



Intimate Partner Violence, Homelessness and Behavioral Health: A Toolkit for Health Center and Community Partners

Wednesday, October 12, 2022

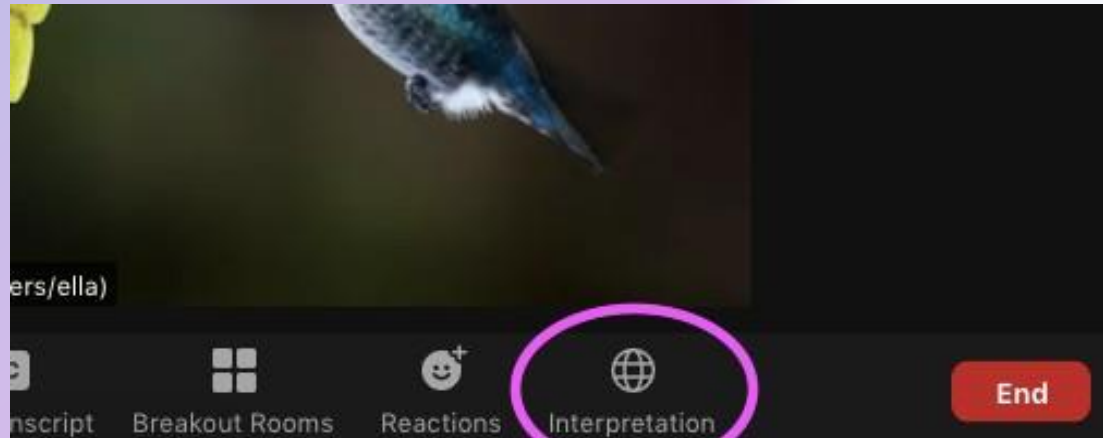
*Se proporcionará interpretación en español.
Spanish interpretation will be provided.*



How To Access Language Interpretation on Zoom

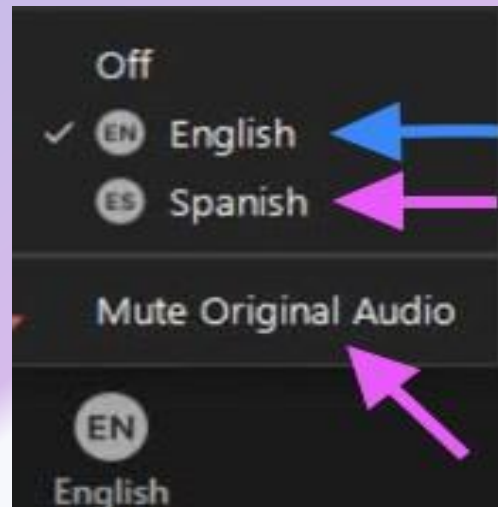
Cómo Activar
la Interpretación
de Idiomas en Zoom

On your computer, find the Interpretation Globe Icon at the bottom of your screen



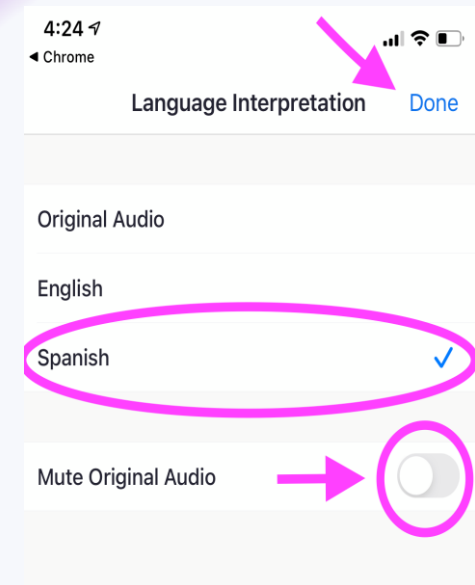
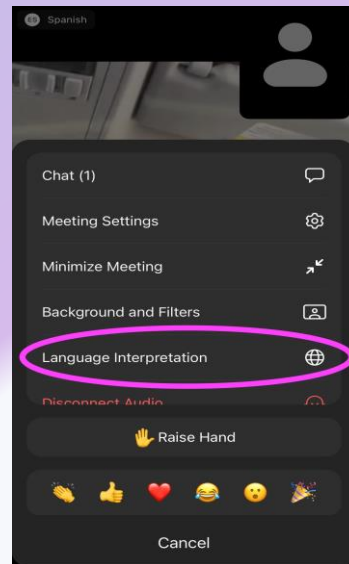
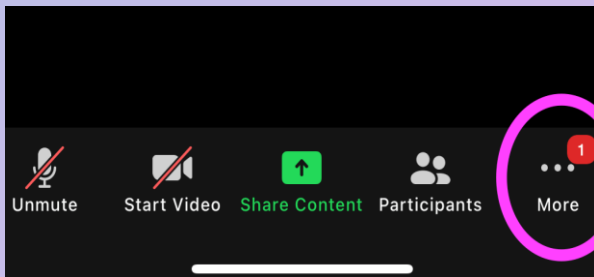
En su computadora, busque el globo terráqueo que dice Interpretación en la parte inferior de su pantalla.

Choose English as your language. Make sure to NOT mute original audio so that you can hear the main room



Seleccione Español. Asegúrese de Silenciar Audio Original, si solo desea escuchar al intérprete

If you are on a smart device, look for the three dot menu and choose Language Interpretation. Then, select English.



Desde un dispositivo inteligente, busque el menú de tres puntos y elija Interpretación. Después, escoja “Español” y si silencie el audio original.

OTHER USEFUL TIPS:

- * **Mute your mic unless you are speaking.**
- * **Spanish is 15 to 30% longer than English. Don't rush when speaking.**
- * **Expand acronyms every time you say them.**
- **Interpretation is not available from a Chromebook or if you dial into Zoom.**

OTROS CONSEJOS ÚTILES:

- * **Silencie su micrófono si no está hablando.**
- * **No se apresure al hablar.**
- * **No utilice acrónimos al hablar.**
- * **No podrá acceder a la interpretación a través de un Chromebook o si marca por teléfono a la reunión de Zoom**

If you have any questions regarding interpretation, please post them in the chat so that a facilitator can help you.

Si tiene alguna pregunta o dificultad para acceder a la interpretación, escriba en el chat para que le ayude un facilitador.



Brought to you by:

Health Partners on IPV + Exploitation is led by Futures Without Violence (FUTURES) and funded by the Health Resources and Services Administration's (HRSA's) Bureau of Primary Health Care (BPHC) to work with community health centers to support those at risk of, or surviving intimate partner violence (IPV), human trafficking (HT) and exploitation, and to bolster prevention efforts.

National Health Care for the Homeless Council (NHCHC)

Grounded in human rights and social justice, the National Health Care for the Homeless Council mission is to build an equitable, high-quality health care system through training, research, and advocacy in the movement to end homelessness. Everything we do is guided and advanced by an inclusive community of people with lived experience of homelessness, administrators, clinicians, respite providers, researchers, academics, advocates, and policy-makers, working together in solidarity.



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Agenda

1. Health Cares About Domestic Violence Day
2. Intimate Partner Violence, Homelessness, and Behavioral Health: A Toolkit for Health Centers
 - A look inside the toolkit
 - Community partnerships
 - Consumer leadership
3. Q & A



23rd Annual Health Cares About Domestic Violence Day

Second Wednesday in October annually – part of Domestic Violence Awareness Month!



A nationally-recognized, awareness-raising and organizing day that addresses the impact of IPV and sexual violence on health. This day strives to reach members of the healthcare and advocacy communities to:

- (1) address the health impact of abuse
- (2) promote healthy relationships
- (3) uplift the importance of partnerships between healthcare and domestic and sexual violence advocacy programs

<https://www.futureswithoutviolence.org/health/hcadvday/>



New Toolkit!

Intimate Partner Violence, Homelessness, and Behavioral Health



Find it here: <https://healthpartnersipve.org/futures-resources/intimate-partner-violence-homelessness-and-behavioral-health-a-toolkit-for-health-centers-2/>



Intimate Partner Violence, Homelessness, and Behavioral Health

A Toolkit for Health Centers

October 2022

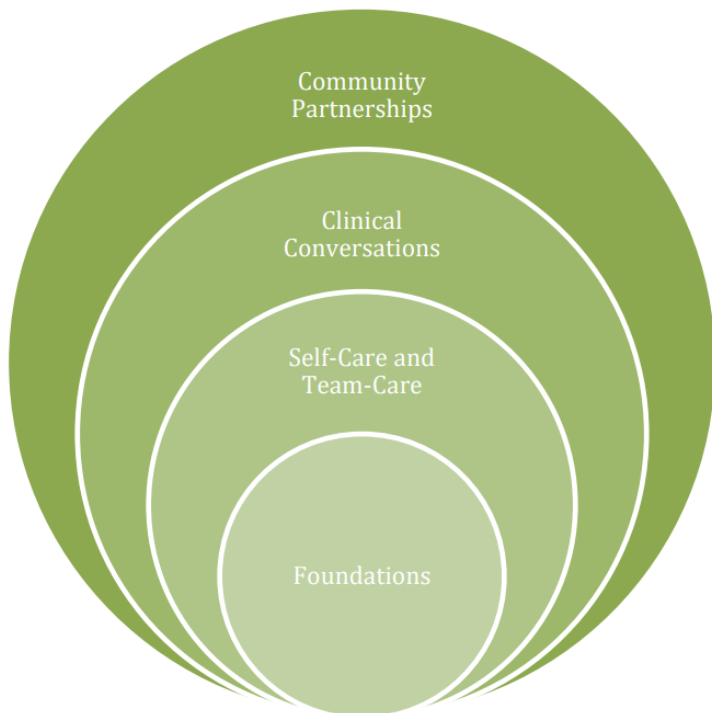


NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL

NATIONAL
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for the
HOMELESS
COUNCIL

HEALTH PARTNERS 
ON IPV + EXPLOITATION





We will be reviewing the current data and reflecting on the challenges and potential solutions identified by people with lived experience (and via webinar recordings). Next, we will provide resources on centering self-care for health center staff and providers in this often-difficult work and explore the interpersonal relationship between provider/staff and consumer through a healing-centered engagement framework. Finally, we will encourage providers and organizations to partner with others in their community to move beyond trauma-informed care to systemic solutions and collective healing.

A Note on Language

Interpersonal violence: an umbrella term that describes physical, sexual, or psychological harm between individuals known to each other. "Interpersonal violence" is inclusive of a diversity of relationship models and can include "intimate partner violence" and "domestic violence."

Intimate partner violence (IPV): describes physical, sexual, or psychological harm by a current or former partner or spouse.

Domestic violence (DV): violence that takes place within a household and can be between any two people within that household. DV can occur between a parent and child, siblings, or even roommates.

Intimate Partner Violence, Homelessness, and Behavioral Health: A Toolkit for Health Centers



Subject Matter Experts:

Courtney Pladen (s...)

Claudia Delfin
(she/her)

Samantha Velez
(she/her)

Landon (LJ) Woolston
(he/him and they/them)

36:04 / 1:06:16

Follow these essential steps to address IPV in your health center:

- 1** Build partnerships
between health centers and local DV/SA programs.
[Click to learn more](#)
- 2** Prepare your practice
by implementing a new or updated DV/SA and HT policy to identify and respond to survivors in partnership with community based DV/SA programs, and promote prevention.
[Click to learn more](#)
- 3** Adopt the evidence-based intervention
to educate all patients about the connection between IPV and HT and their health and engage them in strategies to promote wellness and safety.
[Click to learn more](#)
- 4** Train providers and all staff
on the impact of DV/SA and HT on health outcomes, and how to assess and respond in collaboration with community-based DV/SA programs.
[Click to learn more](#)
- 5** Evaluate and sustain your progress
as part of continuous quality improvement.
[Click to learn more](#)

Resources

Foundations of Intimate Partner Violence, Homelessness, and Behavioral Health

The complexities of intimate partner violence and homelessness can often be overwhelming. We have found that prioritizing systemic solutions and storytelling can help clear the path forward for individuals addressing these issues. The following foundational webinars include both a bird's eye view of these twin national crises through data analysis and a close look at how these systems are experienced by individuals.

Resources:

(WEBINAR) [Gender, Homelessness, and Interpersonal Violence: Building Equitable Systems to Support Providers and Survivors](#) – Health Partners on IPV + Exploitation and the National Health Care for the Homeless Council – 2022 (In English, 1.5 hours)

This recorded resource includes presentations on foundations of gender diversity, intersectionality, and IPV; and a 30-minute panel comprising people with lived experience sharing their expertise and recommendations on the topic.

(WEBINAR) [Integrating Behavioral Health Approaches to Gender, Violence, and Homelessness](#) – Health Partners on IPV + Exploitation and the National Health Care for the Homeless Council – 2021 (In English, 1.5 hours)

This recorded resource includes presentations on foundations of homelessness, intersectionality, and IPV; and a 30-minute panel comprising people with lived experience sharing their expertise and recommendations on the topic.

(TOOLKIT) <https://ipvhealthpartners.org/> – This toolkit provides step by step guidance on how to build a comprehensive and sustainable response to IPV and human trafficking in community health centers in partnership with social service organizations.

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Healing Starts with You: Resources for Providers

IPV can be one of the most difficult issues for health care providers and staff to address with their clients given their own potential experiences with IPV and the widespread experience of secondary trauma, also known as vicarious trauma. Addressing these realities for providers requires intentional care, and although a *trauma-informed* perspective is essential to any organizational efforts to reduce provider burnout, a *healing-centered* framework is necessary to move beyond coping to healing and growth.

"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."¹¹

This framework supports staff with their own healing, asks systems to build structures to support staff, and helps staff better support patients and be present. Healing is a process we all need. Below are some resources to start your own or your organization's journey to being more healing-centered.

(GUIDE) [Trauma-Informed Organizations Change Package: Self-Care](#) – National Health Care for the Homeless Council – 2020 – This online resource provides guidance for organizations seeking to formalize support for staff self-care.

(WEBINAR) [Building Resilience for Front Line Providers: What Does Self-Care Really Look Like?](#) – National Health Care for the Homeless Council – 2020 – This recorded presentation explores how health centers can foster resilience and reduce burnout for front line staff.

(WEBINAR) [Self-Care Basics in HCH Settings](#) – National Health Care for the Homeless Council – 2013 – An excellent resource to include in onboarding processes for all health center staff.

[VIDEO] [Capacitar Practices](#) – Capacitar International – 2015 – These videos offer guidance on a range of self-care techniques for emotional and physical health and wellbeing, including breathwork, guided meditation, and more.

[RESOURCE CENTER] [Supporting Survivors and Providers During COVID-19](#) – Health Partners on IPV + Exploitation – An online toolkit for health centers working in partnership with community-based domestic violence programs on IPV/HT/E

¹¹<https://qinwright.medium.com/the-future-of-healing-shifting-from-trauma-informed-care-to-healing-centered-engagement-634f557ce69c>

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Promoting Staff Wellness During COVID-19

Promoting staff wellness in the workplace during COVID-19 is critical, given high rates of stress, little or no access to child care, and increased financial insecurity. Staff wellness is especially important for health providers and advocates, as they are frontline workers.



Resources for Workplaces and Employers

[Click to Download](#)



Capacitar International: Mindfulness Videos

[Click to Download](#)



ACEs Aware Webinar - Taking Care of Our Patients, Our Teams, and Ourselves: Trauma-Informed Practices to Address Stress Related to COVID-19

[Click to Watch](#)



Greater Good Science Center: Well-being Resources for Health Care Professionals

[Click to Download](#)



Emotional PPE Project: Free Mental Support for Healthcare Workers

[Click to Download](#)



Clinical Conversations

Health care staff and providers should be equipped to discuss relationships and health given the prevalence of IPV and its negative health impacts. A healing-centered approach to addressing trauma in health centers goes beyond disclosure-driven access to supportive services and instead prioritizes confidentiality, universal education, and supportive services.

CUES is an evidence-based intervention in which health center staff discuss with all patients how relationships can affect health and how to get support. Unlike traditional screening methods, CUES does not rely on a disclosure of abuse in order to provide a patient with information and resources they might need. This approach relies on strong partnerships between community-based organizations and health centers.

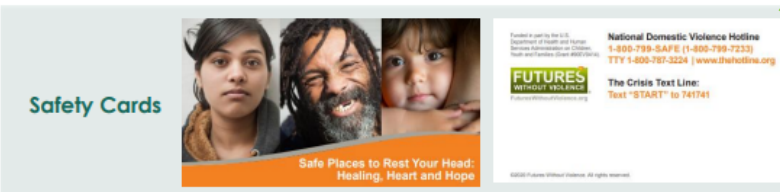
CUES stands for Confidentiality, Universal Education + Empowerment, and Support. Below are resources and tools to learn more about the CUES methodology and how to integrate it into your clinical setting.

[INFOGRAPHIC] [CUES: An Evidence-Based Intervention to Address Domestic and Sexual Violence in Health Settings](#) – Futures Without Violence – This infographic offers a snapshot of the methodology in poster form: an easy way to keep it on staff radar is to put it up in a break room!

[FACT SHEET] [The Evidence Behind CUES: An Evidence-Based Intervention to Address Domestic and Sexual Violence in Health Settings](#) – Futures Without Violence – 2019– This research brief provides evidence for CUES and is useful for building buy-in in your organization.

[VIDEO] [Educational Videos for Health Professionals and Advocates](#) – Futures Without Violence – These short training videos can be used to coach staff through the practice of using safety cards.

[PATIENT RESOURCE] [Safety Cards](#) – Futures Without Violence – These small patient information tools are at the heart of the universal education approach. Supportive, non-judgmental information provided in a small, easy to hide, and shareable format (see below).



Intimate Partner Violence, Homelessness, and Behavioral Health: A Toolkit for Health Centers

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.

Hope and Caring

Hope can make loneliness smaller.

- ✓ You got this card because someone cares about you.
- ✓ Hope can be hard to find when you are scared, hungry, or hurting.
- ✓ With this card you can help others feel connected, hopeful and seen.

Helping others helps heal us, too.

Building Trust

Learning to trust is hard when people have let you down.

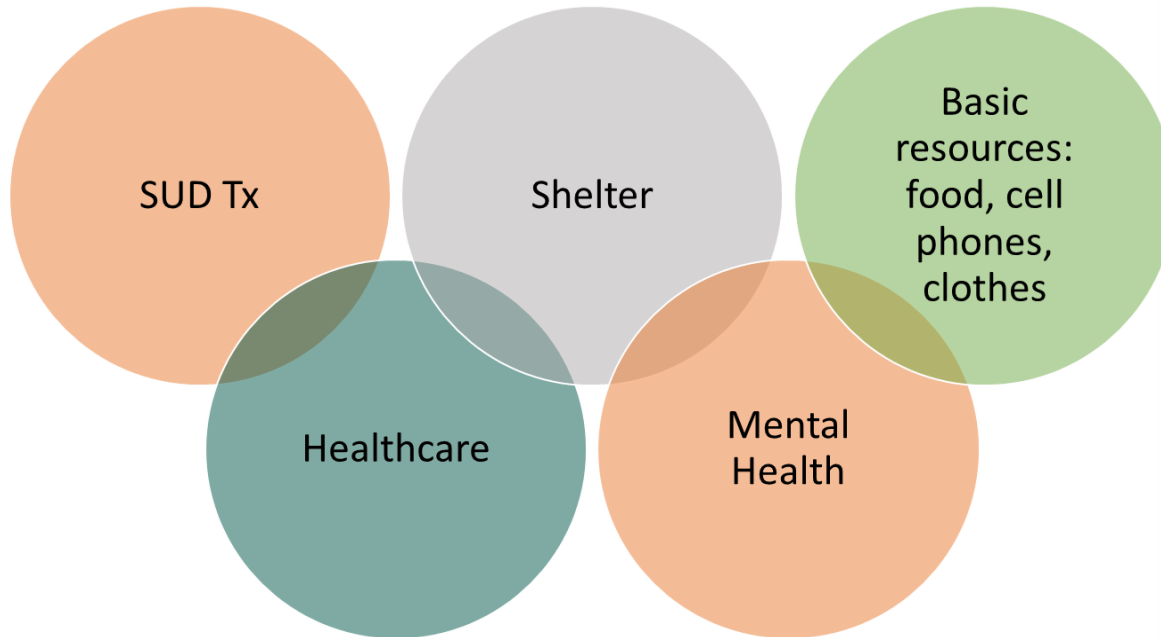
Providers need to understand lots of personal questions can make you feel judged or less than.

You deserve to learn where you can get support and information on what to do next, even if you aren't ready to talk about what's going on with your provider.

That's what this card is for.



Community Partnerships



Community Partnerships

No individual or organization alone can address the complex realities of interpersonal violence and homelessness. A collaborative, community-based approach to systemic change is necessary to provide comprehensive care and affect meaningful change. Below you will find resources to help initiate and formalize partnerships with other organizations in your community and guidance for how to ensure that all health center efforts are consumer-driven.

Organizational Partnerships

(TOOLKIT) [Improving Outcomes for Survivors Experiencing Homelessness: A Toolkit for Victim Service Providers](#) – The HOME Cohort – 2022 – A California-based resource that provides guidance on how domestic violence advocates can partner with continuums of care (COCs).

(TOOLKIT) [Building Sustainable and Fruitful Partnerships between Community Health Centers and Domestic Violence Advocacy Organizations](#) – Health Partners on IPV + Exploitation – 2022 – A great resource for organizations just starting to initiate partnerships with other organizations.

(WEBINAR) [Intimate Partner Violence/Human Trafficking: Building Partnerships between Community Health Centers and Domestic Violence Advocacy Programs](#) – Health Partners on IPV + Exploitation – 2022 – A recorded presentation of the above toolkit.

(SAMPLE MATERIAL) [Sample MOU between Community Health Centers and Domestic Violence Advocacy Organizations](#) – Health Partners on IPV + Exploitation – 2021

(SAMPLE MATERIAL) [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 \(IPV\)](#) – Health Partners on IPV + Exploitation – 2021

(CASE STUDY) [Integrating Intimate Partner Violence Advocacy in Health Care Services and Benefits](#) – CareOregon – 2017 – An Oregon-based resource that reviews recent efforts to address intimate partner violence in health care settings.

Intimate Partner Violence, Homelessness, and Behavioral Health: A Toolkit for Health Centers



Consumer Leadership

- Value/Importance
 - Validation
 - Empowerment
 - Input on Services
- Ways to Engage
 - Focus Group
 - Consumer Advisory Board
 - Board Membership
 - Advisory Panel

Consumer Leadership

“Consumer” is the term chosen to refer to people with lived experience of homelessness by the National Consumer Advisory Board of the National Health Care for the Homeless Council, but in this context can refer to a person with lived experience of sexual assault, domestic violence, human trafficking, and exploitation, as well.

Consumer leadership must be prioritized in any community-based effort to address IPV and homelessness. Consumer engagement can take many forms in a health center or community-based organization, including hiring peer support workers, community health workers, and/or forming a consumer advisory board. In all of these efforts, a commitment to consumer *leadership*, not just participation, is essential to providing high quality, equitable support services.

(GUIDE) [A Quick Guide on Consumer Governance in Health Care for the Homeless Projects](#) – National Health Care for the Homeless Council – 2016 – Helpful for those looking for a quick audit of their organization’s competency in consumer governance.

(RESEARCH) [Exploring the Experiences of Violence Among Individuals Who Are Homeless Using a Consumer-Led Approach](#) – National Health Care for the Homeless Council – 2014 – This study explored the experience, both as witness and as victim, of violence, by individuals experiencing homelessness.

(GUIDE) [Updated Consumer Advisory Board Manual](#) – National Health Care for the Homeless Council – 2021 – Provides guidance for how to operate a consumer advisory board.

(RESEARCH) [Consumer Perspectives on Behavioral Health and Health Equity](#) – National Health Care for the Homeless Council - 2022 – A helpful example of how to engage consumers in health center research.

(WEBINAR) [Effectiveness in Consumer Governance](#) – National Health Care for the Homeless Council – 2015 – A recorded presentation that is helpful for organizations in the intermediate and advanced stages of consumer governance.

(CASE STUDY) [Consumer Employment in the Health Care for the Homeless Setting: Promising Practices](#) – National Health Care for the Homeless Council – 2014 – A great resource for those looking to hire consumers as staff.

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Consumer Leadership

- Tools
 - Organize a Community Rally
 - Attend Community Meetings
 - Conduct Surveys at Sites
 - Conduct Consumer Participation Outreach (CPOs) in Your Community
 - Example: NCAB Violence Study
 - Plan Homeless Person's Memorial Day & Summer Solstice Events
 - Letter Writing Campaigns
 - Storytelling



Thank you

***Please complete the evaluation!
(See chat box for link). We appreciate your
feedback.***

<https://redcap.link/pexc4lcr>



Upcoming Learning Collaborative with Health Partners on IPV + Exploitation:

Advancing Health Equity: Promoting Quality of Care for IPV and Exploitation Survivors

Learn more at: **<https://healthpartnersipve.org/learning-opp/advancing-health-equity-promoting-quality-of-care-for-ipv-and-e-survivors/>**

Apply by Wednesday, October 19th, 2022, at midnight of your local time zone

