

Intimate Partner Violence COVID-19 CRC Training



Connecticut Coalition Against Domestic Violence

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Overview

- Definition of IPV
- Resources
 - Safe Connect
 - CCADV Member Organizations
- IPV within COVID-19
- CRC resources and scripts
- Contact information

What is Intimate Partner Violence?

Intimate partner violence is a **pattern** of abusive behavior in an intimate relationship where one partner tries to **control** and dominate the other. The behavior may be verbally, psychologically, physically or sexually, financially or technologically abusive with the victim left feeling scared, confused, dependent and insecure.

Assaulting, threatening, harassing, strangling, or stalking an intimate partner is a crime in the state of Connecticut.

Methods of Control



Physical



Emotional



Sexual



Financial



Technological



Legal

Impact of Domestic Violence

Impact of domestic violence on victims/survivors:

- Lessens self-esteem
- Vulnerability and fear
- Feeling powerless
- Feelings of unworthiness
- Anxiety
- Sadness or depression
- Anger
- Distrust
- Difficulty making relationships
- Difficulty making decisions
- Difficulty keeping focus

**Most victims do not want the
relationship to end-rather,
they want the violence to stop.**

Challenges to Leaving



- Fear
- Love
- Children
- Money
- Limited or no support system
- Abuser promises to change
- Peer pressure
- It might be safer to stay at that time

IPV by the Numbers

National Statistics

- **1 in 4 women** have experienced severe physical violence by an intimate partner at some point in their life.
- **1 in 7 men.**

Connecticut FY19



37,773 Victims (33,141 adults/4,632 children)



33,711 Calls were received on the Hotline (available 24/7)



32,927 Victims received court based services



31,717 Victims received one-on-one counseling



2,229 Victims housed in shelter



13 Intimate Partner Homicides (average over last 10 years)

As a part of the community safety net, you ARE NOT expected to become experts in IPV.

If you need
information or just
someone to talk to

888-774-2900

www.CTSafeConnect.org



CTSafeConnect



CALL or TEXT 24/7 (888-774-2900)
Yes, you can be anonymous



EMAIL us confidentially
Tell us if it's safe to reply



CHAT NOW in your language
We chat back in yours

What to expect: You are in control

People contact Safe Connect for themselves or someone else they care about. Some have questions about their relationships and just want to talk. They take your lead, offering information, options, and positive outcomes.

While many of us have been in situations similar to yours, you are the expert about you.

- They will always ask if you are in a safe place to talk or message.
- If you are concerned that someone may be monitoring your internet or phone unsafe, please let them know right away, we can help.
- They will ask you questions. They do this so we can better understand you and what you're going through. Share only what you're comfortable sharing.
- They like to follow-up with you within 48 hours- but will do this only with your permission, and in the way you tell us feels safest.

Safe Connect

- Safe Connect Advocates have the ability to communicate in nearly 200 languages.
- Safe Connect Advocates meet the victim/survivor where they are at.
- Free, confidential, voluntary, and not attached to law enforcement, DCF or Immigration.
- IPV resources and supports.
- If your or your staff have any questions or resource needs certified advocates are also available for you 24/7 www.CTSafeConnect.org or 888-774-2900.

SERVICES

Counseling

Support groups

Emergency shelter/safe house

Court advocacy

Safety planning

Lethality Assessment

Information & referrals

Education & trainings

Susan B. Anthony Project
SAFETY • HEALING • GROWTH

PRUDENCE CRANDALL CENTER

the network
reaching out for a violence free society

WOMEN'S SUPPORT SERVICES



SAFE HAVEN
EMERGENCY SHELTER INC.

Living outside the emergency
WOMEN'S CENTER
since 1978

DVCC
SHINING LIGHT ON DOMESTIC VIOLENCE

eliminating racism
empowering women
ywca
greenwich

The Center for Family Justice
Hope Starts Here.

The Umbrella Center for Domestic Violence Services
A program of BHcare

CHRYSALIS
DOMESTIC VIOLENCE SERVICES

new horizons
Domestic Violence Services
A program of Domestic Violence Services, Inc.

United Services, Inc.
Creating healthy communities

INTERVAL HOUSE
working to end domestic violence

Safe Futures

cca | DV
Connecticut Coalition Against Domestic Violence

888-774-2900 | www.CTSafeConnect.org | 24/7/365
All services are CONFIDENTIAL, SAFE, FREE & VOLUNTARY

Role of the IPV Advocate



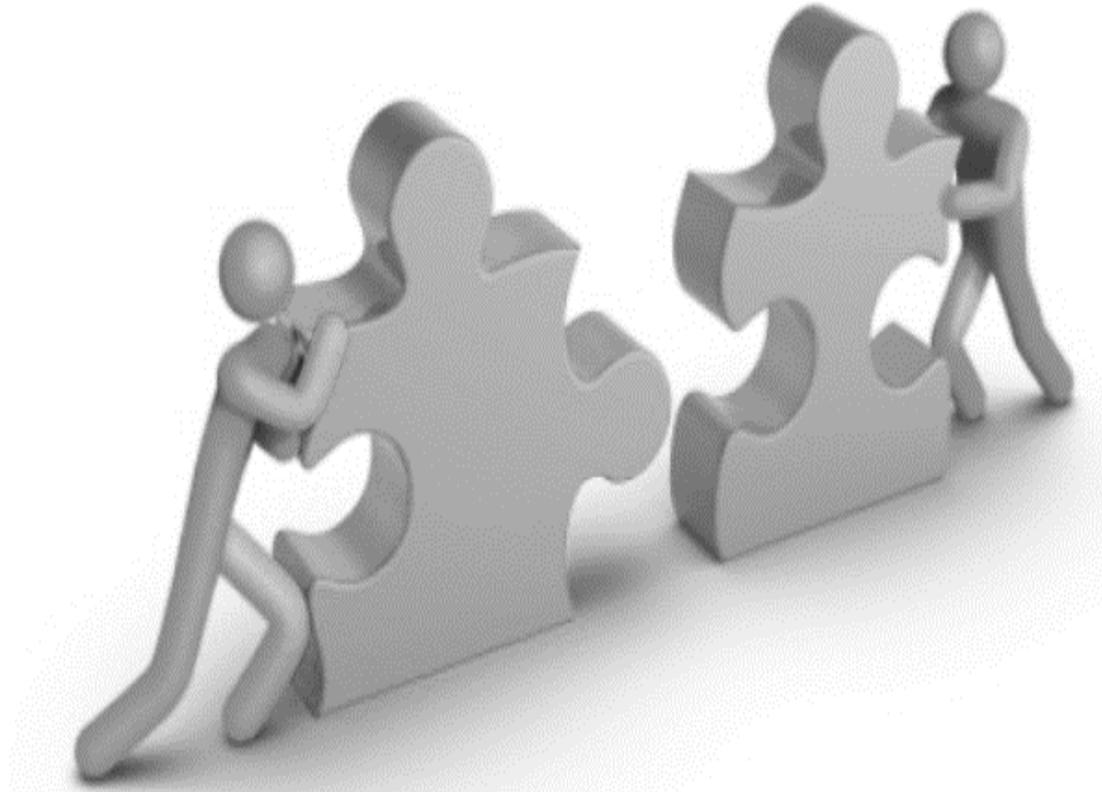
- 24/7, free, confidential, not attached to law enforcement.
- Available to answer questions, provide resources, and serve as an expert on IPV.
- They provide safety planning (short & long term).
- They will explore all possible scenarios and outcomes to support the best decision for the client and their children.
- They connect clients to services:
 - Safety planning
 - Housing & legal advocacy
 - Support groups and one-on-one counseling
 - Referrals to other programs for health/mental health

COVID 19 and IPV



- Victim/survivors may be experiencing increased isolation, stress and danger caused by social distancing measures.
 - The isolation created by COVID-19 can be triggering for victims/survivors, even when violence is not currently present.
- Victim/survivors who are already more vulnerable to economic & health insecurity are facing additional challenges.
- Abusive partners may withhold necessary items, or share misinformation about the pandemic to control or frighten survivors.
- You may be the only person the victim is having contact with, they may not be able to reach out for other services.

How can CRC's Help?



No Disclosure of IPV to Contact Tracer

Scenario 1: NO Disclosure of IPV during the initial contact tracing appointment.



If you receive a new client from the Contact Tracers that did not disclose IPV during the IPV screening question, you can follow these steps to help increase knowledge around IPV resources and supports, even when IPV is not disclosed.

Education Every Time is the model we use across the state to increase awareness of the state's free, confidential, and voluntary IPV resource, called Safe Connect.

Sample IPV Script

With increased isolation & stress due to COVID-19...

- We have started talking about intimate partner violence with all of our clients because it can have such serious impacts on health.
- We want to let you know that Connecticut has a 24/7 IPV hotline, called Safe Connect.
- Safe Connect Advocates understand complicated relationships and all services are free, safe, confidential and voluntary.
- If you, or anyone you know, might benefit from these resources you can call 888.774.2900, or email & live chat with an advocate at www.CTSafeConnect.org

Sample IPV Script

¿Le preocupa que su relación no sea saludable?
¿Le gustaría hablar de su situación?



o escuchamos porque usted es importante.

CTSafeConnect.org | (888) 774-2900

LLAMADA O MENSAJE DE TEXTO • CHAT • CORREO ELECTRÓNICO

CTSafeConnect **cca|DV**
Connecticut Coalition Against Domestic Violence

Nuestros servicios son confidenciales, seguros, gratuitos, y voluntarios.

Are you concerned that your relationship is unhealthy?
Do you want to talk about it?



We listen because you matter.

CTSafeConnect.org | (888) 774-2900

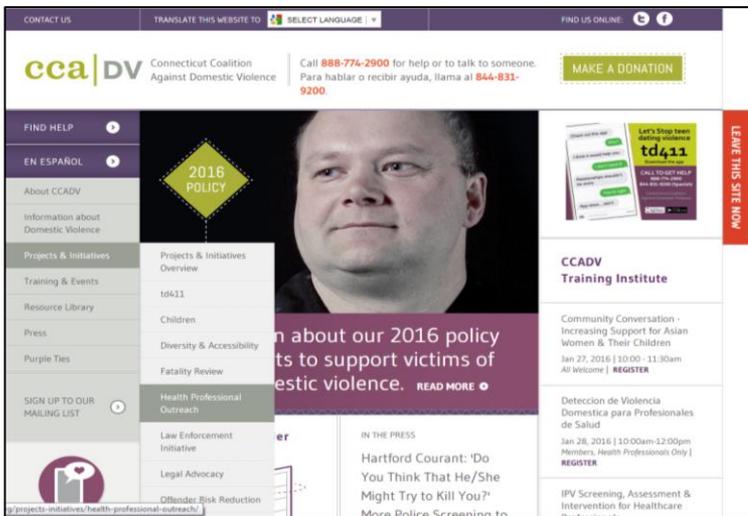
CALL / TEXT • CHAT • EMAIL

CTSafeConnect **cca|DV**
Connecticut Coalition Against Domestic Violence

All services are confidential, safe, free, and voluntary.

CRC's can also send Safe Connect information virtually to the individual if they would like the resource, and if it is safe to do so.

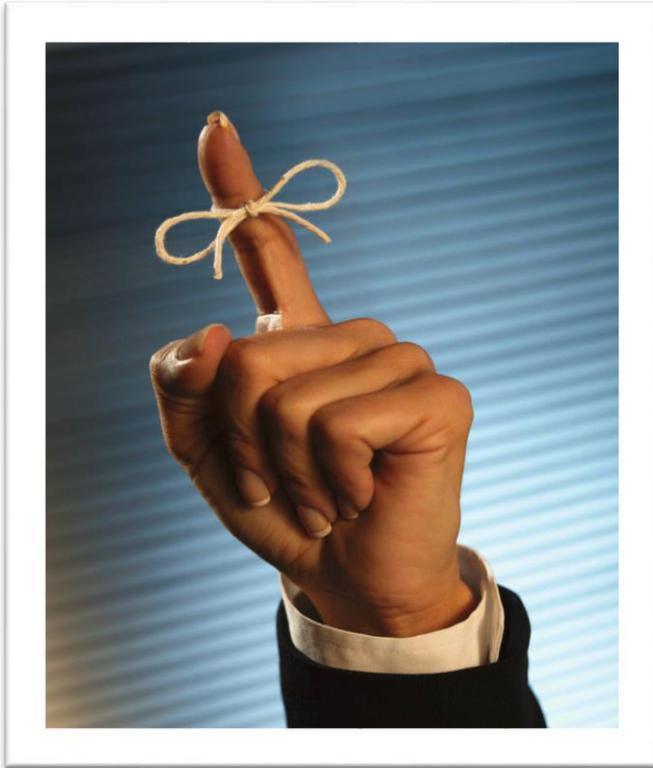
“If it is OK with you I can text or email you this resource information”



The screenshot shows the CCAADV website interface. At the top, there are navigation links for 'CONTACT US', 'TRANSLATE THIS WEBSITE TO', 'SELECT LANGUAGE', and 'FIND US ONLINE'. The main header features the CCAADV logo and contact information: 'Connecticut Coalition Against Domestic Violence', 'Call 888-774-2900 for help or to talk to someone. Para hablar o recibir ayuda, llama al 844-831-9200', and a 'MAKE A DONATION' button. A sidebar on the left contains a 'FIND HELP' menu with options for 'EN ESPAÑOL', 'About CCAADV', 'Information about Domestic Violence', 'Projects & Initiatives', 'Training & Events', 'Resource Library', 'Press', 'Purple Ties', and 'SIGN UP TO OUR MAILING LIST'. The main content area features a large image of a man's face and a headline about the '2016 POLICY' with a 'READ MORE' link. There are also several news snippets on the right side, including 'CCADV Training Institute', 'Community Conversation - Increasing Support for Asian Women & Their Children', 'Detección de Violencia Doméstica para Profesionales de Salud', and 'IPV Screening, Assessment & Intervention for Healthcare Professionals'.

- www.CTSafeConnect.org
- www.ctcadv.org
- [Safe Connect Poster- English](#)
- [Safe Connect Poster- Spanish](#)

Important Reminder



Disclosure
is not the goal
BUT
Disclosures do
happen!

Positive Disclosure



CTSafeConnect

888-774-2900

FREE · CONFIDENTIAL · 24/7

Helpful Reminders

1. Educate every client, every time!
2. Ask the client what time they prefer to set up the call/video chat, and ask clients to take phone calls off speaker phone.
3. Disclosure is not the goal. Victims and Survivors are the best drivers of their safety plan.
4. Emphasizing the availability of live chat (www.CTSafeConnect.org) can be extremely helpful during COVID-19 isolation because it might not be possible to safely make a phone call.
5. Remind clients that they do not have to say their name when they contact Safe Connect.
6. Contact the Director of CT Safe Connect with any issues. **Maria Guzman 959-202-5009** mguzman@ctcadv.org

Disclosure of IPV to Contact Tracer

Scenario 2: Disclosure of IPV to contact tracer with need to quarantine away from abuser.

If you receive a new client from the Contact Tracers that did disclose IPV during the IPV screening question and chose to quarantine away from their abuser with the assistance of Safe Connect:

- Safe Connect should already have them in a hotel for the 14 day quarantine period.
- Safe Connect will have connected the client to an IPV advocate at their local member organization who will do virtual IPV advocacy during this time.

Disclosure of IPV to Contact Tracer

For clients quarantining away from their abuser, CRC's should:

- Connect with the assigned IPV Advocate ASAP.
 - If the Contact Tracer did not leave the contact information for the IPV advocate in the notes please contact the Director of Safe Connect, Maria Guzman, **959-202-5009** mguzman@ctcadv.org
- Work together with the client & IPV Advocate on next steps and to understand/support the IPV safety plan.
- Review and maintain confidentiality with all notes/paperwork.
- Support the needs of the client
- If you have any questions or concerns please reach out to the assigned IPV advocate or call Safe Connect anytime and ask to speak with a supervisor.
 - Maria Guzman, Director of CT Safe Connect or Program Managers: Dylan Figueriedo, La-Vette Laboy, Terry Alamo, Xiomara Campos.

CRC Resources

COVID-19 IPV Resources

Community Risk Coordinators (CRC)

1. If patients did not disclose abuse during the initial screening process with the Contact Tracers:

- Education about IPV resources available in CT are very important to share with patients each time you speak with them ("Education every time"). Disclosure is not common, and it is not the goal. Utilizing the following educational script will just ensure that each patient you work with is now aware that free, confidential and voluntary resources exist for IPV in CT.

Sample IPV Telemedicine Script for virtual education with patients:

"With increased isolation and stress due to the COVID-19 pandemic..."

- We have started talking about intimate partner violence with all of our patients because it can have such a serious impact on your health.
- We want to let you know that Connecticut has a 24/7 IPV hotline, called Safe Connect.
- Safe Connect Advocates understand complicated relationships and all services are free, safe, confidential and voluntary.
- If you have anyone that might benefit from these resources please let them know that they can call or text 888.774.2900 or email and live chat at www.CTSafeConnect.org
- CRC's can also send Safe Connect information virtually to the individual if they would like the resource.
 - www.CTSafeConnect.org
 - www.ctcadv.org
 - http://www.ctcadv.org/files/71115/7288/3028/Safe_Connect_Poster_11x17_10.19.pdf
 - http://www.ctcadv.org/files/8915/7356/6448/Safe_Connect_Poster_11x17_Spanish_10.19.pdf

Disclosures are not common and not the goal, but they do happen. If you get a positive disclosure, or concern, connect the patient to Safe Connect for safety planning.

- Refer:
 - "If is ok with you I can merge our phone call with an Advocate at Safe Connect. They are available to speak with you and can help set up a safety plan with you confidentially."
 - OR "Would right now be a good time to connect you with an advocate at Safe Connect? If not, would you like to pick a time that is safest for you?"
- Call or text 888.774.2900 or live chat and email at www.CTSafeConnect.org

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We have developed a CRC specific script for you to follow to help educate all of your clients on the IPV resources available across the state.

We have also outlined what you can do if you get a client who is quarantining with the assistance of IPV resources.

Please don't hesitate to reach out to Safe Connect with any questions 888-774-2900.

THANK YOU!

Help is available
888.774.2900 24-hour toll-free hotline
www.CTsafeconnect.org

Issues or questions on IPV quarantine placement:

Maria Guzman

Director of CT Safe Connect

959-202-5009

mguzman@ctcadv.org

Questions on this training:

Ashley Starr Frechette, MPH

Director of Health Professional Outreach

Connecticut Coalition Against Domestic Violence

959-202-5014

astarrfrechette@ctcadv.org | www.ctcadv.org