

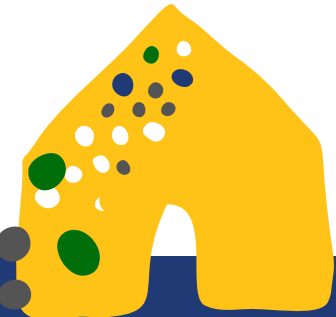
Coordinated Care: Strengthening Collaboration in Domestic Violence and Homelessness Services



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Education

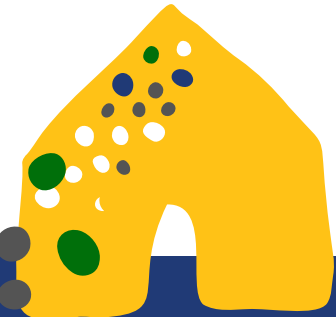


Connecticut
Department of
HOUSING



Coordinated Care: Strengthening Collaboration in Domestic Violence and Homelessness Services

- Jasmine Pierce, CT
Coalition Against
Domestic Violence
- Taylor McCormack, CT
Against Domestic
- Rosario Terron, CT
Against Domestic
Violence





Connecticut Coalition Against Domestic Violence

COORDINATED CARE: STRENGTHENING COLLABORATION BETWEEN DOMESTIC VIOLENCE AND HOMELESSNESS SERVICES

Presented By:

Jasmine Pierce - Director of Member Services

Rosario Terron – Director of Safe Connect

Taylor McCormack – Coordinated Entry Manager



Who is CCADV?

VISION: Connecticut Coalition Against Domestic Violence (CCADV) believes that domestic violence is a preventable public health crisis. We envision a world free from all forms of violence.

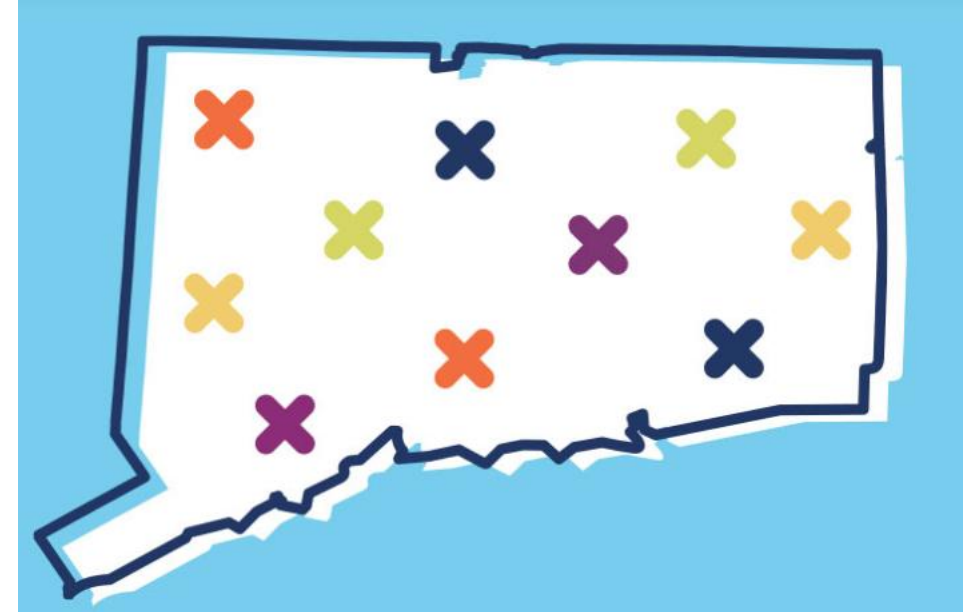
MISSION: CCADV is *the* voice against domestic violence across Connecticut. We lead a statewide network focused on advocacy, outreach and education. Our work transforms political, economic and social responses to end domestic violence in Connecticut.

Who we Serve?

Domestic Violence covers Intimate Partner Violence and Family Violence

Roommates?

Sexual Assault Victims?



What is Domestic Violence

- **Domestic violence** is the result of a person's feeling of entitlement to have power and control over their partner or family member and their choice to use abusive behaviors to gain and maintain that power and control. These behaviors may be directed at the victim or at other family members, children or pets in an attempt to control the victim.

Methods of Abuse and Control: Emotional, Psychological, Physical, Financial, Sexual, Technological

Physical abuse is often the most recognizable form of domestic violence, but it's not the form experienced most often by survivors

98% of abusive relationships include some form of financial abuse.

What is Domestic Violence

Intersection between DV and Homelessness

- 38% of most survivors of Domestic Violence become homeless at some point in their lifetime
- 1 in 4 homeless women in the United States are homeless because of domestic violence.
- At Safe House entry 84% of participants reported that housing and need to find affordable housing is their priority need

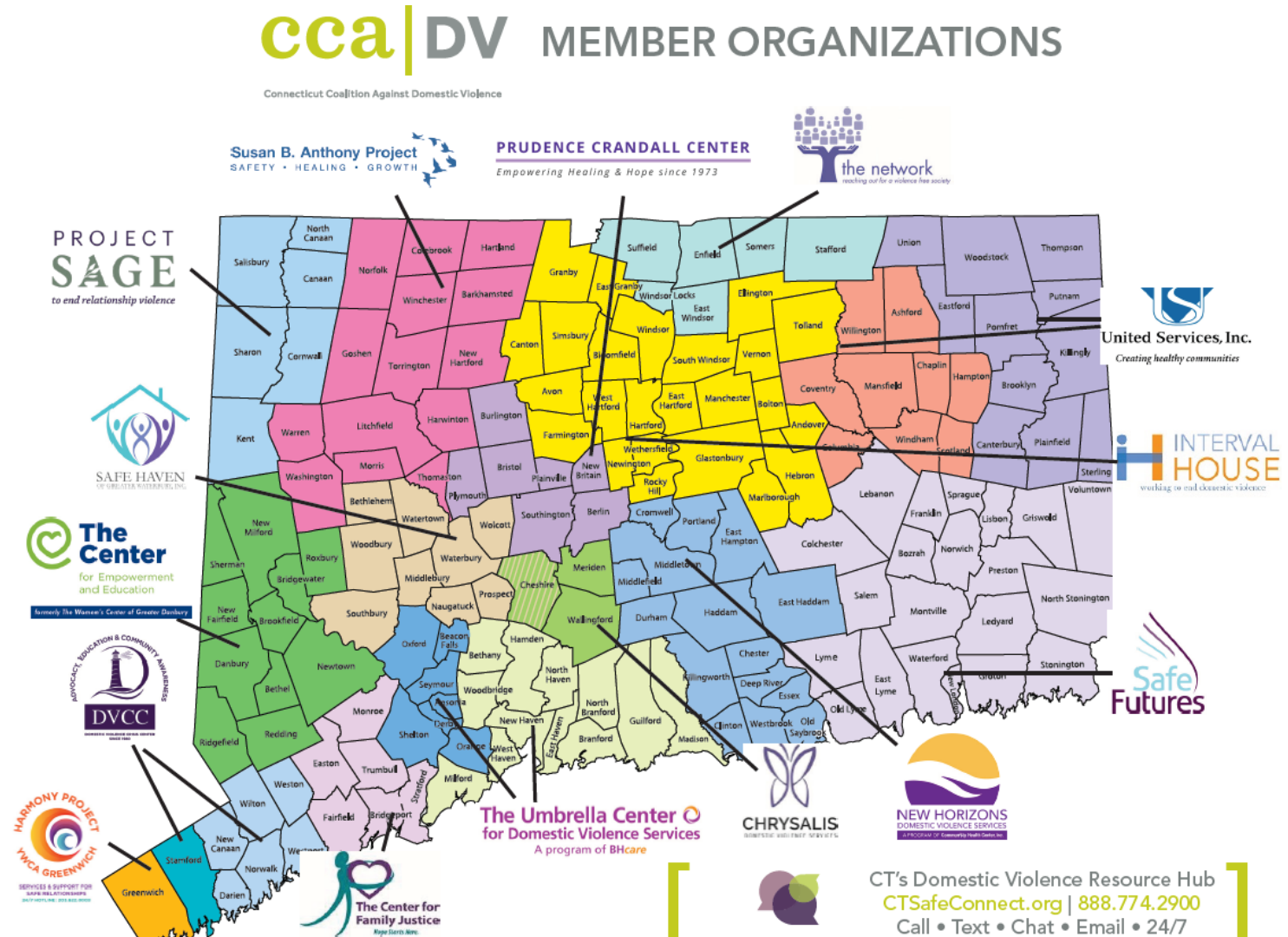
Economic Effects:

- Up to 50 percent of survivors of intimate partner violence who are employed are harassed at work by their abusive partners.
- Between 21-60% of victims of domestic violence lose their jobs due to reasons stemming from the abuse.

CCADV Member Programs (18 Member Organizations)

Services We Provide

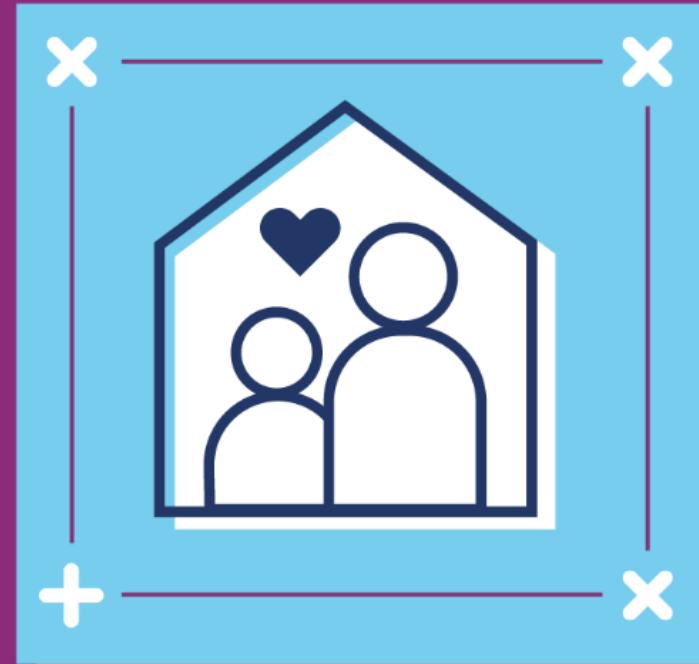
- Safe House
(237 beds statewide)
- Safety Planning
- Lethality Assessment
- DV Counseling
- Court Advocacy
- Rapid Rehousing (Cat.4)
- Support Groups
- Child Advocacy
- Information and Referrals
- Education & Training



38,789 VICTIMS RECEIVED AID FROM ONE OF OUR 18
MEMBER ORGANIZATIONS THIS YEAR.

HOUSING: SUPPORT INCREASED 6% LAST YEAR.

2,950 victims & children were housed this past year.
Shelters operated at 156% capacity throughout the year
and the average amount of time that a victim remained
in shelter was 51.1 days.



Average length of time to housed date in DV RRH
is 41 days.

Safe Connect

Safe Connect allows Connecticut to streamline the many access points that have existed for survivors seeking services into one comprehensive, statewide coordinated triage and response.

Safe Connect has received a total of **8590** Interactions since January 2025.

- **How to connect with us?**
 - Call, Chat, Text and email.
- **How does SafeConnect screen calls**
 - Our priority is assessing the caller's safety. Once that's addressed, we determine if the call relates to a domestic violence situation. For most services, it doesn't matter whether the abuse is recent or in the past. If the caller's needs fall outside of domestic violence or our scope of services, we provide information on the most appropriate resource available.
- **Examples of intake/questions**
 - Basic demographics
 - Safe to: call, text, email? Do you accept blocked calls? Best Time to Contact?
 - Services needed
 - Date of last incident
 - How have they kept safe?
 - Relationship to offender.
- **What is fleeing?**
 - Leaving or attempting to leave an unsafe situation where they are experiencing DV
 - This can refer to physically leaving immediately or safety planning with intention to leave soon.
- **What makes someone eligible for services?**
 - Experience of harm or control
 - Fear or feeling Unsafe
 - They have an intimate partner or family relationship with offender

GPS- SC Follows up with victims who are in this court appointed program.

What to Expect !

- *Confidentiality!*
- A certified domestic violence counselor 24/7/365
- Questions to understand
- Options for increasing safety
- Victim Compensation Information
- Community-based resources
- Warm referral to Domestic Violence Organization
- Victim-centered approach



Coordinated Entry (CE) at CCADV

- In 2023, the Department of Housing awarded CCADV as subrecipient for Coordinated Entry funds.

What does our Coordinated Entry Program currently look like?

- Oversee all requests/referrals for shelter and housing > SafeConnect > Member Programs.
- Inputting Coordinated Entry events into our internal database EmpowerDB.

What is the goal of Coordinated Entry?

- The coordinated entry events and assessments to tell the client story from start to finish (entry to exit).
- Tracking data and ultimately analyzing trends for gaps on the entry side of our system and how we can improve those gaps by collaboration with Connecticut homelessness systems.

Release of Information (ROIs) and 211 "Clearing DV Callers"

- ROIs are necessary when disclosing any information in both the DV and homelessness systems. Although, it differs for DV slightly.
- The victim must give verbal or written permission to release any information to an agency or provider.
- When 211 receives a call from a client that mentions they potentially are fleeing DV, 211 will connect the call with Safe Connect with the client's permission. During this call, often 211 asks if the client is "cleared" to go through mainstream for homelessness services. "Clearing" a DV client to utilize services through 211 is **NOT ALLOWED**. It is client choice for what services they want to utilize.



CE Referral to Housing Process

REFERRAL PROCESS:

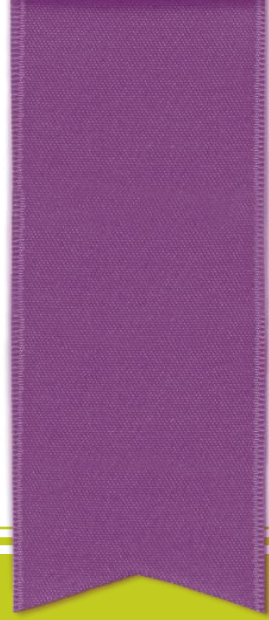
1. Member program sends a de-identified/confidential referral form to CCADV housing email.
2. We internally create the CCADV code.
3. Once the CCADV code is created in a shared spreadsheet with Nutmeg. Nutmeg will then enroll the CCADV code into HMIS which places the client on the housing waitlist/BNL.
4. The CCADV RRH Program Manager will connect with Member Program providers statewide for updates on the clients currently on the BNL (housed or still waiting for housing).
5. CANs can reach out to CCADV to get updates on clients on their BNLs.
6. Internal matching meeting for CCADV Codes and Victims

BNL Process & CCADV Codes

- BNL - "BY NAME LIST"/Housing List. This is a data tool used to identify individuals by name and match them to housing opportunities. To keep our clients safe, confidentiality is pivotal in the collaboration of both the DV and homelessness systems.
- To protect the identity of our DV survivors we create CCADV codes for every client referred into our Rapid Rehousing program statewide.

HOW TO UNDERSTAND THE CODES: CCADV00-05212025-525

- **"CCADV00"** - These digits represent a specific Member Agency.
- **"05212025"** - The date the code is created.
- **"525"** - The # of codes the Member Program has in total.



ANY QUESTIONS?

Identifying Domestic Violence

How do you identify a Victim of Domestic Violence?

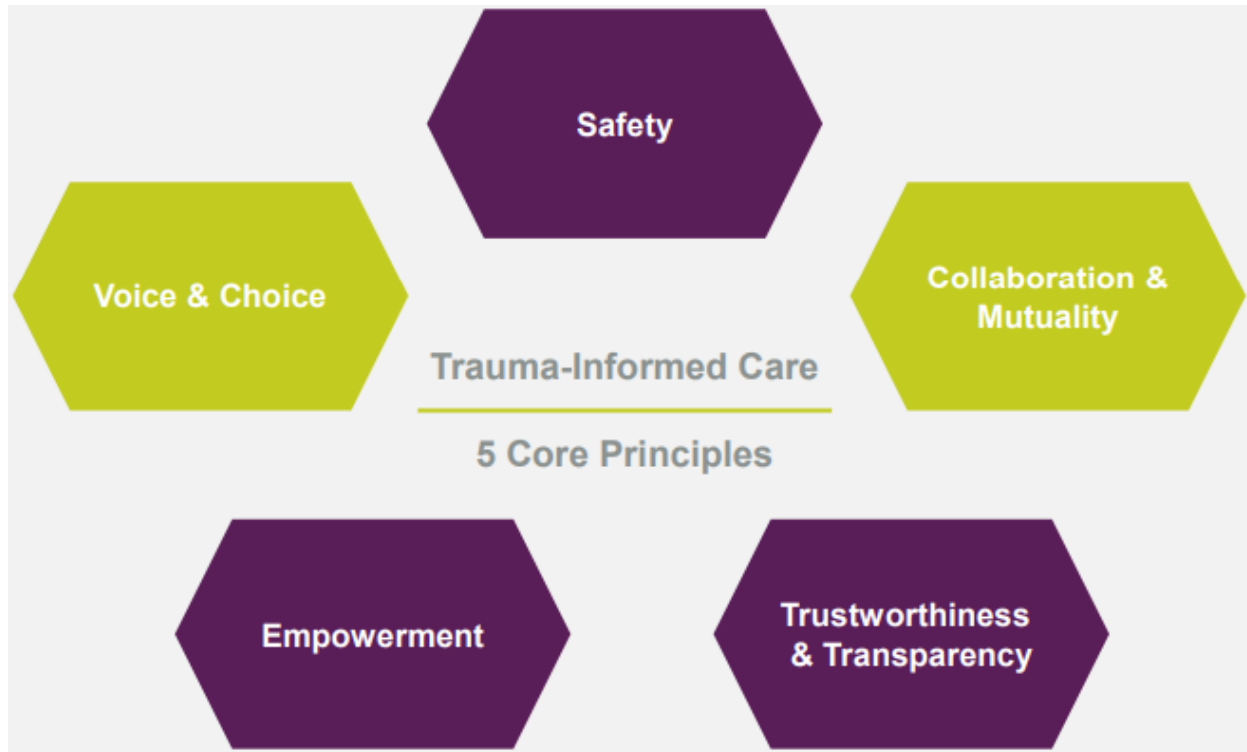
1. Are you seeing bruises or unexplained injuries
2. Are they purposely being isolated?
3. Do they have any control over their finances?
4. Are they not given the option to speak to a provider or friend?
Ex. A question asked to the “victim” and the offender jumps in and answers”

What do you do next...

1. Ask them when the believed Offender is not around.
2. Never say :“Why don’t you leave?” “Why are you allowing that to happen?” etc.
3. Provide the SafeConnect phone number discreetly
4. Be a support and a part of the safety plan in any way you can

Trauma Informed Care and Safety Planning

Trauma Informed Care Principals



Three types of safety plans:

Immediate

- Creating safety right at this very minute.
Ex. Calling the police, finding a place to go at that moment, calling a DV program

Short term

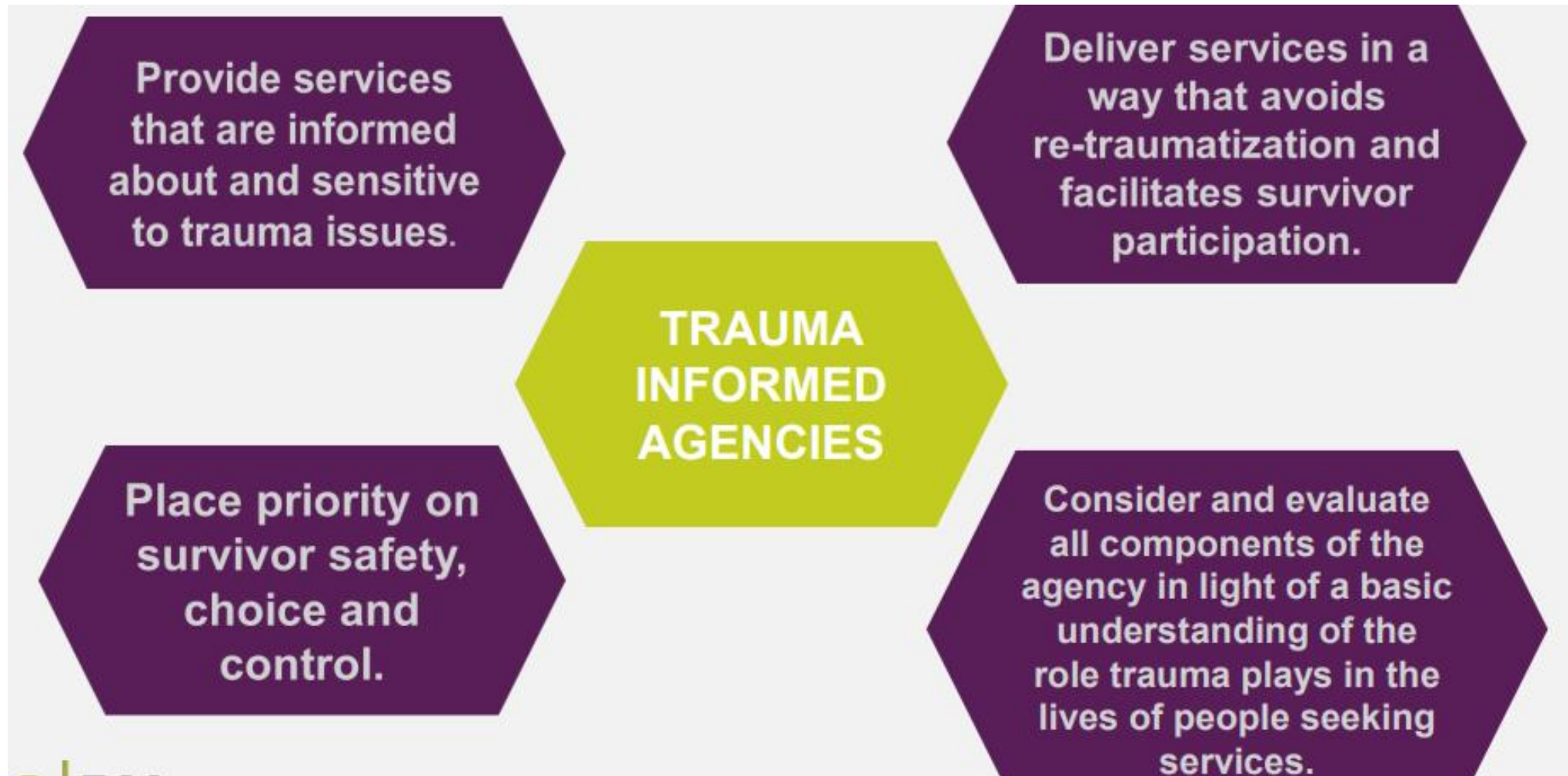
- Safety for staying in the relationship, planning to stay with a family or friend short time. Discussing plans around the children. Safe house stay.

Long term

- Safety for leaving the relationship.
Ex. Changing bank information, copies of identification for all household members, court involvement

- Safety Planning Training- Coming Up!

Trauma Informed Care Within Your Agencies



Raise Your Hand Scenarios

1. Mom+3 called SafeConnect on January 1, 2024, fleeing her current Abuser. Mom did not want to go to shelter at this time, but identified supports in Florida (her mother). DV Member Program paid for flights for all household members to go to Florida where they would be safe. On February 15, 2025, Mother+3 returned to CT due to her Mother asking her to leave. Once in CT Mom called 211 stating she was fleeing DV. Advocate spoke to Mom and asked when was the last communication with her Abuser. Mother stated before going to Florida , but now that she is back in CT she is unsafe.

Safe House OR Mainstream

Raise Your Hand Scenarios

2. Male called 211 reporting he is now homeless due to an altercation with his brother who he lives with. 211 transferred the call to SafeConnect. Advocate ask more detailed questions and found out police were called and they were told to separate for 24 hours. He stated his brother is very controlling and taking his money and not paying the rent. Now they are being evicted. And he has no where to go.

Safe House OR Mainstream

Raise Your Hand Scenarios

3. Woman called stating she was fleeing from California to CT to stay with a friend. After 2 weeks of staying with the friend the landlord let the friend know she cannot have long stayers per her lease. The friend told the woman she had to leave so she did not get evicted, but now she has nowhere to go? And no other supports in CT.

Safe House OR Mainstream

Raise Your Hand Scenarios

4. Husband, Wife, and Child living with Husbands Aunt and Uncle for 3 months. During this time Uncle sexually assaults his Nephews Wife. When the Wife spoke up, Aunt became aggressive and threatened to evict the couple. Before an eviction, the couple decided to leave the home.

Safe House OR Mainstream

Raise Your Hand Scenarios

5. Victim called from Puerto Rico on Friday stating she will be in CT on Tuesday due to Human Trafficking. Victim was human trafficked as child and sexual assaulted. FBI is now paying for family to travel out of state due to safety. Victim is traveling to CT with 4 other adults and 2 children and are unable to stay with the family member they have here in CT. Once arrived on Tuesday family had no where to go and called 211.

Safe House OR Mainstream

How can we collaborate between both systems?

What is working? What is not working?

Currently our collaboration is through our DV Bonus Grant. DV RRH is contracted with different Mainstream Housing Locators throughout the state to build relationships.

How we move forward and collaborate better?

1. Joint Trainings
2. Implementing in house pop ups within the mainstream programs
3. Embracing the collaboration of both systems with a client who is experiencing homelessness and domestic violence.

Examples of Collaboration:

We can have a family in a mainstream shelter with history of DV and at the time did not want to be in a DV shelter but can still receive services such as RRH and counseling.



THANK YOU!

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We are moving to Middletown June 9th !

100 Roscommon Drive, Middletown CT

Our Website: <https://www.ctcadv.org/>



Thank You!

For any questions email
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Visit our website cceh.org

