

### Background

Responding to survivors and community members requires deep skills and on-going learning and support to advocates. Via the 2021 Center Staff Needs Assessment, MECASA has identified a need for cross-agency conversations about issues specific to helpline and other non-systems related client services support, including setting boundaries, navigating problematic or abusive callers, accompaniment best practices, and de-identified complex call case review.

### Group Purpose

This group will serve as a shared space for discussion of helpline and other non-systems direct client related issues. Members can share knowledge, best practices, and lessons learned. It will be a place to inform statewide and helpline related projects.

### Timeframe

This call will be bimonthly for 60 minutes – opposite the SART calls. Calls will have topics determined in advance; calls times, topics, and zoom links will be posted on the toolkit.

### Members

- Any member center staff member answering helpline calls. Drop-in attendance encouraged.
- Join only after reaching agreement with their ED.
- Share and provide feedback, seeking additional information from their center as needed.
- Communicate about meetings and activities of the group with their ED.
- Inform the work of the group with knowledge and expertise about their communities.
- Collaborate on shared projects that reflect both centers' expertise and a statewide purpose.

### Group Guidelines

The standing group guidelines for all MECASA Peer Support Calls are:

- Acknowledge and learn from different approaches to the work
- Direct and ethical communication – if you have an issue with a singular agency or person, have that conversation directly, not in the Peer Support Call
- Do not share client information, including any identifying information