NWCASA Volunteer Training: Part 2

Kaila Zimmerman

Agenda

Welcome, Greetings & Introductions

In-Person Advocacy

Hotline Paperwork Review

EmpowerDB
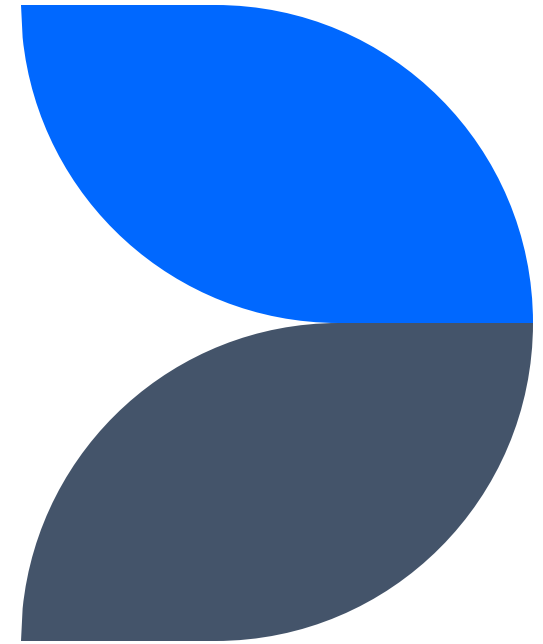
Hotline Schedule

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

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24 Hour Hotline: 888-802-8890

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McHenry, IL 60050

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

www.nwcasa.org

Medicaal 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 acceptation 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
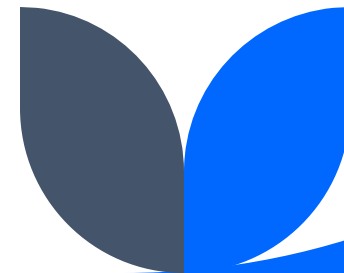
Hotline Paperwork Review

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
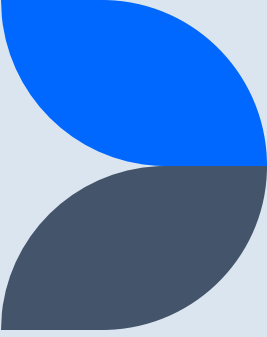
Hotline Paperwork Updates

- 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: --Select Staff--

Volunteer Name: [   ]

Time hotline call was received: [   ]

Date: [   ]

Call Type: --Select One--

Conduct Hours: --Time Spent--

- **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: [Type City] [IL ⌄] [US ⌄]

Zip Code: [   ]

County: [--Select One-- ⌄]

- 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

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EmpowerDB: Hotline Forms

- 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: --Select Staff--

Volunteer Name:

Time hotline call was received:

Contact Time: --Time Spent--

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

- **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

- 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
  - 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
  - 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**
  - 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

- 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: --Select One--

Race: --Select One--

Age:

Exact Birth Date:

OR Estimate Age: --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
  - Source: Hospital
  - Agency: Hospital Name
- Fill out all required fields

EmpowerDB: Intake Forms

- 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?
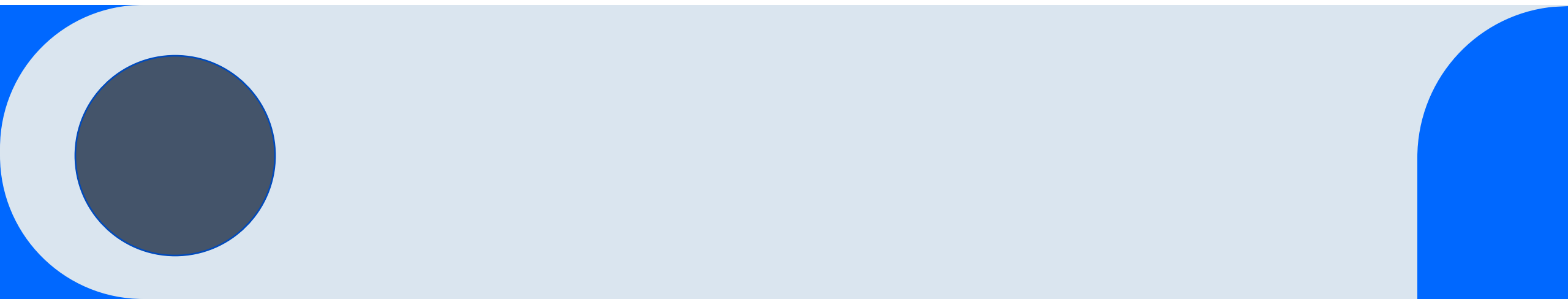
Hotline Schedule

Hotline Protocols

Healing Circle

Volunteer Portal

YOU ARE ALL VERY APPRECIATED, THANK YOU!