

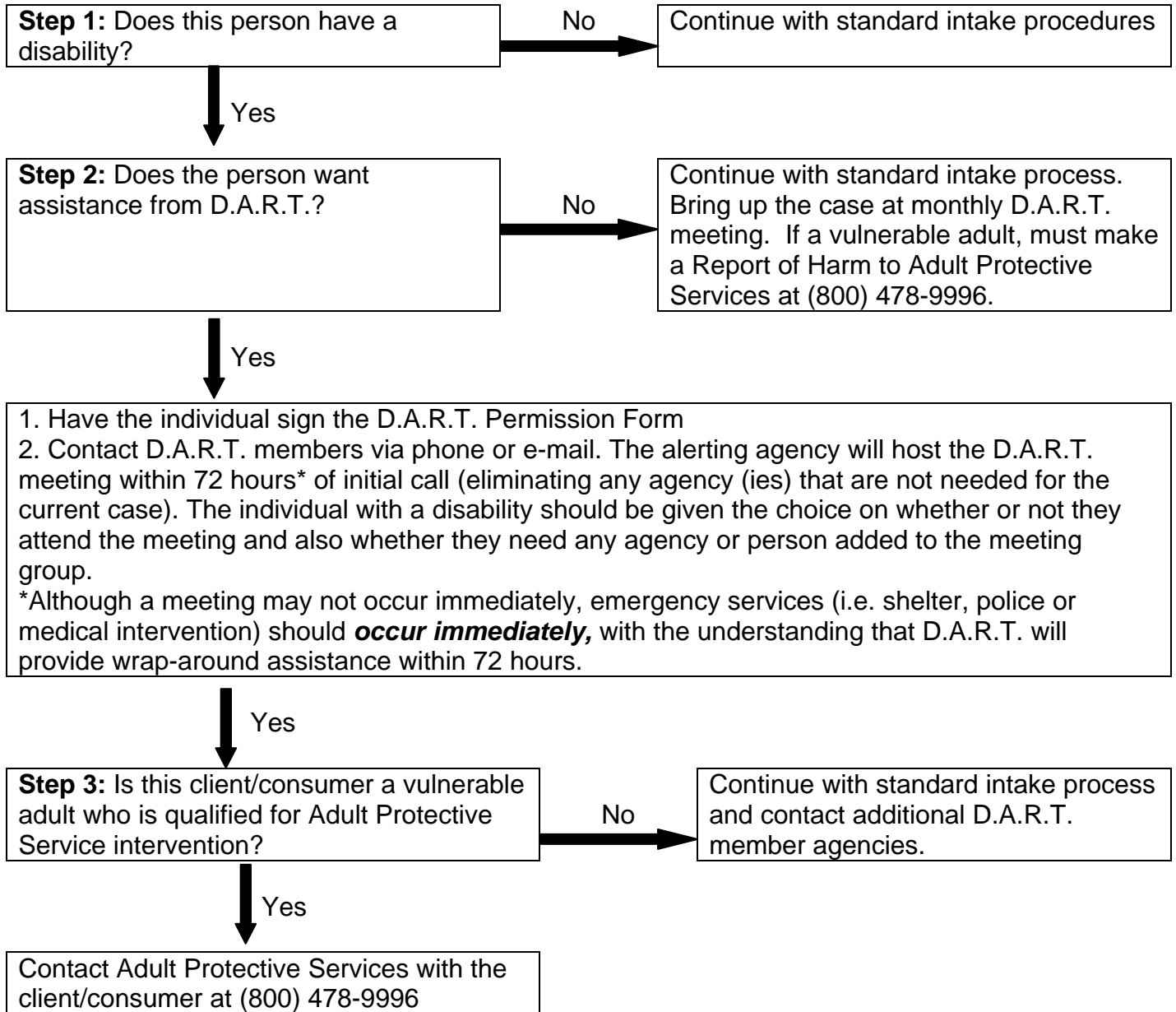


Section 9

Regional Interventions:

Southeast

Intervention Procedures for Victim Service Providers



Detailed Intervention Procedures for Victim Service Providers

Step 1: Does this person have a disability?

Your first task is to find out if the person has a disability. This can be done during intake or phone calls by stating:

“Our agency provides accommodations for people with disabilities as required by the Americans with Disabilities Act, if you need any accommodations to receive services from our agency you can request those now or when you talk with...”

Remember Discrimination based on disability is illegal; therefore information on a disability cannot be used to screen someone out or to keep them from receiving programs and services.

A sample accommodation checklist is provided In Appendix 2, once a person states they need accommodations to participate, this checklist can help to identify what needs the person has.

Step 2: Does the person want assistance from D.A.R.T.?

When someone discloses that they have a disability, the staff at the victim service agency should find out:

- If he/she wants assistance from D.A.R.T. and it's member agencies
- If the person's disability/victim related needs are more than your agency can handle alone

If YES:

Once the person states that they wish intervention by D.A.R.T. staff should:

1. Have the individual sign the D.A.R.T. Permission Form
2. Contact D.A.R.T. members via phone or e-mail. The alerting agency will host the D.A.R.T. meeting within 72 hours* of initial call (eliminating any agency (ies) that are not needed for the current case).
3. The individual with a disability should be given the choice on whether or not they attend the meeting and also whether they need any agency or person added to the meeting group.

*Although a meeting may not occur immediately, emergency services (i.e. shelter, police or medical intervention) should **occur immediately**, with the understanding that D.A.R.T. will provide wrap-around assistance within 72 hours.

If NO:

Referring agency should continue with their standard intake practice and bring up the case at the monthly D.A.R.T. for review. If the person is a vulnerable adult, a Report of Harm must be made within 24 hours to Adult Protective Services at (800) 478-9996.

Step 3: Is this client/consumer a vulnerable adult who is qualified for Adult Protective Service intervention?

If YES:

Reporting to Adult Protective Services

AS 47.24.010- Reports of Harm

The following persons who, in the performance of their professional duties, have reasonable cause to believe that a vulnerable adult⁵⁷ suffers from abandonment⁵⁸, exploitation⁵⁹, abuse⁶⁰, neglect⁶¹, or self-neglect⁶² shall report the belief to the Department of Health and Social Services at (800) 478-9996, within 24 hours:

- Physician or other licensed health care provider
- Mental health professional as defined in AS 47.30.915 (11) and including a marital and family therapist licensed under AS 08.63
- Pharmacist
- Administrator of a nursing home, residential care or health care facility
- Guardian or conservator
- Police officer
- Village public safety officer
- Village health aide
- Social worker
- Member of the clergy

⁵⁷ "Vulnerable adult" means a person 18 years of age or older who, because of physical or mental impairment, is unable to meet the person's own needs or to seek help without assistance.

⁵⁸ "Abandonment" means desertion of a vulnerable adult by a caregiver

⁵⁹ "Exploitation" means unjust or improper use of another person or another person's resources for one's own profit or advantage

⁶⁰ "Abuse" means

- The willful, intentional, or reckless non-accidental, and non-therapeutic infliction of physical pain, injury, or mental distress; or
- Sexual assault under AS 11.41.410 or 11.41.420

⁶¹ "Neglect" means the intentional failure by a caregiver to provide essential care or services necessary to maintain the physical and mental health of the vulnerable adult

⁶² "Self-neglect" means an act or omission by a vulnerable adult that results, or could result in the deprivation of essential services necessary to maintain minimal mental, emotional, or physical health and safety

- Staff employee of a project funded by the Department of Administration for the provision of services to older Alaskans, the Department of Health and Social Services, or the Council on Domestic Violence and Sexual Assault
- Employee of a personal care or home health aide program
- Emergency medical technician or a mobile intensive care paramedic
- Caregiver⁶³ of the vulnerable adult
- Certified nurse aide.

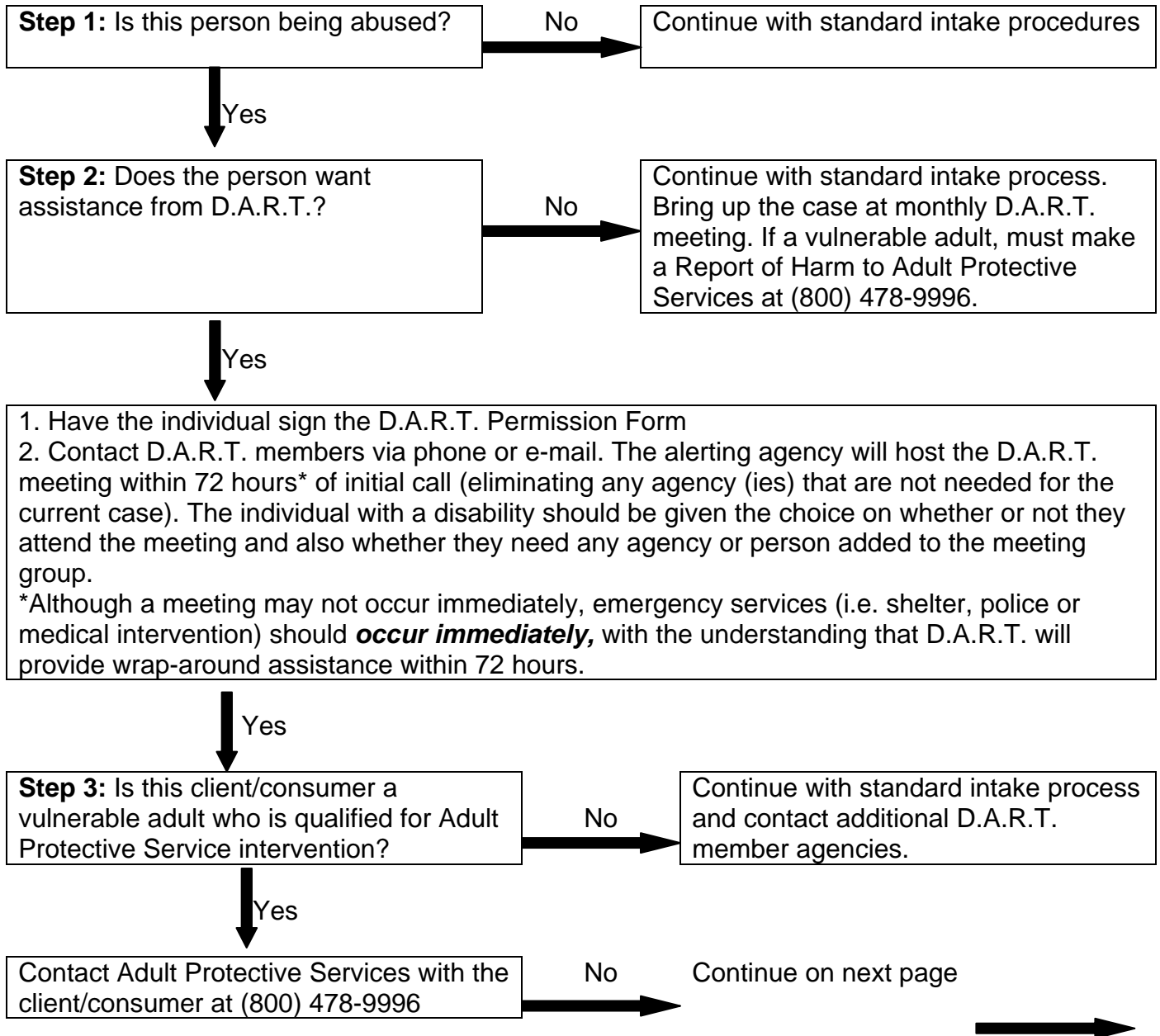
Anyone, regardless of whether or not they fit into one of the categories above, may report cases of abandonment, exploitation, abuse, neglect, or self-neglect of vulnerable adults.

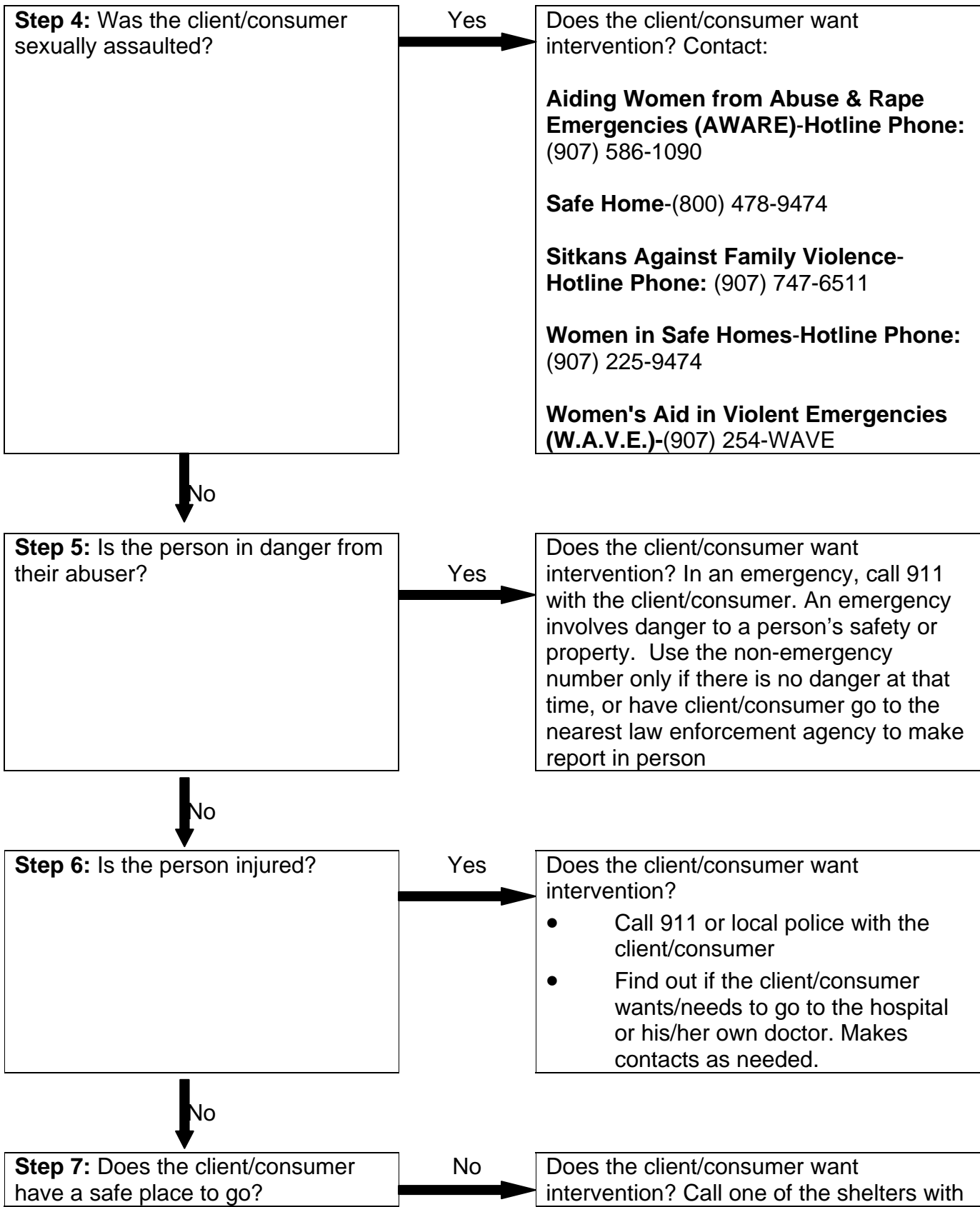
Reports may include the name and address of the reporting person and must include the name and address of the vulnerable adult; information relating to the nature and extent of the abandonment, exploitation, abuse, neglect, or self-neglect; any other information that the reporting person believes might be helpful in an investigation of the case or in providing protection for the vulnerable adult. See Report of Harm Form in Appendix 3, it is also available at <http://www.hss.state.ak.us/dsds/apsreport.htm>

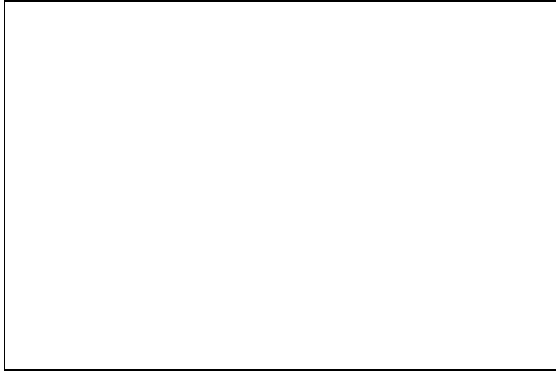
Additional information on Statute 47.24.010-.900 can be found at <http://www.andvsa.org/legal/Law/vulnerableAdults.htm>

⁶³ "Caregiver" means a person who is providing care to a vulnerable adult as a result of a family relationship, or who has assumed responsibility for the care of a vulnerable adult voluntarily, by contract, or by court order; or an employee of an out-of-home care facility who provides care to one or more vulnerable adults

Intervention Procedures for Disability Service Providers





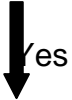


the client/consumer:

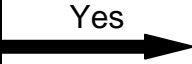
Sitkans Against Family Violence-(907) 747-6511

AWARE-(907) 586-1090 or (800) 478-1090

WISH– Women in Safe Homes-(907) 225-9474



Step 8: Does the person want/need a restraining order?



Does the client/consumer want intervention? Call:

Craig-Magistrate-(907) 826-3306

Juneau- Clerk of Court-(907) 463-4716 TTY; (907) 463-4700

Angoon-Magistrate-(907) 788-3229

Haines-Magistrate-(907) 766-2801

Hoonah-Magistrate-(907) 945-3668

Kake-Magistrate-(907) 785-3651

Ketchikan- Clerk of Court-(907) 225-3197 TTY; (907) 225-3195

Sitka- Clerk of Court-(907) 747-6271; (907) 747-3292 TTY

Skagway-Magistrate-(907) 983-2368

Petersburg-Magistrate-(907) 772-3824; (907) 772-3826 TTY

Wrangell-Magistrate-(907) 874-2311/13; (907) 874-2313 TTY

Yakutat-Magistrate -(907) 784-274/3444

Step 9: Assist the person in developing a safety plan

See Appendix 5

Detailed Intervention Procedures for Disability Service Providers

Step 1: Is this person being abused?

Your first task is to find out if the individual is experiencing (or has experienced in the past) abuse/violence. This can be done during an intake, over the phone or as a regular part of your service provision. The following are some abuse screening procedures to keep in mind.

- Offer support in completing the screening tool
- Be sure to be alone with the client/consumer in a confidential location, **not** accompanied by personal assistant, guardian, driver, spouse/partner, parent or other support person.
- Talking with the client/consumer without her personal assistant may bring about suspicion, anger or resentment from the personal assistant, and increase the risk of harm. Understand the dynamics of asking the support person to leave the room and discuss these dynamics with the client/consumer.
- Tell the client/consumer if you are a mandated reporter before beginning the screening process, and explain the reporting procedures if he/she discloses abuse.
- Pause during the screening procedures to ask how he/she is doing and feeling.

Some abuse screening questions you can ask include:

In the last year, has anyone:

- Made you feel unsafe?
- Yelled at you over and over again or hurt your feelings?
- Refused or neglected to help with an important personal need such as using the bathroom, eating, or drinking?
- Damaged or kept you from using a phone, wheelchair, cane, walker, or other assistive device?
- Refused to give you your medication, kept you from taking it, or given you too much or too little?
- Stolen money, valuables, equipment, or medication, forged checks, or used your credit / debit card or information without your permission?
- Threatened or actually hit, slapped, kicked, pushed, shoved, handled you roughly, restrained, or otherwise physically hurt you?
- Touched you in a sexual way you did not want, or forced you to have sexual activities?

Some additional ways to ask about abuse:

- “Violence against people with disabilities is so common that I ask all my clients/consumers about any problems they may be experiencing in their lives”
- “Do you feel safe in your relationship/ home? “
- “How is your home life? Are you safe in your home?”
- “Sometimes clients/consumers tell me that they have been hurt by someone close to them. Could this be happening to you?”
- Have you ever been subjected to emotional or physical abuse by your partner, a loved one or someone you know?"

If the client/consumer answers “yes” to any of these questions, follow the protocol to determine the correct course of action.

Step 2: Does the person want assistance from D.A.R.T.?

When someone discloses that they have a disability, the staff at the victim service agency should find out:

- If he/she wants assistance from D.A.R.T. and its member agencies
- If the person’s disability/victim related needs are more than your agency can handle alone

If YES:

Once the person states that they wish intervention by D.A.R.T. staff should:

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2. Contact D.A.R.T. members via phone or e-mail. The alerting agency will host the D.A.R.T. meeting within 72 hours* of initial call (eliminating any agency (ies) that are not needed for the current case).
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*Although a meeting may not occur immediately, emergency services (i.e. shelter, police or medical intervention) should **occur immediately**, with the understanding that D.A.R.T. will provide wrap-around assistance within 72 hours.

If NO:

Referring agency should continue with their standard intake practice and bring up the case at the monthly D.A.R.T. for review. If the person is a vulnerable adult, a Report of Harm must be made within 24 hours to Adult Protective Services at (800) 478-9996.

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- Physician or other licensed health care provider
- Mental health professional as defined in AS 47.30.915 (11) and including a marital and family therapist licensed under AS 08.63
- Pharmacist
- Administrator of a nursing home, residential care or health care facility
- Guardian or conservator
- Police officer
- Village public safety officer
- Village health aide
- Social worker
- Member of the clergy
- Staff employee of a project funded by the Department of Administration for the provision of services to older Alaskans, the Department of Health and Social Services, or the Council on Domestic Violence and Sexual Assault
- Employee of a personal care or home health aide program
- Emergency medical technician or a mobile intensive care paramedic

⁶⁴ "Vulnerable adult" means a person 18 years of age or older who, because of physical or mental impairment, is unable to meet the person's own needs or to seek help without assistance.

⁶⁵ "Abandonment" means desertion of a vulnerable adult by a caregiver

⁶⁶ "Exploitation" means unjust or improper use of another person or another person's resources for one's own profit or advantage

⁶⁷ "Abuse" means

- The willful, intentional, or reckless non-accidental, and non-therapeutic infliction of physical pain, injury, or mental distress; or
- Sexual assault under AS 11.41.410 or 11.41.420

⁶⁸ "Neglect" means the intentional failure by a caregiver to provide essential care or services necessary to maintain the physical and mental health of the vulnerable adult

⁶⁹ "Self-neglect" means an act or omission by a vulnerable adult that results, or could result in the deprivation of essential services necessary to maintain minimal mental, emotional, or physical health and safety

- Caregiver⁷⁰ of the vulnerable adult
- Certified nurse aide.

Anyone, regardless of whether or not they fit into one of the categories above, may report cases of abandonment, exploitation, abuse, neglect, or self-neglect of vulnerable adults.

Reports may include the name and address of the reporting person and must include the name and address of the vulnerable adult; information relating to the nature and extent of the abandonment, exploitation, abuse, neglect, or self-neglect; any other information that the reporting person believes might be helpful in an investigation of the case or in providing protection for the vulnerable adult. See Report of Harm Form in Appendix 3, it is also available at <http://www.hss.state.ak.us/dsds/apsreport.htm>

Additional information on Statute 47.24.010-.900 can be found at <http://www.andvsa.org/legal/Law/vulnerableAdults.htm>

Step 4: Was the client/consumer sexually assaulted? Does the client/consumer want intervention?

Contact the sexual assault program in your area:

Aiding Women from Abuse & Rape Emergencies (AWARE)

Juneau, AK 99802

Hotline Phone: (907) 586-1090

Safe Home

Prince of Wales Island

(800) 478-9474

Sitkans Against Family Violence

Sitka, AK 99835

Hotline Phone: (907) 747-6511

Women in Safe Homes

Ketchikan, AK 99901

Hotline Phone: (907) 225-9474

⁷⁰ "Caregiver" means a person who is providing care to a vulnerable adult as a result of a family relationship, or who has assumed responsibility for the care of a vulnerable adult voluntarily, by contract, or by court order; or an employee of an out-of-home care facility who provides care to one or more vulnerable adults

Women's Aid in Violent Emergencies (W.A.V.E.)

Petersburg
(907) 254-WAVE

Step 5: Is the person is in danger from their abuser? Does the client/consumer want intervention?

In an emergency, call 911 with the client/consumer. An emergency involves danger to a person's safety or property. Use the non-emergency number only if there is no danger at that time, or have client/consumer go to the nearest law enforcement agency to make report in person.

Step 6: Is the person injured? Does the client/consumer want intervention?

- Call 911 or local police with the client/consumer
- Find out if the client/consumer wants/needs to go to the hospital or his/her own doctor. Makes contacts as needed.

Step 7: Does the client/consumer have a safe place to go? Does the client/consumer want intervention?

Safety is a priority and while it may not seem fair that the client/consumer should have to leave their home because of what their abuser has done, sometimes it is the only way the person can be safe. Can the client/consumer:

- Stay with a friend or relatives? (A woman should not stay with a man unless he is a relative; it can hurt her chances of getting custody of her children and spousal support, as well as cause conflict with the abuser).
- Go to battered women's shelter? (Staff can help the client/consumer get legal and financial help as well as provide counseling and emotional support for the woman and her children).

If the client/consumer is experiencing violence or threatening behavior from someone there are steps he/she can take to plan for his/her safety and for the safety of the children. Keeping safe does not always mean leaving home, but leaving home without good planning can be a dangerous thing to do. Call one of the shelters with the client/consumer:

Sitkans Against Family Violence (Sitka)

(907) 747-6511
Serves: Sitka, Anggon, Kake, and Port Alexander

AWARE- Aiding Women in Abuse & Rape Emergencies (Juneau)

(907) 586-1090 or (800) 478-1090

Serves: Juneau, Elfin Cove, Gustavus, Haines, Hoonah, Klukwan, Pelican, Skagway, Tenakee Springs and Yakutat

WISH– Women in Safe Homes (Ketchikan)

(907) 225-9474

Serves: Ketchikan, Craig, Metakatia, Pertersburg, Prince of Wales Island, Saxman, Thorne Bay and Wrangell

Step 8: Does the person need a protective order? Does the client/consumer want intervention?

What are protective orders?

Protective orders are court orders from a judge that order your abuser not to:

- Harm you in any way;
- Talk to you or send messages to you;
- Make threats to hurt or harass you;
- Enter your home, work place, or a vehicle you drive;
- Possess a deadly weapon, such as a knife or gun, if a weapon was used to assault you or your abuser had the weapon while abusing you.

In addition, the judge may order:

- that you have temporary custody of your children;
- that the police go with you to your home to provide protection while you get personal possessions; and help you get the vehicle; and
- other safety provisions

There are three types of civil protective orders available to victims of domestic violence in Alaska. (18) Each type of order provides a different type of protection, and how you get protection is different for each type of order.

The three types of orders are:

- **Emergency 72-Hour Protective Order**-are designed to protect you from immediate danger. You may get one when a judge is unavailable to give you a hearing for a temporary order.
- **Ex Parte 20-Day Protective Order**-are designed to give you protection if the judge thinks you are in danger of being harmed before you have your hearing for a Regular Protective order.
- **Regular Protective Order** (Although this order generally lasts for one year, the provision prohibiting your abuser from threatening to commit or committing acts of domestic violence, stalking, or harassment against you, remains in effect **indefinitely** unless the court says otherwise.)

To get obtain protective orders go to your local court or shelter. You may request both an ex parte protective order petition, and a hearing for a regular one year protective order. See Appendix 4 for Sample Protection Order Petitions.

Craig-Magistrate

Craig-Klawock Highway
Box 646
Craig, AK 99921-0646
(907) 826-3306

Juneau- Clerk of Court

P. O. Box 114100
Juneau, AK 99811-4100
TDD (for hearing impaired) (907) 463-4716
(907) 463-4700

Angoon-Magistrate

700 Aandainaa.aat Street
Angoon, AK 99820
(907) 788-3229

Haines-Magistrate

Box 169
Haines, AK 99827-0169
(907) 766-2801

Hoonah-Magistrate

Box 430
Hoonah, AK 99829-0430
(907) 945-3668

Kake-Magistrate

Kake, AK 99830-0100
(907) 785-3651

Ketchikan- Clerk of Court

415 Main Street, Room 400
Ketchikan, AK 99901-6399
(907) 225-3197 TTY
(907) 225-3195

Pelican (Served by Sitka Court)

(907) 747-6271

Sitka- Clerk of Court

304 Lake Street, Room 203
Sitka, AK 99835-7759
(907) 747-6271
(907) 747-3292 TTY

Skagway-Magistrate

Box 495
Skagway, AK 99840-0495
(907) 983-2368

Petersburg-Magistrate

17 North Nordic Drive
Petersburg, AK 99833
(907) 772-3824
(907) 772-3826 TTY

Wrangell-Magistrate

Zimovia Highway
Wrangell, AK 99929
(907) 874-2311/13
(907) 874-2313 TTY

Yakutat-Magistrate

Box 426
Yakutat, AK 99689-0426
(907) 784-3274/3444

Step 9: Assist the person in developing a safety plan (See Appendix 5)

Regional Resources-Southeast

Victim/Survivor Resources

Domestic Violence/Sexual Assault Agencies

Sitkans Against Family Violence (Sitka)

(907) 747-6511

Serves: Sitka, Anggon, Kake, and Port Alexander

AWARE- Aiding Women in Abuse & Rape Emergencies (Juneau)

(907) 586-1090 or (800) 478-1090

Serves: Juneau, Elfin Cove, Gustavus, Haines, Hoonah, Klukwan, Pelican, Skagway, Tenakee Springs and Yakutat

WISH– Women in Safe Homes (Ketchikan)

(907) 225-9474

Serves: Ketchikan, Craig, Metakatia, Pertersburg, Prince of Wales Island, Saxman, Thorne Bay and Wrangell

District Attorney Office

Juneau - 1st Judicial District

Patrick J. Gullufsen, District Attorney

PO Box 110300

Juneau AK 99811-0300

Room 364 Dimond Courthouse, Juneau

(907) 465-3620

Sitka - 1st Judicial District

Greggory Olson, Assistant District Attorney

304 Lake Street, Room 202

Sitka AK 99835-7500

Courthouse Room 202

(907) 747-5851

Ketchikan - 1st Judicial District

Stephen West, District Attorney

415 Main Street Room 304

Ketchikan AK 99901-6396

(907) 225-6128

Disability Resources

Independent Living Center

Southeast Alaska Independent Living (SAIL)

3225 Hospital Drive, Suite 300
Juneau, AK 99801
(907) 586-4920 Voice/TTY or (800) 478-7245
www.sailinc.org

SAIL Ketchikan (Satellite)

602 Dock Street, Suite 105
Ketchikan, AK 99901
(907) 225-4735 Voice/TTY or (800) 478-7245
www.sailinc.org

SAIL Sitka (Satellite)

210 Lake Street, Suite A
Sitka, AK 99835
(907) 747-6859 Voice/TTY or (800) 478-7245
www.sailinc.org

Vocational Rehabilitation

Division of Vocational Rehabilitation-Central Office

801 West 10th Street, Suite A
Juneau, Alaska 99801-1894
(907) 465-2814 Voice/TTY or (800) 478-2815

Juneau Branch Office

10002 Glacier Highway, Suite 305
Juneau, Alaska 99801-8569
(907) 465-8943 Voice/TTY or (800) 478-2387

Ketchikan Job Center DVR Office

Tongass Commercial Center
2030 Sea Level Drive, Suite 220-A
Ketchikan, Alaska 99901-6073
(907) 225-6655 Voice/TTY or (800) 478-5387

Sitka Branch Office

304 Lake Street, Room 101
Sitka, Alaska 99835
(907) 747-4788 Voice/TTY or (800) 478-2726

**Alaska Consortium of Tribal Vocational Rehabilitation Programs
Central Council Tlingit & Haida Indian Tribes of Alaska**

9109 Mendenhall Mall Rd., Suite 8
Juneau, AK 99801
(907) 463-7325 or (877) 525-8263

Metlakatla Indian Community

P.O. Box 8
Metlakatla, AK 99926
(907) 886-5872

Respite Care

Hospice & Home Care of Juneau

(907) 463-3113

REACH, Inc.

(907) 586-8228

Community Connections

(907) 225-7825

Center for Community

(907) 747-6960

Haines REACH Community Services

(907) 766-2750

Transportation

Care Van (Juneau) Paratransit

(907) 586-4482 (Dispatch)

Care a Van (Ketchikan) Paratransit

(907) 225-6578 (Dispatch)

Other

Senior and Disabilities Services-Central Office

240 Main Street, Suite 601
Juneau, Alaska 99801
(907) 465-3372 or (907) 465-3165 or (866) 465-3165

ADDult & ADDolescent Support of Ketchikan (A.A.S.K.)

(907) 225-2702

Center for Human Development/UAA

2702 Gambell Street, Suite 103
Anchorage, AK 99503
(907) 272-8270
1 800 243-2199

The State of Alaska, Governor's Council on Disabilities and Special Education

3601 "C" Street, Suite 740
P.O. Box 240249
Anchorage, Alaska 99524-0249
Toll Free: 1 (888) 269-8990
From Anchorage: (907) 269-8990
Fax: (907) 269-8995

Disability Law Center (DLC)- Protection and Advocacy

Juneau Office:
230 South Franklin, Suite 206
Juneau, AK 99801
(907) 586-1627

Juneau Alliance for Mental Health, Inc.

3406 Glacier Hwy,
Juneau Alaska 99801
(907) 463-3303
<http://www.alaska.net/~mhaa/>

Hope Community Resources - Juneau/Southeast Region

9109 Mendenhall Mall Rd., Ste. 5D
Juneau, Ak 99801
Phone:(907) 463-3602
<http://www.hopealaska.org/index.cfm>

Developmental Disabilities Program-Southeast Regional Office

240 Main Street
Juneau, Alaska 99811
(907) 465-3165
Statewide Website: <http://hss.state.ak.us/dsds>

The State of Alaska, Department of Health and Social Services, Division of Behavioral Health

Juneau: (800) 465-4828 or (907) 465-3370
Southeast Regional Resource Center
210 Ferry Way, Suite 200
Juneau, AK 99801
(907) 586-6806