



# **ADVOCATE TRAINING MANUAL**

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## ORIENTATION

### HISTORY

In 1977, Women Together, Inc., a non-profit women's group that offered consciousness raising and a resource center to the women of Washington County, Oregon became very concerned about family violence. Through the resource center they received many calls from battered women. The center was not equipped to meet the needs of these women.

With the aid of a CETA grant, three full-time and two part-time women employees were hired to develop and implement an advocacy program. That program began aiding battered women and their children in August of 1977. Throughout the year, more than 300 women were aided in some way by the program.

Early in the program it became very apparent that the absence of a shelter home severely limited the assistance that the program was able to provide. With the help of a new CETA grant and community support, plans were underway in late July of 1978 to physically develop a shelter and make ready for an October opening.

It is our hope that the shelter home will be as successful as the advocacy program. We are dedicated to helping end the cycle of violence that many women and their children are living with. It is our belief that no person should have to live with violence or the fear of violence.

We hope that this shelter will be a quiet retreat for women to come and find safety while they clear their minds and make decisions about how they will live their lives in a better future.

We expect that women will find a non-pressured supportive atmosphere at this house in which to make these decisions.

Women Together, Inc., is governed by a five-member Board of Directors. The staff is directly responsible to the Director and Assistant Director and ultimately to the Board of Directors.

Your medical and dental benefits as well as sick leaves and vacations are governed by CETA policy. The details should be obtained from the CETA office. We ask that as much notice as possible be given when you are sick and unable to cover your shift. Vacation time must be pre-arranged several months in advance and cleared by the Director.

To ensure smooth functioning and to keep problems minimal, a set of policies has been established. As shelter home staff members you are required to follow these policies at all times.

#### **ATTITUDE**

You have been chosen as staff members for your ability to be intelligent, empathetic, rational and responsive people. Please be sure that your behavior is such when you are on your shift.

#### **BEING ON TIME**

The smooth functioning of the shelter is now your responsibility. You must be on time for your shift! Whenever you are late in arriving the previous shift must stay until you arrive. If it is unavoidable, be sure to call in and let the people on the previous shift know that you will be late. Habitual tardiness will not be acceptable.

#### **SECURITY**

. . . is extremely important! Working at the shelter home will be interesting and may often be a topic for discussion. You must never communicate the location of the shelter by street address or general description. If our location became known to the general public, our safety and the safety of our clients could be jeopardized, and we could lose the use of the house. If you are planning on being met by someone after your shift, that someone must be previously approved by the Director or Assistant Director, or you must arrange to meet them elsewhere. This policy will be strictly enforced and violations of it may be cause for dismissal.

#### **HOUSE RULES**

Out of respect for our residents, the staff must abide by the house rules when they are at the house. There must be no illegal drugs or alcohol used by the staff while they are on duty. Likewise smoking should be in the designated areas only and you must clean up after yourself. Those of you who will be on shifts when residents or their children are sleeping must make a real effort to keep noise and activities to a minimum.

#### **DRESS**

. . . is casual and comfortable at the house, but an effort must be made to dress appropriately when representing the shelter in public and at agencies.

**WHEN YOU ARE ON SHIFT** at the shelter we expect that you will find constructive things to do if you are not answering the hotline or working with a client. You will be responsible for designated jobs that must be done by your shift. If you have extra time look around and you will find many jobs that need to be done and will improve our shelter home. Please do not call friends and tie up the phones, watch T.V. or sleep.

**PROBLEMS** will arise from time to time in the inner workings of the shelter. The most important thing to remember is to be realistic about the situation. Do not blow the problem out of proportion. Communicate with one another, be supportive and patient. We will have staff meetings and all of the problems that you encounter should be brought to the attention of the Director or Assistant Director.

**CONFIDENTIALITY** is also extremely important. The women that come to the shelter will share intimacies with you about their lives. The things you hear and see must not go beyond you. You must develop an attitude of respect for the residents and realize that they need to share their feelings with someone who will not repeat them. **THAT SOMEONE IS YOU!!**

**CHILD ABUSE** or possible child abuse must by law be reported to the Childrens Services Division. Please discuss this with the Director or Assistant Director and they will call CSD.

#### **MEN**

Sometimes a man will call to seek information about their wife or girlfriend. You must never let them know that you have any information concerning the woman that they are inquiring about. Just tell them that the person is not here, nor has she had any contact with you. If they want to talk about their problem refer them to the Men's Resource Center. We don't have the time or telephone lines to talk with them and we must be aware of the safety of the house.

Most of the staff at the house is not qualified to counsel other people. There is a distinct difference between an advocate and a counselor. An advocate is a person who pleads in favor of, supports, vindicates or recommends publicly another person. A counselor is a person with a Master's degree who is more highly trained to aid in personal or behavioral problems. There are legal ramifications when an untrained person acts as a counselor.

**WHENEVER YOU ARE REPRESENTING THE SHELTER** (i.e., going to an agency or the doctor's or the D.A.'s office) please be pleasant. Regardless of how aggravated you may become, don't lose your temper! You may have to be very assertive to get your point across, but do this with tact, please.

In addition to these policies, there will be posted at the advocates desk, "Shift sheets." On these sheets, copies of which follow, are listed necessary tasks that have been divided between the three shifts. Find the shift time that meets your hours. Any notification or change will be posted in the form of notes at the advocate desk. If the need arises, new shift sheets will be posted.



## ALL SHIFTS

I. When you arrive, and before the previous shift leaves, familiarize yourself with what has been happening in the house:

- A. Find out where each resident and her children are.
- B. Find out if there are any new residents here. Introduce yourself.
- C. Find out if something is scheduled or needs following up (i.e., a resident is going to arrive during your shift, or a previous caller wants to be called back in an hour.)
- D. Read the logs.
- E. Check the boards for information.

II. Your prime responsibility is the welfare of the residents, their children, the shelter and the victims who phone. Please remember this during your shift.

When you are on duty:

- A. Answer the crisis line phone.
- B. Be sure to fill out the log.
- C. Be sure to be aware of and record the coming and going of residents and their children.
- D. Find out who wants private time to talk with you and arrange for that.
- E. Be sure the other staff and residents know where you are all the time.
- F. It is extremely important that you fill out all forms on people who come in or call in on your shift.
- G. Make hourly rounds of all areas of the house for safety checks. See that the doors are locked and appliances off if not in use.
- H. Be sure all house rules are followed.
- I. Be sure to complete the specific chores for your shift.
- J. Enter into the daily log a brief description of the shift's events.

When your shift is over please do not leave until the next shift arrives, unless you have made previous arrangements with someone to cover it.

Be sure to inform the next shift of what they need to know about what has been happening at the house. If you haven't completed your entries into the log or haven't completed the forms on residents or callers during your shift, PLEASE DO SO BEFORE YOU LEAVE.

By the sink is a coffee can. At the end of your shift empty the ashtrays into it, NOT the garbage cans. We want to reduce the risk of fire.

7:30 a.m. to 3:30 p.m. Shift

Your particular shift duties are:

- A. Scheduling appointments for residents, arranging for volunteer transportation or a bus pass if needed.
- B. Contacting volunteers for other needs of the residents.
- C. Check to see that residents and their children have eaten breakfast and clean up after themselves and are ready for the day at 10:00 a.m.
- D. Be sure that lunch has been fixed, eaten and cleaned up by 1:30 p.m.
- E. Complete the specific housekeeping chores assigned to your shift.
- F. Talk with residents about how they are progressing with their plans.
- G. Help new residents develop a plan.
- H. On Friday morning after the garbage has been collected, pull the garbage cans back to the side.
- I. Assign chores to residents.

3:30 p.m. to 11:30 p.m. Shift

You particular shift duties are:

- A. Talk with residents about how they are progressing with their plans.
- B. Schedule appointments if needed.
- C. Be sure meal and bedtime hours are followed.
- D. After the evening meal clean-up empty the kitchen and bathroom garbage cans into the big ones outside.
- E. On Thursday night pull the big garbage cans into the front of the house.
- F. Be sure that residents have completed the chores assigned to them.
- G. Do whatever housekeeping chore is assigned to you.



11:30 p.m. to 7:30 a.m. Shift

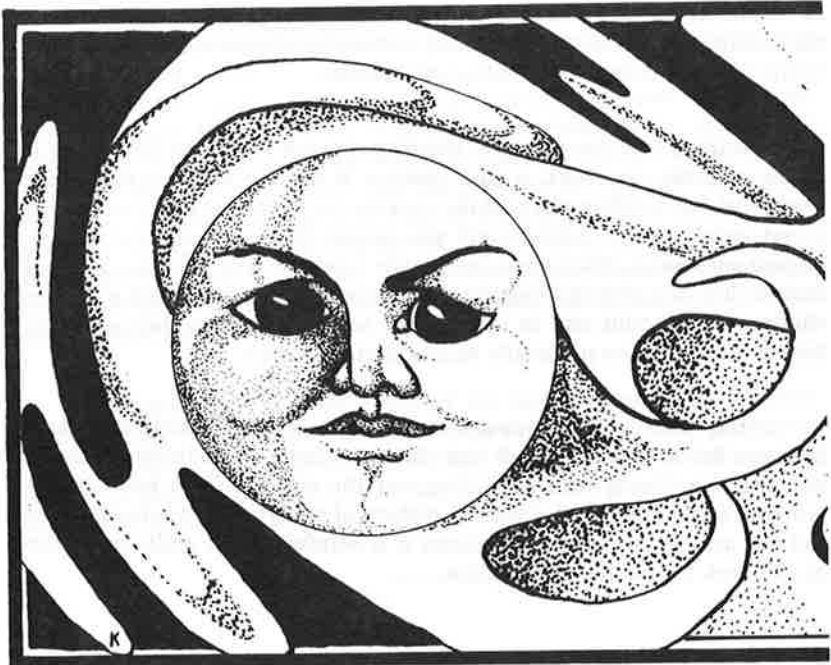
Your particular shift duties are:

- A. This is a period when security checks are very important. Be sure to do them every hour.
- B. Most of your client contact will be through the crisis line. Be sure to answer it immediately and fill out the forms and log.
- C. Before the end of your shift empty the desk wastebaskets into the garbage can outside.
- D. Do whatever household chores are assigned to your shift.

### HOUSEHOLD CHORES

The basic household chores will be divided among the residents and the staff. Staff chores will be on a rotating basis and will be posted on a schedule at the advocate desk.

Residents will be assigned their chores by the 7:30 -a.m. - 3:30 p.m. staff person. They are in addition to this required to clean up their bedrooms and after themselves, and their children in the kitchen and bathroom. They are also responsible for picking up after themselves and their children throughout the house.



## ADVOCACY

You, the advocate, are the direct and substantial link that a victim of domestic violence has with an alternative situation. With your aid she will be able to come to an understanding of her situation and will be able to develop a solution. You can help build her self esteem and become aware of her own validity and potential.

The victim is often overwhelmed by her situation and sees no alternative solutions. She may feel that she deserved the beatings because of something she did or said. She may feel that she could not possibly support herself and her children. Another common feeling is one of worthlessness; she is not smart enough or capable enough to cope with living on her own.

That is why you must be continually supportive of her. Bring up her good points (i.e. maybe she can budget well, or "Look what beautiful children you have, you must be a good mother."). Everyone has positive points and making the victim aware of her own positive points is very necessary.

A woman may feel guilty about leaving her husband even though he has been violent to her. Phrases like "No one should have to live with that" or "You did the best you could at the time" will help her feel better about the action she has taken. Continually remind her that it is her human right to live without violence or the fear of violence.

One thing that the advocate should point out to the victim, as she is trying to make decisions, is that violence is a cycle and it is more than likely that her children will pass the violence on to the next generation if it is not ended now. Violence only gets worse. Without treatment, it very seldom goes away. Most importantly, she needs to hear that she does not have to live in a violent situation. She deserves a better life and so do her children. She should also be informed of her basic legal and human rights. No one has a right to physically violate another person.

During your initial contact with a woman it is extremely important that you listen carefully to all that she says. You need to listen and assess her situation. Going over and filling out the statistic form helps in this process. You need to get a general picture of the woman, her background and the present situation. Sometimes it is helpful to take additional notes on the back for further clarification.

As an advocate, you will be familiar with the various resources that are available to a woman in her situation. Through these resources and after becoming aware of all aspects of her situation, your job will be to present a number of alternatives to her (i.e. you can tell her about restraining orders, or find out if she would like to leave the state to be with her family).

You should never tell the victim what she should do. She must decide! As you explore with the woman her options help her think a little in the future and what the possible consequences could be in each plan. Once a woman does decide how she wants to proceed, your job is to help her in any way that you can to reach the goals she has set for herself.

There are some realities that you should point out to the victim. The main reality is that the batterer will probably be very upset when he finds out that his wife or girlfriend has left him. He may react to this in a number of ways. One of the most common is that he will try very hard to get in contact with her. When he does, he will probably cry and beg her to come back. He will promise to never beat her up again. He will tell her how much he loves her and how sorry he is. We know that this is something that he means at the time, but without help his good intentions do not last long. It will be only a short time before the violence starts again. On the other hand, he may be so angry that if he finds her he may try to kill her.

Once the options have been sorted through and a plan of action has been chosen, it is a good idea to make a written outline of the plan. This gives a cohesiveness to the changes being made and implementing the plan is much easier. Make the plan flexible, as situations change rapidly and better solutions often come up. Be realistic and prepare the victim for the problems she may encounter when carrying out her plan of action. For example, she should realize that making life style changes takes time, it may take several months before her life is in the order she would like it to be. Remind her that it probably took several years or more for her to get to the point of making the changes she now wants, and things don't change overnight.

She should also be made aware of the fact that often the agencies on which she depends for her support can present problems themselves. And she should be continually reminded that though her husband or lover's behavior often changes initially, he will fall into old behavioral patterns without some help.

As an advocate you should help the victim arrange for appointments. She may need food stamps and Welfare, or medical attention may be required. Your job as an advocate is to run "interference" between the victim and the person she is dealing with at the various agencies. Often times they are unaware of the complicated problems of the battered women. They can be very insensitive when dealing with these victims.

If legal action of some kind is in order a lawyer must be obtained. If the victim is indigent she may get some help from Legal Aid. Eligibility for Legal Aid is determined by a number of factors. To see if your client is eligible call them and check. The BEWARE Program has a law student that has made herself available to do restraining orders at no charge to women with little money. But she is limited as to the number that she can do. If the woman has little money of her own perhaps you can suggest that friends or relatives could loan her the money for a retaining fee. If her husband has an income he can be made to pay the legal costs after the divorce so it is just the initial fee she would need.

If the woman is not indigent she will need to employ a private attorney. She will need a retainer fee of \$120.00 or more. There are several places to which we refer clients, but it is an inadequate list so you may have to check with the lawyer's referral book and start from scratch.

You must be aware that every woman who seeks help through BEWARE will be in a different state of awareness. You will encounter a wide range of mental and emotional states. You will not like every woman who comes here for help, but you must put principles above personalities. You are here to help the best you can. Do not allow personalities to alter your judgement. Be patient and accepting and offer the victim alternative solutions, continually helping her to feel in control of her own life. If you find that you just cannot work with a woman, please bring it to the attention of the Director or Assistant Director and we will see about changing advocates.

After the initial working steps of the plan have been completed, the woman is still going to need your support. Some days things may go very badly for her and she may become depressed. She may even think about going back into her former situation. Point out the realities, continue to support her and try to build her self confidence. Point out how well she's been coping and how far she's come. Make yourself available to listen to her while she talks out her feelings. In addition to needing you as an advocate she needs you for a companion.

Help her keep up with her plan. Talk to her after appointments and see how they went. Even after the woman has left the shelter she is going to need your support.

Sometimes, a woman will be doing just fine, moving right along and making progress. Then all of a sudden she's back with her husband. Or sometimes no course of action is decided upon and the woman just drifts back into her previous situation. Don't allow yourself to become depressed or feel that you were ineffective when this happens. You may hear from her again in the future. If this happens, please be accepting of her and do whatever you can to help her again.



## AGENCIES

The advocate is responsible to be familiar with the agencies in the tri-county area that will be helpful to the victim of domestic violence, as the victim will almost certainly be unaware of them. In addition, the advocate will serve as an interface between victim and agency.

When you are in contact with a particular agency know all the necessary facts about your client. Make sure you understand what the agency's responsibility is to the public and that you have the information that they give you clear in your mind. Take notes if it will be helpful for clarification. It is important that you be pleasant at all times, even if you become aggravated with the agency or person you are dealing with.

This book contains information on several of the agencies that we deal with often, but a complete directory can be found in the Rolodex by the hot line.

One of the major problems you will encounter repeatedly is the need for financial aid. The Welfare department in Hillsboro has been very co-operative with the BEWARE Program. If your client is afraid of being seen they will arrange for her to wait for her worker in a side room where she feels safer.

If you have any questions about the eligibility of your client call the Welfare Hotline to clarify her eligibility and what Welfare benefits she is entitled to, before making the Welfare appointment. Once you call to make the appointment, tell them who you are and that you are from the shelter home. If it is an emergency they must give you an appointment within 24 hours.

If a person has more expenses than income, they may be eligible for Food Stamps. Welfare Hotline has an income form to give the guidelines for eligibility. To receive Food Stamps a person who lives with others must have separate space in the kitchen to store her food. There will be separate space available in the shelter home.

To acquire a small emergency food voucher or clothing the Salvation Army in Hillsboro or FISH are good places to check. Holy Trinity Church has an emergency fund of \$230 per month. You can check with them. But often it has been depleted by mid-month.

If a person is eligible for Food Stamps they are usually eligible for Legal Aid. Unfortunately the Washington County Legal Aid is understaffed and overworked. They usually have a long waiting list. Always call them to try to get help for your client. Even if they can't file papers, etc. they will give you advice over the phone. If a woman is legally married they will take her husband's income into account even if she is separated.

Childrens Services Division can arrange for a temporary home for the woman's children if she is unable to cope with them during the time she is seeking alternatives to her situation.

The Housing Authority has two programs for housing aid. The Title 8 Program subsidizes rent based on income. The person will pay out 25% of their income toward the rent and HUD will pay the remainder. Your client will have to be certified by HUD and then must find her own housing. The Title 23 Program consists of housing owned by HUD that persons move into at no cost, if they qualify. The major problem is the six to eight-month waiting list.

The Solo Center in Portland has two attorneys that do legal work for sliding scale fees. The initial fee is \$20.00, and the payment is worked out between the client and attorney. They are very good with battering problems.

The Community Law Project is also located in Portland and consists of 8 women attorneys. They do legal work on a sliding scale and are feminist-oriented.

The Tualatin Valley Mental Health Clinic, Metropolitan Family Services and Lutheran Family Service all provide counseling on a sliding scale fee. The Morrison Center offers free help in child rearing problems and parenting.

Occasionally a man will call and ask for counseling referral. We recommend the Men's Resource Center in Portland.



## LEGAL

If an assault has been committed the person should call the police. It is very important that a police report be made. Under the provisions of HB 2438, an officer must arrest if there is probable cause that an assault has been committed and if the victim does not object.

If the man is arrested he will be able to post a minimum bail and be out within a few hours.

Assuming the man has been arrested, the woman will have some time (1 - 2 hours) to get the necessary items for herself and her children gathered together and seek temporary shelter. At this time the woman should take what money she will need as well as her valuable items (jewelry, car title, etc.). Be sure the woman takes her children with her or arranges for a safe place for them to stay to avoid custody problems later. If she has to leave the children she should go to a lawyer the next day and make a statement to the effect that she fled for self protection and could not take the children.

If the responding officer has a bad attitude toward the victim and refuses to arrest, she should take his name and badge number so the officer can be reported. If the officer asks the victim to sign a form she should be clear about what she is signing. She may be giving up her right to have him arrested.

She can also insist on the officer standing by while she gathers up her things and gets out.

The following day the victim (with the help of an advocate) should check with the police department to be sure that the report was filed and pictures should be taken of the injuries.

If she wishes to press charges she should go to the District Attorney's office. The advocate must talk at length with the victim before this is done. The victim must be clear on what she wants to do, i.e. it is not a good idea to press charges if she is going to drop them, go back with the man or leave the area. There is time for clarification. The victim has about two weeks to file the charges from the time of the assault.

If she decides to press charges she should expect to be interrogated by the Deputy D.A. They wish not to be involved in these matters if there is any possibility the woman will not carry the charges through to trial. It is up to her/his discretion as to whether or not the case will be taken.

If charges are filed the victim can expect to wait two to six months for the case to come to court.



At or around the time the charges are filed a warrant is issued for the man's arrest. It could take from one day to three weeks or more for the warrant to be served. At the time the warrant is served the man will be given a time and date to appear in court for an arraignment.

He is informed at this time of the formal charges against him and can post bail until the trial date.

At the time of the jury trial both parties will be heard and any witnesses to the assault as well as the responding officer will testify. The victim will be represented by the state (D.A.) at no cost to her, and the man will either have a court appointed attorney or will be represented by a private attorney.

The man will be allowed to remain in the courtroom at all times but the victim and all witnesses will only be allowed in the courtroom when they are testifying. No past record of the defendant (i.e. DUIL's or previous criminal records) will be allowed nor will character witnesses against the defendant be heard. Only information that is directly associated with the assault will be heard.

It is very seldom that these cases go all the way through the courts, but in the ones that have it is clear that sentencing upon conviction is minimal. Most often work release or some type of counseling is ordered by the judge.

Whether or not a woman presses charges there are other things that need to be done.

If she wants to return to the family home she will probably need a Restraining Order (R.O.). She will need a lawyer to do this for her. A Temporary Restraining Order (T.R.O.) is first issued. It restrains the man from the house, from harrasing the woman and the minor children and establishes temporary custody. A request is also made for temporary support at the time of the show cause hearing. Once filed, a T.R.O. is served to the man and he has a reasonable amount of time (approximately 24 hours) to vacate the house. He is restricted to taking only his personal belongings.

A court date will be set for a show cause hearing, during which the victim must testify to the need for a R.O. This hearing will take place approximately two weeks after the serving of the T.R.O.

At this time the two parties will both appear in court before a judge, with their attorneys, and the man will have a chance to say why he should not be restrained from the home.

In the case of alleged violence between the two parties it is seldom that a judge would dismiss a R.O. An R.O. is usually valid for 1 year.

After the T.R.O. or the R.O. is issued a woman should be cautioned on her behavior. Anything that could be misconstrued as an attempt by the woman to be with the man should be avoided. She must never willingly let him come inside the home. Nor should she remain at any function or activity where he is present. She must never accept gifts or meet with him. These things could be held against her if the R.O. or T.R.O. is violated. She should also always keep her R.O. or T.R.O. copy with her.

Some men view the R.O. as a meaningless piece of paper. They may violate the orders set out by the judge. If this occurs, she should call the police and have him arrested or, if he has left the scene, sign a complaint so that a warrant may be issued for his arrest. She should also keep her lawyer informed of all occurrences.

After his arrest, bail will be set and he will have to make an appearance before the judge. Judges dislike having their orders violated.

If the woman decides to get a divorce the first step will be to find legal help for her. A retainer of at least \$120.00 will be required unless she can obtain a fee waiver.

If their financial situation is such that the man has the greater financial capability, she may be able to have her divorce costs paid by him. A retainer will still be required, however.

The advocate should help the woman clarify what she wants in the divorce settlement. Custody is a major concern as often in violent cases the man uses the threat of her losing the children to frighten the woman into staying in the situation. The judge will decide who will get legal custody and visitation rights based on information presented during the hearing. Keep track of any incidents and obtain witnesses, if possible, concerning the activities of her husband that she will wish to relate to the judge. The woman should be reminded that her behavior and actions will have a bearing on the settlement.

The woman should be aware that the husband may legally take the children when and where he wishes before custody is established by the R.O. or the divorce decree.

She may wish to ask the schools or child care people not to release the children to the father, especially after the divorce.

If the man wants visitation rights, but the children are afraid of being alone with him, the woman can request that a third party of her choosing be present during visitations.

The advocate should help the woman prepare a budget. It must include everything from food to entertainment. Go over it several times to insure that all expenses have been covered. This is the amount the woman should request in her settlement. Be sure to ask for enough.

The man may file for conciliation counseling. The woman must voluntarily go to one session, at which time she has the right to see the counselor alone if she does not wish to see her husband. If she does not go voluntarily she will be subpoenaed and the divorce will be held up for an extra 45 days.

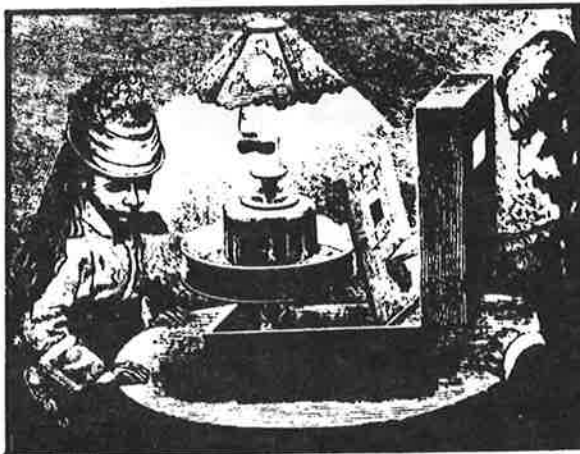
The only way to get a woman out of this counseling session is for the woman to prove with a psychiatric report that the session would be mentally or emotionally damaging.

If the woman is considering a legal separation rather than a divorce you should inform her that separations cost as much as divorces. If she then decides to divorce, she will, in effect, be putting out twice the amount of money.

A woman is entitled to (and should to avoid later filing costs) regain her own family name, if she wishes to, at the time of the divorce. Be sure the lawyer doesn't overlook this.

A woman is also usually entitled to half the property that was acquired during the marriage. She should ask for that in addition to child support and alimony.

If an unmarried woman is having difficulty in establishing what is hers in the event that she and her partner are separating, she can explore the possibility of a "Dissolution of Domestic Partnership." This is very similar to a divorce and can legally divide property and establish custody of children conceived in the partnership.



## FORMS

The following pages contain various forms that are necessary to the future of this program and all programs dealing with domestic violence.

The BEWARE Program is primarily funded by CETA and is a feasibility study of running a shelter and hotline. We must keep accurate statistics for that reason alone.

Filling out the forms may seem unnecessary and time consuming, but you must do a thorough job of completing them. Read them and become very familiar with each form.



**PHONE FORM**

**Name** \_\_\_\_\_ **Age** \_\_\_\_\_ **Situation/Status** \_\_\_\_\_

**Referred by** \_\_\_\_\_ **Area** \_\_\_\_\_ **Date/Time** \_\_\_\_\_

**Children** \_\_\_\_\_ **Relatives** \_\_\_\_\_

**Notes:**

**Follow Up and Referrals:**

STATISTICS FORM (CONFIDENTIAL)

DATE \_\_\_\_\_ TIME \_\_\_\_\_ STAFF INITIALS \_\_\_\_\_ REF'D BY \_\_\_\_\_

Client's area \_\_\_\_\_ Shelter \_\_\_\_\_

I. PERSONAL DATA (woman)

1. Initial or first name \_\_\_\_\_
2. Age \_\_\_\_\_
3. Race \_\_\_\_\_
4. Height \_\_\_\_\_
5. Weight \_\_\_\_\_
6. Marital Status \_\_\_\_\_
7. Years married \_\_\_\_\_
8. Former marriages \_\_\_\_\_
9. Relationship to assailant \_\_\_\_\_
10. If divorced does father have legal visitation rights \_\_\_\_\_
11. Considered divorce/separation \_\_\_\_\_
12. Are you able to support family \_\_\_\_\_
13. No. children \_\_\_\_\_
14. Ages \_\_\_\_\_
15. Children from former marriages \_\_\_\_\_
16. Education \_\_\_\_\_
17. Occupation \_\_\_\_\_
18. Employed \_\_\_\_\_
19. Income \_\_\_\_\_
20. Own or rent home \_\_\_\_\_
21. Religious preference \_\_\_\_\_
22. Been in counseling \_\_\_\_\_
23. Outpatient/inpatient \_\_\_\_\_
24. How long \_\_\_\_\_
25. Children in counseling \_\_\_\_\_
26. Any recent illness or injury \_\_\_\_\_
27. Problem with alcohol \_\_\_\_\_
28. Drugs \_\_\_\_\_
29. Criminal record \_\_\_\_\_
30. Military Service \_\_\_\_\_
31. Physical abuse of children \_\_\_\_\_
32. Sexual abuse \_\_\_\_\_
33. Client beaten as child \_\_\_\_\_
34. Parents divorced \_\_\_\_\_
35. Violence between parents \_\_\_\_\_
36. Parents problem with alcohol \_\_\_\_\_
37. Drugs \_\_\_\_\_
38. Any relatives in area \_\_\_\_\_

II. PERSONAL DATA (assailant, man)

39. Age \_\_\_\_\_ 40. Race \_\_\_\_\_ 41. Height \_\_\_\_\_ 42. Weight \_\_\_\_\_  
43. Former marriages \_\_\_\_\_ 44. Considered divorce/sep. \_\_\_\_\_  
45. Able to support family \_\_\_\_\_ 46. Children from former marriages \_\_\_\_\_  
47. They live where \_\_\_\_\_ 48. Legal visitation \_\_\_\_\_  
49. Education \_\_\_\_\_ 50. Occupation \_\_\_\_\_ 51. Employed \_\_\_\_\_  
52. Income \_\_\_\_\_ 53. Religious pref \_\_\_\_\_ 54. Been in counseling \_\_\_\_\_  
55. How long \_\_\_\_\_ 56. Outpatient/Inpatient \_\_\_\_\_ 57. Recent  
illness or injury \_\_\_\_\_ 58. Problem with alcohol \_\_\_\_\_ 59. Drugs \_\_\_\_\_  
60. Criminal record \_\_\_\_\_ 61. Military Service \_\_\_\_\_  
62. Physical abuse of children \_\_\_\_\_ 63. Sexual abuse \_\_\_\_\_  
64. Were parents divorced \_\_\_\_\_ 65. Violence between parents \_\_\_\_\_  
66. Parents problem with alcohol \_\_\_\_\_ 67. Drugs \_\_\_\_\_ 68. Was he beaten  
as a child \_\_\_\_\_ 69. Any relatives in area \_\_\_\_\_



### III. INFORMATION ON VIOLENCE

70. Date of last attack \_\_\_\_\_ 71. Time \_\_\_\_\_ 72. First time  
violence occurred \_\_\_\_\_ 73. Frequency of violence \_\_\_\_\_ 74. Factors  
responsible for causing assaults \_\_\_\_\_
75. Jealousy \_\_\_\_\_ 76. Resentment \_\_\_\_\_ 77. Other \_\_\_\_\_
78. Did you provoke attack physically \_\_\_\_\_ 79. Verbally \_\_\_\_\_
80. Share problem of violence with other persons \_\_\_\_\_ 81. With whom \_\_\_\_\_
82. Result \_\_\_\_\_
83. Hide injuries \_\_\_\_\_ 84. Weapon(s) used other than fists \_\_\_\_\_
85. Alcohol present \_\_\_\_\_ 86. Drugs \_\_\_\_\_ 87. What did you do after  
assault \_\_\_\_\_ 88. Reaction to violence \_\_\_\_\_
89. Were children present \_\_\_\_\_ 90. Were they involved in violence \_\_\_\_\_
91. What extent \_\_\_\_\_ 92. Who did they support \_\_\_\_\_
93. Beaten while pregnant (if yes complete last part) \_\_\_\_\_

### IV. MEDICAL

94. Received medical treatment \_\_\_\_\_ 95. Children \_\_\_\_\_ 96. Go to  
hospital \_\_\_\_\_ 97. Doctor \_\_\_\_\_ 98. If repeated, go to same hospital  
or doctor \_\_\_\_\_ 99. Tell medical staff cause of injuries \_\_\_\_\_
100. If yes, did they inform you of rights \_\_\_\_\_ 101. Response of medical  
personnel \_\_\_\_\_ 102. Injuries (area, and children) \_\_\_\_\_
103. Medication (inc. children) \_\_\_\_\_



## V. CONTACT WITH POLICE AND LEGAL ACTION

104. Call the police \_\_\_\_\_ 105. Did they come \_\_\_\_\_ 106. Give our card \_\_\_\_\_  
107. Their response \_\_\_\_\_ 108. Arrest? \_\_\_\_\_  
109. Press charges \_\_\_\_\_ 110. Intend to \_\_\_\_\_ 111. Carry through \_\_\_\_\_

## VI. ASSISTANCE FROM PROJECT

112. Locate Shelter \_\_\_\_\_ 113. Locate financial assistance \_\_\_\_\_  
114. Legal info \_\_\_\_\_ 115. Referred to \_\_\_\_\_  
116. Crisis counseling \_\_\_\_\_ 117. Need no further follow-up \_\_\_\_\_  
118. Support counseling \_\_\_\_\_

## VII. FOR PREGNANT WOMEN

1. Were you pregnant at the time? \_\_\_\_\_ 2. How many months \_\_\_\_\_  
3. What did he do to you? \_\_\_\_\_  
4. Was he under the influence of drugs/alcohol? \_\_\_\_\_  
5. What were your injuries? \_\_\_\_\_  
6. Why do you think he hit you? \_\_\_\_\_  
7. Did he give any explanation or apologies? \_\_\_\_\_  
8. How frequently did he hit you during that pregnancy? \_\_\_\_\_  
9. Were any of your children injured by these pre-natal beatings? \_\_\_\_\_  
10. Describe \_\_\_\_\_

11. Did he beat you during other pregnancies? \_\_\_\_\_
12. Which ones? \_\_\_\_\_ How frequently? \_\_\_\_\_
13. How did he feel about your being pregnant? \_\_\_\_\_
14. How did he treat the children after they were born? \_\_\_\_\_
15. Did you try to get help \_\_\_\_\_ 16. What kind of help? \_\_\_\_\_
17. Source \_\_\_\_\_ What happened? \_\_\_\_\_
18. Did you try to defend yourself? \_\_\_\_\_ How? \_\_\_\_\_
19. When did you finally leave? \_\_\_\_\_
20. Why \_\_\_\_\_
21. What effects did your beatings have on the children? \_\_\_\_\_

22. Remarks:

## HOUSE RULES

1. Every resident shall sign a contract upon entering the house. She shall be making satisfactory progress in fulfilling the contract at all times.
2. The shelter home address must be kept CONFIDENTIAL at all times, even after leaving the shelter.
3. Residents are responsible for keeping their own room straightened and cleaned, and for cleaning up after themselves in all areas (bathroom, kitchen, dining room, etc.). A resident will also be asked to help with household chores.
4. Absolutely no smoking in any room other than living and dining rooms.
5. No alcoholic beverages or illegal drugs are allowed on the premises.
6. All prescription drugs must be given to the staff members on admission to the shelter and will be kept in the safe deposit for the protection of all. Residents will ask the staff person on duty for them at the appropriate times.
7. Residents shall not read the staff log book or the files of any other resident.
8. Safety deposit system consists of individual personalized manila envelopes that will be kept under lock and key. Only authorized staff will have access to safe and will require your initials and staff's for withdrawals. The shelter IS NOT responsible for burglaries.
9. Residents shall not make any long distance phone calls without staff approval, then ONLY COLLECT CALLS will be allowed.
10. Residents will sign in and out stating the date, time leaving, destination, and approximate time returning.
11. No visitor will be allowed without prior notification of and permission of the staff member on duty. No men will be allowed in resident's room.

12. No alcohol, drinking, or smoking in the bedroom.
13. All residents shall conduct themselves in an orderly way that is appropriate to community living. USE COMMON COURTESY, (knock before entering, no loud noises, etc.)
14. No pets shall be allowed in the house.
15. No firearms will be allowed in the house.
16. No batterers allowed in the house.
17. Residents and children must be awake and out of bed by 8:00 a.m. Residents and children must be dressed and fed by 9:00 a.m., and the bedrooms cleaned by 10:00 a.m. Residents will feed their children lunch at 12 noon, over by 1:00 p.m. Dinner by 6:00 p.m. and cleaned up by 8:00 p.m.
18. Residents must care for their own children unless by pre-arrangement: another resident is caring for them, in which case the other resident must sign form. Don't leave children with another shelter resident without notifying the staff.
19. Security and fire checks will be made at least every hour, throughout the evening and night. Bedroom doors shall remain unlocked by residents.
20. House is not responsible for damage due to fire or burglaries.
21. Residents curfew is 11:00 p.m. weekdays, 12:00 p.m. weekends. Children must be in bed at a reasonable time.
22. Residents will be given a storage place for their belongings and food to avoid any problems among one another. Your things must be kept in their proper storage place.

## HOUSE CONTRACT

I, \_\_\_\_\_ agree to follow the rules and policies of this house while I am a resident here. While I understand the time limit here is 2 - 3 weeks, I expect to stay \_\_\_\_\_

I further agree:

\*the shelter home is not responsible for losses due to fire or theft.

\*to care for my own children when planned activities are not available and to fix and feed my children myself.

\*I will not use the phone without permission from a staff member and will make no long distance or directory assistance calls or incur any other debts for which the house and staff are responsible.

\*I agree that I will not bring legal suit against the staff, the House or Sponsoring Agencies in case of injury to myself or my children or in case of any loss of personal items.

\*I will never give out the address of this house to anyone without staff approval.

\*I will make a serious effort to come to a substantial alternative to my previous living situation with the help of the staff.

\*I (will, will not) allow the staff to obtain professional medical assistance in case of an emergency for myself or my children.

(Signed) \_\_\_\_\_

Date \_\_\_\_\_

Staff \_\_\_\_\_

## CHILD INTAKE

1. Mother's Name \_\_\_\_\_
2. Names & Ages of children at Shelter Home: \_\_\_\_\_
3. Who has legal custody of the child? \_\_\_\_\_
4. Does the child have any allergies (food, medicine) \_\_\_\_\_
5. Does your child have any medical or physical problems? \_\_\_\_\_  
If so, what?
6. Name and number of family doctor or clinic \_\_\_\_\_
7. Name and number of supportive person to call in case of  
emergency \_\_\_\_\_
8. Does your child attend school or day care? \_\_\_\_\_ If so,  
where?
9. Any further comments relating to your child and her/his needs  
(emotional or physical) which you feel are important

I, \_\_\_\_\_, give my permission for the staff of  
the Shelter Home to provide emergency first aid for my child in my  
absence.

(Signed) \_\_\_\_\_

Date \_\_\_\_\_

Staff \_\_\_\_\_

CHILD CARING FORM

I, \_\_\_\_\_ agree to be responsible for caring  
for \_\_\_\_\_  
the children of \_\_\_\_\_ on this day \_\_\_\_\_  
until the time that she returns and relieves me of this responsibility. I will  
not transfer this responsibility to the shelter home staff although the chil-  
dren may attend the planned activities scheduled during this time.

Signed \_\_\_\_\_

Staff \_\_\_\_\_

I \_\_\_\_\_ am leaving my children to be cared  
for by \_\_\_\_\_. I realize that the shelter home staff  
will not be responsible for them although they may, may not, attend the  
planned activities scheduled during this time. I agree to return by \_\_\_\_\_.

Signed \_\_\_\_\_

Staff \_\_\_\_\_

## RESIDENTS' COMMENT SHEET

Residents are asked to fill out this sheet in an attempt for us to find ways to improve the Shelter and to provide an opportunity for residents to express any criticism that there may be. Please be comfortable to answer freely. The responses will be kept confidential.

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Days at Shelter \_\_\_\_\_

1. What aspects about the Shelter were not so good? Do you have any suggestions for improving the way it operates?
2. What about the Shelter did you appreciate the most? What are good points about the Shelter?
3. Did you receive the assistance needed? Were there any problems with staff or volunteers? Do you have any comments about staff or volunteers at the Shelter?
4. If there is anything else that you wish to express feel free to do so here.



## FOLLOW UP FORM

This is a follow-up form to be used to gather statistical information on the effectiveness of our program and shelter. It will be kept confidential.

1. How long has it been since you left the shelter: \_\_\_\_\_
2. Are you living:   by yourself and children   
                          with your parents or siblings   
                          with your former mate   
                          with your new mate   
                          with friends   
                          other (explain)  \_\_\_\_\_
3. How are things going for you:   great - better - same - worse
4. Are you employed: \_\_\_\_\_ As what? \_\_\_\_\_  
On Welfare? \_\_\_\_\_
5. If you sought divorce, has it been granted? \_\_\_\_\_  
Did you receive custody? \_\_\_\_\_ financial benefits? \_\_\_\_\_
6. If you are not living with him:  
Have you encountered your former partner? \_\_\_\_\_  
What happened? \_\_\_\_\_
7. Does he still harrass you? \_\_\_\_\_  
How do you handle it? \_\_\_\_\_
8. How helpful was our program to you: very helpful - helpful - mild -  
not helpful
9. How could we have helped you more?

## VOLUNTEER INFORMATION

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Birth Date \_\_\_\_\_

Single \_\_\_\_\_ Married \_\_\_\_\_ Divorced \_\_\_\_\_ No. of Children \_\_\_\_\_

How did you find out about the volunteer program at the Shelter?

Have you previously volunteered your services before? If so, please comment on when and what it involved.

Please make some comments about yourself, areas of interest, occupation, current activities, etc.

What thought do you have about spouse abuse and child abuse, and have you personally come in contact with these problems?

Should you begin to work at the Shelter, what kind of time commitment can you give (i.e., two months, during summer, etc.)? What day and time is best for you?

Can you work alone?

What are your thoughts about working at the Shelter?

I AGREE NOT TO DISCLOSE TO ANYONE, EVEN MY CLOSE FRIENDS OR FAMILY, THE LOCATION OF THE SHELTER HOME.

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(Please use additional space on back for answers if necessary)