Each year unfolds with resolve, optimism and hope for the ride ahead. The reality, almost always, is more exciting and more challenging than imagined. FY 2016 was all that and more! Adjusting to the stability and the change requires all hands and hearts on deck. The devotion and compassion by staff and board of directors is unwavering. The work is hard. Serving as a witness to the suffering of others is not a job that can be done by everyone. The unrelenting pace is also beyond the reach of many. The complexity of the problem is daunting. And real life in all its dimension impacts employees, facilities, programs and management.

Working in the not for profit sector has not gotten any easier, by any stretch of the imagination. Standards of accountability, contract obligations, competition for funding support and politics create a dynamic landscape.

In spite of the challenges, there is no turning away from the stark truth that domestic violence is a problem impacting many of Hawaii’s families, and it is only with help from family, friends, faith based and health care allies, and domestic violence programs that escape, safety, healing and renewal can be achieved. DVAC overcomes the obstacles of the survivors who seek our help and the obstacles of a system not fully positioned to intervene. Efforts to obtain financial support and greater community awareness of this complex problem do not abate. We cannot do this alone. We need our longtime supporters, new allies, a bigger commitment and a much larger investment in the vision of peace in island families.

DVAC overcomes the obstacles of the survivors who seek our help and the obstacles of a system not fully positioned to intervene.
OUR MISSION STATEMENT

The Domestic Violence Action Center is committed to ending domestic violence and other forms of abuse through leadership, prevention, legal services, individual and systemic advocacy and social change work. We believe all people should be treated with equality, dignity and fairness. With high quality and culturally sensitive programs, delivered with integrity and compassion, we are creating safety and self-sufficiency for survivors and their children.

AGENCY PROFILE

The Domestic Violence Action Center is dedicated to alleviating the problem of domestic abuse in Hawaii. We are the only agency in the State that accepts large numbers of high risk divorce, temporary restraining order, post-decree and paternity cases. We are also the only agency in the community with a full complement of services to assist as a survivor navigates the system and moves her (his) life to freedom and self-sufficiency. Through DVAC staff support, survivors are provided with court accompaniment and assistance in securing financial support, in pursuing educational goals, obtaining child support, and maneuvering the military, medical or mental health systems. DVAC services are designed to empower survivors and bring them closer to the goals of safety and self-sufficiency.

The Domestic Violence Action Center was founded in 1990 and incorporated in 1991. In the beginning there were 2 staff positions; now the agency is fully staffed at 46. Training and education, technical assistance and community building, direct services and public awareness are among the commitments the agency sustains in service to the people of Hawaii.

The Domestic Violence Action Center staff is deeply involved at the community level and participates in working committees coordinated by government agencies such as the Department of the Attorney General, The Honolulu City Council, The Hawaii State Commission on the Status of Women, The Access to Justice Commission and The First Judicial Circuit. Staff is represented on the Community Safety Assessment, the Domestic Violence Task Force, the Men’s March Steering Committee, and the Fatality Review Team. We also work collaboratively with local associations and agencies including The Hawaii State Bar Association, The Hawaii State Coalition Against Domestic Violence, and The Hawaii Association of Non-Profit Organizations. DVAC’s relationships with other agencies and community leaders have always been a high priority of management.

DVAC has three departments overseeing direct services, community engagement and administration. Program staff provides outreach in civil and criminal court, with referrals coming from many community programs and public agencies. The agency seeks and accepts invitations to encourage the community to become better acquainted with the organization’s unique services provided by expert staff intimately trained on the needs and challenges facing survivors of abuse. DVAC’s target population includes youth, immigrants, adult survivors and their children.

The fee structure for legal services is designed to be affordable, with a sliding fee scale and payment plans in place. A Fee Waiver committee reviews circumstances where a survivor is challenged to pay fees; decisions about reduced fees or waivers of fees are made. Training and technical assistance is also fee based while court outreach is available to every survivor seeking court protection or appearing as a witness in a criminal case.

Client advocacy, crisis support, safety planning, risk assessments, accompaniment to appointments, legal representation, education in the classroom, professional training, community organizing and participation in community efforts to reform the system to become more responsive to the needs of survivor are the areas of the agency’s expertise.
Grantors

ALOHA UNITED WAY
CITY AND COUNTY OF HONOLULU
CONSULATE GENERAL OF JAPAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES,
  ADMINISTRATION FOR CHILDREN YOUTH & FAMILIES
FRIENDS OF HAWAII CHARITIES
HAWAII COMMUNITY FOUNDATION
HAWAII DEPARTMENT OF HUMAN SERVICES
HAWAII JUSTICE FOUNDATION
HAWAII MEDICAL SERVICE ASSOCIATION (HMSA)
HAWAII STATE JUDICIARY
INDIGENT LEGAL ASSISTANCE FUND
KOSASA FOUNDATION GRANT
LEGAL AID SOCIETY OF HAWAII
MACY’S
MCLERNERY FOUNDATION GRANT
PREVENT CHILD ABUSE HAWAII
QUEEN’S MEDICAL CENTER
TERESA F. HUGHES TRUST
THE HARRY & JEANNETTE WEINBERG FOUNDATION
THE KEITH & JUDY SWAYNE FAMILY FOUNDATION

Fiscal Year 2016 Revenue /Expenses

Domestic Violence Action Center
2016 Annual Report

<table>
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<tr>
<th>Source</th>
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<tr>
<td>State of Hawaii</td>
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<td>Federal</td>
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<td>Foundation/Other Grants</td>
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<table>
<thead>
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Changes in Net Assets $345,110.00
Net Assets at Beginning of Year $4,169,452.00
Net Assets at End of Year $4,514,562.00

![Pie charts showing revenues and expenses]
Client Programs

DVAC’s core programs, those unduplicated by any other agency, remain key to the community’s response to domestic violence. The level of expertise and recognized leadership of the Domestic Violence Action Center is a result of sustained service delivery and program development spanning 25 years. Partnerships have endured and thrived; DVAC collaborates with Legal Aid of Hawaii (Hawaii Immigrant Justice Center), to serve immigrant survivors; and the Japanese Consulate to work with Japanese nationals. With support from HMSA, DVAC continued its partnership with Queen Emma Clinic to make sure patients know that their medical appointment is a good place to reach out for help. Hawaii Medical College shares gift cards and other bounty to make the holiday season joyful for agency client families.

Staff turnover created challenges this year, like in previous years. Recruiting, attracting and selecting the right professionals to provide services to those who need our specialized services is not always easy. Losing those we have trained and mentored is not easy either.

The Consortium for Health Safety and Support sustained active and inspired partnerships along the leeward coast, to engage communities of faith based institutions, schools, athletic programs, community based and grass roots entities. It’s mission was “to identify the impact of intimate partner violence on the health of Filipino and Native Hawaiian women and girls in the communities from Waipahu to Waianae and to develop the capacity of the Consortium to address these issues through a culturally appropriate, community participatory, and gender focused public health systems approach. In its last year of functioning (federal grant funding expires September 2016), CHSS met its goals and objectives to collaborate in meaningful ways with Filipino and native Hawaiian community partners. A grant in aid submitted to the 2016 legislature was not funded to continue this groundbreaking work, and thus community partners have committed to one event together each year, to keep the awareness flourishing. Their conviction “We are working together to reach a day when families are free of violence, when communities recognize that IPV is a major problem, and when everyone takes responsibility for being part of the solution.”

This year, DVAC experimented with a program approach long imagined and finally realized, with a grant from City and County Department of Community Services. Two Helpline Specialists were hired to focus exclusively on calls coming into the agency from survivors, other professionals, family members and community colleagues. The Helpline Specialists were able to devote their time exclusively to the needs of callers and maintain high quality responses to every individual inquiry and need; some days the number of calls was as high as 22 or 23. 1,592 calls were received between October (when the grant was received and year end (June). The experiment was successful, and the approach led to the inclusion of a Helpline Specialist position in core agency funding. Staff is available for back up and is also on rotation to cover lunch, paid leave, sick leave and meetings.

DVAC’s Teen Alert program nurtured their partnerships with schools and youth serving organizations across Hawaii. The inspired program staff continued helping youth understand the social norms that perpetuate unhealthy relationships, encouraged dialogue through TalkStory sessions, educated in classrooms with skits and videos, and highlighted red flags for creating safer relationships. Bystander involvement and personal responsibility was identified as ways to create change. TAP shared swag (sunglasses, water bottles, hats), hosted contests and used social media to spread the message far and reinforce it widely. Ipledge selfies featured youth carrying the messages to their personal accounts on Instagram and Twitter. Contests challenged youth to use the material they had learned to communicate with their peers. Teen Alert sponsored two contests during the year: Chalk about Love to inspire pictures and How Can You Help TAP Out Dating Violence video competition. TAP visited 40 schools statewide this year and saw 5,407 students and educators to help them deepen their understanding. Program content and brochures were revised and updated to convey an inclusive message for youth in same gender and heterosexual relationships.

Individualized advocacy and legal services helped many families on Oahu find safety, and pave the way for self-sufficiency. The Verizon Wireless Hopeline program allowed DVAC to provide mobile...
phases to clients who needed them. Women’s Independent Scholarship Program administered by DVAC enabled some clients to return to school and pursue an education. Rental assistance and utility payments, made possible by (Macy’s and Teresa F. Hughes Trust) assisted clients to remain in their homes or secure new places to live. Assistance with immigration issues, support to become job ready, or maintain employment and involvement with moms (dads) to stabilize their children’s wellbeing were provided by the dedicated advocates who work as part of the Survivor Advocacy Services triad teams. 682 adult survivors received support related to their child’s education and 636 children received support with their education. 1,251 moms and kids received support related to medical and financial assistance they needed. The AlaKa’i advocates secured school supplies for all the children on the agency caseload through the community Ready to Learn program. Balancing the many demands inherent in seeking safety and stability, with the unrelenting challenges, and multitude of emotions is daunting for survivors – and their families. DVAC program staff work to meet the individual needs of survivors (and their children) and often find there is also a need for advocacy with other community entities...... need for advocacy with other community entities who are not well informed or well equipped to address or understand the steep climb it is for every family endeavoring to find a better way to live, parent, and achieve personal wellbeing.

DVAC received 689 requests for legal assistance and was able to open 437 cases and close 264 cases. Agency attorneys made 406 court appearances on behalf of clients. Three hundred and sixty two (362) AlaKa’i advocacy cases were opened and 339 were closed. Agency staff had telephone contact with 9,306 callers (clients, community, family members); 6,836 safety plans were completed by staff in all of DVAC’s direct client services programs; 5,223 risk assessments were conducted.

EXPO continued its important work on site at three courts in the First Judicial Circuit. Restraining orders are an important vehicle for setting boundaries, securing a measure of safety, and obtaining the help of a judge to reinforce the crucial hope that abuse needs to stop. It is a powerful and highly valued experience to be accompanied by a knowledgeable, compassionate ally when facing one’s abuser and travelling through an unfamiliar system. One client said: “Thank you so much for all your help and support with the TRO! You made a very scary situation so much less scary with your information and kindness! What you provide is priceless. Thank you!” This year EXPO staff closed 629 cases, and reached out to 1,208 survivors at the first step in the process of obtaining a restraining order; another 1,804 survivors were met by EXPO staff at the Order to Show Cause stage of the restraining order process (hearing before the judge). EXPO staff accompanied 320 survivors in to the courtroom at the OSC hearing. 2,374 safety plans were completed by EXPO staff with survivors at the ex parte stage, the order to show cause hearing and at criminal court (where survivors are subpoenaed by the state to serve as chief witnesses in the criminal case against their abuser).

Ho`oiaka `Ohana, DVAC’s federally funded program for native Hawaiian families continued its incomparable work, as one of 6 grantees across the nation. Families participated in the nine month program, with one phase focused on re-building the bonds with their children and one phase devoted to rebuilding relationships with a member of their extended family. Together they heal from the wounds they all suffered from the abuse. Program participants were referred by Women’s Way, a program of Salvation Army and Kumuhonua Transitional Living Center, a program of HCAP. Former DVAC clients formed the first group. The first Ho‘ike (celebration) was held in December 2015 at Living Life Source Foundation site for those participants who completed the 9 month program.

To serve successfully, and meet the needs of families adequately, it is essential for DVAC to participate in community efforts to examine the system, its strengths, limitations, and strategies for aligning need with effective resolution. In this spirit, DVAC participated this year in the Domestic Violence Task Force, convened by the City and County of Honolulu City Council. Representatives endeavored to focus on areas of weakness and highlight ideas for improvement. These task forces are always challenged by the overwhelming nature of the many moving parts, and the slow change of large institutions.

DVAC also continued its participation on the Fatality Review Team. After the passage of a bill to amend the law, discussion ensued about ways to review near deaths and suicides. In 2016, the Fatality Review Team coordinated two Informational Briefings: System Partners (law enforcement, courts, child welfare, fire departments and emergency medical services); and Joint Senate and House Health Committees.

Convened by the Judiciary, DVAC was invited to participate in the Community Safety Assessment (CSA). Its work was designed to explore the effectiveness of the temporary restraining order process. Is it accessible, supportive and effective?
Domestic Violence Action Center participates actively on the Men’s March Against Violence Steering Committee. The March has grown steadily and reflects a much more enthusiastic and engaged commitment from business, schools, and individual men. The theme of the FY 2016 March (October 2015) was “Walk the Talk.” Kaiser Permanente and Central Pacific Bank were financial supporters of the March, making it possible to refresh logo product supplies and signage.

With the generous talent of Montaj9, a video documentary was completed; True Stories features four survivors, (former agency clients), sharing their insights and experiences.

“NOT IN ONE (WO)MAN, OR IN ONE GENERATION, CAN ANYTHING GREAT BE ACCOMPLISHED... (WO)MANKIND, AND LIFE IN GENERAL, IS A SUCCESSION OF GENERATIONS IN WHICH IT IS ENOUGH TO NURTURE A SPARK FROM HAND TO HAND, ALWAYS IN THE HOPE THAT THE FLAME WILL CATCH AT LAST.”

ISAAC ASIMOV

OmniTrak sought the expertise of DVAC to implement a UH Climate Study to assess climate, as expressed by students, on all of its 10 campuses.

Participation in the Hawaii State Coalition Against Domestic Violence remains steady. The agency’s Managing Attorney represented DVAC at membership meetings and the CEO participated on the Board of Directors. Supporting the Coalition as it coordinates membership across the state and facilitates public policy initiatives through technical assistance, education of elected and appointed leaders, is very important to advancing a responsive agenda to address domestic violence.

Olelo Community Television donated significant staff and studio time to produce a 25 minute program about the significant presence, role and history of the Domestic Violence Action Center. It aired multiple times in September of 2015.
Internal Landscape

Best intentions aside, there were plenty of challenges needing attention by management and leadership of the agency. Strengthening relationships, retaining staff, improving communication between agency programs and meeting accountability goals were among the list of things in focus.

Leadership team met monthly; management team maintained its weekly meeting schedule, and the Board of Directors worked together in Committees and in its entirety. The agency hosted a full staff retreat, with a professional facilitator and the Board of Directors also met in retreat with a facilitator. The Board added three new members and a new Board member orientation was held with agency leadership present to familiarize the newest members and a few others, with all agency programs and our philosophy. The Board adopted an Investment Policy to guide use of reserve funds to earn greater assets for the agency. The Board of Directors actively considered the organizational (and community) factors pertaining to recruitment of young professionals to the Board.

Several key staff departed for other career opportunities. Recruitment proved difficult in 2016; the low unemployment rate, the suitability of the applicant for the vacant position and the changing values of the next generations are suspected influences in filing vacancies.

A DVAC abstract submission [The Imperative Has Shifted: Community Engagement Is a Substitute for the Criminal Justice System] was accepted for presentation at an international conference in Prague. The Violence Project: 13th Global Meeting. Vice President of Community Organizing and Education and Chief Executive Officer delivered the paper, and submitted it for publication in a textbook prepared by the Conference conveners.

DVAC management staff (VP of Community Organizing and

DVAC's CEO was selected as an Industry Leader by Pacific Business News, in their annual Women Who Mean Business competition.

OnePoint electronic timesheet software was installed to ease the burden on human resource staff and manage attendance and benefit administration.

Supervisory staff participated in a site visit conducted early in FY 2016, by the Office on Violence Against Women, with Bea Hanson, the Principal Deputy Director.

DVAC’s CEO was selected as an Industry Leader by Pacific Business News, in their annual Women Who Mean Business competition. Staff participated in a variety of relevant and inspiring trainings to enhance personal and professional development. Effective Interventions for Batterers within the Hawaii Context. Featuring presenters from the continent was one all-day session DVAC was invited to attend. Phil Arkow, internationally acclaimed lecturer and educator provided an inservice training for all staff about the link between animal abuse and partner abuse. Dr. Willie Parker, former board member, also shared his expertise in a staff training session about tactics of abusers controlling reproductive freedom of their partners. Two members of the agency management team completed the Praxis International Advocacy Learning Institute in October of 2015.
DVAC undertook a spirited approach to utilizing social media and cyber tools effectively. The agency supplemented its Facebook communication with an Instagram account (@domesticviolenceactioncenter) and contributed actively to raise awareness about domestic violence and the unduplicated programs of the organization. Each month DVAC transmits an eblast to over 2300 community allies and supporters; the eblast is themed and brings information about program successes, events and content based stories to keep domestic violence in the forefront of community consciousness.

DVAC gratefully received, from the Hawaii Community Foundation, a free membership to CatchaFire - which matches professionals with non-profits. DVAC took advantage of the opportunity to seek assistance from a web analyst. An audit was conducted to evaluate the effectiveness and improvements that would make the agency’s website more user friendly and informative. This year there were 17,906 users of the agency website making 55,676 pageviews.

The Teen Alert Program (TAP) enjoyed the design of a new website for teens and those working with teens to make it relevant and its content even more accessible. Staff contribute by writing a blog weekly. TAP initiated an IPledge selfie activity that is used as a regular feature of their engagement with youth throughout the state. TAP also has an Instagram account (@TAP808), where these selfie photos are posted and teens post themselves making a pledge ("I will not blame a victim for the abuse").

DVAC was fortunate to receive invitations to make many media appearances during the year, including Living 808, The Conversation, Town Square, MidWeek, KHON2 Wake Up Today, and Hawaii News Now Sunrise. In addition, DVAC’s public service announcement was aired more than 30 times during February and March of 2016, on KHNL and KGMB. Matt Levi devoted one of his investigative programs to domestic violence and the Domestic Violence Action Center; Matt Levi Investigates aired 3 times on KGMB during October 2015 - Domestic Violence Awareness Month. DVAC was also featured in HiLuxury magazine in its December/January issue.
New opportunities

In the year ahead, two new programs will be implemented. Safe on Scene, in partnership with the Honolulu Police Department, will arrive on site when the police have been called to respond to a domestic violence incident; SOS advocates will be available to provide support, referrals and safety planning for the survivor. Campus Survivor Advocacy Program, in partnership with the University Of Hawaii Office Of Institutional Equity, will be providing tailored advocacy to students on community college campuses on Oahu, who are in need of support and assistance in order to maintain their enrollment in college and remain safe as a student on campus.

In addition to program services, the agency will be working with enthusiasm to fill vacant positions, and make the transition without our longtime management colleague. Cindy Iannce Spencer retires in the upcoming fiscal year; with the ending of a program in her department, the Community Organizing and Education Department, the decision has been made to create a Deputy Director position.

DVAC is pursuing a brand re-fresh this year, with the development of a new logo. This is expected to be unveiled by the end of 2016!

And so, the journey continues. One step at a time. Stay with us. We need you. And the community needs us. Together we will advance the quality of life for our community by building safe families. Our gratitude is deeply felt, for the many ways you have made it possible for DVAC to continue its servant leadership.
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Wendy Nakasone, Vice President
Vera Wright, Treasurer
Michele Kurihara-Klein, Secretary

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Judi Morris
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Ka’ipo Bailey- Walsh
Sandra Lacar
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