

Hello, This is  
I'm scared. I need help.  
Are you safe right now?  
Yes for now. He will be  
Okay, what do you need  
I need to get out of here  
No money. No car. But



# ADWAS ANNUAL REPORT 2007

abused Deaf women's advocacy services

## CONTENTS

<i>a letter from</i> <b>Marilyn J. Smith</b> Founder and Executive Director	<b>1</b>
<i>a letter from</i> <b>Elise Nye Holliday</b> Board Chair	<b>2</b>
<i>a letter from</i> <b>Carol Brown</b> Donor Development	<b>3</b>
<b>Amanda's Story</b>	<b>4</b>
<b>The Positive Deaf Parenting Program</b>	<b>6</b>
<b>The National Hotline</b>	<b>10</b>
<b>Financials</b>	<b>16</b>
<b>Donors</b>	<b>18</b>

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## ADWAS | Board of Directors

**Elise Nye Holliday** Board Chair | **Anne Baldwin** Finance Chair | **JoAnna Ball** | **Liz Gibson** | **Lindsay Klarman** | **Shannon Murello Plyler** | **Estie Provow** | **Melissa Wood Brewster**

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### ON THE COVER

A representation of an Instant Messaging conversation with a caller to the National Domestic Violence Deaf Hotline

### PRIVACY STATEMENT

All client names and information in this Annual Report have been changed or omitted for reasons of confidentiality.

Hello  
Hello, This is The National Domestic Violence H  
I'm scared. I need help.  
Are you safe right now?

### ADWAS Contacts and Resources

abused Deaf women's advocacy services  
8623 Roosevelt Way NE  
Seattle WA 98115  
office: 206-726-0093 TTY  
fax: 206-726-0017  
e-mail: adwas@adwas.org

### NATIONAL DOMESTIC VIOLENCE HOTLINE

24 hours | 7 days a week  
1-800-787-3224 TTY  
VP: 69.17.111.201  
IM: ADWASHotline  
E-MAIL: adwas@ndvh.org

### LOCAL SEXUAL ASSAULT CRISIS LINE

1-888-236-1355 TTY  
24 hours | 7 days a week

### LOCAL DOMESTIC VIOLENCE CRISIS LINE

1-888-236-1355 TTY  
24 hours | 7 days a week



## MARILYN J. SMITH | Founder and Executive Director



The year 2007 marked our first full year in our new building, A Place of Our Own, which includes transitional housing for Deaf and Deaf-blind domestic violence victims. It proved to be a year of challenges and of new insights as we became more comfortable in our role as landlord. Being able to offer transitional housing to Deaf survivors of domestic violence as well as a full range of individually-tailored services for all, brought a feeling that ADWAS finally offers all the services victims need—almost.

I say almost because as the year progressed it became evident that the impact of domestic violence on children is far greater than we originally thought and the service they desperately need is on-site therapy. To better respond to their emotional needs, in the last quarter of 2007, we began searching for funding to hire a full-time children's therapist with a start date of mid-2008.

Other accomplishments in 2007 included increased outreach and education efforts to Deaf students and their teachers in schools in Snohomish, King and Pierce counties. The Washington School for the Deaf partnered with us in making and distributing a DVD for parents of young Deaf children called *Protecting Your Deaf Child from Sexual Abuse: A Parent's Guide*. Our National Domestic Violence Deaf Hotline added more up to date access features including e-mail, videophone, and instant messaging capacity. These changes brought a significant increase in the number of Deaf callers to the hotline.

Our commitment to national community building brought a surprise in mid-2007. The Office of Violence Against Women in the US Department of Justice approached ADWAS about implementing our national replication project again and provided us with \$250,000 for this effort. Sometime in late 2008 we will begin training 28 Deaf communities throughout America over a two year period.

ADWAS “went” international in July 2007 when I attended the World Federation of the Deaf conference in Madrid, Spain and spoke about the ADWAS model. This resulted in continuing contacts with several nations that are beginning to work with Deaf victims/survivors of domestic violence and sexual assault. Not surprisingly, the issues these nations face are similar to those ADWAS faced many years ago—lack of access to the legal system, safety issues unique to the Deaf community, domestic violence and sexual assault seen as taboo subjects – to name a few.

The staff and I see first-hand what community financial support allows us to do for all our clients. We are very proud of both the women living in A Place of Our Own and those who are community clients. The radical changes they have made so their lives are free of violence are inspiring because it takes tremendous courage to face the many challenges they have experienced. Thank you for being a part of this by supporting the work we do. ■

## ELISE NYE HOLLIDAY | Board Chair



Another year has gone by with all of its celebrations and milestones. We are becoming more rooted in our Maple Leaf neighborhood and branching out with new services to our residents and clients. We are also becoming more savvy as landlords!

What we've learned in the past year is the more we grow and expand, the more recognition and attention we get, which can be a good problem in itself. Our annual financial audit has become more complex due to our larger size. Our staff has learned how to deal with landlord issues, and how to help the children more directly. Our expertise is being tapped more and more by other cities and projects.

The Board is grateful for Marilyn's strong leadership and for the strength and resiliency of the staff as we navigate owning A Place of Our Own. We are amazed every day at what we are now able to provide to our clients. One of the most powerful outcomes of having A Place of Our Own is seeing the effects of domestic violence and sexual assault up close and being able to more directly respond to them.

Many of you are familiar with our fun-filled annual fundraising auction. The 2007 auction was a large-scale effort that took many staff and volunteer hours to coordinate, plan and solicit items for. The Board has decided to try something new in 2008 – we will have a breakfast fundraiser featuring Kerry Kennedy, international human rights activist and the daughter of the late Robert F. Kennedy. We're very excited about having Kerry here and hope that you will join us for breakfast on October 17, 2008.

The strength of ADWAS comes from the dynamic relationships with our clients, residents, staff, board members, volunteers, donors, and the community. Each of those relationships is vital to the life and growth of ADWAS. By supporting us, you clearly believe in the work that we do – and for that, I thank you. ■

## CAROL BROWN | Development Coordinator



Generous donors contributed in an array of creative ways during 2007. A popular donation method is the workplace campaign, which usually occurs during the fall.

Some well-known workplace campaigns include the United Way, Employees Federal Campaign (EFC) or the Combined Fund Drive (CFD). ADWAS donors work in a variety of businesses, including Boeing, UPS and Microsoft just to name a few. Participants in these campaigns have a designated portion of their pre-taxed dollars deducted from their paycheck. If this method appeals to you, ADWAS is sometimes listed separately under Women's Funding Alliance or you may write our name in the space on your payroll deduction form.

One donor used the IRA Charitable Rollover, which was available to her because she is more than 70 and-one-half years old, owns an Individual Retirement Account (IRA) and didn't have to count her distributions as taxable income. Distributions were made directly from her IRA to ADWAS. The IRA Charitable Rollover tax incentive was enacted in 2006 and expired December 31st, 2007. Congress is considering implementing this incentive again for 2008. Consult your financial advisor for details.

We had our most successful auction at the Westin in October 2007. Our success was the result of the incredible efforts made by the board and volunteers. Donations from businesses, artists and individuals were exceptional and are recognized in the donor list section of this report. Event sponsors included: Continental Mills, Sprint Relay, Boeing, Homestead Capital, Hands On VRS, Mithun, Bonheyo & Bonheyo, KeyBank. We have "retired" the auction and in its place we look forward to welcoming you to our first annual benefit breakfast.

During 2007 many wonderful donors visited ADWAS to deliver clothing donations, weed the gardens and prepare our newsletter for mailing. Volunteers have also worked on the 24-hour, 7-day a week crisis line. These ways of giving are essential to supporting the infrastructure of ADWAS, our housing residents and the community.

Ordinary people—with varied incomes, professions, and passions—show generosity with legacy gifts to ADWAS in their wills and estate plans. We're thankful to those who have decided to give a legacy gift to ADWAS. By making bequests and other "planned gifts," you will continue to help ADWAS make an important difference in the community.

In this report you will read stories of escape, struggle, survival and thriving. These are stories we hear every day. The strength of the survivors continually inspires me. Your generous contributions to ADWAS provide hope for families in crisis and women and children in transition. Your support helps people you may only meet in the pages of this annual report. Generous gifts of time and money help victims rebuild their lives. It means so very much to them and all of us. ■

## AMANDA'S STORY | Sheli Barber



Amanda's story first appeared in our 2006 Annual Report. She continues to share her story of struggle, healing and growth with us.

It has been eighteen months since Amanda and her young children arrived at A Place of Our Own on Christmas Eve. So much has happened since that time; they have begun to rebuild their lives together in safety after enduring years of emotional and physical abuse.

Amanda and her children have made new friends with other families living in the apartment units at A Place of Our Own Transitional Housing Program (THP). They live with other families who have suffered the same types of abuse: emotional, physical, and sexual. Mothers who made a heroic decision to save themselves and their children from a life of violence, lead these traumatized families. The children from each family quickly became friends and discovered that they share common stories; an abusive father and being Children of Deaf Adults (CODA).

While living at A Place of Our Own, Amanda has received counseling and support from the Positive Parenting Coordinator and the ADWAS Therapist. There was so much she needed to talk about. How could she begin to undo what happened to her and her children? She wanted to change the way she interacts with her children. She wasn't alone. The Positive Parenting Coordinator encouraged Amanda to join a Positive Parenting class at ADWAS to gain confidence in parenting—setting boundaries, and providing appropriate discipline. There were other parents in the class to talk to and share experiences. She learned that other mothers struggle as she has, especially with disciplining her children.

Amanda and her children have about six months left before they move out of A Place of Our Own. She meets with the Transitional Housing Program Advocate to discuss her future. She wonders what life will be like after moving out of A Place of Our Own? She tells her Advocate that she is thinking about moving back to the Midwest so she can be near her extended family. She wonders what her options are for long term housing. She shares her anxiety about living in the same town as her abuser. She must go to court to finalize her divorce and put a parenting plan in place. She is not sure how the parenting plan will turn out. How will she protect her children, and how can she keep herself safe from him? Amanda and her ADWAS Therapist have had many discussions about the importance of a safety plan. As the time draws closer, her Advocate will provide her with resources from her home-

town and will connect her with an Advocate who is Deaf and signs. In addition, they contact a lawyer in her hometown to start discussing divorce proceedings and the required parenting plan.

Amanda talks with the therapist about her anxiety of the challenges that she will face when she moves out. She will not have the support of the ADWAS staff and the friends that she has at the ADWAS Transitional Housing Program, 24-hours a day/7-days a week. She will have to rebuild her support system by making new friends, screening old friends (as some of them are still friends with her abuser), and receiving advocacy/counseling services with a local agency in her hometown. She wonders if the Advocate and Counselor will be competent and knowledgeable about domestic violence issues. She acknowledges she will have a lot of support from her family. She also discusses her apprehension about how her children will adjust to interacting with their father again.

During support group sessions, she expresses her anxiety with other mothers. She learns that her friends share some of the same experiences and concerns. They discuss information about supervised visitations as part of their parenting plan and the importance of having a safety plan and protection order in place. One mother expressed her positive experience with the legal system; especially with the reinforcement of the parenting plan determined at the time of her divorce. They all agree that even though their children have been affected by domestic violence, they can all recover and be emotionally healthy if they receive appropriate counseling, advocacy, and legal services.

Amanda believes that the hardest thing she has ever done was to leave her husband, uproot her and her children and begin a new life. She had to face what felt insurmountable—moving to another state, finding new schools for her children, making new friends, and learning new skills. She believes that she and her children have a right to live a life free of violence. She has made that commitment by leaving her violent partner.

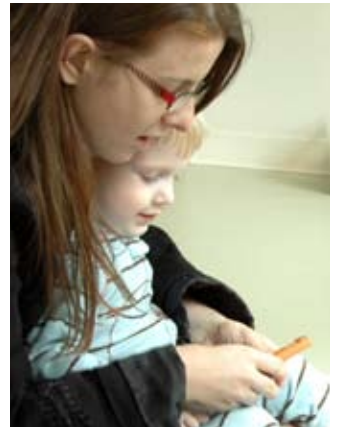
As Amanda's life unfolds it is evident she will likely return to her hometown. She knows her life will never be the same. Her understanding of herself; her increased self-confidence; her understanding of the cycle of abuse are all tools she will use as she returns to life back home. Her next step will be difficult but not nearly as difficult as her first step. ■

## THE POSITIVE DEAF PARENTING PROGRAM | Linda Goldman

The Positive Deaf Parenting Program teaches Deaf parents to model appropriate behavior and cope with the day-to-day stress encountered by Deaf and hearing parents alike.



The Positive Deaf Parenting Program provides clients with the skills required to build loving relationships with their children and grow their families in a healthy and nurturing environment.



After ten years of serving victims of domestic violence and sexual assault, ADWAS staff recognized, as did the current research, that children raised in homes where violence is used to solve problems or attain goals are at greater risk of continuing the cycle of violence into adulthood, as either a victim or an abuser. Additionally, domestic violence may impact a child's development and could increase the potential for child abuse and neglect in the home. Mothers in homes where domestic violence is perpetrated against them often excessively discipline their children in an attempt to appease an abuser, which keeps them safe from contact with the abuser. Sometimes these mothers become overwhelmed by daily stress and are unable to give their children the care and attention they require.

In an effort to interrupt this inter-generational cycle of violence and potential neglect, ADWAS began offering parenting classes to survivors of domestic violence in September of 1996. The staff quickly recognized that if culturally and linguistically accessible parenting classes were available to all Deaf parents it would strengthen families and the community as a whole. Classes were then opened to the public; both Deaf mothers and fathers signed up for these programs.

The Positive Deaf Parenting Program draws from a number of different curriculums modified to address the specific needs of Deaf parents. Modifications in the curriculum were needed since American Sign Language (ASL) is not a written language and most parenting books are written in English that are difficult for many Deaf people to read. Modifications that were made included the addition of many concrete examples being used when teaching a technique; and the use of pictures, diagrams and other visual teaching aids. ASL is a visual language. Abstract concepts such as "the developmental timeline", are modified to become "how children grow body, mind, and emotions, over time." Role playing, real-life examples and video dramatizations are also effective in teaching Deaf parents.

Some of the curricula used are: *Strengthening Multi Ethnic Families and Communities*, by Marilyn Steele, *Parenting for Pleasure*, by Minalee Sacks, Ellen Hyman, Linda Reilly and Juvata Rusch, and *Parenting Thru Play* by Judy King and Lori Weintraub.

These authors suggest a positive discipline model, emphasizing a belief that children need to be taught not punished. Positive discipline techniques "teach" children using strategies that:

- Enhance their understanding of right from wrong.
- Enhance their self-esteem.
- Enhance their ability to practice self-discipline.

The program teaches parents the importance of role modeling, consistency, anger management, stress management and most of all—clear communication while parenting their children.

Deaf parents frequently grow up as the only Deaf person among their parents, siblings and extended family. Ninety percent of Deaf people have hearing parents. In some homes sign language may be used erratically by family members or more frequently, not at all. Deaf parents taking the parenting classes report having been strictly disciplined but they say that they never understood why they received such strict discipline. In other cases Deaf parents report being allowed to 'get away with' more disruptive behavior than their hearing brothers and sisters without understanding the reasons for this leniency.

Research is clear; the greatest influence on how any of us will parent our children comes from how we were parented. In some cases, due to a lack of communication, some Deaf parents have few role models to guide them when it comes to effectively parenting their children.



Lack of access to information and support prevent Deaf families from improving parenting skills. Deaf parents confront the same issues as hearing parents and also address issues related to being Deaf.

An overview of parenting issues particular to Deaf parents and families follows:

- Over 90% of children born to Deaf parents are hearing, which means that the family is bi-lingual and bi-cultural. Deaf parents with hearing children deal with specific issues: they experience difficulty networking with other parents; sometimes their hearing children refuse to use sign language to communicate; they may have difficulty interacting with school systems.
- With English as their second language, the majority of Deaf adults read English at the 3rd or 4th grade level (Gallaudet University), which makes it difficult for Deaf parents to access information found in parenting books and newsletters.
- Although Deaf parents may live in a neighborhood with hearing parents, it can often be difficult or impossible for them to build connections with their neighbors because most hearing individuals do not know sign language.
- The hearing children of Deaf parents often feel caught between two cultures; they are hearing but grow up Deaf; they often like music and other distinctly hearing things, but must reconcile those with their Deaf identities (Children of Deaf Adults Association).

A variety of studies show that isolation increases the likelihood of child abuse and neglect. People with strong social networks tend to be better problem solvers, more readily adjust to change and have a stronger sense of belonging. (Milardo, 1998). Without accessible services and opportunities for networking, isolation is inherent for Deaf parents. In an ADWAS parenting class, parents not only have the opportunity to acquire new skills but a chance to make new friends and share stories with

Activities such as running a household, cooking and playtime may be challenging for parents and children healing from the traumatic effects of domestic violence or sexual assault.



other parents who understand their experience. Over the years, I have heard many people say, “It is so nice to realize that I am not the only parent who worries about this” and “My hearing friends don’t have to deal with the same stuff I do.”

### What’s next?

In the summer of 2008, ADWAS will begin to investigate contracting with Department of Social and Health Services (DSHS) to become recognized as one of their contracted programs. This relationship will allow CPS caseworkers and judges to refer Deaf parents who have been court ordered to take a parenting class at ADWAS; where they will receive culturally accessible information and meet other Deaf parents.

Starting next fall we will begin using a DVD created by ADWAS and the Washington State School for the Deaf called, *Protecting Your Deaf Child from Sexual Abuse: A Parent’s Guide*. as one of the special topics in our parenting curriculum.

In the future we will produce a parenting DVD. It’s an ongoing goal of our Parenting Program and a resource frequently requested by parents completing the class. Our DVD will show Deaf parents using sign language and modeling parenting techniques taught in the class. Parents will be able to review this DVD frequently, whenever they feel a need to refresh their skills after completing the parenting class.

Although Deaf parents have issues that are specifically related to being a Deaf parent, they also share issues with all parents, joy, stress, frustration, and love for their children.

Can you imagine if every parent, hearing or Deaf took a class to learn to be the best parent possible; the effects on our society would be felt for generations to come. ■

## THE ADWAS HOTLINE | Crystal Green

Every call that comes into the hotline is another step towards safety. At the completion of a call the victim has more information to begin to make choices leading to personal empowerment and self-determination. Since the ADWAS national hotline began taking calls in 2004, hundreds of stories have been shared. At 9 a. m. the videophone light flashes and another story unfolds...

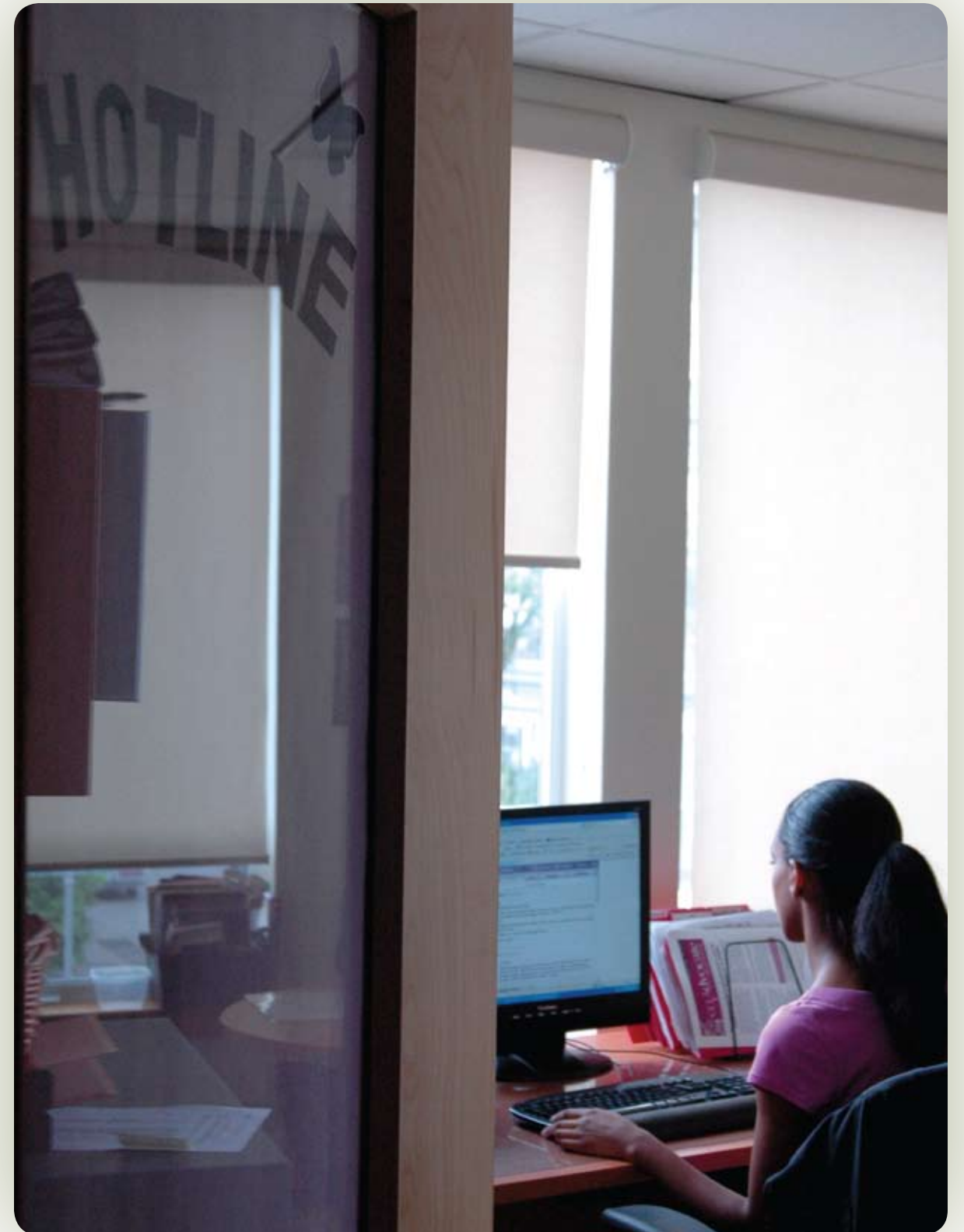
In 1997, the Abused Deaf Women's Advocacy Services and the National Domestic Violence Hotline (NDVH) began a working relationship to ensure that NDVH, headquartered in Texas, was accessible to Deaf callers. By 2003, NDVH awarded ADWAS a contract to manage the National Domestic Violence Hotline for Deaf callers accessible via TTY to all 50 states from 9 a.m. to 5 p.m. (PST) Monday through Friday. This partnership continues today.

On January 8, 2004, ADWAS and NDVH launched the hotline at ADWAS, under the leadership of ADWAS Hotline Coordinator, Jeannie Brown. This national hotline allows Deaf callers to reach experienced Deaf Advocates in a variety of ways. When ADWAS is closed, hearing advocates answer TTY calls after business hours and on weekends.

Two-thousand and seven was a milestone year for the hotline. ADWAS expanded the Hotline to include videophone, email and instant messaging to better serve the evolving needs of callers. This was a great success and led to a monumental increase in call volume. TTY numbers by comparison had always been low and continued to drop off steadily as more and more Deaf people discontinued using TTY machines in favor of other, pager-based and cellphone-based technology. The TTY line was formally transferred back to Texas in November 2007 where hearing advocates answer the TTY 24-hours a day.

The Deaf Hotline staff at ADWAS now provides support for videophone calls, instant messages, and emails from Deaf victims, friends and family members.

Hotline Advocate, Jena Floyd and Hotline Coordinator, Jeannie Brown staffed the Deaf Hotline Department for the first half of 2007. The second half of the year brought staffing changes as Jena Floyd and Jeannie Brown moved on to other adventures. In their place Napal Tesfai became the next Deaf Hotline Advocate and Crystal Green became the Hotline Coordinator. By the end of the year in 2007, the hotline answered 496 calls, more than five times the number of calls in 2006. This growth spurt illustrates that using different technology made it easier for Deaf people to contact us.





Hotline advocates use technology, like the videophone (right), to provide immediate help to Deaf victims of domestic violence or sexual assault. Hotline advocate Napal Tesfai uses the videophone to speak ASL with a caller.



### Caller's Story: Part 1

Napal calmly answers the ringing videophone with the remote and sits in front of the television screen, “National Domestic Violence Hotline, my name is Napal, how may I help you?”

The worried face of a young woman appears on the screen from a videophone in her living room as she begins to tell her story in American Sign Language (ASL). The advocate can see a toddler playing in the background on the carpet with his colorful building blocks. The caller begins hesitantly and embarrassed.

“Hi... I need your help...” and her story pours out.

Her husband threw her against the wall last night, banging her head. He yelled that she was a bad mother and rotten wife and all the while, she struggled to read his lips, not knowing what response was the right one, what response would make him angrier or calmer. She closed her eyes willing it to end. This wasn't the first time, and she knew it wouldn't be the last. When she opened her eyes again, she looked over her husband's shoulder and saw her son watching, frightened. Her friend had given her the hotline information last week but she wasn't ready to call then. At that moment, she made the decision to call the next day. Enough was enough.

### The Big Picture

This is one story of many. Over half of all women will experience domestic or sexual violence in their lives. Deaf women are affected at the same rate. But the challenges that Deaf victims of violence experience when seeking help are unique because of the barriers in place at multiple levels and are multi-faceted. Some barriers are a result of the biased attitudes, ignorance and prejudice hearing people have about Deaf people. Other barriers are systemic and can be found in every institutional body. Most often the barriers faced by Deaf callers are a result of intentional harm caused by abusers who manipulate the system so that the victim is less able or likely to seek help. These obstacles illustrate the unique experience of Deaf callers victimized by domestic violence. When a Deaf Advocate answers the call she understands the caller's culture and can bridge these barriers.

Working with a Deaf Advocate at the Hotline can reduce or remove these barriers through the use of systems advocacy, technical assistance, education, outreach and individualized safety planning.

Deaf callers and Deaf Advocates at the Hotline work together as a team to reduce barriers or remove them as much as possible. Some barriers that are in place for Deaf victims of domestic violence include, but are not limited to:

### Access to communication and information

Many Deaf people have limited access to communication and information that hearing people take for granted. As a result, there may be gaps in knowledge and difficulty in navigating various systems such as legal, medical, and human service systems. It is important to remember that any gaps in knowledge regarding how various systems and government entities function in no way signifies a lack of intelligence in Deaf people, but rather indicates a systemic barrier that does not allow the information to be accessible in the first place.

### Isolation in shelters

Deaf victims often are reluctant or refuse to go to a hearing shelter especially if the victim doesn't know whether the shelter is “Deaf-friendly.” Deaf-friendly shelters understand the needs of Deaf victims, have assistive devices such as flashing alarms, vibrating alarm clocks, flashing doorbells, and a TTY or videophone. A Deaf-friendly shelter also knows how to quickly hire a qualified, certified interpreter.

A Deaf victim may ask if there is a Deaf shelter or Deaf domestic violence agency in their area.

Many Deaf victims return to their hearing or Deaf abuser when staying at hearing shelters because of the extreme isolation they experience at the shelter. Dealing with a hearing-centered and inaccessible services where Deaf victims experience a lack of communication, isolation, and negative attitudes can be a very demoralizing, dehumanizing and unnerving experience that is wholly unfamiliar. This does not mean a victim prefers to be abused, but rather that the systemic barriers in place are such a disempowering experience that it can re-victimize a victim. Many victims will stay with an abuser “they know” rather than enter a system that they don't know.

### Inefficiency of relocation programs and the “Grapevine”

It is often difficult for Deaf victims to relocate effectively. The Deaf community is small and if the abuser is Deaf or has ties to the Deaf community, it can be a challenge to keep relocation a secret.

The grapevine is very much alive and well within the Deaf community. Information about a victim's whereabouts can be broadcast across the country in minutes through the use of pagers, internet social networking sites, videophones, instant messaging and emails. Relocating secretly is next to impossible.

Moving to a new place presents its own challenges whether its secret or not. The Deaf victim often has strong ties with her community in addition to: a network of service providers; access to interpreters; and Deaf-friendly employers as well as Deaf-friendly businesses. It is challenging for a Deaf victim to leave her community and move to a place with little or no Deaf community.

### False arrests

Many victims who are Deaf find themselves arrested when they call the police. This scenario can play out when the abuser is hearing or when the abuser is Deaf and can speak, and the victim uses only sign language to communicate. The police may choose to interview the speaking-Deaf person or the hearing person first before the interpreter arrives, or worse, use the abuser as the interpreter. Abusers can then lie or blame the victim for the domestic violence incident, resulting in a false arrest. The police may not even bother to attempt to interview the Deaf victim or get an interpreter, and may instead only talk to the abuser.

Police, not usually trained to understand Deaf people and Deaf culture, may interpret an upset, distraught Deaf victim who is perceived as signing “wildly” as belligerent, dangerous or a threat and arrest her, handcuffing her hands behind her back, effectively limiting the victim’s ability to communicate her story to the police.

### Caller’s Story: Part 2

She had tried leaving before but the hearing shelter was lonely. Her hearing advocate wouldn’t provide an interpreter, insisting on writing instead and it was difficult for her to understand the advocate. The hearing advocate seemed frustrated, impatient and in a hurry. The victim left and never went back to the shelter.

The caller contacted the police once too, but they used her husband as an interpreter and he twisted the story. They believed him and left. She never called the police again. “I just don’t know what to do different this time,” the caller said.

Napal and the caller begin to develop a careful safety plan, outlining different options, providing more Deaf-friendly referrals. She offers assistance and education to her local hearing hearing shelter staff so that they understand their responsibility to provide an interpreter.

Several calls later, the caller and Napal have worked out a detailed safety plan for her and her child. For the past week, the caller has been secretly packing clothes, things of sentimental value, jewelry she can sell later, medications, copies of birth certificates, vaccination information, medical records, her drivers license, Social Security cards for her and her son, and the little bit of extra cash she was able to save.

Napal refers the caller to a Deaf-friendly hearing shelter that has a TTY, flashing fire alarms and other assistive devices. The caller meets with her hearing advocate several times. Each meeting is

facilitated by an interpreter. The lawyer Napal refers the caller to has a protection order ready to be filed as soon as she leaves. By then she will be safe in a confidential shelter.

“Leaving an abusive relationship is the most dangerous time for a woman, it’s important that you leave with a safety plan,” Napal tells the caller.

Before the move to the shelter, she calls Napal one more time to review her safety plan. She is on her way to meet with a hearing advocate and an interpreter at the shelter that day.

“Good luck! Don’t forget, we are available 9 a.m. to 5 p.m., Monday through Friday,” Napal reminds the caller.

“Thank you, I won’t forget.” The caller hangs up.

### The Work That Remains

There is still much to be done. Two-thousand and eight will bring a year of extensive outreach, the development of a technical assistance packet for hearing shelters and service providers that focuses on reducing barriers and increasing communication access for Deaf victims, and increasing our call volume. Until the violence stops, the hotline will continue to answer, one call at a time.

### Caller’s Story: Part 3

Months later the videophone ringer flashes on a Monday morning and Napal answers.

The woman who Napal worked with beams at her. “Hello! I wanted to call and let you know how things are going.”

“How is everything?” Napal asks.

“It has been hard but I wanted to call and thank you for everything. I could not have done it without you. We moved to a different town. I’m living with my son in my own apartment, going back to school and working. It’s been a long road. My son has been adjusting to kindergarten and a new town with new friends. He misses his dad and remembers the bad things he saw and is seeing a counselor to help him adjust. I am too. I’ve been going to a weekly support group as well. I’m free now, and we’re safe.”

Not all calls end like this. Some go back to their abusers because of the barriers that still remain. Some take months or even years before they can leave safely. No matter what situation the caller is in, whether she stays or not, Napal and Crystal are always there to take the call and listen. ■

## HOW THE HOTLINE HELPS

### WHO WE HELP

We work with victims of domestic and sexual violence as well as friends and family members whose loved ones are affected by this violence. We provide support to hearing shelters and domestic violence providers to reduce barriers and increase accessibility for Deaf victims who will seek or have sought their services.

### HOW PEOPLE CAN REACH US

An experienced, trained, compassionate Deaf advocate is available Monday-Friday, 9 AM to 5 PM (PST) by videophone, instant messenger and email. The TTY line is answered by hearing advocates 24 hours a day, 7 days a week.  
**VP:** 69.17.111.201  
**IM:** ADWASHotline  
**E-MAIL:** ADWAS@ndvh.org  
**TTY:** 1-800-787-3224

### WHAT WE CAN DO

We listen. We give victims, friends and family members nonjudgmental support. We provide crisis intervention and assistance with individualized safety plans. We offer information, education and referrals. We share tips, explain how the various systems work and explain what options are available. We let the caller decide. We provide hearing shelters and domestic violence agencies with appropriate training, education and assistance as they serve Deaf victims. We advocate for callers when they face discrimination and barriers when trying to access services.

### WHAT WE BELIEVE

We believe that every caller deserves to be treated with dignity and respect. We believe that all callers should have access to services, without barriers to information or communication. We believe that every family deserves to live in a world free from violence. We believe that safe homes and safe families are the foundation of a safe society.

# ADWAS STATEMENT OF FINANCIAL POSITION | December 2007

## ASSETS

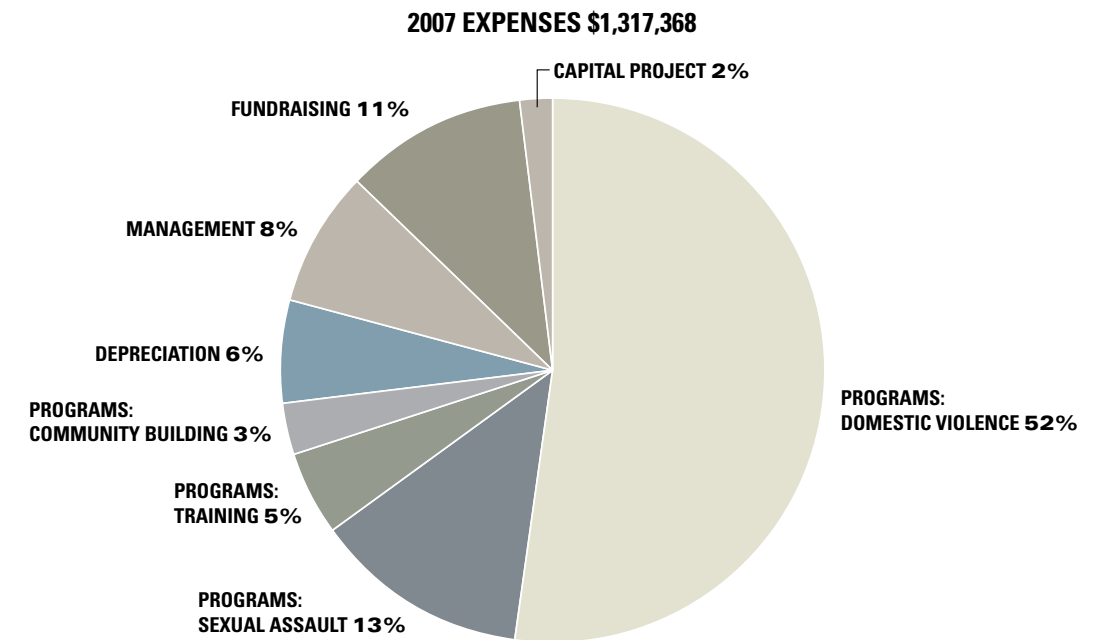
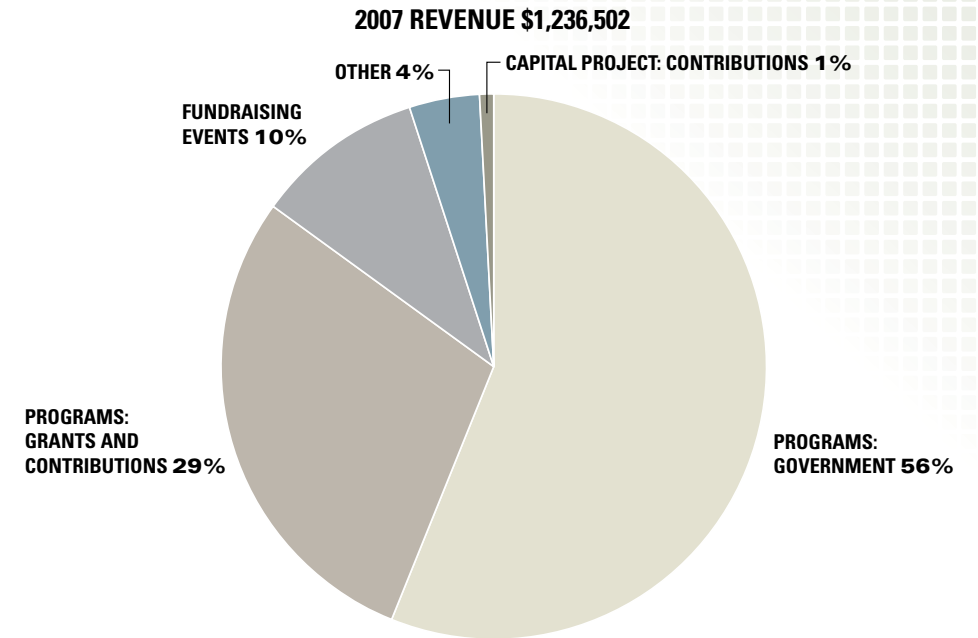
Current Assets:	\$491,874.00
Noncurrent Assets:	689,015.00
Property and Equipment	2,610,100.00
<b>Total Assets:</b>	<b>\$3,790,989.00</b>

## LIABILITIES AND NET ASSETS

Current Liabilities:	\$195,584.00
Long-term Liabilities:	709,200.00
<b>Total Liabilities:</b>	<b>\$904,784.00</b>

## NET ASSETS

Unrestricted Net Assets	\$2,745,935.00
Temporarily restricted	140,270.00
<b>Total Net Assets</b>	<b>2,886,205.00</b>
<b>Total Liabilities + Net Assets</b>	<b>\$3,790,989.00</b>



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