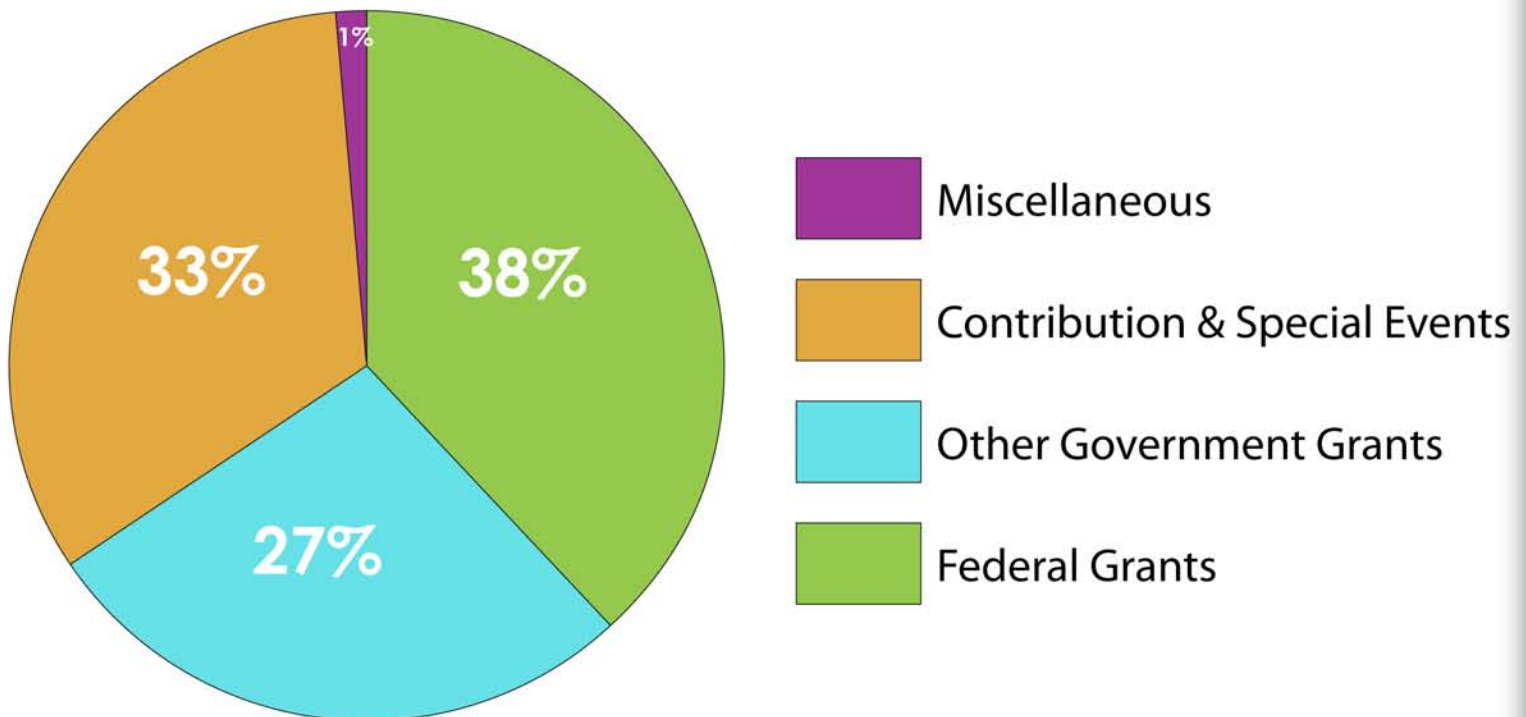
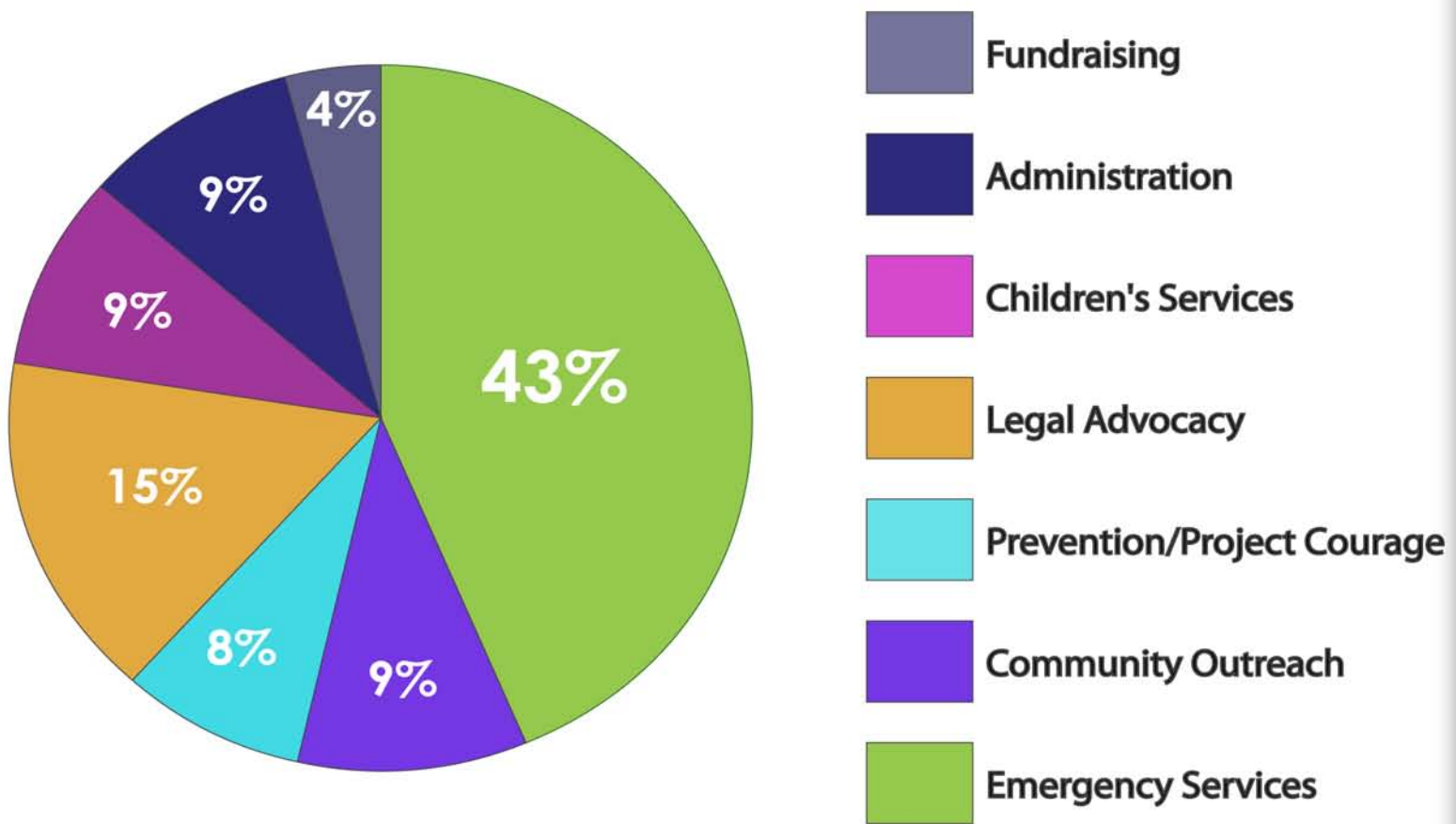
- > The program served 2,875 individuals requesting injunctions and court services and provided over 4,815 hours of advocacy, safety planning and court accompaniment.
- > Over 2,768 domestic/dating/sexual violence injunctions were filed during the year.
 - > 76% granted; 17% denied and 7% order setting hearing
- > The Intimate Partner Violence Enhanced Services Team (InVESTeam) working with Law Enforcement provided over 1,984 hours of advocacy, safety planning and support services to 564 high lethality clients.
- > The InVEST team working with the Department of Children and Families provided advocacy services to 206 families.

IN OUR COMMUNITY

- > Over 4,385 individuals attended 284 Harbor House trainings and presentations.

HARBOR HOUSE VOLUNTEERISM

- > Over 1,179 volunteers provided 13,748 hours of volunteer service that included direct care and support services valued at \$293,657. (NOTE: \$21.36 hr, Independent Sector estimated dollar value of volunteer time for 2010)



All percentages are based upon our audit prepared by Schafer, Tschopp, Whitcomb, Mitchell & Sheridan, LLP. For our detailed audit and analysis visit www.MyCFCF.org

THANK YOU

The following people have made this report possible:

Janice Bradstreet | Orange County Government, Florida

Glen Casel | CBC of Central Florida

Dr. Amy Donley | University of Central Florida

Lydia Gardner | Orange County Clerk of Courts

Jami Gentry | Orange County Clerk of Courts

Jill Hobbs | Orange County Government, Florida

Carrie Hoepfner | Florida Department of Children and Families

Dr. Jana Jasinski | University of Central Florida

Billy Kent | Florida Department of Children and Families

Abigail Malick | University of Central Florida

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Michael Tidwell | Orange County Government, Florida

Robert Wesley | Circuit 9

Linda Weinberg | Orange County Government, Florida

Laura Williams | CourtWatch

Florida Department of Law Enforcement

Orlando Police Department

Texas Health Resources

Harbor House of Central Florida Staff

Min Sun Kim | Creative Design

If you have questions regarding the report, please contact us at: admin@harborhousefl.com

BECAUSE DOMESTIC ABUSE AFFECTS US ALL.

THIS IMPACT REPORT IS DEDICATED TO THE 27
WOMEN, MEN AND CHILDREN WHO LOST THEIR
LIVES DUE TO DOMESTIC VIOLENCE IN 2010.