

SOMEONE YOU KNOW NEEDS HELP

Resources to support a friend
facing domestic violence





This booklet was designed and distributed by the Iowa Secretary of State's office. It is intended to provide information and resources but is not intended to provide legal advice or serve as a substitute for professional counseling services. Survivors who need safety planning advice are encouraged to contact a local domestic violence advocate for assistance. While every effort has been made to ensure the accuracy of these resources, it is possible that updates have been made since the booklet's publication. There may be additional resources available in your community that are not included in this publication.

If you are in an emergency situation, dial 9-1-1 or your local emergency number immediately. For domestic violence crisis support in Iowa, text "lowahelp" to 20121 or call 1-800-770-1650.

Do you have a friend, family member, or acquaintance you're worried about? Maybe you've noticed changes in their behavior. There are often obvious signs of domestic violence, and there is a lot you can do to help. Try to approach it in a sensitive and safety-conscious way. Remember, people do not always trust that your assistance will be helpful and they may fear your involvement will make things worse. Here are some tips if you think someone you care about is being harmed:

Speak Up

Don't be afraid to tell them you are concerned for their safety and want to help them in a way that they find safe and meaningful.



Be Sensitive

Acknowledge and try to be understanding of their feelings about their relationship — remember, many people are in love with the person who harms them, or fear that engaging in help seeking at that time could make things much worse. They are the expert on their person who harms and may not agree with your advice on what to do. Be respectful of their decisions. Do not push them to leave their partner, or report them to the police. It is a big decision to leave a person who harms, which often results in a number of other significant losses for the survivor. Only survivors can decide what is best for them and their family.

Stay Supportive

If they break up with the person who harms, be supportive as they move forward. Healing takes time, but maintaining healthy, supportive relationships can aid in the process of healing from trauma.



Be There For Them

Encourage them to do things with you, other friends, and family. Get them excited to do things outside of their relationship. A person who harms often uses isolation as an effective tool to maintain control over the survivor and limits their access to help and information. It is important to find a way to remain in the survivor's life in a safe and supportive way no matter how frightening it is or how frustrated you become.

Connect Them to Resources

They may not even realize they are in an abusive relationship. Send them to a website like www.ICADV.org to get the facts. Public libraries also have helpful books on domestic violence. If it is not safe to have reading material at home, you can offer to keep the resources for them. Help the survivor develop a plan to be safer in the relationship or to end the relationship safely when they are ready.

Ways to Begin Supportive Conversation about the Abuse:

It might feel awkward. If it is hard for you, imagine what it is like being the one who is abused. Here are some conversation starters:

“What’s it like at home for you?”

“Are you ever scared of your partner?”

“How does your partner handle it when they don’t get their way?”

“Sometimes when people have injuries like yours it’s because they were hurt by their partner. Is that happening to you?”

“I believe you.”

“It’s not your fault your partner treats you that way.”

“I know this is difficult to discuss, but please know you can talk to me about anything.”

“You are not alone. I care about you and am here for you, no matter what.”

“You are not responsible for their behavior.”

“No matter what you did, you do not deserve this.”

Help your friend or family member recognize the abuse while acknowledging that they are in a very difficult and dangerous situation.

Listen

Sometimes the most helpful thing is to just listen and be supportive. Let the survivor know you’re ready to help whenever they are ready.



Don't be afraid to tell them you're concerned for their safety.

"I see what is going on with you and I want to help."

"You don't deserve to be treated that way. Good partners don't say or do those kinds of things."

"The way your partner treats you is wrong. No one should ever hit or threaten the person they love."

"I'm worried about your safety and am afraid your partner will really hurt you next time."

"Promise me that if you need to talk, you'll come to me."

"It usually gets worse, not better."

Avoid confrontations or trying to "force" the survivor to disclose details of the abuse. It's important to empower and support them.

Do not try to control or force them.

"I'm here to help and am always available, even if you don't want to talk about it."

"Remember, you're not alone - I am here for you when you're ready to talk about it."

Don't try to make any decisions for your friend or family member. It implies that you think your friend is incapable of making good choices and it may deter them from confiding in you in the future.



Focus on offering support and encouragement.

“I want to help. What can I do to support you?”

“How can I help protect your safety?”

Encourage a survivor to get help. Look into available resources, such as the Iowa Victim Service Hotline (800-770-1650) or a local domestic violence agency with specially-trained advocates to help them out of the situation.



Suggest additional support.

- “Here is the number to our local domestic violence agency. They can help provide shelter, counseling, or support groups.”
- If applicable: “They also offer services to help you understand the legal system, access community resources, relocate or get support for your children.”
- “Let’s develop a safety plan.”
- “If you need to go to the police, court, or a lawyer, I can go with you to offer support.”

Things to avoid saying.

“You shouldn’t put up with this.”

“Why don’t you just leave that person?”

“Why do you let that person do this to you?”

“How did you get involved with someone like this?”

“What did you do to provoke it?”

“What could you do to stop your partner from abusing you?”

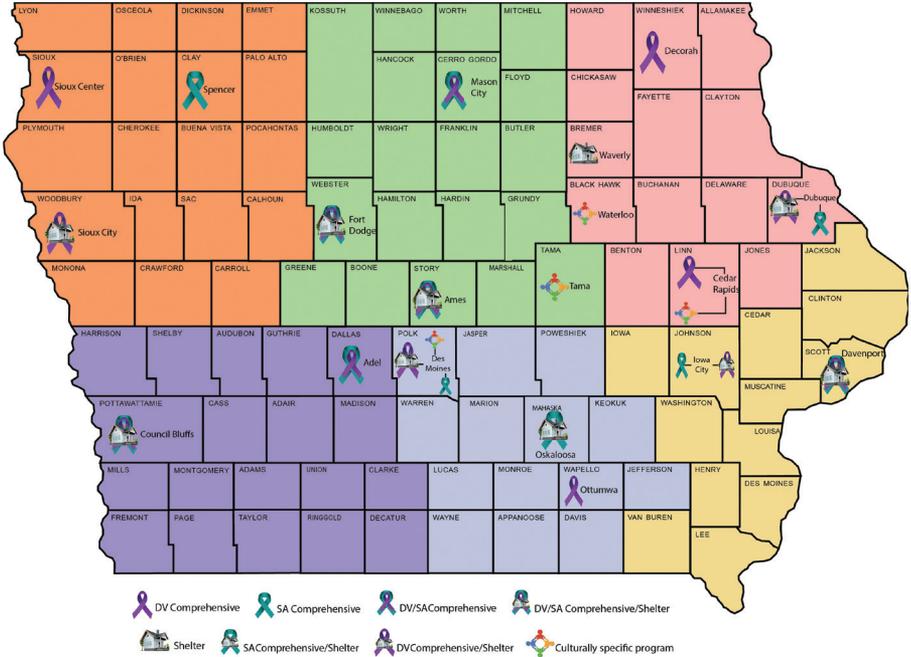
“That person is a real jerk (loser, slime, etc.)”

“You should go to marriage counseling together.”



Victim Service Programs in Iowa

Adapted from www.icadv.org



Adel

Crisis Intervention and Advocacy Center

PO Box 40
 Adel, IA 50003
 Office: 515-993-4095
 Domestic Violence Crisis Line:
 1-800-400-4884
 Sexual Assault Crisis Line:
 1-800-550-0004
www.supportingsurvivors.org

*Adair, Adams, Clarke, Dallas, Decatur,
 Gurthrie, Madison, Ringgold, Taylor and
 Union Counties*

Ames

ACCESS: Assault Care Center Extending Shelter and Support

613 Clark Avenue
 Ames, IA 50010
 Office: 515-292-0500
 Domestic Violence Crisis Line:
 855-983-4641
 Sexual Assault Crisis Line: 800-203-3488
 Housing/Sheltering Crisis Line:
 855-696-2980
www.assaultcarecenter.org

*Boone, Greene, Marshall, Story and Tama
 Counties*

Boone

ACCESS: Assault Care Center Extending Shelter and Support

16 East Main Street
Marshalltown, IA 50158
Domestic Violence Crisis Line:
855-983-4641
Sexual Assault Crisis Line: 800-203-3488
Housing/Sheltering Crisis Line:
855-696-2980
www.assaultcarecenter.org

Boone County

Cedar Rapids

Waypoint

318 5th Street SE
Cedar Rapids, IA 52401
Office: 319-365-1458
Crisis Line: 800-208-0388/319-363-2093
www.waypointservices.org

*Benton, Black Hawk, Buchanan,
Delaware, Dubuque, Jones and
Linn Counties*

Cedar Rapids

Deaf Iowans Against Abuse (DIAA)

V/VP: 319-531-7719
Text Only: 515-661-4015
E-mail: Help@DIAAIowa.org
www.DIAAIowa.org

Services for the Deaf, Deaf-Blind and
Hard of Hearing for the entire state of
Iowa domestic abuse, sexual abuse and
other violent crimes

Council Bluffs

Catholic Charities Domestic Violence & Sexual Assault Program

PO Box 497
Council Bluffs, IA 51502
Office: 712-256-2059
24-hour crisis line: 712-328-0266

*Audobon, Cass, Fremont, Harrison,
Mills, Montgomery, Page,
Pottawattamie and Shelby Counties*

Davenport

Family Resources Survivor Services

2800 Eastern Avenue
Davenport, IA 52803
Office: 563-326-6431
Crisis Line (IA): 866-921-3354
Crisis Line (Quad City): 563-326-9191
Crisis Line (IL): 309-797-1777
E-mail: info@famres.org
www.famres.org

*Clinton, Jackson, Louisa, Muscatine and
Scott Counties*

Decorah

Helping Services-Domestic Abuse Resources Center

PO Box 372
Decorah, IA 52101
Office: 563-387-1720
Crisis Line: 1-800-383-2988/
563-382-2989
www.helpingservices.org

*Allamakee, Bremer, Chickasaw, Clayton,
Delaware, Fayette, Howard and
Winneshiek Counties*

Des Moines

Children and Families of Iowa- Domestic Violence Services

1111 University Avenue
Office: 515-288-1981
Domestic Violence Crisis Line:
1-800-942-0333
Crisis Line: 515-243-6147
www.cfiowa.org

Polk and Warren Counties

Des Moines

L.U.N.A (Latinas Unidas Por Un Nuevo Amanecer)

100 E Euclid, STE 153
Des Moines, IA 50313
Office: 515-271-5060
Crisis Line: 1-866-256-7668
www.lunaiowa.org/home

Sexual assault and domestic violence
services for the Latino population
in Iowa

Des Moines

Polk County Crisis and Advocacy Center

2309 Euclid Avenue
Des Moines, IA 50310
Office: 515-286-3600

Polk and Warren Counties

Des Moines

Monsoon Asian and Pacific Islanders in Solidarity

4952 Franklin Avenue
Des Moines, IA 50310
Office: 515-288-0881
www.monsooniowa.org

*Domestic Abuse & Sexual Abuse
for Asian/Pacific Islander
Communities in Iowa*

Des Moines

Nisaa African Family Services

4926 Franklin Avenue
Des Moines, IA 50310
Office: 515-255-5430
24-hour helpline: 1-844-269-6203
www.nisaa-afs.org

Domestic violence and sexual assault services for African immigrants and Refugee communities

Dubuque

Dubuque Community YMCA/ YWCA Victim Services Shelter

35 Booth Street
Dubuque, IA 52001
Office: 563-556-3371
Crisis Line: 563-556-1100
www.dubuqueymca.com/victim-services-shelter/

*Emergency shelter for Allamakee,
Buchanan, Clayton, Clinton, Delaware,
Dubuque, Fayette, Jackson, Jones and
Linn Counties*

Fort Dodge

Domestic/Sexual Assault Outreach Center

PO Box 773
Fort Dodge, IA 50501
Office: 515-955-2273
Crisis Line: 888-356-2006
www.dsaoc.com/

*Boone, Butler, Cerro Gordo, Floyd,
Franklin, Greene, Grundy, Hamilton,
Hancock, Hardin, Humboldt, Kossuth,
Marshall, Mitchell, Story, Tama, Webster,
Winnebago, Worth and Wright Counties*

Iowa City

Domestic Violence Intervention Program

1105 S. Gilbert Court, Suite 300
Iowa City, IA 52240
Crisis Line: 800-373-1043
E-mail: dvid@dviopiowa.org
www.dviopiowa.org

*Cedar, Des Moines, Henry, Iowa, Johnson,
Lee, Van Buren and Washington Counties*

Iowa City

Nisaa African Family Services

1700 S 1st Ave Ste A & B
Iowa City, IA 52240
Office: 319-338-7617
www.nisaa-afs.org

Domestic violence and sexual assault services for African immigrants and Refugee communities



Iowa City

Rape Victim Advocacy Program

108 River Street, Floors 2 & 3
Iowa City, IA 52246
Office: 319-335-6001
RVAP Crisis Line: 319-335-6000/
800-228-1625
IA Sexual Assault Abuse Hotline:
800-284-7821
www.rvap.uiowa.edu/

Cedar, Des Moines, Henry, Iowa, Johnson, Keokuk, Lee, Van Buren and Washington Counties

Marshalltown

ACCESS: Assault Care Center Extending Shelter and Support

16 East Main St
Marshalltown, IA 50158
Domestic Violence Crisis Line:
855-983-4641
Sexual Assault Crisis Line: 800-203-3488
Housing/Sheltering Crisis Line:
855-696-2980
www.assaultcarecenter.org

Boone, Greene, Marshall, Story and Tama Counties

Mason City

Crisis Intervention Service

206 Third NE
Mason City, IA 50401
Office: 641-423-0490
Domestic Abuse Crisis Line:
855-424-9133
Sexual Assault Crisis Line: 800-479-9071
E-mail: cis@CISHELPS.org
www.cishelps.org

Butler, Cerro Gordo, Chickasaw, Floyd, Franklin, Grundy, Hamilton, Hancock, Hardin, Humboldt, Kossuth, Mitchell, Webster, Winnebago, Worth and Wright Counties

Muscatine

Family Resources Survivor Services

801 Oregon St, Unit 4
Muscatine, IA 52761
Office: 563-263-0067
Crisis Line (IA): 866-921-3354
Crisis Line (Quad City): 563-326-9191
Crisis Line (IL): 309-797-1777
E-mail: info@famres.org
www.famres.org

Oskaloosa

Crisis Intervention Services

207 Avenue E
Oskaloosa, IA 52577
Office: 641-673-0336
Domestic Violence Crisis Line:
1-800-464-8340
Sexual Assault Crisis Line:
1-800-270-1620
E-Mail: help@stopdvsa.org
www.stopdvsa.org

Appanoose, Davis, Jasper, Jefferson, Keokuk, Lucas, Mahaska, Marion, Monroe, Poweshiek, Wapello and Wayne Counties

Ottumwa

Crisis Center & Women's Shelter:

Crisis Center & Women's Shelter:
1-800-464-8340
Sexual Assault Crisis Line:
1-800-270-1620
E-mail: help@ottumwacrisiscenter.org
www.ottumwacrisiscenter.org

Appanoose, Davis, Jasper, Jefferson, Keokuk, Lucas, Mahaska, Marion, Monroe, Poweshiek, Wapello and Wayne Counties

Sioux Center

Family Crisis Center

PO Box 295
Sioux Center, IA 51250
Office: 712-722-4404
Crisis Line: 1-800-382-5603
www.familycrisiscenters.org

Buena Vista, Carroll, Calhoun, Cherokee, Clay, Crawford, Dickinson, Emmet, Ida, Lyon, Monona, O'Brien, Osceola, Palo Alto, Pocahontas, Sioux and Sac Counties

Sioux City

SafePlace

PO Box 1565
Sioux City, IA 51102
Sioux City: 712-258-7233
Le Mars: 712-546-6764
Crisis Line: 1-800-982-7233
www.safeplacesiouxland.org

Plymouth and Woodbury Counties in Iowa and Dakota and Thurston Counties in Nebraska and Union County in South Dakota



Centers Against Abuse and Sexual Assault

PO Box 996
Spencer, IA 51301
Office: 712-262-4612
Crisis Line: 1-877-362-4612
www.caasaonline.org

Buena Vista, Calhoun, Carroll, Cherokee, Clay, Crawford, Dickinson, Emmet, Ida, Lyon, Monona, O'Brien, Osceola, Palo Alto, Plymouth, Pocahontas, Sac, Sioux and Woodbury Counties



RISE

1834 340th Street
Tama, IA 52339
Office: 641-484-4444
Crisis Line: 641-481-0334/855-840-7362
meskwaki.org/rise/

Domestic/Sexual Abuse for
Meskwaki Nation



Amani Community Services

2315 Falls Avenue, Suite #1
Waterloo, IA 50701
Waterloo: 319-232-5660
Cedar Rapids: 319-804-0741
Crisis Line: 1-888-983-2533
www.amani-cs.org

Domestic/Sexual Abuse Outreach for
the African American Community in
Black Hawk and Linn Counties



Cedar Valley Friends of the Family

PO Box 784
Waverly, IA 50677
Office: 319-352-1108
Crisis Line: 1-800-410-SAFE (7233)
www.cvfriendsofthefamily.org

Allamakee, Benton, Black Hawk, Bremer, Buchanan, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard, Jones, Linn and Winneshiek Counties

Iowa Coalition Against Domestic Violence (ICADV) Resources

(www.icadv.org)

ICADV Legal Clinic:

Provides holistic legal representation to victims of domestic violence in Iowa. The staff and attorneys are trained in trauma-informed representation and view each client as a unique individual who needs a response tailored to his or her particular experiences, survival strategies and life goals. Legal services provided include immigration law, family law, protection orders and housing and economic justice. For more information contact 515-244-8028.

ICADV's Allstate Financial Literacy Program

ICADV works to strengthen survivor's financial capabilities through financial literacy training and asset building opportunities.

Alice Barton Scholarship Program:

(www.icadv.org/alice-barton-scholarship-program)

The Alice Barton Scholarship Program provides annual scholarships to individual survivors of domestic violence. The money may be used to pay tuition, books, and fees for classes, and a portion may be used to pay other expenses which support the survivor's education and job training efforts, such as child care or transportation.

Iowa Coalition Against Sexual Assault (IowaCASA)

The Iowa Coalition Against Sexual Assault (IowaCASA) provides training, resources, and support across the state to 25 rape crisis centers, culturally specific programs, emergency sheltering programs, and allied agencies that work with survivors of sexual violence. IowaCASA is a statewide organization. Its mission includes ending all forms of sexual violence and improving the services and resources available to sexual assault survivors. IowaCASA advocates on behalf of people who have experienced sexual violence and the victim service programs that support them. To find out more, visit www.iowacasa.org or call (515) 244-7424.

Additional Resources

Parents for Prevention

(www.parentsforprevention.org)

A program of IowaCASA that provides resources and information to parents, grandparents, and caregivers on how to talk about sexual violence with children and youth across the age spectrum (infancy to post-high school).

PreventConnect

(www.preventconnect.org)

A national online project dedicated to the primary prevention of sexual assault and domestic violence. Its website includes podcasts, web conferences, eLearnings, and more.

Stalking Resource Center

(www.victimsofcrime.org/our-programs/stalking-resource-center)

A program of the National Center for Victims of Crime as part of a national effort to promote awareness, action, and advocacy to enhance victim safety and hold stalking offenders accountable.

Soaring Hearts Foundation

(www.soaringhearts.org)

The Soaring Hearts Foundation focuses on passionately advocating for victims of violent crime. Justice will not be served until those who are unaffected are just as outraged as those who are. Soaring Hearts foundation devotes its energy to passionately advocating for victims of violent crime. Victims are often unrepresented members of our global family. Find out how you can contribute to the future of someone in need through action by calling (515)988-5468.

Office of the Attorney General of Iowa Crime Victim Assistance Division Resources

Crime Victim Compensation Program:

This program helps compensate victims for certain out-of-pocket expenses related to injuries from violent crime. Expenses include things such as medical care, counseling, lost wages, and funeral expenses (when costs are not covered by insurance or other sources). The program can also reimburse for crime-scene clean-up, replacement of clothing held as evidence, replacement of security items, child or dependent care, relocation expenses and travel.



To apply or for more information visit:
www.iowaattorneygeneral.gov or
contact a CVAD Advocate by calling 515-281-5044.

Iowa Victim Information & Notification Everyday (IowaVINE)

IowaVINE is a free and anonymous telephone service that provides victims of crime two important features: information and notification.

Crime victims and other concerned parties use IowaVINE for access to timely and reliable information about the custody status of an offender. Victims can receive automated notification by telephone, the Internet, or email 24 hours a day, 7 days a week, 365 days a year. By telephone, victims can always contact a live operator who is trained in victim services.

For information or to register, call the toll-free line at 1-888-7-IAVINE (1-888-742-8463), or go to www.vinelink.com.

As of December 2020, IowaVINE will transition to a new custody status notification system called Iowa SAVIN.

More information will be available by visiting:
www.iowaattorneygeneral.gov/for-crime-victims

WHAT is Safe at Home?

Safe at Home (SAH) is an address confidentiality program. This program helps survivors improve their lives with the following services:



Substitute Address

SAH will assign participants a substitute address. This address can be used with all city, county and state offices as well as with private organizations that require a mailing address. The physical address of participants will not appear on public records.

Mail Forwarding Service

First-class, legal, and certified mail, as well as packages of prescriptions, will be securely handled and forwarded to the participant's confidential address.

Confidential Voter Registration

Participants can register to vote and not be listed on the public voter registration list.

Contact the Safe at Home office for more information at
515-725-SAFE (7233) or SafeAtHome@iowa.gov

Website: www.safeathome.iowa.gov



