

Core Services

For State Certified Family Violence Shelters in Georgia

24 Hour Crisis Line/Crisis Intervention

Twenty four hour crisis intervention is available to callers and residents, which might include safety planning, emotional support, validating the victim's experiences and feelings, information/referrals regarding services, exploring options, discussion of effects of violence on adults and children, etc. In addition, residents have the opportunity to address grief/loss, anger, assertiveness skills, identifying coping skills, etc.

Safe, Confidential Shelter

The agency provides safe, confidential shelter for clients on a 24 hour a day, 7 day a week basis. The shelter provides 24-hour coverage with staff or volunteers who have completed the required training.

Linkages with Community Agencies

The agency maintains linkages with community agencies/individuals for the provision of required services and trains community agencies/individuals to further the aim of creating an environment that is sensitive and responsive to the needs of family violence victims and their children.

Children's Services

Children's services (including a means, using volunteers or paid staff, for children to obtain counseling/support) is offered as well as a structured program for children in the shelter that may include tutoring, support groups, enrichment activities, etc.

Emotional Support

Emotional support is available to clients and referrals made as appropriate.

- A) Individual – The agency provides a means for family violence victims to obtain individual counseling/support.
- B) Support Groups – The agency provides support groups for clients. These structured and facilitated services are provided in a safe and accessible location at least twice monthly.

Community Education Services

The agency provides family violence education and prevention programs/information to the community and in service training to agencies.

Legal and Social Service Advocacy

The agency provides legal and social service advocacy to clients as needed. This includes assistance completing paperwork to request a Temporary Protective Order (TPO) and referrals for additional legal assistance.

Household Establishment Assistance

The agency provides assistance to victims of family violence in establishing new permanent residences. The extent of assistance provided may depend upon resources available in the community. Clients eligible for TANF may qualify for relocation assistance if needed for safety for adult and children.

Follow up Services

Follow up services are offered to each adult client as a part of the exit procedure.

Parenting Support/Education

Parenting support/education is provided as needed for parents at the agency or through a written agreement with a referral agency or by agency staff.

All services are free and confidential.

Client does not need to reside in shelter to receive services.