

Hotlines

Providing a Vital Link to Safety



A publication of the National Domestic Violence Hotline (NDVH), a project of the Texas Council on Family Violence

SUMMER 2005

Silent Witness: The Past and the Future

By Patty Perez,
NDVH Communications Specialist

It started out with a lunch conversation by a group of female artists, writers and faculty members at a Minnesota arts college who felt an urgency to speak out about the escalating number of women killed by domestic violence during the summer of 1990.

It has now become an international movement in which 47 states and 18 countries have exhibited life-sized, red silhouettes representing women who were killed at the hands of a husband, partner or an acquaintance.

On February 18, 1991, more than 500 women escorted 26 silhouettes, representing the Minnesota women killed in 1990, to the state capitol. A twenty-seventh silhouette represented the unknown woman whose death went unreported. The figures were displayed in the rotunda of Minnesota's capitol building. That day a movement was born.

"The surprise for us all at the beginning was the strong emotional reaction. We never dreamed the exhibit would have that impact," said Janet Hagberg, an author and nationally-recognized speaker who helped create the original exhibit. "We were ready to put it away after the first march in Minnesota, but the witnesses were not finished yet - to put it mildly. Fifteen years later they are still not finished."

The impact did not end with the exhibits. Inspired by the effect the silent witnesses had,

Hagberg and Jane Zeller formed the Silent Witness National Initiative with the hope of, one day, seeing a reduction of domestic violence homicides. The Initiative aims to provide a message of hope, help and healing for the victims and perpetrators of domestic violence. The Initiative monitors various domestic violence projects, including 30 court watch programs throughout the country, coordinated community responses and the collection of national data relating to intimate partner homicide.

Hagberg has many memories from the last 15 years, but one that truly stands out is the *National March to End the Silence About Domestic Violence* in 1997. Family, friends and thousands of advocates carried 1500 silent witnesses in a march from the Washington Monument to the U.S. Capitol. Hagberg remembers a little boy standing next to a Silent Witness from Vermont and saying to a friend, "That's my mom."

"I can also see the late Senator Paul Wellstone standing behind Susan Fuller at the march in Washington," said Hagberg. "Her story is so riveting and Paul was such a great supporter. That image of the two of them lingers with me."

Fuller is a domestic violence survivor who became a dedicated supporter of the Initiative after

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Hotline Garners Support Across the Country

In the last issue of *Hotlines*, we highlighted some important developments in the movement to end domestic violence. We are proud to announce more efforts to help fight domestic violence in this country.

In August, I had the opportunity to visit with Attorney General Alberto R. Gonzales to discuss the needs of domestic violence advocates across the United States. In a meeting with various DV awareness groups, we were able to discuss the future of the movement and how the current administration can play a role in supporting our work.

Everyone has the power to make a significant impact to end domestic violence. On September 20, we will launch the National Domestic Violence Hotline IMPACT FUND at the Harvard Club in New York City. The IMPACT FUND allows more victims to reach advocates on a daily basis by keeping phone lines open to comfort and assist families in need of immediate safety. NDVH will host a reception, featuring survivor Carolyn Thomas, and encourage attendees to become part of the solution to ending domestic violence.

The Hotline is making progress as well. Advocates are participating in ongoing trainings, including a recent back-to-basics program that fostered discussion and emphasized the importance of the work advocates do on a daily basis. We are also grateful to the volunteers from local Target stores who painted the Hotline headquarters this summer and performed minor building repairs.

NDVH is proud to recognize Janet Hagberg and the Silent Witness National Initiative for an enduring commitment to end domestic violence and raising awareness about an issue that too often takes the lives of women, men and children around the world. The Initiative began 14 years ago with a small group of women from Minnesota, including Janet, who wanted to speak out about the consequences of domestic violence. Janet recently retired, but we were fortunate enough to speak with her about her involvement with the Initiative and the memories that were created. Today, the Initiative continues with the support of young women across the country, like Cassie Pritchard, who realize the importance of education and awareness.

As we prepare for October, our busiest month of the year, we're proud to share our summer accomplishments and highlights with all of you. Thanks for your continued support of the Hotline, and I would personally like to show my appreciation for our dedicated advocates who are keeping women safe, one family at a time.

Sincerely,



Sheryl Cates
NDVH Executive Director



Sheryl Cates,
Executive Director

ON THE LINE—

“After trying to leave her abuser four times, she looks forward to leaving him permanently.”

Every hour of every day, Hotline Advocates answer calls from around the nation.

The calls are dramatic, touching and real.

A Spanish-speaking female caller had been beaten by her husband. She was crying and in a panic. I assured her that I was here for her and could help her with whatever she chose to do. She had bruises, and she said she would file a police report and then call back to try to find shelter. The woman called back a few minutes later, saying the police were on their way. She said she felt safe calling from the house because she had dead-bolted the door. I connected her to a shelter in her area. The caller was still very emotional, and she asked if I could stay on the line. The shelter advocate and I worked together to get the woman's information for the intake since she only spoke Spanish. After about 25 minutes, the shelter advocate had to contact the police department to find out why the police had not arrived. Dispatch reported that since the caller did not need medical attention, the police would not go to her home to take the report until they'd dealt with more serious calls. The shelter advocate asked the caller to go to a gas station near her home and wait for a taxi. The woman was very hopeful at the end of the call. She said she had left her abuser four times before, but she knew this would be it. She is looking forward to working, taking care of her son on her own and being strong and happy.

“Am I an abuser too?”

A male caller wanted to know if his daughter and her husband could reconcile. He suggested that just because his son-in-law had hit his daughter and read her e-mail, it did not mean that he was not sorry. Instead, the caller believed that his son-in-law was truly sorry about his actions. He said he wanted to know how he could tell if his son-in-law was serious. The caller also repeatedly said that his daughter was probably guilty of having an affair. The man's son-in-law had shown him an e-mail that graphically alluded to the affair.

After discussing domestic violence, the signs of a batterer and his daughter's relationship with her husband, the caller became very quiet. He said he wondered if he was actually a batterer.

Shortly after the call was completed, another caller spoke to a different advocate and said that his father-in-law had contacted him and told him that he needed to seek help in a batterer's intervention program.

HOTLINE STATS

Number of Calls Received from January 1, 2005 - July 31, 2005 - **129,630**

Number of Calls Answered in July, 2005 : **Over 18,000, a 6% increase over calls answered in June 2005**

*These numbers reflect calls that were documented by staff and volunteers. Some calls are not documented due to call volume or call characteristics.



Target Executives Put A Face To The Voice

By Jitin Hingorani, Associate Communications Director



For the first time in the more than ten years they've been donating money to NDVH, executives from Target's corporate office paid a visit to the Hotline in

mid-August. Three executives from Target's Corporate Relations Team and one from the Operations Team took a guided site tour and met the advocates face-to-face. It provided the company's leaders with an opportunity to personally recognize the life-saving work advocates are doing on a daily basis. This year, Target donated \$200,000 to the Hotline. Additionally Target will officially be recognized at the event as the 2005 recipient of the *Vital Link Award* at NDVH's *Vital Link Awards Ceremony* to be held at Nasdaq in Times Square on November 1.

Target Volunteers Add a New Coat of Paint to the Hotline

By M. Martinez, NDVH Staff Writer



Target volunteers painted and performed minor building repairs at the National Domestic Violence Hotline in April 2005. For the second year, volunteers from Target's Building Services Team volunteered one weekend day to paint the office where the Hotline is located. Cameron Helweg, the South Austin Building Services team leader, said his team wanted to volunteer to help local non-profit companies that could use their assistance. The

Austin-area Target corporate office provided the team with a list of service agencies, and the team elected to donate their time to paint and do small maintenance repairs at the Hotline. Helweg and Todd Holmes, the North Austin Building Services team leader, led the team of volunteers.

NDVH, along with TCFV, sincerely thank the Target volunteers for their time and contribution for helping the Hotline headquarters look its best.

Choose Respect - Center for Disease Control's Pilot Campaign to Prevent Dating Violence Launched

By Kristin Schuetz, SafePlace Austin and Clarissa Hernandez

Youth violence is growing at an alarming rate. National statistics reveal that one in five high school students reports having been physically or sexually abused. As a result, the Centers for Disease Control and Prevention (CDC) developed a pilot program to address the harsh reality and growing prevalence of youth violence. Called *Choose Respect*, the public awareness campaign targets pre-teens, ages 11 to 14, and the caring adults in their lives by using positive messages about preventing dating abuse. The program also teaches lifelong skills for building and maintaining healthy relationships.

The pilot program, which began in February and ended in May, was conducted in two schools and one community group in Austin, Texas, and Kansas City, Missouri.

The CDC chose to partner with SafePlace, Austin's sexual assault and domestic violence survival center, because of the shelter's close ties with community partners who could disseminate the campaign's message directly to Austin youth. Community partners who utilized *Choose Respect* materials, that were created and distrib-



uted by the CDC, included Murchison Middle School, Fulmore Middle School, the Boys and Girls Clubs of the Capital Area and the Austin Public Library's *Wired for Youth* program.

Thirty percent of Austin students who took part in the SafePlace school-based services program reported knowing a friend who had been sexually assaulted or raped. The *Choose Respect* campaign taught thousands of Austin-area youth about dating abuse prevention.

The campaign garnered endorsement from Texas First Lady Anita Perry who said, "As a former nurse, I am committed to ensuring the health and well-being of young Texans. I am encouraged knowing the Centers for Disease Control and Prevention chose to partner with valued, local community leaders to teach our youth about building healthy relationships at such a critical time in their lives."

To improve materials for national dissemination next year, the CDC will use results from the *Choose Respect* campaign. For information about the campaign visit www.chooserespect.org, and for information about SafePlace, visit www.austin-safeplace.org.

Back To Basics: Safety Training

MC Martinez
NDVH Hotline Advocate

Carol Tureaud, Hotline Coordinator, conducted the Safety Training segment of Back to Basics Training for Hotline advocates. Hotlines interviewed her about the importance of safety training and how it benefits advocates and callers.

Q: Why is safety training important?

Carol Tureaud (CT): Many callers are in dangerous situations. There are many aspects of their safety that they aren't aware of; regardless of whether a caller chooses to stay in their relationship or not, they can plan to keep themselves as safe as possible.

Q: What aspects of safety training do you think were particularly useful to advocates?

CT: It was helpful for advocates to discuss ways for a caller to remain safe, even if they are remaining with the batterer. The discussions regarding technology and domestic violence were also really useful; advocates talked about the use of cell phones, the Internet and e-mail.

Q: How did the training go?

CT: I feel that it went well. The advocates were engaged. This was information they really wanted. I've heard that many advocates have used the information learned in training to better equip callers.

Q: Was there anything unique about the training?

CT: The training was very interactive so that all the advocates would be involved in the discussion. We all learn so much from each other.

Q: Any final thoughts?

CT: I would encourage anyone that has a loved one in a domestic violence situation – whether they are leaving or staying in the relationship – to find out ways that you can help keep them safe.

Limited Brands, Inc. brightens Mother's Day for More Than 24,000 Moms

Limited Brands Inc., parent company of Victoria's Secret, Express, The Limited, Bath & Body Works, White Barn Candle Co. and Henri Bendel, held its second annual "Adopt-A-Mom" project this May. The project, an extension of the company's successful "Giving Tree" program, donates beautifully wrapped Mother's Day gift baskets to hundreds of women's shelters across the U.S. Store associates rally together to collect and donate gifts, and the company makes a special effort to personalize the packages. "Because we want the gifts to be meaningful, we ask the shelters to provide us with the first names of recipients, along with their wish lists," said Deb Flannery, Director of Stores Philanthropy, Limited Brands. Since "Adopt-A-Mom" reaches out to women who might not receive a Mother's Day gift otherwise, the packages leave a lasting impression. "We were taken aback by Limited Brand's generosity," said Virginia O'Keeffe, CEO of Amethyst, Inc., a substance abuse treatment facility based in Columbus, Ohio. "Women come to Amethyst because we offer a safe, supportive and nurturing environment, but to be singled out and appreciated this Mother's Day was really more than most expected, and for that, we're extremely grateful."

Around the Nation

Founding Fathers Campaign Unveils "Coaching Boys into Men Playbook"

The "Coaching Boys into Men Playbook" was unveiled at a Founding Fathers campaign event in New York City on June 14. It will be distributed to high school sports coaches nationwide in partnership with the National High School Athletic Coaches Association. Leading sports figures, including Duke University basketball coach Mike Krzyzewski, New York Yankees Manager Joe Torre and two-time national champion Pete Carroll from USC, have endorsed the book, which teaches young men about the attitudes and behaviors that can lead to violence against women and how to prevent violence before it begins. For your copy of the Playbook, visit www.coaches-corner.org

Health Cares About Domestic Violence Day

Health care professionals and domestic violence advocates will meet on October 12, 2005, to take part in the Family Violence Prevention Fund's seventh annual Health Cares About Domestic Violence Day. A free organizing packet is available online at www.endabuse.org/hcadvd. It provides participants with national consensus guidelines on how to institute routine assessment for domestic violence, simple steps health care providers can take to improve their response to domestic violence, patient and provider educational materials and organizing ideas for activities. For more information, visit www.endabuse.org or call 1-800-595-4889.

If you have information for this section of the Hotlines, please contact Clarissa Hernandez at 512/794-1133

Thomas' Story Continues to Inspire

Clarissa Hernandez, NDVH Communications Specialist

You may have seen her story on "Oprah," "Larry King Live" or "The Insider." You'll soon be able to see her on The Discovery Channel's "Plastic Surgery: Before and After." Since first featuring her story in our *Hotlines* newsletter in February, many significant changes have occurred in Carolyn Thomas' world.

After taking the stand at the trial against her ex-boyfriend, Terrence Dewayne Kelly, Thomas saw justice served when Kelly was convicted and sentenced to life in prison for the 2003 shooting that killed her mother and left her face disfigured.

In April, Thomas addressed Kelly during a victim impact statement after the conviction and said he no longer controls her.

"I can honestly say that I forgive you," Thomas said. "The world knows me now as the woman without a face. But I would rather be remembered as a survivor."

Carolyn has shared her survivor story with various media outlets in hopes of reaching others who have been affected by domestic violence.

Her outreach has made a difference. Thousands of "The Insider" viewers responded to Thomas' story by writing letters of love and support that were presented to Carolyn by the show's host, Ananda Lewis.

Lewis was present at one of the many luncheons held to honor Carolyn since she began speaking out about her experience. The Family Abuse Center in Waco honored Carolyn at their annual luncheon; a video montage featuring a message from Larry King was shown and Lewis shared her admiration for Carolyn's strength. The Texas Council on Family Violence also honored Carolyn at the *Honoring Women in Our Lives* luncheon in May, with the Texas Attorney General, Gregg Abbott, in attendance.

With a number of surgeries behind her, Carolyn underwent a surgery to begin reconstructing her upper lip in July. She continues to recover well and has future surgeries scheduled to complete her facial reconstruction.

Carolyn plans to continue her outreach work whenever she can so that more people can see, hear and understand the effects of domestic violence. On September 20, Carolyn will speak at the Harvard Club in New York City for the National Domestic Violence Hotline *Impact Fund* reception. She will meet with members of the National Advisory Board and others to share her story and make them aware of how the Hotline assists victims of domestic violence on a daily basis.

Around the World

Amnesty International exhibits Barbara Kruger's work in Glasgow

Glasgow's Gallery of Modern Art, in association with Amnesty International, will exhibit Barbara Kruger's artwork until September 25, 2005. Kruger is best known for a combination of photographic images and text that confront the viewer with issues of power and control in relation to sexuality and politics. The exhibition is part of the Rule of Thumb series. For more information on the exhibit or Amnesty International's Stop Violence Against Women campaign, visit www.amnesty.org/actforwomen.

ADEW launches Beit Hawa, the first safe-house for women in Cairo

On July 18, 2005, the Association for the Development & Enhancement of Women (ADEW) opened Beit Hawa (House of Eve), Egypt's first safe house for women and children suffering from domestic violence. Beit Hawa aims to break the cycle of violence by creating a no-tolerance approach to domestic violence and by providing women with a safe, secure and confidential alternative to staying in an abusive relationship. For more information about Beit Hawa, visit www.adew.org.

Congressional Caucus donates \$12,500

The Congressional Caucus for Women's Issues (CCWI) has been named the \$25,000 winner of the Good Housekeeping/Wyeth Award for Women's Health. CCWI donated half of the proceeds to NDVH, a project of the Texas Council on Family Violence. The award was given to CCWI by the Center for American Women in Politics, a service center that promotes greater knowledge and understanding about women's participation in politics and government. CCWI is a bi-partisan group of congresswomen that has made numerous strides to benefit women's health and has pushed through dozens of landmark bills. Because of CCWI, maternity leave is now mandatory at large companies, federal dollars earmarked for breast cancer research have increased more than tenfold and studies on female reproductive health and prenatal care have led to real breakthroughs. The caucus is co-chaired by Rep. Ginny Brown-Waite (R-FL) and



Rep. Ginny Brown-Waite (R-FL) and Rep. Hilda L. Solis (D-CA), Co-chairs of the Congressional Caucus for Women's Issues (CCWI)

Silent Witness Initiative

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the march. She currently organizes Maine's Silent Witness Initiative.

Hagberg said the witnesses often inspire immediate and emotional reactions.

"The reaction I see time after time is this: someone sees the exhibit and has to stop and look more closely; when they are close and read one of the shields, they pause and absorb it. Then they slowly move to the next silhouette and the next,

and they usually stop and just feel the loss or the impact of it all. Many times they weep." Hagberg said. "It was Tipper Gore's reaction when she first saw the exhibit in Washington when we took it there in 1993. I still see this reaction today."

Another highlight for Hagberg has been men's involvement in the project. She spoke of men who originally furthered the movement by making the silhouettes.

"John Peterson's speech at the Washington march, spoken as a former abusive husband is etched in my memory," Hagberg said. "Although controversial at the time, it has had a lasting impact. It ignited Nancy Rafi to change her view of men and become more involved in Silent Witness, by eventually becoming director."

Other products of the initiative are *Sheila's Shawls*, *Paul's Scarves* and the *Quilts for Kids* projects. The shawls and scarves, named for the late Senator Paul Wellstone and his wife, are knitted and crocheted nationwide and then donated to the families of domestic violence victims. At age 12, Augusta Rodgers of Minnesota heard about the shawl project and started *Quilts for Kids*, a program that sent quilts to children whose mothers were killed.

As Hagberg steps down from her role, Cassie Pritchard of Oklahoma has assumed leadership of the Initiative. "The younger women are so electrified by this work, and colleges and high schools are being more active with us now," Hagberg said.

The Initiative set a goal to have zero domestic violence deaths by 2010. There has been a 50 percent decrease in non-fatal domestic violence, a 67 percent decrease in domestic violence deaths for men and a 25 percent decrease for women. As of 2001, two states, North Dakota and Vermont, had no domestic violence homicides for one year.

Today, the silhouettes of men, children and pregnant women join the original female figures. These red images remain etched in our memories. The hope is that someday, we will not have to display silhouettes for women, men or children, or tell their stories and wonder how this can continue to happen.

For more information about the history and work of the Silent Witness National Initiative, visit www.silentwitness.net. To become involved in the Initiative's work, contact Cassie Pritchard at cassie.pritchard@okstate.edu.



At the first unveiling in 1997, advocates marched in Washington D.C. with the silent witnesses.

Hotline Donors

The National Domestic Violence Hotline extends its deepest gratitude to the following contributors for their generosity (May 1, 2005 – July 31, 2005):

Carolina Women's Croquet Tournament

Liz Claiborne, Inc.

The Limited Foundation

The Simmons Foundation

Thanks

Marie Claire Magazine Raises \$12,000 to Support Victims Of Domestic Violence

Marie Claire magazine is known for fashion, entertainment and the latest in beauty and style, but this fall, the magazine once again embraced the mission of helping victims of domestic violence. In the November 2004 issue, Marie Claire ran a full-length ad promoting the sale of a silver and pearl necklace that would benefit NDVH. The promotion was hugely successful; selling out of necklaces, promoting the Hotline number to the magazine's nearly one million readers and raising funds to ensure that NDVH remains a vital link to safety for thousands of callers each month.

AOL Helps Connect Callers to Help and Hope

Donates \$200,000 in Services

The National Domestic Violence Hotline (NDVH) has been the vital link to safety for over 1.3 million callers since its inception in 1996. Today, more than 61% of victims who call report that this was their first call for help, which makes it imperative that a knowledgeable and caring advocate be available to answer the call and provide quality life-saving services. The growth of the Hotline and its increased national visibility has created challenges to ensure that no call goes unanswered. As part of a consortium of leading telecommunications and technology companies, America Online has responded to the challenge with a donation in services valued at more than \$200,000.

AOL's expertise in call center operations has helped NDVH assess structural and operational areas to determine how to best meet the ever-increasing number of calls. The in-depth look at current operations of the Hotline began with a visit to an AOL call center in Florida.

Associate Hotline Director Shaun Thompson said she saw many similarities

in the base operations of a 24-hour crisis line and the corporate call center. Diedre McWilliams, Performance Improvement Manager at AOL, visited the Hotline to learn about its needs and conduct an in-depth look at the organizational structure, staffing patterns, operational structures, application and overall call flow.

Thanks to AOL's recommendations, advocates are now able to assess and respond more efficiently to the needs of callers. Sheryl Cates, Executive Director of the National Domestic Violence Hotline said, "The partnership with AOL on this project has been a tremendous opportunity and asset. We are truly appreciative of AOL's contribution to changing and saving the lives of battered women."

