

**Presentation Information**

- For the duration of the presentation all participants will be placed on mute.
- This session will be recorded.
- Please hold any questions for the end of the presentation.
- You can submit your questions in the chat box at the bottom of your screen.

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**EFFECTIVELY REPRESENTING  
SURVIVORS OF DOMESTIC  
VIOLENCE**

Presented by The Crisis Center

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**Presentation Overview**

				
DV 101	Trauma & Trauma Informed Care	Survivor Needs	Techniques: Working Effectively With Survivors	DV Agencies & Programs

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### Domestic Violence 101

**POWER AND CONTROL**

- USING COERCION AND THREATS**: Making the victim feel that they are in a no-win situation. Threatening to harm the victim, the children, the victim's pets, or to take away the victim's children, job, or other important things.
- USING INTIMIDATION**: Making the victim feel that they are in a no-win situation. Threatening to harm the victim, the children, the victim's pets, or to take away the victim's children, job, or other important things.
- USING ISOLATION**: Making the victim feel that they are in a no-win situation. Threatening to harm the victim, the children, the victim's pets, or to take away the victim's children, job, or other important things.
- USING MALE PRIVILEGE**: Making the victim feel that they are in a no-win situation. Threatening to harm the victim, the children, the victim's pets, or to take away the victim's children, job, or other important things.
- USING ECONOMIC ABUSE**: Making the victim feel that they are in a no-win situation. Threatening to harm the victim, the children, the victim's pets, or to take away the victim's children, job, or other important things.
- USING EMOTIONAL ABUSE**: Making the victim feel that they are in a no-win situation. Threatening to harm the victim, the children, the victim's pets, or to take away the victim's children, job, or other important things.
- USING GUILT**: Making the victim feel that they are in a no-win situation. Threatening to harm the victim, the children, the victim's pets, or to take away the victim's children, job, or other important things.
- USING JEALOUSY AND BLAME**: Making the victim feel that they are in a no-win situation. Threatening to harm the victim, the children, the victim's pets, or to take away the victim's children, job, or other important things.

**Power & Control Wheel**

- "...often, one or more violent incidents are accompanied by an array of these other types of abuse" (Domestic Abuse Intervention Project).
- Maintaining power and control over their partner.
- These tactics:
  - Instill fear in the victim making it easier for their partner to control them.
  - Create chronic experiences of the trauma.
  - Impact victim's interactions with other people.

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### Domestic Violence 101

#### The Cycle of Abuse

- Answers some questions like, "why do they stay?" and "why do they go back?"
- Other terms for understanding:
  - "Walking on Eggshells"
  - "Explosion"
  - "Honeymoon Phase"
- Can impact victim decision making/trauma reactions during court proceedings.

**Cycle of Abuse**

- 1 Tensions Building**: Escalation, accusations, intimidation of others, creating, victim becomes fearful and feels the need to please the abuser.
- 2 Incident**: Taked, withdrawal of physical abuse, Anger, Blame, crying, begging, Threats, Intimidation.
- 3 Reconciliation**: Abuse apologizes, gives excuses, blames the victim, denies the abuse occurred, or says that it won't happen in the future.
- 4 Calm**: Reverts to "honeymoon" or abuse making phase, the "honeymoon phase".

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### Trauma

- "...results from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life-threatening and that has lasting adverse effects on the individual's functioning and mental, social, emotional or spiritual well-being" (Resilience for All Ages).
- **Triggers:** Events or situations which may resemble or symbolize past trauma:
  - Sounds, smells, colors, movements, objects, anniversaries, significant life events

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### Trauma Cont.

- "...psychological trauma is characterized by feelings of intense fear, helplessness, loss of control, threat of annihilation" (Herman, 1992).
- These feelings become chronic and can emerge even after the survivor has separated from their abusive partner.
- Trauma from DV can impact every area of a survivor's life.
  - Trauma Informed Care is key.




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### Trauma Reactions with Clients



- **In Meetings**
  - Retelling their story multiple times; processing their trauma
  - Asking the same questions multiple times
  - Emotional escalation when receiving negative news
- **In Making Decisions**
  - Inability to/ fear of making decisions or making progress on paperwork
  - Desiring to know all possible outcomes of a decision
- **In Court**
  - Crying, shutting down, getting angry
  - Expressing frustration about not being able to talk about the abuse in court (feeling invalidated)
  - Extreme anxiety

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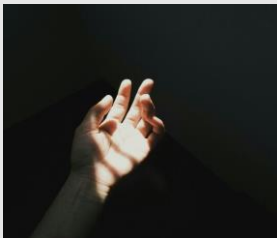
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### Trauma Informed Care



- What is Trauma Informed Care?**
- The process of recognizing the presence and role of trauma in a client's life then providing services that are supportive and understanding of their experience.
  - From "what's wrong with you?" to "what happened to you?"
  - Consciously avoiding re-traumatization when providing services.
  - Office design, communication (interaction) with survivors, expectations of survivors/clients.

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- Clear and open communication
- Honesty about their case and potential outcomes
- Empathy and understanding when they are having a trauma response
- Reminders that they know what is best for them
- Overview of *exactly* what is going to happen at court, in mediation, etc.
- Communication about the role they play in the process (e.g. empowerment)
- Clarity about fees, billing, and the true scope of pro bono/unbundled services

## Survivor Needs Cheat Sheet

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### Techniques: Working Effectively with Survivors

**Fees & Billing**

- Survivors may struggle to understand expectations about paying fees.
- Miscommunication/misunderstanding about fees, services, can cause survivors to feel blindsided (triggering-financial abuse) or betrayed.
  - Building trust is key
- Ways to improve communication with survivors about billing:
  - Clarity from the consultation/point of hire.
  - Frequent reminders about retainer balances, amounts owed, and due dates.



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### Techniques Contd.

**Pro-Bono & Unbundled Services**

- Some survivors tend to misunderstand the scope of pro-bono & unbundled services.
  - Provide written descriptions of services from day one:
    - Describe attorney/firm's role
    - List time constraints/limits for services
    - Fee scale for unbundled
- Set boundaries and remind clients about limitations and scope of services.
- Refer clients to a legal advocacy program for procedural/emotional support.
  - Family Tree-Civil
  - Crisis Center-Civil
  - Project Safeguard-CPO's



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### Techniques Contd.

#### General Trauma Informed Care

- Emphasize the client's strengths
  - Focus on trust & safety
  - Focus on the individual and the context of their life experience/trauma
  - Validate frustrations
  - Partner *with* the client in resolving their case to minimize the power imbalance
  - Respect the client's choices
  - Clearly communicate about the process
- (Ferencik & Ramierz-Hammond, 2013)




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### Techniques Contd.

#### General Trauma Informed Care

- Set boundaries around your role and client expectations
- Listen to their stories to identify possible triggers
- Remember reactions can be related to trauma
- Provide referrals when needed
  - Therapy
  - Case Management
  - Substance Abuse




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### GROUP DISCUSSION

- What challenges have you had working with survivors of DV?
- What has worked well for you in overcoming challenges you have had working with survivors?
- What did you find helpful in the presentation?
- How can you incorporate trauma informed care in your representation of DV survivors?




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### Domestic Violence Programs

- \* Safehouse Denver-303.318.9989
- \* Gateway (Aurora) \*Pets OK-303.343.1851
- \* Crossroads (Fort Collins)-970.482.3502
- \* St. Vrain (Longmont)-303.772.4422
- \* Woman's Place (Greeley)-866.356.4226
- \* Alternatives to Violence (Loveland)- 970.880.1000
- \* Roots of Courage (Family Tree)(Jefferson)-303.420.6752
- \* SPAN (Boulder)-303.444.2424
- \* TESSA (Colorado Springs)-719.633.3819
- \* YWCA DV Shelter (Pueblo)-719.545.8195
- \* Family Services (Canon City)-719.275.2429
- \* Mountain Peace (Park)\*Pets OK-303.838.7176



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