

Domestic Violence Shelter Bed Availability Solution

Connecting Family Justice Centers

April 26, 2023



Rationale for Development of DV Beds Solution

Paige Flink – DV Beds Champion

Hotline

- 24/7 at all locations
 - Dedicated hotline at Family Place
 - Hybrid hotline at others – folks who are answering hotline, but also managing other tasks
- Calls are on average **70%** domestic violence and **30%** other crises except at Mosaic, which is **50/50**
- All organizations have call systems to transfer using a warm referral



Intake

- All organizations have an intake process, which includes lethality assessment and open-ended questions to assess risk
- Most try to get client into facility within 4 hours, but all hold for at least 24 hours
- All have a fast track process for emergencies



Capacity

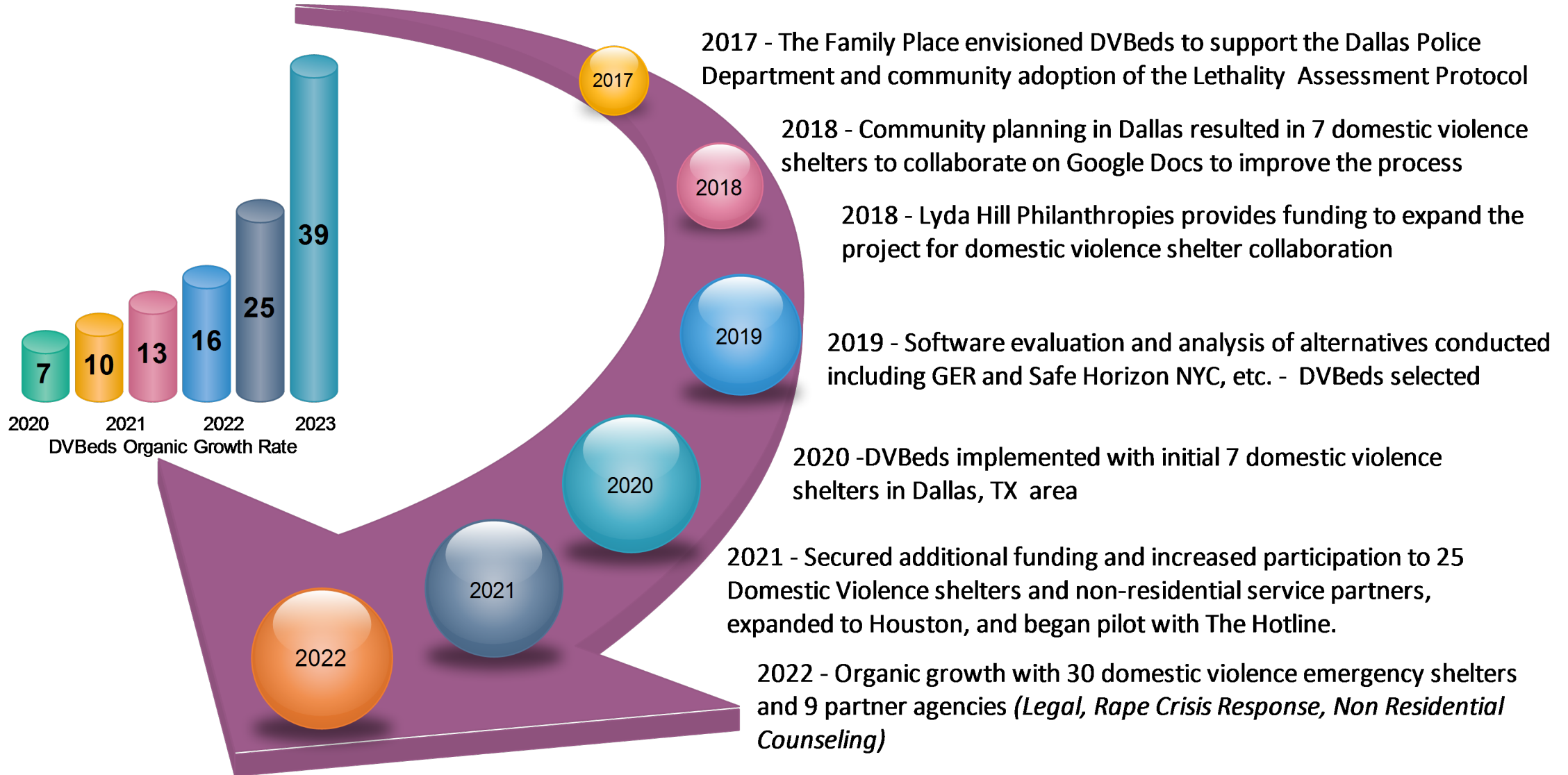
- All organizations track capacity, but in different ways – log sheets, white board, or software
- All agreed app could really benefit in consistency and data gathering/report
- All organizations turn over room within 24 hours and sometimes faster depending on day of the week/time of day



Key Benefits: Consistent Data/Reporting, Placement Time Savings, & Improved Service Process for Survivors/Families

Origin, Growth, and Current Implementation of DV Beds

Paige Flink – DV Beds Champion

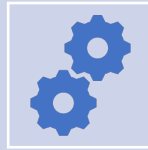


Live Demo of the current DV Beds Solution

Mary Beth Kopsovic
Sr. Director of Intake and
Assessment Services
The Family Place



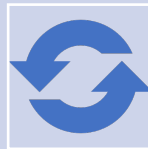
**Live System Demonstration of
DV Beds**



System Design and Workflows



Partner Collaboration and Benefits



**Continuous System Improvement
Plans**

Benefits for Survivors

Mary Beth Kopsovich – The Family Place

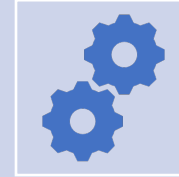
- Reduction in placement time for survivors
- Single source of data across the country | real time bed availability
- Transportation for survivors – Families to Freedom
- Evacuation assistance during storms to expanded regional movement of families...rehousing coordination
- Supports collaboration with non-residential partners



COMING SOON!

Stan Kuzia
 Founder GER
 Collaborative Partner

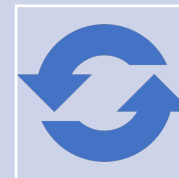
Future Improvements DV Beds Platform



**Continuous Feedback for Software
 Configurable Enhancements to Support
 other needs such as Rape Crisis, Human
 Trafficking, Etc.**



**Expanding Partner Collaboration and
 Benefits – Non-Residential Partners**



**System Future Plans and Feature
 Enhancements - Geofencing, Enhanced
 Search & Reporting, and Rebranding to align
 with National Brand Awareness Colors**

Customer Testimonials - Mary Beth Kopsovic

Anna Lewis, The Turning Point (Plano, TX)

THE TURNING POINT

SERVING SURVIVORS OF SEXUAL VIOLENCE

“My on-going experience with DV Beds has been phenomenal. The website is user friendly, easy to navigate, and has readily accessible location and contact information. After sharing this resource with our Advocacy Team, I received positive feedback and praise regarding how convenient and useful the DV Beds website is. This new, progressive website has not only improved our turnaround time in assisting clients, but it has also increased our chances at successfully assisting our clients with finding shelter.”

Allison Partridge, Celebrate Forever Families (Kemp, Texas)



“The top 3 things I love most about DV Beds”

- The ability to locate other shelters in a time of crisis
- The calmness "I feel" through the phone when I can let a victim know that I have "other" resources to give them.
- This platform gives us who are actually working "out in the field, per se" the ability to put a POC name to someone at another shelter.

Cheri Epps, The Hotline

“Having real-time shelter bed availability means that our advocates can more quickly connect a survivor to shelter and enable their journey to a safer future without having to make multiples calls. This tool means advocates spend less time trying to find where shelter beds are available and more time on the lines supporting survivors”

How to join the DV Beds Project

- Sign MOU agreeing to abide by project guidelines
 - Update minimum of every 24 hours
 - Confidentiality
 - Warm transfer of caller
- Participation cost
 - Residential programs
 - \$1200 one time set up fee (includes training, organization mapping, software)
 - \$2500 annual participation fee
 - Community partner referral programs \$500 per year
- Contact Paige Flink paigeflink1@gmail.com

Questions and Next Steps

