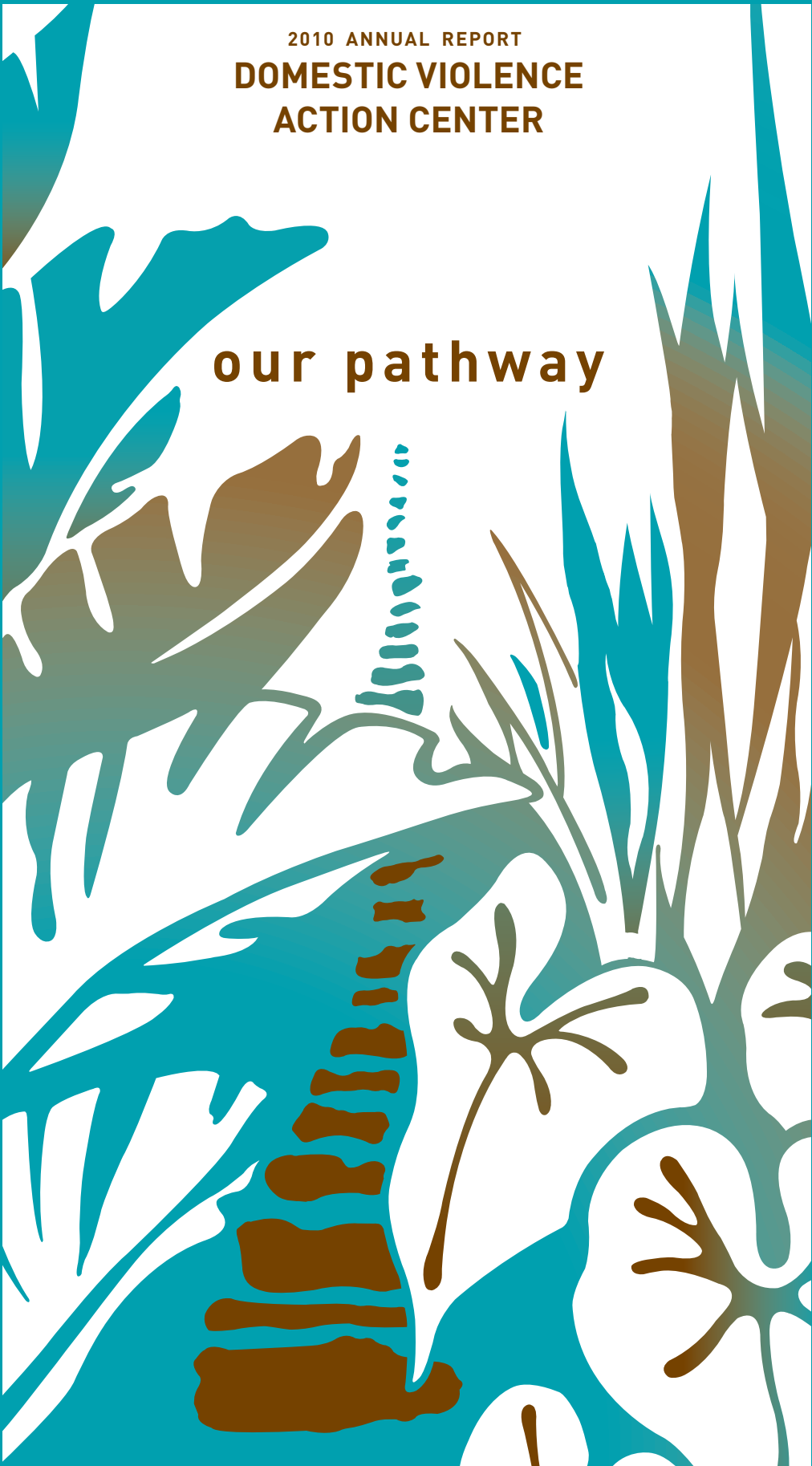


2010 ANNUAL REPORT  
**DOMESTIC VIOLENCE  
ACTION CENTER**

**our pathway**

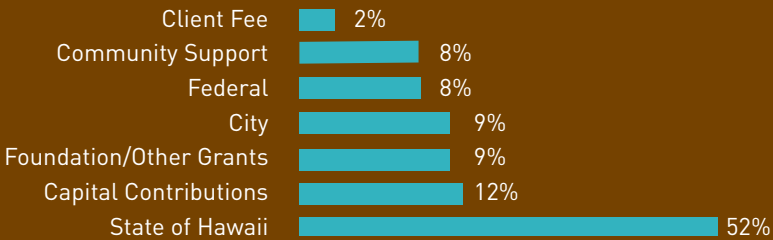


# 20 YEARS WORKING FOR PEACE

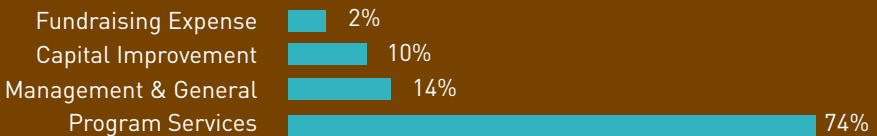
DOMESTIC VIOLENCE ACTION CENTER

Fiscal Year 2010

## 2009-2010 Revenue



## 2009-2010 Expense



Unaudited Financial Statements

# aloha

After a bumpy start to the fiscal year, we worked very hard to keep our spirits and efforts robust. Celebrating the 20th Anniversary of our agency and its work was uplifting and inspiring. It is clear that our work and our voice cannot be duplicated, and we embrace the imperative to sustain the Domestic Violence Action Center for the girls and women who will inevitably need us in the future.

The pathway keeps opening. New opportunities, new partnerships, new ideas and new invitations carried the Domestic Violence Action Center to meaningful achievements in FY 2010. The Board of Directors, management and staff working to steer the agency in positive directions worked hard throughout the year, overcoming the obstacles, and finding resolution in service to island families.

Of course, budget setbacks defined the greatest challenge to overcome. The agency contract which supports core services was slashed by 30%. Staff was laid off, and goals were reduced. The uncertainty about other funding loomed large.

Our certain belief in our agency's role in the community's continuum of safety net programs and our commitment to the sustained existence of our unique, unduplicated programs propelled us forward. The creativity needed and unyielding demands for keeping the agency viable were indeed a strain, but we were surrounded by many facing similar challenges. You know the expression, misery loves company!

At the Domestic Violence Action Center, we approach the work with feverish enthusiasm, loving intention, and professional conviction. Please know that you, our community, can count on us to have our hearts, wisdom and integrity in all that we do.



# program

All program services remained intact, although staffing was reduced. This inevitably cost all of us: those no longer working with us, those left behind to continue the work, and the community who needs us.

Our data collected for FY 2010, suggests that in spite of the smaller staff, we see a slight increase in some of our services provided, while other data collected illustrates a lower number of victims served. The Domestic Violence Action Center laid off two attorneys, one advocate case manager, and two court outreach staff. Client telephone contact with all agency clients reached 9,247 (2,236 less than FY 2009); helpline assistance was offered to 2,376 callers (138 above 2009).

Legal staff opened 430 divorce, TRO, paternity and post-decree cases, closing 229 cases in Family Court throughout the fiscal year. 68% (158) of victims requesting representation at the Order to Show Cause Hearing (2nd hearing in TRO process) had the benefit of an attorney. Our attorneys made 421 appearances in Family Court on behalf of victims, only six fewer than the previous year (FY 2009). 464 victims received legal information about the legal issues relevant to their restraining order case through the agency's Legal Information Class or via individualized legal information consultation by telephone, if that is convenient for them; this occurs when a full case for representation cannot be opened and the victim needs consultation with an attorney. Attorneys facilitated completion of 771 safety plans.

It is an agency principle to review safety with victims as they travel their path with the Domestic Violence Action Center. Safety planning is a dynamic process which means when circumstances change, safety planning must begin anew, to take into consideration new factors, new threats, and new ways to stay safe.

In total, the EXPO Court Outreach Program provided outreach to 536 victims at the ex parte stage and

1,802 victims at the Order to Show cause stage of the restraining order process.

The EXPO Court Outreach Program (consisting of advocacy, hearing preparation, legal information and legal representation) undertook the challenge of moving its program services to Family Court in Kapolei; these important services are now available at two sites, where petitioners can file for court protection. Program staff has to be in Kapolei four days a week and downtown one day a week. For staff, travel and navigation in the new location required adjustment, which they readily embraced. Their precious service to restraining order victims at such a terrifying moment in the personal journey to escape is appreciated by those they assist. 182 out of 187 victims who completed surveys indicated that the TRO information they received from the EXPO program was excellent or good. 100% selected excellent to describe the listening done by the advocate during the process. 94% felt the emotional support was excellent and 93% felt the preparation they received for the court hearing was excellent. 95% selected excellent when describing the safety planning done by EXPO. 97% indicated the EXPO attorney's listening was also excellent.

96% of victims filing for a restraining order were provided with on site assistance from EXPO Court Outreach staff; this reflects services to 524 victims. 708 victims were accompanied into their Order to Show Cause hearing by EXPO staff; this exceeded our goal by 83 (range for this service goal was 500-625). The number of safety plans provided to victims on site during their pursuit of a restraining order totaled 2,124. EXPO staff also conducted 2,070 risk assessments with victims at Family Court.

The Department of Client Services provides holistic support through a triad model of services – attorney, advocate and paralegal. The advocates provide long-term assistance (up to one year), standing beside a victim as she undertakes the journey – the transition to safety and

self-sufficiency. Advocates completed 1,643 safety plans with their clients and conducted 1,394 risk assessments. Advocates accompanied 135 of their clients to the Order to Show Cause Hearing. Advocates had a total of 5,462 telephone contacts with the clients on their caseload; they opened 196 cases and closed 347 cases in FY 2010. It is a source of great disappointment that prevention is not a higher community priority and is not understood as key to a future for safe families and healthier communities. A larger investment in youth and in prevention will create a pathway for the future that we will never see without it. Prevention helps create an option for the individual and a vision for all of us.

Our Teen Alert Program, the only one of its kind in Hawaii, and a program of which we are enormously proud has continued to grow. Creative features and hard work bring truth and opportunities to youth across the state. There is no shortage of

dating violence, reinforced by plentiful negative messages promoting gender stereotypes, an imbalance of power between young women and men, as well as role models glamorizing violence. Youth Challenge, UH Manoa, Honolulu Community College, Chaminade University Resident Assistants and Dormers, Kalani Teen Care, Hawaii Prep Academy and Kamehameha High School are among the academic settings Teen Alert visited.

With support from the Consuelo Foundation, a group for boys at Halau Ku Mana Charter School was conceived and facilitated weekly by our Teen Alert male educator.

Single gender educational sessions are provided by our talented staff in schools, at youth serving

organizations and in the community. In FY 2010, Teen Alert made presentations in classrooms for 941 students. In total, Teen Alert shared specialized information about dating violence and root causes of dating abuse to 6,738-this includes community presentations, parents and service providers. There were 267 scheduled sessions at schools and in the community. Printed materials were distributed to 5,837 through the program.

This year, Teen Alert held its third annual contest for youth, "Start Talking Skit." Students were

**client telephone  
contact with all  
agency clients  
reached 9,247**

and helpline assistance was offered to 2,376 callers (138 above 2009).



invited to submit scripts to be used as part of the prevention education work of the program. The top three winners were from St. Louis and Kaimuki High School. Nicholas Erolin took first place and received a \$150 gift card. Raphael Ramos and Germain Atmospera shared 2nd Place receiving Best Buy Gift Cards. Third place went to Lerisa Reynold and she received an I-Tunes Gift Card. Over 100 entries were received from students around the state. The skits are now actively incorporated into the program.

The Domestic Violence Action Center received a six-year contract from Department of Human Services to continue supporting Teen Alert. The Clarence T.C. Ching Foundation awarded grant funds to the Domestic Violence Action to support two years of work by Teen Alert.

## program continued

The work done by our Community and Capacity Building department is unduplicated and essential for shifting cultural norms - as its work is uniquely dedicated to innovative education and creative community partnerships. POS contract (government) funding support for the work was eliminated for FY 2010. The Domestic Violence Action Center maintained its commitment to the work despite the lack of public funding.

work was multi-faceted and included efforts to examine domestic violence through a lens labeling it a human rights issue; this work increases the potential to elevate domestic violence to greater importance in the policy agenda.

The Task Force hosted a TalkStory Summit, with 125 people in attendance, featuring local and national spokespeople to highlight

the importance of understanding storytelling as a way of mobilizing communities. It is clear that victims share their experiences, "tell their stories" to family, friends, allies, co-workers, church leaders. Understanding this storytelling and using it as a way to empower communities to address domestic violence is vital.

The agency maintained its focus on the importance of training, with staff participating



## staff participated in 432 hours

of training in the community  
or at in-service sessions.

Outreach and agency partnerships to secure visibility of domestic violence continued. Work with the UH School of Nursing resulted in publication of an article, Listening to Filipina Women: Perceptions, Responses and Needs Regarding Intimate Partner Violence in Issues in Mental Health Nursing. The work done by DVAC in partnership with the School of Nursing and Community Health Centers also led to the submission of a new grant to continue the great work with particular ethnic communities begun by the team.

in 432 hours of training in the community at conferences, on webinars or in-service sessions at department or staff meetings. These included the Halau O Haumea Conference, Hawaii State Bar Convention, Civil Justice for Victims of Crime, Harm Reduction Conference, Confidentiality Training, Immigrant Victims of Domestic Violence and Safety Issues.

The Domestic Violence Action Center coordinated the Oahu Domestic Violence Task Force, through an agreement with the Hawaii State Coalition Against Domestic Violence. Membership was diverse and included representatives from the University of Hawaii Women's Center, Office of Gender Equity, and UH Law-Family Court, Victim Witness Kokua, Teen Alert Program, Hawaii League of Women Voters, and Catholic Charities Hawaii. Their

## community

During challenging times, the most precious gift is the blessing of our community. Individual allies, community organizations and businesses of all kinds sent their support. Words of encouragement, financial contributions and generous donations of time and talent all flowed in our direction.

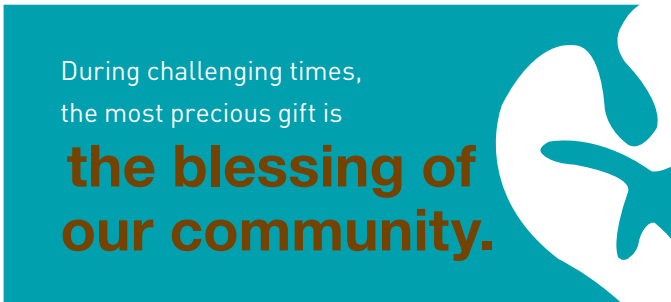
There is active engagement by staff throughout the community. Participation in committees is key, as domestic violence must be on the political agenda for decision makers, policy making and resource allocation. In FY 2010, The Domestic Violence Action Center CEO served on the PHOCUSED Board of Directors (Protecting Hawaii's Ohana, Children, Underserved and Elderly), The Hawaii State Coalition Against Domestic Violence and the Access to Justice Commission. Work with all three organizations keep us connected to important sectors in the community with enormous relevance to the agency's programs. Our philosophy is embedded in a strong belief in the importance of advocacy. It is our understanding that a strong and graceful presence in the public policy arena will advance safety for victims and island families. The presence of agency staff at HSBA Family Law Section and Partners in Care coalition also assured involvement in important community discussion.

DVAC staffed tables at community events like Honolulu Community College Wellness Fair, the Hawaii Seniors' Fair, Hot Rods for a Cause, Island Boyz Motorbike Club Poker Run, the National Guard Beyond the Yellow Ribbon Expo and at Waianae Coast Comprehensive Health Center during Women's Health Month. Our management and program staff also participated in the "Walk a Mile in My Shoes" event coordinated by Honolulu Community College, and served on the Men's March Against Violence Steering Committee, in partnership with Catholic Charities Hawaii and Kapiolani Community College.

We also help realize this goal by providing training and outreach. In FY 2010, examples of training conducted by DVAC include: Navy Fleet Advocates, Association of Property Manager's at their Annual Meeting (in partnership with Legal Aid), Queen's Medical Center social workers and substance abuse counselors, Safety Planning for Legal Aid

staff, Hawaii State Coalition Against Domestic Violence Annual Conference (on Teen Dating Violence), and DHS Child Welfare staff.

We were invited to present at the HSBA Leadership Institute, a new program of the Bar, to introduce our specialized services. Hawaii Shopping Center, an online "shopping center" requested permission to list us on their site. Teen Alert staff was invited to conduct a workshop session at the Hawaii State Coalition Against Domestic Violence Annual Meeting. 4Front Branding donated and designed a mural adspace in the UH Parking Lot. We were present for all 3 days at the Hawaii Seniors' Fair at Blaisdell Exhibition Hall, with the booth space underwritten by MetLife. We were invited to participate in the Coldwell Bankers Holiday Sale and the Honolulu Board of Realtors Annual Event. Our staff joined with other legal service programs at a PRO BONO celebration at Tamarind Park.



Community and Capacity Building staff attended the Ke Alaula Therapeutic Community LOVE IS BLIND performance at the Women's Correctional Facility.

It was a goal for the Domestic Violence Action Center to create opportunities during the year for increasing visibility as part of the agency's 20th Anniversary, the Maluhia Campaign. KHNL/KGMB produced a live feature to assist in launching the 20th Anniversary celebration. An active committee was formed to plan events to highlight the important work that has taken place in our community over the last twenty years. A gala was

# awards

## Sogai International

Victory Over Violence Award  
Domestic Violence Action Center  
Teen Alert Program

## YWCA OF OAHU

Woman Leader  
Our CEO

## community continued

planned to celebrate the many achievements we have seen and honor other important contributors to the work addressing domestic violence. The Visionary Leadership Award was presented to Hawaii Women Lawyers to recognize the active and inspired women attorneys who recognized the need to augment the array of services available to victims of domestic violence. The wisdom of this body contributed to the birth of the Domestic Violence Legal Hotline, today known as DVAC. The Precious Voice Award was presented to Diane Yukihiro Chang. As editorial page editor of the Honolulu Star-Bulletin from 1993-2001, the current Director of Communications at the University of Hawaii at Manoa she brought the issue of domestic violence to the attention of the public in moving, thought-provoking editorial columns. Verizon Wireless received the Corporate Champion Award, recognizing their corporate leadership and commitment to preventing domestic violence and raising awareness of the issue. The Corporate Stewardship Award was received by HMSA for their partnership over two decades as an active and committed participant in community initiatives. Dr. Salvatore Lanzilotti was selected to receive the Spirit of Advocacy Award. In various positions, including Director of the Department of Emergency Services under the Honolulu Mayor Jeremy Harris administration, the current Special Assistant to the Chancellor and Interim Dean of Health Programs at Kapiolani Community College he has been an organizer and steadfast participant of numerous silent marches held for domestic violence victims.

The Domestic Violence Action Center Teen Alert Program was selected by Sogai International to receive their Victory Over Violence Award which was presented to us at an event with over 400 people in the audience. Our CEO was selected as a Woman Leader by the YWCA of Oahu and honored at their annual Leader Luncheon.



# fund development

The Hawaii State Bar Association selected us to be one of the recipients of the proceeds from their successful annual event. The Kresge Foundation awarded us a large Economic Crisis Gap grant. Bank of Hawaii also made an Economic Crisis Gap grant award. The Consuelo Foundation supported our Teen Alert Program. More grants were written and submitted this year than usual - to extend our reach, increase the potential for community support and manage the fiscal shortfall. Two federal grants to expand program capacity for Teen Alert were submitted to the Office of Violence Against Women; another federal grant was submitted to the Office of Juvenile Justice Prevention to revive the agency's Hui Ohana program designed to assist families in transition... Requests were submitted to Safeway Foundation, Verizon Wireless, HMSA, Hawaii Women's Legal Foundation, Atherton Family Foundation, to name a few.

Funding support was provided through the Aloha United Way Emergency and Crisis Stabilization Impact Council. Donor designations were received from Combined Federal Campaign, Kokua Mai (First Hawaiian Bank) and Aloha United Way. The Domestic Violence Action Center also participated in the Foodland Give Aloha program for the fourth year. Agency staff registered for the Honolulu Marathon, forming TEAM PEACE and brought in over \$5,000.

We were selected to receive corporate funding support from SSFM, after being nominated by two SSFM employees. Jhamandas Watumull Fund made a generous award to support agency work. The Armstrong Foundation made a gift for the second year in a row.

The Harry and Jeanette Weinberg Foundation provided precious and significant funding support

to complete the agency's capital initiative, with our site named the Harry and Jeanette Weinberg Center for Peace in Island Families.

Poinsettias for Peace was a successful holiday development opportunity, with more bulk orders purchased than in any previous year. Morton's The Steakhouse, continued its significant and generous support of our annual golf classic, with the number of golfers climbing every year. The

## more grants were written and submitted this year than usual

to extend our reach, increase the potential for community support and manage the fiscal shortfall.

Madden Corporation supported the tournament as Honorary Chairs and provided Tee Bags for all golfers. Other Honorary Chairs included Governor Ben and Vicky Cayetano, Chris McLachlin, Ray Soon and Rob Alston. The 20th Anniversary Gala Event was host to more than 350 guests.

The Steering Committee that assisted in planning the 20th Anniversary Gala Event gave so generously of their time. The success of the event belongs to them for their tireless creativity: Betty White, Sacred Hearts Academy, Cori Weston, Bank of Hawaii, Dianne Brookins, Alston Hunt Floyd & Ing, Loretta Sheehan, Davis Levin Livingston, Dana Barnum, St. Francis School, Tina Yamaki, Hawaii Hotel and Lodging Association, Melissa Fort, Coldwell Bankers, and Marissa Abidir. The Honorary Chairs for the event were Elisa Yadao, Carolyn Tanaka, and Diana McKibbin.

# internal

Two big moves were undertaken by program staff this year. One to consolidate all agency programs in one site and the other was to Kapolei Family Court. Administrative support to accomplish the work necessitated by moves are time consuming and

**we need the community engaged fully and enthusiastically.**



Committee is active and fruitful. A Fund Development Plan was written, to help move the agency from a reliance on government contracts to a more diversified revenue base. The Fund Development Committee was aided in its efforts by Ann Botticelli, offering communications and community awareness expertise; Focus Groups were facilitated pro bono by OmniTrak to help us get a reading of community understanding. David Franzel, Loren Pulice and Bob Costa also lent their expertise as volunteer members of the Fund Development Committee.

time sensitive. Inventory, equipment, furniture, computer hardware and scheduling assure timely delivery of services must be coordinated.

Budget cutbacks left the agency with two fewer administrative support staff, with no reduction in reporting requirements, contract obligations, and service to agency programs in order that direct services can be responsive and efficient. This is always a work in progress. Implementation of the agency's client tracking database became more of a challenge than anticipated.

Important work was done during the fiscal year to update the agency's GIFTWORKS software and database management.

The Board of Directors met in retreat to examine and update the organization's Strategic Plan for FY 2010 – 2012. The agency's By-Laws were revised and adopted by the Board of Directors. Board policies were compiled and new board member orientations were conducted several times throughout the year. Five new members were added to the Board of Directors, and all officer positions on the Board are filled. Staff support to Finance Committee and Fund Development

The management team met in retreat to review FY 2009 and lay a strong foundation for FY 2010. An earnest review of organizational policies and documents (job descriptions etc) began.

## future

Domestic violence shows no signs of abating. You can continue to count on us to deliver client centered, trauma informed unduplicated services. Continued outreach to new partners, existing allies, and new elected and appointed leaders will be a priority, since we are reminded every day that this job is bigger than we are. We need the community engaged fully and enthusiastically.

The stakes are high. We are buoyed by the hope, which springs eternal, as we serve with compassion, patience and inspiration to meet the complex needs of island families.

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