

# NDVH & loveisrespect Crisis Intervention Model

## Welcome & Assess for Imminent Danger and Lethality

### Objectives at this stage:

- Use a kind & compassionate tone.
- Assess immediate safety from partner, harming themselves or others and need for medical attention.
- Inform caller we're confidential and anonymous.
- Indicate that you're available to help the caller.
- Start the conversation with open-ended questions and broad statements that invite the caller to share her/his story.
- Assess caller's age, gender and ethnicity.

### May sound like:

- *Thanks for calling. How can I help you?*
- *Are you safe to talk/chat right now? Are there weapons in the home? Are you thinking about suicide? Do you need medical attention?*
- *We're completely confidential and anonymous.*
- *I'm glad you called today.*
- *I can share some information that might be helpful for you.*
- *Tell me a little bit about why you decided to call today.*
- *It can be helpful to know some information about your background so that I can provide you with the most helpful information and resources. Would you mind sharing your age, gender, race/ethnicity with me?*

## Focus on the Caller's Needs, Emotions, & Experiences

### Objectives at this stage:

- Through reflective listening, identify the concerns as seen by the caller.
- Validate the caller's needs, emotions, and experiences.
- Acknowledge the impact on the caller of the abuse s/he's endured or other hardships before moving into problem-solving.
- Help the caller identify priorities and needs using strategic questions.

### May sound like:

- *From what you've shared with me, it sounds like you're most concerned about...Is that right?*
- *It's perfectly natural to feel afraid/angry/frustrated.*
- *It must have been terrifying when your partner pushed you.*
- *Do you need a safe place to take your kids?*
- *What do you see as your greatest need right now?*
- *How would you like this situation to turn out?*

## Explore Resources, Possibilities, and Options

### Objectives at this stage:

- Assess what the caller has tried in the past and what resources s/he thinks s/he has available to her/him.
- Provide information about resources and options the caller might not be aware of; include personal and community resources as well as those in the database.
- Share education of the dynamics of domestic violence and your understanding of the caller's situation; help the caller assess advantages, disadvantages, and potential risks of options.
- Offer possible strategies for increasing safety.

### May sound like:

- *Can you tell me a little bit about what strategies you've tried to keep yourself safe?*
- *Do you have friends or family members who have been supportive to you? Or neighbors that you trust?*
- *What have you thought about doing at this point?*
- *I can share information with you about different options.*
- *What we know about domestic violence is that leaving can be the most dangerous time. Has your partner made threats to you?*

## Develop a Plan of Action with the Caller

### Objectives at this stage:

Working with your caller and considering where s/he is in her/his process of change:

- Discuss perceived risks and engage caller in developing strategies to increase physical and emotional safety.
- Base safety plan on what the caller identifies as primary needs and what the caller is willing and able to do.
- Assist caller in thinking about next steps and timeline.

### May sound like:

- *You don't have to take any steps you feel uncertain of, but I can help you think about what might be best right now.*
- *For you to achieve [previously discussed outcome] what resources would you need?*
- *You're making some really great steps just talking about this with me today. I want you to know there may also be local programs that can help you. Sometimes it takes multiple agencies and supports to meet all your needs.*
- *If your partner's violence begins to escalate, what will you do to be safe?*

## Summarize the Call and the Plan of Action

Highlight key components of the call and reflect what decisions the caller has made during the call:

- Summarize key points with caller.
- Acknowledge steps made.
- Offer encouragement for plan of action.

\*Refer to Disengagement Handout for more information.

- *We've discussed how to make your safety a priority and some of the options and resources that are available to you.*
- *I know it took a lot of courage to call us today and talk about everything that's been happening to you.*
- *I encourage you to try those numbers I gave to you.*
- *I hope you'll try some of the self-care steps we talked about.*

## End the Call

- Provide caller with contact information for any resources discussed during the call that can be found in the caller application.
- Offer to direct connect the caller to the appropriate provider.
- If statistical information has not been provided through the course of the conversation, politely ask caller for her/his demographic information.
- Inform the caller that NDVH is always available as a resource and encourage her/him to call back if more help is needed.
- *The program we discussed is called Family Crisis Center and their number is 555-5555. When you speak to them, you might want to ask about meeting with a counselor/legal advocate/etc.*
- *I would be happy to connect you directly to that program if you would like to talk to them now.*
- *Before you go, would you mind if I ask you a few questions for our caller statistics? Would you mind telling me your age and race? And how did you hear about the Hotline?*
- *We're available 24 hours, 7 days a week. Please call back if you need more support.*