Harbor House

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2023 ANNUAL REPORT

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Letter to our Community

As we reflect on the transformative year that was 2023, it is with immense gratitude and dedication that I reach out to you. As the CEO of Harbor House, I am honored to share with you the profound strides we've made and our unwavering commitment to fostering positive change within our community.

In the face of unprecedented challenges, our collective resilience has been nothing short of inspiring. Together with our invaluable partners and dedicated funders, we have navigated uncharted waters and emerged stronger, more united than ever. Your steadfast support has been the bedrock upon which Harbor House stands, allowing us to continue our vital mission.

Looking ahead, our vision for 2024 is shaped by our dedication to restoring relationships. This past year we have prioritized listening to our community partners, hearing what their needs are, what changes we need to make, grounding our new policies in what our community is asking for, and putting them into place. We recognize the power of collaboration and are committed to deepening our connections with partners like you. It is through these partnerships that we can amplify our impact and create a community that stands against domestic and sexual violence.

Equally crucial is our commitment to justice, equity, diversity, and inclusion (JEDI). In serving our clients, we recognize the imperative of providing care that is not only comprehensive but also underpinned by principles of justice and inclusivity. Every individual who seeks Harbor House deserves support that is reflective of their unique journey, background, and needs. We are resolute in our pursuit of fostering an environment where justice prevails, equity reigns, diversity flourishes, and inclusion is at the forefront of all we do.

As we embark on this journey into the new year, I am filled with hope and optimism. Together, we can build a community that is compassionate, resilient, and unwavering in its commitment to eradicating domestic and sexual violence.

Thank you for your consistent support. Let us continue to stand united in the pursuit of a safer, more just world.

Warm regards,

Kristina Kishbaugh
(pronouns: they/them)

CEO, Harbor House - Domestic & Sexual Violence Center

Our Leadership Team

Our leadership team is filled with diverse perspectives, abilities, and supports collaboration across all areas of advocacy. This enables us to be better aware of new opportunities, navigate challenges seamlessly, and make inclusive decisions for our clients and staff.

Xong Lee
(She/Her)
Outreach and Advocacy Manager

Lara Reddin
(She/Her)
Volunteer Manager

Sueanna Kue
(She/Her)
Culture, Diversity, & Engagement Manager

Beck Fritsche
(They/Them)
Grant Writer

Tracy Plamann
(She/Her)
Director of Programs

Karissa Holzknecht
(She/Her)
Crisis and Shelter Manager

Melissa Rettler
(She/Her)
Accountant

Andrew Lauer
(He/Him)
Facility Manager

New Look, Same Commitment to Ending Violence

OUR MISSION | To serve all people impacted by domestic and sexual violence, lead the shift in perception of violence, and advocate for lasting social and policy change.

OUR VISION | To have our community fully educated and engaging in healthy relationship actions, so our whole community can be safe, respected, and free of domestic and sexual violence.

We do this by:

- Supporting all people impacted by domestic & sexual violence
- Building and maintaining relationships throughout our community to help ensure they have access to services they need
- Educating our community about healthy relationship actions and supporting one another through social and policy change

Harbor House is dedicated to working on educating our internal culture to ensure we have the best toolkit in supporting our community. Our team's focus is to engage and learn about trauma informed care with an intersectional lens. This focus will inform our structure and processes to elevate how we support each other and our clients.

Harbor House
Domestic & Sexual Violence Center

You may have noticed in 2023 a new look for Harbor House, there are a number of reasons for our updated look:

1. To encompass and appeal to everyone we support
2. To represent the full range of our programs now including sexual and domestic violence
3. A new tagline, 'Center Your Journey', to create an inclusive appeal to individuals needing our services

Justice, Equity, Diversity, & Inclusion (JEDI)

Our Justice, Equity, Diversity, & Inclusion or JEDI program is focused on how we do our work. At the core of everything we do, all of the services we provide, we want to look through the lens of justice, equity, diversity, and inclusion to ensure our organization is continuing to evolve to better serve and support our community.

JEDI is not so much a program on its own, but rather a program that we weave into all that we do as we focus on creating and developing our policies.

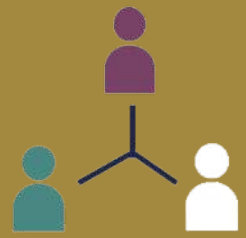
> *Creating and hiring a Culture, Diversity, & Engagement Manager was critical to allow us to serve our community effectively by grounding our understanding with systemic challenges our client's experience. This position's purpose is to help build a workplace with diversity that helps us tackle complex situations, and help all to feel welcome.*
>
> *~Kristina Kishbaugh, CEO*

JUSTICE

Dismantling barriers to resources & opportunities in society so that all individuals & communities can live a full & dignified life.

EQUITY

Allocating resources to ensure everyone has access to the same opportunities. Equity recognizes that advantages & barriers – the 'isms' – exist.



DIVERSITY

All the differences between us based on which we experience advantages or encounter barriers to opportunities.

INCLUSION

Fostering a sense of belonging by centering, valuing, & amplifying the voices, perspectives & styles of those who experience more barriers on their identities.

JEDI GOALS FOR 2024

1. Complete an Assessment on current state of inclusion within the organization to determine progress and priorities
2. Audit organization policies and talent management processes
3. Build a Focus Group and J.E.D.I. Team
4. Training for Leaders and Staff for onboarding and continued education
5. Engagement throughout the year with Events, Holidays, Trainings, and Speakers

THIS IS NAOMI.

Naomi was a stay-at-home mom for most of her life and contemplated divorce for many years due to the verbal, emotional, and psychological abuse she's endured with her husband. Despite many concerns and barriers, she knew that ultimately, she would lose everything.

In the Summer of 2022, Naomi gathered enough courage to file for divorce. A friend recommended she reach out to Harbor House for legal advocacy. Even though she was uncomfortable asking for help, she made the call anyway and was glad that she did. The hotline crisis advocate reassured her that Harbor House would be with her every step of the way. Since then, Naomi has been working with an Outreach advocate on building her confidence, setting healthier boundaries, and learning more about the cycle of violence. Naomi's advocate also connected her with local community resources to help with food, clothing, and personal expenses.

As of September 2023, Naomi was finally free from the violence that consumed her mind and is looking forward to healing and rediscovering her individuality.

Outreach & Advocacy

Our Outreach and Advocacy Program provides dual sexual violence and domestic violence programming that allows us to better assist those who find themselves in crisis situations.

Through one-on-one advocacy, group advocacy, and crisis support, our team is here to listen in order to provide personalized advocacy while also utilizing our voice, platform, and services to elevate our clients both at our safe shelter and at their home.

Our Outreach & Advocacy Program is also focused on building connections within the community to allow us to provide support where clients are on their journey.

A FEW OF OUR PROGRAM PARTNERS

- African Heritage Inc
- Appleton Area School District -(DEI) Diversity, Equity & Inclusion Dept.
- Appleton Public Library
- Black and Brown Womyn Power Coalition, Inc
- Boys and Girls Club-Appleton
- Casa Hispana Inc
- Fox Valley Literacy
- Fox Valley Technical College - (HYPE) Hmong Youth Program for Excellence
- Hmong American Partnership
- Long Cheng Marketplace
- Multicultural Coalition
- NEW Hmong Professionals
- People of Progression
- STAR (Scholars on Target to Achieve Results)
- We All Rise
- Wise Women Gathering Place

Prevention, Intervention, & Education

Our Prevention, Intervention, & Education Program is all about working to lead the shift in perception of violence and to educate our community about resources that exist to support individuals impacted by violence. This includes:

- **Supporting our Youth:** Building our access to youth where they are and in ways that help them form healthy relationships in their families and community.
- **Actionable Accountability with Families:** Teaching family members about accountability and healthy relationship actions to break the cycle of violence.
- **Safety Awareness in our Community:** Enrolling our first responders, community organizations, and employers in creating SAFE (safety awareness for everyone) spaces.

PREVENTION EDUCATION STATS

382
total number of events

270.05
total number of hours presenting

8,797
total number of participants

"After giving a presentation to a 9th grade health class about domestic abuse and healthy relationships, a student came up to me after class to ask if she could talk. She has a friend who is 15 dating a 19 year old. She said the relationship has become abusive. He has a lot of control over her. He tells her who she can hang out with, what she can wear, and talks down to her all the time. They have broken up and gotten back together many times. Her friend doesn't really talk to her anymore because she tried telling her that he is abusive toward her. She knows that she stays as his house overnight at times. He lives on his own and she is scared of what might happen to her. Her friend has a close relationship with her dad, but she has not told her dad she is still with him. She doesn't know what to do.

I asked if she felt comfortable talking to her friend's dad. She said not by herself. She would rather have someone with her. I gave her some options which included trying to talk to her on her own again about her concerns and what she learned in class about relationships. I suggested she ask her friend if she would sit down with an advocate from Harbor House just to talk. I also asked if she felt comfortable letting a teacher or school counselor know what is going on and the concerns she has. I did let her know that a teacher or a counselor may have to make a report about the situation and she understood.

I saw her later that day and she told me she decided to talk to the school counselor and the conversation went well. She said even though her friend may be mad at her, she felt she needed to do something."

~Jennifer Schunk, Prevention Education Coordinator DV & SV

NICOLE'S STORY.

Nicole came into shelter in April 2023 with her three children after an incident at home that caused her 7 year old to call the police. Due to the high lethality incident that occurred at the home, Appleton Police Department brought Nicole and her children to Harbor House. Nicole had a lot of barriers she was up against. Nicole was an immigrant, originally from Central Africa, who came to the United States with her husband to seek out better work opportunities.

From the beginning, Nicole's relationship with her husband had been unhealthy. Nicole experienced physical and sexual violence many times including times in front of her three children. Nicole's husband did not allow her to work and he held all of the bank accounts. Nicole was also learning English as a second language, this made social connections difficult and her husband also kept her phone. Nicole's life was completely controlled by her husband.

After working with her advocate, Nicole was eventually secured a factory job. She was able to get her vehicle back that her husband took. Her kids attended all of our youth programming & worked with our Children and Youth Advocates who provided needed connections they didn't have growing up. Nicole got legal counsel through Legal Action, who accompanied her to her (ongoing) family court case.

Nicole most recently moved into one of the apartments managed by Housing Partnership and Pillars. She is slowly building her own rental history, credit score, and her kids have all adjusted to their school and are doing well.

Nicole and her children utilized every aspect of our programming and continue to do so today. Some of the ongoing services this family uses as they navigate this new chapter for their family includes; access to food shares, vouchers to the Community Clothes Closet, YMCA drop-in, Birth-to-3, English classes with EvenStart Family Literacy (Appleton School District), a final divorce hearing in May, meeting weekly with their advocate, and meeting with Legal Action. A big thanks to U.S. Venture who sponsored holidays gifts and gave her all the kitchen supplies, bedding, clothing, household, toys they would need for their new apartment.

Crisis & Shelter

At Harbor House, we're more than just a shelter – we're a community of support and encouragement. Our goals for our Crisis & Shelter program is to provide every individual coming through our doors with:

- An inclusive client experience that supports them with an intersectional lens and with trauma informed care.
- An active listening ear to allow us to understand our client's voice. By gathering feedback throughout our client's journey with us, we can better understand the support that our client requests.
- Staff that is always improving! We are committed to investing in our team by improving training and support opportunities internally.

> *Harbor House helped me find my true identity- if I didn't have Harbor House I'd either be dead or still in that relationship waiting to die. I will always be very appreciative of Harbor House.*
>
> ***~Nicole***

The Importance in Partnerships

At Harbor House, we realize that domestic and sexual violence are complex, multifaceted problems. In addition to offering programs and services that directly assist individuals impacted by violence, we work to build our community's capacity to respond to violence. In order to take a 360-degree approach that tackles the issue of violence, we need to partner with other organizations who are experts in various needs for our clients. In 2023, we are proud of our existing partnerships and in 2024 we hope to continue to expand the partnerships we have in our community.

COMMUNITY CLOTHESCLOSET

Community Clothes Closet provides FREE clothing to all people in need. They provide our clients with vouchers to 'shop' at their facility in order to allow them to pick clothes that make them feel empowered and confident to pursue their goals whether that's to ace a job interview, project a healthy self- image or stay safe from inclement weather.

156
Harbor House clients were referred for clothing

Outagamie County Est. 1851

Safe Exchange is a program in partnership with Outagamie County. Safe Exchange exists to provide a neutral, child friendly place to host the transfer of children without contact between parents to ensure children will have a safe exchange, free from parental conflict and violence.

8
families utilized Safe Exchange in 2023

Partnership Community Health Center

Once a month, Partnership Health spends an afternoon at Harbor House to anwser questions, connect to resources, and help with enrollment to different community health programs. Partnership Health has been a consistent partner in supporting our clients with patient-centered care and outreach and enrollment approaches.

36
hours of providing access to community health resources

Appleton Police Department is a pivotal partner in helping create a safe community free from violence. In 2023, Appleton Police Department worked with Harbor House to update their Outagamie County Officer Law Enforcement Involved Domestic Violence Policy. We feel very fortunate to have such a strong partnership with our local law enforcement and are thankful for the ways they support our staff, clients, and community.

667
arrest calls received in 2023

ST. JOSEPH FOOD PROGRAM
Fighting Hunger Sustaining Hope

Every Tuesday, a team of our volunteers go through our kitchen's food supplies, discard outdated or spoiled food, make a "grocery list", and head over to St. Joe's Food Pantry to restock our kitchen with food for our residents. St.Joe's has allowed us to be able to provide a safe, welcome home for individuals and families as the navigate their journey from domestic and sexual violence.

18,670
pounds of food donated

$38,834
value in donated food

Volunteer Highlights

TEEN VOLUNTEER OF THE YEAR: ESTHER

Front Desk/Childcare Volunteer

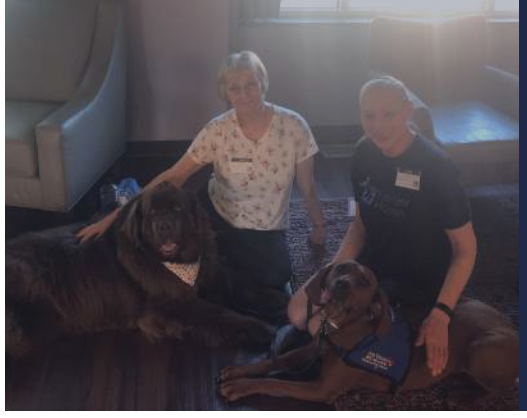
WHAT HAS INSPIRED YOU TO BE INVOLVED AT THIS LEVEL?

After high school, I am going to college to pursue a career in art therapy. When I heard about Harbor House and what volunteer opportunities they have, I knew it would be a good place to learn more about domestic abuse and how that effects kids.

WHAT ACTIVITIES ENERGIZE AND EXCITE YOU AT HARBOR HOUSE?

My favorite event that I did at Harbor House was the end of summer/ kick off the school year celebration. It was one of the most precious things I have done, seeing the joy on the kids faces and how Harbor House provides for these families was so special.

> *When volunteering you can really tell that your help is wanted and appreciated which makes it all the more fulfilling. I wish that people knew that It's open to anyone who needs it, and that the intake process isn't something to be intimidated by.*
>
> *~Esther*



VOLUNTEER OF THE YEAR: RENEE

SANE Volunteer and Event Committee Volunteer

WHAT DO YOU WISH OTHER PEOPLE KNEW ABOUT HARBOR HOUSE?
That the shelter services are only the tip of the iceberg and that Harbor House is so much more than what you see on the surface. Harbor House supports the community with a depth and breadth of programs and services that I think many would be surprised by.

HOW ARE YOU INVOLVED AT HARBOR HOUSE?
I first became involved by being a front desk volunteer and later becoming a member of the Amazing Race and Christmas program committees. My current focus is being a SANE volunteer which involves signing up for shifts where you are on-call to go to the hospital and support those in need of a forensic sexual assault exam.

WHAT ACTIVITIES ENERGIZE AND EXCITE YOU AT HARBOR HOUSE?
Seeing the organization continue to grow and evolve and meeting clients who have had positive life changes via the services and support of Harbor House.

”

I have always gravitated towards volunteer opportunities that have a component of interacting with people and ideally, where you can quickly see the positive impact of your efforts. The SANE program has definitely provided both. I've found it to be extremely gratifying and providing support to someone who is experiencing a traumatic time in their lives.

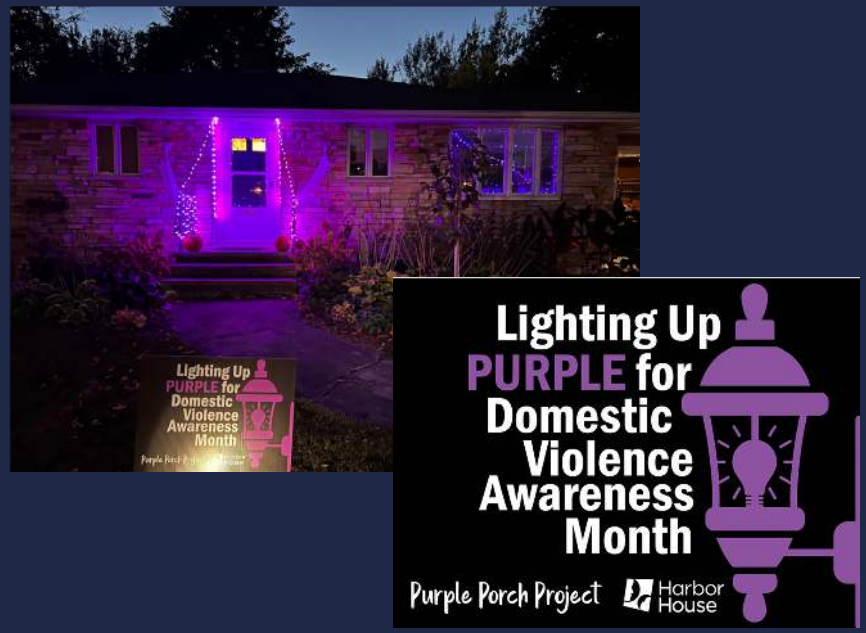
~Renee

2023 Events Overview

HARBOR HOUSE'S AMAZING RACE

Our third annual Amazing Race was a huge success! We had over 20 teams join us to help raise over $41,000 for survivors of domestic and sexual violence!

Harbor House's Amazing Race is based on the TV show "Amazing Race." Participating teams are sent out to "race" around Outagamie and Calumet counties to complete a set of challenges that are 50% physical, 50% mental, and 100% comical - this year's obstacle hosts did not disappoint! Lots of fun was had, while also building connection between participants, our community, and our mission to serve all people impacted by domestic and sexual violence, lead the shift in perception of violence, and advocate for lasting social and policy change.



PURPLE PORCH PROJECT 2023

Purple Porch Project is an annual awareness campaign during October (Domestic Violence Awareness Month) in which we make a simple ask to the community to switch out their porch light(s) with purple bulbs and/or add purple outdoor lights (floodlights, string lights, etc.) to their homes.

New in 2023, we were grateful to partner with Fox Communities Credit Unions who sold Purple Porch Project kits at each of their local branch locations during the month of October.

Every year we have seen this event continue to grow. The support and strong message of a purple light means the world to our organization, clients, and community. Thank you to everyone who participated.

CALUMET COUNTY CANDLELIGHT VIGIL

Our Calumet County Candlelight Vigil is our annual start to Domestic Violence Awareness Month. This year's candlelight vigil, Illuminate Hope, was a walk in Chilton from Klinkner Park to the Harbor House's Outreach office across the street.

The evening included an invocation/benediction, a community walk, and a candle-lighting ceremony to honor and remember those who have lost their lives to violence.

Thank you to the Bikers Against Child Abuse International leading this event!

Impact Report

OUR TEAM

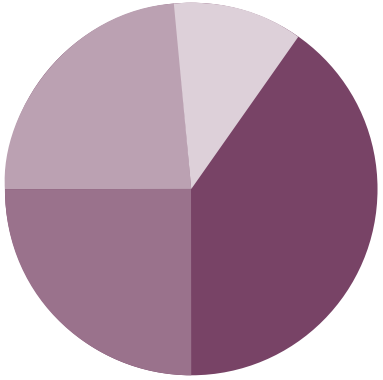
12
Board Members

36
Full Time Staff

8
Part Time Staff

INCOME

- Fundraisers - 7%
- United Way - 12%
- Non-Government Grants - 13%
- Individual Contributions - 33%
- Government Grants - 35%



EXPENSES

- Crisis & Shelter - 40%
- Outreach & Advocacy - 24%
- Community Relations - 23%
- Prevention, Intervention, & Education - 13%

This past year has been filled with many challenges, changes in our organization, and a continued growth in the need for our services.

In 2023, we served 1,939 clients with 1,639 identifying as female. We had 949 walk-in clients, the most ever in our history. The need for access to our services is at an all-time high.

Wisconsin's reallocation of funds has majorly effected our income in 2023 and will for at least the next four years. **Your support continues to change lives and all of us at Harbor House are so grateful.**

OUTREACH & ADVOCACY

In 2023, a total of 2,347 individuals came to Harbor House for support.

855 CLIENTS
received legal advocacy support

459 CHILDREN
were supported by our children's programming

2,486 HOURS
of support services were provided to adults

Of adults that received support services in 2023;

95%
are less fearful and feel more secure

96%
can do more things on their own

97%
feel they will achieve the goals they set for their future

24/7 HELPLINE

7,843 CALLS
for a total of

76,950 MINUTES
were spent supporting clients on our 24/7 Helpine

SAFE SHELTER

533
individuals utilized our safe shelter for a total of

17,106
total nights of care

VOLUNTEER SUPPORT

7,215 HOURS
of volunteer support

447 VOLUNTEERS
donated their time and talents

57
families were served by our Holiday Gift program

PREVENTION EDUCATION

382
total number of community events

8,797
total number of individuals that participated in our prevention education presentations

COMMUNITY EDUCATION

253
community presentations and trainings

26
events attended with a resource table

INTERVENTION PROGRAM

224
total assessments
80% identified male, 20% identified female

8
domestic violence education groups were facilitated

38%
of individuals completing an assessment are still in a relationship with the victim/survivor

Harbor House
HAVEN • HELP • HOPE
Harbor House

Looking ahead to 2024

In 2023, thousands of community champions chose to support our mission. Businesses, foundations, individuals, schools, faith communities, etc. have all allowed us to build hope in the lives of individuals experiencing the impact of violence.

Once again, we say thank you. We look to continue to shine our light even brighter for survivors in our community and beyond!

GET INVOLVED

VOLUNTEER

See all the ways your time can have an impact at Harbor House.
Check out our **volunteer listings at harborhousewi.org/volunteer**

DONATE

Provide crucial support for victims of abuse, offering safety, empowerment, and a path to healing.
Donate today at harborhousewi.org/donate

ATTEND AN EVENT

- Harbor House's Amazing Race ~ April 20, 2024
- Our Stories: New Beginnings ~ May 8, 2024
- Calumet County Candlelight Vigil ~ October 1, 2024
- Purple Porch Project ~ October 2024
- Our Stories: Breaking the Cycle ~ October 15, 2024

See our **complete line up of events at harborhousewi.org/events**

FOLLOW US ON SOCIAL MEDIA

facebook.com/harborhouseDAP
instagram.com/harborhouse_appleton

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