



2020/21 ANNUAL REPORT





MISSION

To ignite social change by educating Orange County to recognize relationship violence as an issue that threatens everyone, advocating for those affected by abuse, extending a safe place for victims and empowering survivors on their journey of healing.

VISION

We are committed to a future in which every person and family in Orange County experiences safe, healthy relationships and lives free from fear.

DEAR FRIENDS,

As we look back on an unprecedented year and what it's meant to be an essential service during a pandemic, we want to **thank you** for your unwavering support and commitment to ensuring survivors have a safe place to heal from abuse.

We are all interconnected; **each of you has played a role in igniting social change and have demonstrated the power of community.** Together our community rallied to offer victims and their families hope for a life free from violence.

While relationship violence is not new, the ripple effect of the pandemic has added to economic uncertainty, social isolation experienced by victims, and prolonged exposure to trauma causing increased anxiety and depression.

Often survivors have limited awareness and access to support and services that are available. Through our partnerships with each of you we were able to extend a **critical lifeline** for those who so desperately need it. We would not be here without you.

We believe that empowering survivors to choose the path to healing that is best for them leads to sustained change. **The synergy between safety, empowerment and healing is transformational and creates new and triumphant life stories of success in Orange County.**

This past year reaffirmed there is no single option for ending relationship violence. With your support we remained steadfast in the delivery of four components of our mission.

- Educating our community by establishing crucial partnerships with law enforcement, employers, teen ambassadors, and beauty industry professionals.
- Advocating for those effected by abuse through our legal advocacy and domestic violence housing first program.
- Extending a safe place in 9 Orange County communities through Family Resource Centers.
- Empowering survivors to take the first step.

Through our **complex ecosystem of individuals, families, communities and networks** we set out to reduce the multiple barriers that survivors face when taking the courageous step to seek safety.

This year, we spotlight the interconnected circles of people who empower transformation. Your unwavering support has continued to inspire us. We remain committed to advancing our vision in which every person and family in Orange County experiences safe, healthy relationships and lives free from fear.

In gratitude,
Maricela and Celina




Maricela Rios-Faust
MSW, LCSW, CFRE
Chief Executive Officer




Celina Doka
Board President

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INDIVIDUALS

It is individuals like Lucy who make our mission rewarding. Her unwavering determination to find a way forward is an inspiration to everyone who dreams of a future free from relationship violence.

EVERY JOURNEY BEGINS WITH ONE EMPOWERING STEP

Lucy graduated top of her class, earning her degree in business management. She landed an internship right out of college where she was hired at shortly after. During this exciting time in her life, Lucy fell in love. Yet, the honeymoon phase came to an end when her partner started physically and verbally abusing her. Finding the courage and conviction to escape an abusive relationship is difficult under any circumstances. Little did Lucy know that the call she made that day would transform the trajectory of her life.

When Lucy enrolled in the Personal Empowerment Program (PEP) at our Newport Family Resource Center (FRC), she took a vital first step in her journey to live a violence-free life. What she learned from PEP led to a personal breakthrough, as Lucy slowly and painfully began to recognize her own dangerously abusive relationship. Although she wasn't ready to leave, Lucy took the crucial next steps to develop a safety plan and explore the extensive services available at Human Options' Family Resource Center.

The pandemic suddenly changed everything. While the rest of the world stopped and grew silent, Lucy's world did the exact opposite. As her home life became louder and more dangerous, Lucy felt the urgency of her escalating situation. She knew it was time to leave—and that she'd better go quickly. Lucy packed all her belongings in a bright red suitcase and fled.

Though Lucy arrived at the Newport Mesa FRC in a visible state of panic, she was immediately surrounded in the sheltering warmth and care of the staff. After sharing her story with a therapist, Lucy began to feel the sparks of hope rise as she was safely transferred to our Emergency Shelter. There, Lucy received the help she so desperately needed, from legal advocacy services to the emotional lifeline of a compassionate therapist who helped her navigate the trauma of abuse. Today, Lucy is safe, sound and spirited in her pursuit of the resources and support she needs on her triumphant journey of healing.

“ It was the beginning of the pandemic, and I had nowhere to turn. This was the only place I knew was open. I needed to escape my abusive home.”

- Lucy, Survivor



Hotline calls surpassed normal call volume, taking in **5,600** calls for crisis support, intervention and referrals.

AN AVERAGE OF
77%

of counseling clients reported a decrease in anxiety symptoms as a result of counseling services

Provided residential and community-based services to

1,453
FAMILIES

FINDING A WAY HOME AGAIN, TOGETHER

Alyssa was a front office manager at a dentist's office and well liked by all the patients and staff. She felt like she had it all. She was celebrating her 2 year wedding anniversary and had just given birth to her son. Things took a turn when her husband lost his job and started taking out his frustrations on her. Alyssa suffered daily at the hands of her abusive husband, where she endured physical, sexual and emotional trauma. Even after her husband left home, he spent months stalking the condo complex where she was raising their young son in constant distress. When Alyssa bravely reached out to the police department for help, they referred her to Human Options.

Unfortunately, Alyssa's husband had already obtained full custody of their son, further complicating her case. Fearing for her safety and distraught without her son, she found herself with nowhere to go.

Through Human Options, Alyssa was connected to supportive community resources, including critical survivor therapy. She also enrolled in our expansive Domestic Violence Housing First (DVHF) program, where she found her own apartment for her and her son.

Even when things seemed dire, Alyssa never gave up on providing for her son. Today, she is in safe, permanent housing away from her abuser. She's working at a hospital, where she's maintained employment throughout the pandemic. Best of all, she has shared custody of her beloved son. With a little help from her Case Manager, who helped her budget and save, she will soon be able to financially maintain her family's home on her own.

“There was a time I hardly dared to imagine a home without abuse, where I could raise my son in a peaceful, stable environment. With the tremendous legal and logistic support of Human Options, we can dream of a happy future again.”

- Alyssa, Mother and Survivor



185 families
served in shelter

73%

of clients receiving mental health services reported an increase in resilience

95%

of clients in our Housing First program reported an increase in their ability to meet his or her basic needs without public assistance

75%

of children in our residential shelters showed an increase in positive social interaction with peers and adults



FAMILIES

By providing tailored housing options we are able to help whole families move forward with their lives.



COMMUNITIES

Each Family Resource Center is deeply rooted in community, extending a safe place for women, children and men who are survivors of relationship violence or currently in an abusive relationship.

“I was in need of food, diapers, and shelter for me and my children. I lost my job during the pandemic and was in need of help. The FRC in my community was able to support me with all of these things. I am eternally grateful for having a place to go when I was in need.”

- Rosy, Mother and Survivor

COMMUNITY-BASED CENTERS ARE A BEACON OF LIGHT

Human Options' Family Resource Centers (FRC) have proven to be a place for survivors to seek safety within their own community. Located within high-need communities, these Centers offer critical services to promote safe and stable families. During California's safer-at-home orders, and all through 2020, the FRC's have been steadfast in maintaining connection within low-income communities.

Accessing services at these Centers is often a first step for victims, like Rosy, to begin their journey toward a violence free future. Rosy, mother of three, sought out help after suffering injuries at the hands of her ex-husband during an abusive incident. Through the support she received, Rosy found employment and gained a protective court order against her abuser. With counseling, she began to heal and finally reunited with her children, who stayed with a trusted relative in the interim.

Throughout the pandemic, our advocates have seen a spike in individuals seeking mental health services. Challenged by the social isolation we all experienced, social media greatly facilitated the opportunity to stay connected with the community at-large and expanded our outreach efforts, making information and resources readily accessible. Facebook Live and other platforms empowered every person and family in Orange County to recognize the signs of abuse and intervene on behalf of their friends and neighbors.



1,091 clients received community-based services through our eight Family Resource Centers.

85%

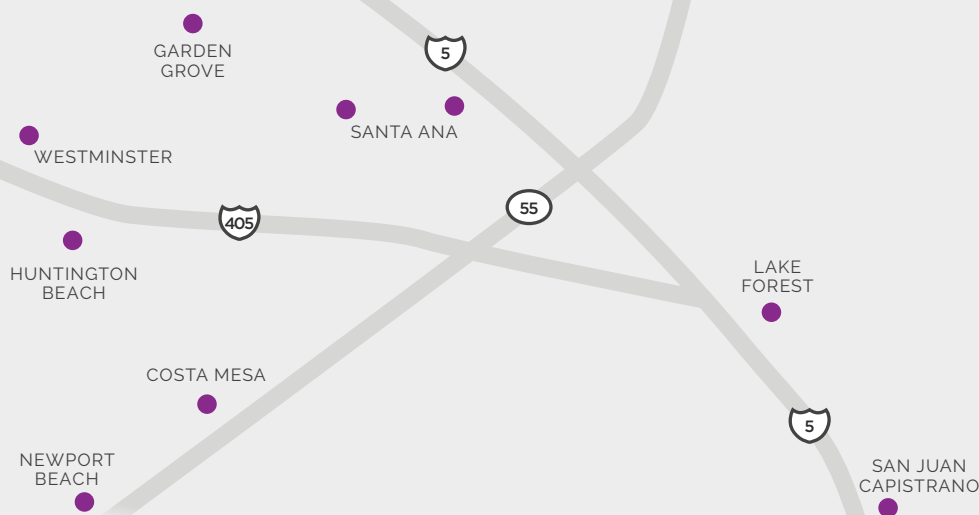
of counseling clients reported an increase in personal resiliency and a decrease in depressive symptoms.

FB Live events through Prevention Education garnered over

14K VIEWS

from July to December 2020.

FAMILY RESOURCE CENTER LOCATIONS



TRANSFORMING LIVES WITH OUR LEGAL NETWORK

Most people have heard the phrase, “It takes a village.” At Human Options, this sentiment rings true. Without our robust network of close-knit partnerships, we would be unable to provide the crucial, wide-ranging support that gets relationship violence survivors and their families on a path to healing. Oftentimes, that means facilitating pro-bono legal advice from our legal community partnerships.

After relationship violence increased during the height of COVID-19 lockdowns, Human Options’ legal advocacy program experienced a 91% increase in requests for legal services, ranging from restraining orders and child custody cases to immigration support. To put it into perspective, between January through May of 2021, we have received more inquiries for legal services than we did in all of 2020.

Our legal system is complex and often intimidating. Imagine navigating this labyrinth of legalities while fearing for the safety of your family. For victims of relationship violence, representation can make all the difference—not only in resolving a case, but also in providing critical emotional support. Survivors need to feel supported and know they have someone advocating for them. Our team of Legal Advocates provides access to justice for the people who need it most—often in situations involving core needs, such as shelter and physical protection. When a higher level of assistance is needed, we partner with Orange County’s top law firms and attorneys, who graciously share their time and expertise pro bono. The impact is immeasurable for our survivors as well as the attorneys who give their heartfelt help.

“ I didn’t think I would ever be able to move forward with my life. Human Options’ Legal Advocacy program saved my children and I from danger. I can confidently walk out my home and live my life with my new partner and safe children. ”

- Miranda, Mother and Survivor



100%

of legal advocacy clients receive assistance in obtaining a restraining order.

349

legal advocacy clients served.

85%

of legal advocacy clients report knowing what their legal rights are regarding family violence and abuse.



NETWORKS

Our extensive networks allow us to provide a spectrum of services needed to remove barriers to escaping violence.



1

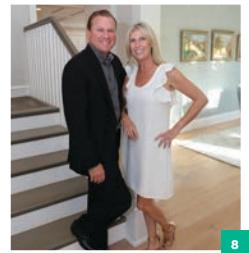


2

SERIOUS FUN 2021

After over a year of postponement, Human Options was honored to celebrated DOVE honorees Michele I. and Abdo Khoury at our Serious Fun Gala “A Whimsical Evening in the Enchanted Forest”. On Saturday, May 22, our generous sponsors and dedicated event committee transformed their homes into enchanted forests in order to safely gather and raise over \$430,000 to benefit Human Options.

1. Maricela Rios-Faust, Abdo & Michele Khoury, Celina Doka 2. Carolyn & William Beaver 3. Diane Biagiatti's viewing party 4. Celina Doka & Carol Carlile 5. Wendy Peterson and Jeff VanHoosear 6. Tom and Debra Nicols 7. John & Jennifer Lane 8. Jolene & Mark Peterson



8



7



6



3



4



5

FALL EVENT 2020

Over 600 viewers joined us virtually for our fall event featuring an important conversation about an issue Dr. Burke Harris is so passionate about – Adverse Childhood Experiences, or ACEs. The correlation between ACEs and relationship violence is significant. We were honored to learn from California's first Surgeon General about this important topic as well as raise over \$195,000 in this new format!



1



2



3



4



5

1. Dr. Nadine Burke Harris 2. Barbara Roberts and Friend 3. Michele Khoury 4. Diane Biagiatti 5. Katie Nunez



OCTOBER IS DOMESTIC VIOLENCE AWARENESS MONTH

In October, Domestic Violence Awareness Month (DVAM) had a whole other level of importance in 2020. This was an opportunity to rally our community to bring awareness to an issue that was counter to the idea of being “safe at home,” as reflected in media coverage. We made a significant social media push to get the word out and our community responded in a big way. Over 100 different organizations, companies, cities, hospitals, schools and more joined us in spreading the word to **#pledgepurple**.



PREVENT

Building awareness.

PROTECT

Extending safety & support.

EMPOWER

Lifting the voices of victims & survivors.

TRANSFORM

Extending safety & support.

THANK YOU TO OUR GENEROUS DONORS

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“ I have witnessed firsthand the power that raising awareness about teen dating violence has on students. This program has given many others and myself the tools to become allies in order to prevent relationship violence. Starting prevention efforts at this age is incredibly important and has a lasting impact on our communities.”

- Seychelle, 12th grade

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IGNITE CHANGE: WHAT YOU CAN DO

We believe relationship violence is everyone's concern and you can do your part in ending the cycle now. Here are some ways you can get involved and ignite social change.



Validate a person's lived experience and give them a resource.

- Human Options 24/7 Emergency Hotline: (877) 854- 3594
- Find a Family Resource Center near you. Your local Family Resource Centers can be located here, <https://www.factoc.org/locations/>



Invite your company, school, and church or community group to participate through one of our prevention education presentations to learn more about relationship violence



Stay connected! Join our newsletter or follow us on social media @humanoptions. Share our posts and resources with your networks.

FINANCIAL DASHBOARD

FINANCIAL DASHBOARD FISCAL YEAR END
JUNE 30, 2021



REVENUE SOURCE

48%	Government Grants	\$3,063,090
9%	Individual Gifts	\$575,224
11%	Private Grants & Foundations	\$680,350
8%	Benefit Events	\$491,671
2%	Earned Revenue	\$126,600
22%	Other Revenue	\$1,373,053*



EXPENSE CATEGORY

81%	Program Services	\$4,319,043
9%	Fundraising	\$472,982
10%	General & Management Cost	\$538,833



Human Options is proud to earn **Charity Navigator's coveted 4-star rating**, demonstrating our strong financial health and commitment to accountability and transparency.

*Other revenue includes restricted unrealized investment gains and PPP loan forgiveness.

GOVERNMENT GRANTS FROM JULY 1, 2020 TO JUNE 30, 2021

Community Development Block Grants (CDBG)

- CDBG Irvine
- CDBG Tustin

Families and Communities Together (FaCT)

- FaCT Community Health
Enrichment Collaboration
- FaCT Corbin
- FaCT Costa Mesa
- FaCT Magnolia Park FRC
- FaCT Minnie Street
- FaCT Oakview FRC
- FaCT South Orange County
- FaCT Westminster FRC

CalWORKs ResCare Workforce Services

California Governor's Office of Emergency Services (CalOES)

- CalOES Domestic Violence
Assistance Program
- CalOES Transitional Housing
Program
- CalOES Housing First
Program

County of Orange

- OC Community Resources
- Victims Services
- OC Health Care Agency
(Strong Families, Strong
Children) - COC
- OC Health Care Agency
(Strong Families, Strong
Children) - BHS

Office on Violence Against Women (OVW)

- Improving Criminal Justice
grant
- Legal Assistance for
Victims grant





949.737.5242

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24-HOUR HOTLINE: 877.854.3594

