

# Client Journeys



## Harriet and Victor: SafeHouse

When Harriet called Doorways' 24-hour hotline, she and her son had just left her husband because he had been physically and sexually abusing them for over 12 years. She had no idea where to go or who to ask for help. The night before, Harriet's son, Victor, suffered severe head injuries when he tried to protect his mother.

### HOW DOORWAYS HELPS

Doorways Domestic Violence Hotline is always available, 24 hours a day, 7 days a week, to provide free and confidential crisis support, information and referrals. Last year, Doorways staff and volunteers responded to 1,100 calls impacting 1,532 adults and children in need of support and referrals. The hotline is also a gateway to the Doorways' Safehouse for women and families who are fleeing imminent danger. Doorways Safehouse is a nurturing, confidential and secure 11-bed home in which all residents—women and children—receive comprehensive services to help them heal and recover from trauma and move their lives forward.

## Court Advocacy

Harriet began working immediately with Doorways' Court Advocate to obtain a preliminary protective order from her husband. The Court Advocate assisted with divorce proceedings and custody hearings as well as helping with the emotionally charged act of reporting the physical and sexual abuse of Harriet and Victor to the police.

### HOW DOORWAYS HELPS

Doorways court advocacy services help survivors navigate the legal system to protect themselves and their children. The overall number of clients we served more than quadrupled as a result of our Court Advocacy and Companionship Program and community education initiatives. With the assistance of Doorways bilingual court advocates, 82% of participants who petitioned for a preliminary protective order were granted this protection by the court.

## Client Services Coordinator

Through meetings with Doorways' Client Services Coordinator, Harriet was able to share a number of concerns that were critical to her and Victor's healing. She was concerned that Victor had not only witnessed violence, but had himself been physically and sexually abused by his father. She also shared a deep concern that now she had left her husband, she would not be able to support Victor and herself.

### HOW DOORWAYS HELPS

Doorways' Domestic Violence Program is more than just a place to find shelter from violence. We provide a spectrum of life-saving, supportive, and educational services to help women and children leave behind a life of domestic violence and begin a new life of stability, dignity and self-sufficiency.



## Children's Services Program

The abuse Victor witnessed and experienced caused him to begin regressing in his behavior. He performed poorly in school and was frequently bullied. Victor received extensive counseling from the Children's Mental Health Specialist as well as support through Doorways' children's support group and a personal tutor. With this assistance, he has grown in his ability to make friends, understand appropriate boundaries and assert himself as necessary. He has a lot of healing to do yet, but he is well on his way.

## Financial Independence Track

For years, Harriet's husband had controlled all of the family's finances, using this as another way of keeping her disempowered and trapped with him. Starting with the very basics around opening a bank account, creating a budget, and how each purchasing decision affects a family's stability, our Financial Educator worked with Harriet to help her develop a firm financial base for moving forward. As a result, Harriet was able not only to create and adhere to a monthly budget, she was able to save enough money for the security deposit on an apartment of her own.

### HOW DOORWAYS HELPS

Doorways Financial Independence Track (FIT) provides personal training in budgeting, saving, and debt management to help clients rebuild credit and restore confidence. Specially-trained staff empower clients one-on-one to manage their daily finances, gain control over their debt, and create a financial safety plan. Last year, families across all Doorways programs participated in FIT services, and as a result, decreased their cumulative debt by \$94,135.

### HOW DOORWAYS HELPS

Doorways provides all parents with one-on-one and group support to enroll children in school and find child care, medical care, and recreational and social programs that will support their child's academic achievement and social-emotional development. Of those served last year, 54% were children. Each and every child under age 5 was assessed for developmental needs and referred for early intervention as needed. 98% of school-aged children regularly attended school and received academic support as needed.

## HomeStart Supportive Housing Program

Harriet and her son transitioned into Doorways' HomeStart Supportive Housing Program, moving into a subsidized apartment of their own. As they forge their new life, they continue to receive weekly home visits and assistance from HomeStart staff as necessary. Your support will help ensure they continue on their journey to a life of safety, security and dignity.

### HOW DOORWAYS HELPS

Doorways' HomeStart Supportive Housing Program offers homelessness prevention, rapid re-housing and long-term supportive housing for families who need assistance to leave Doorways' shelters, as well as those who are at risk of becoming homeless. Long-term, subsidized housing with supportive services for formerly homeless persons will enable them to live as independently as possible in a permanent setting.

