Gender, Homelessness, and Interpersonal Violence: Building Equitable Systems to Support Survivors

LEARNING LAB
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Health Partners on IPV + Exploitation
Staff and Faculty

Anna Marjavi
(she/her)
Director
Health Partners on IPV + Exploitation
Futures Without Violence

Lisa James
(she/her/hers)
Director of Health
Futures Without Violence

Camila Sanchez Tejada
(she/her)
Program Assistant
Health Partners on IPV + Exploitation
Futures Without Violence

Surabhi Kukke, MPH
(she/her/hers)
Consultant
Health Partners on IPV & Exploitation
Futures Without Violence

Rebecca Levenson, MA
(she/her/hers)
Consultant
Health Partners on IPV & Exploitation
Futures Without Violence

Sarah Scott
(she/her/hers)
Research Assistant | UPMC Department of Adolescent and Young Adult Medicine
Health Partners on IPV & Exploitation
Futures Without Violence
Please complete the Pre-Training Survey Now

https://redcap.link/3lrtafey

We have paper copies available if you cannot access the survey link or QR code.
National Training and Technical Assistance Partnership (NTTAP)

Health Partners on IPV + Exploitation is led by Futures Without Violence (FUTURES) and funded by HRSA BPHC to work with community health centers to support those at risk of experiencing or surviving intimate partner violence, human trafficking, or exploitation and to bolster prevention efforts.

We offer health center staff ongoing educational programs including:

✓ Learning Collaboratives on key topics for small cohorts
✓ Webinars + archives
✓ Clinical and patient tools, an online toolkit, evaluation + Health IT tools

Learn more: www.healthpartnersipve.org  www.futureswithoutviolence.org
Where we’re from...
Agenda, morning

- 8:30 - 8:40  Intro/welcome/PreTraining Survey
- 8:40 - 8:50  Icebreaker/Agenda (slide 8)
- 8:50 - 9:00  Overview of NTTAP Big Picture Goals (slide9-15)
- 9:00 - 9:35  Healing Centered Engagement (slides 15-30)
- 9:35 - 10:20 Making the Connections – IPV
- 10:20 - 10:30 UDS Measures
- **10:30 - 10:45** BREAK
Agenda after the coffee break

- **10:45 - 11:50**  CUES 53-76
- **11:50 - 12:00**  BREAK
- **12:00 - 12:10**  Finish CUES Practice (78-79)
- **12:10 – 12:30**  S for Supports UDS (81-91)
- **12:30 - 1:00**  Trauma Informed Reporting and reflection (92-98)
- **1:00 – 1:15**  Getting started with next steps (99-
- **1:15 - 1:30**  Closing
Rock, Paper, Scissors Showdown!

• Find a partner.
• Play "rock paper scissors" with your partner.
• The winner of the bout moves on to play with another winner near them.
• The winners keep moving around the room challenging other winners.
• Others follow the winner of their bouts and cheer them on!
• The activity continues until there is only one person left – the Rock Paper Scissors CHAMPION!
The Heart of the Model: Building Meaningful Partnerships

Partnerships help promote bi-directional warm referrals for clients/patients and increase staff engagement and support.

- **DV Advocacy Partner**: Improve health and wellness for DV/HT survivors
- **Warm referral**: from health center to domestic violence agency
- **Warm referral**: from domestic violence agency to health center
- **Community Health Center Partner**: Improve health and safety through “CUES”

Download a sample MOU (see also NHCHC Learning Lab PDF files): https://ipvhealthpartners.org/partner/
ARP Overlapping Goals

- Last year (FVPSA) received a historic investment of $550 million to assist states, territories, and tribes to provide access to COVID-19 testing, vaccines, and mobile health units and specifically for domestic violence programs.

- Similarly, $1 billion in ARP funding reached nearly 1,300 HRSA Health centers across the US and territories to expand health centers, to build new sites and provide mobile health care, and to advance health equity and health outcomes in medically underserved communities, including through projects that support COVID-19 care.
Intersections of Domestic Violence and Primary Healthcare

Post-interaction surveys commenced on March 29, 2021. More than 3,400 surveys were administered. For the period June 23 - August 1, 2021, 242 of The Hotline’s anonymous users voluntarily participated in the focus survey.

- 53% reported that a partner who chooses to abuse has also controlled and/or restricted healthcare access.
- 46% of those respondents indicated the frequency or intensity of abuse increased during COVID-19.
- 42% agreed their healthcare provider spends time or talks with them without their partner present.

“53% of those who didn’t view telehealth / virtual healthcare appointment options as safe disclosed an increase in abuse during COVID-19.”

“I wish it was faster to get help. Making an appointment and waiting for weeks gives me time to change my mind. I feel like I’m not good enough to get help, or I feel judged by the health care workers.”

“My partner never let me do anything alone, including going to the doctor. They would go with me into the doctor’s office so I couldn’t seek help or advice.”

“What has made me comfortable was finding care that didn’t judge me and was exceedingly compassionate and trauma informed.”

- 25% felt that telehealth or virtual appointments were not safe for them.
- 61% affirmed having current health (physical, mental, or emotional) needs related to their abusive experience.
- 66% of those who didn’t view telehealth / virtual healthcare appointment options as safe disclosed an increase in abuse during COVID-19.
- 41% were somewhat or extremely likely to be comfortable sharing their abuse experience with a healthcare provider.
- 26% affirmed the frequency / intensity of abuse increased during COVID-19 & expressed a need for assistance to address the increased abuse.
Benefits of Health Center & DV Programs Partnerships

✔ Safety support for health center staff + patients who experience DV/HT.

✔ Health enrollment for clients and staff (sick or not) + any children

✔ Help establishing a primary care provider (PCP) – moving away from emergency-level care

✔ COVID testing, vaccinations, mask distribution and home test distribution (available for staff and clients)

Aligns with American Rescue Plan priorities to provide access to COVID-19 testing, vaccines, and mobile health units for DV programs
About Domestic/Sexual Violence Advocacy Programs

Domestic violence and sexual assault programs have vast experiences working with survivors of violence and assist them to identify ways to increase personal safety while assessing the risks.

Advocates connect patients to additional services like:

- ✓ Crisis safety planning (usually 24/hr hotline)
- ✓ Housing (emergency and transitional)
- ✓ Legal advocacy for IPV/HT, family court, immigration, labor
- ✓ Support groups/counseling
- ✓ Children’s services
- ✓ Employment support

https://nnedv.org/content/state-u-s-territory-coalitions/
www.IPVHealthPartners.org online toolkit + CUES

Guidance on:

✔️ Enhancing patient privacy
✔️ Disclosing limits of confidentiality
✔️ Universal education scripts
✔️ Reaching friends and family
✔️ Disclosures + supportive messages
✔️ Warm referrals to local DV programs
✔️ Safely sharing resources
✔️ Tech privacy tips

www.ipvhealthpartners.org

Developed by and for community health centers in partnership with domestic violence programs

+ New guidance on COVID-19 and telehealth support
Protocol for HRSA-supported Community Health Centers to Engage Patients through Universal Education Approaches on Exploitation (E), Human Trafficking (HT), Domestic Violence (DV) and Intimate Partner Violence (IPV)

Protocol Elements

- Descriptions of terms
- Clinic policies (language access, privacy, confidentiality)
- Training requirements
- Universal education framework / CUES
- Resources/support services partnerships
- Scripts
- Reporting requirements
- Documentation and coding guidelines

https://healthpartnersipve.org/futures-resources/sample-health-center-protocol/ and see conference Learning Lab portal for PDF
How we want to be together

- Stories stay, lessons leave
- Collaborative learning
- Take care of yourself
- Aim for curiosity, not perfection
Let’s Take A Collective Moment to Ground Ourselves
A New Covid-19 Crisis: Domestic Abuse Rises Worldwide

Movement restrictions aimed to stop the spread of the coronavirus may be making violence in homes more frequent, more severe and more dangerous.
Healing-Centered Engagement

“A healing-centered approach is holistic—involving culture, spirituality, civic action and collective healing. A healing-centered approach views trauma not simply as an individual isolated experience, but rather highlights the ways in which trauma and healing are experienced collectively.”

✓ Supports staff with their own healing
✓ Asks systems to build in structures to address the realities facing staff
✓ Helps staff better support patients and be present
✓ Healing is a process we all need

Vicarious Trauma

Vicarious trauma is a change in one’s thinking [worldview] due to exposure to other people’s traumatic stories.

(David Berceli, 2007)

May include:
• Images
• Sounds
• Details we’ve heard which then come to inform our worldview
Self-Soothing vs. Self-Care

At its core – mindfulness is an important component of self-care which can improve health and reduce burnout (Conversano, 2020)

This is hard people!

In “A Burst of Light” Audre Lorde writes, “Caring for myself is not self indulgence it is self preservation and that is an act of political warfare.” (Lorde, 1988)
Practice Consideration #1: Mindfulness Based Intervention (MBI) to Increase Resiliency and Work Engagement

High Stress Health Care Setting: Surgical Nurses:

- Poorer health due to stress reactivity (immune, autonomic, nervous system, and endocrine system)
- High blood pressure
- Lack of work satisfaction
- Impacts staff retention/costs to health system
- Absenteeism
- Inability to concentrate

(Steinberg, 2015)
Mindfulness Based Intervention (MBI): To Increase Resiliency and Work Engagement

**Intervention Arm:**

- 40% reduction in stress hormones
- Significant difference in Breaths/30sec
- Significant increase in work engagement, vigor, and dedication (Utrecht scale)
- Increase in resiliency scores (Connor-Davidson Resiliency Scale)
- Improved job satisfaction scores

(Steinberg, 2015)
Quick Check-in About You

• How often do you check-in (centered/grounded) with yourself before ‘jumping in’ with the next client?

• How often do you feel you have the time to do this? (never, sometimes, often?)

• Do your systems and colleagues support this kind of practice? (never, sometimes, often?)
Staying With Feelings

When intense emotion/uncertainty is present, most of us have the tendency to move away instead of stay with feeling.

➢ Act instead of feel
➢ Start talking or rush to reassure
➢ Change subject
➢ Get emotional ourselves
Reading Our Own Cues

What am I like when I am feeling balanced and regulated?

Body
Feelings
Thoughts
Behavior

What am I like when I am feeling dysregulated and not in balance?

Body
Feelings
Thoughts
Behavior
Can you give me an example of a mindful self regulation strategy you use?

- Breathing
- Grounding
- Self-talk
- Imagery

For short guided videos, see: Capacitar International [https://capacitar.org/](https://capacitar.org/)
Mantras Can Help

- “I can only be myself in this moment.”
- “When I am myself, I am enough.”
- “Feeling helpless does not mean I am not helping.”
- What works for you?
What has the last 24 hours been like for you so far?
Group Debrief

• What was it like for you to have someone be present and really listen to you?

• What was it like to offer your attention to another person?

• Can you do this with a colleague before you go home to family/friends
Practice Consideration #2: Reflective Practice Groups for Advocacy Wellness

Reflection means stepping back from the immediate, intense experience of hands-on work and taking the time to wonder what the experience really means. What does it tell us?

✓ A cost-effective way to help staff with work-related stressors
✓ Safe, non-judgmental, and supports staff growth and self-awareness
✓ Provides positive regard and caring
✓ Is regular and reliable (monthly/bi-monthly)
✓ Improves team function
✓ Uses a strength-based approach
✓ Provides space for reflection

Understanding Interpersonal Violence and Exploitation
What is Interpersonal Violence?

A **pattern** of behavior that someone (or multiple people) uses to gain **power and control** over another person in an intimate relationship.

- It is often a cycle that gets worse over time – not a one time ‘incident’
- Abusers use jealousy, outing, money, mental health and other tactics to be controlling and abusive – not just physical violence
- Leaving an abusive relationship is not always the best, safest or most realistic option for survivors
- Need to break down survivor/perpetrator binary - people use “abusive behaviors” to survive - everyone needs support
Interpersonal/Intimate Gendered Violence Across the Lifespan

- Intimate partner violence/relationship abuse
- child sexual abuse
- sexual harassment
- rape and sexual violence
- elder abuse
- human trafficking + labor exploitation
- community violence
- white supremacist extremist violence
- gender policing/enforcement
- homo-, bi-, and transphobia
- sexism and *Misogynoir*
- HIV stigma

*API GBV Lifetime Spiral of Gender Violence*; (Galtung, 1969) (Lee, 2019)(Bailey, 2021)
Institutional and Structural Gendered Violence

- criminalization of sex work, drug use, HIV, houselessness
- forced sterilization/controlled reproduction
- police/prison-perpetrated sexual violence and brutality
- gentrification and racist housing policy
- immigrant detention + family separation
- labor exploitation, wage theft, poverty wages
- punitive family control systems
- lack of free universal childcare
- investment in policing, prisons, and surveillance as a solution to social problems
- employer-based healthcare
- disinvestment in public health, public education

Common Tactics of Power and Control

- Using extreme and controlling jealousy
- Isolation
- Using social status or privilege
- Physical Abuse
- Threats
- Verbal Abuse
- Sexual Assault
- Reproductive Coercion
- Emotional/Mental (psychological) Abuse
- Digital Abuse
Some Power and Control Tactics Used against Queer, Trans, and Nonbinary Individuals

- Threaten to out a person’s gender identity, sexual orientation, HIV or immigration status to friends, family or at work.
- Refuse to recognize the person’s name, pronoun, identity or language – or imply that the person is not really the gender they say they are, or that they aren’t ‘real’.
- Fetishize or exoticize the other person’s body without consent
- Destroy or hide the other person’s clothing, prosthetics, accessories, make-up or mobility/accessibility aids
- Restrict the other person’s access to medicine (hormones, anti-anxiety/depression, PrEP/PEP, substance replacement therapy) or health visits
- Hate crimes, police brutality
Interpersonal violence is common

- Intimate Partner Violence affects 1 in 4 women; 1 in 9 men
- For people of trans and nonbinary experience, rates increase to 1 in 3.
- Because of oppression, rates are higher for marginalized and historically exploited people:
  - TLGBQI CDC NISVS, 2011; The Task Force, 2011
  - Black and Indigenous people
  - Migrant
  - People living with HIV

Increased Prevalence in Trans Communities

Compared with cisgender individuals, transgender individuals were:

• 1.7 times more likely to experience any IPV

• 2.2 times more likely to experience physical IPV, and

• 2.5 times more likely to experience sexual IPV.

Disparities persisted when comparing to cisgender women specifically.

(Peitzmeier, 2020)
Labor Exploitation, Labor Violations, Labor Trafficking: A Spectrum of Experiences

**Labor exploitation**: an employer unfairly benefits from employee’s work. Labor exploitation is not a legal term—in fact, not all forms of labor exploitation are illegal.

**Labor violations**: a legal term used when employers violate federal, state, or municipal laws related to worker treatment, workplace safety, or recordkeeping requirements.

**Labor Trafficking**: The recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

Sexual Violence, Sexual Exploitation, Sex Trafficking: A Spectrum of Experiences

**Sexual Violence:** includes rape, sexual assault, sexual harassment, nonconsensual image sharing, incest, child sexual assault, public masturbation, watching someone engage in private acts without their consent, unwanted sexual contact/touching

**Sexual Exploitation:** Actual or attempted abuse of a position of vulnerability, power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exchanges:
- Coercion from employers/workplace
- Coercive rent/debt exchange
- Trading drugs/children’s sex

**Sex Trafficking:** The recruitment, harboring, transportation, provision, or obtaining of a person for 1) A commercial sex act induced by force, fraud, or coercion, Or 2) in which the person induced to perform such act has not attained 18 years of age
People Working in Sex Trades

Spectrum of voluntary sex work and commercial sexual exploitation including different forms of sexual labor such as escort services, street-level sex work, pornography, exotic dancing, massage, internet/camming work, and phone sex.

Common survival strategy among:

- People experiencing homelessness
- Queer and trans people, especially youth
- People experiencing economic insecurity
- People living with mental or behavioral health challenges
- Survivors of interpersonal violence
Interpersonal Violence and Exploitation are Gendered Drivers of Homelessness

Housing—whether temporary or permanent—is a primary concern for survivors of violence and exploitation.

- **Approximately 50%** of all respondents who identified as women and experienced homelessness report that intimate partner violence (IPV) led to their homelessness.
- **80% of mothers experiencing homelessness** with children have previously experienced IPV.
Power and Control: Vulnerability to Homelessness

• Some control tactics that impact housing security:
  • Destroying credit or rental history
  • Defaulting on bills in the survivor’s name
  • Preventing steady employment
  • Exposing survivors to housing discrimination
  • Loss of subsidized or affordable housing

• These barriers are further compounded for people who experience additional forms of discrimination, such as Black, Indigenous and other people of color, TLGBQIA+ communities, immigrants, persons with disabilities, and individuals experiencing poverty.
Health Impacts of IPV and HT

Intimate Partner Violence
- Anxiety, Depression, PTSD
- Asthma
- Barriers to healthcare
- Bladder and kidney infections
- Cardiovascular problems
- Gastrointestinal issues
- Chronic pain syndromes
- Sleep Problems
- STIs and HIV
- Suicidality
- Unintended Pregnancies

Human Trafficking
- Anxiety, Depression, PTSD
- Back pain
- Barriers to healthcare
- Cardiovascular problems
- Dental pain
- Headaches
- Gastrointestinal issues
- Sleep problems
- STIs and HIV
- Suicidality
- Unintended Pregnancies
Perinatal, Reproductive, and Sexual Health

- IPV is linked to an increased likelihood for rapid repeat and unintended pregnancy, low birth weight babies, preterm birth, and miscarriages.

- Women disclosing physical abuse were 3 times more likely to have an STI.

- Over half of women living with HIV have experienced domestic or sexual violence.

- Trafficking survivors are more at risk for sexual health complications, unwanted pregnancy, and forced/unsafe terminations of pregnancy.

Studies show a range of 40%-91% of women experiencing IPV have incurred a traumatic brain injury (TBI) due to a physical assault (Campbell, 2018).

More than two-thirds of IPV victims are strangulated at least once. The average is 5.3 times per victim.

(Chrisler & Ferguson, 2006 Abbott, 1995; Coker, 2002; Frye, 2001; Goldberg, 1984; Golding, 1999; McLeer, 1989; Stark, 1979; Stark, 1995)
IPV/Exploitation and Behavioral Health

- Anxiety and/or depression
- Post-traumatic stress disorder (PTSD)
- Antisocial behavior
- Suicidal behavior
- Low self-esteem
- Emotional detachment
- Sleep disturbances
- Substance dependency

(Tjaden P, 2000; Coker AL, 2002; Mazeda 2010; Zimmerman 2011)
Substance Use Coercion

Substance use is another way abusive partners exert power and control

Common methods include:
- deliberately introducing a partner to substances
- forcing or coercing them to use
- interfering with their access to treatment
- sabotaging their recovery efforts
- leveraging the stigma associated with substance use to discredit them with sources of safety and support
Increased Vulnerability to Substance Use Coercion

- Compounding trauma of violence, housing insecurity, and systematic oppression make queer, trans, and nonbinary folks more vulnerable to substance use coercion.

- Young people are often exploited by traffickers either by introducing substance use or using existing addictions to control them. (Litam, 2017)
Small Table Work (5 min)

- As you think about this section—take a minute to reflect on any ah-ha moments.
- Did anything make you think differently about a patient with a complicated diagnosis?
IPV and HT Recognized in the UDS since 2020

- HRSA recognizes IPV and HT as complex public health issues
- 2020: First time IPV/HT data collected in UDS report
- Health centers report on data that can identify how many patients may have experienced IPV and/or exploitation
CUES, A Universal Education Approach

HANGING OUT OR HOOKING UP?

NO estás sola
SALUD, SANACIÓN Y RELACIONES SALUDABLES

Connected Parents, Connected Kids

Safe Places to Rest Your Head:
Healing, Heart and Hope

Caring Relationships,
Healthy You
How many of you have, or know someone who has ever left something out of a medical history or intentionally misreported information to their healthcare provider?

Why is this the case?
Health Equity

“Health equity means social justice in health”

“Health equity means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care.”

(Braverman, 2017)
Is Screening Effective?

• The use of structured screening tools at enrollment does not promote disclosure or in-depth exploration of women’s experiences of abuse.

• Women were more likely to discuss experiences of violence when nurses initiated open-ended discussions focused on parenting, safety or healthy relationships.

(Jack, 2016)
Shifting Away from Screening…

“No one is hurting you at home, right?”
(Partner seated next to client as this is asked — consider how that felt to the patient?)

“Within the last year has he ever hurt you or hit you?”
(Nurse with back to you at her computer screen)

“I’m really sorry I have to ask you these questions, it’s a requirement of our clinic.”
(Screening tool in hand -- What was the staff communicating to the patient?)
Universal Education

Provides a strategy that shares power with clients by giving them key information about healthy and unhealthy relationships and where to get supports without requiring disclosure.

* If you currently have IPV/HT screening as part of your health center requirements: we strongly recommend first doing universal education.
CUES: An Evidence-based Intervention Developed for IPV for In person and Virtual Visits

Confidentiality
Universal Education
Empowerment
Support

People Experiencing Homelessness Safety Card Available in English
You Matter

You, and your story, matter.
You deserve:
✓ Hope
✓ Respect
✓ Safety
✓ Kindness

No matter who you are, where you come from or what has happened—everyone deserves to be treated with dignity and respect regardless of race, gender or sexual orientation.
On Bad Days

Sometimes if you are being hurt the safest choice is to leave—even if that means being on the street.

- Being hurt, for some, means needing to exchange sex for money, food, showers, drugs or a place to sleep.
- Maybe you feel controlled or afraid of someone who is making you do things like this.

*If this happened to you, you are not alone and it isn’t your fault. No one deserves to be hurt or made to feel afraid. Everyone deserves support for healing.*
This is what formerly houseless folks shared about what kept them going on the hardest days.

**Finding Happiness**

Your words matter, even on the hardest day find a way to say something positive: “This will be better” or “I’m going to make things better.”

Saying hopeful things often, and out loud, can help us with stress.

- **Love yourself**—you deserve it
- **Helping others can help us feel better too**
- **Choose supportive relationships and talk with friends**
IPV Health Partners Toolkit CUES Infographic QR code

CUES
AN EVIDENCE-BASED INTERVENTION TO ADDRESS DOMESTIC AND SEXUAL VIOLENCE IN HEALTH SETTINGS
shown to improve health and safety outcomes for survivors

Survivors say they want health providers to:
Be nonjudgmental • Listen • Offer information and support • Not push for disclosure

Confidentiality

- Know your state’s reporting requirements and share any limits of confidentiality with your patients.
- Always see patients alone for part of every visit so that you can bring up relationship violence safely.

! Make sure you have access to professional interpreters and do not rely on family or friends to interpret.

“Before we get started I want to let you know that I won’t share anything we talk about today outside of the care team here unless you were to tell me about [find out your state’s mandatory reporting requirements].”
UE: Universal Education + Empowerment

- Give each patient two safety cards to start the conversation about relationships and how they affect health.
- Open the card and encourage them to take a look. Make sure patients know that you’re a safe person for them to talk to.

“Offering safety cards to all patients ensures that everyone gets access to information about relationships, not just those who choose to disclose experiences of violence.”

“Take a look, and I’ve also included one for a friend or family member. On the back of the card there are resources you can call or text, and you can always talk to me about how you think your relationships are affecting your health. Is any of this a part of your story?”

Safety cards are available for different settings, communities and in a variety of languages at ipvhealth.org
**Support**

- Though disclosure of violence is not the goal, it will happen -- know how to support someone who discloses.
- Make a warm referral to your local domestic/sexual violence partner agency or national hotlines (on the back of all safety cards).
- Offer health promotion strategies and a care plan that takes surviving abuse into consideration.

![What resources are available in your area for survivors of domestic and sexual violence? How about for LGBTQ, immigrant, or youth survivors? Partnering with local resources makes all the difference.]

“Thank you for sharing this with me, I’m so sorry this is happening. What you’re telling me makes me worried about your safety and health...

A lot of my patients experience things like this. There are resources that can help. [Share name, phone and a little about your local DV program] I would be happy to connect you today if that interests you.”
Everyone gets support

On the back of every safety card, there are hotlines that clients can use or share with someone who needs help.
Video: Universal Education and Empowerment - Sometimes you have a minute

https://youtu.be/vqQ0CqMDy-s
Discussion

- Was the card for her?
- For her sister?
- Do we know?
- Does it matter?
Video: Universal Education and Empowerment - Sometimes you have more room for conversation

https://www.youtube.com/watch?v=8crSI9M63Ns&t=3s
Debrief

What stood out to you?
“[The card] made me feel empowered because...you can really help somebody...somebody that might have been afraid to say anything or didn’t know how to approach the topic, this is a door for them to open so they can feel...more relaxed about talking about it.”

(Miller, 2017)
"They would bring out a card, basically walk in with it and she would open it and ask me had I ever seen it before? It was awesome. She would touch on, no matter what the situation you’re in, there’s some thing or some place that can help you. I don’t have to be alone in it. That was really huge for me because I was alone most of the time for the worst part.” - (Client)

“(Getting the card] makes me actually feel like I have a lot of power to help somebody...”

- (Client)

(Miller, 2017)
“...the power of social support is more about mutuality than about getting for self...that is, there is a need to give, to matter, to make a difference; we find meaning in contributing to the well-being of others”. (J.V. Jordan, 2006)
Role Play

• Surabhi has been a client of yours for a couple of years
• She’s coming in for a follow-up visit for an STI.
• She’s a mom of two and has a history of trauma and resiliency.
• In recovery, working some, housing is precarious.
• Has a partner who is also in recovery but on last visit she shared that things started getting hard with them.
• Surabhi’s partner earns more income.
• Surabhi works part time as her children are little and she can only work when they are in school.

• Provider Rebecca, just got trained in CUES and wants to share info with Surabhi today.
5 Min Group Activity: Make Your Own CUES Script

Remember you must include three things:

1. “I give two cards to all of my patients, so you can help others too.”
2. “It’s about what people deserve in relationships (kindness, listening, respect) and what to do when relationships get complicated.”
3. There are anonymous, free confidential hotlines/texts

- Think about a specific client and CUES framework—how would you personalize it?
- Write down your script and how you’d start the conversation in an authentic way.—and then we’ll practice in small groups after the break.
10 Minute Break

• Stretch
• Coffee, tea, water
• Walk outside
• Take a break!
Small Groups

Groups of 3 people:

1. Provider
2. Client/Patient
3. Observer (keeps track of time)

- Everyone takes a turn playing each role.
- Rotate every 2-3 minutes.

10 minute activity
Debrief: Care, Share, and Aha!

What was it like to practice your scripts?
S: Important Reminder

Disclosure is not the goal 
AND 
Disclosures do happen!
What survivors say that they want providers to do and say

- Be nonjudgmental
- Listen
- Offer information and support
- Don’t push for disclosure

(Chang, 2005)
Brené Brown on Empathy

https://www.youtube.com/watch?v=HznVuCVQd10
S: Advocates Can Be Lifelines

• Every state has a DV Coalition

• Remember that you can make a warm referral to an advocate!
• DV/IPV and sexual assault programs have vast experiences working with survivors of violence.

• Advocacy programs and sexual assault programs have experienced IPV or HT to think and act in a way to increase personal safety while assessing the risks.

• Advocates connect patients to additional services like:
  ✔ Housing and Legal advocacy
  ✔ Support groups/counseling

Download a sample MOU: https://ipvhealthpartners.org/partner/
Gender Affirming Community Partners: Please do your homework

Effective community resource mapping – means you know that you know

- “{However}, sometimes our advocacy work is impeded by the lingering, often unstated, even unconscious, belief in what is called gender essentialism: the view that women and men are fundamentally and permanently different on a biological level. One of the places this shows up is the mistaken belief that transgender women are actually men, and should not be allowed in spaces historically or currently intended for women.”

(Oregon Coalition on Sexual and Domestic violence, https://www.ocadsv.org/blog/post/advancing-gender-inclusive-services)
Reminder of UDS & ICD10 Coding Considerations

Practice and Patient Privacy/Safety Considerations

• Coding is dependent on disclosure or provider suspicion

• Does not capture other meaningful data, such as metrics more useful to patient care (universal education, referrals, closing loop)

• Risk of endangering patient if diagnosis obtained by abuser or trafficker

• MUST have policies and protocols before providers use codes
Trauma-Informed Documentation

• Documenting universal education and available resources offered:
  “Universal education offered” *(Could use preventive service codes)*

• Documentation with disclosure of intimate partner violence or HT
  “Health promotion and harm reduction strategies shared, referrals offered, and follow up discussed.” *(See Sample ICD10 codes above)*

• Keep documentation in confidential section of records
• Respect patient’s autonomy and concerns – omit documentation if requested
• Privacy Principles: Safety issue not just privacy issue for survivors
21st Century CURES Act

• On April 5, 2021, federal rules implemented the 21st Century Cures Act specifying that 8 types of clinical notes are among electronic information that must not be blocked and must be made available free of charge to patients.

• Domestic Violence can be exempted because sharing information may put patient at risk

• Implement policies that exempt IPV/HT disclosure from info blocking rule

• CURES Act Webinar (June 23, 2021 10amPST/1pmPST)
Documentation and Coding

Given limits of complete privacy of records: offer patient control:

“While we will do our very best to keep your medical records confidential so that only staff who are helping to care for you have access - I cannot guarantee that no one else will ever see your record so if there anything you want me to shield, please let me know.”
Health Promotion + Harm Reduction = Safer Planning

How can health center staff…

• Increase choice, power, options, safety, wellness, connections, knowledge

• Decrease isolation + barriers
State Laws on IPV

- Every state has unique reporting requirements.
- Most require reports for gunshot wounds, knife stabs/burns, however very few have requirements around reporting for adult DV.
- Adolescents are covered under child abuse reporting laws; elders have distinct elder abuse laws.
- Review your state’s laws.

When disclosure happen, and were mandated to report, how can we be healing centered in that process?
When our systems require reporting

Mandatory Reporting as a Barrier to Seeking Support

- Quantitatively, of the 341 participants who were warned about mandatory reporting, **60.7% said the warning changed what they shared** to the person who issued it.

- Qualitative responses revealed that for nearly a third of participants (32.8%) who changed what they shared, **the warning led them to withhold information and/or misrepresent their experiences**.
  - “I did not disclose the most important problems, domestic violence and abuse.”
  - “I left out any physical parts of abuse towards children.”

(Lippy, 2020)
Reducing Harm In Mandatory Reporting

https://www.youtube.com/watch?v=ZOL3yM04NrM&t=10s
Large Room Debrief

What stood out to you from the video?
Small Group Work

When thinking about patient disclosures and reporting…

What are you most worried about?

How are you feeling?

Spend 5 min talking to your tablemates
Comprehensive response

Partner
Prepare
Adopt
Train
Evaluate
Partnerships with DV/community advocates

Partnering with advocates can make healthcare’s job easier and survivors safer!

- Connect with your local DV agency
- Host cross-trainings with the DV agency to promote shared knowledge between staff
- Develop a survivor referral procedure between health setting and advocates
- Adapt the MOU
Prepare: Trauma Informed Workplaces

FUTURES’ Workplaces Respond Toolkit

- Poster for the workplace
- Safety Card for Employees
- Protection Order Guide For Employees
- Supervisor Training Video
- Quiz

www.workplacesrespond.org
Healing Centered Environment

- Space to see patients alone for part of the visit
- Affirming visuals for queer + trans patients, language access, healthy relationships
- Getting consent before weighing patients
- Welcoming and comfortable environment
- What else?

https://store.futureswithoutviolence.org/
Adopting CUES universal education

- Practice and develop scripting
- Think through how different roles would use it
- Try it out and debrief with colleagues
- Map out who would be best to provide UE in your setting
- Consider telemedicine application

https://ipvhealthpartners.org/adopt/
Sample Protocol

Protocol Elements

- Descriptions of terms
- Clinic policies (language access, privacy, confidentiality)
- Training requirements
- Universal education framework / CUES
- Resources/support services partnerships
- Scripts
- Reporting requirements
- Documentation and coding guidelines

https://healthpartnersipve.org/futures-resources/sample-health-center-protocol/
Setting/Population-specific Safety Card Tools

Population and Setting Specific

• Adolescent Health
• American Indian/Alaska Native, and Hawaiian
• College Campus
• HIV+
• Lesbian, Gay, Bisexual, Questioning (LGBQ)
• Parents and Caregivers
• Pediatrics and Home Visitation
• Pregnant or parenting teens
• Primary Care
• Reproductive Health Settings
• Transgender/Gender Non-conforming
• Muslim Youth

By language:

• Available in English and most in Spanish.
• Our Primary Care (General Health) safety card is available in the following languages: Armenian, Chuukese, Farsi, Hawaiian, Korean, Marshallese, Modern Standard Arabic, Simplified Chinese, Samoan, and Tagalog – store.futureswithoutviolence.org
Ordering, Localizing + Adapting Safety Cards

Consider adding in your logo, local hotline number/s, or other critical information for your specific community.

(College Campus Card)

University of Delaware and Local Resources
UD Helpline 24/7/365
1-302-831-1001
Press 1 for SOS Victim Support
Press 2 for a Mental Health Clinician
Sexual Assault Response Center:
1-800-773-8570
Domestic Violence Hotline:
1-302-762-6110
For national resources and more info, visit: sites.udel.edu/sos

(General Health Card)

National Sexual Assault Hotline
24/7 | 1-800-656-4673 | rainn.org
National Domestic Violence Hotline
24/7 | 1-800-799-7233 thehotline.org
LGBT National Talkline (not 24/7)
1-800-246-7743 | gbthotline.org
To find out where to get EC:
bedsider.org/clinics/ec
Info on HIV prevention:
plessprepme.org

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Visit our online store: https://store.futureswithoutviolence.org
CUES Training

I. Intimate violence 101
II. Health impact of violence
III. CUES intervention + practice
IV. Building partnerships with advocates
V. Healing-centered environments and equitable health workplaces

Special modules for: HIV, public health, LGBTQIA2S+, Adolescent health/SBHC, Repro health, home visitation, elder health, and more

https://ipvhealthpartners.org/train/
www.IPVHealthPartners.org online toolkit + CUES

Guidance on:
✓ Enhancing patient privacy
✓ Disclosing limits of confidentiality
✓ Universal education scripts
✓ Reaching friends and family
✓ Disclosures + supportive messages
✓ Warm referrals to local DV programs
✓ Safely sharing resources
✓ Tech privacy tips

Developed by and for community health centers in partnership with domestic violence programs

+ New guidance on COVID-19 and telehealth support
FUTURES worked in partnership with Olga Trujillo, JD and the National Center on Domestic Violence, Trauma & Mental Health to develop a health brochure for those who have survived childhood or adult violence/abuse.

**Helps patients with trauma-informed answers to the following questions:**

- Why do I avoid visits, or have a hard time remembering what my provider tells me?
- What can I do to make my dental or health care visits less scary, or hard?
Small Group Reflection

What needs to be in place for implementation at your health center?

What do you need to feel supported in doing this work?

What are the next steps you can take to move towards implementing CUES in your setting?
Two Upcoming Health Partners on IPV + Exploitation Learning Opportunities

1. **Webinar on Strategies to Support Farmworkers Experiencing IPV or Human Trafficking**
   - Tuesday, May 24, 2022
   - 10am PT / 11am MT / 12pm CT / 1pm ET (1 hour)
   - For more info and to register: [https://healthpartnersipve.org/learning-opp/agricultural-workers-experiencing-ipv/](https://healthpartnersipve.org/learning-opp/agricultural-workers-experiencing-ipv/)

2. **Webinar on Adolescent Health and Confidentiality in the Age of Open Notes and Telemedicine**
   - Wednesday, June 1, 2022
   - 10am PT / 11am MT / 12pm CT / 1pm ET (1 hour)
   - For more info and to register: [https://healthpartnersipve.org/learning-opp/adolescent-health-and-confidentiality/](https://healthpartnersipve.org/learning-opp/adolescent-health-and-confidentiality/)
Please complete the Post-Training Survey Now

https://redcap.link/dli3diho

We have paper copies available if you cannot access the survey link or QR code.
Thank You