The RICADV and our member agencies remain determined to support victims and survivors throughout this period of social distancing and isolation. We have gathered updates from each of our member agencies to inform you about services available throughout the state. These statuses are up-to-date as of March 31, and we encourage you to check social media and member agencies’ websites for any changes. As always, the statewide helpline (1-800-494-8100) is available 24/7. A 24-hour chat line is also available through the RICADV and Blackstone Valley Advocacy Center websites.

Sincerely,

Tonya Harris
Executive Director

Blackstone Valley Advocacy Center

- All group activities will be suspended until further notice.
- Agency staff will not conduct home visits, but will check in with clients by phone.
- All staff will continue to be available via telephone and email. We are reducing staffing in the office and some programs. Staff will work remotely when possible.
- Advocates will be available at the Garrahy Judicial Complex to assist victims with temporary restraining orders, for the time being.
- The toll-free statewide helpline and chat feature will be available 24/7 throughout the crisis. The number is 1-800-494-8100.

Domestic Violence Resource Center of South County

We are available for safety planning. The court office is open for emergency temporary restraining orders. We are developing virtual support groups. Our law enforcement advocate and other direct services staff are working remotely, assisting clients with referrals and safety planning.

- The office will open daily with limited staff. We ask that you call the office at 401-782-3995 instead of stopping in.
- All staff will be available by email and phone. Please feel free to use that option. You can find all staff emails here: Staff emails
- Support groups, meetings, and events are cancelled until further notice.
Elizabeth Buffum Chace Center

- The center will be closed for all activities, including support groups, individual advocacy, training sessions, and walk-in services; however, we will still be here to support anyone who is experiencing domestic or sexual violence.
- Please call our crisis hotline at 401-738-1700 for support. Please call our advocates at 401-822-6680 for court matters. Please call the toll-free statewide helpline at 1-800-494-8100 any time, day or night, for support and information.
- Our counseling program will continue via phone sessions. For more information, call 401-738-1700.
- If you are unable to call, you may email us any time and we will respond within 24 hours. Please email us at info@ebchouse.org.

Sojourner House

- We have increased coverage for our Sojourner House hotline (401-765-3232) to 7 days a week from 9 a.m. to 9 p.m. to be more available for our clients. Outside of those hours, please call the statewide helpline at 1-800-494-8100. If it is an emergency, please call 911.
- We also have limited rental assistance funds available for victims who are already housed but are struggling to pay their rent and are at risk of losing their housing. They can call our housing office during business hours, 9 a.m. to 5 p.m., Monday through Friday, at 401-808-6889.
- Our Drop-In Center located on Smith Street in Providence, R.I., will be closed to the public until further notice. The Drop-In Center line at 401-861-6191 is available and will be answered directly by an advocate.
- Sojourner House continues to operate on a reduced staffing schedule.
- Housing Clinic will be postponed until further notice. Our housing department will continue to be available by phone at 401-808-6889.
- All staff will continue to be available by phone and email. Our Drop-In Center staff is remotely checking their voicemail and email - please feel free to continue to reach out to staff via these channels.
- Clients will continue to receive services.

Women’s Resource Center

- Staff is communicating at this time via phone, text, and video to continue to deliver core services and meet client needs.
• We are holding phone and video conference meetings with managers, case workers, support staff, team members, and board members to keep the lines of communication open and manage our operations.
• Anyone visiting our office locations in Newport or Warren will be directed via signage to call our Domestic Violence Crisis Support and Shelter Hotline phone numbers.
• Our website and social media platforms have the support and hotline phone numbers prominently displayed and communicated, and direct anyone in danger to call 911.
• We are working with law enforcement and social services in our area to ensure that our referral phone numbers and other ways to contact our key staff are known.
• We are monitoring the wellbeing of families living in our shelters to ensure their counseling and support needs are being met.

Here are our phone numbers:

• Domestic Violence Crisis Support: 401-846-5263
• Shelter Hotline: 1-866-236-2474

If you are unable to talk on the phone, email us at info@wrcnbc.org and someone will be in touch.

---

**Center for Southeast Asians**

Center for Southeast Asians is currently suspending all direct service programs to clients. Our staff is working remotely and we can be reached via our 24-hour line at 401-871-5633. Due to the challenging circumstances facing our community, we cannot predict the timeline when we will fully operate. We will wait and monitor the decision from the Centers for Disease Control and Prevention (CDC), the governor, and the R.I. Department of Health. Our community health and wellbeing is our utmost priority.

---

**Crossroads Rhode Island**

In response, we have been working closely with state officials, the Rhode Island Department of Health, and other homeless service providers to implement precautionary measures designed to help prevent the spread of COVID-19:

• Increasing the frequency of cleanings at all of our facilities
• Distributing soap, hand sanitizer, and anti-bacterial wipes
• Educating staff and clients on preventative measures and best hygiene practices
• Practicing social distancing by limiting meeting sizes and increasing space between shelter guests
• Conducting case management by phone, instead of in-person, when possible
• Suspending congregate meal services for clients and shelter guests and providing boxed lunches and dinners instead
• Suspending our education and employment programs
• Suspending our corporate volunteer program
• Guaranteeing shelter beds for men at Harrington Hall to reduce "shelter hopping"
• Conducting presumptive health screenings for clients and visitors arriving at Crossroads

In anticipation of an escalation in cases of COVID-19, we are also working to identify spaces in our various facilities where we would be able to isolate a client who is ill while we coordinate with them to visit with a primary healthcare provider.

**Family Service of Rhode Island**

We will continue to deliver core services. All three of our offices at 134 Thurbers Avenue, 55 Hope Street, and 9 Pleasant Street (Providence) will stay open; our four 24/7 facilities for abused children will remain open. Our AIDS Project Rhode Island program continues to provide services for clients living with HIV, including utilizing telehealth options; however, the R.I. Department of Health has asked us to suspend HIV/Hep C testing at this time.

**Progreso Latino**

The AYUDAME/HELP ME Domestic Violence Program continues to operate during the coronavirus pandemic. The program provides comprehensive, bilingual, bicultural, and trauma-informed direct services and education to Latino victims of domestic violence, particularly newly arrived immigrants with limited English proficiency.

These services and updates to these services are as follows:

• Legal advocacy: Staff will accompany clients to court. Please call 401-365-4010.
• Case management: Staff will assist clients by phone at 401-365-4010. Current clients may request home delivery of food from the Progreso Latino food pantry by calling 401-365-4010.
• Immigration: The Immigration Department is available by phone at 401-375-5975, Monday through Thursday, from 9 a.m. to 5 p.m.
• Education: Staff will provide information on safety planning and domestic violence. Please call 401-365-4010.
• Financial literacy: This program has reached its goals, and will re-open on May 1, 2020.
• Clinical services: Our clinicians are providing remote counseling to existing clients.

For program inquiries and partnerships, contact Luisa C. Murillo, director of social programs, at lmurillo@progresolatino.org.

The following services are operating remotely:

• Domestic Violence & Social Services: 401-365-4010
• Immigration Department: 401-305-1789 or 401-721-4099
• Health & Wellness: 401-305-0309
• Job Club (9 a.m. - 2 p.m.): 401-721-4161
The food pantry at Progreso Latino will still be open on Mondays and Wednesdays from 9 a.m. - 12 p.m. For more information, please call 401-365-4010.

YWCA Rhode Island

We are following the governor's recommendation to keep YWCA childcare and youth enrichment centers closed until further notice out of concern for our team members and for the people we serve. We will offer children remote learning opportunities and resources very soon. Stay tuned, more information to come.

Our YWCA team continues to show up to work every day and supports veterans 24/7 with housing, case management, transportation to the VA, daily cooked meals, emotional support, and more.

Additional services available to the community:

Tri-County Community Action Agency

Currently, the Tri-County Community Action Agency Elder, Deaf, DeafBlind and Hard of Hearing program is in operation with all advocates working and all contact numbers the same.

- Advocates are working from home.
- The elder advocates, Ray and Roberta are checking their messages daily.
- Bill will also be available in the office. His direct number is 401-519-1916.
- Aimee and Bonnie, advocates for individuals who are deaf, have their video phones and text lines connected to their homes so they can be reached directly.
- We are currently providing all of our core victim services.