

Iowa
Domestic Violence
& Sexual Assault
Hotline
Committee
Recommendations

June 30, 2014





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Iowa Domestic Violence and Sexual Assault Hotline Recommendations

Introduction

In the fall of 2013, the Iowa Crime Victim Assistance Division (CVAD) approached the Iowa Coalition Against Sexual Assault (IowaCASA) and the Iowa Coalition Against Domestic Violence (ICADV) to create an Iowa Hotline Committee. As part of the Iowa Victim Service restructuring, CVAD wanted to take a closer look at the statewide domestic violence and sexual assault hotlines and come up with recommendations on improving hotline services in Iowa. The goals of the committee were three-fold:

1. Investigate how the current hotlines are responding to sexual assault and domestic violence survivors
2. Make recommendations to CVAD for improving services for sexual assault and domestic violence survivors
3. Propose a statewide plan for implementation of the recommendations and findings

The goals for establishing a new statewide domestic violence hotline, a statewide sexual assault hotline, and a statewide crisis text/chat service are to provide comprehensive crisis counseling and support and referral services that would be available to survivors of domestic violence and sexual assault in Iowa. The addition of a crisis chat line is to provide a connection for survivors who are more likely to ask for help through technology and text than a telephone. Though a lot of thought and research has gone into these recommendations, it is important to remember Iowa is unique. We cannot anticipate every detail. This is a process that will require evaluation. As important as it is to fund the process for success, we must be willing to fund evaluation.

The hotline committee is committed to building a hotline/chat response system for domestic violence and sexual assault victims/survivors that reflect the unique needs of Iowans. As we developed our questions and ultimately our recommendations we asked ourselves:

1. How does our model reach previously underserved communities?
2. Do the recommendations allow for rural accessibility?
3. How does this model affect client confidentiality?
4. How do we ensure accessibility for all Iowans including non-English speaking, deaf and hard of hearing, youth, and gay, lesbian, bisexual, transgender, queer and questioning individuals?



Hotline Committee Members:

Beth Barnhill- Executive Director, Iowa Coalition Against Sexual Assault

Laurie Schipper-Executive Director, Iowa Coalition Against Domestic Violence

Adam Stark- Director of Member Services, Iowa Coalition Against Domestic Violence

Kirsten Faisal-Director of Training and Technical Assistance, Iowa Coalition Against Domestic Violence

Jessica Staskal-Communications Specialist, Resource Sharing Project, Iowa Coalition Against Sexual Assault

Elizabeth Balcarcel-Technical Assistance Specialist, Iowa Coalition Against Sexual Assault

Angie Schreck-Executive Director, ACCESS: Ames, IA

Brenda Bash- Executive Director, Polk County Crisis and Advocacy Services: Des Moines, IA

Jennifer Bartles-State Hotline and Training Coordinator, Domestic Violence Services: Children and Families of Iowa: Des Moines, IA

Jennifer Upham-Kyes-Program Director, Deaf Iowans Against Abuse: Cedar Rapids, IA

Johna Sullivan-Executive Director, Crisis Intervention and Advocacy Center: Adel, IA

Jackie Kehoe-Executive Director, Centers Against Abuse and Sexual Assault: Spencer, IA

Katryn Duarte-Sexual Assault Hotline Coordinator, Rape Victim Advocacy Program: Iowa City, IA

Mira Yusef-Executive Director, Monsoon: Des Moines, IA

Nicole Cisne Durbin-Program Director, SafePath Survivor Resources: Davenport, IA

Meetings

The first meeting was held on November 19, 2013. This 2-hour meeting was to come up with a plan on how to best use our time to meet the goals of the committee. Several topics were discussed in the first meeting, such as if and how the current hotlines were meeting the diverse needs of survivors; what kind of research was needed to make recommendations and if site visits were an option; and initial thoughts on what the purpose and scope of a crisis hotline should be. Two workgroups emerged from this first meeting. The task of the first group was to create some



kind of assessment to evaluate the current hotlines. The second workgroup was created to look at the technology currently being used by hotlines around the country.

The second meeting was on January 15, 2014. This 2-hour meeting consisted of looking at the preliminary results from the Iowa Hotline Survey, discussing implications of the results, and discussing the research that the second workgroup found around software. The committee also talked about what our upcoming site visits were to look like. It had been arranged that the director of the Johnson County Crisis Center would visit on March 18, and two staff members from the National Network to End Domestic Violence (NNEDV) would visit on April 22.

The third meeting was held on March 18, 2014 from 11:00 a.m. – 3:00 p.m. It was in this meeting that the hotline compiled a list of some preliminary recommendations on hotline structure, technology needs, and publicity/branding of the hotlines. The final results from the Iowa Hotline Survey were reviewed and discussed, and from this discussion it was decided that another survey needed to be done. That survey would seek information from current sexual assault, domestic violence and shelter advocates on their thoughts about the current hotline and recommendations on what the new hotlines would look like. The second half of this meeting was devoted to a visit from Rachel from the Johnson County Crisis Center. The purpose of this visit was to see how a crisis hotline worked in chat form.

The fourth meeting was held on April 22, 2014 from 10:30 a.m. to 4:00 p.m. Agenda items included looking at the results from the Iowa Hotline Advocate Survey and discussing how recommendations from front-line advocates either aligned or differed from our initial recommendations. The committee also compiled a list of questions to ask on the site visit that several members of the committee were making to the National Domestic Violence Hotline (NDVH) and to the Crisis Call Center later that month. The second half of the meeting was devoted to a visit from NNEDV. NNEDV specializes in technology and confidentiality and so the purpose of this visit was to make sure that our recommendations would ensure the best safety



measures would be provided to survivors in terms of confidentiality. We began to outline our recommendations with the guidance and support of NNEDV staff.

National Technical Assistance Site Visits

Seven committee members made a site visit to the National Domestic Violence Hotline in Austin, TX and to the Crisis Call Center in Reno, NV in late April of 2014. These two programs were chosen because of their innovative use of chat and/or text along with traditional phone hotlines. The purpose of these visits was to see these hotlines in action and examine the structure, function, training, staffing, and technology of the hotlines.

Hotline Committee Participants: Beth Barnhill, Laurie Schipper, Jessica Staskal, Adam Stark, Jennifer Upah-Kyes, Mira Yusef, Katryn Duarte. We were joined by Donna Phillips from CVAD.

The National Domestic Violence Hotline- Austin, TX

Every day, 24/7/365, the National Domestic Violence Hotline is a compassionate, knowledgeable resource empowering victims through human connection and practical help. The hotline's highly trained expert advocates provide peer-to-peer support to anyone who reaches out to them with lifesaving tools, safety planning and hope.

- Free, anonymous and confidential
- Most comprehensive resource database in the country, with access to 4,500 providers and resources in the US, Puerto Rico, the US Virgin Islands and Guam
- Over 6,300 of those who contacted the hotline in 2013 were non-English speakers. The hotline provides services to those callers through bilingual staffing and 24-hour access to interpreters in 200+ languages.
- Loveisrespect, a project of the hotline, helps millions of teens and 20-something's learn about healthy relationships

Their expertise is routinely sought by national and regional media; federal, state and local government; service providers; law enforcement; and, nonprofit colleagues.



Crisis Call Center- Reno, NV

Crisis Call Center’s 24-hour crisis line often serves as the first point of contact for individuals who are seeking help, support, and information. Unfortunately, crisis can affect anyone at any time. The need for emotional support or referral assistance is something most individuals encounter at some point in their lives. Staff and volunteers are available 24/7/365 to help individuals discover the skills and resources that they uniquely possess and that allow them to develop solutions and maximize self-sufficiency.

<u>Words of Wisdom</u>	<u>Lessons Learned</u>
<ol style="list-style-type: none"> 1. Pilot test everything. 2. Use employees to help drive innovation. 3. Plan for future growth. 4. Think about customer service. 5. Let go of difficult calls. 6. Think about room layout. 7. Evaluate your data in a meaningful way. 	<ol style="list-style-type: none"> 1. Do not start with 24 hour chat services. 2. Forgo texting and stick with chat. 3. Texting services are very expensive. 4. Have teen volunteers to work with teens. 5. Do not become a broad provider of chat services...stick with DV/SA only. 6. Be careful advertising chat services too early. You may become a national crisis chat provider overnight.

Iowa Hotline Survey

In the first meeting, the Hotline Committee decided to conduct a survey of the general public on the level of awareness and knowledge they had about the current hotlines, how they had first heard of the hotlines, the best way to communicate information to them, and then demographic information. The survey was officially closed on May 10, 2014 with 205 respondents in English, and 30 in Spanish for a total of 235. Results of the survey can be found in appendix A.

Iowa Advocate Hotline Survey

It was decided in the third Hotline Committee meeting to conduct another survey, this one just of domestic violence, sexual assault and shelter advocates. The committee thought it important to understand the opinions on the statewide hotlines of front-line advocates who interact with



survivors on a daily basis. The survey was officially closed on May 30, 2014 with 102 respondents. Results of the survey can be found in appendix B.

Evaluation

The hotline committee cannot express how important on going evaluation will be for the success of the hotlines and chat service. Though the process was very thoughtful and thorough, we will need to evaluate the recommendations after implementation to be sure they are working for Iowa. In order to adequately evaluate the services we must provide funding to support it. We recommend enlisting an outside evaluator.

Proposed Schedule

July 2014	Give CVAD Recommendations
August - September 2014	Conduct statewide meetings to inform member centers, advocates, and potential grantees of the recommendations
October 2014	Hotline Staff work with CVAD to create grant application questions
December 2014	Letters of Intent due
January 2015	Applications due
July 1, 2015-June 31, 2016	Hotline Transition Year
July 1, 2016	Hotlines in full compliance with recommendations

Conclusion

ICADV and IowaCASA would like to thank CVAD for allowing us the time and latitude to impact this service in Iowa. Iowa is unique in many ways, most importantly our close working relationship with our major state funder and the Attorney General’s Office. Iowa is innovative. We identify the need for improvement and we take the steps to make it reality. The committee hopes our recommendations, involvement with the development of an RFP and the eventual implementation of the new state domestic violence and sexual assault hotlines and crisis chat line will be another first for Iowa. We will continue to be a national leader in our response to the needs of victims.

State Hotline/Chat Line Recommendations

The outline below is recommendations for a statewide domestic violence hotline, a statewide sexual assault hotline, and a statewide crisis text/chat service. Individual domestic violence and sexual assault programs may decide to continue to operate their own localized crisis line/800 number in their service area. The goal of the statewide hotlines is to provide comprehensive crisis counseling, support and referral services, available to survivors of domestic violence and sexual assault in Iowa. The addition of a crisis chat line is to provide a connection for survivors who are more likely to ask for help through technology and text than a telephone. Though a lot of thought and research has gone into these recommendations, it is important to remember Iowa is unique. We cannot anticipate every detail. This is a process that will require evaluation. As important as it is to fund the process for success, we must be willing to fund evaluation.

Domestic Violence Hotline

1. Function: The function of the domestic violence hotline is to provide comprehensive crisis counseling, support and referral to victims/survivors of domestic violence.
 - a. Crisis response: Assess the caller for safety and provide any crisis counseling to address the immediate crisis. The nature of the crisis and goals of the call are determined by the caller and can include the after effects or long term consequences of previous intimate partner abuse.
 - b. Referral: provide connection or referral to the domestic violence program in their area. The advocates providing hotline services will have access to resources statewide to provide the most comprehensive referrals.
 - c. Connection to local services: The hotline advocates will connect callers to their local service provider through a direct call connection, rather than merely providing the number, whenever possible.
2. Structure: One standalone state domestic violence hotline
 - a. Cannot be within a shelter or other outreach program space. Though an existing direct service provider can operate the hotline, the physical space must be separate from all other offices, to prevent the diversion or merging of staff and

other resources. Though office space may be available within an existing shelter program it is not an appropriate location for a state crisis line.

- b. The employed supervisor(s) and advocates must be separated from other direct service duties.
 - c. The services provided on the crisis line must be provided in a static location, not from mobile phones or an alternative location, such as a staff person's or volunteer's home.
 - d. The office should be structured to allow private space to all advocates/operators answering the phone, either by offering individuals separate office space or cubicles.
 - e. The crisis line will be available 24 hours a day, 7 days a week with the capacity to handle roll over calls from programs choosing to forward their local hotlines after hours and on weekends.
 - f. Programs choosing to forward their local hotline to the statewide hotline must establish a protocol for state hotline advocates to contact on call staff in cases where an advocate must respond in person, e.g. hospital or law enforcement response, transportation to safe shelter, including a shelter facility, safe house, or hotel/motel.
3. Accessibility: The hotline must be available 24 hours a day, 7 days a week.
- a. Spanish language assistance must be available during daytime hours.
 - b. The hotline will work to recruit volunteers to provide culturally specific hotline services as needed or identified.
 - c. The hotline will work to identify language needs and additional accessibility in Iowa.
 - d. The hotline will utilize a language line when a staff or volunteer is not available to provide the service.
 - e. A video phone, TTY, and relay services must be available for deaf and hard of hearing survivors.
 - f. The hotline must work to recruit bilingual staff.

4. Staff Structure: The hotline's staffing structure and pattern will need to be reevaluated as the hotline program is developed. It is difficult to know staffing levels because we do not know the call volume. The current structure of the domestic violence hotline does not differentiate between shelter advocates and hotline advocates.
 - a. Training Requirements
 - i. Victim Counselor, Advanced Core and Hotline training- 60 hours
 - ii. Training assistance provided by the Iowa Coalition Against Domestic Violence and the National Domestic Violence Hotline
 - iii. Technology training
 - iv. General agency policies and procedures
 - b. Staff Numbers (to be evaluated)
 - i. Daytime Capacity—Minimum of three hotline advocates, Volunteer/Resource Coordinator, and one supervisor
 - ii. Nighttime capacity—minimum of two hotline advocates, and on call back up.
 - iii. The staff cannot be shared. They cannot work two positions within the program at the same time.
 - iv. Staffing must be flexible based on call volume, wait time, and other identified caller patterns, to be evaluated.
 - c. Volunteers
 - i. In-house volunteers, with a focus on bi lingual advocates.
 - ii. Volunteers will have the same training requirements as full time staff.
 - d. Staffing Patterns: See attached charts- Appendix C
 - i. Considerations:
 1. Heavy scheduling during daytime hours
 2. Intensity of caller issues and length of time required per call
 3. Break schedules

4. Over-lapping schedules that allow advocates to stop taking calls before their shift ends in order to finish any administrative work and debrief.
- e. Salary and benefits: The agency selected to run the hotline must pay the advocates adequately and offer benefits based on an evaluation of current advocate salaries both statewide and nationally, and living wage requirements. The numbers reflected below are based on the salary/wages of the National Domestic Violence Hotline.
 - i. Full Time Advocates: \$30,000 minimum per year
 - ii. Full time Supervisor: \$40,000 minimum per year
 - iii. Part Time staff: hourly wage figured to \$30,000 year if full time.
 - iv. Health insurance and retirement
 - f. Staff Wellness: Focus on managing staff wellness. Create a wellness and training team to help monitor the staff. Allow time and encourage debriefing.
 - i. Monitoring for call quality
 - ii. EAP Program for staff
 - iii. Consistent message regarding self-care
 - iv. Professional development check-ins
 - g. Confidentiality: Hotline staff must abide by confidentiality guidelines as demonstrated in Iowa Code.
 - i. Communication between hotline staff and direct service programs is required to follow the same confidentiality guidelines as with a stranger. No information may be shared without a release.
 - ii. Hotline advocate will attempt to make direction connect soft transfer with programs when available. This would not require a release.
 - iii. Phone messages will be relayed to program staff as requested by the client.
 1. Name and number
 2. No case specifics

- h. Policies and Procedures: If a currently operating program is awarded the hotline contract, the agency's policies must be applicable to or modified to provide hotline services according to these recommendations. Technical assistance will be provided by the Iowa Coalition Against Domestic Violence and the National Domestic Violence Hotline.
 - a. Background checks: All hotline staff will undergo a background check to identify any history that may affect their ability to perform the required tasks. Criminal history guidelines that would exclude a candidate from successful employment will be per the agency's written policies and procedures.
5. Phone System and Tertiary Technology: The hotline program must have the phone system and computer equipment to successfully handle a statewide crisis line and meet the administrative requirements of the grantor.
- a. Individual phone system with the ability to direct connect to peer programs i.e. Avaya phone system or Shortel.
 - i. Phone Hardware: including phones, phone system hardware and computer server to run phone software (Voice server, IP system, switches)
 - ii. Accessory items: rack mounts, cables
 - iii. Phone software including licenses, upgrades
 - iv. Server software including operating system, virus protection, and networking tools.
 - b. Primary Rate Interface (PRI) phone system with multiple incoming and outgoing lines. PRI allows for 23 incoming and outgoing calls at one time for a low cost.
 - c. Voice over Internet (VoIP) phone system with analog line back up in case of power outages.
 - d. Internet bandwidth to support multiple phone calls and internet activity. This will be determined by the program's technology/internet provider.
 - e. Visual screen interface with call queue.
 - f. Computers: each advocate should have access to a computer while on duty, to monitor the call queue and perform administrative duties

- g. Computer software: Each computer should have basic software to perform daily tasks (MS Office, database), including virus software for security purposes.
 - h. Ongoing costs: server and computer software upgrades, phone system service plans, phone replacement, accidental damage.
6. Data Management: Client safety and record confidentiality is imperative.
- a. Phone call data: The data collected from phone calls/client contact must be limited. The information collected should be securely stored in house. The information is owned by the program, not by an outside entity.
 - b. Most phone systems software has monitoring software to collect caller information such as time of call, duration of call, and operator.
 - c. Database: The program used should meet Crime Victim Assistance Division (CVAD) standards and meet the reporting requirements of the grantor, without disclosing personal identifying information.
7. Branding and Marketing
- a. Marketing plan: Developed by an outside marketing firm
 - b. Statewide campaign to promote hotline
 - c. Print, radio, TV, billboards, website, social media
 - d. Focus on underserved populations
 - e. Special attention should be paid to cultural accessibility.
8. Hotline Implementation
- a. June 30, 2014: Hotline committee recommendations submitted to CVAD
 - b. Late Summer/Early Fall: finalize plan for new hotline structure. Develop program funding parameters.
 - c. Staff members of the Iowa Coalition Against Domestic Violence and the Iowa Coalition Against Sexual Assault who served on the hotline committee should be involved with the development of the grant RFP.
 - d. Fall 2014: Informational meeting specific to the hotline reorganization
 - i. Introduction of plan for new state hotlines
 - ii. Vision for hotlines

- iii. Grant RFP and requirements
- e. Spring 2015: Accept applications for funding from programs interested in running the statewide hotline
- f. Draft contacts according to needs of funded program. This could look different depending whether the existing hotline or a new program receives the new hotline contract.
- g. July 1, 2015: provide funding to maintain hotlines at current level, while newly funded hotline organizes and establishes hotline program.
- h. Fiscal year 2015: the newly established hotline provider will use the year to build the program, establish policies and procedures, hire staff, implement technology, train staff, and assist in the development of marketing plan.
- i. July 1, 2016: New hotline services go live

State Sexual Assault Hotline

1. Function: The function of the state sexual assault hotline is to provide comprehensive crisis counseling and referral to victim/survivors of sexual assault.
 - a. Crisis Response: Assess the caller for safety and provide any crisis counseling to address the immediate crisis. Immediate crisis is defined by the client, and for sexual assault it may be memories or flashbacks of an earlier assault.
 - b. Ongoing Support: Provide ongoing emotional support to survivors of sexual assault. This may be long-term, particularly in areas with few therapists available or affordable.
 - c. Referral: provide connection or referral to the sexual assault program in their area. The advocates providing hotline services will have access to resources statewide to provide the most comprehensive referrals.
 - d. Connection to Local Services: The hotline advocates will connect callers to their local service provider through a direct call connection, rather than merely providing the number, whenever possible.

2. Structure: One standalone state sexual assault hotline
 - a. Cannot be within a shelter or other outreach program space. Though an existing direct service provider can operate the hotline, the physical space must be separate from all other offices, to prevent the diversion or merging of staff and other resources. Though office space may be available within an existing shelter program, it is not an appropriate location for a state crisis line.
 - b. The employed supervisor(s) and advocates must be separate from other direct service staff and duties.
 - c. The services provided on the crisis line must be provided in a static location, not from mobile phones or an alternative location, such as a staff person or volunteers home.
 - d. The office should be structured that allow private space to all advocates/operators answering phone, either by offering individuals separate office space or cubicles.
 - e. The crisis line will be available 24 hours a day, 7 days a week, with the capacity to handle roll over calls from programs choosing to forward their local hotlines after hours and on weekends.
 - f. Programs choosing to forward their local hotline to the statewide hotline, must establish a protocol for state hotline advocates to contact on call staff in cases where an advocate must respond in person, e.g. hospital or law enforcement response, transportation to safe shelter, including a shelter facility, safe house, or hotel/motel.
3. Accessibility: The hotline must be available 24 hours a day, 7 days a week.
 - a. Spanish language assistance must be available during daytime hours.
 - b. The hotline will work to recruit volunteers to provide culturally specific hotline services as needed or identified.
 - c. The hotline will work to identify language needs and additional accessibility in Iowa.

- d. The hotline will utilize a language line when a staff or volunteer is not available to provide the service.
 - e. A video phone, TTY, and relay services must be available for deaf and hard of hearing survivors.
 - f. The hotline must work to recruit bi lingual staff.
4. Staff Structure: The hotline's staffing structure and pattern will need to be reevaluated as the hotline program is developed. The current sexual assault hotline has a supervisor and several part time staff.
- a. Training Requirements
 - i. Victim Counselor, Advanced Core and Hotline training- 60 hours
 - ii. Training assistance provided by the Iowa Coalition Against Sexual Assault and the Resource Sharing Project with support from the National Domestic Violence Hotline.
 - iii. Technology training
 - iv. General agency policies and procedures
 - b. Staff Numbers (to be evaluated)
 - i. Daytime Capacity—Minimum of two hotline staff, Volunteer/Resource Coordinator and one supervisor
 - ii. Nighttime Capacity—minimum of two staff, on call back up.
 - iii. The staff cannot be shared. They cannot work two positions within the program at the same time.
 - iv. Staffing must be flexible based on call volume, wait time, and other identified caller patterns, to be evaluated.
 - c. Volunteers
 - i. In house volunteers, with a focus on bilingual advocates.
 - ii. Volunteers will have the same training requirements as full time staff.
 - d. Staffing Patterns: See attached charts- Appendix D
 - i. Considerations:

- A. Identified calling patterns. Example: The current state sexual assault hotline experiences a spike in calls on Sunday's from 10AM-7PM.
 - B. Heavy scheduling during daytime hours.
 - C. Intensity of caller issues and length of time required per call.
 - D. Frequent or repeat callers.
 - E. Break schedules.
 - F. Over lapping schedules that allow advocates to stop taking calls before their shift ends, to finish any administrative work and debrief.
- e. Salary and Benefits: The agency selected to run the hotline must pay the advocates adequately and offer benefits based on an evaluation of current advocate salaries, both statewide and nationally, and living wage requirements. An evaluation of current advocate salaries both statewide and nationally. The numbers reflected below a based on the salary/wages of the National Domestic Violence Hotline.
- i. Full Time Advocates: \$30,000 minimum per year
 - ii. Full time Supervisor: \$40,000 minimum per year
 - iii. Part Time staff: hourly wage figured to \$30,000 year if full time.
 - iv. Health Insurance and retirement
- f. Staff Wellness: Focus on managing staff wellness. Create a wellness and training team to help monitor the staff. Allow time and encourage debriefing.
- i. Monitoring for call quality
 - ii. EAP Program for staff
 - iii. Consistent message regarding self-care
 - iv. Professional development check ins
- g. Confidentiality: Hotline staff must abide by confidentiality guidelines as demonstrated in Iowa Code.

- i. Communication between hotline staff and direct service programs is required to follow the same confidentiality guidelines as with an outside agency. No information may be shared without a release.
 - ii. Hotline advocate will attempt to make direction connect soft transfer with programs when available. A release of information is not required.
 - iii. Phone messages will be relayed to program staff as requested by the client.
 - A. Name and number
 - B. No case specifics
 - h. Policies and Procedures: If a current program is awarded the hotline contract, the agency must update their policies and procedures to reflect hotline service provision and these recommendations. Technical assistance will be provided by the Iowa Coalition Against Sexual Assault and other national partners.
 - i. Background checks: All hotline staff will undergo a background check to identify any history that may affect their ability to perform the required tasks. Criminal history guidelines that would exclude a candidate from successful employment will be per the agency's written policies and procedures.
- 5. Phone System and Tertiary Technology: The hotline program must have the phone system and computer equipment to successfully handle a statewide crisis line and meet the administrative requirements of the grantor.
 - a. Individual phone system with the ability to direct connect to peer programs i.e. Avaya phone system or Shortel.
 - i. Phone Hardware: including phones, phone system hardware and computer server to run phone software (Voice server, IP system, switches)
 - ii. Accessory items: rack mounts, cables
 - iii. Phone software including licenses, upgrades
 - iv. Server software including operating system, virus protection, and networking tools.

- b. PRI phone system with multiple incoming and outgoing lines. PRI allows for 23 incoming and outgoing calls at one time for a low cost.
 - c. VoIP (Voice over Internet) phone system with analog line back up in case of power outages.
 - d. Internet bandwidth to support multiple phone calls and internet activity. This will be determined by the program the technology/internet provider.
 - e. Visual screen interface with call queue.
 - f. Computers: each advocate should have access to a computer while on duty, to monitor the call queue and perform administrative duties
 - g. Computer software: Each computer should have basic software to perform daily tasks (MS Office, database), including virus software for security purposes.
 - h. Ongoing costs: server and computer software upgrades, phone system service plans, phone replacement, accidental damage.
6. Data Management: Client safety and record confidentiality is imperative.
- a. Phone call data: The data collected from phone calls/client contact must be limited. The information collected should be securely stored in house. The information is owned by the program, not by an outside entity.
 - b. Most phone systems software has monitoring software to collect caller information such as time of call, duration of call, and operator.
 - c. Database: The program used should meet CVAD standards and meet the reporting requirements of the grantor, without disclosing personal identifying information.
7. Branding and Marketing
- a. Marketing plan: Developed by an outside marketing firm
 - b. Statewide campaign to promote hotline
 - c. Print, radio, TV, billboards, website, social media
 - d. Focus on underserved populations
 - e. Special attention should be paid to cultural accessibility.
8. Hotline Implementation

- a. June 30, 2014: Hotline committee recommendations submitted to CVAD
- b. Late Summer/Early Fall: finalize plan for new hotline structure. Develop program funding parameters.
- c. Staff members of the Iowa Coalition Against Sexual Assault who served on the hotline committee should be involved with the development of the grant RFP.
- d. Fall 2014: Informational meeting specific to the hotline reorganization
 - i. Introduction of plan for new state hotlines
 - ii. Vision for hotlines
 - iii. Grant RFP and requirements
- e. Spring 2015: Accept applications for funding from programs interested in running the statewide hotline
- f. July 1, 2015: provide funding to maintain hotlines at current level, while newly funded hotline organizes and establishes hotline program.
- g. Fiscal year 2015: the newly established hotline provider will use the year to build the program, establish policies and procedures, hire staff, implement technology, train staff, and assist in the development of marketing plan.
- h. July 1, 2016: New hotline services go live.

Iowa Crisis Chat

1. Function: The function of the State Crisis Chat Line is to provide an alternative contact option for survivors seeking assistance for domestic violence and sexual assault. The chat line will allow survivors to contact advocates using a chat platform from their personal computer. Our hope is chat services will reach survivors who are not comfortable calling a standard crisis line. Moreover, we hope that providing a chat option and qualified teen volunteers will allow advocates to reach a younger audience in need of domestic violence, dating violence, and/or sexual assault/abuse assistance.
 - a. Crisis response: Access the client's safety and provide crisis counseling to address the immediate crisis. Immediate crisis and the goals of the chat are defined by the

client. For sexual assault it may be memories or flashbacks of an earlier assault; it could also include the after effects or long term consequences of previous intimate partner abuse.

- b. Ongoing Support: Provide ongoing emotional support to survivors of abuse. This may be long-term, particularly in areas with few therapists available or affordable.
 - c. Referral: provide connection or referral to the domestic violence or sexual assault program in their area. The advocates providing chat services will have access to resources statewide to provide the most comprehensive referrals.
 - d. Connection to local services: The chat advocates will have the ability to transition chatters to a phone line to provide a direct connect to their location program.
2. Structure: One standalone state chat crisis line—web-based
- a. The chat line cannot be within a state hotline, shelter, or outreach program space. Though an existing direct service or state hotline provider can operate the chat line, the physical space must be separate from all other offices. Though separate office space may be available in a shelter, it is not appropriate.
 - b. The employed supervisor(s) and advocates must be separate from other direct service or hotline staff and duties.
 - c. The services provided on the chat line must be provided in a static location, not from smart phones or laptops at an alternative location, such as a staff person's or volunteer's home.
 - d. The office should be set up in an open fashion, which will allow chat advocates to interact to provide the best services to clients. Staff collaboration is essential when providing online services.
 - e. The chat line will be available 5 days a week from 8AM-5PM, with alternative night time hours for teen peer to peer support. The chat line hours are to be evaluated.
 - f. The program will have the capacity to move from chat conversation to telephone conversation as requested by the caller.

3. Accessibility: The chat line is available 8AM-5PM, 5 days a week
 - a. Program is encouraged to recruit and hire bilingual advocates.
 - b. The hotline will work to identify language needs and additional accessibility in Iowa.
 - c. The chat line will explore language translation service options for clients who do not speak English.
 - d. Our hope is crisis chat will provide the deaf and hard of hearing community a more responsive option to receiving crisis services at a statewide level.
 - e. The hotline must work to recruit bi lingual staff.
4. Staff Structure: The crisis chat line staffing structure and pattern will need to be reevaluated as chat line services are rolled out.
 - j. Training Requirements
 - i. Victim Counselor and Hotline/Chat Services training- 60 hours
 - ii. Training assistance provided by Love is Respect, the National Domestic Violence Hotline, the Resource Sharing Project, the IowaCASA and ICADV.
 - iii. Technology training
 - iv. General agency policies and procedures
 - k. Staff Numbers (to be evaluated)
 - i. Daytime Capacity—Minimum of two chat advocates, Volunteer/Resource Coordinator, and one supervisor
 - ii. Youth Peer to Peer: One fulltime staff for supervision only
 1. Part time teen staff- minimum of \$10.25 an hour
 - iii. The staff cannot be shared. They cannot work two positions within the program at the same time.
 - l. Volunteers
 - i. In house volunteers, with a focus on youth (14-21) and bilingual advocates.
 - ii. Volunteers will have the same training requirements as staff.
 - m. Staffing Patterns: See attached charts- Appendix E

- i. Considerations:
 - 1. In our research and discussion with national service providers, a majority of their chat happens between 9AM-5PM.
 - 2. Chat conversation can be more intense
 - 3. Chat conversations take a lot more time.
 - 4. Break schedules
 - 5. Over lapping schedules that allow advocates to stop chatting before their shift ends, to finish any administrative work and debrief.
- n. Salary and benefits: The agency selected to run the hotline must pay the advocates adequately and offer benefits based on an evaluation of current advocate salaries, both statewide and nationally, and living wage requirements. An evaluation of current advocate salaries both statewide and nationally. The numbers reflected below a based on the salary/wages of the National Domestic Violence Hotline.
 - i. Full Time Advocates: \$30,000 minimum per year
 - ii. Full time Supervisor: \$40,000 minimum per year
 - iii. Part Time staff: hourly wage figured to \$30,000 year if full time.
 - iv. Health Insurance and retirement
- o. Confidentiality: Crisis chat staff must abide by confidentiality guidelines as demonstrated in Iowa Code.
 - i. Communication between crisis chat staff and direct service programs is required to follow the same confidentiality guidelines as with an outside agency. No information may be shared without a release
- p. Policies and Procedures: If a current program is awarded the crisis chat contract, the agency must update their policies and procedures to reflect crisis chat service provision. Technical assistance will be provided by the Iowa Coalition Against Sexual Assault, the Iowa Coalition Against Domestic Violence, and other national partners.

- q. Background checks: All crisis chat staff will undergo a background check to identify any history that may affect their ability to perform the required tasks. Criminal history guidelines that would exclude a candidate from successful employment will be per the agency's written policies and procedures.
5. Computer equipment, chat software and tertiary equipment needs.
 - a. Server: the server will provide network connection and data storage for the crisis chat program.
 - b. Computers must be available for each staff person on shift.
 - c. A phone system must be available to connect with any chatters that would like to move from computer chat to telephone. This will be limited, so a standard phone system for the office should suffice.
 - d. Chat Platform software: Recommendation at this time is Live Person. Once the money is awarded and a time line is set, we will research software to be sure we pick the best product for crisis chat in Iowa.
 - e. Software for word processing and other administrative work.
 - f. Appropriate virus and monitoring software
 - g. A TV monitor to display chat queue.
 6. Data Management: Client safety and record confidentiality is imperative.
 - a. Chat data collection: The information is owned by the program, not by an outside entity. Depending on the software, data collected may be stored in the cloud. The program should be the only authorized user.
 - b. Standard chat data such as IP addresses and chat logs should be purged on a regular basis.
 - c. Database: The program used should meet CVAD standards and meet the reporting requirements of the grantor, without disclosing personal identifying information.
 - d. Reporting requirements for direct service programs and the hotline should be different.

- e. The chat platform allows for survey questions at the beginning and end of a chat session. This will allow us to collect some information for reporting and evaluation purposes.
7. Branding and Marketing
- a. Youth directed focus groups should be conducted to determine the title and direction of teen outreach, with a focus on recruiting youth from diverse backgrounds.
 - b. Slow rollout with little initial advertising.
 - c. Existing domestic violence and sexual assault programs link to the crisis chat direct from their website to direct survivors to the service from multiple locations.
 - d. A slow roll out will hopefully prevent it from growing too quickly. We want to avoid becoming a national crisis chat line, which has happened to a handful of providers in other states.
 - e. We can evaluate the need for an intense marketing campaign once we launch the service.
 - f. Special attention should be paid to cultural accessibility.
8. Crisis Chat Implementation
- a. June 30, 2014: Hotline committee recommendations submitted to CVAD
 - b. Late Summer/Early Fall: finalize plan for new hotline and crisis chat structure.
 - c. Develop program funding parameters. The committee feels the program funded to provide chat services should be on a three year funding cycle from the onset. One year of funding is not enough time for a program to develop a new service without funding security.
 - d. ICADV and IowaCASA hotline committee members should be involved with the development of the chat grant RFP.
 - e. Fall 2014: Informational meeting specific to developing the crisis chat service.
 - i. Introduction of plan for crisis chat service
 - ii. Vision for crisis chat
 - iii. Grant RFP and requirements



- f. Spring 2015: Accept applications for funding from programs interested in running the crisis chat line.
- g. July 1, 2015: Funding year begins. Funding initially awarded will be used heavily for infrastructure, hiring and training.
- h. Fiscal year 2015: the crisis chat provider will use the year to build the program, establish policies and procedures, hire staff, implement technology, train staff, and assist in the development of marketing plan.
- i. July 1, 2016: Crisis Chat line goes live

Appendix A

Iowa Hotline Survey Results

Open December 1, 2013 to May 10, 2014

Total respondents: 205

1. Do you know about the Iowa Sexual Abuse Hotline?

- a. Yes – 50.2%
- b. No – 49.8%
 - i. “My knowledge it's more about early versions of the hotlines since I haven't lived full time in Iowa for a decade or more.”
 - ii. “Not until you told us.”
 - iii. “Never heard of it”
 - iv. “I've heard of it”
 - v. “Never heard of it”
 - vi. “I just found out about it today when a fb friend linked to this survey.”

2. Do you know about the Iowa Domestic Violence Hotline?

- a. Yes – 55.5%
- b. No – 44.5%
 - i. “Heard of it, don't know what it is”
 - ii. “No not tell you told us”
 - iii. “Never hear of it”
 - iv. “I've heard of it”
 - v. “Never heard of it”
 - vi. “I know about Helping Services of Northeast Iowa's Domestic Violence hotline.”

3. Do you know about the Iowa Suicide Hotline?

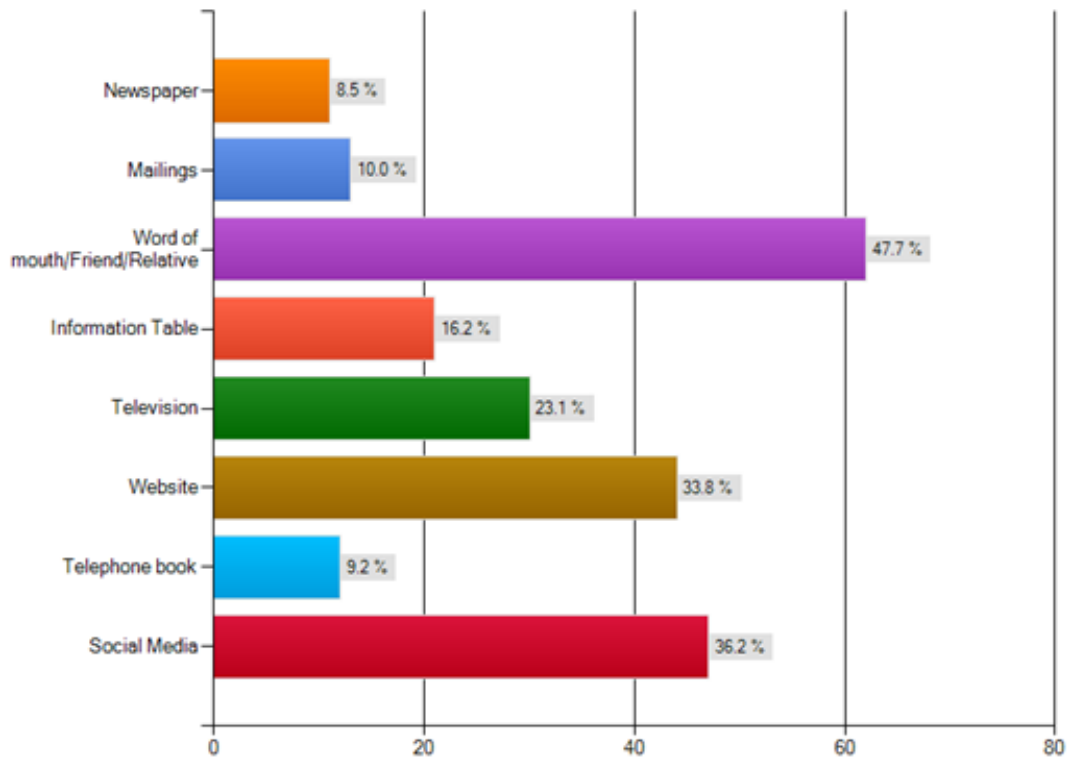
- a. Yes – 59.0%
- b. No – 41.0%
 - i. “Aware of local hotline for general crisis and suicide”
 - ii. “I know it exist but that's it”
 - iii. “Well sort of I've heard about it”
 - iv. “Aware of local hotline for general crisis and suicide”

4. How did you find out about any of the hotlines? (Check all that apply)

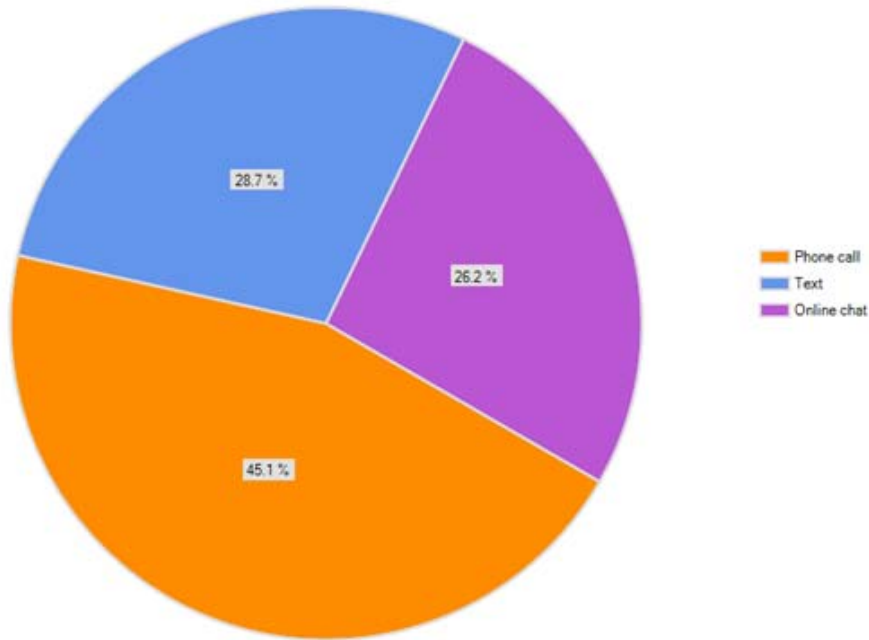
- a. Trainings
- b. Work
- c. Posters
- d. I volunteer for RVAP, and we take over the Sexual Abuse Hotline after hours. I heard about the other two through the course of RVAP training.
- e. Info given out to the sociology department at the U of Iowa
- f. I learned about the sexual abuse hotline from a sticker in the stall of the bathroom at U of Iowa. I volunteered for RVAP and that was where I learned about the others.
- g. Employer
- h. I am a volunteer with a domestic violence shelter and we had come courses about this.
- i. Place of work
- j. Work, RN at community hospital
- k. Trainings
- l. Employed at a project
- m. Working at a dual program

- n. Crisis agency
- o. I am a trained volunteer for the Helping Services of Northeast Iowa Domestic Assault hotline. I previously knew about the hotline because Helping Services Domestic Assault educators presented relationship curriculum to the high school students I teach.
- p. I learned about the sexual abuse hotline from a sticker in the stall of the bathroom at U of Iowa. I volunteered for RVAP and that was where I learned about the others.
- q. Info given out to the sociology department at the U of Iowa.
- r. I've seen brochures and signs at the library.
- s. I read this.
- t. Posted at DMACC where I work. Have heard about the Suicide Hotline on Iowa Public Radio as well.
- u. By utilizing the hotline and I was a referred there.
- v. Radio station commercial
- w. No clue
- x. Internet
- y. Doctor's office
- z. Youtube
- aa. Posters in the bathroom stall of Fort Dodge Hospital
- bb. Business cards
- cc. I am a high school educator and a trained crisis line volunteer.

How did you find out about any of the hotlines? (Check all that apply)



5. Which would you feel most comfortable using, if you wanted to use a hotline?



6. What is the best way for you to receive information about either hotline?
(Please rank from 1-6)

	1	2	3	4	5	6	Rating Average	Rating Count
Social Media	57.7% (105)	27.5% (50)	5.5% (10)	2.7% (5)	2.7% (5)	3.8% (7)	1.77	182
Television	22.0% (40)	37.4% (68)	18.7% (34)	6.0% (11)	7.1% (13)	8.8% (16)	2.65	182
Newspaper	2.7% (5)	4.9% (9)	41.2% (75)	20.9% (38)	15.9% (29)	14.3% (26)	3.85	182
Radio	3.8% (7)	9.3% (17)	17.6% (32)	47.8% (87)	14.8% (27)	6.6% (12)	3.80	182
Mailings	6.0% (11)	6.6% (12)	5.5% (10)	11.5% (21)	50.0% (91)	20.3% (37)	4.54	182
Posters/Flyers	7.7% (14)	14.4% (26)	11.6% (21)	11.0% (20)	9.4% (17)	45.9% (83)	4.38	181
answered question								182
skipped question								23

Demographics:

7. Age Range

- a. 0-13 – 24.7%
- b. 14-17 – 12.1%
- c. 18-24 – 6.6%
- d. 25-59 – 50.5%
- e. 60+ - 6%

8. Race/National Origin

- a. White/Caucasian – 86.2%
- b. Latin/Hispanic – 3.9%
- c. African American/Black – 0.6%
- d. Native American/Alaska Native – 2.8%
- e. Asian – 1.7%
- f. Native Hawaiian/Pacific Islander – 0
- g. African – 0
- h. Arab – 0.6%
- i. Biracial – 0.6%
- j. Multi-ethnic – 0.6%

9. Gender Identity:

- a. Male – 18.7%
- b. Female – 78%
- c. Trans* - 0%
- d. Fluid – 0.5%
- e. Gender nonconforming – 2.2%
- f. Other - .05%

*** Of those 0-17, when asked which mode of communication they would want to use, 41.9% chose phone, 41.9% chose text, and 17.7% chose online chat.**

**** Of those 18-24, when asked which mode of communication they would want to use, 66.7% chose online chat, 16.7% chose text, and 16.7% chose phone.**

***** Of those 0-24, when asked how they found out about hotlines, the top choices were website, TV, Social Media, and Word of Mouth**

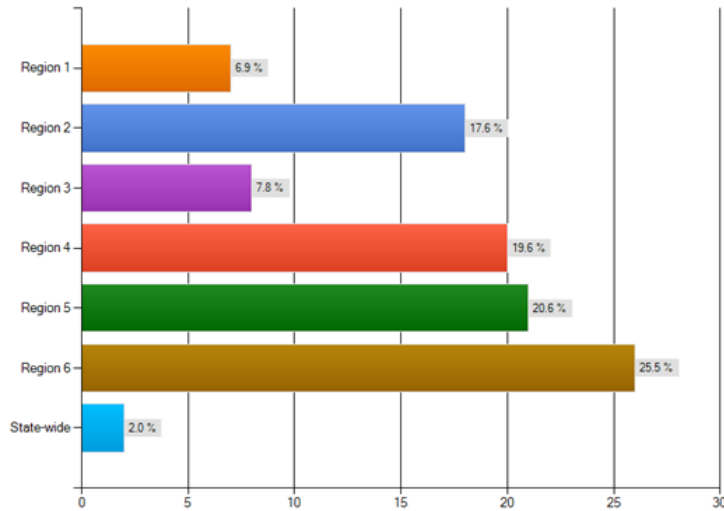
Appendix B

Iowa Hotline Advocate Survey Results

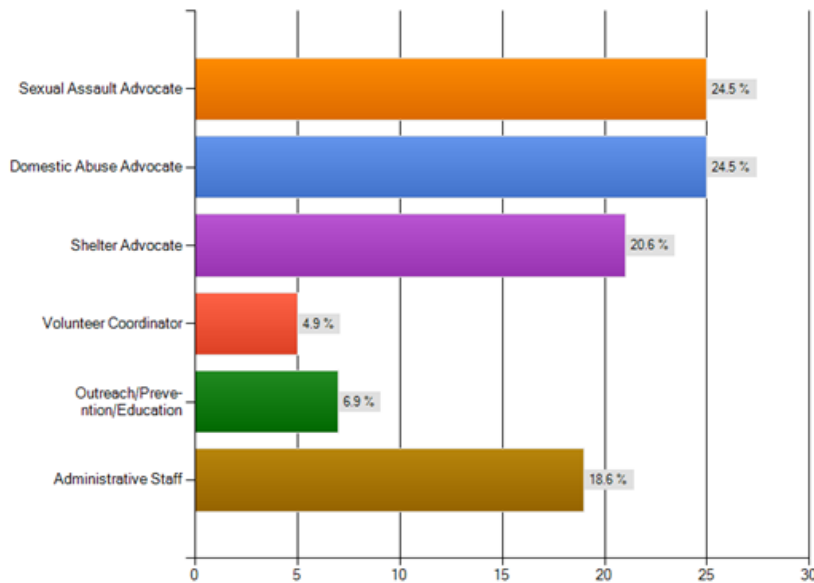
Open April 1, 2014 to May 30, 2014

Total Respondents: 102

1. What region do you work in?



2. Which of the following best describes your position?



- a. "Americorp worker"
- b. "Housing & Economic Justice Coordinator"
- c. "Prevention Education & SA Counselor"
- d. "Admin Assistant & SA Counselor"
- e. "Supervisor of 10 SA Advocates"
- f. SA Supervisor

3. On a scale from 1-5, how important do you think it is to have a Statewide Domestic Violence Hotline?

a. *"I think there needs to be significant understanding of statewide programs if we have a statewide hotline."*

1 Not important	2	3 Somewhat important	4	5 Very important
0	1% (1)	9.8% (10)	14.7% (15)	74.5% (76)

4. On a scale from 1-5, how important do you think it is to have a Statewide Sexual Abuse Hotline?

a. *"Our local one works well, for us, but I think it's definitely important to have one AVAILABLE statewide."*

1 Not important	2	3 Somewhat important	4	5 Very important
0	1% (1)	7.8% (8)	13.7% (14)	77.5% (79)

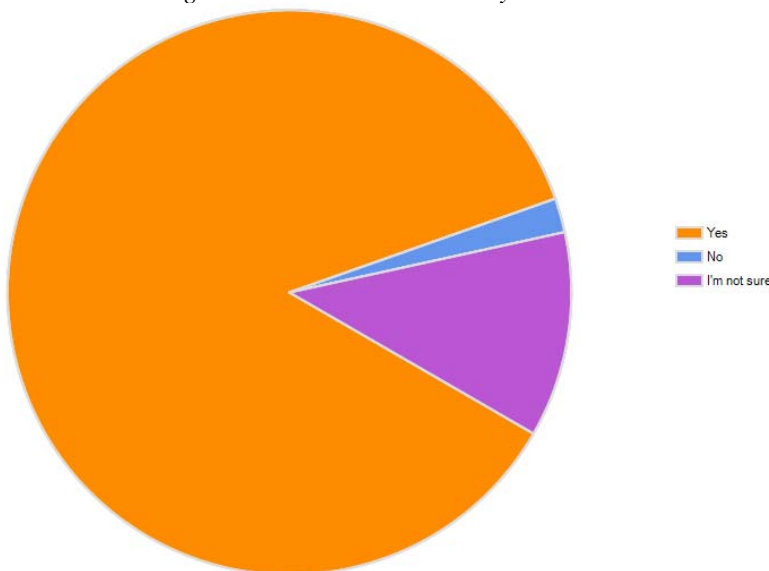
5. Do you think the current hotlines have the capacity to meet the diverse needs of survivors today?

- a. *"They do in our region."*
- b. *"Need more and improved access to language services"*
- c. *"If not they can refer the victim to the right program"*
- d. *"Language barriers and calls answered in a busy office are barriers to excellent service"*
- e. *"I don't know"*

1 Not at all	2	3 Neutral	4	5 Absolutely
12.7% (13)	13.7% (14)	27.5% (28)	32.4% (33)	13.7% (14)

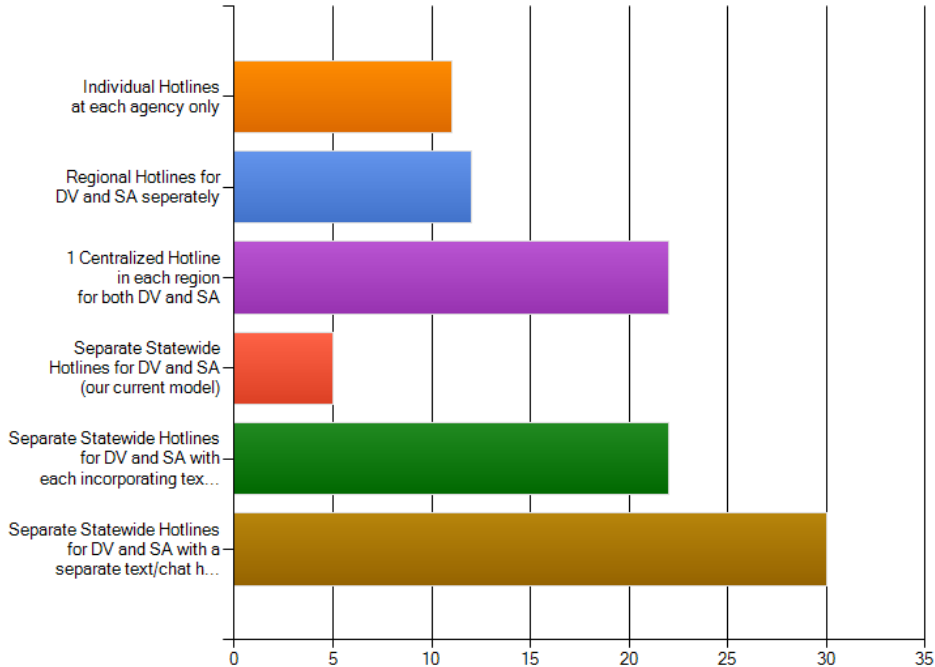
6. Do you see a need for integrating text or online chat capabilities to our statewide hotlines?

- a. *"My only concern is the amount of time necessary and the staffing to be available to fill the time."*
- b. *"Concerned about confidentiality"*
- c. *"I think the regions need this not necessarily the state"*



7. What would you like the structure of hotlines to be in Iowa?

- a. "I feel the current structure in Region 4 is sufficient"
- b. "Regional Hotlines for DV and SA together not separate"
- c. "Local agencies having regional or individual hotlines, at state level one centralized dv and sa hotline that has text and/or chat capabilities"
- d. "One Centralized Statewide Hotline for DV and SA with chat"



8. If you had a magic wand, what would you want Iowa's Hotlines to look like? What services would they provide? Where would they be located? Would they have text or chat capabilities? Etc.

9.

1	I feel that we take the hotline calls and they are then just forwarded for someone else to take care of. I don't feel this is in the best interest of victim care/services. The calls that come in our crisis line are so few and far between and short in nature that there is really no need to staff one person to specifically answer phones...unless they want to combine the SA/DV hotlines. I think that it's very important that we maintain regional hotlines as things vary so much by area that to have one centralized hotline wouldn't be beneficial to clients. I think that the person staffing the hotline needs to be well versed in all subjects that we encounter in this field. Personally, when someone calls and wants information on an NCO, outreach programs in a school (or anything outside counseling) I can't provide that because I haven't been given that information and I feel it's a true disservice to our clients to say well, let me have someone else who knows about that call you. I think that with emerging capabilities of cell phones and tablets, it's vitally important we get on board and offer services via text, chat, skype etc. There are many ways that victims can utilize these services without being in fear of possibly being found out, dealing with shame or guilt when seeking help.
2	Ideally, I think that the statewide hotlines should work very similar to how a police dispatch center operates. Trained DV advocates and trained SA advocates should be able to answer phones from a center completely separate from the other crisis centers in the state. Individual centers in each region could forward their crisis line/office phone lines to the dispatch center. Advocates from each region could be on call in a backup capacity - meaning that if there was a situation that the DV/SA dispatch needed assistance with or needed someone to respond to a hospital, or police station, they could then contact the on call regional advocate(s) to respond. It would probably be best for the location of this call center to be central in the state, so maybe Des Moines. Definitely someplace where it would be easier to find individuals who are looking for this kind of work, so probably someplace urban as opposed to rural.
3	I would want them to be able to refer to whatever program is best suited for the victims needs, have a text, chat option. I would also like it to be user friendly so they can make one call and be assessed for need right now we have to refer to a different program if the victim shelter so it is a barrier for them.
4	I truly believe that they should have text ability.
5	Having text and chat capabilities on a statewide hotline could increase the number of people we could reach and help, but security measures would need to be taken for internet safety.
6	Easy to access for survivors that allow for a smooth transition to the appropriate agency to not confuse survivors. They would provide immediate crisis intervention and I don't think the location matters as long as people can access it. It should have text and chat capabilities.

7	It would be helpful to have a hotline for each region with text and/or chat capabilities.
8	The SA hotline should remain where it is. It has the capacity to take roll-over from regions. Also, it will have the capacity for chatlines, as does the Region 6 Hotline.
9	A hotline were any one regardless of their language could call and get help
10	They definitely need to have text capabilities. We've been finding that people who have government issued phones only have so many minutes but they have unlimited texts.
11	Our average amount of hotline calls is low enough that it should not dictate that we have one separate staff dedicated to just hotline calls. This is a major waste of resources in that we have to have two staff scheduled (one for shelter duties and one specifically for hotline) when it is completely unnecessary.
12	I am unfamiliar with what is currently available in terms of 'statewide' hotline. I think it is difficult to be able to provide specific resources if it is not regionalized. If those on-call are not stationed somewhere I have a hard time picturing how the chat capability would work - even though I feel in today's world it is important.
13	Increased access to language and interpreter services for deaf and hard of hearing clients. We are seeing an increase in clients from Africa, who need Swahili and other language interpreters.
14	I definitely feel that we need to include texting services for our clients as many of them run out of minutes on their phones. As for the hotlines I really don't have a perfect answer. What we are doing now seems to be working okay, it just at times seems as though our clients are still confused by all the transitions throughout the state. Even though we have carefully explained and get them to the advocates/resources that relate to their needs and their area/region. At times I wonder if it wouldn't be easier how it was having the individual hotlines at each agency? I really don't have a good clear concise answer but what we are doing now does seem to be working.
15	I believe the hotlines should remain as they are adding new technology as available. I also support the hotlines providing after hours hotline services for all regions.
16	I believe the hotlines should remain as they are adding new technology as available. I also support the hotlines providing after hours hotline services for all regions.
17	Texting and chat capabilities could expand possibilities for individual in DV or SA situations. However, it might be better to have the text/chat capabilities through an entirely separate line/organization that would centralize these options. Some shelters might not have the technological capabilities to maintain this form of hotline contact, and it might be difficult to answer the phone AND respond to texts and/or chats. Keeping these options separate might better ensure the best services for clients in need.
18	I would like for them to provide resources and referrals to callers, offering the text/chat access to clients if they prefer that form of communication
19	Text, IM chat, video/facetime, phone, and web support for hotlines. Hotlines be integrated into a web format and that it's searchable. This service should be a 1 stop shop and 1 place with 1 number. Probably in Des Moines.
20	Centralized hotline for all DV and SA, having too many number options are confusing for anyone, especially someone in crisis. Having text/chat capabilities would further enhance the outreach of services as it would evolve into a modern technology that many are more comfortable using.
21	educated compassionate advocates at one location that have the up to date technology, and that understand the services of the local program so that when a referral is needed they have access to patch into the local program for immediate response. Skilled advocates that can also encourage those calling the CL to reach out to the local program when needed for - in person counseling , civil and criminal advocacy ect. However note Not all calls will have to be transferred to a local program.
22	It would be great if the hotline could be answered by volunteers and then the calls directed to the appropriate agencies.
23	There would be a general statewide hotline that could route calls out to regional lines where live advocates would answer 24/7. I also think it's important to have regional lines where current clients and local folks can connect directly to the center they're working with. I don't think statewide hotlines are important except for national lines routing calls in and when local programs need to send the line out overnight. For example, if there was some kind of a staff outing or agency shut down for development. I also think a statewide hotline needs to be equipped to handle TTY, many languages and other forms of communication including text and email/chat capabilities. The problem is determining what program and what staff will house and staff a statewide line because the way it's currently functioning is not effective or helpful.
24	text and chat
25	text and chat
26	separate, sa/dv/homeless, yes text and chat
27	volunteer answered and response to hospital/LE by an advocate
28	Most important in my opinion for these hotlines is to be available to victims, survivors and support people in whatever form they would prefer. Secondly these lines should be answered with minimal wait and no possibility of the call being abandoned. Finally those answering should be well trained with consistent knowledge and access to every available resource within the calling area.
29	Anywhere in Iowa, telephone support along with different language, chat and text capabilities
30	If I had a magic wand there would be a way to stop the creeps that call repeatedly and a way to track them down to get them to stop. There is nothing worse than being on the line with a victim and a number continuously beeps in. Text capabilities I feel is good due to the fact that is how everyone socializes now. I want each victim to get to talk to me in a way that THEY feel safe.
31	the hotlines could be located anywhere in Iowa. All regions forward to hotlines during the over night and on weekends. They would provide telephone support only along with text and chat capabilities.

32	I would like to see a statewide hotline call center where the staff is strictly for the hotline. They are fully trained in DV, SA, and crisis calls. Not as part of a shelter or agency, but a separate entity. The calls then get forwarded to outreach or shelter, whichever is appropriate. Definitely need text or chat capabilities.
33	I will like to see separate hotlines for each agency, that way they will have more understanding of community resources and individual county needs/strengths. No regional hotline. A separate statewide hotline for DV and SA with each incorporating text and/or chat capabilities.
34	The outreach centers in each region would have a separate hotline then the region shelters. So each region would have 3 hotlines, one for dv, one for sa, and one for shelter services.
35	I don't have enough experience to measure what would be the best option. Making the hotlines regional seems to make the most sense.
36	Merging the shelter and DV hotlines in to one for each region and having shared answering responsibility with text or chat capabilities.
37	I would like to see them stay in the local programs. It is important that agencies be connected to clients and allowed to provide the services via phone. I would like to see a text or chat component added. It is important to let agencies and regions decide this.
38	Crisis calls only. The hotlines seem to have become the number to call for everything from clerks of court looking for legal advocates to taking messages or locating other staff for non-crisis related matters. I would also like to see it located outside of shelter and have shelter calls come directly to shelter staff.
39	They would work as their suppose to and have some sort of consistency for the people calling it. I'm torn on text and chat because I see how it could be beneficial but could cause confidentiality issues.
40	I think integrating technology would be beneficial. The more ways we give victims to communicate the better. Then it's their choice to contact the hotlines in what they perceive as the safest form.
41	One hotline, operated by ICADV and IowaCASA or an independent operator. I would prefer this model as opposed to an individual program taking control of the statewide process. This would insure that the hotline operated within standards at all times, and that personalities and individual agency politics don't impede best practices. In other words, to eliminate even the appearance of conflict of interest or power imbalance among agencies.
42	What would you want Iowa's Hotlines to look like? Diverse, multi-lingual; all-inclusive; adequately staffed and administered; and specially trained What services would they provide? Expert evening and weekend coverage of all venues with close connections to each program for adequate emergency response times Where would they be located? Any convenient place with direct and rapid connections to program staff Would they have text or chat capabilities? Yes
43	They would be regional hotlines that would handle both DV and SA together with texting and chat lines. They would not be separate because that is too many different numbers to give out to the people throughout our communities and it gets very confusing. I have heard several complaints already regarding the different numbers. Our communities like the hotlines to be local they don't want to get someone that's half way across the state. The text would be a great idea but chat might be tricky and more difficult to maintain. Don't forget majority of Iowa is made up of very rural towns not everyone is as techy as people from areas such as Des Moines. Simple is good :)
44	The hotlines to be in each specific region but having one of each for SA and DV, instead of having multiple hotlines per region. Then forwarding from the main hotline to the appropriate agency.
45	I definitely think we need to start using text/chat mode to help with hotline contacts. These hotlines should be used to provide support, resources, and shelter when needed for anyone who calls/texts.
46	text and chat capabilities and multilingual responders
47	They would have text/chat capabilities . They would be a hotline that advocate to victims of DA, SA, human trafficking or other violent crimes. They would have resources to local agencies that provide counseling, shelters, courthouse advocates. They will work hand and hand with these agencies and even fill out referral forms or do shelter assessments for survivors so survivors do not have to call several different people to get the help they need.
48	It would be a statewide hotline with text/chat capabilities for both DV and SA.
49	The state hotlines would provide support, referrals, advocacy, crisis support, etc. The hotlines would have text/chat capabilities. There would be staff answering the hotlines who are bilingual. I don't think the locations of the hotlines necesarrily matter, but it is important that the individuals answering the hotlines are aware and knowledgable about the different "main" resources available throughout the state for survivors.
50	Never thought of this...
51	Local agencies having regional or individual hotlines, at state level one centralized dv and sa hotline that has text and/or chat capabilities. Text and chat seems incredibly important. Many of my clients are under 23 and text is the major way they communicate. In addition, many of my clients have the free phones associated with the food stamp program. They often run out of talk minutes but have unlimited texting with that federal program.
52	Current state hotlines because we advocate for choice and this is one way to meet that need. State hotlines refer to the appropriate service based on clients needs and wishes. Individual hotlines should offer text at a minimum
53	I would have bilingual staff present at all times during the day
54	If we had chatting/texting capabilities, I think we would be able to reach a greater populous, especially those with maybe anxiety issues with talking to people on the phone. With my magic wand, I think even having interpretation services with chat/text would be really neat. With more localized hotlines, we would be able to better meet the needs of our populations in our regions (i.e. travel and

	language barriers).
55	I think if we had text/chatting capabilities, I think there would be a greater chance for anonymity and outreach to victims we aren't reaching already. I also believe if the hotlines were more localized, we'd have a better chance of getting specified help for those regions. (i.e. language barriers, traveling barriers, etc.)
56	One centralized statewide hotline (not answered in a busy shelter office, but it's own area designated for that purpose) for DV/SA with chat that has the capability to contact centralized SA/DV regional hotlines and live/soft transfer the caller to the hotline in their region after the initial crisis intervention/counseling has been completed.
57	They would give adequate time to first-time callers and not brush them off after 5 or 10 minutes.
58	I think text is more important than call this day and age. so as long as they can text, it looks good to me!
59	I think they are great now - but text or online chat I think would help us communicate with the younger age groups. I think if we had enough staff in shelters they would be able to handle both.
60	I would like to see an inviting attraction to let people know that it is OK to get help. Services- texting, email, videochat, phone. I think the services should be located in convenient places...online or a private office for clients to come in and get help.
61	I would want text capabilities but training and parameters given around that. We need solid guidance before we text clients I think.
62	knowledgeable advocates answering separate DV/SA hotlines being able to provide basic crisis counseling with the calls as well as having the capabilities to patch the calls directly into the local program if needed. Both with text/chat lines that can also be forwarded to the local program.
63	I feel that there needs to be coordinated intakes for both DV and SA. The individuals that are staffing these hotlines are better trained and understand how each organization serves clients. I do believe that online chat capabilities and/or text would be very beneficial to victims.

Appendix C

Domestic Violence Hotline Schedule- Week Days

7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	
			Hotline Advocate 1- Full Time																					
			SUPERVISOR																					
			Hotline Advocate 2- Full Time																					
			Hotline Advocate 3- Full time																					
			Volunteer/Resource Coordinator- Full time																					
													Hotline Advocate 4- Parttime											
													Hotline Advocate 5- Parttime											
																		Overnight Hotline Advocate 6- Full Time						
																		Overnight Hotline Advocate 7- Full Time						

Domestic Violence Hotline Schedule- Weekend

7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	
Hotline Advocate 1																								
	Hotline Advocate-2																							
					Hotline Advocate- 3																			
					Hotline Advocate- 4																			
										Hotline Advocate-5														
											Hotline Advocate-6													
																	Overnight Hotline Advocate							
																	Overnight Hotline Advocate							

Appendix D

Appendix E

Crisis Chat Services

8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM
		Chat Advocate 1											
		SUPERVISOR											
		*Chat Advocate 2											
		Volunteer/Resource Coordinator											
						*Chat Advocate 3				Youth Peer to Peer Supervisor			

* two nights a week, alternating between parttime staff