

## COVID-19 PROGRAM ADJUSTMENTS

**24-HOUR DOMESTIC VIOLENCE**

**HOTLINE: (727) 895-4912**

The majority of CASA's core programs continue to operate during COVID-19. However, we have made adjustments for the safety of our participants and staff.

### Emergency:

#### 24-hour Hotline:

CASA's hotline is essential for survivors to access CASA's services during COVID-19. Advocates are available 24/7/365 to help with safety planning and assessing survivor's risks/needs specific to the pandemic. CASA's 24-hour hotline: (727) 895-4912 | TTY: (727) 828-1269. Survivors can also use our chat support at [www.casa-stpete.org/chat](http://www.casa-stpete.org/chat)

#### Shelter:

CASA continues to take high-lethality domestic violence cases in our emergency shelter during the COVID-19 pandemic. Advocates in our shelter continue to assist survivors with case management, basic needs, and childcare services modified to adhere to CDC guidelines.

#### Injunction for Protection Attorney Program:

CASA Attorneys will continue taking new clients seeking injunction for protections for domestic violence, stalking, and sexual violence at no charge, regardless of income status.

#### \*NEW\* Free Uber Rides:

CASA has partnered with Florida Attorney General, Ashley Moody, and Uber to give free rides to people experiencing domestic violence in Pinellas County during the COVID-19 pandemic. If your client is in need of this service, please call our Emergency Hotline on your client's behalf.

### Restorative:

#### Advocacy:

- CASA Justice Advocates can help participants file court forms electronically and can assist participants via virtual communications.
- Non-residential Advocates can schedule virtual support for survivors in a group or one-on-one setting.

#### Housing:

CASA can work with survivors virtually or over the phone to assist with housing, rental assistance, stabilization services, mediation, credit counseling, security or utility deposits, utility payments, and more. (survivors must meet certain federally mandated criteria to qualify for housing assistance)