



## Raphael House of Portland Services Status Update

As all of us – locally, nationally, and worldwide – continue to navigate impacts of the coronavirus pandemic, we at Raphael House of Portland are more committed than ever to supporting survivors, and ensuring the health of our community. We know that home isn't safe for everyone and recognize that this crisis will undoubtedly put survivors at even greater risk. For individuals and their families who have already been experiencing significant challenges related to domestic violence and their safety, the impacts of novel coronavirus are daunting additional hurdles. As such, it has never been more important that our life-saving shelter and services remain available to the more than 400 adults and children who rely on Raphael House, along with survivors across our community in need of support.

We are also committed to preventing loss of income for members of our team during this emergency, and are being creative about offering staff work options that ensure continuity of essential services, while limiting direct contact and promoting well-being.

As we continue to adjust in response to this ever-evolving situation, utilizing the most up-to-date recommendations from experts and carefully adhering to Governor Brown's Executive Order, our vital programming remains available to the community as follows:

**24-hour hotline:** Open and accessible (with language line support) at 503-222-6222.

**Confidential emergency shelter:** We remain open and are currently at capacity, with 31 survivors—11 adults and 20 children—sheltered at this time. We are taking every precaution to ensure the health of everyone in our building. Each family has their own private room, which offers space for social distancing, and we are promoting staggered use of community areas, with frequent sanitizing and cleaning throughout. Thanks to a generous funder we are also installing mini fridges in each bedroom, to limit time spent in our shared kitchen, and have encouraged families to eat in their rooms. Advocates are offering all assistance by phone, and families and our team have been supplied with masks to wear whenever outside their room.

Given the increased community need and the danger survivors and their children face if confined with an abuser, we are not willing to limit shelter access at this time. We will remain open and are screening in new participants as space becomes available.

**Youth and Family Program:** Advocates are largely working remotely, offering support to youth and parents by phone and via video chat. Virtual support groups and youth activities are also launching this month. Staff have compiled age-appropriate activity kits for families that include

learning resources, art materials, and games. These have been distributed to everyone in our shelter and are being delivered to those in our community-based programs. Families in shelter have each received a laptop, to make online learning and social distancing easier, and every weekday we're picking up and distributing healthy lunches from Portland Public Schools. We have also been getting creative about teaching kids hand washing and practicing safe distancing with fun activities and songs.

**Housing programs:** Our Shelter to Stability Program staff are offering advocacy and support by phone to survivors at Raphael House, Bradley Angle, and West Women's and Children's Shelter. Our SWAG (Survivors are Worthy Awesome and Gutsy) support group is suspended until further notice. Our Home in Hand/*Hogar en Mano* Coordinator continues to support the families in her caseload, by phone whenever possible. Rent and utility assistance will be uninterrupted, and we are providing delivery of food, hygiene items, etc. as needed.

**Advocacy Center:** Advocates are staggering shifts and working remotely whenever possible. We continue to offer case management, emotional support, emergency assistance funds, etc. by phone. Families not experiencing symptoms can arrange to pick-up food, hygiene items, and other supplies without direct staff contact. We are also dropping these resources at participants' homes. All in-person group activities have been suspended until further notice, however we are launching virtual support groups and video advocacy services this month.

**Domestic Violence Recovery Mentors:** Both advocates are working remotely and are available by phone. They are delivering supplies and resources to participants, as needed and continue to fill in and provide support at the Gateway Center for survivors reaching out by phone.

**Health Care Advocacy:** Our advocate is working remotely rather than on-site at Richmond Clinic. She is providing support and confidential advocacy by phone, and continues to receive new referrals via clinic staff. She will also be providing staffing assistance in our shelter.

**Prevention Education:** During school closures, all three advocates are working remotely. The team has been developing digital materials and resources for students and teachers, and are prepared to provide virtual presentations. Confidential advocacy is still available to Portland Public School students by phone and text.

**Volunteer Program:** All volunteer shifts have been suspended until further notice. We are coordinating closely with Portland State University around support for our MSW and BSW interns during the remainder of their field placements.

**Accounting/HR:** Staff are staggering shifts and working in isolation on-site to maintain essential agency functions. Distribution of emergency funds and checks are uninterrupted at this time.

**Development:** Staff are largely working remotely, with very limited and staggered shifts onsite, as necessary. They are focused on securing emergency funding for programs and maintaining a supply of critical supplies/resources for survivors.

**Administration:** Our Executive Director is working both on-site and remotely, as needed. Our Office Manager is working limited hours to pick-up and process incoming mail, respond to inquiries on our administrative phone line, and maintain essential business functions.