

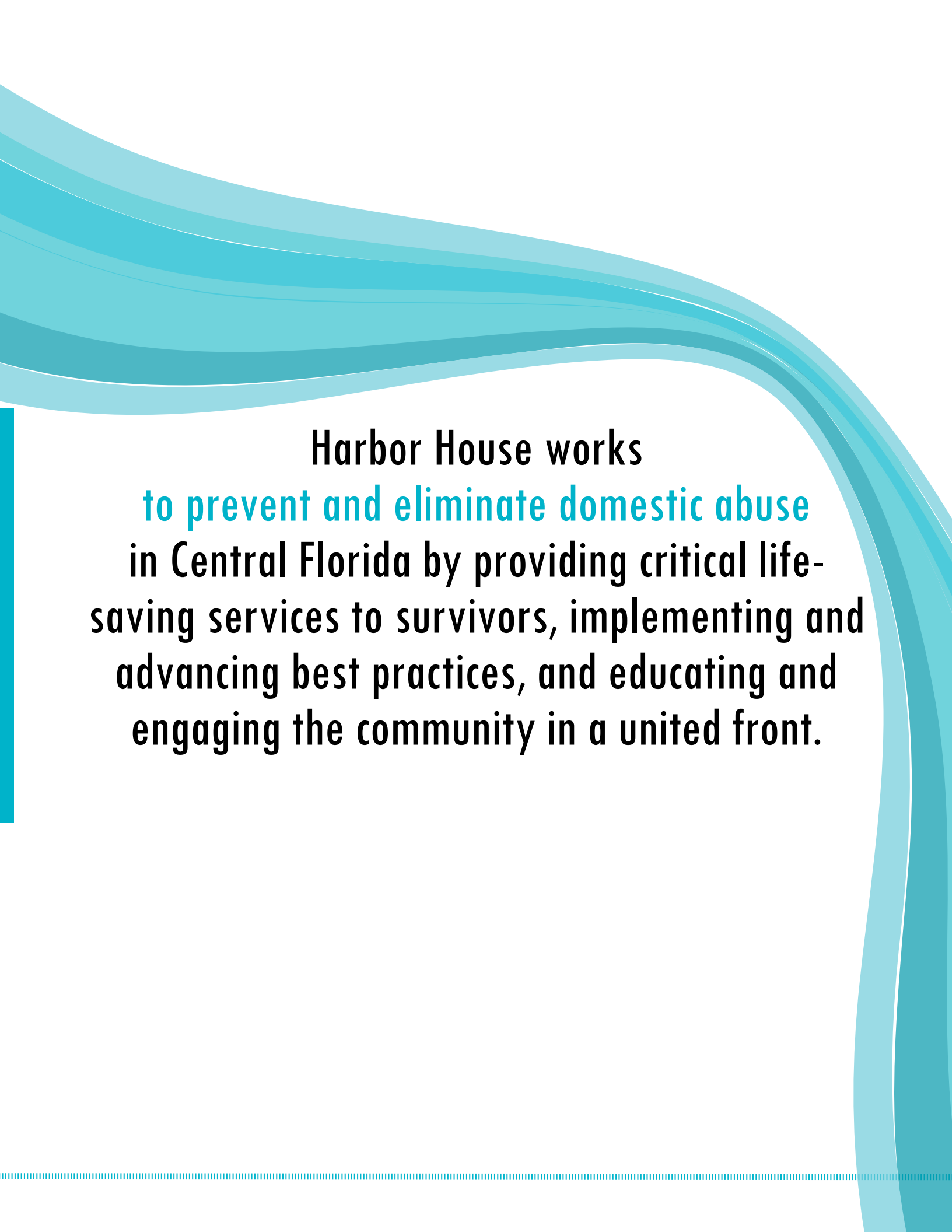
HarborHouse
of Central Florida

2 0 1 2
IMPACT
REPORT
2 0 1 3

The bottom of the page features several horizontal, wavy lines in various shades of blue, creating a sense of movement and depth.



**This report is dedicated to the many
women, men and children who lost their lives to
domestic abuse in 2012.**



**Harbor House works
to prevent and eliminate domestic abuse
in Central Florida by providing critical life-
saving services to survivors, implementing and
advancing best practices, and educating and
engaging the community in a united front.**

BOARD OF DIRECTORS

SUSAN BLACK
4Elements Consulting

SARA BRADY
Sara Brady Public Relations, Inc.

ANGEL BUCHANAN
Wells Fargo

SHEILA BYSTRAK
Winnie Palmer Hospital
for Women & Babies

TONI CARACCILO
SeaWorld Parks and Entertainment

EARL CRITTENDEN, JR.
Crittenden Fruit Company

BRIGITTE DAGOT
Republic of France

LAURA GENETTE
WKMG - Local 6

AUDRA HOLLIFIELD
Orlando Magic

VICKI JOHNSON
Sachs Media Group

LAWSON LAMAR
Retired State Attorney

MARGARET LEZCANO
Stifel, Nicolaus & Company

DIANE O'DELL
Universal Orlando

BEVERLY PAULK
Community Volunteer

RUFFIN RHODES
Rhodes + Brito Architects, Inc.

PILAR RILEY
Starwood Hotels

LINCOLN SALMON
Salmon Agency, Inc.

JILL S. SCHWARTZ
Jill S. Schwartz & Associates, P.A.

JANET ZIOMEK
Connexions

CAROL WICK, CEO
Harbor House of Central Florida

ADVISORY COUNCIL

DICK BATCHELOR
Dick Batchelor Management Group

GLEN CASEL
Community Based Care of Central
Florida

DR. ANTHONY DAVIS
No Limit Ministries

JOHNNY DUNCAN
Duncan Consulting, Inc.

MICHAEL FREEMAN
UCF Wellness & Health Services

DR. JAN GARAVAGLIA
District 9 Medical Examiner's Office

CATHY JACKSON
Homeless Services Consulting

DR. JANA JASINSKI
University of Central Florida

JODIE KALMUS
Darden Restaurants, Inc.

RICHARD LAPCHICK
University of Central Florida

LT. BRUCE MCMULLEN
Orange County Sheriff's Office

JOYCE PASTOREK
No Abuse, Inc.

TRISH PRICE
CTU, DCC, ETU, Florida Hospital

LAURENT PROSPER
The Republic of Haiti

RON SACHS
Community Volunteer

DR. KEVIN SHERIN
Orange County Health Department

BOB SMEDLEY
Orlando County Probation

LAURA WILLIAMS
CourtWatch Florida



EXECUTIVE STATEMENT

When you support Harbor House of Central Florida, you impact the lives of everyone in our community. Domestic abuse increases your costs for law enforcement, the judicial system and healthcare. It destroys families, ruins children’s futures and costs our neighbors their lives.

In each of the last five years, we responded to double digit increases for crisis intervention for more and more people in danger—emergency shelter, court injunctions and the hotline.

But we realized that prevention was the key to ending domestic abuse. Educating the community to *Recognize, Respond and Refer* became our overarching prevention strategy. Your partnership makes it possible for us to stop abuse *before* it escalates into a call to our 24-hour hotline or 911.

The launch of Project Courage four years ago proved the value of education. We teach children to intercede when they see abusive behavior. We equip police, and other first responders, to respond to survivors they encounter daily. We train business managers to protect their employees. We work to hold abusers accountable.

This impact report highlights the results you made possible through your volunteerism and financial support. With you, we protect children, reduce taxes, give hope for the future and save lives.

Thank you,

A handwritten signature in black ink that reads "Carol Wick".

Carol Wick

A handwritten signature in black ink that reads "Janet Ziomek".

Janet Ziomek

RESPONDING TO EMERGENCIES



THE AVERAGE COST OF A 911 CALL
& SUBSEQUENT INVESTIGATIONS

\$ 1,001



THE NUMBER OF 911 CALLS IN RESPONSE
TO INCIDENTS OF DOMESTIC ABUSE*

9,280



TOTAL COST TO RESPOND
TO *REPORTED* DOMESTIC ABUSE
EMERGENCIES

\$ 9,289,280

*ACCORDING TO THE BCF MAPPING STUDY

DOMESTIC ABUSE CAN AFFECT ANYONE:
A FRIEND, A TEACHER, A CO-WORKER, A FAMILY MEMBER, A CHILD...YOU.

RESPONDING TO CRIME



4,414 BATTERERS
ARRESTED

NUMBER REFERRED FOR PROSECUTION*

8,730

THOSE HELD ACCOUNTABLE

6.7%



INCARCERATION COSTS
PUBLIC DEFENDER COSTS
CLERK OF COURTS COSTS

\$ 10,748,090

* THOSE NOT ARRESTED OR REPORTS FILED DIRECTLY TO LAW ENFORCEMENT

DOMESTIC ABUSE COSTS EVERYONE.

COST TO BUSINESSES IN ORANGE COUNTY

\$152,666,073

LOST PRODUCTIVITY, ABSENTEEISM, MEDICAL AND MENTAL HEALTH COSTS

ESTIMATED NUMBER OF DOMESTIC ABUSE SURVIVORS IN ORANGE COUNTY

 **73,288**

ESTIMATED VICTIMIZATIONS PER YEAR

249,180 

HARBOR HOUSE SAVES

FOR EVERY CHILD WHO COMES TO SHELTER INSTEAD OF FOSTER CARE

= \$27,180 SAVED

FOR EVERY SURVIVOR HELPED THROUGH THE HOTLINE INSTEAD OF CALLING 911

= \$974 SAVED

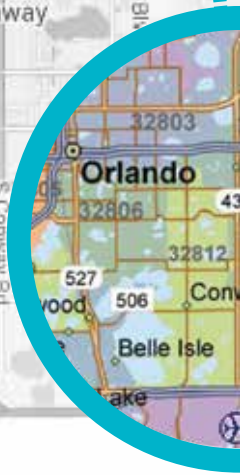
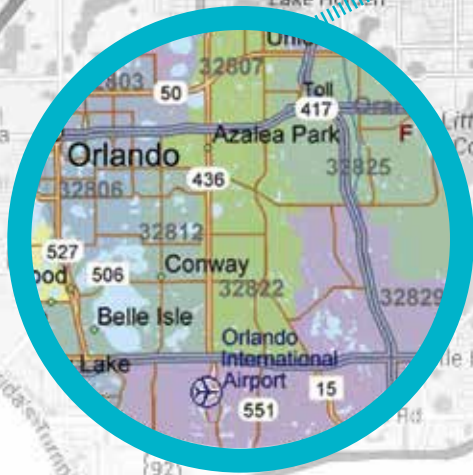
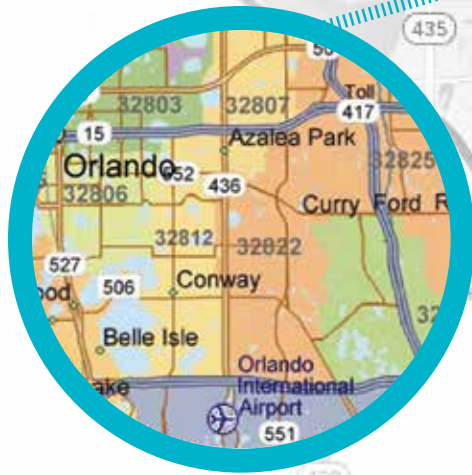
FOR EVERY LIFE SAVED BECAUSE A FRIEND RECOGNIZED AND REFERRED THEM FOR HELP

PRICELESS

TOTAL COST TO ORANGE COUNTY

\$ 172,703,443

INCIDENTS PER ZIP CODE OVER 12 MONTHS



MAPPING PROJECT: YEAR 5

National studies find that 80% of domestic abuse incidents go unreported. Yet, national indicators typically only look at 911 calls and arrests to determine the extent of the problem. Understanding the complex issues of domestic abuse in order to provide the right intervention is what Harbor House does best. Evidenced-based analysis helps us allocate resources more effectively to benefit our community's specific needs.

To truly understand how domestic abuse affects our community, we've partnered with the University of Central Florida for the past 5 years. An in-depth mapping project researches where, and how, domestic abuse impacts Central Florida. This study also allows us to examine the impact of our awareness and prevention initiatives, such as Project Courage.

Map 1, illustrated below, shows a large number of 911 calls. Yet, Map 4, indicates those needing help did not seek refuge at our shelter. Instead, they sought an injunction for protection or counseling, as shown in Map 5. Prevention efforts are working.

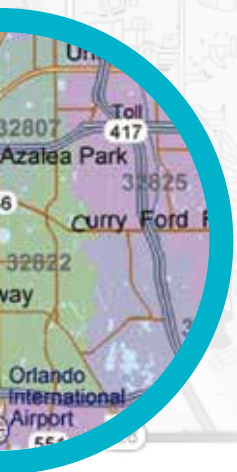
Map 1 - Calls to 911 regarding domestic abuse.

Map 2 - Calls to the DCF hotline about children endangered by DV.

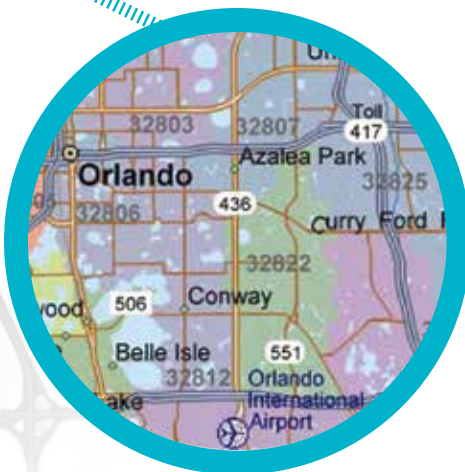
Map 3 - Calls to the Harbor House hotline for help.

Map 4 - Individuals that sought refuge in the Harbor House shelter.

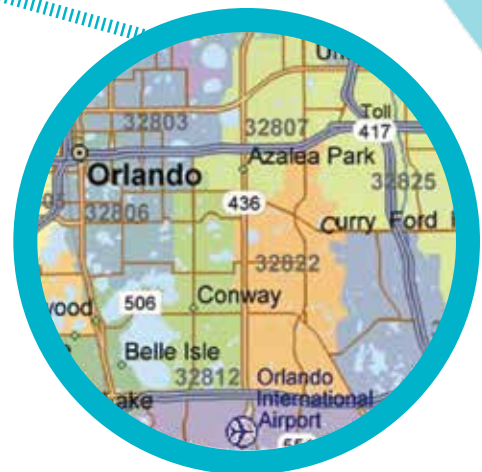
Map 5 - Individuals who sought an injunction for protection or counseling.



3



4



5

A DAY IN DANGER

A 24 HOUR SNAPSHOT OF DOMESTIC ABUSE IN ORANGE COUNTY

In just one 24-hour period, September 17, 2013, we provided intervention services for **333** survivors of domestic abuse. On the same day last year, we served **226** survivors: 84 individuals in emergency shelter, 77 in legal/counseling, 36 in transitional and community based housing, and 29 crisis hotline calls answered.

47% increase from last year



SHELTER



57 WOMEN
1 MAN
56 CHILDREN
1 DOG

TRANSITIONAL



31 WOMEN
2 MEN
57 CHILDREN

LEGAL / COUNSELING



88 WOMEN
10 MEN
13 CHILDREN

CRISIS CALLS



10 CALLS TO DCF
18 CALLS TO CRISIS HOTLINE






CRIME



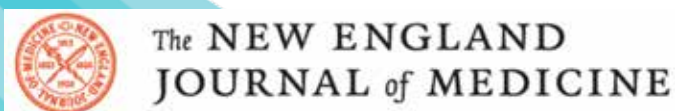
25 CALLS TO 911
12 ARRESTS FOR DOMESTIC ABUSE

EMPOWERING OTHERS TO RECOGNIZE, RESPOND AND REFER IN OUR COMMUNITY AND AROUND THE GLOBE



-  14,456 People were trained to be **proactive bystanders** and intervene in abusive situations.
-  4,868 People downloaded the **R3 App** effecting screening practices of hospitals and across the globe.
-  978 **Firefighters and EMT's** were trained to Recognize, Respond and Refer.
-  450 **Physicians** were trained to screen for domestic abuse.
-  215 youth were trained to **safely intervene** when they see abuse and bullying happening.

The R3 App was a winner in the “Ending Violence @ Home Global App Challenge” and was recognized in the New England Journal of Medicine. For more information, or to download, visit harborhousefl.com/R3app.



The HITS Screening Tool for Domestic Violence.⁹

How Often Does Your Partner	Never	Rarely	Sometimes	Fairly Often	Frequently
Physically hurt you	1	2	3	4	5
Insult or talk down to you	1	2	3	4	5
Threaten you with harm	1	2	3	4	5
Scream or curse at you	1	2	3	4	5

⁹ A total score of more than 10 is suggestive of intimate partner violence. This information, called R3, is available as a free Android or iPhone app. From Sherin et al.⁹

Avon Foundation for Women and the Institute of Medicine
announce a Global App Challenge

Ending
Violence
@home





DONATION CENTER



With the tremendous support of local investors, especially Dr. Phillips Charities, Harbor House opened the new Donation Center on December 6, 2012. This multi-purpose facility revolutionizes how people in the community help survivors get back on their feet!

Families often arrive with nothing, not even shoes on their feet. Now that we have storage, you can provide for their needs by organizing an “All It Takes Is a Box” supply drive. The warehouse allows us to receive large quantities of food staples, cleaning supplies and paper products, which we use to run one of the largest domestic abuse shelters in the U.S. That saves dollars.

In less than one year, we are celebrating the generous spirit and support of the community with an amazing **\$468,806** worth of goods donated. Visit our website to learn how you can make our survivors more comfortable and improve their healing experiences.





THE PAWS FOR PEACE KENNEL

If you had sixty seconds to flee your home, who would you save? Did you know that nearly **60%** of survivors delay leaving abuse because they cannot bring their beloved pet with them? Sadly, nearly **10%** of our survivors report that their family pet was killed by their abuser.

Last year, our Paws for Peace Kennel opened and just two days later, we welcomed our first pet, a guinea pig. Since then, 44 dogs, 14 cats and a bird have escaped abuse. Owners experience relief in knowing their pets are not only safe, but housed in a beautiful facility complete with its own cat porch and dog park.

With the help of caring partners like Orange County Animal Services, Petco and SeaWorld, our new home for survivors' pets is making a difference here in Central Florida and across the country. Already, Harbor House assisted two other shelters in opening their own kennels and two more are in the works. We are working to make sure the entire family is safe, here and across the nation.



VOLUNTEERS MAKE THE DIFFERENCE

Every single day, our volunteers do extraordinary things. They answer hotline calls, provide leadership on our Board of Directors, host activities during the children's school breaks and help survivors face their abusers at the courthouse.

Whether they hunker over a budget, swing a paint brush, prepare hot meals, doctor a puppy or hold a child's hand, our volunteers are the heart of Harbor House.

None of the success shared in this impact report would have been possible without each of our volunteer's selfless devotion and dedication to ending domestic abuse in Central Florida. Our gratitude is boundless.



**NUMBER
OF ACTIVE
VOLUNTEERS**

1,179

**HOURS OF
SERVICE
PROVIDED**

17,802

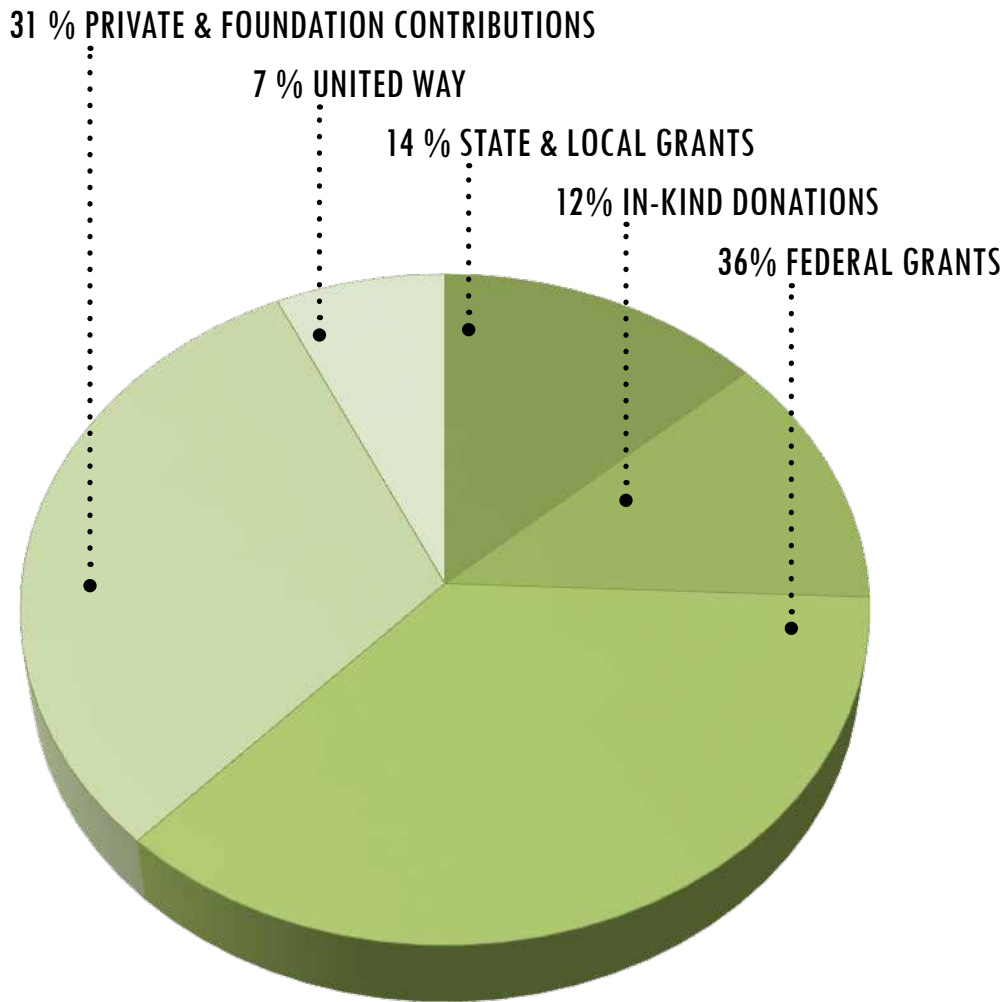
**VALUE
TO THE
AGENCY**

\$380,241



RELIABLE, TRANSPARENT AND EFFICIENT

REVENUE

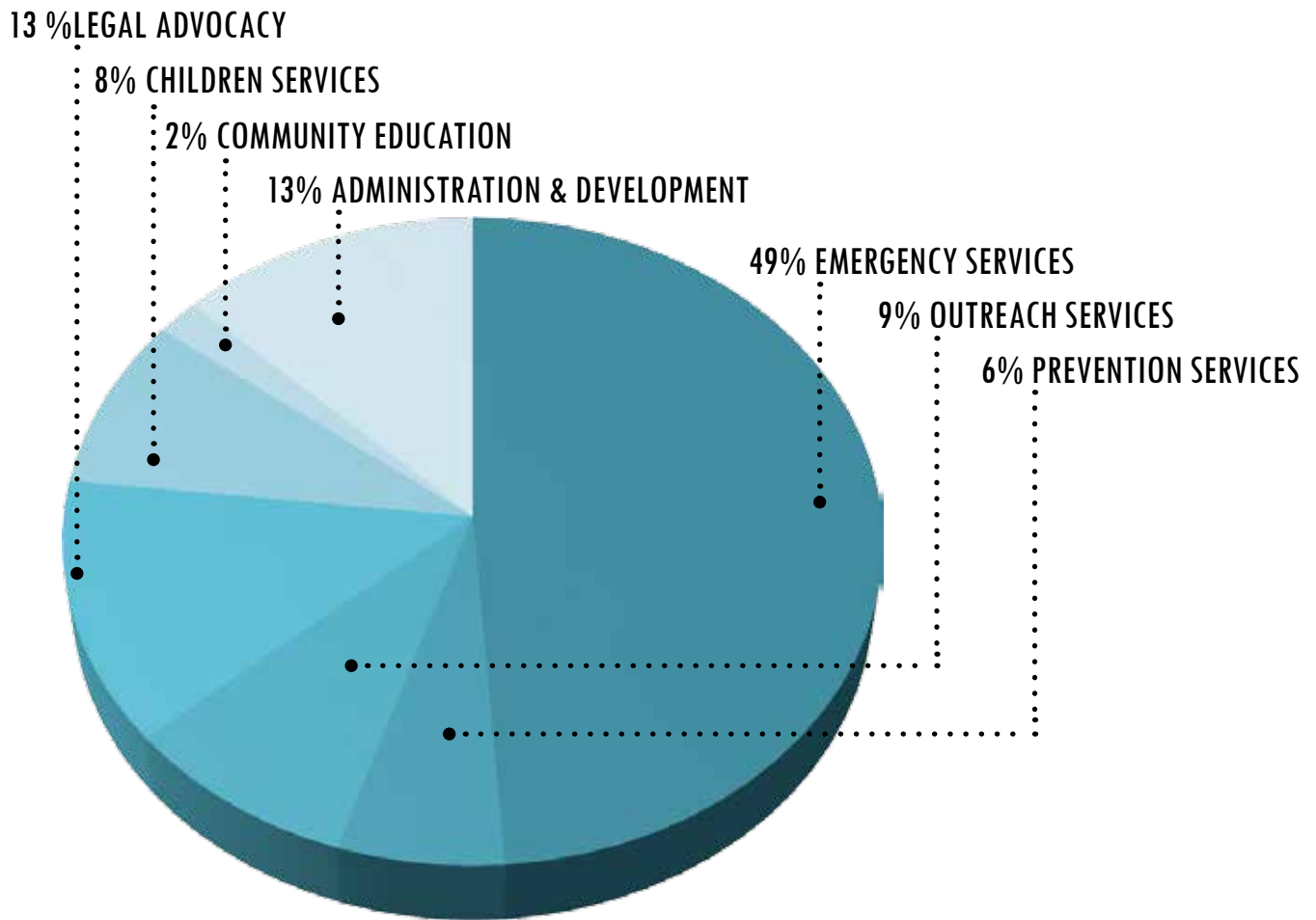


Strong fiscal management is essential to sustaining Harbor House's financial health. Because our intervention and prevention efforts have such a powerful impact on survivors and everyone in our community, we take meticulous care in managing our "financial house." Last year, we accomplished several strategic goals that allow us to better manage resources, including the addition of the new donation center, new social entrepreneurial efforts to raise unrestricted capital and ongoing efforts to diversify funding through online giving.

We deliver a vital public safety service that makes our community a safer place to live. We work to expose the true financial toll that domestic abuse has on our community and to reduce those costs. We provide a strong return on every dollar invested by our financial partners: government, corporate, foundation, organizational and individuals.

To earn the trust of our investors, we operate under complete transparency. This year, Harbor House earned the GuideStar Gold designation, the highest rating a non-profit business can receive for transparency, reliability and impact. Additionally, we far exceed the national average when compared to other nonprofits' efficiency in fundraising, liquidity, assets and reserves. We are committed to use your hard-earned financial investments towards the safety and protection of each person living in Central Florida.

OPERATIONS



For additional information about how Harbor House provides the greatest return on your philanthropic investments, please see our portrait at the Community Foundation of Central Florida, mycfcf.org, or Guidestar.org.

SPECIAL THANKS TO ALPHA PRESS
FOR DONATING THE PRINTING OF THIS REPORT



THIS REPORT WAS MADE POSSIBLE WITH THE ASSISTANCE OF THE FOLLOWING PARTNERS:

Dr. Jana Jasinski, Chair, UCF Department of Sociology
Jordanna Navarro, UCF Department of Sociology
Jeff Ashton, State Attorney, Ninth Circuit, Orange County
Carrie Hoepfner, Department of Children and Families
Lainie Alilin, Department of Children and Families
Tom Tschopp, Schafer, Tschopp, Whitcomb, Mitchell & Sheridan, LLP
Michael Buffa, B Squared Media
Laura Barbero-Buffa, B Squared Media
Sheriff Jerry Demings, Orange County Sheriff's Office
Chief Paul Rooney, City of Orlando Police Department
Chief Robert Manley, City of Apopka Police Department
Chief Pete Marcus, Edgewood Police Department
Chief Brett Railey, City of Winter Park Police Department
Chief Dave Ogden, Windermere Police Department
Chief Doug Ball, City of Maitland Police Department
Chief Eugenio Bernal, City of Eatonville Police Department
Chief Richard Beary, UCF Police Department
Chief Steve Thomas, City of Oakland Police Department
Chief Tom Jackson, City of Belle Isle Police Department
Chief Charlie Brown, City of Ocoee Police Department

DATA ON COSTS WAS PROVIDED BY:

Texas Health Instruments Cost Calculator <https://www2.texashealth.org/dv/>
University of Central Florida, Department of Sociology 2012 Mapping Study
Orange County Corrections
Orange County Clerk of Courts
Orange County Sheriff's Office
Department of Children and Families
Harbor House of Central Florida, Audited Financials

THANK YOU



HARBOR HOUSE OF CENTRAL FLORIDA

24-Hour Crisis Hotline: 407.886.2856
Administration: 407.886.2244 | admin@harborhousefl.com
P.O. Box 680748 | Orlando, FL 32868

HARBORHOUSEFL.COM

facebook.com/harborhousefl
@harborhousefl

