

that one call
changed my life



“I called so many numbers,
but when I called Haven
Hills, you took us in. That
one call changed my life!”

Haven Hills
2010 Annual Report



Tangled.

Trapped.

*Caught up in a web,
impossible to break free.*

Everyone has been there sometime. Yet, for victims of domestic violence, this web can be strangling—both figuratively and literally. Domestic violence goes beyond physical harm. It includes mental or verbal abuse, sexual abuse, and even economic oppression.

Domestic violence does not discriminate. It is a problem of epidemic proportions that affects families at all socio-economic levels, all education levels, all religions, and all ethnicities. In fact, domestic violence is the single leading cause of injury to women in the United States between the ages of 15 and 44—more than muggings, car accidents, and even rape.

Unfortunately, in all too many cases, the cycle of domestic violence is a tough one to crack, much less break. Victims become lost in a maze of denial, pain, anger, “what ifs” and “if only...” If victims are able to break free, they inevitably find themselves on a journey fraught with obstacles, detours, and often an unwelcome legacy for their children.

Since 1977, Haven Hills has been here to help victims and their children navigate this maze and break free. This is what we do and this is how we do it.

Escape

Terror, anguish and shame can be as isolating as a locked door. A victim's decision to escape often begins with a phone call—or two or three... It takes courage to make the call.

Crisis Line

A client's call to our Crisis Line is the first step to leaving their abuser and going to a safer situation. Available 24/7, 365 days a year, we provide resources and referrals to other agencies, medical support, and housing assistance.

Additionally, our Crisis Line is the clearinghouse for available bed space at all other domestic violence shelters in Los Angeles County.

In 2010, the Crisis Line logged 9,257 calls.

30-Day Crisis Shelter

Haven Hills' 30-Day Crisis Shelter, located in a confidential site, has six units with 36 beds, to accommodate women and their children. Counseling is also provided to the victims and their children during this stressful time.

Haven Hills served 253 women and children and provided 303 counseling sessions for them at our Crisis Shelter in 2010.

Sometimes the calls are just a question, a referral for a 'friend,' but all too often, the call is a frantic plea for help. The victim is afraid; doesn't know what to do, or where to turn; doesn't know when the abuser will return. The window of opportunity to leave may be brief.

The call to Haven Hills' 24/7 Crisis Line is the first step in breaking the cycle of abuse. The first questions our trained staff ask are "Where are you now?" and "Are you safe?" If the victim isn't safe or is injured, we tell them to call 911. If the victim can't call, then we will with their permission.

Once these initial questions are answered, our Crisis Intake Counselor begins to help the victim develop a Safety Plan, a strategy to keep them and their children safe until they can leave, and preparations for how and when to leave. Some measures are obvious—stay in touch with family and friends; resist isolating yourself; memorize phone numbers of those you can call in an emergency.

Other actions are less apparent—if your abuser is upset, stay out of the kitchen or bathroom and away from sharp objects; leave a set of car keys, clothes and copies of important documents with a friend or relative, or hidden in a safe place; establish and rehearse an escape plan.

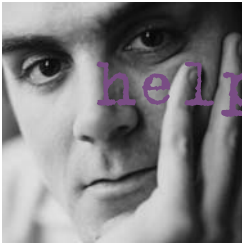
From the initial call for help to our Crisis Line to coming into our 30-Day Crisis Shelter, Haven Hills is there to give victims and their children the answers, resources, counseling, and if need be, a safe haven to escape the abuse and the violence.

the beginning of a bright future



"I began my journey coming from pain, terror, devastation, and most of all, confusion. I was isolated from my friends and family, and didn't have a job.

I didn't know how things were going to change, but I knew my life needed a new, positive direction. For me, Haven Hills was a second chance and the beginning of a bright future."



helped break the cycle

"25 years ago my mother, sister and I were clients at Haven Hills. Today, it seems like an eternity ago, but my experience at the shelter and your counseling continue to influence my daily life today.

Haven Hills not only gave us a chance to manage a crisis in our lives, but also to heal and put things in perspective. It took many years before I could realize the full effects of it all.

While so much has changed in my life over the years, the pain and turmoil of the impact from domestic violence are a constant. Haven Hills helped to break the cycle for my family."

E ducation

Escape to a shelter is undeniably the first step away from abuse, but certainly not the total answer to breaking the cycle of domestic violence. Victims and their children require hours of education and counseling to break free and move forward. This is process that does not happen overnight or even over a month. A physical injury may heal but the emotional and psychological consequences often leave unseen scars—*anxiety, depression, lack of self-worth, isolation, and humiliation.*

Education plays a pivotal role in breaking the cycle of domestic violence. Our **On-Site Shelter School** helps to maintain a familiar, predictable routine for children in a nurturing, supportive environment. Children can continue their education without the stress of entering a new school.

Haven Two provides victims with a much needed education in life skills. Once a week, residents attend educational sessions on such topics as how to set a budget, nutrition, communication, preparing a resume, and other topics. In addition, parenting classes are held once a month.

Haven Hills provides both individual and group counseling through numerous avenues: Our 30-Day Crisis Shelter, Haven Two Transitional Shelter and Children's Programs. Over the past 12 months, we have held a total of 868 counseling sessions for adult victims and 490 sessions for children.

On-Site Shelter School

Haven Hills' Shelter is one of only two shelters in the San Fernando Valley and the only one with an on-site school (K-12). Staffed by a certified teacher, the school reduces the trauma of coming to a shelter by keeping the mother and her children close to each other during this stressful period of their lives.

In 2010, a record 96 students attended our school.

Outreach Counseling

Haven Hills' Outreach Counseling provides group counseling for victims throughout the community who do not reside in either of our shelters. We hold as many as five sessions each week, in both English and Spanish.

During 2010, 194 victims attended a combined total of 368 individual and group counseling sessions.

Empowerment

What happens after the violence? After the escape? After education? Life after domestic violence is different for every victim, yet one fact remains constant: Every victim must learn what they need to change in their lives to break the cycle and move forward. Haven Hills offers them this opportunity.

Haven Two

Haven Two Transitional Housing and Employment Program is an 18-month program that provides residents with access to the following services:

- case management
- job training and placement
- employment counseling and assessment
- coordination with DPSS to provide CalWORKS services
- individual counseling for victims and their children

Haven Two's 23 apartments feature one to four bedrooms, a children's playroom, and counseling areas.

in 2010, Haven Two was home to 94 victims and their children and 655 counseling sessions were provided for them.

Children's Programs

Children's Programs provide counseling and after-school programs for at-risk children and youth in Haven Hills' residential programs.

Haven Two Transitional Housing and Employment Program empowers victims to change their lives and become self-sufficient while addressing their specific domestic violence issues. The program not only provides concrete life skills and education to help them make their way through the world, it also provides counseling to get to the source of their issues and ensure they won't become a victim again. Children at Haven Two also participate in after-school programs to help mitigate the devastating effects of witnessing domestic violence, and to prevent them from repeating the cycle of abuse when they are grown.

Victims throughout the community who do not reside at Haven Two or the Crisis Shelter can participate in our **Outreach Counseling** program. During weekly sessions, they are empowered to explore the issues they are facing in order to break free.

A court advocate at the Haven Hills Crisis Shelter helps shelter residents to navigate the court system, and, when necessary, obtain restraining and custody orders. The advocate also can provide referrals to additional legal services. Individual counseling and case management are provided to male victims through our Outreach Counseling program.

better life than the one she had



"I was nervous and scared about coming to Haven Hills. I didn't know how they would help us. But I feel safe now.

I look up to my mother. She wants us to have a better life than the one she had. She's a hero and, thanks to her, now I feel secure."



my dad can't hit my mom now

"Haven Hills is a place that could keep every kid's dad away. It is a place to protect the kids and their moms.

I like that my mom is happy here and that my dad can't hit my mom now.

Enlightenment

Violence in the home inevitably affects the heart. Thousands of victims and their children bear this burden on a daily basis. Violence affects individuals and families, but it also has an equally devastating impact on the community as a whole. Consider these few facts:

- Women who are victims of domestic violence are more likely to be diagnosed with serious health problems: 80% are more likely to have a stroke, 70% are more likely to have heart disease, and 60% are more likely to have asthma.
- Domestic violence is a major cause of homelessness in this country. The lack of affordable housing can dramatically reduce options for women trapped in an abusive situation.
- Children who are exposed to adult violence at home may have short- and long-term physical, emotional, and learning problems.

Haven Hills not only provides intervention and shelter to victims of domestic violence, we maintain an active role in Los Angeles County as leading experts on domestic violence and advocates of efforts to prevent abuse. Domestic violence may start at home, but Haven Hills remains steadfast in our commitment to make sure it does not continue. Our goal is to break the cycle of abuse for tomorrow's generation as well as today's victims.

Haven Hills' Mission

Our mission is to provide safety and support to victims of domestic violence while working to break the cycle of abuse.

As a full service agency, we offer crisis intervention, shelter, counseling, advocacy, and activities to support increased economic opportunities to victims in Los Angeles County.

We strive to increase awareness about domestic violence issues and facilitate change through education and public policy.



Message from the President

When I reflect on the past year, one word comes to mind: “Commitment.” It seems to permeate every aspect of our agency—from our mission to our staff to our board, even our clients.

The past year has not been an easy one for Haven Hills or the community, in general. Like so many nonprofit organizations, Haven Hills has felt the pressure of the economic recession. Despite shortfalls from state funding and decreases in donations from individuals and foundations, I am proud to say that Haven Hills has been able to maintain our core services—our Crisis Line, our 30-Day Crisis Shelter and On-site School, Haven Two, and our Outreach Counseling Programs for women and children.

Our ability to maintain these services, and—more importantly—to succeed in them, is due to our staff’s unwavering dedication to our clients and our mission, and of course, to the generous commitment of our donors and our board. Without you, we would not be able to maintain and accomplish all that we do.

These commitments are the lifeblood to Haven Hills’ vitality, perseverance, and ability to remain a safe haven for brave victims of domestic violence who take control of their lives and break free of the cycle. To each of you, we are forever grateful.



*Sheldon Snow, President and
Sara J. Berdine, Executive Director.*



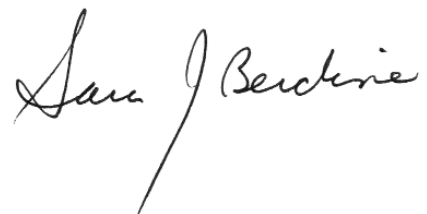
Message from the Executive Director

Domestic violence weaves a tangled web. It snags and entraps women and then continues to entwine their children, emotionally, mentally and sometimes physically.

When women come to our shelter, they have taken the first bold step forward to break free from the cycle of domestic violence. It is but the first step in a journey that is never easy, nor short.

This year at Haven Hills, we too are striving to break free—of the constraints of tough economic times. As our agency continues to operate with our core services intact, we are actively working to identify and secure new sources of funding from the community, individuals, and corporations. Our goals remain constant: To help women escape domestic violence and to build a new, productive and positive life for themselves and their children.

On behalf of our clients and our board, thank you for your support.





What Sets Haven Hills Apart

Over the course of more than three decades, Haven Hills has provided safety and support to over 600,000 people. We are one of the oldest domestic violence service providers in the nation and one of the largest in Southern California. The foundation of our success and our reputation is our ability to provide crisis intervention, shelter, counseling, education, and advocacy. While many shelters and nonprofits are faltering under economic pressures, Haven Hills remains a stable and vital agency.

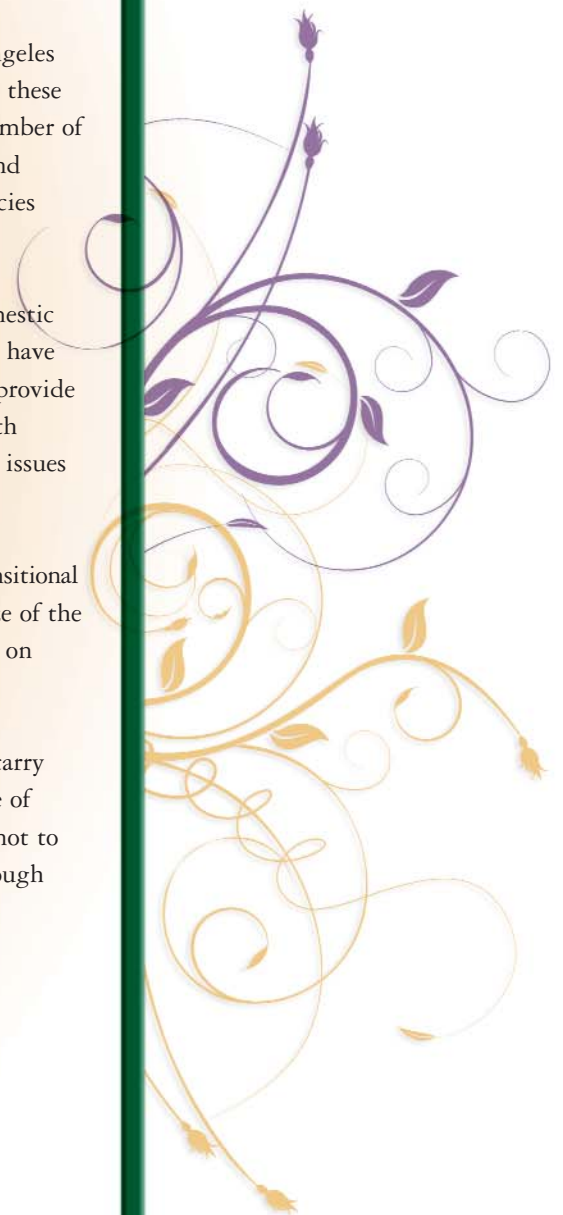
Yet, the measure of our success extends beyond the numbers of people we serve annually. There are other factors that distinguish and differentiate Haven Hills.

Keeping Track—There are 19 domestic violence shelters throughout Los Angeles County. Haven Hills serves as the clearinghouse for available bed space at all these shelters. Every morning, each of these shelters calls Haven Hills with the number of beds available in their shelter. Our staff then compiles all this information and sends it back to the shelters so they can more accurately refer clients to agencies with available space.

Beyond Shelter—Haven Hills recognizes that when a family comes to a domestic violence shelter, they may require more than just a roof over their heads. We have an in-house physician's assistant who visits the shelter twice a month. They provide basic medical exams and medication for minor illnesses. We also have a health educator visit the shelter once a week to discuss various health and nutrition issues with clients.

Leaving Our Mark—With 23 apartment units, Haven Two (our 18-month transitional program) is one of the largest in Los Angeles County. It isn't so much the size of the program but rather the number of victims who are able to successfully move on with their lives that makes the program valuable to those we serve.

The Next Generation—When it comes to domestic violence, children can carry unseen scars throughout their lives. Haven Hills understands the importance of helping the youngest victims to address the trauma, to heal, and then learn not to carry the cycle of abuse with them as they mature. This is accomplished through compassionate, professional group and individual counseling.



Partially Funded by:

City of Los Angeles
Community Development
Department (CDD)

State of California
California Emergency
Management Agency

Los Angeles County
Department of Public Social
Services (DPSS)

United Way Emergency
Food and Shelter Program

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Blue Shield of California Foundation
The Lawrence P. Frank Foundation
Knistrom Foundation
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Pratt & Whitney Rocketdyne, Inc.
Winifred L. Stevens Foundation
The Stringer Foundation
Wells Fargo Foundation
Valley Community Legal Foundation

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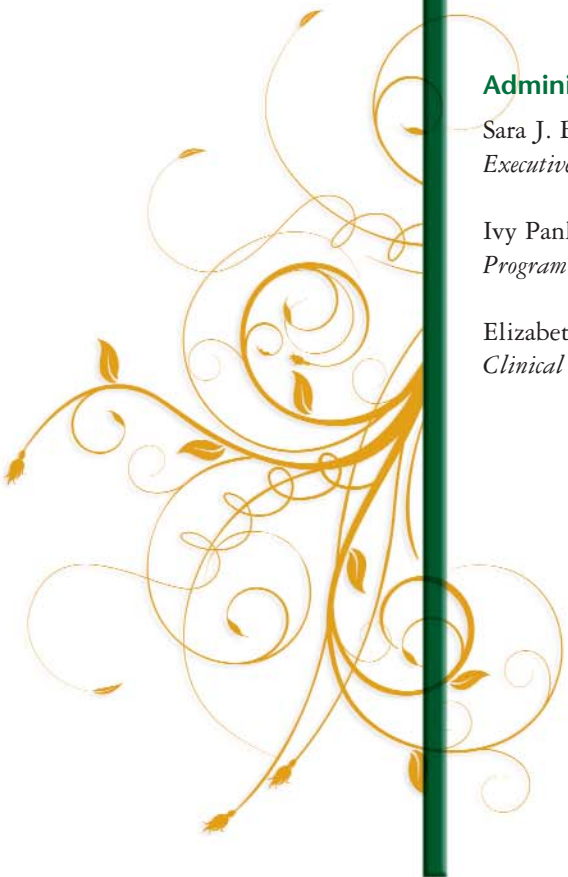
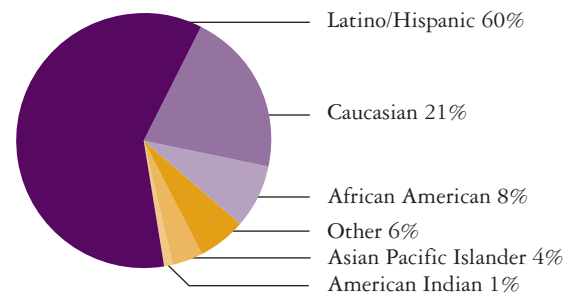
Ivy Panlilio
Program Director

Elizabeth Cristofano, LMFT
Clinical Director

Joanne David
Director of Development

David Petersen
Financial Director/Controller

Ethnicities Served



2010 Financials

July 1, 2009 - June 30, 2010

Revenue

Government	\$992,102
Community, Fdn and Corp	\$296,142
In-Kind Contributions*	\$45,822
United Way	\$13,404
Other	\$128,779

Total Revenues \$1,476,249

**Value of volunteer hours providing direct services to clients.*

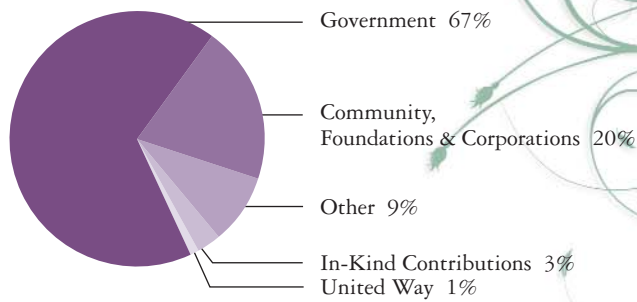
Expenses

Program Services	\$1,095,808
General and Administrative	\$307,201
Fundraising	\$26,683

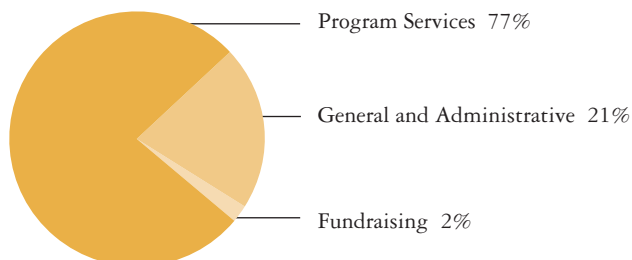
Total Expenses \$1,429,692

Net Income \$46,557

Revenue



Expenses



Thank You for Your Support

Haven Hills relies on the generous support of our community. We proudly acknowledge their support for the 2009-2010 fiscal year. Please accept our apologies if your name is omitted from this list.



\$10,000 +

Avon Products, Inc.
Blue Shield of California Foundation
Catholic Healthcare West
Knistrom Foundation
The Lawrence P. Frank Foundation
Medtronic
Orange County Community Foundation
David Salomon

\$9,999 - \$5,000

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Christina Simon
St. Mel's Monday Adult Club
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Ellen Stein
Sharon Suarez
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Marie McGuire
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MOMS Club of Woodland Hills West
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Michele Morley
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Randy Nalin
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Robert Wendt
Robert Wesel
West Valley Moms
Connection Group
Judy Whitman
Darlene Wilson
Sandra Wolber
Helen Wu

a place where you
come for help



"A shelter is a place where
you come for help. The
good thing is that we are
away from trouble, away
from my mom's boyfriend."



Haven Hills Inc.

*Stop Domestic Violence, Build Self Reliance,
Save Lives*

P.O. Box 260

Canoga Park, CA 91305

Phone (818) 887-7481

Fax (818) 887-4796

Crisis Line (818) 887-6589

safe@havenhills.org

www.havenhills.org