



# **NWCASA Volunteer Training: Part 2**

Kaila Zimmerman



# Agenda

Welcome, Greetings & Introductions

In-Person Advocacy

Hotline Paperwork Review

EmpowerDB

Hotline Schedule

Hotline Protocols

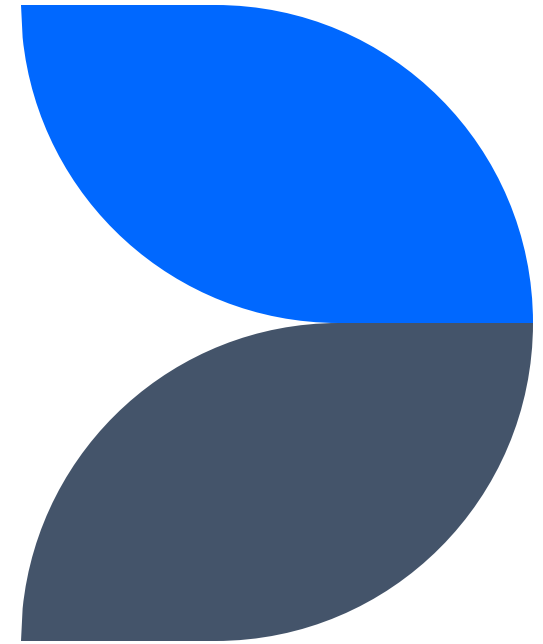
Volunteer Portal

# Introduction

We completed our 40-hour training and are welcoming Joanna, Sharvya, and Debby.

# Medical Advocacy

- New material for volunteers
- In person Advocacy
- "Hotline Specifics" handout
- Hospital Outreach
- PPE
- Hospital Packets
- Hotline Schedule



# Volunteer Material

- NWCASA Bag
- NWCASA Folder
  - Consent forms
  - Microchures
  - [Hospital Packet QR's](#)
  - Advocacy Reference Guide
  - List of staff and volunteer numbers
- NWCASA Lanyard and Keychain
- NWCASA Pen
- NWCASA ID Badge
- Notebook

**Free & confidential** services for Survivors of sexual harm

**Counseling** ☀️ **Advocacy** ☀️ **Education**

**24 Hour Hotline: 888-802-8890**

Office Locations:

415 W Golf Rd, Ste 47

Arlington Heights, IL 60005

NWCASA @Heartwood Center

1818 Dempster St

Evanston, IL 60202

Office Phone: 847-806-6526



[www.nwcasa.org](http://www.nwcasa.org)

**Free & confidential** services for Survivors of sexual harm

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\*Funded partner of Toby's Fund for reproductive healthcare access\*



[www.nwcasa.org](http://www.nwcasa.org)

# Medical Advocacy Protocol

## HOTLINE SPECIFICS HANDOUT

- I have created an outline with scripts for our hotline
  - What to expect when the hotline calls you
  - What to do with the information the hotline gives you
  - How to ask for required fields on paperwork
  - Reminders

## IMPORTANT

- Make outgoing hotline/hospital calls with \*67 to block your number
- Make sure to ask nurse to speak with patients at hospital
- Make sure to complete intake and get consent forms signed!

## HOSPITAL BINDER

- Advocacy team created a binder that we will be giving to our hospitals. This binder gives the important information about trauma, our services, and the hospital visit for survivors.
- [Flyer](#)
- Here are some topics in the binder
  - Bias VS Implicit Bias: definition and examples
  - How to describe the role of an advocate
  - The process of what advocates will do and ask for when calling
  - Do's and Don'ts' of evidence collection kit and SA visit
  - Evidence collection and report options
  - Neurobiology of trauma
  - SASETA
  - Victim Blaming 101



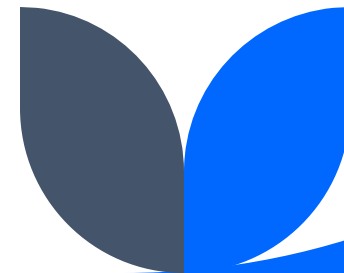
# Medical Advocacy Protocol

## Reminders

- We still have a bunch of PPE! Please feel free to stop by the AH office to pick up masks, gloves, hand sanitizers
- Hotline Schedule will still be sent out via google drive, continue to let me know if you can pick up available shifts
- We will need some help making clothing bundles!
- Please be sure to get the nurse's you are working with information! First and Last name, credentials (SANE, non-SANE)

## Hospital Packets & Brochures

- No more hospital packets!
  - With the acceptance of what we have left, and if survivor wants one
  - ICASA no longer has funds to print pamphlets. McHenry hospitals still fund their binders
- Hospital QR Codes
- Microchures replacing brochures





# Hotline Paperwork Review

*Although we have moved to an online database, it is still important to know paperwork.*



# Hotline Paperwork Reminders

- Collecting paperwork is very important, we submit statistics every 15th and last day of the month to our funders. Although it is due those days of the month, it is important to know the following:
  - Intake paperwork is due within **24 hours**
  - Hotline paperwork is due within **72 hours**
  - Please view the [ICASA Recordkeeping video](#), 27:18- 51:13 in order to know how to properly fill out paperwork

# Hotline Paperwork: Intake

- Refer to Hotline Outline handout
- The areas Highlighted in **YELLOW**, **PURPLE**, and **TEAL** are ABSOLUTELY needed when completing an intake.
- Please make sure to have the following
  - Name
  - **Address** (if survivor's decline, just a city and zip will work)
  - Use township search to find the **township** of an address
  - **Phone number** and to check if we are able to leave a message(will allow us to complete a follow up call)
  - All areas with an **\*asterick\*** are needed by InfoNet database, if we do not have these, we can not input a client
  - InfoNet is a database ICASA uses to gather all data to create statistics and manage funding
  - You must use an option from the **InfoNet reference list**, if you do not put the exact options, we cannot input a client

# Hotline Paperwork: Intake

- Medical Response section
  - Be sure to report if the survivor was treated by a SANE or not, please write the nurse's first and last name next to that area on the paperwork
- Criminal Justice Response section
  - If they did not report to the police, you do not have to mark any sections below
    - If they did report to the police
  - Unless the officer says they are a detective, you will check yes for patrol interview
  - Typically you will not answer any other response below the interview sections
- Important Reminders
  - Sign Intakes
  - Sign Consent Forms (will be included in your folder)
  - Our intake's are used between medical advocacy, legal advocacy and counseling, which is why it is important to look at the outline to know what is needed

# Hotline Paperwork: Forms

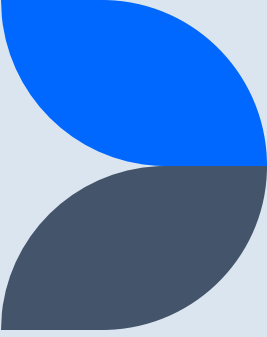
## Crisis Intervention

- Used when client's call in crisis, or if hospital patient declines services and/or intake
- Try to gather all demographical information
  - Name and Address is most important
- **InfoNet** fields are required
  - Referred from (typically Center Hotline)
  - Referred to (typically NWCASA)
- Summary of Contact
  - Must be 200 letters
  - ICASA wants this to be as broad as possible to protect confidentiality of clients, please view the training here.

## Information & Referral

- Used when schools, police departments, social workers, significant other's call looking for information on our agency and/or resources
- Try to gather all demographical information
  - Name and Address is most important
- **InfoNet** fields are required
  - Referred from (select from list and write Agency)
  - Referred to (typically NWCASA)
- Summary of Contact
  - Must be 200 letters
  - ICASA wants this to be as broad as possible to protect confidentiality of clients, please view the training here





# Hotline Paperwork Updates

- Summary of contact
  - Needs to be vague, no identifying information, and 200 letters.
  - Examples:
    - Survivor called hotline needing emotional support, advocate validated survivor's feelings and provided support.
    - Caller called seeking housing resources, advocate provided proper referrals.
    - Survivor called hotline seeking help for flashbacks and triggers. Advocate provided psychoeducation on sexual violence and grounding techniques

# EmpowerDB

- [Intake Forms](#)
- [On Call Forms](#)
- A link will be provided on the volunteer portal that you will have to use to submit forms electronically.
  - I suggest you still use paper forms unless you have the database open while on a call
- Summary of Contact
  - Because ICASA only allows 200 letters and a specific format, please type that up in the box. If you want to add more information, please feel free to call me or send me an email with more details.

# EmpowerDB: Hotline Forms

## On Call Form

Staff Name:

Volunteer Name:

Time hotline call was received:

Date:

Call Type:

Conduct Hours:  

- Staff Name
  - Cook/McHenry Volunteer
- Volunteer Name
  - Volunteer ID
- Time hotline call was received
  - Backup will let you know when dispatch called
- Date
  - Date call received
- Call Type
  - Institutional Advocacy
  - Information & referral
  - Non-Client Crisis Intervention
  - Client Crisis Intervention (if caller shares they are a current and active client)
- Conduct Hours
  - How long did the call last?

# EmpowerDB: Hotline Forms

## Contact Information

First Name:

Last Name:

Client ID (if applicable):

Street Address:

City/State:

Zip Code:

County:

- First & Last Name
  - Name of caller
  - If anonymous, record. Last name is not required
- ClientID
  - Staff will update if necessary
- Time hotline call was received
  - Backup will let you know when dispatch called
- Organization Name (Institutional Advocacy)
  - Which organization is calling?
- Street Address
  - Not required but gathers more information for funding
  - Use organizations address for Institutional Advocacy
- City/State and Zip Code
  - Required for funding
- County/Township
  - Use [township search](#) to find county



# EmpowerDB: Hotline Forms

The screenshot displays three stacked form sections:

- Referral Information:** Contains a dropdown menu for "Referred From:" with "--Select One--" and a downward arrow. Below it is a large text input field for "Referred To:".
- Summary of Contact:** Contains a large text input field for "Content Summary:". Below it are radio buttons for "Current Safety Concerns:" with options: Yes, No, Unknown/NA, and Unanswered (which is selected).
- Additional Notes:** Contains a large text input field for "Additional Notes (for staff to see):".

- Referral Information
  - Referred From: Select from list
  - Referred to: NWCASA Hotline and/or other agencies you referred to
- Summary of Contact
  - 200 letters, keep it simple
- Additional Notes
  - What do you want staff to know about this call?

# EmpowerDB: Intake Forms

## Staff Information

First Contact Date:

Staff Name:

Volunteer Name:

Time hotline call was received:

Contact Time:

- Service Type(s):
- MA
  - CJS
  - IPC
  - PGC
  - CVJ

- First Contact Date
  - Date of hospital visit
- Staff Name
  - Cook/McHenry Volunteer
- Volunteer Name
  - Volunteer ID
- Time hotline call was received
  - Backup will let you know when dispatch called
- Contact Time
  - How long did the call last?
  - Include travel time
- Service Type
  - Always MA for hospital calls

# EmpowerDB: Intake Forms

The screenshot displays the 'Client Information' and 'Address/Locations' sections of the EmpowerDB intake form. The 'Client Information' section includes fields for First Name, Last Name, Victim Type (a dropdown menu), Exact Birth Date (a date picker), and OR Estimate Age (a dropdown menu). The 'Address/Locations' section includes a Street Address field, a Location field with a city input and state/country dropdowns (IL and US), a Zip Code field, and a County field (a dropdown menu). The form is presented in a light blue and white color scheme with yellow highlights for certain fields.

- First and Last Name
  - Client's information
- Victim Type
  - If Significant Other you will not need incident category
- Exact Birthdate
  - Need exact, not estimated age
- Address
  - **All** information is needed for an intake unless survivor is not willing to provide street address(state, city, zip, and county and township is still important).

# EmpowerDB: Intake Forms

Location:

Zip Code:

County:

Type:

Client Phone Numbers: Number: (  )  -  ext.

Safe To:  Call  Leave Message  Text Message

Special Calling Instructions:

Email:

Service Location:

Advocacy Effective Date:

- Phone Numbers
  - Include survivor's phone number and select type
  - Add new entry to add caregiver's number
  - Safe to Call and/or leave message
- Special Calling Instructions
  - What do we need to know?
- Email
  - If they want things emailed, make sure to mention and sign an electronic services consent form
- Service Location
  - Which county?
- Advocacy Effective Date
  - For staff

# EmpowerDB: Intake Forms

## Demographics

Age at First Contact:

Gender Identity:

Pronouns:

- Race/Ethnicity:
- American Indian/Alaskan Native
  - Asian
  - Black/African American
  - Hispanic/Latino(a)
  - MENA
  - Native Hawaiian/Pacific Islander
  - White
  - Unknown

Sexual Orientation:

- Health Insurance:
- Medicaid/Cash Grant
  - Medicaid/No Cash Grant
  - Medicare
  - Private
  - None

- Demographics
  - Fill out everything in order
  - If client does not want to share, select unknown/not reported
- Age at first contact
  - Age of when the incident happened

# EmpowerDB: Intake Forms



## Incidents

### Incidents

Primary Presenting Issue: --Select One--

- Adult Survivor of Incest or Sexual Assault
- Aggravated Domestic Battery
- Assault and/or Battery
- Attempted Homicide
- Battery
- Burglary
- Child Abuse
- Child Neglect
- Child Sexual Assault
- Date Rape
- Domestic Battery
- Drugged
- Elder Abuse
- Emotional Domestic Violence
- Hate Crime
- Home Invasion
- Homicide

All Types of Victimization:

- Incidents
  - Fill out everything in order
  - If client does not want to share, select unknown/not reported
- Abuse start/end date
  - When did the incident happen? If it has been multiple, when was the first, when was the last?
- Other Incident Information
  - What should we know?

# EmpowerDB: Intake Forms

Medical Response- if reported

Medical Response: Yes

Visited Medical Facility: Yes

Visited Medical Facility: Date of Visit:

Treated for Injuries: --Select One--

Seriousness of Injuries: --Select One--

Photos Taken: --Select One--

Medical Facility: Emergency Room

Treated by Sane: --Select One--

Sane Name (if applicable):

Evidence Collection Kit Used:  Yes  No  Unknown/NA  Unanswered

Hospital Selection: --Select One--

Hospital Name (if

- Medical Response
  - Always select YES
- Visited Medical Facility
  - Always select YES
- Date of visit
  - Date you are there
- Medical Facility
  - Always select Emergency Room
- Everything else, fill out as necessary

# EmpowerDB: Intake Forms

Criminal Justice Response- if reported	
Criminal Justice Response:	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown/NA <input type="radio"/> Unanswered
Reported to Police:	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unanswered
Date of Police Report:	<input type="text"/>
Municipality:	<input type="text"/>
Officer Name(s):	<input type="text"/>
Patrol Interview:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown/NA <input checked="" type="radio"/> Unanswered
Detective Interview:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown/NA <input checked="" type="radio"/> Unanswered
State Attorney Interview:	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Unanswered
State's Attorney Victim/Witness Staff Participation:	<input type="text" value="No"/>
Order of Protection:	<input type="text" value="None"/>
Order of Protection Type:	<input type="text" value="--Select One--"/>
Civil No Contact Order:	<input type="text" value="--Select One--"/>

- If no response with CJ, select no for all
- If yes, continue to questions
  - Date of police report: they may have reported before visit, be sure to gather that
  - Who took the report? Officer's names and municipality
  - Detective \_\_\_\_ vs Officer \_\_\_\_
    - Officer is patrol interview



# EmpowerDB: Intake Forms

Offender Information

Gender:

Race:

Age:

Exact Birth Date:

OR Estimate Age:

Registered Sex Offender at time of Offense:  Yes  No  Unknown/NA  Unanswered

Offender Arrested:  Yes  No  Unknown/NA  Unanswered

Offender ID:

- Fill out all required fields
- Estimated age is OK to use here
- Offender ID
  - Done by staff

# EmpowerDB: Intake Forms

## Referral

Referred Source:

Referral Agency:

## Income

Primary Income Source:

Employment

General Assistance

Social Security

Other Income Source:  Alimony/Child Support

TANF/AFDC

SSI

Unknown/Not Reported

Other Income

## Special Needs

- Referral
  - Source: Hospital
  - Agency: Hospital Name
- Fill out all required fields

# EmpowerDB: Intake Forms



## Protection Orders

Protection Orders

Date Requested  
(for legal  
advocacy only):

## Services Requested

Services  
Requested:

- Sexual Assault Counseling
- Sexual Assault Therapy
- Medical Advocacy
- Legal or Court Advocacy
- Other

## Additional Notes

Additional Notes  
(for staff to see):

- Protection Orders
  - For staff to complete
- Services Requested
  - Select necessary
- Additional Notes
  - What do we need to know?
  - Housing concerns? Request for protective order? Other referrals?



# Hotline Schedule



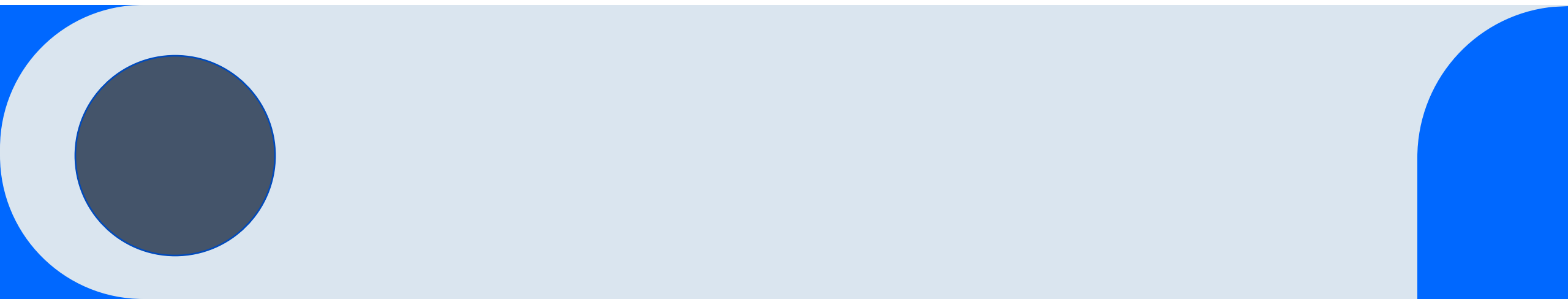
# Hotline Protocols

# Healing Circle





# Volunteer Portal





**YOU ARE ALL  
VERY  
APPRECIATED,  
THANK YOU!**