



LifeLines

FALL 2007

Human Trafficking: Modern-day Slavery

Although nations worldwide have struggled and succeeded in eliminating state-sanctioned slavery, in many of those nations a modern form of slavery,



Human Trafficking still exists, involving organized crime groups, factory operators, small businesses and even families who enslave people for the purposes of exploited labor. In fact, human trafficking has emerged as a growing global threat to the lives of millions of men, women and children. Approximately 800,000 victims are trafficked across

international borders worldwide each year, with 14,500 to 17,500 of those victims being trafficked into the United States, according to the U.S. Department of State. Human trafficking is the fastest growing criminal industry in the world after drug dealing, and second largest, tied with arms dealing. It may also be the most profitable criminal industry because the trafficked person often goes on earning money or providing service for the trafficker for years. Many victims of human trafficking

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October is



Domestic Violence
Awareness Month

The notion of domestic violence often conjures up images of people who are poor, unemployed, uneducated, or simply "down on their luck." The truth is, domestic violence (DV) knows no socio-economic boundaries and can happen to anyone, regardless of age, sex, race, marital status; or cultural, religious, educational or employment background. And it is wider spread than we would like to admit. In 2003, although Hillsborough County claimed just 6.3% of Florida residents, 8.4% of all domestic violence reports in Florida occurred here. It is very possible that one of your friends, neighbors or coworkers is being abused right now, but is afraid to go for help.

DV manifests itself as a pattern of abusive behavior in any relationship where one partner uses physical, sexual, emotional, economic, or psychological actions (or threats of actions) to intimidate, manipulate, humiliate, isolate, terrorize, coerce, threaten or hurt, and ultimately, to gain or maintain power and control over another. Although both men and women can be abused, most victims are women. Children who live in homes where DV is present are impacted as well. Not only are they more likely to be abused and/or neglected, but, even if the children are not physically harmed, they undoubtedly will be aware of the violence and will very likely develop emotional and/or behavioral problems as a result.

Examples of abuse include:

- yelling, name-calling or putdowns
- keeping a partner from contacting family or friends
- cruelty to children or animals
- withholding money
- stopping a partner from getting or keeping a job
- actual or threatened physical harm or other violence
- sexual assault
- intimidation

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LETTER from the PRESIDENT & CEO



Due to actions by the 2007 session of the Florida

Legislature, Florida's local governments are currently facing significant budget cuts for the fiscal year beginning October 1. Also, reduced revenues at the State level have impacted a number of our State funders. Unfortunately, the estimated net result to the Crisis Center will be approximately \$350,000 in our administrative and program funding.

My Board, senior staff, department directors and I have worked very hard over the last several weeks to reduce our costs. While it was impossible to make these cuts painless, we have been able to meet them by aggressively reviewing and reducing personnel and operating costs. Thus far, we have been able to avoid cuts in direct services to our clients, which are vital to the community. But, we know that the budget issue is far from resolved. Next January there is a statewide referendum, which will soon be followed by the 2008 legislative session. The outcome of these two events is uncertain at this time.

Development has always been important to the growth and financial stability of the Crisis Center, but even more so now. Over the past year, we have been fortunate to gain several new Board Members and other friends who have established a very strong Development Committee, chaired by Donna Harak of the Tampa Chamber of Commerce.

Donna and her team have been working tirelessly – and very effectively – to grow our donor base and community visibility. Many people – both longtime and new friends – have been very generous in their support of the Crisis Center. Several of them have also taken the time to tour our agency and see our programs first hand – meeting Courtney (APPLE's therapy dog), or seeing the hand-decorated tee-shirts made by some of the APPLE clients; feeling the cozy warmth of NEP's "quiet room"; or witnessing the ElderNet callers offer friendship and concern during their daily wellness calls. These are only some of the areas where your gifts make a difference in the lives of others in the community. We have also been and will continue aggressively seeking additional funds from both private and public sources as part of the process of softening the impact of the current government fiscal situation.

The Crisis Center has faced similar challenges in the past and I am confident we will once again find the ways and means to overcome this challenge. In the meantime, if you have not yet joined our community of donors, we would certainly appreciate your considering doing so now! And thank you again to all of you who have cared and continue to care for your neighbors in need.

Sincerely,

Dennis M. Ross



Domestic Violence Awareness Month

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Why don't victims leave?

There are many reasons why individuals who are being abused do not leave, including fear, shame, low self-worth and many others. Not leaving does not mean that the abuse has stopped or that the victim wants to be abused. According to the United States Department of Justice, 1995 National Crime Victim Survey, the most dangerous time for a woman who is being abused is when she tries to leave or when she is pregnant. Domestic Violence should not happen to anybody - ever. But it does. And when it does, there is help. **APPLE Trauma Response Center** can provide counseling services for adult victims and for children who witness domestic violence. **Call 211 for more information.**

Did you know?

- Domestic Violence is the single greatest cause of injury to women in the United States.
- Men who abuse their spouse or partner often also abuse their children.
- Every year, about 4,000 women and children in the United States are beaten to death by a partner or parent.
- 42% of all female homicide victims are the result of domestic violence.
- One of four women with incomes above \$50,000 (26%) reported domestic abuse in her lifetime by a spouse or boyfriend, as did 37 percent of women with incomes of \$16,000 or less.
- Nearly 41% of all rape and assault offenses are domestic violence related.

A Few Warning Signs of Domestic Violence

Beware of a relationship partner who:

- Pushes for a quick relationship.
- Is jealous and possessive.
- Tries to control your life.
- Has unrealistic expectations.
- Asserts "playful" use of force during sex.
- Has a history of battering.



Karen Mincey

In the fall of 2004, Crisis Center President and CEO Dennis Ross faced a dilemma. The past three years had brought unprecedented growth in the programs and services the agency provided to the community, and by that same token, that growth had also required a significant upgrade to the agency's technological infrastructure. Realizing that his agency

lacked a Board Member or other advisor with a strong information technology background, Dennis decided to approach Karen M. Mincey, TECO Energy's Vice President of Information Technology and CIO, with an invitation to join the agency's Board of Directors. It was a great decision.

Karen was very impressed by the variety of vital services the Crisis Center provided to the community – serving citizens from children to the elderly and all those in crisis – and the contagious atmosphere of passion exhibited by the employees and volunteers providing those services. Feeling that service to the community is important to truly connecting with one's community, it didn't take her long to realize that she was in a position to make a difference in the lives of others by volunteering her skills to the Crisis Center.

Since the beginning of the new millennium, the agency's operations had become very dependent on technology. The selection of our Hotline Services as Hillsborough County's 211 service provider required a massive upgrade and installation of a computer-based telephone system, as well as a huge increase in the use of the Internet. Since the Crisis Center is never closed, it is important that the agency's

computer system, telephones and mobile computers in the TransCare vehicles are running efficiently at all times.

Karen not only accepted a position on the Board, but also took on the responsibility of serving as Chair of the agency's Information Technology (IT) Committee, tasked with evaluating and monitoring the agency's information technology infrastructure. Not too many months later, Karen and her committee had developed an IT plan, addressing computer equipment lifecycle planning, employee software training and the implementation of a disaster recovery plan for critical Crisis Center applications. Of course, like most plans, it's a work in progress, evolving as necessary to accommodate new opportunities and challenges. In addition to providing her technical expertise, Karen has also been instrumental in coordinating the purchase of some gently used corporate computer equipment to help support the Crisis Center's computing infrastructure needs cost effectively.

A New Orleans native, Karen received her B.S. in Electrical Engineering from the University of New Orleans and her MBA from Loyola University. She moved to Tampa to begin her career with TECO in 1990.



Christof Hammerli

Christof Hammerli was elected to serve as a member of the Crisis Center's Board of Directors in October 2006, but he began donating his time and expertise to the agency almost two years earlier, when he was invited to serve as a member of the Board's Audit Committee by Board Vice Chair, Michele Worthy. At the time, Christof and Michele (whom he labels as one of our agency's greatest ambassadors) were co-workers at MetLife. Michele's passion for the Crisis Center, coupled with the incredible number of services being provided by so few people and the need for resources in the audit area, proved to be an irresistible combination for him.

In his work on the Audit Committee, Christof quickly began to receive in depth exposure to the variety of programs and services provided to the community. The Audit Committee, bears the responsibility of the selection and oversight of an external audit firm to audit the Crisis Center's annual financial statements. As such, the Committee meets

about eight times per year to discuss the Crisis Center's financial statements and to review any significant change in policy. During his tenure, the Committee has begun an initiative to examine various agency processes - how they work, what the controls are, if there is appropriate documentation, etc. - to determine if there are opportunities for enhancing efficiency and the level of documentation and control.

Christof is grateful for his own good fortune and is aware that many people are less fortunate so, in addition to serving on the Board and Audit Committee, he is also a financial donor and participates in agency fund-raising efforts as much as possible. Born and raised in Switzerland, Christof originally came to the United States in 1991, by way of Virginia, as a participant in a foreign exchange program, but has lived in Tampa for many years. He graduated from the University of Tampa with his Bachelor's degree in Management and Finance, received his MBA from Northwestern University's Kellogg School of Business, and is

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The Crisis Center's Nurse Examiner Program held its first SANE (Sexual Assault Nurse Examiner) training course in May. The successful realization of this course represents the fulfillment of a dream for NEP Director, Pamela Kelly, ARNP, CNM, SANE-A, who worked hard for more than a year putting together the plan and curriculum for the 40-hour didactic course.

The course presenters included:

- NEP SANE-A Nurse Examiners:
Pamela Kelly, ARNP, CNM
Rita Hall, ARNP
Mollie-Rae Jerman, ARNP
Kristi Stovall, ARNP
- Rita Peters, JD, Chief for the Division of Sex Offenders,
Hillsborough County State Attorney's Office
- Mark Sutkoff, Tampa Police Sex Crimes Division Detective
- Pat Bencivenga, Florida Department of Law Enforcement,
Crime Lab Analyst
- Susan Delage, Hillsborough Community College Crime Scene Tech
and Latent Fingerprint Specialist
- George Richardson, MD, Epidemiologist (CDC, retired)
- Cathy Carrubba, MD, Tampa General Hospital Emergency
Services and Medical Director for the Crisis Center of Tampa Bay
- Barbara McCormick, LCSW, Director, APPLE Trauma Response Center
- Michele Wykes, Coordinator and Crisis Counselor, NEP

NEP's SANE training was extremely successful due to the dedicated teamwork all of the above-mentioned professionals and NEP is committed to continuing to provide this much-needed service to the community. The training of additional sexual assault nurse examiners benefits all communities in their efforts to serve survivors of sexual battery.

For more information on SANE training, contact NEP at The Crisis Center of Tampa Bay, Inc. by calling (813) 264-9961 or logging onto our web site, www.crisiscenter.com, and clicking on "SANE Training." The next training will be held from October 8-11, 2007.



Forensic Program Nurse Examiner

Log onto our website:

www.crisiscenter.com

CVRR

– PAVING THE WAY

“A bend in the road is not the end of the road...unless you fail to make the turn.”

*-R. E. Rufing**

Sherri** was a 30-year-old single mother of seven children, ages four months to twelve years, when they were removed from her home due to exposure to physical abuse and ongoing domestic violence. After a very long eighteen months of case planning, all seven children were allowed to return home, however, this was not the end of the bends in her road of struggles. Soon afterward, Sherri's oldest child, Jeremiah**, began disrespecting authority (including his mother and teachers), skipping school, and developing friendships with people much older than he who were participating in violence and negative activities. Sherri's second oldest son, Leonard**, was also exhibiting problem behaviors in school including misbehaving in the classroom, bullying other students and having violent outbursts of anger, resulting in his being suspended from school on numerous occasions. Leonard had already been held back twice and was in danger of having to repeat the third grade again. One of Sherri's daughters, Alexandria**, struggling with her social skills, was so withdrawn that she was not able to make friends or participate in the classroom activi-

ties. In addition to these individual problems, the children were coming to school late, in unclean, inappropriate clothing. Sherri was overwhelmed.

Fortunately, Family Support Services' Child Victim Rapid Response Program (CVRR) was there to help. When CVRR gave an educational presentation on violence, abuse and neglect (including a safety plan) to Jeremiah's class, he revealed things that had happened in his home, prompting Debbie**, the CVRR Student Advocate, to conduct a safety check. Debbie talked with Jeremiah about some steps to take to ensure his safety and that of his siblings, and contacted his mother to offer assistance and services to her family. Debbie's call became Sherri's opportunity to "make the turn" in her road of recovery from family violence and the hardships she had faced as a single parent. Sherri received services as well as information on available community resources for summer camps, childcare, vision and health insurance; and enrolled Jeremiah, Leonard and Alexandria in CVRR's mentoring program. Together, Sherri and the Student Advocate were able to obtain the support that Sherri and the children greatly needed to become a stronger family, free of violence and on the road to a successful future.

By the end of the school year, all three children had begun to show marked improvement. Jeremiah, realizing that to achieve his goals and dreams in life he would have to attend school regularly, put his efforts into learning and making an effort to get along. Leonard began to learn coping skills for managing his outbursts of anger, which also helped him to be more successful in the classroom and to pass the third grade, and

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* www.quitabuse.org/quotes.htm

** Names changed to protect client confidentiality.



Tampa Learning Connections

Educational outreach has been an important part of the Crisis Center's services for more than 15 years, during which time we have provided extensive in-house training as well as thousands of presentations, both in-house and to the community at large. However, to meet the growing community demand for a variety of presentations, the program has recently reorganized and expanded to become a training and workshop center. Reflecting its reorganization and change of focus, a new name was essential, so the Education Services division of the Crisis Center of Tampa Bay has been renamed, Tampa Learning Connections (TLC).

TLC will focus on offering local, affordable, convenient, personal and professional skill-building workshop opportunities. The new workshop center will offer four services:

- continuing education workshops for licensed clinicians, nurses and other professionals,
- professional skill-building workshops for social service workers,
- customized workshops for corporate and service groups at their workplace,

- and training facility rental for meetings and presentations.

Of course, topics that have been requested in the past, including active listening, crisis intervention, suicide prevention, assisting victims of crime, supporting survivors of trauma, compassion fatigue and other mental health issues, will continue to be offered.

Tampa Learning Connections will promote educational connections between educators, learners, and relevant, current, science-based content. TLC has been designed to enhance these connections with adult learning principles in workshop format so participants have interactive learning opportunities for skill practice and knowledge sharing.

This new name and program design reflects a key service element of Crisis Center programs: connecting people with the resources they need to live healthy, satis-



fying, productive lives. Our new focus as an education center enhances our mission of promoting mental wellness. By expanding community education opportunities and offering customized trainings to local businesses, corporations and organizations, we will be increasing our community's capacity to meet the needs of fellow citizens who are struggling, *when life hurts*.

If you would like to arrange to have a customized presentation at your business or organization, please contact Tom Mueller at TLC: (813) 969-4958 or tjmueller@crisis-center.com.



Angela Ruth, Robert Grammig and Keith Shotzberger of Holland and Knight (H&K), with Crisis Center CEO Dennis Ross and TLC Director, Tom Mueller, prior to Mueller's special suicide prevention workshop presented to H&K staff members.

Holland and Knight Sponsors Suicide Prevention Workshops

The Crisis Center is very grateful to the law firm of Holland and Knight for the recent \$10,000 gift they gave to Tampa Learning Connections (TLC) to aid in the expansion of its educational presentations to the community.



TransCare

Although our daily lives present us with surprises every now and then, most people go to work each day with a basic idea of what the day will hold. There may be an occasional computer malfunction, fire drill or unexpected meeting, but rarely are they faced with physical danger, life and death crises and split-second decisions. For TransCare's Emergency Medical Technicians and First Responders however, "unexpected meetings" fill the typical workday. Each call brings with it a multitude of possibilities and issues that must be dealt with immediately.

Sometimes when crews reach the scene, the patient's condition has changed from the original assessment. For example, a "general illness" call may have escalated to a full cardiac arrest, a person who appeared

to be intoxicated may actually be experiencing a life threatening diabetic crisis, and a seemingly minor motor vehicle accident may have caused serious and possibly disabling internal injuries – even though the person is "walking & talking." TransCare's crews expertly assess the situation and quickly intervene, to limit the effects of the injury or illness and give the patient the best chance of recovery.

Challenges, other than medical conditions, also sometimes occur. Recently TransCare responded to provide medical attention to a formerly kidnapped woman, just rescued by police. The alleged kidnapper had a possible medical problem as well. TransCare quickly dispatched a second ambulance and transported both people to area hospitals.

It is easy to become "burned out" in a job like this, due to the constant onslaught of unanticipated and often stressful situations, long hours and many holidays, nights and weekends away from family. However, letters from grateful clients, such as the one printed below, or recognition from others in the community go a long way to enhance morale:

Dear Wonderful People: Please accept my thanks for the excellent care I received from your group. I tripped and fell in the parking lot of (location) and your team came for me, took me to the hospital and stayed with me until (my injuries) had been attended. If I knew the names of the two attendants, I'd thank them personally. I feel sure their TLC has helped my recovery....

And suddenly, it's all worth it.

Family Support SERVICES



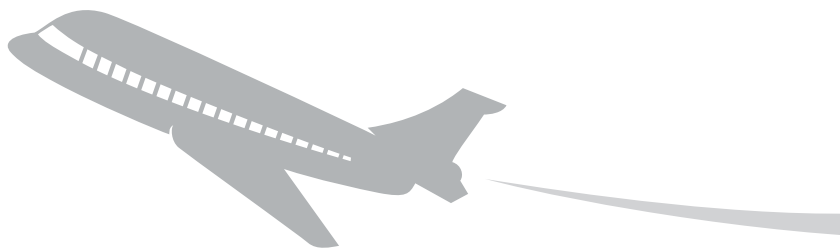
**Names changed to protect client confidentiality*

Elaine* was in crisis when she came to Family Support Services for help. She was pregnant with three small children and no food, electric or water service in her home. The small amount of food she had quickly spoiled when her utilities were cut off, and she and her children were hungry. Additionally, Elaine was late on her rent payment and was petrified that she and her children would be evicted and forced to live on the streets.

Elaine had been a "stay at home mom" before her husband had walked out on her and the children a few months before. She was trying to reunite with her husband, but when she found out she was expecting their fourth child, he told her that he did not want anything to do with her, his unborn child or his other three children. Elaine filed for child support payments and got a job, but right after the judge ordered child support payments, her estranged husband quit his job specifically so he would not have to make the payments. He also turned off the utilities in the home (which were in his name) and

refused to be responsible for the bills. Even though Elaine had gotten a job, she was struggling to pay the bills plus the cost of day care for her three children, and she could not afford to pay the costly utility deposits required to resume service.

Fortunately, Elaine was referred to Family Support Services. The social worker immediately provided the family with food, grocery vouchers, diapers and hygiene items, and arranged to pay the necessary deposits and past due utility bills to ensure that electric and water service to her home was reconnected that day. Family Support also paid her overdue rent, so the possibility of eviction no longer loomed over her, assisted her in applying for food stamps and subsidized child care, and in creating a budget so that the monthly bills would be more manageable. Elaine thanked the social worker for stabilizing her home-life by restoring her food and utilities and removing her fear of becoming homeless, as well as helping her to find the resources and confidence she needed to start over on her own with her children.



Travelers Aid Offers Much More Than Information

Passing by the Travelers Aid Booth at Tampa International Airport travelers notice the many maps, brochures and guides offering free useful information to tourists, area residents and airport employees; and most days between 9 am and 7 pm, they will also see a smiling ambassador for the Tampa Bay area, ready to assist with a cornucopia of issues. And they are not always travel related.

One recent morning a British family, who are part-year residents of Punta Gorda, approached Travelers Aid volunteer Holly Otoyoy while waiting to pick up some visiting friends. When the conversation turned to British food items the family misses when they are in America, they were pleasantly surprised to learn that Holly had recently enjoyed afternoon tea at a local shop, which also offered British foods for sale. Holly made a quick phone call to the shop to confirm the availability of the items they sought and gave them the telephone number, address and directions to the shop. The family was amazed to find that their stop at Travelers Aid resulted in a referral for the British goods they missed so much!

However, the Travelers Aid volunteers are often called upon to deal with much more critical and immediate travel-related issues. Can you imagine being in need of assistance in an airport in Shanghai, China, but

unable to speak Chinese? Travelers Aid recently served a man from Shanghai who found himself in the reverse situation. Fortunately, the man, who was in his mid-thirties and spoke very little English, was able to provide his ticket and travel information to the Travelers Aid volunteer. Upon examination, the volunteer contacted the applicable airline to discover how the traveler, who had been scheduled to fly from Shanghai to Orlando, changing planes in Canada, had ended up in Tampa. It seemed that Canadian immigration had detained him for several hours, causing him to miss his flight to Orlando. Due to his limited ability to converse in English, he had agreed to fly to Tampa, thinking it would connect to Orlando, where he was attending a conference. Since there are no flights between Tampa and Orlando, the airline representative suggested he rent a car and drive, but that was quickly ruled out as he neither had an international driver's license nor could read the English road signs. The Travelers Aid volunteer remembered a local limo service that had been helpful with past situations and the owner came through once again, agreeing to drive the man to the Kissimmee hotel and even to accompany him through the check-in process. The happy traveler, a PhD professor of electrical engineering from a Shanghai university who

was on his first trip to America, offered many grateful bows to the volunteer, along with his business card and an offer of a sightseeing tour of Shanghai!

The volunteers continue to assist travelers by shipping a variety of items that do not pass the security checkpoint, such as four large bottles of syrup that a Texas man wanted to take home. Realizing that he could not carry the bottles on board, he left them with the volunteers promising that a friend would pick them up in a few days. When that didn't happen, the Travelers Aid volunteers called the Texan and asked if he would like them to ship it through mail service. He was most appreciative. Another passenger was extremely distraught when her airline refused to allow her to check a very large and expensive snow globe because it was too fragile, but then found that Transportation Security Administration (TSA) refused to let her carry it on board. Finally, she was referred to the Travelers Aid volunteers, who contacted a shipping service. Amazingly, the service even agreed to pick it up at the airport, for only a \$5.00 additional charge!

The Travelers Aid volunteers are a very resourceful group and are always happy to help individuals and families with a wide variety of problems!

Eldernet



The team of Protiviti volunteers take time to enjoy a "Kodak moment."

Crisis Center Board Member Katy Thompson and 19 of her co-workers from Protiviti, Inc. recently teamed up with ElderNet to host a Bingo social at *Shady Palms Assisted Living Facility (ALF)* in Tampa.

After helping to seat the more than 50 resident participants and handing out multiple Bingo cards and chips, the volunteers mingled with the seniors and assisted some in playing the game. The residents really enjoyed playing the game and the chance to win several great prizes: the lovely lotions and scrumptious Godiva treats the Protiviti volunteers provided, in addition to the slippers, stuffed animals and jewelry prizes ElderNet added. The spirits of both residents and volunteers rose as they played Bingo and savored the delicious coffee cake and cookies the Protiviti volunteers also provided. For several hours, the games continued on, amidst much laughter and joy.

The event, with the super support of the Protiviti volunteers, really brightened up the lives of the residents, who for the most part are confined to the facility, due to age and frail health. According to Lisa Owen, Shady Palms' Activities Director, the event attracted one of the best turn-outs for Bingo during her many years at the ALF.

At the end of the day, one of the residents proudly showed off her new jewelry, which another resident had won and then given to her as a birthday gift. She could not have appeared happier had she won a million dollars!

2-1-1 TAMPA BAY



A Critical Tool in Times of Disaster

Over the past several years, Americans have faced numerous natural and man-made disasters, compelling us to examine our willingness to confront crises before they are beyond our control. 211 continues to prove its worth as a critical tool in disaster response, by joining with providers, funders, citizens, and emergency management personnel to ensure that there is a coherent plan to serve all who are in need



– quickly, efficiently and ubiquitously. 211 is, and must remain, a critical component of that plan.

Following the disasters of Hurricanes Katrina and Rita, 211 conclusively demonstrated the significant contribution it makes in an emergency – including expanding the capacity of the emergency response system, tracing unmet needs in the community, reassuring callers, mobilizing and managing volunteers, serving as intake for service providers, and sustaining the critical connection to citizens. During recent tornadoes in Indiana, heat waves in St. Louis, wild fires in California and Arizona, chemical spills in South Carolina and last winter's severe snow storms in Denver and Buffalo - the 211 system again provided residents with invaluable

information and connections to important resources.

2-1-1 Tampa Bay's mission is to do its part in maintaining the national tapestry of care.

Recognizing that during times of disaster preparation and recovery the delivery of accurate and timely information is critical, 2-1-1 Tampa Bay pledges to be "a safe place to call when life hurts," and the first place to call for pre- and post-disaster assistance information.

2-1-1 FACTS

- First launched by the United Way of Metropolitan Atlanta in 1997,
- 211 now serves approximately 198 million Americans (65% of the population).
- 80% of the U. S. population is expected to have access to 211 by the end of 2008.

www.211atyourfingertips.org

Volunteer

to help provide “a safe place to call when life hurts”

Volunteer Opportunities for Individuals

- **2-1-1 Crisis Counselor-** Provide crisis counseling and community referrals on our 24-hour hotline. No experience is necessary; a 46-hour training class will be provided. 2-1-1 Crisis Counselors are asked to volunteer four hours per week for a minimum of six months.
- **Sexual Assault Crisis Counselor-** Help a recent victim of sexual assault get back on the road to recovery. No experience is necessary; a 46-hour training class will be provided. Sexual Assault Counselors are asked to be on call twice a month, during an overnight or weekend shift, for a minimum of six months.
- **ElderNet Services Caller-** Take ten minutes out of your day to make a daily reassurance call to homebound elderly, and you can volunteer from the comfort of your home or office! ElderNet volunteers may also accompany clients to special events or work with other volunteers to complete chore projects.
- **Travelers Aid Airport Assistant-** Help travelers at Tampa International Airport with travel related problems and information. Volunteers are asked to work a four hour shift per week, with shifts available seven days a week, 9 a.m. - 7 p.m.
- **Collect Hygiene Supplies-** Set up a box at your office or school to collect unused hygiene items, such as hotel-sized shampoo bottles, mouthwash, toothbrushes, etc. to be given to Family Support Services clients.

Volunteer Opportunities for Groups

- **Cell Phone/Pager Collection Drive-** A project for groups or individuals. Help children in crisis by assisting with a collection drive of used or new cell phones, pagers, palm pilots, PDAs, and digital cameras. Collected items are forwarded to an organization that recycles them; in return we receive funding to expand our ability to provide services to children who often have nowhere else to turn.
- **Serve Our Seniors Chore Program-** Volunteers help homebound seniors and disabled adults gain a sense of pride in their homes and accomplish tasks they cannot do alone. Activities include yard work, cleaning, painting, and other house projects that seniors are not able to do on their own.

For more information, please visit our website: www.crisiscenter.com and click on the volunteer link. You may also call our Volunteer Services Department: (813) 969-4991.

Modern-day Slavery cont. from page 1

are forced to work in prostitution or the sex entertainment industry.

Traffickers use various techniques to instill fear in victims and to keep them enslaved. Some traffickers literally keep their victims under lock and key; however, the more frequent practice is to use less obvious techniques. Traffickers create a prison without walls by replacing shackles and chains with various forms of control, including: threats of deportation or harm to the victim's family members in their home country, withholding documents, isolation, sexual assault, verbal abuse and psychological coercion that is often combined with threatened or actual physical violence.

How does human trafficking occur at such an alarmingly high rate? Three elements are present in the crime of human trafficking: process, means and end. Human trafficking is the *process* of recruiting, harboring, moving, or obtaining a person by *means* of force, fraud, or coercion, with the *end result* of that person being trapped in debt bondage, slavery, involuntary servitude, or the sex trade. There are many people worldwide who are so desperate to improve their economic, social, personal, or political status that they can often be tricked into thinking the trafficker can improve their lives. Too late, they learn the truth.

Since Florida is one of the major entry points for victims of human trafficking in the United States, the Crisis Center's *Tampa Learning Connections* division (formerly Education Services) is working in partnership with the *Florida Coalition Against Human Trafficking* to provide awareness presentations about how to identify and aid human trafficking victims. We believe that an aware and informed community can help get this crime out of the shadows, support victims and make Florida and the Tampa Bay area an example of how to stop human rights violations. Visit our web site – www.crisiscenter.com - to find out when we are holding no-cost presentations about Human Trafficking.

Hammerli *cont. from page 3*

a Licensed International Financial Analyst. Christof is employed as the Director of Compliance for Switch and Data Facilities Company, LLC, where he is responsible for the firm's compliance with the Sarbanes-Oxley Act, and the internal audit department. In his limited spare time, Christof plays golf with his wife, Amanda, and enjoys traveling and cooking a nice meal.

Christof feels both honored and humbled to be associated with the Crisis Center and the hard-working staff and volunteers who support its mission, and plans to continue actively volunteering as a Board Member to give back to the community. Even after two years, he remains fascinated by the incredible number of people served through a variety of programs and services by a relatively small number of staff members and volunteers.

In preparing for this article, Christof expressed his gratitude in his own words: *"I would like to take this opportunity to thank all of you for the very much needed and appreciated services you provide on a daily basis. Speaking for the Board, I can tell you that we are very proud of what you achieve on a continued basis. Thank you!"* We thank you too, Christof!

CVVR *cont. from page 5*

Alexandria was gaining more self-confidence and starting to make friends with other classmates. Sherri, too, was displaying a new sense of self-confidence in her ability to effectively parent her seven children as a single mom. Overcome by the changes in her children in just eight weeks of mentoring, Sherri took advantage of the other referrals Debbie had provided, which gave her a sense of relief and control in her life.

Like Sherri, many parents often find themselves feeling like they are at the end of a road. With the help of Family Support Services and the Rapid Response Program, it is possible to keep the bend in the road from becoming the end of the road.

Dennis M. Ross, *President & CEO*

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