



COURAGE

to heal | to help | to change

HarborHouse
of Central Florida

2009-2010 Annual Report

Board of Directors

Marney Emel Accredited Surety & Casualty	President
Vicki Johnson Vicki Johnson Communications	1st Vice President
Sultana Ali Massey Communications	2nd Vice President
Meghan Dalton Universal American	Treasurer
Audra Hollifield Orlando Magic	Secretary
George Glance, III KB Home Orlando	Immediate Past President

Cynthia Brumback, Monogram Merchant
Earl Crittenden, Jr., Gray Robinson
Brigitte Dagot, Honorary Consul, Republic of France
Jodie Kalmus, Darden Restaurants
Margaret Lezcano, Loop Capital Markets
Beverly Paulk, Community Volunteer
Ronald Sachs, Retired Volunteer
Lincoln Salmon, Lincoln Salmon Allstate Agency
Ivette Sanchez, GE Technical Orlando
Kimberly Tuyn, BBA Aviation
Nicolette Vilmos, Broad and Cassel
Sonja White, Orlando Police Department
Diane Young, Universal Orlando
Janet Ziomek, Connexions
Jan Stratton, Universal Orlando

Board of Advisors

Michael Freeman
University of Central Florida Office of Diversity Initiatives

Dr. Jan Garavaglia
Chief Medical Examiner, District 9

Catherine Jackson
Homeless Services Network

Dr. Jana Jasinski
University of Central Florida, Department of Sociology

Katherine Lockett
Orange County Animal Services

Patricia Price
Florida Hospital Emergency Services

Laurent Prosper
Honorary Consul, Consulate of Haiti

Dr. Kevin Sherin
Orange County Health Department

Bob Smedley
Orange County Probation, Domestic Violence Unit

Laura Williams
CourtWatch Florida

Paul Zambouros
Orange County Sheriff's Office, Sex Crimes and Family Services Unit



COURAGE

To Lead the Way

Harbor House continues to lead the way in providing critical resources and creating sustainable solutions to end domestic violence. More than ever, Harbor House is emerging as one of the nation's foremost comprehensive domestic violence services agencies, taking a proactive approach to prevent and address the evolving factors that contribute to violence at home. While incidents of domestic violence are escalating in number and severity, Harbor House remains sharply focused on taking action.

We have deepened our commitment to prevention services and community awareness with the launch of Project Courage in March. An innovative and holistic pilot model, this report outlines how Project Courage's *Recognize, Respond and Refer* training is shifting how entire communities view and handle domestic violence.

With incidents involving children on the rise and fear of pet abuse a growing concern, Harbor House has confronted these barriers head-on by embarking on two rigorous capital campaigns. When our Children's Center opens in Fall 2010, Harbor House will be better positioned to ensure child survivor safety through professional daycare services and school-based curricula at our state-of-the-art on-site facility. We are also in the development phase of constructing a safe haven PAWS (Pets and Women's Shelter) Kennel so that survivors may bring all family members to safety. When the kennel opens, Harbor House will be the **only** domestic violence agency in Florida to offer both of these vital services.

Harbor House is tackling all fronts of domestic violence with a targeted and customized approach. While we move forward with significant progress, we recognize that there is much work left to be done, and we cannot do it alone. Thanks to your exceptional generosity, thousands of survivors continue to benefit from this organization's services in our area's most vulnerable populations and communities. On behalf of all of us at Harbor House, thank you for your dedication and support.

Carol Wick, LMFT
CEO

Marney Emel
President, Board of Directors

COURAGE

One of Many Success Stories

I am a 37-year-old survivor of domestic violence. I have three children, my MBA, a great job, and a large and supportive family. I thought I had it all together. I thought I had met the man of my dreams some 16 years before. He seemed so kind and cultured. My dreams were quickly shattered when the screaming and the verbal abuse began. He was supposed to love me yet he called me abusive names more than he used my given name. He threatened to kill me. I began asking myself "How did you get here and how can you get out?" I wanted to stay for my children's sake but realized that was the worst thing for them and that it was fear speaking for me. After a really bad argument I fled for my life and came to Harbor House.

Leaving my house was the hardest and best thing I ever did. The advocates at Harbor House helped me remember who I was and that I am worthy. I found a job after four weeks in shelter. They provided financial counseling, child care for my children, and counseling for me.

I found a beautiful townhouse and am surrounded by my friends and family who love me. If I could deliver one message to anyone going through a hard time it would be to remember that you are not alone. You deserve to find the peace and wholeness. You are worthy. Stay focused and you can achieve your dreams. I am a survivor and this is my story.

**“I am a survivor
and this is my story.”**

HARBOR HOUSE IS FULFILLING ITS MISSION IN 2009-10...

- 7,200 individuals completed safety plans with Harbor House advocates.
- 15,000 hours of counseling were provided at seven locations throughout the community.
- 759 women and children were sheltered from the brink of deadly violence.
- 2,900 individuals were assisted with injunctions and court advocacy.
- Over 3,500 injunctions were filed and 80% were granted.
- Over 9,300 individuals attended 183 Harbor House trainings and presentations.





PROJECT COURAGE

Creating Healthier and Safer Communities

I think what Harbor House is doing for the community is a truly great thing. It is comforting knowing that there is a support group out there that looks to not only assist people in need, but gain an understanding of who their clientele are, so that they can better help to support them in their time of need.

-Focus Group Participant

*Project Courage is a community engagement pilot program that involves saturating a community with knowledge, information, trainings, programs and events that help to eradicate domestic abuse from an area. It is teaching people how to **recognize** what abuse is, how to **respond** to the abused and the abuser, and where to **refer** the survivors, family, friends and abusers for help and guidance.*

WHY PINE CASTLE?

Pine Castle was chosen because of the great sense of community that it encompasses. The people from the area are eager to work together for the purpose of ending domestic abuse in their community and creating a safer place for their families. Although other areas also had a sense of community, Pine Castle was ready to come to the table to work with us on this project and had the necessary social infrastructure to sustain the project.



Important Points

- By engaging the community, we have informed people about Harbor House, domestic abuse, and prevention.
- We are bringing together people from the community who had previously not spoken to discuss the community needs.
- We have brought awareness to a problem that had been previously thought of as a private matter.
- We have worked with the media to bring awareness to the project and Harbor House.
- We are reaching out to community members, including faith organizations, which had not previously been involved in preventing and eliminating abuse.
- We are creating trainings that are specific to different organizations, faith institutions, and language needs in order to reach as many people as possible.
- We are bringing our community partners together to provide necessary services and trainings to the Pine Castle community.

MOVING FORWARD

During the next year, our prevention programs and trainings will be implemented in schools, day cares, safe homes, and civic groups. Businesses will be trained to handle domestic abuse within the workplace and through policies, while health professionals will be trained to screen for abuse effectively. We will also be bringing practical knowledge and training to youth and adults so that the cycle of violence can sustainably be broken.

OUR PROGRAMS & SERVICES

Bring Healing, Provide Help and Create Change



InVEST

(Intimate Partner Violence Enhanced Services Team)

This innovative program brings together advocates, law enforcement, child protective services and animal services to prevent serious injury and homicides to hundreds of survivors in highly dangerous situations each year. As a supplement to traditional services, InVEST partners identify high lethality cases and refer them to Harbor House for emergency intervention. Advocates in this program have an understanding of how to work with multiple systems to provide the support that is needed for high risk cases. This enhanced collaboration offers the power to change our community and best serve the needs of survivors.

EMERGENCY SERVICES

With 94 beds, Harbor House is one of the largest, most comprehensive domestic violence shelters in the United States. The program operates a 24-hour hotline, employs state-certified staff, and offers onsite medical services, counseling, case management and crisis intervention. A 26-unit scattered-site housing program provides transitional housing to those needing extended support in Orange, Osceola, and Seminole Counties.

CHILDREN'S EMERGENCY SERVICES

Nearly half of all shelter residents are under the age of 18. Harbor House provides crisis child care and after school care for all children in residence. Also provided to each child is age-appropriate safety planning, onsite counseling with licensed trauma therapists, case management, tutoring, group counseling and recreational programs.

PREVENTION PROGRAMS

Our *Coaching Boys into Men* program has been successfully implemented in communities throughout Orlando. Following the new protocol handed down by the Center for Disease Control Prevention, our primary prevention programs have expanded in a more concentrated fashion in the Ivey Lane/Malibu Groves area. The goal is to send anti-violence messages not just to the boys, but to all members of this Central Florida community. Our services also include *Coaching Girls into Women*, which teaches girls about healthy relationships, a youth speaker series, and parenting classes for parents in the community. *Teens Ending Abusive Relationships* has been implemented in Orange County High Schools to teach teens how to recognize and address dating violence.

INTERVENTION SERVICES

Assisting survivors who are not in need of emergency shelter is the most frequently provided service. Harbor House advocates are available at seven sites across Orange County offering counseling, case management, safety planning, relocation, group counseling and support.

LEGAL ADVOCACY

Harbor House operates one of the largest legal advocacy programs in Florida. With an office in the Orange County Courthouse, advocates assist with safety planning, translation of injunction paperwork, escorts to court, case management, crisis counseling and pro bono legal representation. Harbor House staff instill hope in survivors by giving them the tools they need to gain the courage to face the legal system, which opens the door to their own healing process.

Once complete, Harbor House will be the only shelter in Florida with both a daycare and kennel so that every member of the family is safe.

93% of the children who came to Harbor House witnessed the abuse of their mother and then were provided with counseling to ensure that the cycle of violence stops with them.



A day in the life of Harbor House*:

Total Women in shelter: 41
Total Children: 44

Total in transitional and supportive housing:
23 women
25 children
2 men

Total people served in non-residential capacity:
65 women
33 children
5 men

Hotline Calls: 43

*Wed. Sept. 15 to Thurs. Sept. 16

"My experience as a volunteer for the Coaching Boys into Men program has been rewarding. In my opinion, it is a necessary program for all youth to go through. Most of the time, these boys do not learn about healthy relationships, but through this program they do – and it works."

- Coaching Boys Into Men Mentor

"Coaching Boys into Men teaches me how to be a man. It teaches me how to treat women in a relationship and also how I should be treated. I like learning how to treat girls right at this age so that when I grow up I don't treat women badly."

- Anthony Major, Coaching Boys Into Men Participant, Age 14

VOLUNTEERS

at Harbor House

Volunteers at Harbor House of Central Florida transmit courage into the lives of survivors of abuse with their compassionate hearts every day. We depend on our volunteers to bring smiles to the children's faces, lend an ear to hotline callers in crisis, raise funds to keep our programs running and increase awareness in the community. It is because of our volunteers that survivors are encouraged and empowered to stand up and move forward.

IN 2009-2010 ALONE...

- More than 300 volunteers gave nearly 12,000 hours of their personal time to Harbor House
- St. Rita Ministry, the Domestic Violence Resource Ministry at Holy Family Catholic Church, fed over 480 survivors with their signature monthly Pasta Nights
- The Harbor House Board of Directors and their companies selflessly gave over \$460,000 in in-kind and monetary donations
- 28% of the time dedicated by volunteers was given to our Courthouse Program by people like Maggie, who volunteers as a Court Advocate 30 hours a week

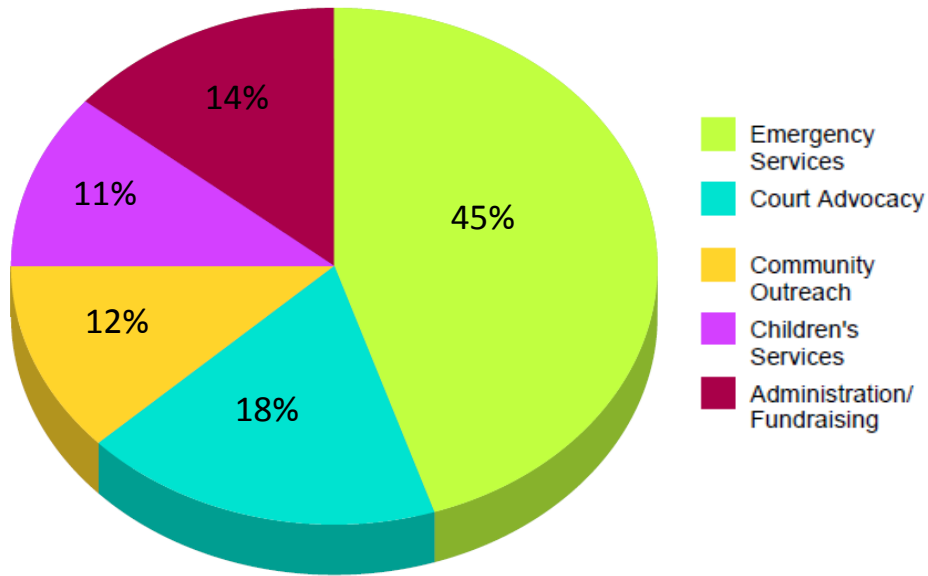
"Making a difference in the life of just one client, simply by being available to listen, offer support and options is very personally rewarding. Providing information which may ultimately keep a client safe is vital. Volunteering at Harbor House gives me the opportunity to let a client know that he or she is not alone with the crisis and hopefully will empower the client to get out of a potentially lethal situation and move forward in a positive direction. It is truly a privilege to be able to be involved in this critical step of the process."

- Maggie O'Connell, Courthouse Volunteer

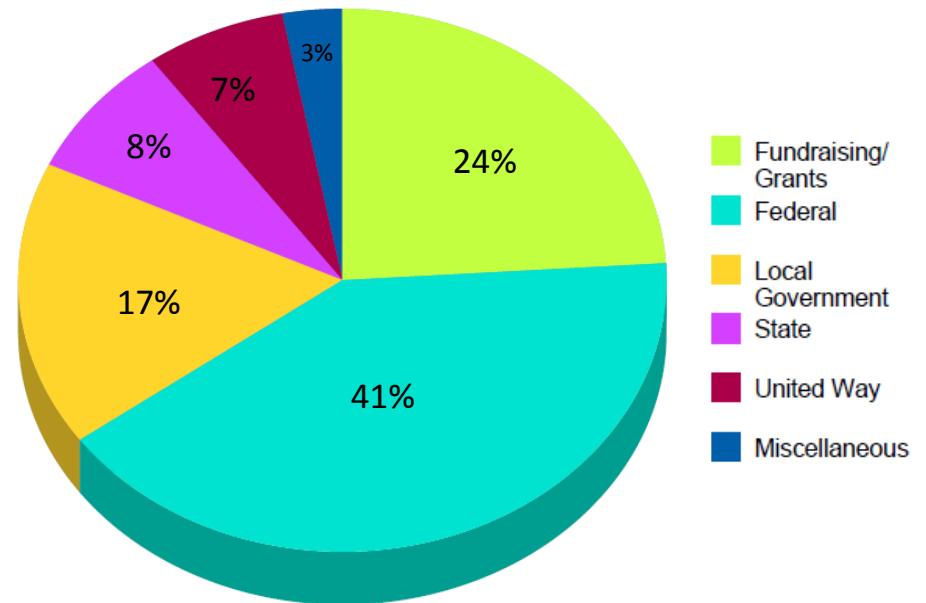


COURAGE is possible

with Responsible Finances



2009-2010 EXPENSES



2009-2010 REVENUE

A COST/BENEFIT ANALYSIS YOU CAN TRUST

More than 132,000 cases of domestic abuse costs employers \$121,812,446 annually in Orange County. Of that, it is estimated that:

- \$62,294,893 in medical costs
- \$31,356,587 in mental health costs
- \$28,160,966 in lost productivity

More than \$3.7 million in taxpayer funds are spent annually to investigate domestic violence related child abuse cases. The annual cost to respond to 911 calls exceeds \$1.2 million.

HOW HARBOR HOUSE COMPARES TO THE NATIONAL AVERAGE

Based on our audit prepared by Schafer, Tschopp, Whitcomb, Mitchell & Sheridan LLP, Harbor House has met or exceeded the national standard in key areas such as program efficiency, fundraising efficiency, liquidity and assets. For a detailed analysis, visit our profile at www.guidestar.org.

WAYS TO GET INVOLVED

1. Attend a Recognize, Respond and Refer training to learn about the dynamics of domestic violence.
2. Hold an in-kind donation drive to provide the resources to heal.
3. Donate funds to one of our programs to keep them thriving.
4. Volunteer your time and talents. We rely on you.

HarborHouse

of Central Florida

24-Hour Crisis Hotline

407-886-2856 (TDD) | 1-800-500-1119 (FL)

P.O. BOX 680748
ORLANDO, FL 32868

Administration Office
407-886-2244 | admin@harborhousefl.com



FCADV
Florida Coalition Against Domestic Violence



www.harborhousefl.com