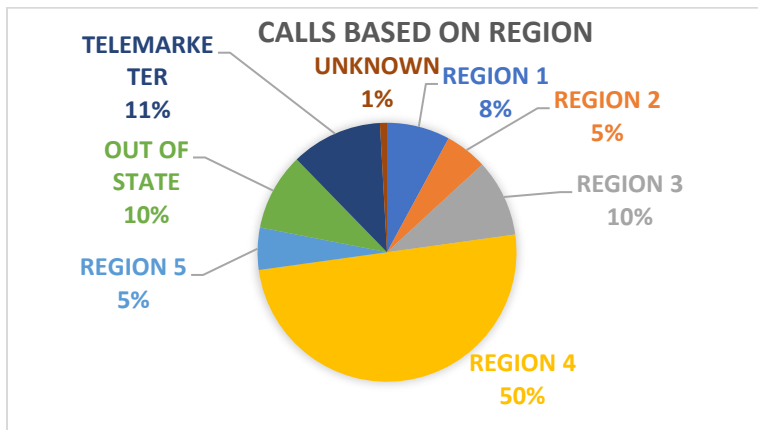


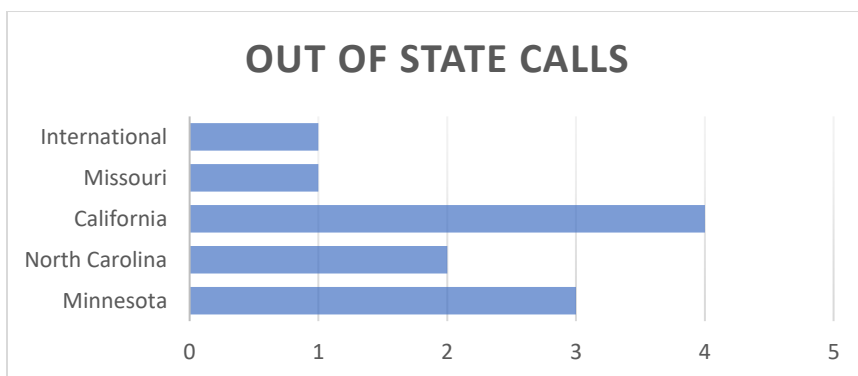
2018 WI Family Strengthening Helpline Report

Helpline Data

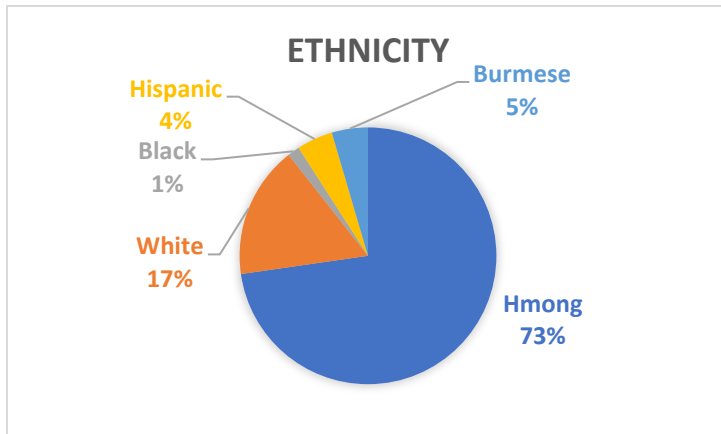
A total of 114 calls was logged from January 1st thru December 31st, 2018. Of the total calls, 50% were from made from Region 5 (Milwaukee and Sheboygan counties). 11% of the calls were from telemarketer follow by calls received from out of state at 10%. Region 2 (Marathon, Portage and Wood Counties) and Region 5 (Dane County) have the lowest percentage of calls at 5% each respectively. The outlier of “unknown” at 1% was a single call received from a provider regarding sexual assault information where the location was not provided to the volunteer.



It is important to note the percentage of calls from out of state and where the calls were made from as it provide us with a good picture of our social media outreach and word of mouth from family, friends and past clients; including outreach that partner agencies was involved in during Hmong New Year and other community events. One caller from Missouri specifically indicated that their friend told them about the Helpline.



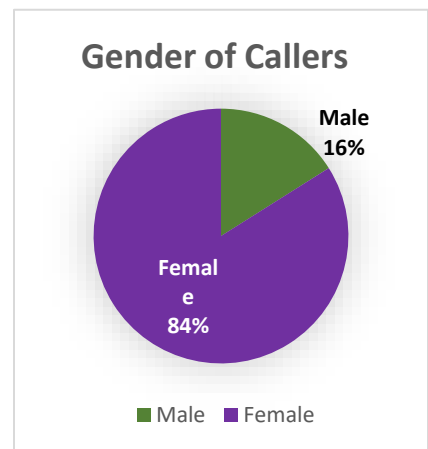
The total number of calls received from out of state is eleven (11) with four (4) calls from California, three (3) from Minnesota, two (2) from North Carolina, one (1) from Missouri, and one (1) international call.



The Ethnicity of the callers were mostly Hmong at 73% of the total of all the callers, follow by White at 17%, Burmese at 5%, Hispanic at 4% and Blacks at 1%. This breakdown in ethnicity indicate that the Helpline is used by people other than Hmong victims, which in this case, shows some of the impact our outreach efforts have on reaching out to service

providers and non-Hmong advocates who made up most of the White callers. The most diverse callers were made from Region 4 (Milwaukee and Sheboygan Counties) with all of the Black, Hispanic and the majority of Burmese calls. Note that in the above scenario, *other* and *telemarketer* calls was not included in the chart for a better analysis of the ethnicities of callers.

As expected, the gender breakdown shows that the majority of callers were women (when removing unknown as a factor, which composes of *other* and *telemarketer* calls) at 84% versus male callers at 16%. It's interesting when we compare the gender of the caller and the type of calls that was made. Looking specifically at Region 4 (Milwaukee and Sheboygan Counties) and removing the *other* and *telemarker* calls, we found that of the 37 females that called, the callers were seeking information, referral and or counseling on domestic violence issues. Of all the domestic violence related calls from Region 4, one (1) caller was a Hmong male who was seeking information and services regarding a restraining order for the perpetrator. This give us some hope that the Helpline is becoming more readily acceptable in the Hmong community as a resource for victims.



More detail data on the Helpline can be found on the *HELPLINE CALL LOGS 2018* excel sheet.

Program Deliverables

During 2018, both Pa Vang and Pa Thao, Co-Chief Executive Officers of the WWTI attended regional directors meetings and the Refugee Family Strengthening Networking (RFS) meetings to

connect with service providers, shelters and advocates. The purpose of our outreach efforts was to promote the helpline and to train agencies and their staff on how to best to use the Helpline. Besides the direct face to face outreach, we also mailed out information to shelters and programs about the Helpline.

Below is a brief outline of the meetings we attended in 2018 in promoting and outreaching to providers and advocates.

1. *Southeast Regional Directors Meeting*: May 1, 2018, Waukesha, WI; The main group discussion was on co-advocacy, afterward information about the Helpline shared with the group and how the Helpline can support their work. The group have been talking about co-advocacy at the previous meetings and minutes as well as working agreements on respectful co-advocacy.
2. *Western Regional Directors Meeting*: October 12, 20018, Menomonie, WI; Discussed and shared new Helpline promotional materials. Gave each agency a bag of promotional materials for their staff and clients. Discussed the advantages of having an MOU for additional services such as, better coordinated services, provision of limited language access, phone calls to follow up, live video assistance and confidentiality agreements. We also briefly discussed the trends of victims crossing the border from Minnesota to Wisconsin for services. Turning Point and the Community Referral Agency directors both acknowledge that they were seeing more Hmong victims and that a MOU with the Helpline with be beneficial to their agency.
3. *Northeast Region Directors Meeting*: October 19th, 2018, Elkhart, WI; Discussed and shared new Helpline promotional materials. Gave each agency a bag of promotional materials for their staff and clients. Discussed the advantages of having an MOU for additional services such as, better coordinated services, provision of limited language access, phone calls to follow up, live video assistance and confidentiality agreements. Share some recent examples of co-advocacy, referral and collaboration with Safe Harbor and their staff.
4. *Northern Region Directors Meeting (NWADAA)*: October 29th, 2018, Ashland, WI; Discussed and shared new Helpline promotional materials. Gave each agency a bag of promotional materials for their staff and clients. Discussed the advantages of having an MOU for additional services such as, better coordinated services, provision of limited language access, phone calls to follow up, live video assistance and confidentiality agreements. Shared our current work with CAP Services on an MOU agreement as well as

collaboration with their Hmong Advocate. Also reaffirmed that we work with all service providers, weather they are a domestic violence/sexual assault program or a shelter.

5. *Refugee Family Strengthening Program Networking Meeting*: We also attending the networking quarterly meetings there advocates funded under the RFSP grant gather to discuss and give updates on their program and agency. At these meetings, we shared the quarterly phone call log received from each region as well as answer any questions or concerns relating to the Helpline.

Refugee Family Strengthening Program Site Visit

This year, we conducted five (5) site visits with RFS programs and their local shelter. All of the programs were very supportive of our goal to expand the Helpline to service providers. Our visit to the Eau Claire program with the Eau Claire Area Hmong Mutual Assistance Association (ECAHMAA) and to Bolton Refuge House was productive. With a new executive director at the ECAHMAA, there were many questions about promoting the Helpline as they also operate their own 24hr crisis phone after hours. Bolton Refuge House (BRH) were concern about co-advocating and relationship building with clients. We are able to answer both the ECAHMAA's and BFH's questions. Visits like this allows us the opportunity to clarify the purpose and scope of the Helpline so as to remove any misconception or misunderstanding. Our visit to the Women's Community in Wausau and to CAP Services in Stevens Point were equally as productive. Our goal is to do more visits with additional programs and shelters in 2019 as we continue to build relationships with providers and their advocates.

Advocates Retreat

A retreat for advocates was held on September 17-19th in Wautoma, WI at Camp Morris and Conference Center. Twenty (20) advocates attended from all the regions (except for region 3- Catholic Charities, Green Bay). We a lot of new advocates at this training which gave us a great opportunity to encourage networking and sisterhood building. The set-up of the building we were in was also conducive for folks to networking independently.

Dr. Xong Xiong, Chai Moua, Pa Vang and Pa Thao were tasked with facilitate different sessions of the training. The topics that we covered included, 1) history of the Refugee Family Strengthening and our herstory of our domestic violence movement, 2) storytelling, how and why we are in the movement, 3) queer and trans folx identity advocacy, 4) specific topic based discussion (youth, DV, SA), 5) crisis management and advocacy and 6) Helpline promotional materials, where we went over in detail the items we have during fiscal year 2018 and how best to use them. There was also time built in for self-care throughout the retreat and a reflection session before we

concluded the retreat. The quarterly Networking Meeting was also held during the retreat which made it convenient for advocates.

During the reflection and evaluation, we heard from advocates how much they appreciate the opportunity to network with other advocates- many asked that we end the retreat earlier in the day so that they have more free time. We were at a beautiful location but most people did not get a chance to enjoy nature as we scheduled everything until 9pm in the evening. We also heard from seasoned advocates the need for more advance advocacy training. These are feedbacks that we will implement at the next retreat—to reduce our content to allow for more free time and to have different programming tracks for new versus seasoned advocates.

Agency Update

With a goal of expanding our services beyond providing trainings and coordinating the Wisconsin Hmong Family Strengthening Helpline, the Wisconsin Women's Training Institute, LLC. became an official state of Wisconsin nonprofit entity in November of 2018. Our new name is the Black and Brown Womyn Power Coalition, Inc. (BBWPC) with the mission to build the capacities of Black and Brown advocates and their communities to end violence womyn, queer and trans folx, and young people. We have submitted our IRS 501(C)(3) application for tax exempt statues and are waiting for approval. We expect to have our tax exempt status approve within the next five to eight months.

As we transition, we are excited to continue to coordinate the only Hmong-English bilingual Helpline in the state of Wisconsin and nationally. Our goal for the Helpline in 2019 is to 1) conduct more outreach to advocacy programs including shelters and domestic violence and sexual assault programs, 2) have MOUs with 70% of the programs/shelters that have a Hmong domestic violence or sexual assault program, and 3) support advocates in more meaningful and impactful ways.