

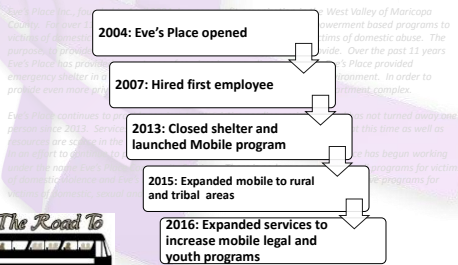
Mobile Advocacy in Motion

Developing Mobile Advocacy in Your Community

Presented by:
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Founders of DV – MAP™



Eve's History





Honking Our Own Horn

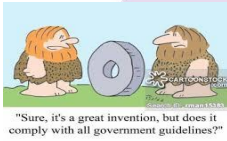


- Arizona Best Practice Manual for Mobile Advocacy Services
- Consultants and trainers in Arizona and other states
- New statewide database system
- Partner of the Year Award from Peoria Police Department
- 2 years / 4 states
- Keynotes at international conference
- Formal partnerships with rural and tribal areas city governments
 - Received free building in rural area
 - Certified as an official provider for the Navajo Nation

What is Mobile Advocacy?



- Advocate and clients become mobile; increasing access points to victims/survivors by providing unique and flexible meeting locations
- Minimizes the stigma of meeting at a known DV or sexual assault center
- Bolsters the individualize aspect of case plans
- Reaching the 75% of victims/survivors who do not access shelter services
- Follows the various stages of victim to survivor (before, during and after)



Who are our passengers ?

- Primary victims of domestic abuse (adults)
- Secondary victims (children in the home)
- Sexual assault
- Trafficking
- Undocumented
- LGBTQ
- Men



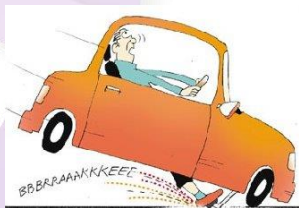
Speaking Mobilese



Community- Based	Mobile Advocacy
<ul style="list-style-type: none"> ❖ Office building and requires victims/survivors to come to services ❖ POV is generally used ❖ Transportation of client is not offered or limited 	<ul style="list-style-type: none"> ❖ Advocate travels to client ❖ Various and flexible meeting locations ❖ Both Advocate and clients are mobile

- DES – Department of Economic Security; AZ State funder
- VOCA – Victims of Crime Act; Federal funding
- Partner Site – In-kind space provided with formal partnership ; certificate of insurance provided
- Community Partner – Collaborative partnership ; referral source; ie victim advocate in a police department

Before you start your engines ...



Start the conversation with —



- We're hearing from the people we serve that ...
- We've been thinking about ways to reach more people by...
- This model can be more efficient/ cost effective because...
- There are other programs providing mobile services. They are finding that....



Walls vs Wheels

Stationary/Residential

- Capacity limited to number of beds
- Accompaniment limited
- Triaged/ Crisis motivated
- Only one access point for services



Mobile

- Capacity only limited by hours/distance
- Accompaniment increase
- Continuum of care
- Unlimited access points for services



Walls vs Wheels continued

Stationary/Residential

- Duration limited to specific time
- One size fits all
- Diversity of client may be limited
- Satisfy need for housing, but may be limited in other needs



Mobile

- Duration is determined by client
- Customizable
- Can accommodate diverse population
- Satisfy multitude of needs due to flexibility

Miles per Gallon: cost efficiency of running mobile

	Shelter	Mobile
Approx. cost per client	\$77/ day (FY2012)	\$3/ day (FY2015)

	Shelter	Mobile
Service Types	FY 2013 = \$698,000	FY 2015 = \$660,000
	Group hours = 403	Group hours = 1,051
	Legal hours = 42.75	Legal hours = 359

Miles per Hour

	Shelter	Mobile
Contact Hours	Jan- Dec 2012	Jan – Dec 2016
	8 Staff = 2,080 hours <small>* 25 client capacity</small>	1 Staff = 1,482 hours <small>* 40+ case load</small>
	24 hour/7 365 days a year	8hour / 5 days 344 days a year

12 Shelter Staff	+	25 client	=	233 clients per year
12 Mobile Staff	+	40 clients	=	1,380 clients per year

Putting the wheels in motion

Things to consider

- Services you want to offer
- Staff Qualities
- Confidentiality
- Safety Concerns
- Logistics and details



The many roads we travel

Full range of services offered

- **Crisis Intervention**
 - Safety planning
 - Danger assessments
 - Emergency hotel
- **Legal Advocacy**
 - Court Accompaniment
 - Order of Protection
 - Assist with Prosecution
 - Emergency Custody
- **Emotional Support**
 - Childcare
 - Support groups
 - Individual counseling
 - Goal Setting
- **Personal Advocacy**
 - 3rd party intervention
 - Accompany and Advocate with forensic exams, police reports, etc.
 - Economic empowerment
- **Transportation**
 - To/from inter-agency services
 - To/from community resources
 - To shelter
- **Information and Referrals**
 - Housing
 - Mental health
 - Victim's rights
- **Basic Needs (Non VOCA)**
 - Food Boxes
 - Toiletries
 - Clothing



Mobile Radio

Flexible Communication

- ✓ Face to Face
- ✓ Email
- ✓ Phone - calls or texts



Designated Drivers

This is not for the faint of heart. It is physical and draining!



Know your staff!

Who's in the drivers seat?



- Motivated
- Trustworthy
- Able to take initiative
- Minimal supervision
- Flexible
- Knowledgeable
- Loves driving
- Creative
- Decision making skills
- Outgoing
- Able to connect/build relationships

Tinted Windows

Confidentiality

- Individualized
- Partner Sites
- Meet in vehicles
- Equipment
- Documentation





Hazards of the road

Staff and Client safety

- Safety plan for staff and agency
- Ongoing staff training
- Open and consistent dialogue with management
- Agency vehicles to enhance advocate safety
- Safety status
- Two staff when needed



Travel Tips

Lessons we learned along the way

- Insurance company
- Work week
- Two is better than One
- Marketing budget increase
- Central intake process
- Clear Boundaries
- Assign zones



VOCA Tips



- Primary vs Secondary victims
- Various victimizations allowable
- Do not forget to ask for equipment
- Remember the details when completing your budget
- Match doesn't always mean money
- 100% staff funded
- Consultants/training allowable

Don't reinvent the wheel...
Let us help you!!!



Roadside Assistance

- **Training available:**
 - Staff Training
 - Board Training
 - Community Partner Development



- **Additional Assistance Provided:**
 - Policy and Procedure Manual
 - Forms and Documentation
 - Client and Partner Survey
 - Data Collection and Reporting
 - VOCA Specific Assistance
 - Assist with proposal
 - Budgets
 - Measurements

DV-MAP it out
our consulting may be VOCA funded

Category/Line Item =
"Other Outside Professionals"
(Consulting- Day Fee)
• \$650/day plus expenses- VOCA established rate
Includes:
• On site training for staff, management and community about mobile advocacy and how to effectively provide it.
• Development of program materials and policies
• Specific staff training on how to identify and serve victims

Category/Line Item =
"Other Operating"
(Consulting - Fee Based)
• Fee is 81.25/hour until project is completed – VOCA established rate
Cost Determination:
• Charged by time for each project
• Supplies and materials additional
• May be other fees depending on project and amount of time required to complete

Reading Your Roadmap

Grant writing assistance for your upcoming VOCA proposal

Send us your proposal – as it relates to Mobile and consulting line items

- Feedback and edit
- Budget suggestions and cost estimates
- Review of narratives/ proposal content
- Share stats for Needs Assessment

Motivated for Mobile All of the above offered free of charge

Questions Comments



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