**CHAT TRANSCRIPT Coalition COVID-19 Call. August 25, 2020**

00:10:17 Susan Higginbotham: Thank you, Deb. You are appreciated.

00:12:19 Toby Shulruff (she/her): https://www.techsafety.org/contact-tracing-scenarios

00:13:19 Jenna (she/her) - OCADSV: I am awed by Safety Net's ability to get documents created so quickly.

00:13:20 Corbin (they/them): http://www.victimrights.org/sites/default/files/Contact%20Tracing%20FAQs.pdf

00:14:06 Toby Shulruff (she/her): Thank you, Jenna. We are committed to helping meet your needs and local programs needs - please let u know what you need.

00:14:32 Corbin (they/them): safetynet@nnedv.org

00:14:35 Violence Free Colorado: Agreed, Jenna. SO appreciate these resources that you keep sending out to support us and our programs and survivors

00:14:46 John Wesley, RI: Really helpful resource thanks!!

00:15:27 Maria Jose Angelelli: thank you for the resource!

00:16:42 Erica Olsen: Yes, thank you, Jenna and other for your feedback. SO happy to hear the content is helpful!!! And Kevin is here so shout out to him for approving content so quickly!! :)

00:18:03 Violence Free Minnesota: There are different access to funding for equipment/technology depending on the type of program --- e.g.Those not receiving gov funding.

00:22:58 Mackenzie Masilon: mobile hot spots

00:23:02 Mackenzie Masilon: data cards

00:24:17 Violence Free Colorado: For those who may not have funding for those, you can check out hotspots from libraries in some communities

00:26:03 Susan Higginbotham: We were able to get CARES Act funding from the Commonwealth, and many of the programs are using the funds for technology to better provide direct services. Chat function seems to befriending.

00:26:16 Susan Higginbotham: Trending…

00:28:34 Jenna (she/her) - OCADSV: My camera is off as I am wolfing down a tofu scramble - many of our programs have shared massive levels of burnout, especially in their new advocates, due to the stress of providing virtual advocacy from their own homes. We are having conversations of how to support new and seasoned workers.

00:28:46 Jenna (she/her) - OCADSV: (Oregon D/SV Coalition)

00:30:22 Violence Free Minnesota: How to deal with childcare and distance learning for school --- advocates who have been juggling this are hitting a wall. Programs are trying to figure out how to keep staff and support them with these childcare/schooling issues.

00:32:20 Violence Free Minnesota: ThinkSelf - one of our member programs created this short video on Tips for Wearing a Mask. https://www.youtube.com/watch?v=65iJwTki-HE

00:33:37 Joyce Grover (Kansas): KCSDV is going to receive CARES Act funding to purchase laptops and other technology for programs across the state. It's not enough but will help.

00:34:14 Nasim Sarabandi: We also maintain a drive with new resources and Q&A for programs. We have shared many NNEDV resources and information.

00:34:46 Mackenzie Masilon: one of the largest school districts here in OKC got a grant to provide mobile hotspots for all of the neighborhoods within the districts

00:35:38 Sara Barber: In SC, we are using some of the additional FVPSA funding to purchase ipads/other tech resources for the Tribes to support their efforts in reaching survivors.

00:37:13 Breall: could you post that guidance in the chat, please?

00:39:36 Susan Higginbotham: Great use of funds, Sara.

00:40:29 Toby Shulruff (she/her): Handout on shared computers and wifi (for shelters and non-shelter locations) https://www.techsafety.org/resources-agencyuse/shelter-computers-bestpractices

00:44:43 Nasim Sarabandi: We see the same challenge for programs.

00:45:02 Candida Manion, OK: We have similar challenges with staffing here in OK.

00:45:38 Candida Manion, OK: we don’t pay enough to keep staff around.

00:46:22 Candida Manion, OK: we don’t have this at our coalition, but we have been told about it. had one advocate quit 30 mins into her job,

00:46:39 Carianne (she/her): It's part of our ask for state funding. Members are saying they really need to be able to offer hazard pay and that option is expiring (Federal funding-wise).

00:47:06 Maria Jose Angelelli: We have had several dv programs that reported 1 to 2 staff quit their jobs due to being afraid of getting COVID-19; to reduce staff turnover due to Covid-19 many dv programs have secured hazard pay; some increasing pay $2 per hours others much more; allowing for a few hours/days of days off/ allowing staff to work remote

00:47:42 Candida Manion, OK: this was to be expected and our programs have adapted, increased pay, more flexibility, etc

00:49:00 Joyce Grover (Kansas): We had a rural program start a chat service and only a handful of people have used it. :-(

00:49:02 Linda Douglas NHCADSV: Yes, out of 13 programs in NH we have 11 that are using text chat feature.

00:49:18 Maria Jose Angelelli: We have transitioned all our trainings and conferences to virtual; interesting that all our attendance to our trainings have increased some almost doubling

00:49:21 Francine, she/her: The SafetyNet guidance was very helpful. There was already one program offering text chat. Since COVID, 3 more are offering chat services. It has been used a lot, but people still prefer phone contact.

00:50:01 Cheryl Robb-Welch, MO: Yes, many started using it for advocacy, safety planning, and counseling services, BIP too. The majority are going to continue to provide the services. It also factors in that a number of them are still working from home so it works.

00:50:04 Nasim Sarabandi: We see many programs providing Chat/Text services now or they are still looking into it.

00:50:37 Joyce Grover (Kansas): Several programs are starting to use Doxy.me and those that have do like it once they get it set up. There is still a great concern about "who are we missing' and "who are we leaving behind in this shift"

00:50:41 Maria Jose Angelelli: DV programs in Texas are reporting that survivors really like the telehealth/ virtual a voacy

00:51:46 Cheryl Robb-Welch, MO: In addition, some of our coalition staff have terrible cell service, so Zoom TA has become a norm - and it creates richer relationships with members since they can see one or more staff at a time.

00:52:00 Meinkeng Fonge: Please make sure to let us know how we did in this brief evaluation survey! https://www.surveymonkey.com/r/2CZRPPX

00:52:42 Molly (they/them) - NCCADV: We have transitioned our DV Basics and Legal Advocates Institute online through Coalition Manager in NC, with long term goals to have the 40 hour advocates institute online as well.

00:53:55 Joyce Grover (Kansas): Getting everyone on their own computer/webcam for trainings has been an issue but is getting better...fewer trainings to a conference room full of advocates.

00:55:15 Maria Jose Angelelli: we are holding weekly and monthly virtual meetings with a variety of dv positions; advocates, bipps, finance staff etc these have been well received and reduces isolation and gets critical info quickly to the right staff

00:55:33 Corbin (they/them): https://ideas.ted.com/zoom-fatigue-is-real-heres-why-video-calls-are-so-draining/

00:55:59 Christine Smith: Thank you Corbin!!!

00:56:08 Joyce Grover (Kansas): One of our staff has put together an orientation on Zoom for people who want to attend before an actual Zoom training session. It has been very helpful for new users.

00:56:27 Linda Douglas NHCADSV: But those of us who live alone need to see faces!!

00:56:36 Christine Smith: @Linda so true!

00:57:34 Joyce Grover (Kansas): @Linda we've heard that from several of our staff who live alone. We are doing a Zoom lunch with staff on Friday.

00:57:37 Jenna (she/her) - OCADSV: Joyce, is that Zoom trainers from your agency, or outward-facing for attendees?

00:59:31 Joyce Grover (Kansas): @Jenna, it's for attendees and has been very helpful especially for people who are embarrassed about their lack of experience with technology.

00:59:40 Nasim Sarabandi: We also transitioned to Coalition Manager to enable ourselves for providing resources and trainings online.

00:59:44 Toby Shulruff (she/her): Maria - I love that learning through practice!

00:59:50 Rachel, NMCADV she/her: We in New Mexico hosted an initial “Enhancing Remote Services” training and will be hosting a monthly call for advocates to connect with each other in an on-going way about what’s working, innovations etc.

01:00:19 Toby Shulruff (she/her): That’s great, Rachel!

01:00:34 Jenna (she/her) - OCADSV: @Joyce, yes! We have a lot of that happening internally and externally. That's a great idea.

01:01:27 Maria Jose Angelelli: thank you so much for holding this space for us

01:01:27 Meinkeng Fonge: https://www.surveymonkey.com/r/2CZRPPX

01:01:31 Meinkeng Fonge: Survey link once more!

01:01:32 Jenna (she/her) - OCADSV: thank you!

01:01:38 John Wesley, RI: Thanks Deb and everyone for sharing!

01:01:40 Toby Shulruff (she/her): Thank you all so much!!! Please reach out to Safety Net with any tech or confidentiality questions!

01:01:47 Nasim Sarabandi: Thanks all.

01:01:52 Mary Trinity NJCEDV she her hers: Thank you, Deb! Great call.

01:01:53 Gina Peattie: Thank you!