

Facilitación que Transforma: Construyendo Comunidades Virtuales / Transformative Facilitation: Building Virtual Communities



Breckan Winters, NRCDV (she/her): Welcome to today's webinar! In an effort to create a multilingual and accessible space, we ask that you limit the use of the chat function. It is difficult to translate in real time and can be inaccessible to assistive devices. If possible, send questions, comments, or resources directly to @Breckan Winters who can read out responses with the support of the interpreting team. Thank you! En el esfuerzo por crear un espacio multilingüe y accesible, les pedimos que limiten el uso de la función de chat. Es difícil traducir en tiempo real y es posible que no sea accesible para los dispositivos de asistencia. Si es posible, envía las preguntas, comentarios o recursos directamente al personal del evento @Breckan Winters quien puede leer en voz alta las respuestas con el apoyo del equipo de interpretación. ¡Gracias! Si necesita servicio de interpretación, por favor dejenos saber en el chat. Los interpretes darán instrucciones antes de comenzar el webinar.

Holly Tucker: B

Ileana Diaz: B - DV and child welfare advocate

Michelle Ruhl-Ortiz: B

Jennifer Gaffney: advocate/prevention educator

Karen Galbraith: b, d

Liz Burnworth: c

Hannah Barrueta: Funder

Brooke Meyer: Administrator

Chanda Herndon: B

Deirdre Hasty-Martin: B

Cassandra Salter-Smith: B

Alesha Love: Advocate

Jillian Solomon: Advocate

Mildred Bautista: Advocate

ana villarreal: B

catherine hodes: a, c

Chisina Kapungu: D

Jennifer Gaffney: B

Rebekah Smith: B. Advocate

Karen Arias: Victim advocate at DA's office

Stephanie Klotz: Trainer/Educator

Alaina Shaffer: b

Grace Harvey: preventionist

Arnet McKinbey-Crespo: Advocate/faith based counselor

Deirdre Hasty-Martin: Corrections Advocate

Sharonna Lee: Advocate

Sonia Bosch: B: Advocate

Jennifer Ray: Advocate/ Trainer/

Stephanie Cairo: We support our CoC with resources to support our homeless clients.

Wendy Alba: Hi! I'm therapist

Dilcia Molina: Educadora Pooular

Alesha Love: Virtual Support Groups

Hannah Barrueta: 4 day workweek

Mildred Bautista: Remote

catherine hodes: learning zoom

Michelle Ruhl-Ortiz: Creative service provision

Jimmy Garcia: short video clips

Stephanie Klotz: hybrid training

Karen Galbraith: moving in-person events to zoom/virtual delivery

Grace Harvey: Hybrid

Brooke Meyer: Lots more virtual gathering

Alaina Shaffer: heightened flexibility

Sharonna Lee: Remote

Rebekah Smith: Virtual support groups

Chanda Herndon: A lot of Zoom for trainings and support group.

Holly Tucker: Remote work

Jennifer Ray: work, no real office from home

Arnet McKinbey-Crespo: Provided an online support group for medical first line providers

Jennifer Ray: Work from home

Ana Velazquez: More frequent use of social media to connect with the general public

Wendy Alba: Hybrid

Dilcia Molina: Más virtualidad

Stephanie Cairo: I left direct services and now I am a coordinated entry specialist for our CoC and can work hybrid.

Deirdre Hasty-Martin: time savers

Deirdre Hasty-Martin: work from home too now.

Liz Burnworth: Will these slides be sent to participants after today's presentation?

Breckan Winters, NRCDV (she/her): Hi Liz! Yes, the slides, webinar recording, and related materials will be available on VAWnet.org and will be shared with participants: <https://vawnet.org/material/webinar-facilitacion-que-transforma-construyendo-comunidades-virtuales-transformative>

Stephanie Klotz: can be more accessible for folks that don't have time or means to travel

Michelle Ruhl-Ortiz: Attendance from the comfort of your own home, assuming it is safe and confidential.

Jennifer Gaffney: if people do not have transportation more people can attend (if they have internet)

Arnet McKinbey-Crespo: Virtual engagement reaches so many people who are unable to travel - the homebound.

Deirdre Hasty-Martin: ease of use, breaking barriers to services

Deirdre Hasty-Martin: no childcare needed, transportation in rural areas, all bring people to group. that might not have come before

Rebekah Smith: the ability to turn camera on and off.... this may be more comfort for some people.

Michelle Ruhl-Ortiz: No necesita cuidado de niño

Dilcia Molina: Puedo habilitar mi micrófono?

Dilcia Molina: O solo escribir aquí

Ivonne Ortiz: Hola Dilcia!

Gabriela Lopez-Zeron: yo creo que solo escribir aquí, pero les pregunto a los organizadores

Gabriela Lopez-Zeron: vuelvo en breve

Deirdre Hasty-Martin: Internet signal / technology issues.

catherine hodes: Drawbacks: less connection, lack of physical energy together, need technology and basic knowledge, some homes/locations are not safe, or there's distractions, interference. Harder to connect outside group, ("go for coffee), hard to create informal impromptu space, (hang out in room together after group)

Karen Arias: I would think that is not easy to network and have side conversations

Liz Burnworth: a participant drops off of a call, you don't know if it was their internet connection or if they were upset or something else

Dilcia Molina: Con la virtualidad algunas comunidades de sobrevivientes se ponen en más riesgo

Sharonna Lee: Tendency to check-out

Deirdre Hasty-Martin: Multi-tasking - kids, work, distractions

catherine hodes: use of chat for side conversations

Cema Mastroleo: Not every participant has wifi, they do not have childcare and have to manage kids while trying to attend, some listen while in the bus coming from work...cannot fully be present with topic; some live with abusers and facilitator has to plan for everyone safety

Mildred Bautista: Lack of intimacy of a physical connection. Body Language.

Arnet McKinbey-Crespo: I have not counseled any survivors virtually because I have no control on the level of safety in their space. How can we safely provide counsel? Or is virtual counseling still not encouraged?

Breckan Winters, NRC DV (she/her): Thanks for the question, Arnet! We'll share that with the panelists

Arnet McKinbey-Crespo: You're welcome Breckan. Thank you.

catherine hodes: Arnet - we do use encrypted zoom for counseling sessions.... survivors have sometimes done the session in private from elsewhere, even their car using their phone. We have created tech guidelines for safety and do a tech-safety assessment as part of intake.

Deirdre Hasty-Martin: safety planning like each victim is different for each in a virtual work. Setting platform to safe exit, and go to standard web page, not have a log on the platform that shows history

Arnet McKinbey-Crespo: Ah encrypted Zoom? - thank you. Perhaps someone can explain more about that.

Cema Mastroleo: National Network to End Domestic Violence and its Safety Net program on technology and safety <https://www.techsafety.org/resources-agencyuse>

Arnet McKinbey-Crespo: Thank you Cema.

Chad Sniffen: This talks about how to enable encryption on Zoom: <https://support.zoom.us/hc/en-us/articles/360048660871-End-to-end-E2EE-encryption-for-meetings>

catherine hodes: Arnet - these are specific licensed zoom accounts that are more protected and confidential.

Deirdre Hasty-Martin: Would they feel safer in a public space like the library or Starbucks in a virtual platform with headphones vs in home where the abuser makes it unsafe? asking what works for them

Arnet McKinbey-Crespo: Thank you Chad. Thank you Gabriela.

Karen Arias: We are letting victims do their victim impact statements via zoom if they do not want to be in the court room with their abuser

Arnet McKinbey-Crespo: I have actually counseled survivors at the public library in a study room which was a very safe space. I have also met at Panera Bread - all safe spaces. I like that idea of asking if those spaces over the phone would work for the counselee. Thank you

catherine hodes: WE offer our support groups over encrypted zoom as well.

Breckan Winters, NRC DV (she/her): We'll be sure to post a transcript of the chat to VAWnet, including resources shared!

Breckan Winters, NRC DV (she/her): It will be available, along with the slides and recording, here: <https://vawnet.org/material/webinar-facilitacion-que-transforma-construyendo-comunidades-virtuales-transformative>

Cassandra Salter-Smith: That's great!

Cema Mastroleo: Where I can I find ADA complaint accessibility when using PowerPoint? Thanks.

Breckan Winters, NRC DV (she/her): Good question, Cema! I don't have that answer, but will share with panelists

Karen Galbraith: Designing Accessible Resources for People with Disabilities and Deaf Individuals: <https://www.vera.org/publications/designing-accessible-resources-for-people-with-disabilities-and-deaf-individuals>

Cema Mastroleo: Thank you Karen Gailbraith.

Karen Galbraith: Make your PowerPoint presentations accessible to people with disabilities: <https://support.microsoft.com/en-us/office/make-your-powerpoint-presentations-accessible-to-people-with-disabilities-6f7772b2-2f33-4bd2-8ca7-dae3b2b3ef25>

Breckan Winters, NRC DV (she/her): Thanks so much, Karen!

Cema Mastroleo: We offer groups in English/ASL; in Spanish; late afternoon/ early night so working participants can join

Cema Mastroleo: Also use Whatsapp with Spanish speaker participants. The agency developed a glossary English-Spanish with common words in the work field.

Liz Burnworth: Collaboration with interpreters is very important. We are using ASL interpreters for our Creative Arts and Movement virtual groups. I have learned to check in with interpreters before the group starts and after each group ends. Interpreters have also shared important information in terms of accessibility. I have learned for instance that guided meditation is not as accessible as we would like even with an ASL interpreter. Sending interpreters slides in advance if the company you are working with can be helpful.

Deirdre Hasty-Martin: We assist folks with identifying what they need help with, hearing, closed captions, language, practice ahead of time.

Cema Mastroleo: Collaboration and training to interpreters especially when we need them to interpret consent/lack of, crime descriptions...

Deirdre Hasty-Martin: If we want to expand interpretation in Virginia for example, how would we determine or evaluate which language to have first on our list to add? Spanish? ASL? Mandarin?

Breckan Winters, NRCDV (she/her): Good question, Deirdre! We'll share that with panelists

Deirdre Hasty-Martin: Does the size of the room matter?

Breckan Winters, NRCDV (she/her): We'll share that question with the panelists as well 😊

Liz Burnworth: For a support group, I think it is important to have a group small enough to have everyone visible on the same screen. However, you also want to have a group large enough so it feels like a group. Four to six participants feels like a good size for a virtual support group.

Karen Galbraith: Deirdre, when making those decisions as an organization in PA, we identified the most commonly spoken languages in the state and prioritized that way, also paying attention to specific areas where some languages were more common. Our administrative offices of pa courts had also identified the top 12 languages, so we took that into consideration, too. (Important to note that there wasn't the same type of data on sign languages for us to reference.) We have a voca grant dedicated to enhancing language access across the state, so we can use that funding to provide interpretation/translation for less common languages.

Cema Mastroleo: is good too

Breckan Winters, NRCDV (she/her): Thank you so much for joining us today! Webinar materials will be available here on VAWnet: <https://vawnet.org/material/webinar-facilitacion-que-transforma-construyendo-comunidades-virtuales-transformative>

Deirdre Hasty-Martin: Practice, Practice, Practice engagement. check in with them. Silence with an in person group is hard but if you wait someone will talk. In a virtual room, not so much. We need to practice how to engage the participants. ask to raise hands, how to do things.

Cema Mastroleo: When using PowerPoint, stop sharing screen to allow all to see each other and have more intimacy. When we meet the same participants weekly, ask them if they want to volunteer reading a poem, or something.

Mildred Bautista: There are many that love to speak. Others not so much. Allow all to engage. Never pressuring them to speak but always giving them the space to be a part of the group. Allowing every individual to feel that they are valued and so do their thoughts. Engagement is critical to success.

Keithyonne Ingram: Try to engage everyone

Nohemi Lugo: Thank you!

Mildred Bautista: Thank you

Cema Mastroleo: Thank you so much! This was great information.

Rebekah Smith: Thank you!

Arnet McKinbey-Crespo: This training is so timely! Thank you so much panelists and all participants. I learned quite a bit today.

Keithyonne Ingram: Thank you for a great meeting great lighting no glitches

Karen Galbraith: Engaging Learners in Active Online Training: https://pcar.org/sites/default/files/resource-pdfs/engaging_learners_in_active_online_learning_508.pdf

Breckan Winters, NRCDV (she/her): Thank you for joining today's webinar! Please be sure to respond to our brief survey about this webinar.

Breckan Winters, NRCDV (she/her): ¡Gracias por unirse a la sesión del día hoy! Asegúrate de completar nuestra breve encuesta acerca de este webinar.

Jennifer Gaffney: Thank you!

Dilcia Molina: Gracias intérpretes

Deirdre Hasty-Martin: Awesomeness!!

ana villarreal: Thank you!

Ana Velazquez: Thank you for this great session!

Karen Arias: gracias!

Arnet McKinbey-Crespo: The ASL interpreters were awesome. Thank you!!

Wendy Alba: Thank you!

Dilcia Molina: Buenísimo