


Course Overview

- Onboarding*
- Manage cases and records*
- Where and when to ask questions or request case consultation*
- Intake Process*
- Address case related issues*
- Theological issues*
- Approaches with church leaders & G5 Intervention*
- Advocate Responsibilities*
- Self Care & Boundaries*


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CTPM Advocate Coordinators

- **Porscha**, Eastern & Central Region, USA
 - <https://www.calledtopeace.org/about/who-we-are/porscha-green/>
 - Porscha@CalledToPeace.org
 - 984-664-2437
- **Brooke**, Pacific & Mountain Region, USA
 - <https://www.calledtopeace.org/about/who-we-are/brooke-eggen/>
 - Brooke@CalledToPeace.org
 - 253-441-6179
- **Complete the Advocacy Onboarding Form**
 - <https://forms.gle/mVDP6SRWpuzMj2D8>
- **Scheduling appointment to become an Advocate**
 - <https://go.oncehub.com/AdvocacyOnboarding>



PORSCHA GREEN
Advocate Coordinator




BROOKE EGGEN
Advocate Coordinator

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Onboarding with CTPM

- What does onboarding look like?
 - First step: filling out the onboarding form and, from there, the form has the scheduling link for onboarding
- We encourage everyone to go through an onboarding interview
- In the interview we can discuss how you can serve together with CTPM
- Many benefits to onboarding with CTPM
 - Education
 - Community
 - Support



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Advocate Monthly Support Meeting Schedule

Eastern Regional Meetings (Eastern, Central, UK, and Canada)
 2nd Wednesday at 7pm EST
 2nd Saturday at 11am EST

Pacific Regional Meeting (Pacific, Mountain, Alaskan)
 3rd Monday at 4pm PST

**Every month except April, August and December.*



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Case Records

Managing case records/documentation

Confidentiality

Releases of Information


- Individually and in CTPM's system
- Paper and electronic files



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Case Questions

Where can I ask questions?

Advocacy Training Classes	Monthly Q & A class (if unaffiliated)	FB networking group (if unaffiliated)
BAND Group (if affiliated)	One on one consult with Advocate Coordinators (if affiliated)	Consult with Dr. Debra 

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Case Questions

How to present a case/ask questions:

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    graph LR
      A[Laser focused case overview] --> B[Issues you want to address]
      B --> C[Receive supportive feedback]
      C --> D[Solutions and options discussed with survivor]
      D --> E[Report back how your interventions worked (others learn from your experience)]
    
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Case Questions

Advocates are welcome to connect with the **Advocate Coordinators** via phone calls/text, email, and Zoom meetings for the following reasons (unlimited to):

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Case Question Topics

Include these and others:

- Separation/Divorce
- Safety & Safety Planning
- Parenting issues
- Parenting plans
- Custody
- Mediation and Court Prep
- Do's and Don'ts
- Poor legal representation
- Parental Interference
- Cyber stalking and stalking
- Locating evidence/evidence development
- Timelines
- Turning cases around
- Relocation

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BREAKOUT: Case Example

Scenario: My husband is asking me to drop the children off at the house after we agreed to meet at a neutral location. We met at the location for weeks, but yesterday the baby was asleep, so I dropped the kids off at the house. Now my husband is saying I have to drop the kids off at the house every time. I tried to explain to him that I wasn't comfortable dropping the kids at the house, but he wouldn't listen so I told him I would consider it. I don't want to meet him at the house, but I'm confused on what to do.

How would you help this survivor?

Debrief breakout



"You were Called to Peace"

Called to Peace Ministries' Foundational Verse:



Intake Coordinator



Leads a team of intake advocates

Handles intake calls

Makes advocacy assignments

Helps keep intake process smooth and standardized

Contact me when you're interested in learning intake

Contact Porscha or Brooke when you have a question about a client's case

NAOMI JUBILEE
Intake Coordinator & Advocate



Naomi Jubilee
Intake Coordinator & Advocate
919.302.9075
Called to Serve
P.O. Box 427 • Wake Forest, NC 27158

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Intake Process

Client fills out the advocacy form themselves

They schedule their own intake call appointment

Intake Advocate uses the intake template to guide the intake call

After the call, they must join BAND for continued advocacy support

➔

One-on-one advocacy or BAND advocacy

- Advocacy form to request an intake call- <https://docs.google.com/forms/g/e/1FAIpQLScapldcJrKZ3kFIE4gAJzckJySCQ4Nih-IFofz5cSfK9l-rqw/viewform>

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BAND Support Group (New)

Group Advocate Role:

- If you discover that this isn't a good fit for you, please leave the group so we know you aren't available for advocacy in this format
- Please let us know if you have a preferred day to check-in on the group.
- Advocates are welcome to check in every day; however, if you prefer a particular day(s), you are also welcome to check in only on that day(s). Please let us know what day you choose.
- Advocates to answer questions in chat form, determining if they need more support (with a phone call or one on one chat conversation depending on availability and desire of client)
 - This is similar to one-on-one advocacy, but only done on a scheduled basis.

What is BAND?
Efficient communication for a group

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BAND Support Group (New)

Group Advocate Role (cont.):

- Advocates who handle phone call requests
- Advocates will check the request thread on a designated day for call requests/monitoring the chat
- Communicating with other advocates about who is taking care of clients
- Entering call information into Charity Tracker
- Charity Tracker
- Document if a problem was solved or a question was answered.
- Reach out to the Advocate Coordinators for additional support or information



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Testimonial about doing Group Advocacy

I love being an advocate for the Band Advocacy Support Group! It's wonderful to be able to share encouragement and resources with survivors right when they need them most!

The group has a team of advocates who participate when they can, and that is a great personal comfort, since I don't have all the answers myself! The team approach is also beneficial because each advocate brings a unique perspective that provides survivors with a richer level of support.

If you've been considering advocating in this group, but are unsure of what to post, let me encourage you with these words: start simply, perhaps with an uplifting picture, a warm welcome to a new member, or an answer to an easy question. Before long, you'll find your niche!




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Intake Call- General Considerations

Trauma is going to be evident in most conversations


Listening and validation and emotional support go a long way

- Let her know it's ok to show emotions.
- Sharing a laugh can be a helpful way to make her more comfortable and let the conversation flow more naturally.
- Make sure to address the concerns they bring on intake form.
- Reflective listening and "yes, right, mmm-hmm" are frequent during a first call.

Naomi Jubilee

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Intake Call- General Considerations 

Many women desire to save/edify/help their partner.

- It's often wise to wait before letting them know the chances of them changing are low because this can cause them to withdraw from advocacy.
- Try framing options with how it supports him.


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Intake Call- Common False Beliefs: Safety

“He would never hurt me in that way/kill me/go farther than...”

- Be gentle when helping women understand their risk of homicide.
- **Lethality Assessment-**
 - personally preferred, more brief, no login required
 - <https://www.dangerassessment.org/DA.aspx>
- **Mosaic Threat Assessment-**
 - extensive, better for follow up calls, login required
 - <https://www.mosaicmethod.com/>



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Intake Call- Common False Beliefs: Safety

“Bad Husbands can still be great dads.”

- He may target children if she's not available, even if he's been fine.
- Ask how are children acting after (or leading up to) a visit with dad.
- Going too strongly against dad having time can affect her custody negatively.
- It helps to ask what involved professionals think or have said regarding dad's behavior/time.


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Intake Call- Common False Beliefs: Court

- **She may confuse church beliefs with court system**
 - The court won't care if he's not following the leader's recommendations or your own religious convictions.
 - The court primarily cares about safety.
- **"He should act in the kids' best interest!"**
 - There's usually a lot of grief involved when she sees his true colors shine.
 - "If I use logic with him, he'll understand and change his mind."
- **"The judge will understand if I explain he's a narcissist."**
 - Help her understand to describe behaviors versus labels.

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Intake Call- Goals: Safety

Make/update safety plan	Safe communication	DVPO status	Living Situation
<ul style="list-style-type: none"> • Supports? • Word/phrase as code for help • Who can you stay with if you don't want to be alone? • Where can you go to be safe? • If leaving quickly, items to take 	<ul style="list-style-type: none"> • Method and times to avoid cover? • Is texting ok anytime? • Signal, Telegram, etc. • Safe email? 	<ul style="list-style-type: none"> • What does it cover? • Is texting ok Children too? • Return hearings? • Documentation in order? • Power and Control Wheel • Start with most physical/overt • Help her summarize 	<ul style="list-style-type: none"> • Separated or Living with Partner • Safety in Home- grey rock • Current Custody Time • Safe exchanges? • Difficult exchanges?

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Intake Call- Goals: Assess Stability

<ul style="list-style-type: none"> • Financial Stability <ul style="list-style-type: none"> • Income, expenses, budgeting • Housing & transportation • Affording an attorney • Legal <ul style="list-style-type: none"> • Finding good representation • Getting through the court process <ul style="list-style-type: none"> • upcoming court dates, complications • New Family Unit <ul style="list-style-type: none"> • Helping the children adjust <ul style="list-style-type: none"> • Therapy, parenting skills 	<ul style="list-style-type: none"> • Emotional/Mental/Physical <ul style="list-style-type: none"> • Trauma therapy • Medical care for injuries or mental health • Caring for her body, eating and sleeping • Values herself as worth investing in • Spiritual <ul style="list-style-type: none"> • Valued by God • Involved in a local church? <ul style="list-style-type: none"> • Church partnership? • Any faith or cultural beliefs influencing?
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Intake Call- Goals: Initial Resources ⓘ

Financial Stability

- WISP Scholarships <https://wisping.org/>
- Food Stamps/Child Support links (Google search)
- Some larger hospitals have charity programs

Local DV centers

- Great place for researching local referrals- <https://www.domesticshelters.org/>

CTP Resources

- <https://calledtopeace.org/resources>
- Emergency Fund
- Recommended Counselors/Financial Coach
- Support Groups
- Facebook discussion group- message through FB
- YouTube channel- <https://www.youtube.com/user/joyforrest957/playlists>
- Church Partnerships- churchpartners@calledtopeace.org

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Intake Call- Goals: Initial Resources (Cont.)

Wheels Introduction

- Power & Control/Equality Wheel

Affirm your continuing support

- "You are not alone."
- "You don't deserve any of this."
- "I'm so glad you reached out."
- "We are going to be here to support you."
- Make a follow-up plan
- "Would you like me to pray for you today?"

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BREAKOUT: Case Example
Post-separation abuse after final orders

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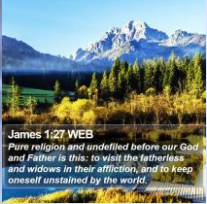
Debrief breakout

- Issue**
 - Abuser interpretation of court order
 - Safe parent feeling coercively controlled
- Listen**
 - Validate safe parent's feelings & experience
 - Identify safe parent solutions
- Pros/Cons**
 - How to handle now
 - How to handle in the future


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- Sarah: This had been discussed and says his opinion so he gets to unilaterally decide? Ugh
- Debra Wingfield: So very manipulative. How do you plan to let him know he has to discuss activities with you before arranging them? Also, consider the financial ramifications if you do discuss activities or if he just puts them in whatever he wants and it impacts your time with the children. I see him setting this up to control your time through children's activities. I am glad you are taking time to respond.
- Sarah: He's soooo manipulative. And I asked him to take Ju this morning while I get the tire replaced and he's dissecting text messages and blaming me for confusing Ju and making him cry. He sent him back to my house and didn't get out of his car. He doesn't care how he impacts them. I wish I had family for days like this when I get a flat
- Debra Wingfield: Sounds like it's time to build your family of choice.
- Sarah: This is the supply list for his neighborhood school where he wanted them to go. It says at the bottom parents are not required to purchase supplies he'll argue that but of course we buy the supplies

"He has shown you, O mortal, what is good."



James 1:27 WEB
Pure religion and undefiled before our God and Father is this: to visit the fatherless and widows in their affliction, and to keep oneself unstained by the world.



What does the Lord require of you?
Act Justly
Love Mercy
Walk Humbly with your God
MICAH 6: 8

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Theological Issues

- God hates divorce
- Changing churches
- Pulling away from the church or organized religion
- Questioning God
- Marital submission and Biblical Headship

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<https://www.calledtopeace.org/who-we-help/churches/>



CHURCH MINISTRY PARTNERSHIP

CTPM is available for you and your church as a ministry resource. We can enter into the domestic abuse situation with you and help equip you with our expertise and biblical training. Experts view equipping that a community coordinated response is the best way to achieve a successful outcome when it comes to domestic abuse and coercive control.

churchpartners@calledtopeace.org



DAN BOECK
Church Partnership
Coordinator



**ANDRE
TURRENTINE**
Church Partnership Liaison

CTPM equips churches and ministry leaders through educational and training events that offer a biblical perspective on destructive marriages. We will respect your theological framework, as long as it does not endanger victims.

[BECOME A CHURCH PARTNER](#)
[REQUEST A PROTECT THE FLOCK TRAINING](#)
[CONTACT A CHURCH PARTNERSHIP LIAISON](#)

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How Called to Peace Ministries Can Provide Support to a Church

- Regular trainings on domestic abuse for the church
- Access to past conferences, training, and events
- Up to 6 copies of the [Called to Peace book and workbook](#) for the leadership team
- One-on-one consulting
- Trained advocates to support the woman in difficult domestic abuse cases within the church (those people are called Church Partners)



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How Called to Peace Ministries Can Provide Support to a Church (Cont.)

- Advocacy training for members of the church (fees apply)
- 2 admission tickets to our annual [Women's Retreat](#) for survivors and people helpers (registration fee waived, all other costs apply)
- Participation in quarterly Church Partner Roundtable discussions
- Support in developing domestic abuse response teams, writing policies and procedures, establishing support groups for survivors, or any other practical help the church needs for responding well

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How the Church Partnership Team Assists Women with their Churches

Dan and team of liaisons work to equip and educate pastors/church leaders on domestic abuse

Team consults with them, provides training, on-going support, and as many connections to other resources as are needed (either through the ministry or helping identify local/regional sources)

Effectiveness of work hinges to a great extent on the humility and openness of church leadership

Typically, Dan (or another liaison) will meet with the survivor and advocate to understand the nature of her circumstances, the church's response so far, and specific needs/concerns moving forward

Then, when the survivor is ready, she sends an email introduction to the church leadership, including her advocate and Dan (or another liaison) on that email. Dan then follows up with a broader explanation of his role, what CTPM is all about, and asks for a meeting.

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How the Church Partnership Team Assists Women with their Churches

Church Partnership Team's goal:
To help them see us as a valuable resource and that the initial meeting is just the beginning of a process.

Sometimes, pastors are eager to learn and enter into a long-term relationship with us that results in them learning to respond well.

Other times, they meet once and either disregard what we're saying or figure they've learned enough in one hour to respond well.

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Protect the Flock Training

- You can request a (free- donations welcome) Protect the Flock for your church and/or community- <https://docs.google.com/forms/d/e/1FAIpQLSd4eZi-igfSQiy5NDr4elDizi90X-6lqh7IGjR60nil4Aghq/viewform>
- Topics to Be Addressed:**
 - Definitions and Dynamics of Abuse and Abusers
 - Warning Signs and Red Flags
 - Listening to and Responding to Abuse
 - Common Mistakes Churches Make
 - Question and Answer Session
- PTF Speakers:**
 - PTF Presentations are provided by members of the church partnership liaison team. The presenters have all completed the advocacy training and have experience in church ministry. We currently have 19 presenters, including 1 in Canada.

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G-5 Men's Intervention Group

- **What is G5 and who is it for?**
 - Not a support group, but an educational, abuse intervention, and accountability group (via Zoom) for men who have used coercive control in intimate relationships and are committed to working towards changing patterns of power and control in their relationships
 - Does not accept court ordered men at this time (not an intervention group that would qualify for court-ordered treatment)
 - Based on Peaceworks Men of Peace program & the Duluth Model



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More about G-5 Men's Group

- **Process**
 - Men come voluntarily (or are voluntd by a spouse and/or their church)
 - All applicants are screened for appropriateness
 - We meet with accountability partners to explain what is expected and provide an overview of domestic abuse and coercive control
 - We meet with spouses and/or advocates to explain the group process. They are not required to participate or review any information.
 - We do not give an assessment of whether or not a perpetrator has "changed" and is "safe" as a result of GG participation
 - Lasts approximately 26 weeks



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BREAKOUT: Case Example #1


Scenario: A survivor comes to you asking you to speak with her pastor about what she has experienced in her marriage. She wants the pastor and elders to understand what kind of man her husband is and support her following through with divorce. The pastor is friendly with her STBX and wants to maintain that relationship.

How can we help coach a survivor when she's approaching the pastor and church?



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Debrief breakout




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BREAKOUT: Case Example #2

Scenario: You are approached by a friend, church member, or someone you know from your community who knows you help domestic abuse survivors or knows you are a survivor to ask how to get help.



What are the steps you consider as you listen to them pour out their story to you?

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Debrief breakout



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"The Least of These"

AND THE KING WILL REPLY, "TRULY I TELL YOU, WHATEVER YOU DID FOR ONE OF THE LEAST OF THESE BROTHERS OF MINE, YOU DID FOR ME."
 - MATTHEW 25:40

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Advocate's Responsibilities

Live in your faith	Love and encourage	Listen without fixing or judging
Respect privacy of those involved	Develop and maintain healthy boundaries	Learn how to let go of their issues
Joint problem solving	Encourage learning from mistakes	Understand your role vs. the Lord's role

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Advocate's Responsibilities


AVOID

Letting them put the burden of their life on you.	Give unsolicited advice or try to "fix" it.	Shame or judge her.
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Avoiding Burnout

- May be referred to as "vicarious trauma," "secondary trauma" (secondary traumatic stress/STS) or "compassion fatigue"
- **Burnout** is characterized by feeling emotionally depleted or drained and can result after a period of long-term, work-related stress.
- Many advocates are survivors themselves, continuing to heal while simultaneously helping others.
- 3 key aspects: emotional exhaustion, depersonalization and cynicism, and feelings of inefficacy.



Tips:

Be realistic

Set boundaries

Take care of your physical health

Good support system

Collaborate & consult

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Healthy Boundaries

Set healthy boundaries

- Times of day accessible
- Forms of communication
- Response time to phone calls, texts, emails

Saying no to cases or referring out

Encouraging use of other professionals (therapists, coaches, medical support)

Time out for yourself and family

- Time for meals
- Time for personal appointments
- Use self care tools provided later in the course

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Engage in Self-care

TYPES OF SELF-CARE

 PHYSICAL Exercise Sleep Healthy diet Hydration Yoga Massage	 EMOTIONAL Self-compassion Mindfulness Journaling Creative outlets Emotional support	 SOCIAL Supportive relationships Positive social media Community Clear support system Ask for help	 SPIRITUAL Faith Meditation Prayer Connection to nature Volunteering Sacred spaces
 PERSONAL Hobbies Learning Personal growth Self-reflection Personal goals	 FINANCIAL Budgeting Saving money Debt management Financial literacy	 ENVIRONMENTAL Clean air Noise reduction Ergonomics Lighting	 WORK Time management Work-life balance Prioritization Delegation Self-care breaks

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Self-care

	Parents. Teachers. Nurses. Doctors. Counselors. Social workers. People who take care of people for a living heroically take on some of the most emotionally draining jobs out there.
	The same is true for domestic violence advocates , a group of professionals who champion for survivors at all hours of the day and night. As a result, advocates can be highly susceptible to burnout and vicarious trauma . Both can lead to not-so-fantastic side effects such as decreased productivity, feelings of guilt or incompetence, nightmares, an increased feeling of hopelessness, paranoia, PTSD and withdrawal from family or friends.
	Of course, the key to avoiding these negative side effects—other than quitting your job and moving to the Bahamas—is upping your self-care strategies. Here are 16 ways to start...

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Self Care

1. Educate yourself on vicarious trauma.	Ask for training on this topic so you can better understand it and be able to recognize the signs in yourself and your colleagues.
2. Recognize your triggers.	If you're an advocate <i>and</i> a survivor, talking to other survivors and hearing their stories could be a trigger. Be prepared by learning some grounding techniques in " Stop a Flashback in Its Tracks ."
3. Open up to coworkers.	Go beyond water-cooler gossip, and really talk to your colleagues. Share your feelings. They may have useful insight or at least be helpful sounding boards. Ask how they're doing, too. You never know who you might help.
4. Maintain outside friendships.	Work friends shouldn't be your only friends. Get together with friends from other areas of your life to provide balance.

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Self Care

5. Sign up for advocacy training.	Junior staff are more likely to suffer burnout and vicarious trauma than seasoned advocates. That may be because seasoned advocates have more knowledge and resources to rely on in their work. Continue to build connections and attend training whenever you can.
6. Debrief cases.	Ask your manager or a mentor to debrief your cases with you so you can learn what worked and how you might approach challenges in the future.
7. Adjust your expectations	As much as you'd like to, you're not going to be able to help everyone who walks through the door. Some survivors just aren't ready and sometimes circumstances beyond your control make the ideal result out of reach. Don't hold yourself to impossible standards and know when to let go.
8. Set boundaries.	Advocacy is your work—maybe your passion—but it is not your life. Institute a no-email-after-7 policy, turn your phone off on the weekends and do whatever you need to do to have a life outside of work.

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Self Care

9. Join a support group.	Learn from your peers and swap coping mechanisms in a group setting.
10. Talk to a therapist.	If feelings become overwhelming or are causing you anxiety, depression or PTSD, seek professional one-to-one counseling.
11. Go out for lunch.	Get out of the office at least once a day. Eat outside, shop on your lunch hour or take a lap around the building for a break.
12. Exercise	A great stress reliever, working out keeps both body and mind fit.

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Self Care

13. Get creative.	Express yourself through journaling, painting, glass-blowing or any number of Groupon-inspired artistic endeavors.
14. Nourish your spirit.	Connect with something greater than yourself, whether that's going to church, meditating or communing with nature.
15. Become a mentor.	Taking new advocates under your wing may sound like added work, but keep in mind, the more competent they become, the more they can take off your plate.
16. Remember your wins.	Keep a feel-good file where you store kudos and success stories. Take a peek whenever you start feeling like the work is hopeless.

<https://www.domesticshelters.org/articles/taking-care-of-you/16-self-care-tips-for-advocates>

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Self Care

Self-care assessment handouts-
<https://www.dhs.wisconsin.gov/crs/self-care-assessment.pdf>

ProQOL measure (professional quality of life) to assess for burnout-
<https://proqol.org/proqol-measure>

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BREAKOUT: Case Example #1

Scenario: You have dedicated all your free time to helping survivors. You notice you are starting to resent your free time being taken up by helping survivors and start to snap at them when they contact you or ignore them when they text or email. Your family members complain that you are so focused on helping people outside your family that you don't have time for them.

How do you use self-care to rebalance your life?

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Debrief breakout



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BREAKOUT: Case Example #2

Scenario: A survivor is texting during your vacation. She is having, in her words, a crisis. She really needs your help. She apologizes about interrupting your vacation, but she doesn't know what to do.

How do you handle this?

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Debrief breakout



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“So That We Can Comfort”

Praise be to the God and Father of our Lord Jesus Christ, the Father of compassion and the God of all comfort, who comforts us in all our troubles, so that we can comfort those in any trouble with the comfort we ourselves receive from God. For just as we share abundantly in the sufferings of Christ, so also our comfort abounds through Christ (2 Cor. 1:3-5).



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Resources

- <http://www.nationalcenterdvtraumamh.org/>
- <http://www.nationalcenterdvtraumamh.org/publications-products/resource-for-advocates/>
- <https://vawnet.org/materials/self-care-vicarious-trauma>
- Chris Moles' book- Caring for Families Caught in Domestic Abuse https://www.amazon.com/Caring-Families-Caught-Domestic-Abuse/dp/1645072584?source=ps-sl-shoppingads-lpcontext&ref_=pflls&psc=1&smid=ATVPDKIKX0DER&nis=6
- Darby Strickland- <https://www.darbystrickland.com/resources>

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