

# Supporting Crime Victim Survivors

Response Through the Public Health Crisis



## What is ACCESS?

We provide services to survivors of violent crime. We are survivor centered, meaning advocates provide survivors with all of their options, trusting they know the best decision for themselves. Calling one of our help lines is a way to connect with our services.

## Who does ACCESS serve?

ACCESS provides services to anyone regardless of race, ethnicity, sexual orientation or gender identity. Clients aren't required to disclose any information about themselves. For some, this makes services more accessible and safe.

## What can ACCESS provide?

We are survivor centered, meaning advocates provide survivors with all of their options trusting they know the best decision for themselves. Some examples of services we can provide are...

- 24 hour help lines
- Housing
- Specialized support for children
- Counseling
- Support Groups
- Advocacy: legal, medical, or social service systems
- Community Education
- Crisis Response and Support

WE STAND READY TO  
SERVE SURVIVORS AMIDST  
THE PUBLIC HEALTH CRISIS

### Get in touch with an advocate

Sexual Abuse: 515-292-5378

Domestic Abuse & Violent Crime: 515-292-0519

Housing: 515-292-0543

## How COVID-19 Affects Survivors

### Nationally

### Locally

- Risk of violence is going up but reporting and connecting with resources is going down. The National Domestic Violence Hotline reported that, "during the month of March 2020, our contact volume decreased by 6% compared to March 2019"
- There will be long-term effects for survivors as they deal with the trauma of violence. The NDVH also reported, "as shelter in place orders began to lift, our contact volume in April 2020 increased by 15% as compared to April 2019."
- Survivors fleeing violence and seeking emergency shelter are worried that staying in a shelter puts them at higher risk of contracting COVID-19.
- Some survivors are experiencing unemployment, reduced work hours or medical bills due to COVID-19. Financial strain limits their options as they plan for their safety.
- ACCESS data on call volume and service requests align with the NDVH reports.

# How is ACCESS Adapting to COVID-19?

Changing how we provide services.

- Pivoting services to virtual platforms
- Remote advocacy strategies
  - Telehealth style video appointments
  - Phone-based services
  - Electronically signing confidentiality agreements
  - Hosting support groups and events on online platforms
- Limiting the amount of clients in each room at our emergency shelter to avoid having people share spaces
- Cleaning our public office spaces and emergency shelter more frequently and thoroughly
- Offering online community education such as a summer self care series
- Implementing a Facebook live series to stay connected with our clients and supporters

“As a youth advocate, I have found that virtual meetings can be a real asset to use with younger clients. Many of the survivors I work with have seemed to open up more while working with me, and I think it has a lot to do with the fact that they are at home and in their own safe spaces. Really shy kids have started to come out of their shells, and I attribute that a lot to the fact that there is a screen between us to lessen that social load.”

- Santana Chapman,  
Youth Sexual Assault  
Advocacy Coordinator

## Want To Support Crime Victim Survivors Through the Public Health Crisis?



- Make an individual donation
  - Online
  - Mail to P.O. Box 1429 Ames, IA 50014
- Make a supply donation
- Host a donation drive