

# MOBILE ADVOCACY

**MEMORY DAWN LONG CHASE**

CASE MANAGER

NEW LIFE CENTER

# WHAT IS MOBILE ADVOCACY?

- PROVIDING SURVIVOR-CENTERED, TRAUMA INFORMED ADVOCACY FOR SURVIVORS OF DOMESTIC AND SEXUAL VIOLENCE, AND HUMAN TRAFFICKING IN THE COMMUNITY FOR WHOM SHELTER SERVICES AREN'T APPROPRIATE
- MEETING SURVIVORS IN A LOCATION OF THEIR CHOICE; COFFEE SHOP, LIBRARY, RESOURCE CENTER, MCDONALDS, ETC
- VIRTUAL MEETING DURING TIME OF COVID-19
  - ZOOM, GOOGLE HANGOUTS, WEBEX, ETC.

# DOMESTIC VIOLENCE SERVICES

PROVIDED BY NEW LIFE CENTER  
MOBILE ADVOCATES

- DYNAMICS OF INTERPERSONAL/FAMILY VIOLENCE SUPPORT GROUPS
- PROVIDING PSYCHOEDUCATIONAL CURRICULUM 1:1
- REPORTING TO LAW ENFORCEMENT
- COURT (OOP, FAMILY, CRIMINAL) ACCOMPANIMENT
- PROFESSIONAL EMOTIONAL SUPPORT WITH NAVIGATING INTERSECTING SYSTEMS

# SEXUAL ASSAULT/HUMAN TRAFFICKING SERVICES

PROVIDED BY NEW LIFE CENTER  
MOBILE ADVOCATES

- SEXUAL ASSAULT SPECIFIC SUPPORT GROUPS
- PROVIDING PSYCHOEDUCATIONAL CURRICULUM 1:1
- REPORTING TO LAW ENFORCEMENT ACCOMPANIMENT
- MORAL SUPPORT DURING MEDICAL FORENSIC EXAM
- 24/7 SUPPORT FOR DV/SA/HT SURVIVORS

# SERVICES BY NLC OUTREACH TEAM

- **PROVIDE INFORMATION, RESOURCE AND REFERRALS**
- **SAFETY PLANNING**
- **COURT ACCOMPANIMENT**
- **PSYCHOEDUCATIONAL SUPPORT GROUPS**
- **PROFESSIONAL EMOTIONAL SUPPORT**
- **ADVOCACY – PERSONAL, EMPLOYMENT, HOUSING, EDUCATIONAL & LEGAL**
- **CIVIL STANDBY ASSISTANCE**
- **SUPPORT WITH VICTIM IMPACT STATEMENT**
- **INFORMATION ABOUT VICTIMS' RIGHTS/HOW TO OBTAIN NOTIFICATIONS**
- **ARIZONA ADDRESS CONFIDENTIALITY PROGRAM APPLICATION ASSISTANCE**
- **LAW ENFORCEMENT INTERVIEW/ACCOMPANIMENT**
- **ASSISTANCE WITH RESTITUTION APPLICATION**
- **CIVIL LEGAL ASSISTANCE FOR OOP/IAH OR FAMILY LAW**
- **PROSECUTION INTERVIEW/ADVOCACY/ACCOMPANIMENT**
- **NOTIFICATION OF CRIMINAL JUSTICE EVENTS**
- **INTERVENTION WITH EMPLOYER, CREDITOR, LANDLORD OR SCHOOL**

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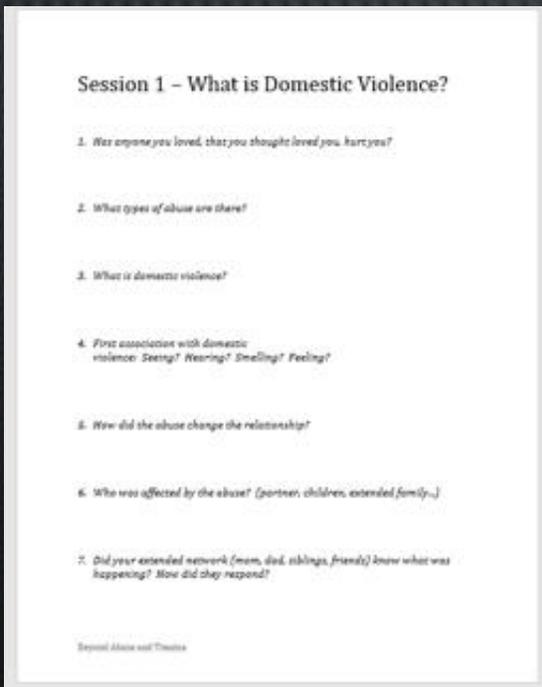
# MOBILE ADVOCACY DURING COVID-19

## VIRTUAL/TELEPHONIC MEETINGS WITH PARTICIPANTS

- EMAIL PSYCHOEDUCATIONAL CURRICULUM
- TEXT PICTURES OF DOCUMENTS IF PARTICIPANT DOESN'T HAVE ACCESS TO COMPUTER/PRINTER
- E-MEET AS FREQUENTLY (OR INFREQUENTLY DEPENDING ON THEIR CHOICE)
- CONTINUE TO PROVIDE INFORMATION, RESOURCES AND REFERRALS AS NEEDED/REQUESTED
  - MAKE SURE ANY RESOURCE YOU GIVE OUT IS ACCURATE AND UP TO DATE (OFFICE CLOSED DUE TO COVID?)

# MOBILE ADVOCACY DURING COVID-19

- **BEYOND ABUSE & TRAUMA**  
**8 SESSIONS**



1. WHAT IS DOMESTIC VIOLENCE?

2. TRIGGERS

3. IMPACT OF DV ON CHILDREN

4. SHAME & GUILT

5. SEXUAL VIOLENCE 101

6. SELF-ESTEEM

7. BOUNDARIES

8. EMOTIONAL SAFETY PLANNING

# MOBILE ADVOCACY DURING COVID-19

## ONLINE MEETING PLATFORMS

- SKYPE
- GOOGLE HANGOUTS
- GOOGLE MEET
- ZOOM
- GOTOMEETING
- MICROSOFT TEAMS
- ADOBE CONNECT
- CISCO WEBEX

# MOBILE ADVOCACY DURING COVID-19

## BENEFITS OF VIRTUAL MEETING PLATFORMS DURING COVID

- MAINTAIN SOCIAL DISTANCING GUIDELINES
- HEALTH & SAFETY FOR ADVOCATE & PARTICIPANT
- STILL PROVIDE 1:1 ADVOCACY
- LESSEN TRAVELING COSTS
- ACCOMMODATE CONFLICTING SCHEDULES
- EASY TO USE INTERFACE

# MOBILE ADVOCACY DURING COVID-19

## DISADVANTAGES OF VIRTUAL MEETING PLATFORMS DURING COVID

- LESS DIRECT OR SAFE INTERACTION
  - IF PARTICIPANT IS STILL LIVING WITH ABUSER
- UNSTABLE INTERNET CONNECTION
- HACKING
  - ZOOM BOMBING

# MOBILE ADVOCACY DURING COVID-19

## WHAT IS ZOOM BOMBING?

ZOOM BOMBING IS WHEN AN UNINVITED ATTENDEE DISRUPTS A ZOOM MEETING IN ANY WAY

- USERS CAN SEARCH FOR URLS THAT INCLUDE “ZOOM.US” AND FIND UNPROTECTED MEETINGS THAT THEY CAN ACCESS, OR SOCIAL MEDIA PAGES HAVE SOMETIMES ADDED LINKS TO THEIR PUBLIC ZOOM MEETINGS.
- USERS ARE URGED TO SET MEETINGS TO PRIVATE & SHARE ZOOM LINKS PRIVATELY

# MOBILE ADVOCACY DURING COVID-19

## CONFIDENTIALITY

- WHEN E-MEETING WITH PARTICIPANT, MAKE SURE YOU ARE AS ISOLATED IN YOUR HOME AS POSSIBLE
- TRY TO WORK AS FAR FROM CHILDREN AND FAMILY AS POSSIBLE TO MAINTAIN INTEGRITY OF THE INTERACTION AND THE CONFIDENTIALITY OF THE PARTICIPANT YOU ARE WORKING WITH
- SEEK VERBAL CONSENT FOR ALL INTERACTIONS
  - “I’M WORKING FROM HOME, IS IT OK IF WE SPEAK FREELY?”
  - “MAY I SHARE YOUR INFORMATION WITH \_\_\_\_\_ RESOURCE?”
- READ ALL INFORMATION ON RELEASE OF INFORMATION SHEET FOR EACH ROI

# MOBILE ADVOCACY DURING COVID-19

## INTAKE

- OUTREACH SERVICES SHEET
- CONFIDENTIALITY AGREEMENT
- INVOLUNTARY TERMINATION OF SERVICES SHEET
- TRANSPORTATION LIABILITY FORM
- AZ VICTIMS RIGHTS FORM/VICTIMS COMPENSATION FORM
- INITIAL ASSESSMENT
- ABUSER ALERT
- USEFUL NUMBERS
- LAY LEGAL ADVOCATE INFORMATION
- DANGER ASSESSMENT
- SAFETY PLAN

# MOBILE ADVOCACY DURING COVID-19

## INTAKE – INITIAL ASSESSMENT

**new life CENTER** Outreach Department INITIAL ASSESSMENT

NAME: \_\_\_\_\_

AGE: \_\_\_\_\_ CULTURE / RACE: \_\_\_\_\_ CITY: \_\_\_\_\_

MARITAL STATUS: \_\_\_\_\_ DV?  Y  N SA?  Y  N PARENT?  Y  N

CELL: \_\_\_\_\_ SAFER?  Y  N TEXT OK?  Y  N

SAFE EMAIL: \_\_\_\_\_ BEST METHOD:  EMAIL  TEXT  CALL

GENDER: \_\_\_\_\_ PRONOUNS: \_\_\_\_\_ NEED SHELTER?  Y  N

VETERAN?  Y  N

CHILDREN'S NAMES & AGES: \_\_\_\_\_

EMPLOYED?  Y  N WORK SAFE?  Y  N

BENEFITS RECEIVED:  AHCCCS  SNAP (Food Stamps)  SSI/SSDI  UNDER DN'S CARE?  Y  N  TANF  UNEMPLOYMENT BENEFITS

WHAT MADE YOU CALL OUR PROGRAM? \_\_\_\_\_

EXPERIENCE WITH:  EMOTIONAL  FINANCIAL  LEGAL  PHYSICAL  REPRODUCTIVE  SEXUAL  SPIRITUAL  VERBAL  TECHNOLOGY

OUTREACH COORDINATOR: \_\_\_\_\_

**new life CENTER** Outreach Department INITIAL ASSESSMENT

SAFETY PLAN?  Y  N ORDER OF PROTECTION?  Y  N

DA SCORE? \_\_\_\_\_ LESS THAN 24 MO OUT OF RELATIONSHIP?  Y  N IF YES Fill OUT ABUSER PROFILE SHEET

SAFE LOCATION TO MEET: \_\_\_\_\_ SAFETY WORD? \_\_\_\_\_

Discussed Group confidentiality?  Y  N CLIENT'S INITIALS: \_\_\_\_\_

Open DC6 Case?  Y  N Past DC6 Case?  Y  N

BIGGEST CONCERN WITH THE CHILDREN: \_\_\_\_\_

SPECIAL CLASSIFICATIONS:  DEAF/HARD OF HEARING  DISABILITY (Specify in this section)  HOMELESS  IMMIGRANTS (Provide type of status)  LGBTQ  LIMITED ENGLISH PROFICIENCY  VETERAN  OTHER

**new life CENTER** Outreach Department INITIAL ASSESSMENT

IDENTIFIED BARRIERS	RESOURCE GIVEN	DATE
ADDRESS CONFIDENTIALITY PROGRAM	<input type="checkbox"/>	_____
CHILD CARE	<input type="checkbox"/>	_____
CITIZENSHIP	<input type="checkbox"/>	_____
CULTURALLY APPROPRIATE SVCS	<input type="checkbox"/>	_____
DV/SV EDUCATION	<input type="checkbox"/>	_____
EDUCATION (incl. <del>LEGAL</del> )	<input type="checkbox"/>	_____
ENGLISH AS 2 <sup>nd</sup> LANGUAGE	<input type="checkbox"/>	_____
EMPLOYMENT	<input type="checkbox"/>	_____
FINANCIAL ASSISTANCE	<input type="checkbox"/>	_____
FOOD/CLOTHING ASSISTANCE	<input type="checkbox"/>	_____
HEALTHCARE PRESCRIPTIONS	<input type="checkbox"/>	_____
HOUSING	<input type="checkbox"/>	_____
LEGAL/COURT ADVOCACY	<input type="checkbox"/>	_____
MENTAL HEALTH SERVICES	<input type="checkbox"/>	_____
PARENTING CLASSES	<input type="checkbox"/>	_____
SHELTER	<input type="checkbox"/>	_____
SUBSTANCE USE/MISUSE	<input type="checkbox"/>	_____
SUPPORT GROUPS	<input type="checkbox"/>	_____
TRANSPORTATION	<input type="checkbox"/>	_____
VANWAUVIDA/VISA APPLICATION	<input type="checkbox"/>	_____
OTHER	<input type="checkbox"/>	_____
NO PARTICIPATION SERVICES	<input type="checkbox"/>	_____

# MOBILE ADVOCACY DURING COVID-19

## INTAKE – ABUSER ALERT & DANGER ASSESSMENT

**new life CENTER** Abuser Profile Dorchester Department

CLIENT NAME: \_\_\_\_\_

Out of the relationship for less than 24 months?  Yes  No

Abuser's Name(s): \_\_\_\_\_

Relationship to Client: \_\_\_\_\_

Last known address: \_\_\_\_\_  
City State Zip

Height	Weight	Hair Color	Hair Length
_____	_____	_____	_____
Eye Color	Age	Facial Hair	Markings
_____	_____	_____	_____
Tattoo(s)	Scar(s)	Build	Handwriting/Markings
_____	_____	_____	_____

Vehicle Make/Model/Year/Description  
 \_\_\_\_\_

Safe Locations to Meet: 1. \_\_\_\_\_ 2. \_\_\_\_\_  
 3. \_\_\_\_\_ 4. \_\_\_\_\_

Safety Word: \_\_\_\_\_

Means What? \_\_\_\_\_

Course of Action: \_\_\_\_\_

Client: \_\_\_\_\_

Coordinator: \_\_\_\_\_

**new life CENTER** DANGER ASSESSMENT

Mark YES or NO for each of the following:  
 (They, or them refers to your husband, wife, partner, ex-husband, ex-wife, ex-partner, or whoever is currently physically hurting you)

___ Yes ___ No	1. Has the physical violence increased in severity and frequency over the past year?	+2
___ Yes ___ No	2. Do they own a gun?	+2
___ Yes ___ No	3. Have you left them after living together during the past year? a) if you have left/BE lived with them, check here _____	+4
___ Yes ___ No	4. Are they unemployed?	+4
___ Yes ___ No	5. Have they ever used a weapon against you or threatened you with a lethal weapon? a) if yes, was the weapon a gun? _____	+3
___ Yes ___ No	6. Do they threaten to kill you?	+3
___ Yes ___ No	7. Have they ever avoided being arrested for domestic violence?	+3
___ Yes ___ No	8. Do you have a child that is not theirs?	+2
___ Yes ___ No	9. Have they ever forced you to have sex when you did not wish to do so?	+2
___ Yes ___ No	10. Do they ever try to choke/strangle you or cut off your breathing? a) if yes, have they done this more than once? _____ b) if yes, did it ever make you pass out, black out or get dizzy? _____	+2
___ Yes ___ No	11. Do they use illegal drugs? (i.e. Cocaine, Heroin, Marijuana, etc.)	+2
___ Yes ___ No	12. Are they an alcoholic or problem drinker?	+2
___ Yes ___ No	13. Do they control most or all of your daily activities? (do they tell you who you can or cannot visit, when you can see your family, how much money you can use, or when you can take the car or leave the house?) a) if they try, but you don't let them, check here _____	+2
___ Yes ___ No	14. Are they violently and constantly jealous of you?	+2
___ Yes ___ No	15. Have you ever been beaten by them while you were pregnant? a) if you've never been pregnant by them, check here _____	+2
___ Yes ___ No	16. Have they ever threatened or tried to commit suicide?	+2
___ Yes ___ No	17. Do they threaten to harm your children?	+2
___ Yes ___ No	18. Do you believe they are capable of killing you?	+2
___ Yes ___ No	19. Do they follow or spy on you, leave threatening notes or messages, destroy your property, or call you when you don't want them to?	+2
___ Yes ___ No	20. Have you ever threatened or tried to commit suicide?	+2

Total Yes answers \_\_\_\_\_ Add score on Left \_\_\_\_\_ = \_\_\_\_\_

# MOBILE ADVOCACY DURING COVID-19

## INTAKE – USEFUL NUMBERS

HOTLINES	
National Domestic Violence Hotline	800-799-7233
Rape, Abuse and Incest National Network	800.656.4673
National Human Trafficking Resource Center	888.373.7888
National Teen Dating Abuse Hotline	866.331.9474
ACESDV Lay Legal Advocacy Hotline	602-279-2900
Impact - Suicide Prevention Ctr Mobile Unit	480-784-1500
Teen Lifeline	602.248.8336
Community Bridges Inc (formerly LARC)	602.273.9999

CAP OFFICES	
Avondale CAP	623.333.2703
Buckeye CAP	928.683.6505
Gila Bend	928.683.6502
Glendale CAP	623.930.2854
NW Area Utility Asst Line	602.372.0728
Peoria CAP	623.979.3911
Surprise CAP	623.222.4673
Tolleson CAP	623.935.3260

FOOD BANKS	
Agua Fria Food Bank	623.932.9135
Desert Mission Food Bank	602.870.6062
Tolleson Food Bank	623.936.8366
VVCFB - Sun City	623.972.4471
VVCFB - El Mirage	623.444.9866
VVCFB - Sun City West	623.243.6413
Peoria Community Center	623.979.3570
St. Augustin - SWAP	623.418.7160

SHELTER SCREENING - MARICOPA COUNTY ONLY	
Safe DV's	480.890.3039

DOMESTIC VIOLENCE CRISIS SHELTERS	
AZ Agency on Aging - Region 1 (Doves)	602.264.2255
Catholic Charities	623.486.9868
Chicanos Por La Causa/DeColores	602.257.0700
Chrysalis	602.944.4999
Eve's Place	602.537.5380
New Life Center	623.932.4404
Soljourner Center	602.244.0089

COMMUNITY INFORMATION & REFERRALS	
	*711 877.211.8661

DES PROGRAMS	
Benefit Line	855.432.7587
Statewide Interview Line	855.777.8590
EHT Line	888.997.9333

JOB SERVICES	
AWEE	602.371.1216
AZ @ Work	602.262.6776
Fresh Start Women's Center	602.252.8494
Goodwill of AZ	602.535.4444
Maricopa Workforce Connections	602.372.4200
Phoenix Job Corps	602.254.5921
St Joseph the Worker - West Valley	602.316.3501

LAW ENFORCEMENT VICTIM ASSISTANCE/SERVICES	
City of Avondale - Victim Services Unit	623.333.7219
Non Emergency	623.333.7001
City of Buckeye - Non Emergency	623.922.1220
City of El Mirage - Non Emergency	623.922.1241
City of Glendale - Victim Assistance	623.930.3030
Non Emergency	623.930.3000
City of Goodyear - Crisis Services	623.882.7677
Non Emergency	623.922.1220
City of Peoria - Victim Assistance	623.773.7434
Non Emergency	623.773.8311
City of Sun City - MCD Sheriff's Posse	623.972.2588
City of Sun City West - Victim Services	623.584.8331
City of Surprise - Victim Advocacy	623.322.4312
Non Emergency	623.222.4000
City of Tolleson - Police Department	623.936.7186
City of Youngstown - Non Emergency	623.974.2662
Maricopa County Sheriff's Office - Main	602.874.5000
Non Emergency	602.876.1011
Victim Services Unit	602.263.8192
Victim Information Line - Northcott	602.876.8276
MCSO serves as law enforcement for cities of: Gila Bend, Litchfield Park, & Tempe	

FOR CHILD VICTIMS	
State of Arizona - Child Abuse Report Line	888.767.2442
ChildHelp, Inc	602.271.4800
East Valley Crisis Nursery	480.949.2308
West Valley Crisis Nursery	623.848.8863

FAMILY ADVOCACY CENTERS	
Glendale Family Advocacy Center	623.930.3720
8830 N 67th St, Glendale AZ, 85301	
Southwest Family Advocacy Center	623.333.7900
2333 N PebbleCreek Pkwy, Suite A-200	
Goodyear AZ 85395	

LEGAL SERVICES	
AJC Homeless Legal Assistance	480.945.4151
AZ Center for Disability Law	602.274.6287
AZ Bar Foundation Attorney Referral	866.637.5341
Arizona Voice for Crime Victims	480.400.2641
Crime Victim Legal Assistance Project	
Community Justice Assistance Services	623.878.4100
Community Legal Services	602.258.3434
Family Lawyers Assistance Project	602.506.7948
Never Again Foundation	602.761.2535
Maricopa County Lawyer Referral	602.257.4434
Maricopa County Law Library- Superior Court Information Line	602.506.7353
Maricopa County Attorney's Office - Victim Services Division	602.506.8822
Maricopa County Attorney's Office - Victim Compensation Bureau	602.506.4955
AZ Victim Rights	

FOR VULNERABLE ADULT VICTIMS	
Adult Protective Services	877.767.2389
Dove's AZ Agency on Aging - Senior Helpline	602.264.4357

# MOBILE ADVOCACY DURING COVID-19

## DOCUMENTATION

- DOCUMENT EACH INTERACTION WITH PARTICIPANT
  - DATE/TIME
  - LENGTH OF MEETING
  - RESOURCES GIVEN
  - CASE NOTES (IF NECESSARY)

# MOBILE ADVOCACY DURING COVID-19

## TRANSPORTATION

- TRANSPORTATION IS DONE ONLY IN INSTANCES OF
  - REPORT OF ASSAULT TO LAW ENFORCEMENT (TO FAC, OR HONOR HEALTH MFE SITE)
  - COURT ACCOMPANIMENT OR PROSECUTOR INTERVIEW
  - HOUSING SEARCH (ON A CASE BY CASE BASIS)
- RELEASE OF TRANSPORTATION LIABILITY FORM MUST BE SIGNED PRIOR TO ANY TRANSPORTATION PROVIDED
- ALL OTHER TRANSPORTATION CONCERNS PER CASE PLAN CAN ISSUE BUS PASS

# MOBILE ADVOCACY DURING COVID-19

## TRANSPORTATION SAFETY

- ALL PERSONAL PROTECTIVE EQUIPMENT MUST BE WORN AT ALL TIMES
- TAKE CLIENT'S TEMPERATURE UPON ARRIVAL
  - IF OVER 100.4 DO NOT ALLOW THEM IN THE VEHICLE
- IF THEY ARE COUGHING – DO NOT ALLOW THEM IN THE VEHICLE
- WASH HANDS
- HAND SANITIZER
- DISINFECTING OF VEHICLES AFTER EVERY CLIENT

# MOBILE ADVOCACY DURING COVID-19

## COURT PRACTICES

- ORDER OF PROTECTION/INJUNCTION AGAINST HARASSMENT HEARINGS ARE HELD TELEPHONICALLY AT THE COURTHOUSE (MUNICIPAL AND SUPERIOR COURTS)
- ONLY DEFENDANT/PLAINTIFF AND ATTORNEY ALLOWED SUPERIOR COURTS
- ADVOCATES ALLOWED WITH PETITIONERS AT COURT'S DISCRETION (MUNICIPAL/JUSTICE COURTS ONLY)

# MOBILE ADVOCACY DURING COVID-19

## BEST PRACTICES

- **REFERRALS**

- ALL REFERRALS GIVEN OUT SHOULD BE ACCURATE AND UP-TO-DATE
  - ARE PROGRAMS ACCEPTING NEW CLIENTS
- ARE PROGRAMS CLOSED DUE TO COVID?
  - ARE FACE COVERINGS REQUIRED?
  - ARE SOCIAL DISTANCING GUIDELINES BEING ADHERED TO?

# MOBILE ADVOCACY DURING COVID-19

## BEST PRACTICES

- IF ABLE TO MEET IN PERSON, NEVER AT A PERSONAL RESIDENCE
  - PREFERABLY A CONFIDENTIAL LOCATION – SERVICE CENTER, RESOURCE CENTER OR AGENCY FACILITY
- BE TRANSPARENT
  - WE DON'T KNOW WHAT WE DON'T KNOW, AND IT'S OK TO SAY SO
- KEEP PARTICIPANTS CONFIDENTIALITY
  - INDIAN COUNTRY IS A SMALL WORLD



Now Available!

Call Us 24/7

Mobile Crisis Line

(623) 215-8072

Support for survivors of domestic  
violence, sexual assault and human trafficking

# QUESTIONS?

MEMORY DAWN

LONG CHASE

CASE MANAGER

NEW LIFE CENTER

623.932.4404 EXT 124

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[.ORG](http://.ORG)

