

# CALIFORNIA ADVANCING PREA TRAINING - FACILITATOR’S GUIDE

## Workshop 3: Doing the Work: Providing Services to Incarcerated Survivors

**Length:** 2.5 hours, including one 15 minute break (64 slides)

### Objectives:

- *Compare dynamics of sexual abuse behind bars to dynamics in the community*
- *Explain ways to frame services to corrections in order to facilitate service provision*
- *Describe services to survivors and how they can access them*
- *Identify strategies and tools for providing services to incarcerated survivors*
- *Practice skills via scenarios, troubleshooting common challenges*

### Materials:

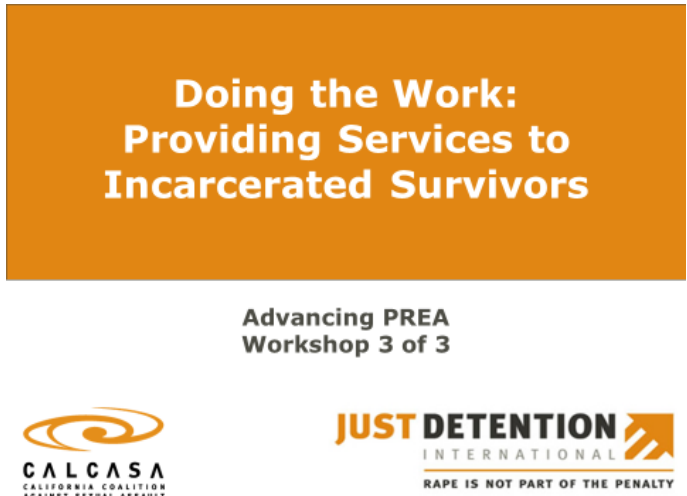
PowerPoint slides, audio/video equipment, whiteboard or flip chart paper and markers

Handouts and tools: Scenario letters (2), Self-Care Ideas

### How to use this guide:

This guide is intended to support the material presented in the PowerPoint presentation for the training entitled “Doing the Work: Providing Services to Incarcerated Survivors.” The left column has a copy of each slide in the presentation; the right column has instructions on how to present the slides. The italicized text contains notes and directions for the trainer. The text not in italics is a sample script.

This workshop is part of a series of trainings for California rape crisis advocates. Some of the information presented may apply only to advocates working in California. The other workshops in this series are “Advocacy for All: An Introduction to Serving Incarcerated Survivors” and “The Prison Rape Elimination Act: How Policy Applies to Survivors and Advocates.” It is recommended that you review these first two workshops before moving forward.

Slide Contents	Trainer’s Narrative/Notes
<p><b>Slide 1: Main Title Slide</b></p>  <p>The slide features a large orange rectangle with the title "Doing the Work: Providing Services to Incarcerated Survivors" in white. Below this, it says "Advancing PREA Workshop 3 of 3". At the bottom, there are two logos: CALCASA (California Coalition Against Sexual Assault) and JUST DETENTION INTERNATIONAL (Rape is Not Part of the Penalty).</p>	<p>Welcome to “Doing the Work: Providing Services to Incarcerated Survivors.” This workshop was created by JDI and CALCASA as a part of the Advancing PREA project to help rape crisis centers feel confident and prepared to support incarcerated survivors.</p>

## Slide 2: Advancing PREA Overview

### CA Advancing PREA Overview

CALCASA and JDI will offer support and guidance to all rape crisis centers on how to build strong relationships with California Department of Corrections staff and how to create sustainable agreements and protocols for the provision of victim services to survivors.



The California Advancing PREA project is a partnership between JDI and CALCASA. JDI is a health and human rights organization that seeks to end sexual violence in all forms of detention, operating with the core belief that no matter what crime someone has committed, rape is not part of the penalty. The California Coalition Against Sexual Assault (CALCASA) is committed to ending sexual violence through a multifaceted approach of prevention, intervention, education, research, advocacy and public policy.

## Slide 3: Project Goals

### Project Goals

1. Help advocates and prison staff understand each other's roles and culture
2. Build capacity of rape crisis center and prisons to provide trauma-informed services
3. Develop a program of services for survivors that is sustainable

The California Advancing PREA project has three main goals, all designed to ensure that incarcerated survivors have access to the vital services that rape crisis centers provide.

#### Slide 4: Learning Outcomes

### Learning Outcomes

- Compare dynamics of sexual abuse behind bars to dynamics in the community
- Explain ways to frame services to corrections in order to facilitate service provision
- Describe services to survivors and how they can access them
- Identify strategies and tools for providing services to incarcerated survivors
- Practice skills via scenarios and troubleshooting common challenges

During this workshop, we will cover the dynamics of sexual abuse behind bars and how they are similar to and different from sexual abuse in the community.

We will also talk about how to communicate about your services with corrections, which will help to ensure cooperation and build relationships.

We'll learn how to describe services for incarcerated survivors as well, so that survivors understand what you can offer and how to access your services.

Finally, we'll review strategies and tools you can use to provide those services.

#### Slide 5: Workshop Agenda

### Workshop Agenda

- Dynamics of sexual abuse behind bars
- Role of the advocate
- Providing services
- Scenarios & common challenges
- Resources



The agenda for this workshop begins with the dynamics of sexual abuse behind bars.

We will also talk about what your role as an advocate is as you work with incarcerated survivors, along with some tips and tools for providing services to them.

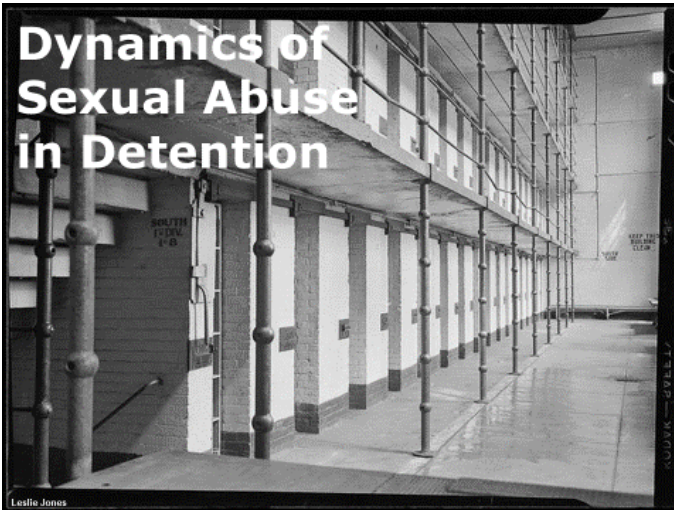
Finally, we will go over resources that can help you as you do this work.

## Slide 6: Self Care



This workshop will include stories about sexual violence, including quotes from survivors. Please practice self-care during this workshop.

## Slide 7: Dynamics of Sexual Abuse in Detention – Title Slide



Dynamics of sexual abuse in detention are similar to those seen in the community, with some major differences due to the setting.

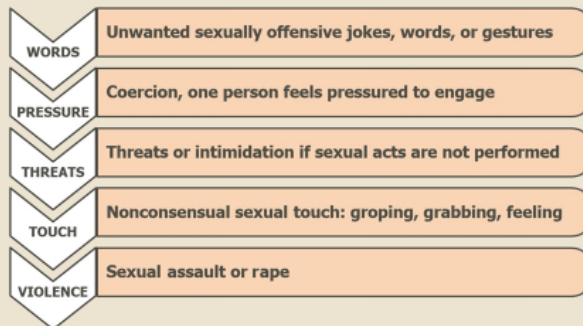
There is a spectrum of sexual violence behind bars, like there is in the community.

Incarcerated survivors may have faced sexual harassment, sexual exploitation, trafficking and rape – before being incarcerated and living in the facility. Abusers use power and control and coercion along with physical violence, just like in the community. A few things set sexual abuse behind bars apart from abuse in the community, however.

Incarcerated survivors have extremely limited access to any kind of resources or support, which is why rape crisis centers are so important.

## Slide 8: Spectrum of Sexual Abuse

### Spectrum of Sexual Abuse



You may be familiar with the spectrum of sexual abuse as it appears in the community, and this spectrum also exists within detention facilities. This spectrum applies to sexual abuse whether the abuser is another inmate or is staff. When harassment and coercion are part of the culture of a facility, staff and inmates may not be able to detect the escalation of abuse as clearly. The prevalence of sexual harassment can be an indicator of more violent sexual abuse going on in a facility. When you frame it this way for corrections staff, they may see the value of enforcing rules against sexual harassment and voyeurism more clearly.

## Slide 9: Complex Trauma

### Complex Trauma

Incarcerated survivors are likely to have histories of:

- Child abuse
- Relationship violence
- Sexual exploitation
- Gang violence
- Health disparities



Gallo, LLC



Incarcerated survivors have likely experienced several traumatic experiences over their lifetimes, including past sexual abuse. Incarcerated survivors may have long histories of child abuse, including physical abuse, sexual abuse, emotional abuse and neglect. Incarcerated survivors may have also witnessed violence in their homes or in their communities.

Overall, incarcerated survivors are likely to have experienced a number of health disparities. A lack of mental health resources and appropriate emotional support to address complex traumatic experiences can prevent a survivor from healing from abuse. These traumas are often complex and compounded by the experience of being incarcerated.



## Slide 10: Power and Control

### Power and Control

- Inherent to corrections facilities
- Staff, by definition and role, have it
- Creates an 'us vs them' dynamic
- Exists on many layers, including among inmates



California Department of Corrections and Rehabilitation



As you know, sexual abuse is not about love, lust, or attraction. Sexual abuse is fundamentally about establishing and maintaining power and control. This core concept applies as much to prisons and jails as it does to the community or to any other institutional setting.

What sets detention facilities apart is that inmates have little to no control over their surroundings, movements, or daily activities. Staff, meanwhile, have nearly complete control over these things. The power imbalance can be exploited. A hierarchy of power and control also exists among inmates. This can send economies for resources and contraband underground, where the currency can be money, favors or sex.

Survivors who take the step to report, may face retaliation. This retaliation can come in the form of reduction of privileges, such as access to programs or visitation, an increased escalation of threats, or even violence. This dynamic is complicated by the inherent vulnerability of some inmates, such as youth or young adults, people with disabilities or mental illness, and LGBTQ inmates, who are perceived to have even less power than other inmates.

## Slide 11: Abuse by Staff

### Abuse by Staff

- Abuse of authority
- Sexual harassment
- Voyeurism
- Abusive searches
- Sexual violence and rape



Tom Hindman



Corrections staff have ultimate authority over the lives of the people in their custody. Abuse of that authority is very dangerous for inmates. The code of silence often imbedded in corrections culture can lead to ignoring abuse or retaliating against survivors who report. Staff perpetrators — who literally hold the keys to inmates' freedom — may offer survivors contraband or other scarce goods; threaten victims with a transfer or longer sentence; or withhold privileges, such as access to programming.

Sexual harassment and voyeurism can sometimes be inherent to the culture of some facilities and can create a real lack of safety for everyone. This type of abuse is often committed under the guise of normal job functions, which include observing

## Slide 11 Continued: Abuse by Staff

### Abuse by Staff

- Abuse of authority
- Sexual harassment
- Voyeurism
- Abusive searches
- Sexual violence and rape



Tom Hindman



inmate behavior to maintain safety and security.

Searches of people's bodies and property are a daily part of life in corrections facilities, and these searches require staff to touch inmates. This can be triggering for survivors of previous abuse. Searches can also cross the line into abuse. For CA state prisons, CDCR policies state that searches involving penetration are to be done by a physician and only when a visual search has been inconclusive. Different facilities may train differently on how to conduct an appropriate search. Policies may also be different at different corrections agencies.

It's important to know that, due to the nature of the power imbalance between staff and inmates, staff-inmate relationships are never consensual – by law and by policy. We can provide our expertise in offering training to staff so that they can recognize abusive situations.

Source:

[http://www.cdcr.ca.gov/Regulations/Adult\\_Operations/docs/dom/dom%202015/DOM%202015.pdf](http://www.cdcr.ca.gov/Regulations/Adult_Operations/docs/dom/dom%202015/DOM%202015.pdf)

[http://www.cdcr.ca.gov/Regulations/Adult\\_Operations/docs/Title15-2016.pdf](http://www.cdcr.ca.gov/Regulations/Adult_Operations/docs/Title15-2016.pdf)

## Slide 12: Voices of Survivors

### In His Own Words



**"Often, people think that you deserve whatever happens to you in prison because you have committed a crime. But no one should be sexually assaulted by an officer. Inmates have no power to protect themselves, so we rely on the officers to make it a safe environment."**

— Ivory, survivor of sexual abuse by a female officer



Ivory's story demonstrates just how powerless inmates are, and that inmates are dependent on corrections officers for their safety.

*[Read the quote and ask participants for thoughts or reactions.]*

### Slide 13: Abuse by Other Inmates

#### Abuse by Other Inmates

- Sexual harassment
- Protective pairing and relationship abuse
- Sexual exploitation
- Gang abuse
- Sexual abuse and rape



Carlos Jason/Reuters



Consent can be a confusing concept in detention. Many detention facilities use the following language to describe consent: “no” means “no” and “yes” is not allowed. Sex without consent is always illegal, but in detention facilities consensual sex is a rules violation.

Protective pairing refers to a dynamic that mirrors patterns of relationship abuse and domestic violence in the community. Survivors may be promised protection by another inmate but are then exploited and abused. Because sex can be major part of the underground economy in prisons, sexual exploitation can be common. These dynamics are similar to human trafficking in the community, and can be difficult for corrections staff to identify.

Gangs can sometimes force other inmates into sex work, particularly LGBTQ inmates. Gangs can use rape and sexual abuse as a means of exerting dominance over other inmates and to maintain control over their members.

### Slide 14: Voices of Survivors

#### In His Own Words



**“This was, in a word, enslavement. My body no longer belonged to me, but to someone else — to my ‘husband’, a rapist who totally controlled my life with the constant threat of violence.”**

— Rodney, survivor of sexual abuse by other inmates



Rodney’s experience shows how an already powerless inmate can be made even more so by a fellow inmate seeking power and control.

*[Read quote out loud and ask participants for thoughts or reactions.]*



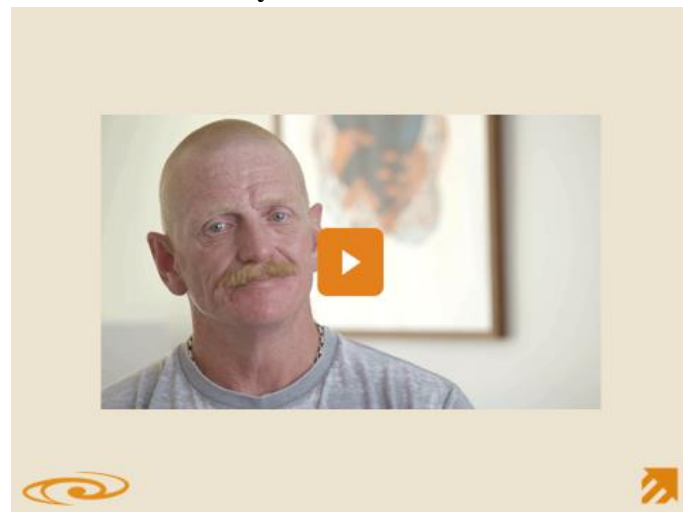
**Slide 15: What Advocates Can Do – Title Slide**



Now that we've developed an understanding of some of the dynamics of sexual abuse behind bars, let's talk about how you, as advocates, can help support survivors. PREA requires that incarcerated survivors be provided access to emotional support services, including rape crisis center services. Advocates generally provide three services to survivors in the community: crisis line support, hospital accompaniment and in-person counseling. With appropriate training, commitment and planning, all of these services can also be provided to incarcerated survivors. Detention facilities and the people housed there are very isolated from the community. Because of this, one of the main ways prisoners communicate with the outside world is through mail. Therefore, written correspondence is a fourth service rape crisis centers can offer to incarcerated survivors. We will talk about what it looks like to provide these services, as well as go over some tools to help you do this work.

First, however, we will hear from Joe, a survivor from a California state prison, as he tells his story and describes how important it was for him to have the support of an advocate.

**Slide 16: Video – My Name is Joe**



*[This is a placeholder slide for My Name is Joe. This video features Joe, a survivor of rape in prison, and his advocate, Jessica. Joe and Jessica discuss their experience working together, and Joe shares how having an advocate helped him heal. Play the video and then ask for participant reactions or anything that stood out to them. Video is 5 minutes and 55 seconds long.]*

Video link:

<https://www.youtube.com/watch?v=aLqLDvohjs>

## Slide 17: Large Group Discussion

**What did Joe say were  
the most powerful  
services the  
advocate provided?**



*[After the video, discuss this question as a large group. Possible responses: Being treated like a human being, using his name, telling him it wasn't his fault, offering compassion.]*

The services Joe described as being the most powerful had nothing to do with providing resources or referrals, or even with doing systems advocacy. He described the one-on-one emotional support as the thing that helped him survive his experience. There is a lot of power in the simple act of telling a survivor that you believe them and that it's not their fault.

Advocates can sometimes feel very powerless in working with incarcerated survivors, as there are such limited resources and so little you can do to alter the survivor's circumstances. However, it's important that we never minimize the impact of the simple acts of compassion that we do every day, and the impact that they can have on survivors.

## Slide 18: The Empowerment Model

### The Empowerment Model

- No assumptions
- Trust is earned
- Validation is key
- Options, not advice
- Survivor is the expert



Before we talk about providing direct services to incarcerated survivors, let's talk about the way we approach providing these services. It's likely you've heard of The Empowerment Model before. It is at the core of how we work with survivors and that philosophy is the same for working with incarcerated survivors.

The Empowerment Model is a collaborative approach rather than a provider-client approach. It is crucial that when working with any survivor, especially incarcerated survivors, we not make any assumptions about who they are, what they need, and what their story is. We must also approach survivors with humility, and with the understanding that we must earn their trust by being honest, sincere, and having follow-through.

The key to our work is to provide validation – to help survivors recognize that their feelings not only matter, but that they make sense and are understandable given the situation they are in. What we don't want to do, however, is validate their feelings of responsibility for their assault. Instead, we recognize that it is normal to feel to blame after an assault, but that it is never okay to violate someone else and what happened to them is not their fault. Our role is not to offer advice to survivors, but to give options and empower them to make the decision that is right for them, regardless of what we think the right decision may be. Survivors know their lives and their stories, and they have wisdom to know what they need. As advocates we are merely there to support them in finding their path to healing.

## Slide 19: The Empowerment Model - Boundaries

### The Empowerment Model

#### Setting Boundaries

- Be proactive
- Be realistic
- Stay within your scope of work
- Be consistent and reliable
- Be prepared



Part of doing work under The Empowerment Model also means setting professional boundaries in a healthy way. Boundaries are essential for several reasons, particularly because they allow us to continue doing the work in a sustainable way, and we act as models for healthy boundaries for survivors who have experienced violations of their boundaries.

In setting boundaries with incarcerated survivors, it's important to be proactive. Right away, you are working towards establishing what the boundaries are by clarifying your role and discussing confidentiality limitations. As part of clarifying your role, you should explain the services that you can offer, as well as services that are beyond your ability to provide.

Incarcerated survivors may have many needs that you will not be able to help with, and it's okay to say 'no' and discuss what other options are available. That means staying within your scope of work, even when it's difficult. Ask yourself "Would I do this service for a survivor in the community?" If the answer is yes, work towards being able to provide that service. If the answer is no, explore other options.

For incarcerated survivors, it's particularly important that you are consistent and reliable. Don't make promises you can't keep and be honest about your limitations. Finally, it's also important to be prepared to discuss what boundaries are and why they are important. Sometimes survivors may feel hurt or betrayed that you are not able to support them in the ways that they need. Being able to talk about the purpose of these boundaries can help model healthy ways to discuss boundary setting and can ensure the survivor doesn't feel as though you aren't trying or don't care.

## Slide 20: The Empowerment Model – Safety Planning

### The Empowerment Model

#### Safety Planning

- Let survivor guide the process
- Ensure accessibility
- Don't make guarantees



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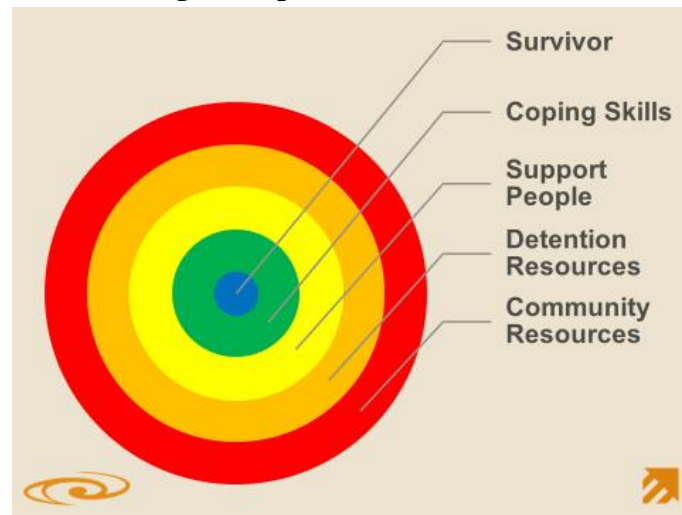
Safety planning is often the most challenging part of providing services to incarcerated survivors, since they have such little control over their movements. When thinking about safety planning, it's important to recognize that the survivor defines safety and that they are leading the way. You may have a very different idea of what is safe, but the key is that the survivor is the expert. Survivors know whom they can talk to within the facility if they are feeling unsafe. You can work with the survivor to make a list of people they see as safe, and of people they can go to in order to address specific needs.

Emotional safety is often the primary way that safety planning can be done with incarcerated survivors. However, some of the tools that we may suggest to survivors in the community simply won't work in a detention setting. For example, we may suggest to survivors in the community that taking a long bath, or going for a walk, or calling a friend are all ways that they can work towards emotional safety. In detention settings, these are not always available options. Any tools or tips must be accessible within the setting. Each facility or unit can look different, so ask about the survivor's current living situation. Incarcerated survivors may be able to journal, do art, read a book, exercise, take walks, or talk to a friend, depending on the facility they are in. Brainstorm with the survivor what options they have.

Lastly, it is again important to not make guarantees. Reporting any threats or continued acts of violence to staff may be part of a safety plan. However, doing so can't guarantee an outcome that will make the survivor feel safer. Much like in the community, reporting abuse does not always mean that a perpetrator is held accountable. Discussing this reality can be difficult, but necessary to empowering survivors to make the choice that is right for them, and that the decision is as informed as possible.



## Slide 21: Large Group Discussion



*[At each step out from the center, encourage participants to share their thoughts or ideas for examples.]*

This diagram illustrates the order in which you can help a person identify their resources.

When brainstorming coping skills, start off with what has worked for them in the past, and then discuss potential new skills. When you are doing this with incarcerated survivors, remember to adapt your interventions so that they are more practical and realistic for their environment. This can include: deep breathing, meditation, prayer or other spiritual practices, guided visualization, yoga, taking a shower, exercising, going for a walk in the rec yard, reading, listening to music, writing poetry or lyrics, journaling, drawing, dancing, singing, and other kinds of arts.

You can work with them to identify people in their life who will listen. Their support people could be other inmates, mentors, volunteers, chaplains, teachers, counselors, therapists, or corrections officers. They might be able to write, call, or have visits with friends, family, and loved ones outside.

Next we move to resources available within the detention facility. These could be things like support groups, art classes, religious groups and services, school, or other programming. These resources will vary from facility to facility, so it's important to connect with the facilities you might be working with to find out what services and programs are available.

The next step might be to review the services your rape crisis center offers: in-person sessions, emotional support via correspondence or hotline, support groups, and other resources like survivor packets or reading lists. There may be other resources in your local community as well. When you start to do this work it is helpful to figure out what resources are out there and create a list.

## Slide 22: The Empowerment Model - Youth

### The Empowerment Model

#### Youth and Confidentiality

- Be clear about rights and limits of confidentiality
- Include the youth in reporting, when possible
- Understand the route for reporting within the system



When working with youth in detention, using The Empowerment Model can create some challenges around confidentiality. Remember that your reporting guidelines do not change when working in detention settings. Whatever you would be required to report in the community, you're required to report inside. There may be times where you will need to report abuse when a youth does not want it reported, so it's important to follow some best practices in these situations.

First, it's important to empower youth with the knowledge about their rights to your services, health care, protective orders, and counseling that are recognized by state law. Review state laws along with agency policies in order to provide youth with the best information.

Be upfront, transparent, and clear about the limits of confidentiality. Have a simple script and comfortable working knowledge about what will trigger a mandatory report for child abuse and/or neglect, danger to self or others, or other reporting considerations. Be prepared to define and describe terms in a clear manner. Ask youth if they understand, and if they have any questions about the limits of confidentiality. Incorporate these discussions regularly into your work so that youth are continually reminded.

If you must report abuse or imminent danger, tell the survivor that you need to report it and include the youth in the reporting process to the extent feasible so that their voice is heard. Advocates should follow their agency's reporting protocol, which is either a report to law enforcement or child protective services.

*Sources –*

<http://www.endabuselb.org/Publications/When-To-Report-Consensual-Sexual-Activity.pdf> and [http://www.csus.edu/indiv/b/brocks/courses/eds%20245/handouts/week%207/ca\\_minor\\_consent.pdf](http://www.csus.edu/indiv/b/brocks/courses/eds%20245/handouts/week%207/ca_minor_consent.pdf)

### Slide 23: Voices of Advocates

#### Voices of Advocates



"I'm excited about working closely with the youth detention facility. Working with some of the most vulnerable communities who are disproportionately imprisoned is important to me. I feel privileged to have received quality training on PREA to empower me to better support youth with emotional support, resources, and advocacy."

— Sandy Gomez, PhD, Rape Crisis Center Supervisor, The Coalition for Family Harmony



Here is a quote from Sandy, an advocate from the Coalition for Family Harmony, as she begins to work with her local youth detention facility.

### Slide 24: Written Correspondence – Title Slide

#### Written Correspondence



Now, let's talk about the ins and outs of providing specific services to incarcerated survivors. Written correspondence is often the most common way advocates will interact with incarcerated survivors. Many just want to share their story with a compassionate witness. For survivors who don't feel safe disclosing the abuse to corrections staff or to their loved ones, letters to an outside organization may feel like the safest way to reach out for help.

Written correspondence is a great way for rape crisis centers to provide ongoing support, especially if in-person counseling is not available. We will go over some tips and tools for providing written correspondence. It's important to note that for all inmates, even those in solitary confinement, access to written correspondence is protected by the constitution.

## Slide 25: Things to Consider

### Things to Consider



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- Confidentiality and mandated reporting
- Accessibility and language
- Consistency and timeliness
- Appropriateness of referrals
- Boundaries



Supporting survivors through written correspondence can present its own set of unique challenges. This isn't a way most of us are used to providing services, so it's important to consider a few things.

As mentioned, confidentiality is a major concern for survivors and advocates. Detention staff monitors mail to and from prisoners and this can be a barrier to survivors reaching out for help. If you have an attorney on staff at your organization, survivors can write back and forth to you under confidential legal mail using this attorney's name and bar number. If you have a signed MOU with a CDCR facility, that MOU contains language around confidentiality for any correspondence going to or coming from the rape crisis center so long as "Evidence. Code 1035.4 Confidential/Privileged Communication" is written on the envelope. For other detention facilities, you can use the CDCR MOU as a template in discussing confidentiality options. If you're responding to the first letter to a survivor, please be sure to let that survivor know your organization's policies around confidentiality.

In writing your response letter, it's important to make sure it is accessible to the survivor reading it. Use a larger font and use language mirroring their letter to you. It is typically best practice to type a letter and, when possible, to avoid using envelopes that contain your agency's name – especially if the name includes specific language around sexual violence. Whenever possible, it's important that a survivor is connecting with the same advocate throughout. Also, mail can take some time to get to and from a survivor, so it is good practice to respond to a letter within a week.

It's possible a survivor may need services you are unable to provide. Think about the appropriateness of referrals carefully so that your response letter is relevant to the survivor's needs and concerns. Creating a local resource guide

## Slide 25 Continued: Things to Consider

### Things to Consider



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- Confidentiality and mandated reporting
- Accessibility and language
- Consistency and timeliness
- Appropriateness of referrals
- Boundaries



specific to incarcerated survivors can be helpful.

Boundaries are as important in written correspondence as they are for any other service. Sometimes survivors will write letters asking for services your organization can't provide, or will be off-topic or inappropriate. Some survivors will also "document dump" – send you pages and pages of legal documents and may ask you to forward them or keep them safe. Refer back to our earlier conversation about setting boundaries – would you do this service for a survivor in the community? Let that be your guide in determining your scope of services for incarcerated survivors.

Some agencies prefer to use letter templates in doing written correspondence. This can help streamline the correspondence process, but it is important to ensure that each letter addresses the survivor's specific concerns, rather than reading as a form letter. Developing template language around rights, confidentiality limitations and available services can be helpful.

You might receive a letter from a survivor living outside your service area. This survivor may have received your agency's contact information from a state-wide resources guide and decided to write to several agencies. Should this happen, it is best practice to write back to the survivor and refer them to their local rape crisis center and provide that center's contact information. It can be helpful to contact that rape crisis center to confirm the services they can offer as well.



## Slide 26: Scenario – Written Correspondence

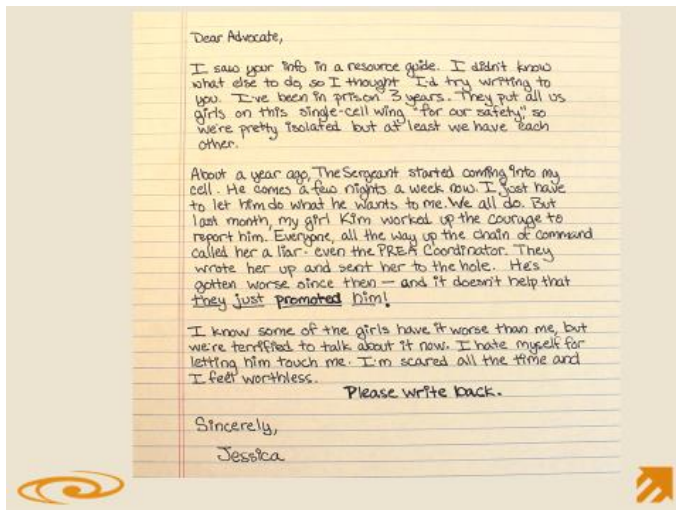
### Scenario: Written Correspondence



For our first in a series of scenarios, we will go through two written correspondence challenges. We are going to divide into teams and review two letters from incarcerated survivors. With your teams, read the letters, discuss some of the concerns and decide what you would write in your letter back to the survivor

*[Pass out the written correspondence handouts, which are two-sided. Depending on the number of participants, either divide everyone into small groups or pairs. Each team will read the letter, discuss as a team and share back with the larger group.]*

## Slide 27: Letter 1



*[Allow 5 minutes for teams to read and discuss. Before changing to the next slide, ask the teams to share their discussion related to the concerns in the letter.]*

## Slide 28: Concerns

### Concerns



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- Inappropriate tone
- Off-topic and unusual requests
- Boundary-crossing



There are many things to be concerned about in this letter. First, what Jessica describes is current, ongoing abuse, rather than something that has occurred in the past. There are also multiple victims of this abuse, and it sounds like possible institutional corruption or covering up of the abuse. Jessica describes feeling hopeless and alone, and blames herself for the abuse.

*[Before moving to the next slide, ask teams to share their discussion related to how they would respond.]*

## Slide 29: How to Respond

### How to Respond

- Validate feelings, normalize trauma responses
- Focus on survivor's strengths and community-building
- Explore resources
- Explore options



Max Oppenheim/Getty Images



Reading a letter like this can make an advocate feel powerless to help. However, Jessica does not ask you for anything specific in the letter, she only shares with you what she is going through and seems desperate for a response. You can help her by validating her feelings and normalizing her trauma responses. You can tell her that it's normal to feel worthless and to blame herself for what has happened, but that it's so important that she knows that she has worth and that what happened is not her fault. By writing to you, Jessica demonstrates great resiliency and self-advocacy, and it is a good idea to highlight her strength and skill in your response to her. Jessica also talks about the community that she has built with other women in the prison who have also experienced abuse, and you can remind her that this community can be a great resource for support during this time.

## Slide 29 Continued: How to Respond

### How to Respond

- Validate feelings, normalize trauma responses
- Focus on survivor's strengths and community-building
- Explore resources
- Explore options



Max Oppenheim/Getty Images



In your response, you can help to explore other resources or options. If she is a CA state prison facility (CDCR) she has the option of reporting to the Office of Inspector General and letting them know about the multiple instances of ongoing abuse and institutional cover up. If you have a good relationship with the warden or person in a higher position at CDCR or at this facility, you can offer to reach out to them on her behalf. Keep in mind that doing so would require written consent from the survivor.

## Slide 30: Letter 2

Dear Advocate,

Thank you so much for responding to my letter. I was worried you wouldn't write back because of my "crime." I'm doing much better now, thanks to you.

What would really help me right now would be if you could find me a lawyer so I can fight my wrongful imprisonment. Also, can you please find and send me the phone number & address of my cousin Mary Smith?? I don't think she knows I'm here and I need to get in touch with her urgently!!

I really appreciate your kindness and support. Are you as beautiful as you are kind? "id  
Can you send me a picture of you?? I could use a woman like you in my life.

Yours always,  
Jimmy



*[Next, have the same teams read the second letter, and allow for 5 minutes to discuss concerns and possible responses. Before changing to the next slide, ask the teams to share back the concerns they discussed.]*

## Slide 31: Concerns

### Concerns



Just Detention International

- Inappropriate tone
- Off-topic and unusual requests
- Boundary-crossing



Unfortunately, this type of letter may be one that you receive. The concerns here are pretty clear. What Jimmy is requesting is not only outside the scope of services available at a rape crisis center, but is also inappropriate. We have no way of knowing who ‘cousin Mary Smith’ is, and Jimmy also asks to have a personal, rather than professional, relationship.

*[Before changing to the next, ask the teams to share their discussions about how to respond.]*

## Slide 32: How to Respond

### How to Respond

- Establish boundaries
- Clarify role and services available
- Offer appropriate resources



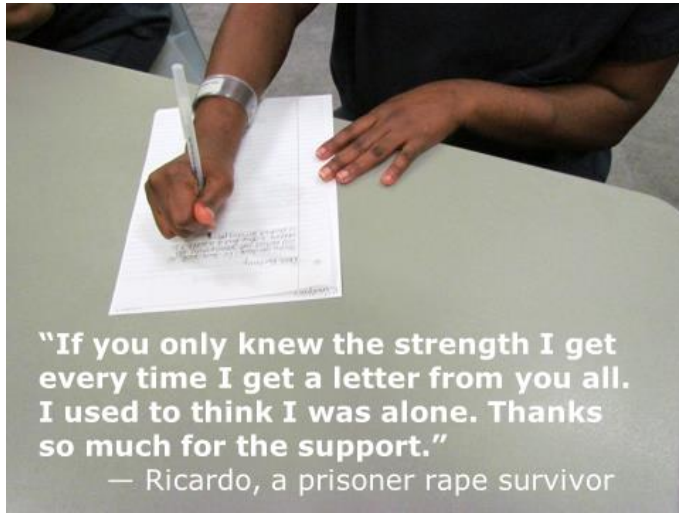
Max Oppenheim/Getty Images



The beginning of the letter shows that Jimmy has written to you before and says that your response letter has helped him feel better. Clarify your role and what services are and are not available and why. If you have appropriate resources to help Jimmy with his legal case, you can also offer those.

In the interest of modeling healthy boundaries, it can be most useful to explain why it’s inappropriate for you provide anyone’s contact information. Explain that you need to respect that person’s privacy, the same way you respect Jimmy’s privacy. You can also explain that you are a professional advocate and that in order for you to support Jimmy in the best way, your relationship must stay professional as well. Keep in mind that as an advocate, you are there to support a survivor but not at the expense of your own physical or emotional safety. Clarify the purpose and the goal of the survivor-advocate relationship. By modeling these healthy boundaries, you are providing Jimmy with an experience of how important boundaries are. Given Jimmy’s past abuse, he may have never had the opportunity to experience healthy boundaries.

### Slide 33: Voices of Survivors



Here is a quote from Ricardo, who talks about the strength he gets from every letter he receives.

### Slide 34: Break



*[This is the halfway point in this workshop.]*



### Slide 35: Hospital Accompaniment – Title Slide



Like in the community, survivors of sexual abuse behind bars are entitled to a medical forensic exam when appropriate. You may be called to the hospital or exam site in order to provide in-person support to a survivor receiving this exam. We will discuss what providing this service looks like when the survivor is incarcerated.

What do you think is different for a hospital accompaniment for an incarcerated survivor?

*[Allow participants to brainstorm.]*

### Slide 36: Things to Consider

#### Things to Consider



California Department of Corrections and Rehabilitation

- Location of exam
- Process of notification
- Presence of corrections officers
- Confidentiality
- Corrections' use of restraints
- Accessibility of follow up support

Although the basic work of supporting an incarcerated survivor during an exam is the same as for other survivors, there are some things to consider that may look different. Some facilities may bring nurses inside the facility to perform exams, rather than transport survivors to outside hospitals or forensic exam sites. Regardless of where an exam is performed, PREA mandates that corrections officials ensure an advocate is present.

Corrections officers who transport a survivor offsite for an exam may decline to give you one-on-one time with the survivor. Incarcerated survivors still have the right to confidentiality with you as an advocate. The survivor may also be shackled or restrained, which is allowed, but can be very traumatic for a survivor.

Any follow-up services you offer must be accessible to the survivor. If the survivor would like follow-up, asking them to sign an informed consent form at the exam site will allow you to write a follow-up letter directly to them. You can also offer your contact information for the survivor to take with them, along with any other literature or printed materials.

### Slide 37: Scenario – Hospital Accompaniment

#### Scenario: Hospital Accompaniment



Let's do a practice scenario around hospital accompaniment. This scenario involves providing accompaniment during a hospital forensic exam. This is a scenario that JDI and CALCASA have heard from many advocates in the field, so it might be something you encounter.

### Slide 38: Scenario – Hospital Accompaniment

#### Scenario Exercise

You receive a call to accompany an incarcerated survivor for a forensic exam. When you arrive, the survivor is shackled and there are two corrections officers with him. You introduce yourself and ask the officers to step out of the room so you can speak confidentially with the survivor. One of the officers says:

"We can't allow that. We need to be in here at all times. It's for your safety."

*What do you do?*

Robert Stolarik/The New York Times

*[Depending on the number of participants, either divide everyone into small groups or pairs. This scenario can also be done in one large group. Read the scenario and allow each team 5 minutes to discuss the challenges presented and how they would respond. Have each team share back the challenges they discussed before changing slides.]*

## Slide 39: Challenges

### Challenges

Advocacy and survivor rights	Relationship building and safety concerns
Survivor has the right to confidentiality	Building relationships will ensure future survivors receive support
Confidentiality allows for you to best advocate for survivors	Officers know more about this survivor, have authority
You can earn trust and create safety through confidentiality	Possible safety concerns



The challenges with this scenario typically revolve around the tension between advocacy and relationship building and safety. There is, of course, the survivor in front of you, who has rights and is entitled to connect with you privately, so that you can best do your job. There's also, however, the need to build positive relationships with corrections so that they continue to work with advocates, meaning that future survivors will continue to receive support. There can also be the real concern that because these officers know more than you do about this survivor, that maybe there is a genuine safety concern.

*[Have each team report back on how they would respond before changing to the next slide.]*

## Slide 40: How to Respond

### How to Respond

- Brainstorm other options
- Educate and advocate respectfully
- Use the SAFE nurse as an ally
- Check in with the survivor



California Department of Corrections and Rehabilitation



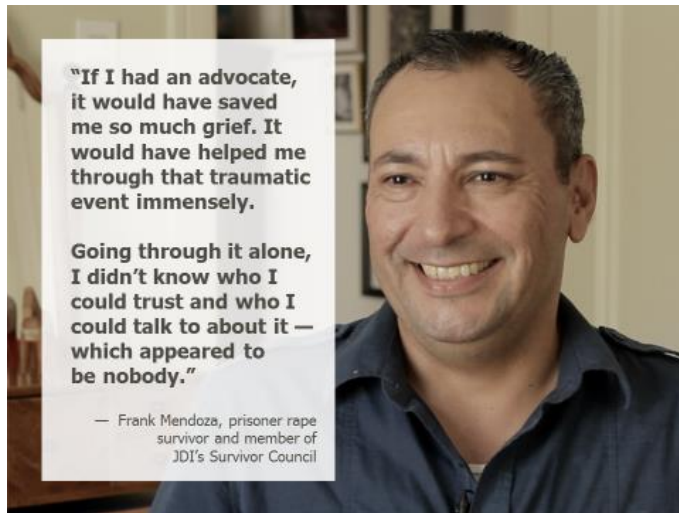
There are many ways to handle this situation, but here are some best practices. Brainstorm other options for connecting confidentially with the survivor. Maybe the officers could stand outside the room with the door slightly open, or perhaps a curtain or partition could be used to divide the room. These are not necessarily ideal but sometimes we must be flexible in order to best support survivors.

This could also be used as an opportunity to provide some education to the officers. It's possible they simply don't know what an advocate is or that all survivors, including those who are incarcerated, have the right to confidentiality. Be prepared to cite CA penal code as well as PREA standards. Be sure to do this respectfully, as demonstrating harshness can damage the relationship with corrections and can increase stress on the survivor.

Sometimes the SAFE nurse can be used as an ally in this regard, as they can let corrections know that it is standard procedure for survivors to be able to spend time alone with the advocates before and after the exam. It is likely that the forensic nurse may also want the shackles removed to make the exam process smoother.

Remember, as always, to check in with the survivor. It may be that the survivor would rather you not advocate strongly on their behalf, as there may be repercussions for them when they leave the hospital. The survivor may also be comfortable with the lack of confidentiality. Use the survivor's wishes as your guide for how to proceed, and discuss options with them before continuing.

#### Slide 41: Voices of Survivors



Here is a quote is from Frank, one of the members of JDI's Survivor Council, talking about what a difference it would have made for him to have had the support of an advocate.

#### Slide 42: In-Person Counseling



In-person counseling can be a powerful lifeline for incarcerated survivors. It can also be the most challenging service for advocates to provide, and possibly the most labor and time intensive. Before being able to provide services inside the facility, advocates must complete a potentially lengthy clearance process. Sometimes facilities can be several hours away from the rape crisis center office, so it can be a whole days' work to provide in-person support to a few survivors. However, this level of care can be so important for survivors on the inside, who may feel isolated and forgotten by the world around them. The advocates' presence in the institution can also help to open staffs' minds to a trauma-informed approach and to change culture.



#### Slide 43: Support Behind Bars

### Support Behind Bars

- Incarcerated survivors have little access to support services
- Facility mental health may not treat trauma
- Advocates have needed skills



Pai Sullivan/AP Photo



As mentioned earlier, incarcerated survivors have very limited access to appropriate support. Some facilities may have survivor support groups or other ways that survivors can receive support, whereas many do not. Many mental health staff in detention facilities focuses on psychiatric illnesses and not on trauma. Sometimes they are simply not equipped to provide the kind of support that survivors need.

Advocates, however, have these needed skills. We are experts in this work and our expertise is extremely valuable to these facilities; both to the staff who may likely feel overwhelmed by the needs of survivors, and to the survivors themselves who are suffering without adequate support.

#### Slide 44: Things to Consider

### Things to Consider



Just Detention International

- Take a facility tour
- Ask about counseling spaces available
- Be familiar with visitor policy
- Develop intake and consent forms
- Establish boundaries



Before beginning in-person services within a detention facility, there are some important things to consider. We've already talked about the clearance process, but it can also be extremely helpful to take a facility tour. Becoming familiar with the facility layout can help to ease anxiety and develop comfort with the space. If the facility you will be working in has a volunteer training program, this can be very important to participate in as well. Although you are not a facility volunteer, these trainings include information about safety policies and procedures that can be very helpful for advocates. Similarly, ask facility staff where rooms may be available to do counseling, and where staff will be present during counseling sessions.

Facilities have strict guidelines around visitors, including dress code and what materials visitors can bring in. Knowing about these policies can help you get in and out of the facility smoothly.



#### Slide 44 Continued: Things to Consider

### Things to Consider



Just Detention International



- Take a facility tour
- Ask about counseling spaces available
- Be familiar with visitor policy
- Develop intake and consent forms
- Establish boundaries



Sometimes visitors can be turned away for wearing the wrong color pants or having open toed shoes.

It can be helpful to have standard intake and consent forms that are specific to incarcerated survivors, and to bring these forms with you when visiting a survivor. Reviewing these forms during the first session can help to establish boundaries and clarify your scope of work. It's also important to be realistic with yourself and the survivor about what services you can offer, including the number of counseling sessions you can provide. When possible, schedule these sessions for the same day at the same time, so that you are consistent and reliable.

#### Slide 45: Scenario – In-Person Counseling

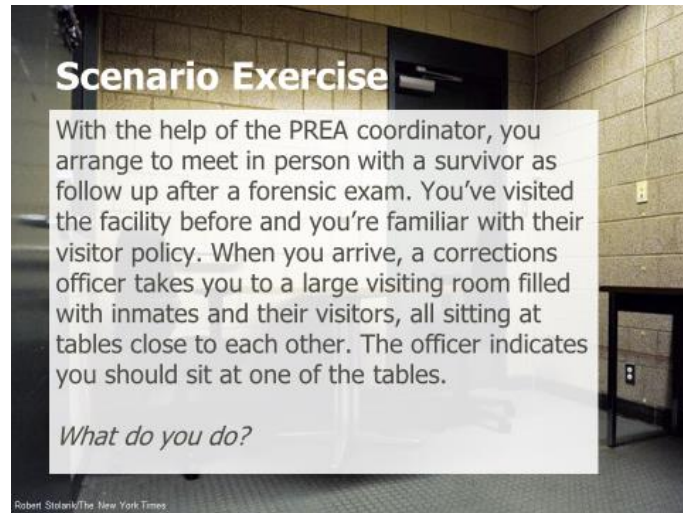
### Scenario: In-Person Services



Just Detention International

This scenario relates to providing in-person counseling services, something that only some rape crisis centers are able to offer but is an invaluable service for incarcerated survivors. This scenario is again one that advocates have contacted JDI and CALCASA about, so it is something to be prepared for if you are going to offer this service.

#### Slide 46: Scenario – In-Person Counseling



### Scenario Exercise

With the help of the PREA coordinator, you arrange to meet in person with a survivor as follow up after a forensic exam. You've visited the facility before and you're familiar with their visitor policy. When you arrive, a corrections officer takes you to a large visiting room filled with inmates and their visitors, all sitting at tables close to each other. The officer indicates you should sit at one of the tables.

*What do you do?*

Robert Stolarik/The New York Times

*[Depending on the number of participants, either divide everyone into small groups or pairs. This scenario can also be done in one large group. Read the scenario and allow each team 5 minutes to discuss the challenges presented and how they would respond. Have each team share back the challenges they discussed before changing slides.]*

#### Slide 47: The Expected

### The Expected



**Confidential Room**  
Fairfax County Juvenile Detention Center

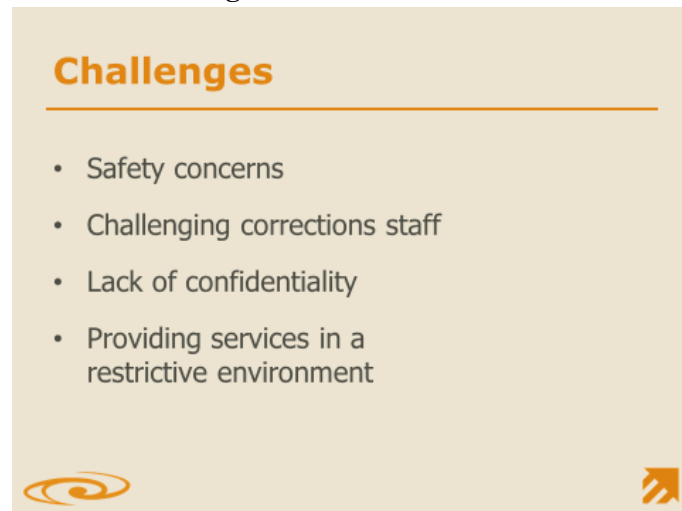
When we go to another location to provide counseling, whether it's a detention center or a school, we expect to see a room such as this one, a private space to provide counseling.

#### Slide 48: The Unexpected



However, detention settings can sometimes create the unexpected. Here you see a large visiting room at the top, and what's called temporary housing units at the bottom. These temporary housing units, sometimes called therapeutic modules, are small units that are sometimes standing room only. It may be that you are faced with the possibility of seeing survivors in these spaces.

#### Slide 49: Challenges



There are a few challenges that arise in this scenario. Much like the first one, this scenario presents confidentiality concerns along with the possible need to challenge corrections staff to provide you with another space. Being in a large room with other inmates is a safety concern for the survivor. Trying to provide counseling in an environment like this is certainly challenging. In a large visiting room, there is no privacy and people can overhear the counseling session. On the other hand, the temporary housing units are restrictive and definitely not conducive to healing or safety.

## Slide 50: What's Next?

### What's Next?

- Try to work with what you are given
- Look for a comfortable alternative
- Ask the survivor what they want
- Remember why you're there



Advocates are skilled at responding to the unexpected. When providing in-person services in detention, sometimes you have to do your best with what you are given and think creatively about alternatives. You can ask the corrections staff if there is another space available, and you can explain that CA law grants survivors the right to confidentiality with an advocate, and that PREA encourages this as well. You can also ask a survivor how they want to proceed – maybe they are okay meeting in the large visiting room because they are desperate for some support. It's not what we as advocates would prefer, but as long as the survivor gets to speak with us, we can make it work. If there are no other options available, and a survivor does not wish to proceed, offer the crisis line number or address as another way to connect, and speak with corrections staff about rescheduling for a time when a private room is available.

## Slide 51: Crisis Line – Title Slide



The last service we will talk about is the crisis line. Crisis line services can be a vital way for survivors to connect immediately with an advocate. However, phone systems within detention settings can present some challenges for rape crisis centers who want to be able to offer this important service to survivors.

## Slide 52: Phone Calls in Detention

### Phone Calls In Detention

- Treat calls from detention facilities like any other crisis line call
- Normalize trauma responses
- Offer and obtain consent to follow up



Mike Kozminski/San Francisco Examiner



If you receive a phone call from a detention facility, it's important to treat it as any other crisis line call. Whatever crisis intervention techniques are used for crisis line calls from survivors in the community can be employed here. You can help to normalize someone's trauma responses so they can develop an understanding that they are reacting normally to a horrible thing that happened to them.

When possible, have appropriate referrals available to give callers, including ways to access other services you can offer. For example, you can let a survivor know they can write your agency a letter and provide the address. If there is an advocate from your agency providing in-person services, you can help guide the survivor on how to access them.

It's also best practice to ask for verbal consent to follow up via letter, at which point you can include a consent form for the survivor to sign for future contact, if applicable. Confidential mail may be available as well, depending on the facility the survivor is calling from. You can also refer survivors to the appropriate staff should they wish to make a report or get extra support.



## Slide 53: Things to Consider

### Things to Consider



- Calls may be monitored or recorded
- Survivor may be in a public space
- Call times might be short and costly
- People might call with other concerns



What can make crisis line calls from incarcerated survivors particularly challenging is that they are often monitored and/or recorded by detention staff. Oftentimes the phones available for incarcerated survivors are located in large rooms that may be filled with other inmates. Incarcerated survivors are aware of these limitations and if they are choosing to call your crisis line anyway, it's evident that they truly need support. By building good relationships with detention facilities, you may be able to arrange for survivors to make phone calls from a mental health office where the call won't be recorded and they have a private space. If that is not possible, remind callers about the confidentiality limitations and proceed with the call if they choose to do so.

Many detention facilities use phone systems that will only allow for incarcerated survivors to make collect calls. These calls come at a cost to your organization. Some facilities will allow for calls to rape crisis lines to bypass this system, or for survivors to make phone calls using the phone in the medical or mental health office. Connect with the PREA Coordinator or other staff at the facility to discuss survivors' options.

Like in the community, sometimes crisis line calls can be off-topic or inappropriate for your services. Having good policies in place for how to handle an off-topic call can help make sure advocates feel comfortable and confident in responding to these calls. Boundaries can also be set on crisis line calls, particularly if a caller is requesting services that you aren't able to provide or if a survivor wants to talk for longer than you are able. Most crisis lines have experienced receiving calls from people who are angry, or may be abusive and demanding or off-topic. Whatever strategies are used for handling these types of calls can be transferred to calls from detention facilities.

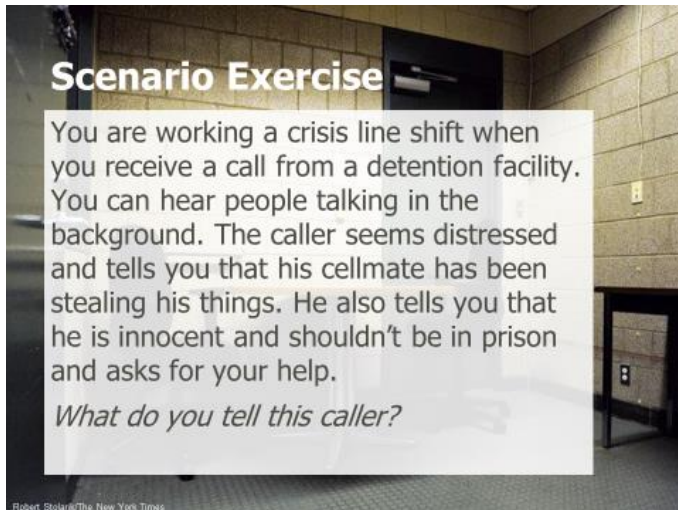


#### Slide 54: Scenario – Crisis Line



This final scenario we are going to go through is for a crisis line call. The challenges presented in the scenario are common ones.

#### Slide 55: Scenario – Crisis Line



*[Depending on the number of participants, either divide everyone into small groups or pairs. This scenario can also be done in one large group. Read the scenario and allow each team 5 minutes to discuss the challenges presented and how they would respond. Have each team share back the challenges they discussed before changing slides.]*

## Slide 56: Challenges

### Challenges

- Confidentiality
- Lack of disclosure
- Needs services beyond the scope



Mike Koozmin/San Francisco Examiner



One of the biggest concerns for advocates around crisis line calls is that rarely do incarcerated survivors have access to private phones. Typically phones are available in large rooms with multiple phones where other inmates are present. Facilities also record or monitor calls. However, facilities do have systems in place to allow for confidential phone calls with attorneys; advocates who build strong relationships with corrections facilities can take advantage of that system, or help to arrange for survivors to use office phones in a more private space. For the purpose of this scenario, it's clear that this caller is not in a private space and can't speak confidentially.

Based on the information this caller has given you, their concerns and needs are not immediately related to sexual abuse and there has been no disclosure. What the caller does need is beyond the scope of what a rape crisis center can provide.

## Slide 57: How to Respond

### How to Respond

- Review rape crisis center services
- Offer appropriate resources if available
- Remember that the caller may be a survivor



Rabe Gandy/The Charleston City Paper

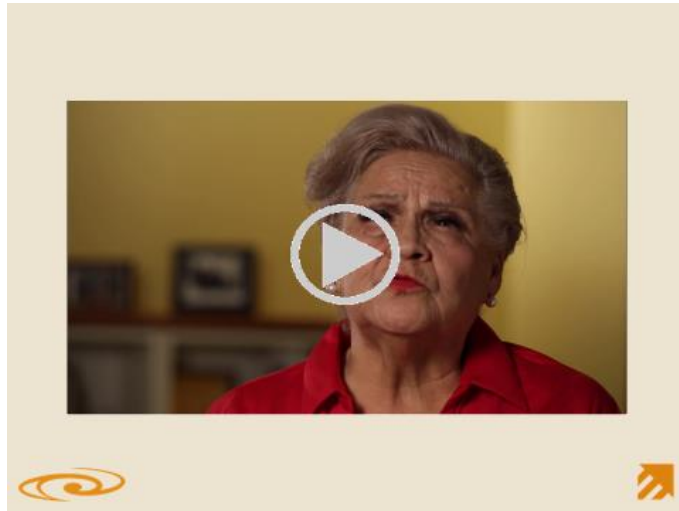


There are several ways to respond to a crisis line call such as this. Be sure to review your agency's policies around handling off-topic calls and go from there.

For this caller, the first step is to review the purpose of the crisis line and what services are available. If you have appropriate referrals available, you can provide the caller with that information.

It's important to note that even though there is no disclosure, this caller may be a survivor who didn't feel comfortable disclosing because there were so many people around. They may have been testing to see what calling the crisis line would be like before disclosing abuse. Instead of dismissing this caller, encourage the caller to use the crisis line if they ever need to discuss issues around sexual abuse. The caller might also have been hoping you'd ask if the cellmate violated boundaries in other ways.

### Slide 58: Video – Advocacy for All



*NOTE: This is a placeholder slide for “Advocacy for All,” in which California advocates talk about the importance of providing services to incarcerated survivors. Play the video and then ask for participant reactions or anything that stood out to them. The video is four minutes, thirty-seven seconds long.*

Video link: <https://youtu.be/su5Rwum6HTQ>

### Slide 59: Voices of Survivors

**“Thank you for helping me realize I, too, am a person and I didn't deserve the treatment I received. Thank you for helping me realize I have a voice and that there are people willing to listen to me.”**

— Kerri Cecil, a prisoner rape survivor

This quote from Kerri highlights the importance of advocates in helping survivors find their voice.

## Slide 60: Key Takeaways

### Key Takeaways

- Remember incarcerated survivors need the skills you already have
- Be patient, consistent and persistent
- Maintain professional boundaries
- Have a plan but be flexible when needed



The key point is that incarcerated survivors need the skills you already have! There are, of course, ways that you can familiarize yourself with detention settings and feel more confident and comfortable providing services, but what incarcerated survivors really need is the emotional support and crisis intervention services that you are already experts in.

When working within any large system, it's important to be patient, consistent and persistent. Building relationships with corrections staff and facilities may take a very long time, and it may be difficult to see progress right away. For the benefit of the survivors inside who need your help, continue to plug away and keep the end goal in mind.

As always, maintain professional boundaries at all times, just as you would for survivors in the community. The nature of work does not change.



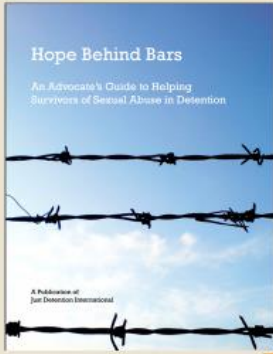
It is always good to have a plan for how you will work with incarcerated survivors, especially when it comes to going inside facilities. However, it's also important to be flexible when needed, as long as we continue to put survivors first.

## Slide 61: Online Resources

**Online Resources**

**Just Detention International**  
[justdetention.org](http://justdetention.org)

Hope Behind Bars: An Advocate's Guide  
Hope for Healing: Information for Survivors  
Archived Webinars  
Other publications



These JDI resources are all available online.

'Hope Behind Bars: An Advocate's Guide' contains helpful information about the dynamics of sexual abuse behind bars, the role of advocates, overcoming barriers and providing services to incarcerated survivors.

'Hope for Healing: Information for Survivors' is a booklet that can be given to survivors at the hospital or mailed to them. It goes over survivors' rights and options after an assault, normalizes trauma responses, and provides resources for coping that are appropriate for someone currently behind bars.

In addition, JDI's webinars are archived for advocates to view as needed. There are webinars available on a range of topics such as confidentiality, corrections culture, and supporting LGBTQ survivors.

Finally, JDI has several other publications including fact sheets and resource guides that are available online.



*[You can print some of these for your staff/volunteers if resources allow.]*

## Slide 62: Advancing PREA Contact Info

**CA Advancing PREA Contact Information**

We are here to support you:

[prea@calcasa.org](mailto:prea@calcasa.org)  
or  
[advocate@justdetention.org](mailto:advocate@justdetention.org)



These two email addresses are specifically for advocates and other rape crisis center staff who have questions or concerns about doing work with incarcerated survivors. Feel free to use either one. CALCASA and JDI have staff dedicated to supporting California rape crisis advocates in this work.

### Slide 63: Questions



Thank you so much for your participation, if anyone has any questions feel free to ask them now.

*[If participants ask any questions you feel you are unable to answer, please feel free to reach out to either JDI or CALCASA for support.]*

### Slide 64: Acknowledgements

## Acknowledgments

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This project is supported by Grant No. AP14-01-8671, awarded by **CalOES**. The opinions, findings, conclusions, and recommendations expressed in this web conference are those of the presenters and do not necessarily reflect the views of the Governor's Office of Emergency Services.

