

IMPACT REPORT

2011-2012

HarborHouse
of Central Florida

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Executive Director, CourtWatch Florida

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





**EXECUTIVE
STATEMENT**

As we share the accomplishments of Harbor House's 2011-2012 fiscal year, our goal is to continue to raise awareness about the impact abusers and their behavior have on the community as a whole. The statistics you will see represent the fight we face every day as we work to combat the devastating effects of domestic abuse in Orange County. It can be disheartening when we take a hard look at the big picture and realize the magnitude of the issue affecting our community. But it is equally important to remember that behind those big numbers are individuals, individuals faced with a cycle of torment and destruction few can understand. They are individuals with jobs, families, friends and pets—all of which will be impacted by their decision to stay or leave. They are women, men and children, and they face fear and despair in a relationship mired by domestic abuse. Yet they face tremendous loss, uncertainty and economic hardship in their decision to leave. They need support, understanding and hope to begin to move forward.

We work not only with individuals but also at the societal level with schools, businesses and faith institutions in our Project Courage communities, ensuring our innovative programs continue their unprecedented success. We are working with law enforcement, the courts and community leaders to address change at the system level so domestic abuse is recognized and responded to with the force required to make our community safer. We are partnering with multiple agencies to increase batterer accountability so offenders are arrested, prosecuted and closely monitored to ensure survivors are safe.

We are investing in innovative initiatives like the award-winning R3 App and our Recognize, Respond and Refer trainings. We are allocating resources to our Key Business Initiative ensuring our workplaces are safe from violence, employers are implementing no-tolerance domestic violence policies and employees are trained on how to assist survivors. And it's working.

Our message is getting out. Our voice is being heard. We have a seat at the table. We are recognized as the leading authority in Central Florida on the issue of domestic abuse. Our leadership efforts, research collaborations, longstanding partnerships and unique, comprehensive programs have brought us to this point. Our staff and board have demonstrated the commitment we need to take us to the next level. But we need your support.

We need you to help us succeed. We need you to carry the torch of awareness in the community by educating yourself and those around you about domestic abuse and how we can help victims become survivors. We need you to raise your voice when domestic abuse is passed off as a "private" matter. We need you to talk to the children around you about healthy relationships. We need you to give your time volunteering at our shelter or attending our events. We need your support to make the strides we are committed to making for our community.

And now, we're happy to show you exactly why you should join our effort.



CAROL WICK, CEO



VICKI JOHNSON, PRESIDENT, BOARD OF DIRECTORS

RESPONDING TO EMERGENCIES



THE AVERAGE COST OF A 911 CALL
& SUBSEQUENT INVESTIGATION

\$ 1,001



THE NUMBER OF 911 CALLS
IN RESPONSE TO INCIDENTS
OF DOMESTIC VIOLENCE

8,500



TOTAL COST TO RESPOND
TO *REPORTED* DOMESTIC
VIOLENCE EMERGENCIES

\$ 8,508,500

DOMESTIC VIOLENCE AFFECTS EVERYONE:

A FRIEND, A TEACHER, A CO-WORKER, A FAMILY MEMBER, A CHILD...YOU.

RESPONDING TO HOMICIDE

27 *deaths*

THAT MEANS, ON
AVERAGE, A PERSON DIED
EVERY 2 WEEKS.



TOTAL COST TO RESPOND TO
DOMESTIC VIOLENCE HOMICIDES

\$66,960

(THIS DOESN'T INCLUDE THE DEVASTATING
TOLLS ON VICTIMS' LOVED ONES)

DOMESTIC ABUSE COSTS EVERYONE.

RESPONDING TO CRIME



4,697 BATTERERS
ARRESTED



INCARCERATION COSTS
PUBLIC DEFENDER COSTS
CLERK OF COURTS COSTS

TOTAL COURT COSTS
FOR THOSE ARRESTED
FOR DOMESTIC VIOLENCE

\$ 9,492,637

RESPONDING TO CHILD ABUSE

3168 CHILD ABUSE INVESTIGATIONS

1025 CHILDREN REMOVED FROM THEIR HOMES

67 CHILDREN PUT INTO FOSTER CARE

TOTAL COST TO RESPOND TO CHILD ABUSE
RELATED TO DOMESTIC VIOLENCE

\$ 6,373,250

TOTAL COST TO ORANGE COUNTY TAXPAYERS

\$ 24,441,347*

*CALENDAR YEAR 2011

THE MAPPING PROJECT: KNOWING HOW & WHERE TO SPEND OUR RESOURCES

Through our partnership with the University of Central Florida, Dr. Jana Jasinski, Professor and Chair of the Department of Sociology at the University of Central Florida, has examined multi-year information regarding domestic violence calls to 911, child abuse in homes affected by family violence and Harbor House services.

The research results were compiled and mapped by Dr. Jasinski to show year-over-year trends in Orange County by zip code. Two of those maps are highlighted on the following page.

The first map shows the following three categories: zip code areas in which the number of 911 calls increased, decreased or stayed the same. Two zip code areas (represented in green) did not change. Zip code areas represented in red increased and those represented in purple decreased.

The second map shows the areas in which our Outreach Program's services are utilized. Through the multiple years of mapping studies, we have identified pockets of need, tailored our programming to those needs, and demonstrated the effectiveness of our programs in the areas with the most need.

For example, Project Courage began in Pine Castle three years ago after we identified the area was one of the top three zip codes calling 911 in relations to domestic violence incidents. In 2009, at the project's start, 5.9% of

domestic violence 911 calls came from the Pine Castle area. Following our awareness and education campaign, the percentage grew to 6.9%, largely because the community now knew more about the dangers of domestic violence and began to report it to law enforcement. In 2011, however, the percentage dropped to 4.9%, reflecting a change in behavior in the community. Instead of calling law enforcement, community members began turning to Harbor House before a situation escalated to the point of requiring a call to 911.

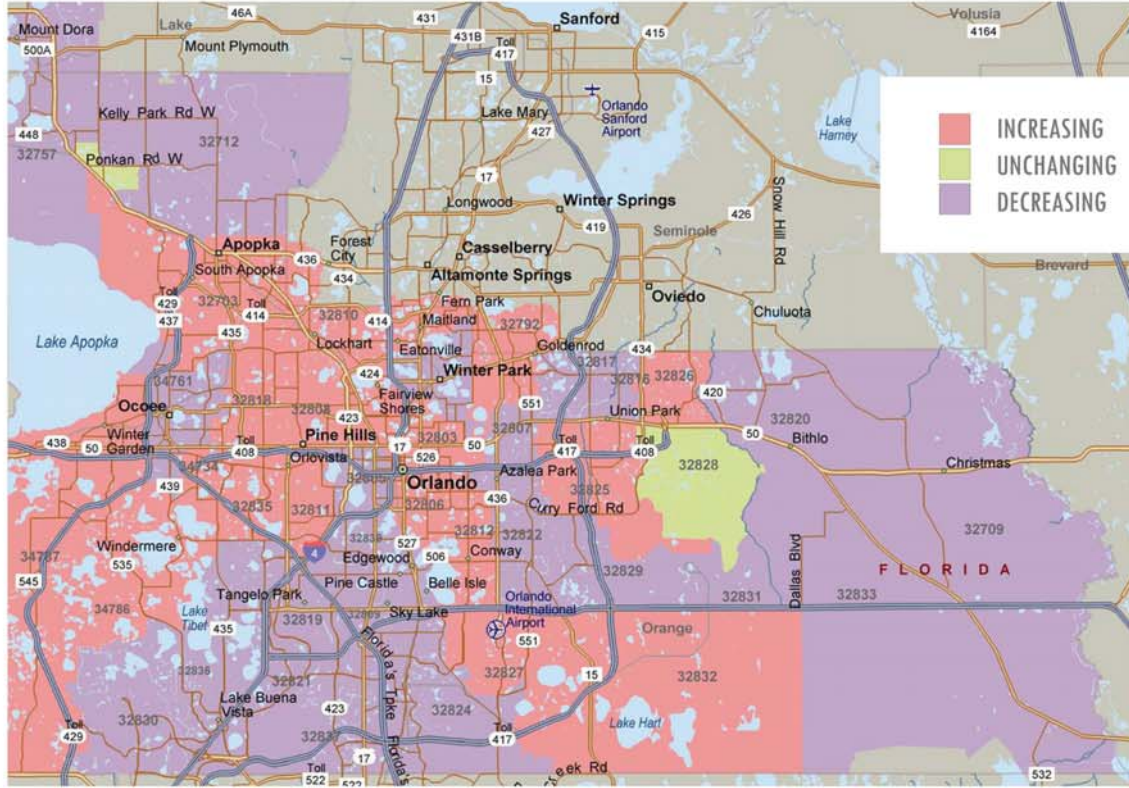
By conducting this research with Dr. Jasinski and the UCF Sociology Department, we are able identify community trends to ensure we are targeting our resources in the areas where we will have the most impact.

By using scientific evidence of trends, the studies identified that official contacts with law enforcement are geographically clustered together in a few zip codes within Orange County. To meet the needs in these areas, Harbor House provided the greatest percentage of our outreach efforts in these same areas.

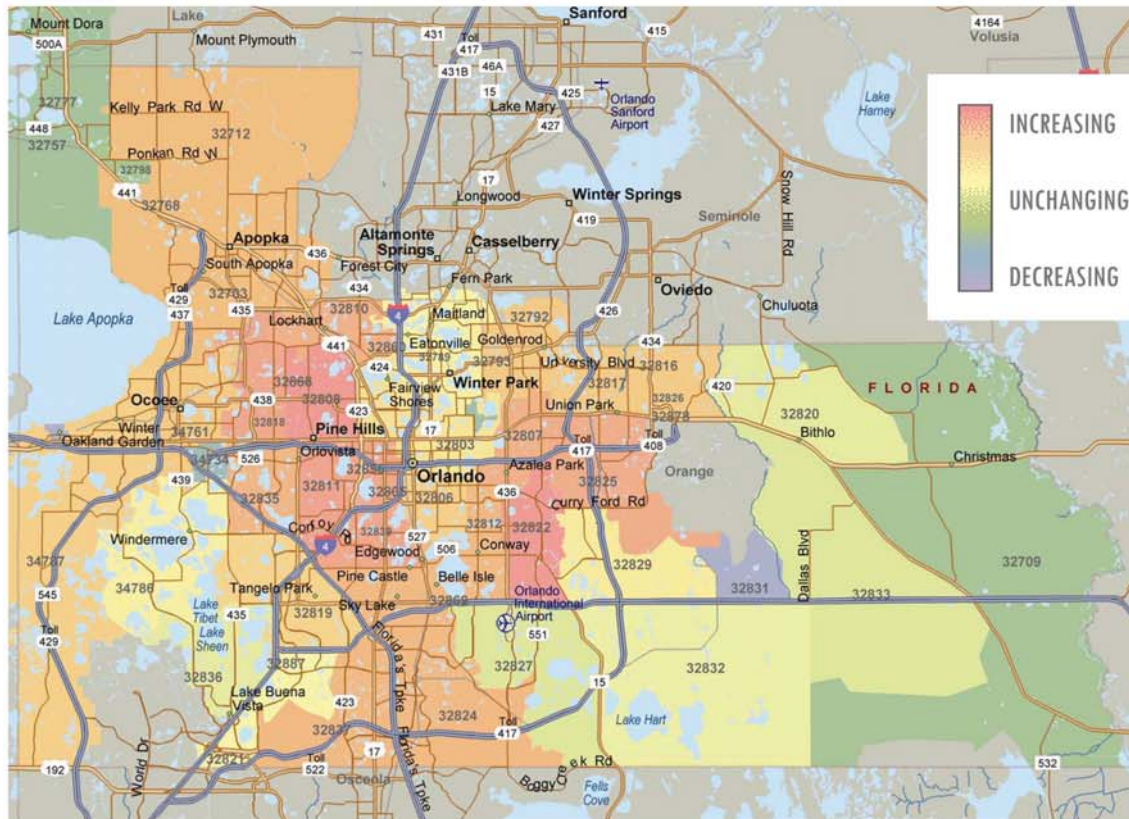
In the future, we will use these maps to track the impact of prevention and intervention efforts over time.

For a zip code listing of domestic violence incidents in Orange County, please check out our interactive map at www.harborhousefl.com/DVmap.

CHANGES IN NUMBER OF DV CALLS TO LAW ENFORCEMENT (2010-2011)



PERCENTAGE OF OUTREACH SERVICES BY ZIP CODE (2011)



A map of Florida with county boundaries. A dotted line runs across the state from the Gulf of Mexico coast to the Atlantic Ocean coast. Two yellow stars are located in the central-eastern part of the state, representing the project's focus areas.

ATLANTIC
OCEAN

Project Courage is a community engagement project that involves saturating a community with knowledge, information, training, programs and events that will help eradicate domestic abuse in that area. The two focused Orange County communities we serve are Pine Castle and Malibu Groves.

GULF OF MEXICO

GULF OF MEXICO

**PROJECT COURAGE
IS SOCIAL CHANGE**

AN INNOVATIVE INITIATIVE FOCUSED ON **ACHIEVING SOCIAL CHANGE** IS NO SMALL UNDERTAKING. BUT THAT'S EXACTLY WHAT PROJECT COURAGE SET OUT TO DO, AND THE EFFORT CONTINUES TODAY IN TWO ORANGE COUNTY COMMUNITIES—**PINE CASTLE AND MALIBU GROVES**. CHANGES IN ATTITUDES AND BELIEFS CAN BE SEEN EVERY DAY, BUT THE LONG-TERM IMPACT OF THIS INITIATIVE WILL BE FELT **FOR YEARS TO COME**.

Project Courage is an initiative like no other. It is one in which Harbor House and its supporters have invested their time, energy and resources. It is an initiative birthed from the pioneering spirit Harbor House has become known for, and it has deeply affected those who have promoted its mission of social change over the past three years. Moreover, it has touched lives in nearly every facet of the communities in which it has been implemented—schools, churches, businesses, healthcare providers and first responders. In turn, those impacted have spread the message to others, creating a spiral of awareness about domestic abuse, changing attitudes and impacting lives.

Project Courage is a community engagement project that involves saturating a community with knowledge, information, training, programs and events that will help to eradicate domestic abuse in that area. It teaches people what we've come to brand as R3 – Recognize, Respond and Refer. Armed with information about how to recognize abuse, how to respond to the abused and the abuser, and where to refer the survivors, family and friends for help, domestic abuse is no longer shut behind

closed doors. It is no longer someone else's problem. Project Courage has helped our community understand that we are all affected by domestic abuse, and more importantly, there is something we can do about it.

The Project Courage socio-ecological model includes individuals, relationships, community and society, and features various programs including youth prevention, training and outreach that enables an entire community to move through the Harbor House prevention continuum. The work done at each level of the model creates a ripple effect that involves more individuals in the change. The more individuals involved in the change, the more likely the community will achieve the tipping point into social change.

Domestic abuse is at the root of numerous societal problems, most of which are complex in nature. True societal change has begun in Project Courage communities, but only in the next five to 10 years will the true impact of the initiative be fully realized. Last year alone, over 9,768 individuals attended 239 Harbor House trainings and presentations. We look forward to continuing our groundbreaking programming that will increase the health and strength of our community's future.

HEALTH INSTITUTIONS



of health professionals say they will change their patient evaluation routine to properly Recognize, Respond and Refer survivors of abuse.

FAITH INSTITUTIONS

Parishioners and faith leaders from 10 faith institutions learned how to Recognize, Respond, and Refer survivors of abuse to safety.



"I know how to Recognize, Respond, and Refer a domestic abuse survivor"

BUSINESSES



of the businesses trained in the Project Courage communities stated that, when confronted by a domestic abuse situation, they would help the survivor get the resources he/she needs to be safe.





**COURAGEOUS
BYSTANDERS: OUR CHILDREN**

{ K-5 } LITTLE HEROES

LITTLE HEROES INDEED.

These young children, grades K-5, are learning what it means to stand up against abuse. They are truly the “Little Heroes” in their schools because when they spot bullying happening to their friends, they speak up and tell others it’s not okay.

The nine-week after school program educates elementary-aged youth about safe bystander intervention, the dynamics of bullying and skills for healthy communication. By teaching these principles at the earliest stages, we can prevent the youngest children in our community from promoting or accepting abusive behaviors. In addition, these youth learn what to do when the abuse is happening at home.



{ 6-12 } LEADERS OF COURAGE

COURAGE NOW.

The “Leaders of Courage” wear Courage Now t-shirts to remind their peers that dating abuse, bullying and abusive behavior is unacceptable. They organize rallies and forums to discuss issues and create change in their schools.

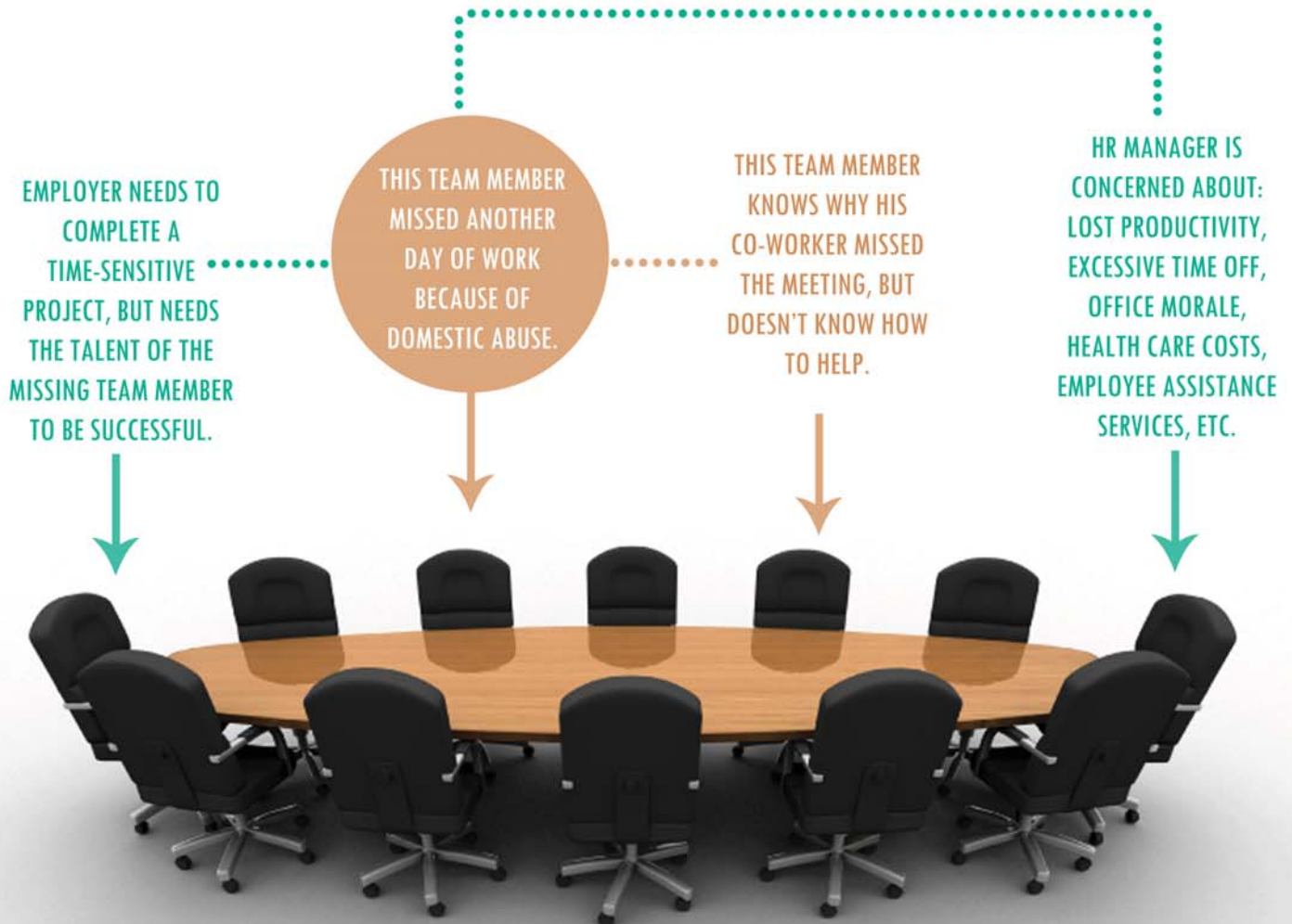
Leaders of Courage (LOC) is a teen dating abuse awareness and prevention program with the goal of decreasing teen dating abuse and promoting healthy relationships. Eight schools and organizations targeted in Project Courage communities developed LOC clubs or programming.

To date, more than 500 youth and seven teachers/administrators have been directly involved with Leaders of Courage. Those youth have in turn touched the lives of an estimated 5,000 others within their schools who have witnessed the activities and messages regarding healthy relationships.

The youth at all of the LOC locations were invited to attend a Teen Summit in February 2012 at Edgewater High School in partnership with three local and state organizations, the Florida Coalition Against Domestic Violence (FCADV), Strengthening Our Sons and Theta Phi Sorority. The summit brought 120 youth and adults from around the state. Following the program, the youth created lanyards with positive anti-abuse messages and postcards to distribute to other students.



DOMESTIC ABUSE AFFECTS & COSTS THE WORKPLACE



Business leaders can have a profound impact on the lives and well-being of their employees. But employees struggling with domestic abuse affect health care costs, absenteeism and lost productivity. That ultimately affects an organization's bottom line.

To help end abuse in the workplace, personnel, supervisors, administrators, human resources professionals and security teams must understand abuse. Through Harbor House's Recognize, Respond, and Refer training, more than 85 Orange County workplaces have been trained to understand what abuse is, have been given the skills needed to respond

effectively and safely to co-workers in abusive relationships, and have learned where to refer survivors of abuse.

In addition, 36 partners have earned their Key Business designation, meaning they have completed all the steps necessary to become a leader in workplace safety, including implementing zero-tolerance domestic violence policies.

Through the Key Business Initiative, Harbor House is helping businesses in Orange County become leaders in creating safer communities through safer workplaces.

NATIONWIDE, 94% OF CORPORATE SECURITY DIRECTORS RANK DOMESTIC VIOLENCE AS A HIGH SECURITY PROBLEM



U.S. EMPLOYERS WHO FAIL TO PROTECT THEIR EMPLOYEES AT WORK MAY BE LIABLE. AVERAGE SETTLEMENT: \$600,000



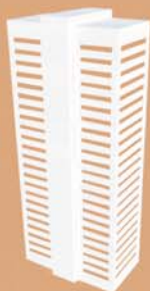
IN ORANGE COUNTY, THE ANNUAL COST OF LOST PRODUCTIVITY DUE TO DOMESTIC VIOLENCE EQUALS \$28.1 MILLION

DOMESTIC VIOLENCE ACCOUNTS FOR MORE THAN 210,000 PAID SICK DAYS PER YEAR FOR ORANGE COUNTY EMPLOYERS



DIRECT MEDICAL AND MENTAL HEALTH CARE SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE IN ORANGE COUNTY COST NEARLY \$94 MILLION

91% OF U.S. SENIOR CORPORATE EXECUTIVES SAID DOMESTIC VIOLENCE AFFECTS BOTH THE PERSONAL AND WORK LIVES OF EMPLOYEES



NATIONALLY, 66% OF EXECUTIVES HAVE REPORTED THEIR COMPANIES' FINANCIAL PERFORMANCE WOULD DIRECTLY BENEFIT FROM ADDRESSING DOMESTIC VIOLENCE ISSUES WITH THEIR EMPLOYEES

At the core of our strategy to end domestic abuse is R3—Recognize, Respond and Refer. And while Project Courage approaches this at the micro level, the R3 App takes a macro approach. The award-winning R3 App, based on Dr. Kevin Sherin's HITS assessment, enables individuals and healthcare professionals to screen for abuse through a simple four question assessment. Once the risk level is identified, the R3 App provides resources for locating help. In fact, the R3 App features the only mobile, zip-code-based resource directory in the nation for domestic abuse victims to locate the services nearest to them. The app is available in both English and Spanish and has been downloaded across the globe. The comprehensive and revolutionary product earned top honors in Avon's Ending Violence @ Home App Challenge, a tremendous accomplishment in an international competition with contenders from nine countries. The R3 App can be downloaded from iTunes and Google Play.



THE AWARD-WINNING R3 APP: RECOGNIZE, RESPOND & REFER

1,750 TOTAL
DOWNLOADS
WORLDWIDE

ONLY
NATIONWIDE
DV DATABASE
BY ZIP CODE

250
DOMESTIC VIOLENCE
RESOURCES LISTED



A SNAPSHOT OF OUR IMPACT FROM JULY 2011 TO JUNE 2012

THE OUTREACH PROGRAM ADDED THREE NEW INITIATIVES TO FURTHER EXPAND OUR SERVICES BEYOND THE SHELTER WALLS.

THE LEGAL ADVOCACY TEAM SAW AN INCREASE OF 14% IN THE NUMBER OF TEMPORARY INJUNCTIONS GRANTED.

CRISIS CALLS ON THE HOTLINE INCREASED BY 60%. THAT'S 470 MORE LIVES TOUCHED.

TOTAL CALLS RECEIVED ON THE EMERGENCY HOTLINE INCREASED BY 24%.

41% MORE ADULTS & 36% MORE CHILDREN ENTERED EMERGENCY SHELTER THIS YEAR.

PROVIDING HELP & OFFERING PROTECTION AT THE MOST CRITICAL MOMENT

AGENCY

- 7,756 safety plans were completed with clients, 4,517 of which were face-to-face conversations
- 28,491 hours of counseling were provided to survivors in all programs
- 6,437 crisis hotline calls were received and 3,239 safety plans were provided over the crisis hotline
- 13,769 referrals were given to survivors in shelter, courthouse and outreach programs

SHELTER SERVICES

- 983 women and children stayed in the shelter for a total of 27,797 nights
 - Average length of stay in shelter is 34 days (women with children 36 days, women without children 32 days)
 - 85% of the women have never received services before
- 49% of shelter residents were children and 25% were under the age of 4

CHILDREN & YOUTH SERVICES

- The Dr. Phillips Center for Children provided over 10,654 hours of childcare and served over 3,000 nutritionally-balanced meals

OUTREACH

- Outreach served 733 women and men and provided over 8,060 hours of advocacy, safety planning and support group services:
 - 95% women and 5% men
- The Community Based Housing program helped 43 families find long-term housing

COURT SERVICES

- The courthouse program served 3,881 individuals requesting injunctions and court services and provided over 4,236 hours of advocacy, safety planning and court accompaniment
- Over 3,405 domestic/dating/sexual violence injunctions were filed during the year
 - 83% granted or hearing set
- The Intimate Partner Violence Enhanced Services Team (InVESTeam) working with law enforcement provided over 1,500 hours of advocacy, safety planning and support services to 292 high-lethality clients
- The InVEST team working with the Department of Children and Families provided advocacy services to 163 families.

OUR AMAZING VOLUNTEERS

They play with the children at our shelter with a simple game of musical chairs or kicking around a soccer ball. They cook hearty meals and spend their weekends at our shelter—helping our survivors know their community cares. They represent Harbor House at community events. They answer hotline calls with compassionate hearts. They labor with love, cleaning and gardening to make sure our campus looks and feels like home.

These are our volunteers. Each volunteer has a unique story and reason why they volunteer. They are all incredible. And one thing is certain—we couldn't do what we do without them.

1,182
TOTAL VOLUNTEERS

18,373
TOTAL VOLUNTEER HOURS

\$392,447
TOTAL VALUE TO THE AGENCY



INGRID'S STORY

WHY SHE VOLUNTEERS

On August 19, 1986, my beloved mother was murdered as a result of domestic violence. I was very young and lacked any kind of support for myself and my three siblings. As a child, I was a survivor left to pick up the pieces of a shattered life, and I struggled with not only the pain of losing my mother so violently but also with the loneliness and confusion of the aftermath. Unlike victims in Central Florida who can turn to Harbor House, I had no one to turn to.

It took many years for me to overcome the shock and depression stemming from what had happened to my family. But eventually, I found the strength within myself and decided to no longer be a victim and to take matters into my own hands. I used my voice to become an advocate.

On March 30, 2012, I participated in the "It Takes Courage" door-hanging event with 60 other domestic abuse advocates. We joined together to help others, walking through areas in Orlando with high incidences of domestic violence to spread the message of hope and safety. With every door hanger I placed, I became stronger. I imagined there was someone like myself behind those doors, and I was giving them a gift—a gift like the one I had needed so badly so many years ago. I was part of a team, and we were making a difference.

It was my first experience volunteering for Harbor House. Since then, I have used my voice in many more ways to help victims become survivors. I have worked in the Outreach Program, volunteering my time and energy to share my experience and offer hope to others who suffer like I once suffered. I have served as a representative of Harbor House, speaking to the local media about my story. I have joined in every "It Takes Courage" event since my first, knowing now that there were indeed women and children behind those doors who needed help and sought services from Harbor House as a result of the door-hanging event.

No one ever offered my beloved mother help, counseling or guidance on how to deal with domestic abuse in her personal life. No one ever showed her a way out. If an organization like Harbor House had been in my community when I was growing up, perhaps she would be alive today.

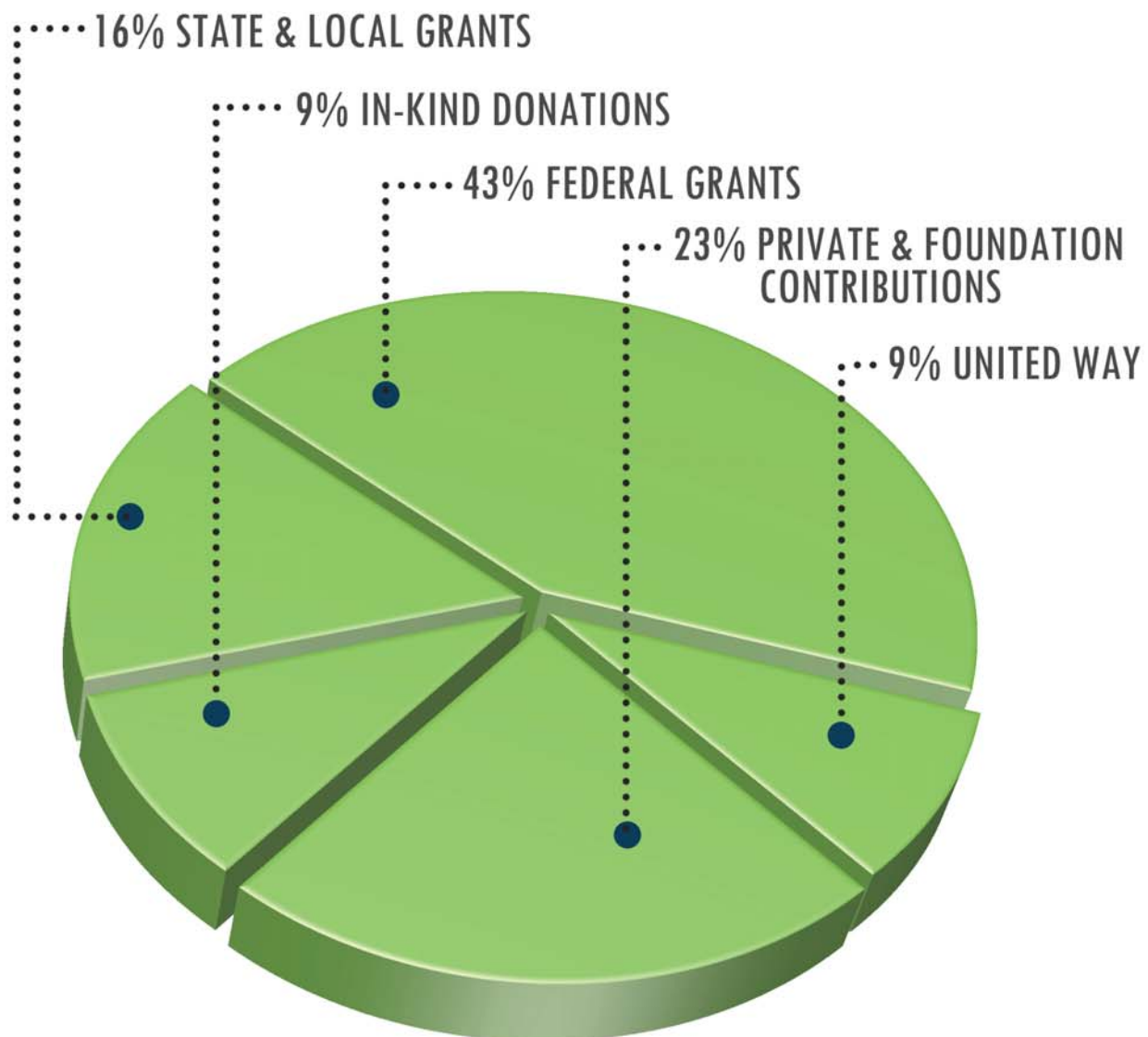
I will never know, and I will never stop grieving for her. But I believe that as a volunteer for Harbor House, I am changing the lives of women just like her and honoring her memory in the most extraordinary way.



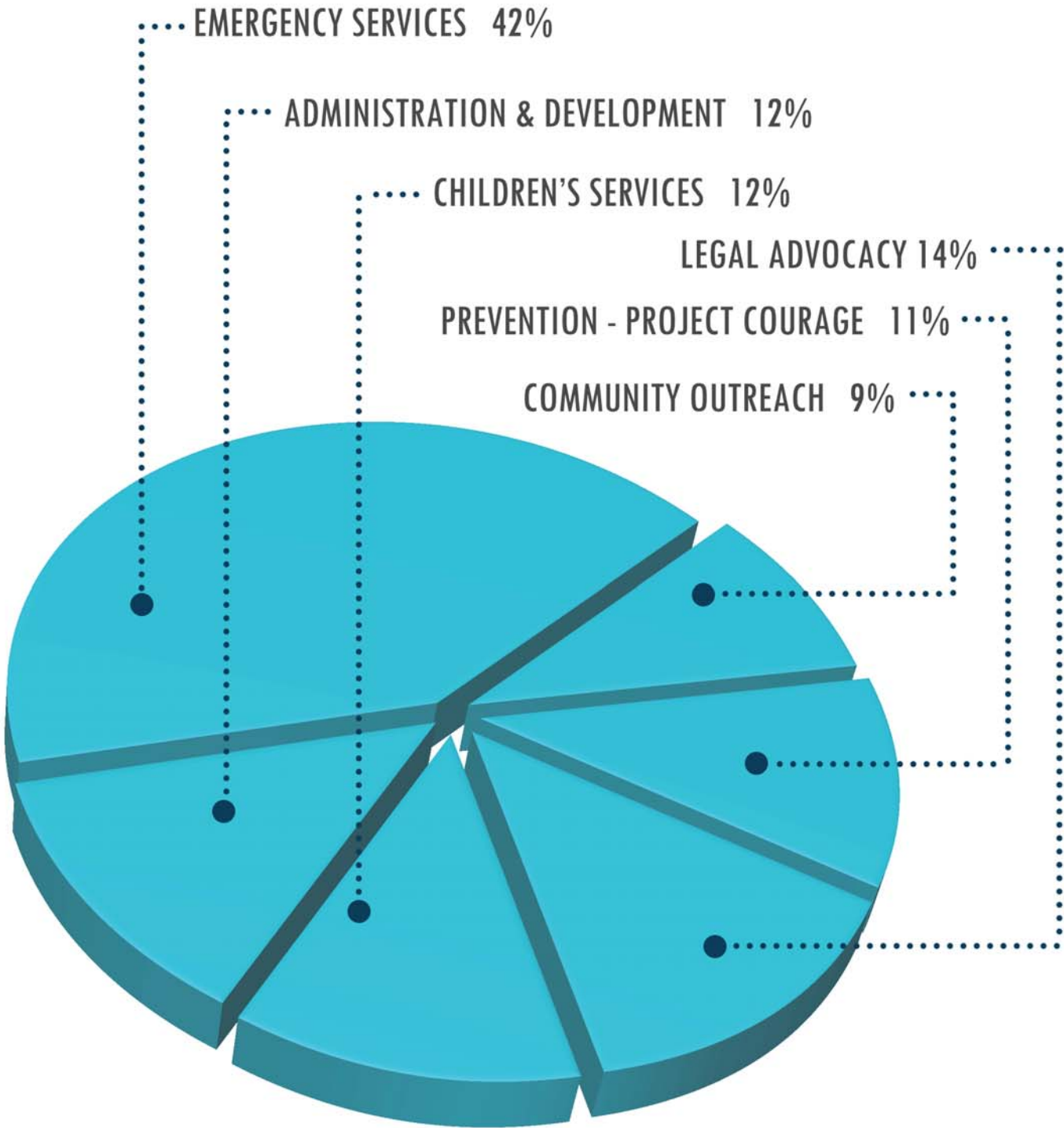
RELIABLE FINANCIALS

Stringent fiscal management and transparency is key to ensuring the financial health of our organization as well as ensuring our contributors know exactly where their money is going. Our strategic approach to securing funding in a balanced way means our major programs and initiatives are not only stable, but they are positioned to grow and thrive. It means we are financially secure and able to serve the thousands of individuals in our community who need us. By effectively managing our expenses, more dollars can go straight to providing direct services to survivors. But in order to do this, we rely heavily on community support. This comes in many forms. Financial contributions are our core need as a non-profit agency. By establishing a network of committed donors, we are able to ensure our work will continue no matter what federal, state or local funding changes come our way. In return, we promise to provide our donors with the reliable financials they need to make the important decision of where to invest their money. Over the past five years, our community support has doubled, giving us not only operational strength but also reserves that keep us viable regardless of the government funding climate. We are confident our exceptional record of reliable fiscal management will provide peace of mind that Harbor House of Central Florida is a strong financial investment.

TOTAL SUPPORT



TRANSPARENCY & EFFICIENCY



Our community donated over **\$271,261** in in-kind goods last year, which offset costs and allowed more resources to be utilized for the prevention and intervention services Harbor House provides.



JAIME'S SUCCESS STORY

MARIBEL OJEDA, HARBOR HOUSE INVEST ADVOCATE

In November 2010, Detective Sprague from the domestic violence unit of the Orlando Police Department asked me to meet her at the ORMC emergency room immediately; we had to go meet a victim of an attempted murder/strangulation. When I arrived at the ER, Det. Sprague met me in the hallway and said, "I want you to be prepared for what you are going to see. This is a really bad one." And it was. In all my years of experience, nothing could have prepared me for what awaited me behind the curtain.

Jaime was sitting in a chair, wrapped in a blanket with sunglasses on. I introduced myself, and she extended her hand to me. Her nails were still covered in blood. I asked to speak with her privately and took a seat beside her. She was ready to share her story.

She apologized for wearing sunglasses and explained that she was embarrassed to take them off, but she did so anyway. As she lifted her head, I began to see what she was hiding. The ruptured capillaries in her eyes were so severe, I could not see her pupils through the blood. She unwrapped herself from the blanket and showed me her neck. The marks from the belt she had been strangled with were so deeply embedded in her neck, it looked as if the belt was still there.

Jaime explained that she had been with the father of her two-year-old child for five years, and he had always been abusive, but never like this. Something in him had snapped that day, and she realized she would be fighting for her life.

The incident began as an argument, and she had been ignoring him in an attempt to deescalate the situation. That had always worked in the past, but this time was different. He became so enraged that, for eight hours, he viciously beat her, assaulted her, strangled her with a belt, and twice tried to

drawn her in the bathtub. She had been in and out of consciousness and remembers waking up twice in different rooms, which explained the rug burns all over her body. At one point, the second time her abuser was strangling her, she recalls hearing her son's voice (he was with his grandparents at the time), and that gave her the strength to fight back and run out the door.

After leaving the hospital, I applied for relocation and counseling for Jaime, because I knew that she would eventually need it. The prosecutor with the State Attorney's Office asked for a sentence of 20 years for Jaime's abuser, as he was being charged with strangulation, rape and attempted murder. On July 13, 2011, he received a sentence of only five years, followed by three years of sex offender probation.

Jaime and her son have since moved out of the state, received her college degree, landed a fantastic job and recovered from her physical injuries. She continues receiving therapy to help her cope with the emotional and psychological trauma she sustained. I speak with her from time to time, and she tells me of her triumphs. She never misses an opportunity to thank me for being there for her when she needed someone the most. She says that without the help of Harbor House and the Orlando Police Department, she would never have been strong enough to survive the nightmare she was living in.

Jaime is not alone. There are countless Jaimes in our community who desperately need the help and guidance we offer. Your support allows us to help save the lives of many more victims like Jaime and turn them into survivors.

**This Impact Report is dedicated to
the 27 women, men and children who lost
their lives due to domestic violence in 2011.**

Special thanks to Designers' Press, Inc.
for donating the printing of this report.



THANK YOU

FOR MAKING THIS REPORT POSSIBLE

Janice Bradstreet | Orange County Government, Florida

Leesa Bainbridge | Orange County Clerk of Courts

Cpl. Annette Barger | Orange County Sheriff's Office

Glen Casel | CBC of Central Florida

Dr. Amy Donley | University of Central Florida

Lt. Carlos Espinosa | Orange County Sheriff's Office

Judge Robert Evans | Ninth Judicial Circuit Court of Florida

Lydia Gardner | Orange County Clerk of Courts

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Cathy Jackson | Homeless Services Network of Central Florida

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