### **Hubbard House's pandemic response**



Throughout the pandemic,
the Hubbard House
Domestic Violence Hotline
and emergency shelter
remained available 24/7.

You and people like you, made it all possible!

Free COVID-19 testing made regularly available to in-shelter survivors. Pandemic cleaning procedures and social distancing practices put in place, **protecting survivor health.** 

Staff who could work remotely were outfitted to work at home, reducing inperson contact in spaces where survivors receive services and **decreasing transmission risk, while protecting worker incomes.** 

Crisis Textline\* developed and added to Hubbard House's Domestic Violence Hotline services, providing survivors isolated with abusers a way to reach out for help, discreetly.

Multifaceted publicity campaign launched to reach survivors with the Hotline and Textline numbers, resulting in 60<sup>+</sup> media opportunities in 79 days and creating broader awareness of Hubbard House and how to access help.

Community partners, 273 of them, asked to share the Hubbard House Hotline and Textline numbers on social media and in their newsletters, **allowing Hubbard House to reach new audiences with hope, help.** 

Online awareness campaign executed, generating more than 356,000 impressions. The 8.4% engagement rate means **many survivors were encouraged to take a first step toward freedom.** 

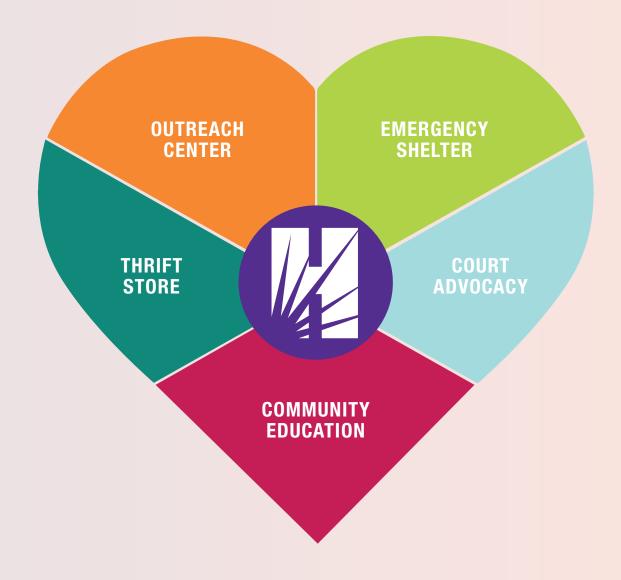
In-person Stand Up & Stride Domestic Violence Awareness Walk replaced with a virtual walk. **Participants shared the Hotline numbers on social media and pledged 4,250,000 steps for awareness.** 

Advocacy and legal appointments moved online.\* With fewer barriers impeding them (transportation, childcare...), more survivors in very difficult circumstances sought services and stayed engaged.

\*These service innovations, the crisis textline and virtual advocacy services, will be carried forward post-pandemic.

"The first night at the shelter,
I slept so soundly.
I was finally safe. Finally."

- Domestic Violence Survivor



# **Hubbard House**

P.O. Box 4909, Jacksonville, FL 32201 904-354-0076 | hubbardhouse.org

facebook.com/hubbardhouseinc twitter.com/hubbardhouse Instagram.com/hubbard\_house

A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION FOR HUBBARD HOUSE, A FLORIDA-BASED NONPROFIT CORPORATION (REGISTRATION NO. CH 9 MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE 1.800.HELP.FLA (435-7352) WITHIN THE STATE OR VISITING WWW.800helpfla REGISTRATION DOES NOT IMPLY ENDORSEMENT APPROVAL OR RECOMMENDATION BY THE STATE

2019-2020 Annual Report

safety empowerment social change



**Hubbard House** 



## 2019-2020

# A fiscal year like no other brings results that will make you proud

It was a year we could not have predicted or planned for, but you were there for Hubbard House, for survivors across our community. Your support made all the difference.

Each year, we count on you and your commitment to our work. Despite COVID-19 and the challenges you were facing personally, you showed up again, and it couldn't have meant more.

Because of you, Hubbard House was able to innovate and respond to the needs of survivors and their children in our community. Hubbard House provided shelter and services to survivors in need of help when they needed help the very most.

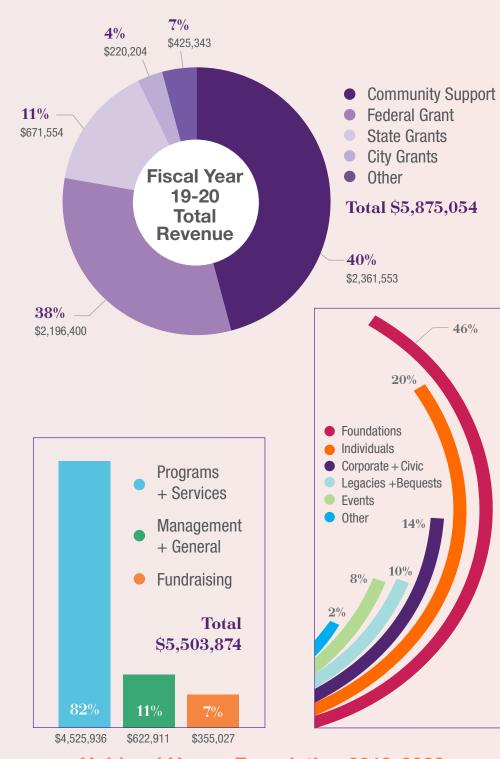
The truth is this simple and this profound:

Survivors and their children are alive today because of you.

We are exceedingly grateful for your partnership in this life-saving and life-changing work.



#### **Financials**



Hubbard House Foundation 2019-2020 Award Received: \$286,842

Total Hubbard House Foundation Grants
Awarded to Hubbard House, Inc.
Since Inception: \$3,321,489