WHAT IS MOBILE ADVOCACY?

» Mobile advocacy is a practice that encourages agencies that provide direct services to connect with survivors by meeting them in their own community. This can be accomplished by traveling to the community directly and/or by using technology.

TALKING TECHNOLOGY WITH SURVIVORS

» When considering mobile advocacy and other technology use by your agency, keep in mind that empowering survivors of family violence represents one of the key underpinnings of the family violence movement. Technology can provide increased accessibility to services for survivors and can also maintain their connection to support networks and emergency services such as e911 but technology risks exist.

» Education and safety planning may represent the most appropriate strategies to employ when navigating issues of survivors' technology use. The focus should always remain on providing the advantages and risks of technology to survivors and allowing survivors to choose what level of technology they wish to utilize.

INCORPORATING MOBILE ADVOCACY VIA TECHNOLOGY INTO YOUR AGENCY

» Provide services to survivors via FaceTime, Skype or other communication apps

» Meet with survivors in locations convenient for them, keeping advocate and survivor safety at the forefront

» Provide survivors with mobile hotspots so they can connect to advocates via technology

» Arrange online support groups

» Work with local internet service providers (ISPs) to provide cheap or free internet service

» Work with library/colleges/schools to provide secure internet access.

IMPORTANT TERMS

» **ISP** - Internet service provider (ex. AT&T, Time Warner, or Xfinity)

» **VPN** - Virtual private network

» **FaceTime** - Apple-based video or phone chat service

» **Skype** - Computer program used to make free voice/ video calls over the Internet

» **Malware** - Malicious software intended to damage or disable computers, computer systems, or personal electronics

» **Digital Signature** - A way to ensure an electronic document is authentic without signing a hard-copy version

» **Wi-Fi** - Wireless internet network

IMPORTANT TERMS (CONTINUED)

» **Mobile Hotspot** - Portable device enabling Wi-Fi on a variety of devices, including laptops or tablets

» **App** - An application that can be downloaded and run on the internet, your computer, or a mobile device

» **URL** - A web address

HOW TO ADDRESS SAFETY CONCERNS

» Security:

- Use passcodes for your devices and install security and anti-malware software

- Be cautious of using public Wi-Fi. Use a virtual private network (VPN) to promote security, the device's data plan, or wait until you are on a more secure network to communicate with survivors or access confidential information.

- Be careful when downloading apps to the device you are using to communicate with survivors. Pay attention to what data these apps will be able to access.

- Avoid intermingling survivor information with personal information by not using personal cell phones & devices for work.

- Check call logs and information stored in communication apps (i.e. Skype or FaceTime) and privacy and security settings on your device.

» Safety Planning:

- Safety plan with survivors to make sure they are using technology as safely as possible.

- Check out the National Network to End Domestic Violence's (NNEDV) Technology Safety Quick

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SAFER TECHNOLOGY OPTIONS

» **Gruveo**

- Easy way to conduct video calls on a secure network

- Anonymous and encrypted

» **Virtual Private Network (VPN)**

- Provides secure internet access

- It is best to avoid free VPN services

» **Zero Knowledge Encryption**

- The company providing the software has zero knowledge of or access to the agency's data with the agency retaining complete control over the data by maintaining the encryption key or password.

» **Signal**

- Messaging app that encrypts communications so that only the sender and recipient can decipher the message

» **Digital Signature Applications**

- HelloSign [3 documents per month for free]

- SignNow [From $5 per month]

- Adobe Acrobat Document Cloud [Free]

» Advocate & Survivor Safety and Privacy
  - Check out NNEDV's Technology Safety & Privacy Toolkit for Survivors – Contains safety tips, information, and privacy strategies for survivors.
  - Cloud-based services vs. In-House Software

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TEXAS COUNCIL ON FAMILY VIOLENCE