



New Regional Hotline to Serve Survivors of Domestic & Sexual Violence

Regional Collaborative establishes one line for callers from multiple regions

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The Jenkins Foundation recently awarded \$50,000 to the YWCA of Richmond to support the creation of the Greater Richmond Regional Hotline. The hotline is the newest program to come out of the Regional Collaborative, a group of five domestic and sexual violence service providers including the YWCA of Richmond, Hanover Safe Place, Safe Harbor, The James House and Project Hope at Quin Rivers. “This group has a history of successful collaborative programs that leverage resources to more efficiently serve the community,” said Bobbie Ukrop, Chairman of the Jenkins Foundation Board. “The Jenkins Foundation strives to foster collaboration and partnership among nonprofit partners and the Regional Hotline is another wonderful example of nonprofits pulling together to work toward the common goal of serving people in need.”

The Executive Directors from the five agencies have been collaborating for more than one year to consolidate their hotline services. “As state-accredited Domestic and Sexual Violence Service providers, we are all required to maintain a 24 hour crisis hotline. Yet, not all of us had the resources needed to staff a hotline around the clock,” explained the directors. “As a result, many of us were forwarding our line to the state hotline during certain times of the day/weekend. So while a caller would get help, it wasn’t always from a local agency and they would likely have to call back again to be connected to appropriate channels of support.”

The new model provides local, centralized staffing and all callers are immediately connected, upon the first call, with a knowledgeable resource to explain options and conduct safety assessments. The Collaborative initiated a “soft launch” of the program in January 2014 and each agency utilizes the regional hotline as needed. Some agencies only forward their calls after business hours and on weekends, while others use the hotline 24 hours per day. The YWCA is the fiscal agent for the Jenkins grant and manages the hotline with a combination of paid and volunteer specialists, all of whom were cross-trained on the resources available across the region.

The soft launch provided time for the agencies to review procedures and client satisfaction with the process. Now the Collaborative is ready to announce its behind-the-scenes work to the public.

“We are overjoyed by the Jenkins Foundation’s investment in this program,” the Executive Directors shared. “Funding from Jenkins helps with staffing, technology, and marketing the new hotline number. We now have one number anyone in the area can use. In addition, Jenkins support led to other investments from The Community Foundation funding partners, notably the Pauley Family Foundation, which matched the Jenkins grant.”

The Greater Richmond Regional Hotline is now available via one number, 804-612-6126 and serves survivors and their loved ones who need support navigating domestic, intimate partner, family, and/or sexual violence in Chesterfield, Richmond, Hanover, Henrico, Powhatan, Goochland, the Tri-Cities, King William, King and Queen, New Kent and Charles City. If you believe you or a loved one has experienced domestic, intimate partner, or sexual violence, please call the Greater Richmond Regional Hotline. All calls are confidential.

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Greater Richmond Regional Hotline Collaborative Fact Sheet

- The number is 804-612-6126
- In 2013, the number of crisis calls made to the partners of the Greater Richmond Regional Hotline Collaborative (GRRHC) exceeded 5,000, and more than 300 of those required hospital accompaniment services.
- Establishing a regional hotline eliminates the need for other partner agencies to rely on the state hotline, thereby reducing the number of calls a client must make in order to get the help and resources they need.
- Having a fully trained response system that is aware of the resources available throughout the region reduces the burden of each agency and their on-call staff to manage such a diverse base of knowledge of those resources and offers clients a truly comprehensive range of services to meet their needs.
- The GRRHC has created a system of response that requires one primary point of contact that can conduct a crisis assessment and then coordinate an appropriate series of responses. This system provides callers with access to multiple levels of service with one call and also reduces the need for each agency to maintain the human and financial capacity to respond regardless of call volume.
- There are five Domestic and/or Sexual Violence Service Providers located throughout this region, and all crisis line calls to individual service providers are now directed to the existing YWCA crisis line. The new number, 804-612-6126, covers the entire region and can be dialed directly.
- The service areas of these providers include: Henrico County, Hanover County, Chesterfield County, Powhatan County, Goochland County, Charles City/New Kent, King William and King and Queen Counties, and the cities of Richmond, Petersburg, Colonial Heights and Hopewell.
- As the YWCA of Richmond currently maintains 24 hour staff coverage for a hotline, the Collaborative will continue to utilize the infrastructure that is in place. With a minimum of one staff member available to answer calls at any time, there is now additional staff persons/volunteers scheduled during historically peak hours, between 1pm and 9pm.
- When a call is made to the hotline the first priority is to determine the caller's level of danger and respond to all immediate safety needs. If the caller is seeking shelter and not in imminent danger, service assessments begin.
- Training for hotline workers includes in-depth training on universal assessments and individual partner agency criteria. Hotline workers have resource manuals for each service area, partner agency contact information, service offerings and criteria for participation in services.
- In addition to crisis services, hotline staff is equipped with generalized information and referral resources for family members, friends, and allied professionals.
- The Greater Richmond Regional Hotline appreciates the support of our trained volunteers to help survivors of violence on their journey to recovery. If you are interested in volunteering, please contact your local agency's Volunteer Coordinator for information on how to get started.

Members of the Greater Richmond Regional Collaborative:

YWCA of Richmond	Linda Tissiere, CEO
Hanover Safe Place	Sheree Hedrick, Executive Director
The James House	Chana Ramsey, CEO
Safe Harbor	Jodi Leonard, Interim Executive Director
Project Hope at Quin Rivers	Gwen Kitson, Client Services Director